



**CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,  
NEW DELHI – 110 003 TELEPHONE NO: 011-24381483**

**E-Tender No: MMTC/CO/COMP/2003/1018/SERVER-II/11**

**Date 21.01.2016**

MMTC Limited invites E-Tender for comprehensive Annual Maintenance of Servers, Routers, and Local Area Network at MMTC Scope complex, New Delhi and Regional office Chennai with one resident Network engineer at MMTC Corporate office, Delhi and Rate Contract for additional work (Labour charges and passive components for Local Area Network) at MMTC Corporate Office, New Delhi.

<b>Tender Number</b>	<b>E-Tender No: MMTC/CO/COMP/2003/1018/SERVER-II/11</b>
<b>Technical Bid</b>	<b>As per Annexure-A</b>
<b>Commercial Bid</b>	<b>As per Annexure-B</b>
<b>Earnest Money</b>	<b>Rs. 20,000/- (Rupees Twenty Thousand Only)in form of a crossed banker's cheque/Bank Draft favoring "MMTC Limited" drawn on any 'Nationalized Bank or first class International Bank payable at Delhi/New Delhi . Earnest Money to be deposited along with the Technical bid.</b>
<b>Start Date for Tender document download</b>	<b>21.01.2016 , 17.00 Hrs., Thursday</b>
<b>Last Date and Time for receipts of tender offers</b>	<b>16.02.2016, 15.00 Hrs., Tuesday</b>
<b>Technical Bid Opening</b>	<b>16.02.2016, 15:30 Hrs., Tuesday</b>
<b>Commercial Bid Opening</b>	<b>Will be informed later</b>
<b>Address of Communication</b>	<b>Deepak Bartwal Chief Manager (Systems) MMTC Limited Core-1 Scope Complex, 5<sup>th</sup> Floor, Computer Division New Delhi - 110003</b>

## **SECTION I**

### **1.0 BACKGROUND**

Established in 1963, MMTC, one of the two highest foreign exchange earners for India, is a leading international trading company with a turnover of around US\$ 10 billion. It is the largest international trading company of India and the first Public Sector Enterprise to be accorded the status of "FIVE STAR EXPORT HOUSE" by Government of India for long standing contribution to exports. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading. Its vast international trade network, which includes a wholly owned international subsidiary in Singapore, spans almost in all countries in Asia, Europe, Africa, Oceania and Americas, giving MMTC global market coverage.

### **1.1 OBJECTIVE:**

MMTC intends to have comprehensive Annual Maintenance of Servers, Routers, and Local Area Network at MMTC Scope complex, New Delhi and Regional office Chennai with one resident Network engineer at MMTC Corporate office, Delhi.

### **1.2 PRESENT IT SETUP**

MMTC has installed and commissioned the LAN and private WAN network at its Corporate Office at Scope Complex, New Delhi and its regional offices and sub-regional offices across India. Existing WAN and LAN arrangement at Corporate Office and the Server Farm constitutes of various brand Xeon based dual, quad, 8 way servers with RAID features, routers, switches and firewall etc. MMTC has ERP Setup and same is accessed thru Citrix by the end users. MMTC have configured Citrix on Three (3) Servers and Citrix Access Gateway box for RSA users. One (1) RSA Authentication Server for the users using RSA token to access ERP thru Citrix.

## SECTION -2

### 2.1 SPECIAL TERMS & CONDITIONS FOR E-TENDER:

1. OFFERS TO BE SUBMITTED ONLINE ON MMTC'S E-PROCUREMENT PORTAL ([HTTPS://MMTC.EPROC.IN](https://mmtc.eproc.in)) AGAINST THE RESPECTIVE TENDER ALONG WITH SCANNED COPY OF DULY SIGNED OFFER ON LETTERHEAD.
2. THE BIDDER SHOULD HAVE LEGALLY VALID CLASS III DIGITAL SIGNATURE CERTIFICATE FROM THE LICENSED CERTIFYING AUTHORITIES OPERATING UNDER THE ROOT CERTIFYING AUTHORITY OF INDIA (RCAI), CONTROLLER OF CERTIFYING AUTHORITIES (CCA) OF INDIA FOR SUBMISSION OF THEIR BID ON MMTC'S E-PROCUREMENT PORTAL.
3. BIDDERS ARE REQUESTED TO REGISTER ON THE E-PROCUREMENT PORTAL. THE BIDDER SHOULD HAVE A VALID USER ID TO ACCESS E-PROCUREMENT PORTAL OF MMTC.
4. BIDDERS ARE ADVISED TO PRINT AND SAVE BID SUBMISSION RECEIPT AFTER SUBMISSION OF BIDS.
5. THE INTERNET BROWSER USED SHOULD BE INTERNET EXPLORER VERSION 10.0 AND ABOVE. THE OPERATING SYSTEM SHOULD BE MICROSOFT WINDOWS 7.
6. VENDORS SHOULD FULFILL ANY OTHER PRE-REQUISITES MENTIONED IN THE TENDER DOCUMENTS OF A SPECIFIC TENDER.
7. FOR ANY TECHNICAL ISSUES/DIFFICULTIES PERTAINING TO THE E-PROCUREMENT PORTAL BIDDERS ARE ADVISED TO GET IN TOUCH WITH THE SERVICE PROVIDERS HELPDESK:

<b>HELPDESK TIMINGS: 1000 HRS to 1830 HRS IST (MONDAY TO FRIDAY (Exclusions: MMTC HOLIDAYS))</b>		
<b>Contact Nos. +91-124-4302000 for helpdesk officers</b>		
<b>Dedicated helpdesk for MMTC</b>		
<b>Name</b>	<b>Email</b>	<b>Phone numbers</b>
<b>Pankaj Kumar</b>	<b>Pankaj.verma@c1india.com</b>	<b>+91-9910433177</b>

