

NOTICE INVITING TENDER (NIT)

E-Tender Enquiry No. CPU/LT/52/0417/9814

Dated: 22.08.2019

1. Director General of Meteorology (DGM), India Meteorological Department (IMD), Ministry of Earth Sciences (MoES), Government of India, on behalf of president of India invites ONLINE TENDERS through **CPP portal** <http://eprocure.gov.in> in **Single bid** system from eligible and qualified Indian firms for the following Services. **Partial bidding is not allowed.**
2. **Name of Services: “Revamping & CAMC for RSMC Web-Site”**
3. **Specification and quantity:** As per RFP.
4. **Tender schedule is as follows:**

(i)	PRE BID Conference (A) Date & Time (B) Venue	Yes 02.09.2019 at 1500 hrs IST Conference Hall, 2 nd Floor, Mausam Bhavan, Lodi Road, New Delhi – 03. (Mrs. M. Sharma, Met. 'A') (Ph :-011-24652484) (Queries to be send atleast 5 days in advance of pre-bid meeting to : cwdhq2008@gmail.com)
(ii)	Closing date and time for submission of tender	20.09.2019 by 1500 Hrs.
(iii)	Tender Opening date & time (Technical Bid)	23.09.2019 at 1500 Hrs.
(iv)	Place of Tender opening	Central Purchase Unit O/o DGM, IMD Lodi Road ,New Delhi

5. **Earnest Money Deposit (EMD): Rs 14,000** /- (Rupees Fourteen Thousand only) shall be accepted from the participating firm **in the form of Bank Guarantee (BG) / Fixed Deposit Receipt (FDR) only.**
6. EMD shall be valid for 240 days from date of opening of Tender.
7. (a) Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) with valid certificate duly issued by GOI are exempted for submitting the tender fee and earnest money deposit (EMD). It will be applicable for those bidders who shall produce goods or provide their own services, and not applicable for trading purpose. **No entrepreneur or memorandum of application form is acceptable.**

(b) Other Firms, registered with DGS&D / NSIC with valid certificate duly issued by GOI are also exempted for submitting EMD. **No other type of certificate is acceptable.**
(c) The exemption and relaxation in tender fee and EMD are subject to the validity & acceptance of their registration certificate on the date of opening of tender.
8. Bidder may download the **Tender Enquiry Document** from the web site <https://eprocure.gov.in> and **upload** their tender on <https://eprocure.gov.in>, along with the required non-refundable tender document cost as mentioned in Para 4 above in the form of Demand Draft drawn on a commercial bank in India.

9. EMD may be issued in the favour of “DDO, O/o Director General of Meteorology, IMD, Lodi Road, New Delhi” and payable at New Delhi.

10. All prospective Bidders are requested to attend the mandatory pre-bid meeting. The volume of uploaded bids may not exceed 25 MB limit.

11. Purchaser : The President of India
Through Director General of Meteorology
India Meteorological Department
Lodi Road, New Delhi-110003

12. Consignee : Regional Specialized Meteorological Centre (RSMC)
Mausam Bhavan, IMD, Lodi Road,
New Delhi-110 003.

13. Testing & Acceptance Authority : Regional Specialized Meteorological Centre (RSMC)
Mausam Bhavan, IMD, Lodi Road,
New Delhi-110 003.

Dy. Director General of Meteorology (CPU)
O/o Director General of Meteorology,
India Meteorological Department,
Lodi Road, New Delhi-110003



**India Meteorological Department
Mausam Bhawan, Lodi Road
New Delhi-110003**

TENDER DOCUMENT

E-Tender Enquiry No.CPU/LT/52/0417/9814

Dated -22/08/2019

SECTION – I

GENERAL INSTRUCTIONS TO BIDDERS (GIT)

- (1) The Bidder shall upload following documents on CPP PORTAL <https://eprocure.gov.in/eprocure>.
- (i) Checklist section (Annexure-I of Tender document) properly filled and signed. It should be attached in beginning of tender.
 - (ii) Scanned copy Earnest Money Deposit (EMD) in the form of FDR/BG (Annexure-III of Tender document) shall be uploaded on <https://eprocure.gov.in> as per NIT and Original EMD in physical form shall be submitted to Central Purchase Unit of IMD on or before opening of the tender.
 - (iii) Documentary evidence for fulfilment of Eligibility/Qualification criteria(s) as per RFP.
 - (iv) NSIC/MSME Certificate (if applicable).
 - (v) Tender terms & Conditions Acceptance Form (Annexure-II of Tender document) duly filled, signed & stamped. (i.e. bidder has agreed to all the terms & condition of tender enquiry document).