## **SECTION-3**

### **3.1 ELIGIBILITY CRITERIA:**

1. The Bidder company/company's/service provider should be registered in India. Certificate of Incorporation, Copy of PAN, Service TAX Registration (CST/LST as applicable), copies of Article of Association & Bye Laws (in case of registered firms) and certificate of registration (in case of registered co-operative societies), partnership deed (in case of partnership firm) should be submitted.
2. Turnover of bidding company from IT products and services for the last two financial years must exceed Rs 10 Crore per year. (Certificate from CA to be enclosed.).
3. The Bidder company/firm should be financially sound i.e., it must have made profits in each of last (3) three financial years. (Copy of Audited financial statements, CA Certificate and directors' reports) for the last three years should be enclosed.)
4. Bidder should have three (3) Work(s) order in the immediately preceding (3) years (2012-2013, 2013-2014, 2014-2015) for Data Centre related hardware/software Maintenance and technical support of Servers Class Machines, LAN and Routers.
5. Bidder should submit completion certificate towards the Work(s) order for the immediately preceding (3) years.
6. Bidder must comply with all terms and condition of the tender (Signed copy of tender document to be submitted).
7. Bidder should provide services in Delhi and Chennai

**Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected.**

### **3.2 PERIOD OF CONTRACT**

The contract between MMTC and vendor shall be valid for a period of one year from the date of acceptance of AMC contract by the successful bidder. The same may be renewed annually for further period of two year on same terms & conditions/rates, if the services provided are satisfactory

## SECTION -4

### 4.1 SCOPE OF WORK:-

A brief overview of the Services required is outlined below.

#### a). **Comprehensive Annual maintenance of Server's (Detailed configuration as at Annexure I) and its associated software and accessories.**

1. The service provider shall provide service from 9:30 AM to 5:30 PM, Monday to Saturday, to keep the equipment in good working condition. The repair works shall be carried out at the location of the equipment except in exceptional circumstances when the equipment or any component may be required to be taken out for repairs in workshop at no extra cost to MMTC Limited.
2. Comprehensive service includes labour, parts, freight, and transportation etc., taxes, duties and levies on spare parts.
3. Scheduled Preventive Maintenance (PM) once in Six months for all Servers. Service Provider would maintain the Job Card for the PM. The PM Job Card has to be signed by MMTC System Official.
4. Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts. The parts replaced will either be a new part or equivalent in performance to new part. Whether defective item/components are to be replaced or repaired shall be at the sole discretion of Service Provider.
5. Operating System (OS) Support: This contract is inclusive of OS support on all the servers. Any problem related with OS maintenance like reloading of OS with all device drivers, OS upgrade, System configuration fine tuning and network configuration will be attended & rectified by Service Provider. For OS up gradation MMTC will provide media/Software of OS upgrade software/service pack.
6. Domain Controller Support: The service provider shall be responsible for recreating the domain controller in case same is corrupted/ on system crash.
7. Service provider shall provide services for clustered servers with storage and backup devices at MMTC Limited Corporate office as well as DR Site, Chennai. In case of cluster failure, the recreation of the cluster with configuration including EMC storage shall be the sole responsibility of the service provider. (Support with regard to OS installation/ Software installation and configuration will have to be provided for those servers and storage which are under warranty).

#### b). **Comprehensive Annual Maintenance of Cisco 2811 Routers as detailed at Annexure-V**

1. In case of failure, equivalent standby equipment will be provided till the time original equipment is repaired/replaced by the standby equipment.
2. Configurations changes as and when required.
3. Hardware/Configuration troubleshooting and diagnosis.
4. IOS/Software maintenance and reloading, if required.
5. Preventive maintenance of equipment.

6. The scope covers V.35 Cable as well.
7. Response Time: 4 hours, Resolution Time: 4 working hours thereafter.
8. Support window: 9:30 AM to 6:00 PM Monday to Friday and also whenever MMTC require the services of engineer on Saturday & Sunday under intimation to service provider.

**c). Comprehensive Annual Maintenance of Local Area Network (Listed in Annexure-VI) and RATE CONTRACT FOR ADDITIONAL WORK OF PASSIVE COMPONENTS at MMTC Corporate office**

1. The service provider shall provide **Resident Engineer** for maintenance/service from 9.30 A.M. to 6.00 P.M. from Monday to Friday and also whenever MMTC require the services of engineer on Saturday & Sunday under intimation to service provider to keep the equipment in good working condition (**Engineer should be graduate with CCNA and Networking certification**). The repair works shall be carried out at the location of the equipment except in exceptional circumstances when the equipment or any component may be required to be taken out for repairs in workshop.
2. The service provider shall agree to provide the services under the contract to keep the systems & peripherals in good working order. Maintain the LAN inventory details in proper manner.
3. The service provider shall set right the malfunctions of the LAN. This includes replacement of unserviceable parts and Switches. The parts/switch replaced will either be a new or equivalent in performance.
4. The service provider shall prepare network diagram after tagging the nodes on all the floors and maintain thereof.
5. Direct cables from switch to end-user to be punched on jack panel and terminate at IO box. (For additional equipment's MMTC shall pay as per rate contract).
6. The services of resident engineer can also be utilized at MMTC's Jewellery exhibition in Delhi (NCR) & MMTC Colony or any other location IN Delhi/NCR as required by MMTC.
7. The resident engineer should report MMTC computer division 5<sup>th</sup> floor at 9:30 AM .The engineer will be required to have Valid Identity card issued by the service provider.
8. The resident engineer should have necessary LAN tools to carry out the job.

#### **4.2 CALL REGISTRATION AND COMPLETION**

- a. All the maintenance calls will be logged using the complaint e-mail ID or the Call Register maintained in the Computer Division or any other mutually agreed mechanism.
- b. Completion of calls will be the owner of the system in the division. In case these officers are not available, their nominee will sign. Service Provider will prepare the call service slips in triplicate. MMTC User &

SERVICE provider Engineer will sign these. One copy will be given to the user and one copy will be submitted to the Computer Division controlling officers Third copy will be retained by Service Provider. No other documents will be used to work out downtime for penalty calculation.

- c. One mandatory visit per month by the engineer to perform/monitor health check of all the Servers/software's.
- d. The fault call should be responded within 2(two) hrs. And should be resolved within 4(four) hrs. after lodging of fault complaint

## SECTION -5

### 5.0 INSTRUCTIONS TO BIDDERS

#### 5.1 General

5.1.1 The **E-tender** shall be submitted in two parts:

- (i) Technical Bid
- (ii) Commercial Bid

5.1.2 MMTC reserves the right to revise or alter the scope of work before acceptance of any bid.

#### 5.2 Documents to be attached with the Technical Bid

5.2.1 Duly filled-in Form - A1, Form – A2, Form - A3 along with supporting documents.

5.2.2 Details of Earnest Money Deposit of Rs. 20,000/- (Rupees Twenty Thousand only).

#### 5.3 Technical Evaluation Criterion

5.3.1 The Bidder should fulfill the entire criterion laid out in Eligibility Criterion.

5.3.2 The Bidder should submit all the documents to be enclosed with the Technical Bid.

5.3.3 The Bidder should submit documentary evidence in respect of all the points specified in Eligibility Criteria and also in respect of the documents to be enclosed with the Technical Bid.

#### 5.4 Documents to be enclosed with the commercial bid

5.4.1 The Bidder shall give the Commercial Bid in Form-B of ANNEXURE-‘B’.

5.4.2 The charges quoted in the Commercial Bid should be inclusive of all taxes, duties and expenses payable to any party or government with detail of taxes component. Statements such as “Taxes as applicable” will not be entertained. The bid to be inclusive of transportation cost, lodging/boarding cost, out of pocket expense cost etc. (if any). In short, charges to be quoted in totality and No extra amount would be payable under any circumstances and should cover entire scope of work.

5.5 Earnest Money Deposit to be submitted in physical form and should reach MMTC, CO *on or before 16.02.2016 (Tuesday), 1500 Hrs.* Non-submission of EMD will result in rejection of bid

5.6 The Technical bid will be opened in the presence of the authorized representative of the bidder on **16.02.2016 (Tuesday) 15:30 Hrs.** at MMTC, Corporate office, SCOPE Complex, Lodhi Road, New Delhi. The person intend to attend the opening should bring authorization letter for the same from the company.

5.7 Bidders are advised to submit their bid strictly based on the terms and conditions and specifications contained in this tender, and not to stipulate any deviations.



MMTC reserves the right to reject the bids containing deviation to the terms and conditions and requirements of this tender.

**5.8 Cost of Bid preparation:** The bidder shall bear all costs associated with the preparation and submission of their Bids and MMTC shall in no case be responsible or liable for such costs regardless of the result of the bidding process. The bidder whose bid is not accepted shall not be entitled to claim any cost, charges and expenses of and incidental to or incurred by him through or in connection with his submission of bid, even though MMTC may elect to modify/withdraw the tender.

**5.9 Amendments to bid information:** MMTC reserves the right to make revisions or amendments to this tender prior to the closing date of the bid. Such revisions or amendments shall be announced by an addendum or addenda or corrigendum. In such case, the addendum may include an announcement of the new closing date for the submission of offers. The bid submitted by the bidder shall take into account all such amendments/revisions.

#### **5.10 Prices**

5.10.1 Prices quoted in the commercial bid shall be firm and not subject to variation on any account. The bidder should quote for the full parts of the services as specified in this tender. Part bid for any services will not be accepted and are liable to be rejected.

5.10.2 The price quoted by the bidder shall remain firm & will not be subject to escalation of any description whether statutory or otherwise. In short, charges to be quoted in totality and No extra amount would be payable under any circumstances.

**5.11 Validity:** The bidders shall hold valid their bids for 90 (Ninety) days from the closing date for the e-bids. In exceptional circumstances, prior to the expiry of the original bid validity period, MMTC may request the bidders for a specified extension in the period of validity. The request and the response thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify their bid, but will be required to extend the validity correspondingly.

#### **5.12 Earnest Money Deposit**

5.12.1 The EMD shall be in the form of a bank draft/Bankers Cheque favouring "MMTC Limited" drawn on any Nationalized Bank or first class International bank payable at Delhi/New Delhi.

5.12.2 EMD will be refunded to unsuccessful bidders. Also the said earnest money deposit will be refunded to successful Bidder on signing of the Contract and after submission and confirmation of Performance Guarantee.

5.12.3 No interest will be payable by MMTC on EMD.

5.12.4 The EMD may be forfeited by MMTC if a Bidder withdraws his bid during the period of bid validity or extended bid validity specified above.

5.12.5 Should the tender be withdrawn or cancelled by MMTC, which MMTC has right to cancel any time, EMD will be refunded.

**5.13** A list of clients, contract start date, contract, name, address & phone number of contact person should be enclosed.