(2) Price Bid:

- (i) All pages of the price bid should be page numbered, indexed and signed with company/firm seal by authorized signatory.
- (ii) Prices should be quoted as per price schedule format (Annexure-IV of Tender document). The Bidder shall indicate on the Price Schedule specifying all components of prices shown therein including the unit prices and total tender prices of **Services, packing, inland transportation/freight/insurance to the sites, sale tax & VAT etc. if any**, against the requirement.
- (iii) Costing, of each and every item, sub items offered in bidder's bid, shall be done with all breakup prices.
- (iv) In case any charges not mentioned in the price bid, it will be treated as all the charges are free of cost for that item.
- (v) Statutory levies, taxes and duties etc., if any, chargeable on services are payable on actual basis as applicable.
- (vi) If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.

1. **Signing and Uploading of Tender:** The bidder shall upload their tender on **CPP Portal** <https://eprocure.gov.in> only. Manual bids shall not be accepted. Evaluation of bids shall be done based upon uploaded bids on **CPP Portal** only. **No need to upload the NIT or TE document. Only bid is to be uploaded. The volume of uploaded bid should not exceed 25 MB limit of CPP Portal. Partial bidding is not allowed.**

2. **Opening of Tenders :**

The purchaser will open the online tenders at the specified date and time and at the specified place as indicated in the NIT. In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day. Authorized representatives of the bidders, who have submitted tenders on time may attend the tender opening, provided they bring with them letters of authority from the corresponding bidders.

3. **SCRUTINY AND EVALUATION OF TENDERS:**

(1). **Unresponsive bids:**

The tenders will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the TE document. The tenders are liable to be treated as non – responsive and will be summarily ignored if followings documents not attached along with the bid.

- (i) Tender is unsigned. (Each page of techno-commercial bid shall be signed & stamped by authorised signatory and same be uploaded on <https://eprocure.gov.in> with digital signature).
- (ii) Checklist (**Annexure-I** of Tender document) not properly filled and enclosed.
- (iii) Tender Acceptance Form (**Annexure-II** of Tender document) not properly filled, signed and stamped (**i.e. all the terms & conditions of tender document are acceptable**).
- (iv) Tender validity is shorter than the required period.
- (v) Required EMD (Amount, validity / Exemption documents etc) have not been provided as per NIT.
- (vi) Bidder has not agreed to give the required performance security.
- (vii) In any means/reason the incomplete bid uploaded on <https://eprocurement.gov.in> shall be treated as unresponsive.

(2). **Bid Evaluation:**

Bids shall be scrutinized and evaluated by the committee constituted by competent authority with reference to parameters prescribed in the TE document. **Wherever necessary, the purchaser will convey its observation on such ‘minor’ issues to the bidder asking the bidder to respond by a specified date. If the bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that tender will be liable to be ignored.**

The ultimate cost in respect of AMC is arrived at by considering following elements to decide the lowest bidder (L-1).

1. Basic price
2. Excise duty (if applicable)
3. Sale tax , service tax & other applicable taxes

SECTION – II
GENERAL CONDITIONS OF CONTRACT (GCC)