- 5.14** Corrections: Over writings are not permitted. In case of corrections, the correct word/number should be written separately and attested by authorized signatory & stamped.
- 5.15** Bid Evaluation: Bids received and accepted after fulfilling the terms and conditions of this tender, will be evaluated to ascertain the best and lowest evaluated bid in the interest of MMTC.
- 5.16** Acceptance of Bids: MMTC reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for this action.
- 5.17** Bid Currency: All costs and charges related to the bid shall be expressed in Indian Rupees only.
- 5.18 Opening of Bids**
- 5.18.1 The bids will be accepted up to the date and time as specified in the tender document.
- 5.18.2 No bids will be accepted after tender deadline.
- 5.18.3 After technical evaluation, the Commercial bids of only those technically qualified will be taken up for further price valuation
- 5.18.4 All technically qualified bidders shall be invited to attend the opening of commercial bids at MMTC office. The date of the opening of the Commercial bids would be communicated to the technically qualified Bidders.
- 5.19 Award Criteria:** MMTC will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.

## SECTION -6

### 6.0 OTHER TERMS & CODITIONS

#### 6.1 PAYMENT TERMS:-

- 6.1.1 No advance payment in any case would be made.
- 6.1.2 Payment for AMC will be made on quarterly basis i.e. at the end of every quarter through e-payment mode only. For ensuring e-payment, the service provider would complete all formalities in regard to payment through electronic mode and after submitting and confirmation of the performance guarantee.
- 6.1.3 The payment would be made against the invoice (in triplicate).
- 6.1.4 The Payment would be made after deducting necessary taxes applicable, if any.

#### 6.2 Taxes, Duties, Levies and Incidental Expenses:

- 6.2.1 The bidder will bear all Taxes, Duties, Levies and Incidental expenses including Boarding, Lodging & conveyance etc. of their team.
- 6.2.2 Any increase or decrease of taxes, duties or prices of components, etc. will not affect the AMC rates during the entire period of AMC

#### 6.3 PERFORMANCE GUARANTEE: - (As per Annexure-IV)

- 6.3.1 The successful bidder is required to submit a Performance Guarantee as per Purchaser/MMTC Limited's prescribed Performa on an appropriate value of stamp paper within a period of 30 days from the date of written notification of award to be made to the Bidder, calculated at the rate of ten percent (10%) on the work order value. This will be issued by a scheduled commercial bank other than Co-operative bank or Gramin bank, having net worth of at least Rs. 500 crore and capital adequacy ratio of 9%, valid until the termination of the warranty period. All expenses, commissions and interests related to issuance and surrendering of the Performance Guarantee, accrued to the Bank, shall be at the sole cost of the bidder. The bidder, who has caused and delivered the Performance Guarantee, shall not be entitled to put forth any accrued interests thereon. The Performance Guarantee amount shall be available, if invoked, at the counters of bank in New Delhi within banking hours on the date of presentation.

#### 6.4 Delays in the bidder's Performance: Delay by the bidder in the performance of its obligations shall render the bidder liable to any or all of the following sanctions:-

1. Invocation of its Performance Guarantee.
2. Imposition of liquidated damages, and/or

### 3. Termination of the Contract for Default.

- 6.5 Delivery of Services and Location:** - The Comprehensive Annual Maintenance Contract services are to be delivered at MMTC Limited, Scope Complex, New Delhi and Regional Office Chennai.
- 6.6 INDEMNITY:-** The Bidder shall at all times indemnify Purchaser, being unlimited with the time, against all claims which may be made in respect of the said work for infringement of any rights protected by patent registration, design or trade mark. In the event of any claim in respect of any alleged breach of a patent, registered design or trade mark being made against Purchaser, it shall notify to the Bidder and the Bidder shall at his own expense, either settle any such dispute or conduct any litigation that may arise, there from.
- 6.7 LIQUIDATED DAMAGES:** -The timely execution of contract is essence of the work order. In the event of supplier's/service provider's failure to deliver the material & services within the stipulated delivery period, the liquidated damages are payable by them @ 2 % per week of the unexecuted order value subject to a maximum of 20% total order value.
- 6.8 TERMINATION FOR DEFAULT**
- 6.8.1 The Purchaser/MMTC Limited may, without prejudice to any other remedy for breach of purchase order/ work order, by written notice of default, sent to the supplier/service provider, terminate this Purchase order/ work order in whole or in part:
- (i) If the Supplier fails to deliver any or all of the services within the time period(s) specified in the Purchase order/ work order, or any extension thereof granted by the Purchaser.
  - (ii) If the Supplier fails to perform any other obligation(s) under the Purchase order/ work order; and
  - (iii) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 7 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
  - (iv) In the event of Purchaser terminates the Purchase order/ work order in whole or in part, pursuant to paragraph 6.1 the Purchaser may proceed, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar services. However, the Supplier shall continue performance of the Purchase order/ work order to the extent not terminated.
- 6.9 SET OFF:** - Any sum of money due and payable to the supplier (including security deposit refundable to him) under this work order may be appropriated by MMTC and set off against any claim of MMTC.

6.10 **FORCE MAJEURE:**

- 6.10.1 If any time during the existence of this contract either party is unable to perform in whole or in part any obligations under this contract because of war, hostility, military operations, civil commotion, sabotage, quarantine, restrictions, acts of Gods and acts of Government (including but not restricted to prohibitions of exports and imports). Fires, floods, explosions, epidemics, strikes or any other labour trouble, embargoes, then the date of fulfillment of any obligations engagement shall be postponed during the time when such circumstances are operative. Any waiver/extension of time in respect of the delivery of any part of the project shall not be deemed to be waiver extension of time in respect of the remaining deliverables.
- 6.10.2 If operations of such circumstances exceed three months either party will have the right to refuse further performance of the contract in which case neither party shall have the right to claim eventual damages.
- 6.10.3 The party which is unable to fulfill its obligations under the present contract must within 30 days of occurrence of any of the causes mentioned in this clause shall inform the other party of the existence or termination of circumstances preventing the performance of the contract. Certificate issued by Chamber of Commerce or any other Competent Authority connected with the case shall be sufficient proof of the existence of be above circumstances and their duration.