1. **Eligibility:** As per RFP.
2. **Tender Validity :** The tenders shall remain valid for acceptance for a period of 180 days (one hundred eighty days) after the date of tender opening prescribed in the TE document.
3. **Price preference:** Price preference shall be given to Micro and Small Scale Industries registered with National Small Industries Corporation or any other government agencies as per the latest guidelines/orders from Government of India. Purchase preference and quantity etc shall be decided as per the Government of India orders. The bidders shall have to attach valid registration certificate along with balance sheet indicating turnover etc for the previous financial year. Micro and small Enterprises are exempted for submitting fees/cost towards tender document and submission of earnest money deposit (EMD) also known as security deposit. ***However Micro and small Enterprises are not exempted for performance security. Micro and small Enterprises shall have to furnish performance security if purchase order is placed to them. There is no relaxation in this regard.***
4. **Earnest Money Deposit (EMD):** The bidder shall furnish its tender along with EMD for an amount as shown in the notice inviting tender (NIT). **EMD) also known as security deposit.** The EMD shall be valid for period of **sixty (60) days beyond** the validity period of the tender. EMD will **be returned to them without any interest**, after expiry of the tender validity period. Successful bidder's earnest money will be returned without any interest, after receipt of performance security from the supplier. EMD **will be forfeited**, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The successful bidder's earnest money will be forfeited without prejudice to other rights of Purchaser if supplier fails to furnish the required performance security within the specified period. Firm shall have to extend the validity of EMD if extension of tender validity is agreed on the request of purchaser in exceptional cases.
Enterprises (M/o MSME) having valid certificate as on opening of bids **are exempted from earnest money deposit (EMD). EMD shall be furnished in Fixed Deposit Receipt (FDR) or Bank Guarantee (BG) (Annexure-IV** of Tender document) from any commercial bank doing government business. **FDR/BG may be issued in the favour of "DDO, O/o DGM, IMD, New Delhi"**.
5. **Performance Security:** The supplier shall furnish performance security to the purchaser for an amount equal to **Five percent (5%) of the total value of the contract** in the form of FDR or Bank Guarantee from any commercial bank, within twenty one (21) days from date of the receipt of supply order/ award of contract, **valid up to sixty (60) days after the date of completion** of all contractual obligations by the supplier, including the warranty obligations. **Performance Security has to be submitted irrespective of its registration with MSME/NSIC. Performance security is not relaxed to any supplier.**
In the event of any amendment issued to the contract, the supplier shall, within twenty-one (21) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended. The purchaser will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations including the warranty obligations & after receipt of bank guarantee for AMC security (if applicable) . The supplier shall submit pre receipt for obtaining their security.
6. **Scope of Work:** As per RFP.
7. **Penalty clause/Liquidated damages clause (LD) :** As per RFP and work order.

8. Taxes and Duties :

(1) **Duty and Local Taxes:**

Normally materials to be supplied to Govt. Department against Govt. contracts are exempted from levy of town duty, Octroi duty, terminal tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such exemption only on production of such exemption certificate from any authorized officer. Contractors should ensure that stores ordered against contracts placed by this office are exempted from levy of town duty/Octroi duty, Terminal tax or other local taxes and duties. Wherever required, they should obtain the exemption certificate from the indenter/consignee concerned, to avoid payment of such local taxes or duties. The supplier shall pay the Octroi, entry tax etc. if exemption certificate not agreed by local authorities and same may be got reimbursed from purchaser on proof of payments.

Supply of Road Permits by the Indenter /Consignees: In all such cases where the requirement of Road Permit for entry of goods into a particular State is mandatory, the following provisions shall be strictly followed: -.

(a) The supplier shall request the indenter /consignee for providing Road permit/ Way bill within 10 days of the receipt of the Supply order. The supplier shall furnish all the necessary information and documents in this regard to Indenter/consignee.

(b) On receipt of the above request from the supplier, the indenter/consignee concerned shall arrange to provide the Road permit/Way Bill in the prescribed form to the supplier within a maximum period of two weeks so that the same reaches the supplier before the dispatch of the stores. However, in cases where the Road permit/Way Bill is issued on proof of actual invoice of the material, the consignee shall arrange to provide the Road permit/Way Bill from appropriate authorities within a maximum period of 5 days from the receipt of invoice.

(c) The supplier shall pay the local charges/taxes (Octroi etc.) if exemption certificate not agreed by local authority and same will be reimbursed by purchaser on submission of receipt.

The supplier shall not be held responsible for any delay in supply due to non-supply/delayed supply of Road permit.