6.11 **ARBITRATION – DISPUTE RESOLUTION:-**

6.11.1 Informal Dispute Resolution

The parties agree to attempt to resolve all disputes arising under the Aggrement, equitably, in good faith and using their best endeavours. To this end, the parties agree to provide frank, candid and timely disclosre of al relevant facts, information and documents to facilitate discussions between them/their respresentatives or senior officers.

6.11.2 Formal Dispute Resolution

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity of the breach thereof shall be settled by arbitration in accordance with the rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.

- 6.12 **MERGER & ACQUISITIONS: -** In case of mergers and acquisitions of Bidder Company, all contractual conditions and obligations shall automatically get transferred to acquiring company/entity and acquiring company must assume all the obligations of the contract till the end of the contract period.

- 6.13 **COMMENCEMENT: -** The AMC shall be commenced by the selected agency from the effective date of commencement of the AMC. All the systems and peripherals under AMC shall be jointly verified by the vendor and conditions of

the same shall be noted on the date of commencement of AMC. In case any system/peripheral/component is found malfunctioning the same shall be point out to MMTc for rectification and the incumbent agency shall submit estimate for their pre-AMC repairs. The pre-AMC repairs shall be got done through and on cost and risk of concerned earlier maintenance agency, failing which, approval shall be granted to the incumbent agency for carrying out repairs of such items on cost basis as per estimate, and such items shall come under AMC forthwith after such repairs.

6.14 **SEVERANCE:** - At the time of termination of contract and of the contract period including extended period, if any, or otherwise, the agency shall tender back all the systems and peripherals and components under their AMC in good working condition failing which, the same would be got rectified at the agency's cost and risk and sum may be recovered from the unpaid bill or security deposit or in case the same being higher as per the terms of the contract entered between the parties.

6.13 **CLARIFICATION OF TENDERING DOCUMENT:**

Bidders requiring clarification on tender document may notify MMTc in writing or by email latest by **05.02.2016 (Friday)**. MMTc shall respond such clarification in writing or by email or corrigendum to be published on [www.mmtclimited.gov.in](http://www.mmtclimited.gov.in), [www.eprocure.gov.in](http://www.eprocure.gov.in) and <https://mmtc.epoc.in> portals.

6.13 For any further clarification, the bidder may contact Mr. Deepak Bartwal, Chief Manager (systems) e-mail Id [dbartwal@mmtclimited.com](mailto:dbartwal@mmtclimited.com) or Mr. Rajesh Chaudhary, AGM (Systems), email [rajeshc@mmtclimited.com](mailto:rajeshc@mmtclimited.com)

**TECHNICAL BID****FORM- A1**

<b>Sl.No.</b>	<b><u>Description</u></b>	<b><u>Compliance (Y/N)</u></b>
1.	The Bidder company/company's/service provider should be registered in India. Certificate of Incorporation, Copy of PAN, Service TAX Registration (CST/LST as applicable), copies of Article of Association & Bye Laws (in case of registered firms) and certificate of registration (in case of registered co-operative societies), partnership deed (in case of partnership firm) should be submitted.	
2.	Turnover of bidding company from IT products and services for the last two financial years must exceed Rs 10 Crore per year. (Certificate from CA to be enclosed.).	
3.	The Bidder company/firm should be financially sound i.e., it must have made profits in each of last (3) three financial years. (Copy of Audited financial statements, CA Certificate and directors' reports) for the last three years should be enclosed.)	
4.	Bidder should have three (3) Work(s) order in the immediately preceding (3) years (2012-2013, 2013-2014, 2014-2015) for Data Centre related hardware/software Maintenance and technical support of Servers Class Machines, LAN and Routers.	
5.	Bidder should submit completion certificate towards the Work(s) order for the immediately preceding (3) years.	
6.	Bidder must comply with all terms and condition of the tender (Signed copy of tender document to be submitted).	
7.	Bidder should provide services in Delhi and Chennai.	

**Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected.**

**TECHNICAL BID**

**FORM A2**

**TERMS AND CONDITIONS AS AGREED**

Our Company/Firm is agreeable to the terms and conditions of the RFP. A copy of the same duly signed by us is attached.

Signature:

Name:

Designation:

Company/Firm:

Date:

Place:



**TECHNICAL BID****FORM A3****CLIENTELE**

Tender No.	
<b>COMPANY DETAILS</b>	
COMPANY NAME	
REGISTRATION NO.	
PAN / TAN NO.	
REGISTERED ADDRESS	
NAME OF PARTNERS	
BIDDER TYPE	
CITY	
POSTAL CODE	
ESTABLISHMENT YEAR	
NATURE OF BUSINESS	
LEGAL STATUS	
COMPANY CATEGORY	
<b>CONTACT DETAILS</b>	
CONTACT NAME	
DATE OF BIRTH DD/MM/YY	
CORRESPONDENCE EMAIL	
DESIGNATION	
PHONE	
MOBILE	

Company Name / stamp of the Company

**COMMERCIAL BID****FORM-B**

<b>Sl. No.</b>	<b>Description</b>	<b>Amount in (Rs.) inclusive of all taxes</b>
1	Comprehensive Annual Maintenance of Servers , Storage and Routers as per Annexure- I	
2	Comprehensive Annual Maintenance of Local Area Network as per Annexure-II	
3	Rate Contract for additional work (Labour charges and passive components for Local Area Network) as per Annexure-III	
4	<b>One Resident Engineer for Local Area Network and Systems</b>	
	<b>Grand Total</b>	

*Please Note while quoting-*

- *The rates quoted above should be strictly as per the format. If there are any other charges quoted separately the bid will not be considered and may be disqualified.*

Remark: - a) The cost should be inclusive of all Taxes/ VAT/any other taxes etc.  
b) MMTC would not provide any charges towards Boarding/Lodging/ Traveling etc. cost. The same has to be borne by vendor.