(2) **Income Tax and service tax etc:**

Tax deducted at source (TDS) shall be done before making payment to the suppliers as per existing law in force. The bidders (foreign as well as Indian bidders) may visit website of Income Tax Department of India for details of Tax Liabilities, Rules, and Procedures etc. The bidders shall have to provide their Permanent Income Tax Number (PAN) and TAN. Firm may also mention the applicable rates of TDS as per DTAA with India. Copy of same may also be enclosed. Foreign vendor shall have to mention the details of establishment in India if any.

9. **Terms and Mode of Payment**

Payment Terms: As per RFP and work order. Payment shall be made subject to recoveries, if any, by way of liquidated damages /penalty clause /TDS or any other charges as per terms & conditions of contract if not specified elsewhere in the document.

The bidder shall submit following particulars of his bank account required for making payments.

(a) Account Number (b) Bank Name (c) Branch Name (d) Address (e) IFS code (f) MICR No. (g) Telephone No. (h) SWIFT code etc.

10. Termination of contract: As per RFP and work order.

11. Arbitration clause:

If dispute or difference of any kind shall arise between the purchaser and the supplier in connection with or relating to the extension of contract, the parties shall make every effort to resolve the same amicably by mutual consultations. If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, unless otherwise provided in the “List of requirements/ technical specifications” section either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per Indian Arbitration and Conciliation Act, 1996. In the case of a dispute or difference arising between the Purchaser/ Consignee and all suppliers relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of an officer, appointed to be the arbitrator by the Director General of Meteorology. The award of the arbitrator shall be final and binding on the parties to the contract. Each party shall bear its own cost.

Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e., New Delhi. The contract shall be interpreted in accordance with the laws of India.

CHECKLIST

(Check list shall be attached in the beginning of the tender)

S. N.	Activity	Compliance Yes/ No/ NA	Page No. of your bid
1.	(i) Is DD enclosed for tender fee?		
	(ii) Have you enclosed EMD (Bank Guarantee /FDR) of required amount by name of participating firm? If EMD is submitted in the name of other firm, the bid is likely to be ignored.		
	(iii) Is Registration certificate from DGS&D /NSIC/Government bodies on SSI attached in case of relaxation of EMD?		
	(iv) Has EMD validity kept for 240 days.		
2.	Have you kept validity of your bid as per the TE document?		
3.	Have you enclosed <u>Tender Terms & Conditions Acceptance Form</u> duly filled and signed (i.e. terms and conditions are acceptable) with original set of tender. Bid is likely to be ignored, if not signed & stamped.		
4.	Have you enclosed clause-by-clause <u>compliance statement</u> for the "List of requirements/ technical specifications" section?		
5.	(i) Is copy of Permanent Account No. of bidding firm with proof enclosed?		
	(ii) Is sales & service tax number with registration certificate attached?		
6.	Whether Bidder's bank details are enclosed?		
7.	Are all the bidding documents properly signed?		

(Name &Signature with date and firm/company seal)

Tender Terms & Conditions Acceptance Form

(For all the terms & conditions of tender document are acceptable to bidder)

To
The Director General of Meteorology,
India Meteorological Department,
Lodi Road, New Delhi-110003

Ref: TE document No. CPU/_____ dated _____

I/We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver *the goods and services* in conformity with your above referred document.

If our tender is accepted, we undertake to supply the goods and perform the services (Installation & commissioning etc.) as mentioned in tender document with the delivery schedule specified in the “RFP-List of requirements/ technical specifications”..

I/We further confirm that, if supply / purchase order is placed to firm, we shall provide performance security of required amount in an acceptable form for due performance of the contract.

I/We agree to keep our tender valid for acceptance as required in tender document or for subsequently extended period, if any, agreed to by us. I/We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. I/We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

I/We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authorities.

I/We confirm that we fully accept and agree to all the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum etc. if any.