**Evaluation criterion:** - The tender will be finalized on the basis of the total bid amount for the services offered (Sl. No 1 To 4) and not the item-wise lowest rates by the bidders.

**ANNEXURE-I****Following details to be filled by the bidder (Mandatory)**

Sl.No	Server Make	Qty	System Configuration/OS	Equipment Serial No.	Rate per annum per item	Total AMC Charges
<b>'A' Equipment's at C.O</b>						
1	Dell PE-6850	1	4 U Intel (Xeon MP Dual CPU, 8 GB, 2 x 144 GB), Windows 2003	JV7SH1S		
2	Dell PE-6850	1	4 U Intel(Xeon MP Dual CPU, 8 GB, 2 x 144 GB) , Windows 2003	SV7SH1S		
3	HBA Card for above server - Dell	4	QL 2340			
4	OFC Cables	4	5 Meter LC - LC Cables			
5	External Storage-SAN	1	Dell/EMC cx 300 (500 GB)	2Q11291/ AC131054400465		
6	Avocent 8 Ports KVM, Keyboard and Mouse, 5 KVM Cables,	1				
7	Dell PE 2850	1	2 U Intel(Xeon, 2 GB, 2 x 144 GB, 2 x Gbit, Enet) with LVD SCSI Card , Windows 2003	787SH1S		
8	Dell PE-2850	1	Intel(2 U - Xeon, 2 GB, 2 x 144 GB, 2 x Gbit Enet), Windows 2003	687SH1S		
9	Dell PE 2950	1	Intel Xeon, CPU e5405 @ 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 4 drives, Windows 2003	BQ1SW1S		
10	Dell PE 2950	1	Intel Xeon, CPU e5405 @ 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB	9Q1SW1S		

			x 4 drivers, Windows 2003			
11	Dell PE 2950	1	Intel Xeon, CPU – E5405, 2 GHZ, DVD,FSS, 4 GB RAM, HDD-146GB x 6 Drivers, Windows 2003, Windows 2003	56Y4X1S		
12	Dell PE 2950	1	Intel Xeon, CPU- E5405, 2GHZ, 4GB RAM, DVD/FDD, HDD-146GB x 6 Drives, Windows 2003	66Y4X1S		
13	Dell PE 2950	1	Intel Xeon, CPU- 5160, 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 3 Drives, Windows 2003	JSR6N1S		
14	Dell PE 2900	1	Intel Xeon, CPU – E5405, 2 GHZ, DVD,FSS, 4 GB RAM, HDD-146GB x 6 Drivers, Windows 2003	CC2L22S		
15	Dell PE R900	1	Intel Xeon, CPU- E7310, 1.6GHZ, 8 GB Ram, DVD, FDD, HDD-73 GB x3 Drivers, Windows 2003	BPM8V1S		
16	Dell PE R900	1	Intel Xeon, E-5405, 2GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 4 Drivers, Windows 2003	DC2L22S		
	<b>IBM Servers</b>					
1	IBM- X236		Dual Intel MP Xeon Processor 2.0 GHZ, 4 GB RAM, 3x36.4GB HDD, 1.44 MB Floppy Disk Drive, 20/40 GB DAT Drive, Windows 2003	1S8841IWS - 99LCH54		
2	IBM X Series 235	1	2.0 GHz Intel Xeon Processor having integrated 512 KB L2 Cache, 4 GB RAM, 2 x 36 GB	IS8671GS - 2FPMK01		

			Ultra 320 SCSI hard drive hot swappable 48x speed IDE CD ROM Drive, 1.44 MB FDD, Windows 2003			
3	IBM X Series 235	1	2.0 GHz Intel Xeon Processor having integrated 512 KB L2 Cache, 4 GB RAM, 2 x 36 GB Ultra 320 SCSI hard drive hot swappable 48x speed IDE CD ROM Drive, 1.44 MB FDD, Windows 2003	IS8671GS - 2FPMK11		
	<b>HP Servers</b>					
1	HP-ML350	1	Intel Xeon CPU 3 Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD,, Keyboard, Monitor, Window Server 2003	INI72302JF		
2	HP-DL380G5	1	Intel Xeon CPU, E5310 @ 1.60Ghz, 3.25 GB RAM , DVD, Window Server 2003	SGH807EWTC		
	<b>HCL Servers</b>					
1	HCL-INFINIT GLOBAL LINE 2700 AF SERVER	1	Intel Xeon CPU 3.40Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD, Windows 2003	3073A1390779		
2	HCL-Infinite Global line	1	Intel Xeon CPU 3.20Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD,, Keyboard, Monitor, (Quantum DLT VS80 )	1073A1310717		
3	HCL-SERVER	1	Intel Xeon-5410, 2.33 Ghz, 8 GB RAM, 146x6 GB HDD	B093A1175119		
4	HCL-Infinite Global line	1	Intel Xeon CPU 3.20Ghz, 4 GB	5053A1109172		

			RAM HDD 136x2 GB, 1.44FDD,, Keyboard, Monitor, (Quantum DLT VS80 )			
5	HCL-INFINIT GLOBAL LINE 2700AF SERVER	1	Intel Xeon CPU 3.40Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD, Windows 2003	3073A1390780		
	<b>WIPRO Servers</b>					
1	WIPRO-Z2241	1	Intel Xeon, E5620, 2.4 Ghz, 16 GB RAM, 2.7 TB HDD	12DBWB14400002		
2	WIPRO-Z2241	1	Intel Xeon, E5620, 2.4 Ghz, 16 GB RAM, 2.7 TB HDD	12DBWB14400003		
	<b>Cisco Routers</b>					
1	Cisco 2811 Router	1	Cisco 2811 Router with IOS Advanced Security	FHK1130F2MB		
2	Cisco 2811 Router	1	Cisco 2811 Router with IOS Advanced Security	FHK1132F3TY		
	<b>TFT</b>					
1	HP TFT 15"	5				
2	PCS TFT 19"	1				
3	Dell TFT 18"	4				
4	Wipro TFT 18"	1				
5	Samsung 15"	1				
1	Keyboard	8				
2	Mouse	9				
				<b>Sub Total (A)</b>		
<b>'B' Equipment's at Regional office Chennai</b>						
1	Dell PE 6850 (Chennai)	1	4 U Intel(Xeon MP Dual CPU, 8 GB, 2 x 144 GB) , Windows 2003	1W7SH1S		
2	Dell PE 2850 (Chennai)	1	Intel(2 U - Xeon, 2 GB, 2 x 144 GB, 2 x Gbit Enet), Windows 2003	887SH1S		
3	HBA Card for above server - Dell - Chennai	1	QL 2340			
	OFC Cables	1	5 Meter LC - LC Cables			

4	External Storage-SAN	1	Dell/EMC CX 300 (500 GB)	CK20006020016		
				<b>Sub Total (B)</b>		
				<b>GRAND TOTAL (A+B)</b>		

**Annexure-II**

**Details of LOCAL AREA NETWORK equipment's to be covered under Annual Maintenance Contract**

A).

<b>Floors/Division</b>	<b>Switches (No's)</b>	<b>Make</b>
<b>First Floor</b>	24x2	24 Port 10/100 Mbps DLINK SWITCH
-do-	8x1	8 PORT DLINK SWITCH
<b>Second Floor</b>	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x3	24 Port DLINKSWITCH
-do-	8x1	8 PORT DLINK SWITCH (Raj Bhasa Dvn.)
<b>Third Floor</b>	24x3	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x2	24 Port DLINK SWITCH
<b>Fourth Floor</b>	24x3	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x1	24 Port DLINKSWITCH
	8x1	8 PORT DLINK SWITCH
<b>Fifth Floor (Systems)</b>	24x2	24 Port 10/100 Mbps L3 CISCO SWITCH CATALYST – 3560G SL. NO - FOC1001Y2LX / FOC1001Y2M7
-do-	24X2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	48X1	48 PORT DLINK DGS1248T
-do-	24X1	24 PORT CISCO SR 224 SWITCH
Server Room	24X1	24 Port DLINKSWITCH
-do-	24x1	24 Port CISCO SWITCH
<b>Fifth Floor(CBO)</b>	24x2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
<b>Sixth Floor</b>	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
	8X2	8 PORT DLINK SWITCH(CMD CELL)
<b>Seventh Floor</b>	24x3	24 Port DLINKSWITCH
-do-	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	8X1	8 PORT DLINK SWITCH(VIPIN)
	<b>Jack Panel (24 Port)</b>	
First Floor	2	AMP and Lucent
Second Floor	4	AMP and Lucent
Third Floor	4	AMP and Lucent
Fourth Floor	4	AMP and Lucent
Fifth Floor(Systems)	6	AMP and Lucent
Fifth Floor(CBO)	2	AMP and Lucent
Seventh Floor	4	AMP and Lucent
	<b>Cable Manager</b>	
Second Floor, Third Floor, Fourth Floor, Seventh Floor	1 on each floor	AMP and Lucent
Fifth Floor(Systems)	4	



	<b>Racks</b>	
9U wall mountable rack enclosures with power strip, fans, cable manager and base plate	11	Make President or equivalent make
	<b>IO BOX</b>	<b>Approximately 400</b>
	<b>CAT 5/CAT6</b>	<b>Approximately 25000 meters</b>
	<b>Grand Total</b>	