(Signature with date and seal of the company)

(Name and designation)

Duly authorised to sign tender for and on behalf of bidder

**Note*: 1. Firm/company shall use their own printed letter head for issuing this certificate.
2. Acceptance shall be unconditional.**

MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD
(Format only)

Whereas
(hereinafter called the “bidder”)
has submitted their offer dated.....
for the supply of
(hereinafter called the “tender”)
against the purchaser’s tender enquiry No.
KNOW ALL MEN by these presents that WE
of having our registered office at
..... are bound unto
(hereinafter called the “Purchaser”)
in the sum of
for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors
and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of
.....20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the bidder fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the “Director General of Meteorology, India Meteorological Department”, up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 60 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Bank Guarantee issued with the tender enquiry reference No. CPU/..... Dated.....

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

PRICE SCHEDULE (Financial Bid format)

Price to be quoted on firm/company letters only

S.N. (1)	Name of Items for CAMC (2)	Specification (3)	Quantity (4)	Base price (5)	Applicable taxes & duties (6)	Unit price (7)	Total price (4x7) (8)
1	IBM Server X3400 M3	As per RFP	One				
2	6 KVA Online UPS	As per RFP	One with Battery Bank				
3	System Software for RSMC	As per RFP	One set				
4	Application Software	As per RFP	One set				
5	Antivirus	As per RFP	One				

Total Tender price in figure :

Total Tender price in words :

Note/instruction:

1. The quote shall be in INR only.
2. **Price shall be quoted with year wise breakup for 3 years.**
3. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.
4. All applicable taxes must be mentioned against each item. Rate of each applicable tax must be mentioned in price bid.

Signature of Bidder_____

Seal of the Bidder_____

Request For Proposal (RFP)
for
Revamping
and
Comprehensive Annual Maintenance Contract (CAMC)
of
Regional Specialized Meteorological Centre (RSMC)
Website
at IMD New Delhi



India Meteorological Department
Mausam Bhavan, Lodhi Road
New Delhi-110003, INDIA

1. Background and present Setup:

Regional Specialized Meteorological Centre (RSMC) Tropical Cyclones, New Delhi has the responsibility of maintaining round the clock watch over the entire North Indian Ocean and issuing Tropical Weather Outlooks and Tropical Cyclone Advisories for the benefit of the countries in the WMO/ESCAP Panel region bordering the Bay of Bengal and the Arabian Sea, namely, Bangladesh, Maldives, Myanmar, Oman, Pakistan, Sri Lanka, Yemen and Thailand. The main activities of RSMC, New Delhi are:

1. Analysis and processing of global meteorological data for diagnostic and prediction purposes.
2. Detection, tracking and prediction of cyclonic storms in the Bay of Bengal and the Arabian Sea.
3. Running of numerical models for tropical cyclone track and intensity prediction.
4. Issue of Tropical Weather Outlook once daily (at 0600 UTC) and an additional outlook at 1700 UTC in the event of a depression which is likely to intensify into a cyclonic storm.
5. Issue of cyclone advisories to the Panel countries 8 times a day.
6. Issue of storm surge advisories.
7. Implementation of the Regional Cyclone Operational Plan of WMO/ESCAP Panel.
8. Collection, processing and archival of all data pertaining to cyclonic storms viz. wind, storm surge, pressure, rainfall, satellite information etc.
9. Exchange of composite data and bulletins pertaining to cyclonic storms with Panel countries.
10. Preparation of comprehensive reports on each cyclonic storm.
11. Continued research on storm surge, track and intensity prediction techniques.

Tropical cyclone being a severe weather phenomenon, maximum outreach to the public and to the concerned administrative authorities in India as well in our neighbouring countries about the impending adverse weather can be achieved through a dedicated website for tropical cyclones. With this purpose, IMD New Delhi (RSMC) procured **CMS website from M/s Silver Touch Technology Pvt. Ltd.** in year 2013. The url of the website is <http://www.rsmcnewdelhi.imd.gov.in>.

The present website was developed using Joomla, mysql etc., on IBM server with Centos. The detailed hardware and software specifications can be seen at **Annexure-A**.

2. Scope of the Work:

Scope of work during contract period are defined in three parts :-

2.1 New Development required –

The scope of work for new development shall be, but not limited to, the following:

2.1.1 The system should have the facility to upload and display Videos.

2.1.2 The system should have the facility to archive the National and RSMC Bulletins for at least 10 years in real time with facility to edit and replace.

2.1.3 The system should have the facility to overlay the following parameters, single or as multiple layers as per the user requirement on GIS platform.

(i) Heavy Rainfall

(ii) Wind

(iii) Wave; and

(iv) Storm Surge.

2.1.4 The feedback form should be linked with particular email addresses so that the feedback can be received through email.

2.1.5 Counter should be included in each page to generate daily, monthly and yearly reports for number of hits.

2.1.6 Bidder has to develop web based interface to send the bulk SMS to selected group of recipients through DietY SMS gateway using the registration database.

2.1.7 Bidder shall complete the development work and implement it into the RSMC New Delhi website within a period of 3 months from the award of contract.

2.1.8 Bidder shall provide training to IMD users for uploading/ updating the products in the newly developed features as and when required

2.1.9. The development work of website should be completed within 90 days of the issue of work order to the successful bidder.

2.2 Maintenance of Hardware and software -

2.2.1 Bidder shall provide 24x7x365 maintenance of hardware and software of entire RSMC website at RSMC New Delhi with the replacement of all defective parts/devices and software, whenever a problem is reported.

2.2.2 All the hardware (parts or sub-parts), software (Operating systems and applications software of web server), UPS (including **battery bank**) etc. of system **as per Annexure-A** shall be covered in the maintenance contract. The entire contract will be comprehensive in nature.

2.2.3. The bidder is also required to provide renewal of Licenses for Operating systems and application software free of cost during the contract period, if required.

2.2.4 Monthly backup of applications software of servers should be provided.

2.2.5 Restoration of server from Backup media as and when required.

2.2.6 The defective parts of any systems/subsystem under contract are to be replaced by either new parts of reputed brand or equivalent in performance & capacity.

2.2.7 In case of repair of defective parts at manufacturing service center, the transportation cost, freight cost and re-export/re-import cost including custom duty etc shall be borne by bidder providing annual maintenance. It is the responsibility of service provider to obtain required

clearance from appropriate authority. During the period of repair of defective part, a standby system has to provide by the bidder free of cost.

2.2.8 In the case of Computer hardware, software and its peripherals, the contract will be comprehensive in nature, i.e., the rates approved will cover the maintenance of all the hardware, operating systems, software installation and required configuration on server.

2.2.9 This contract specifically excludes damages caused due to fire, theft, Riots, accidents, natural hazards and high electrical voltage supply.

2.2.10 IMD will give access to the bidder for maintenance/ servicing/ updation of the System.

2.2.11 The Bidder is required to provide complete details of its engineers along with their name and mobile numbers for contact after award of contract.

2.2.12 The bidder must have a service base in Delhi / NCR with required and enough spares. The bidder should always be in a position to replace defective parts for use in Server without any delay.

2.2.13 The bidder shall provide spare parts, assemblies and sub-assemblies, which develop defects or breakdown during the period of CAMC. All spare parts replaced shall be from original equipment manufacturer /supplier of same model or higher version.

2.2.14 Any engineer/person from the bidder will neither open any system nor replace any spare without prior permission of IMD Officer. Otherwise the bidder will be responsible for the same and IMD may take necessary action accordingly.

2.2.15 The Bidder shall get the maintenance of the system, including the cleaning thereof, done by his maintenance staff solely at his own risk. IMD shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Bidder's maintenance staff during the course of maintenance under the CAMC.

2.2.16 The bidder must have expertise in corrective and preventive onsite maintenance and repair of server.

2.2.17 The Bidder shall be required to hand over all the equipments in working condition at the time of termination of the Contract, other-wise the equipment, found faulty, shall be rectified from any external agencies and the whole replacement/repair costs shall be borne by the Bidder only.

2.2.18 The maintenance has to be done at the highest workmanship with almost no down time to keep the system in a trouble free operational condition.

2.2.19 Each problem in system should be rectified in totality. Same problem in a system should not occur again.

2.2.20 The system should not remain down on the basis that the part equivalent to defective part is not available. The bidder has to install/replace the latest suitable parts in the system so that the operational work is not hampered.

2.2.21 The Bidder shall always associate IMD officers in resolving the hardware/software issue and provide detailed write-up about how the problem was resolved.