**ANNEXURE-III**

**Following table to be filled by the bidder (Mandatory)**

**B). RATE CONTRACT FOR ADDITIONAL WORK OF PASSIVE COMPONENTS  
IN MMTCLIMITED, SCOPE COMPLEX**

Sl.No.		Amount (Rs.)Per Unit inclusive of taxes
<b>A</b>	<b>Rate contract for Installation of items (Labour Charges)</b>	
1	Installation of PVC conduit 15x15 mm	
2	Installation of PVC conduit 30x25 mm	
3	Installation of PVC Baton (1") 12'	
4	Installation of PVC Baton (2") 12'	
5	Laying of cables (UTPE cat 5/6 cable) (per Meter)	
6	Removal of cables (UTPE cat 5/6 cables) (per Meter)	
7	Installation & termination Information Outlet with box	
8	Installation & termination RJ45.	
9	Installation & termination of Jack Panel	
10	Installation of 8/12/16/24 ports Switch	
11	Installation of wall mount racks	
12	Testing of Nods	
13	Installation of Cable Manager	
	<b>Total (A)</b>	
<b>B</b>	<b>Rate contract for New material</b>	
1	PVC conduit 15x15 mm (AKG Make or equivalent make)	
2	PVC conduit 30x25 (AKG Make or equivalent make)	
3	PVC Baton (1") 12' (AKG Make or equivalent make)	
4	PVC Baton (2") 12' (AKG Make or equivalent make)	
5	UTPE CAT 5 cable (AMP Make or equivalent make)	
6	UTPE CAT 6 cable (AMP Make or equivalent make)	
7	Information Outlet with box (AMP Make or equivalent make)	
8	24 Port Jack Panel Cat 5 (AMP Make or equivalent make)	
9	24 Port Jack Panel Cat 6 (AMP Make or equivalent make)	
10	3' Patch cord Cat 5 (AMP Make or equivalent make)	
11	3' Patch cord Cat 6 (AMP Make or equivalent make)	
12	7' Patch cord Cat 5 (AMP Make or equivalent make)	

13	7' Patch cord Cat 6 (AMP Make or equivalent make)	
14	RJ45 connector	
15	KVM Switch (PS2) (Dlink Make or equivalent make)	
16	KVM Switch (USB) (Dlink Make or equivalent make)	
17	KVM Cable (PS2) (Dlink Make or equivalent make)	
18	KVM Cable (USB) (Dlink Make or equivalent make)	
19	8 port Gigabit Switch (Dlink Make or equivalent make)	
20	16 port Gigabit Switch (Dlink Make or equivalent make)	
21	24 port Gigabit Switch (Dlink Make or equivalent make)	
22	PS2 to USB Converter Cable	
	<b>Total(B)</b>	
	<b>Grand Total (A+B)</b>	

**Annexure –IV**

**PERFORMANCE BANK GUARANTEE (as per MMTC format),**  
**(Rs. 100 Stamp Paper)**

No. \_\_\_\_\_.  
Date \_\_\_\_\_.

To  
MMTC Limited  
Core-I, Scope Complex  
7. Lodhi Road  
New Delhi - 110003

WHEREAS \_\_\_\_\_ (supplier name & address) (here in after referred to as the Seller) have entered into a contract with M/S. MMTC Limited, Core-I, Scope Complex, New Delhi, (hereinafter called the "MMTC") bearing Contract No. dated for the supply of \_\_\_\_\_ (Items) for a value of Rs. \_\_\_\_\_ (total purchase order value) (Rupees \_\_\_\_\_ (in words) and whereas the Seller has agreed to provide the comprehensive Annual Maintenance of Servers, Routers, and Local Area Network at MMTC Scope complex, New Delhi and Regional office Chennai with one resident Network engineer at MMTC Corporate office, Delhi strictly as per the description. Specification and delivery schedule as mentioned in the aforesaid contract no. dated \_\_\_\_\_ .

AND WHEREAS the seller is required to furnish a performance bank guarantee of the value of Rs. (Rupees \_\_\_\_\_) being 10% of the total value) for the due performance of the contract in favour of the said MMTC. We \_\_\_\_\_ (name of the bank & address (hereinafter called the bank) do hereby irrevocably and unconditionally guarantee and undertake to pay to MMTC merely on demand in writing an amount not exceeding Rs. \_\_\_\_\_ (Rupees (in words) without any demur, contestation, protest or reference to the seller or any other party if the seller fails to perform all or any of his obligations, or commit any breach of his obligation as described in the aforesaid contract. The decision of MMTC communicated in writing that the Seller has defaulted in performance of his obligations under the contract, shall be final and binding on us notwithstanding any contestation or protest by the seller. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (in words).

We, \_\_\_\_\_ (banker's name and address) further agree that the guarantee here in contained shall remain irrevocable and continue in full force and effect up to and that it shall continue to be enforceable till all the dues of MMTC under or by virtue of the said contract have been fully paid and its claims satisfied or discharged till MMTC certifies that the obligations of the said contract have been fully and properly carried out by the seller and accordingly discharge the guarantee. MMTC will have the right to file its claim under this contract for a further period of three months after the expiry of the validity of this guarantee.

We, \_\_\_\_\_ (bank name & address) further agree that MMTC shall have the fullest liberty without our consent and without affecting in any manner our obligations herein to vary any of the terms and conditions of the said contract or to extend time of performance by the seller from time to time or postpone for any time or from time to time any of the powers exercisable by MMTC against the seller and forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reasons of any such variations or extensions being granted to the seller or for any forbearance, act or omission on the part of MMTC or any indulgence by MMTC to the seller , or by any latter or thing whatsoever , which under the law relating to the sureties would , but for this provision have the effect of so relieving us.

We, \_\_\_\_\_ (bank name & address) also undertake not to revoke the guarantee during its currency except with the previous consent of MMTC in writing. We, (bank name & address) hereby undertake and guarantee to pay any money so demanded notwithstanding any dispute(s) raised by the said seller in any suite or proceeding pending before any court or tribunal relating thereto. Our liability under this premises being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under and that the said Seller has no claim against us for making such payment.

Our liability under this guarantee is restricted to an amount of Rs. \_\_\_\_\_ (100% of PO value) (Rupees \_\_\_\_\_ (in words)). The guarantee shall remain valid up to \_\_\_\_\_ unless a demand or claim under this guarantee is made on us in writing within three months thereafter. We shall be discharged from all liabilities under this guarantee thereafter. We further agree that this guarantee will not be affected in any manner whatsoever due to any change in the constitution of the Seller or the bank. We lastly undertake not to revoke this guarantee during its currency except with the previous consent in writing from MMTC.

Witness : 1.  
2.

Signatory)

Company stamp)

(Authorised

(Signed with