2.2.22 The bidder shall do preventive maintenance quarterly.

2.2.23 Bidder should provide the online web based helpdesk to report the fault/problem. Log of the incidents of fault/problem reported, attended, rectified with time should be maintained in the help desk portal and made available to IMD.

2.3 Setup of new standby system for RSMC website :-

2.3.1 Bidder has to configure one new system as standby which should be exact replica of the operational system for all functionalities and features. The required hardware will be provided by IMD.

2.3.2 The operational and standby systems should work in hot standby mode. All the configurations for the same are to be done by the bidder.

2.3.3 The databases for both operational and standby system should be synchronized.

2.3.3 The bidder shall maintain the software (Operating system and applications) of the standby system.

2.3.4 The bidder shall provide the technical specification of the hardware required for setup of new standby system alongwith the bid.

3. Eligibility criteria:

The bidder must have experiences for at least 5 years in design, installation, integration, operation & maintenance of website in general. Details may be submitted in following format. The bidder should be legally competent to enter into contract as per prevailing laws. Documentary proof in this regard should be submitted alongwith technical bid.

S. No.	Name/ Title of Project executed	Name of the Client/ Employer	Type of website developed/maintained and operated with URL	No. of website developed/maintained and operated with URL	Cost of Project &Year of Completion	Remarks
1						
2						
3						

4. Terms & conditions:

4.1 The entire system shall be under CAMC for three years with provision for further extension of next two years.

4.2 **Initially CAMC shall be awarded for one year and same will be extended further on yearly basis provided the services of the supplier are found satisfactory.**

4.3 Breakup of year wise cost towards CAMC period shall be mandatorily mentioned in price bid.

5. Penalty Clause:

If any system remained down for more than stipulated period based on category defined in Para 9 under 'Response Time to attend the complaint', then penalty shall be deducted at the rate of 0.25% per day subject to ceiling of 10% per quarter of the cost of CAMC of that system.

6. Price bids:

Bidder shall quote price of CAMC with breakup of hardware & software. The rates quoted by the tenderer shall include for comprehensive repairs and maintenance. Bidder shall include year wise quote for three (3) years CAMC, the cost of which will be considered for evaluation and determination for lowest offer (L1). Taxes and other levies should be mentioned separately.

7. Payment terms:

Payment shall be released on quarterly basis after deducting penalty amount (if applicable) & TDS etc. after adjusting the penalty duration on the submission of certificate of satisfactory services during the period from the designated Nodal Officer from RSMC New Delhi. No advance payment shall be made. Bidders must have PAN and GST etc. The bidder will have to bear all Income Tax liability.

8. Termination of contract:

It will be the responsibility of the bidder to keep RSMC website in working condition. If the bidder fails to do so or could not provide satisfactory services upto the expectation of IMD, the contract may be discontinued /terminated by the IMD by giving one month notice to the bidder. The contract shall be terminated automatically after the expiry of contract period unless extended by IMD. The Bidder shall be required to hand over all the equipments in working condition at the time of termination of the Contract, other-wise the equipment, found faulty, shall be rectified from any external agencies and whole replacement/repair cost will be deducted from CAMC amount.

9. Response time to attend the complaint:

9.1 The firm should attend the call immediately after reporting of the complaint on 24X7X 365 basis.

9.2 The firm shall rectify/ resolve the complaint within 4 hours of the reporting of the complaint.

9.3 In case of any hardware failure, if any part of machine is to be sent to bidder's maintenance centre, the replacement of the same must be in place to run the system with minimum interruption period. The defective machine / part must be repaired/ replaced within two days.

9.4 In case immediate servicing is not possible due to non-availability of a spare or something of that sort, a standby system of equivalent configuration should be provided within 24 hours. However, the original machine should be repaired and put back to service at the earliest.

9.5 If there is any type of problem in a system which could not be rectified within 48 hours, the clear reason, solution & time for the rectification of the problem should be mentioned by the bidder engineer on the call report.

9.6 Bidder should associate IMD officers during any development/ fault rectification/back up and restoration of the system. All such activities must be properly recorded in a separate logbook.

10. Pre-bid meeting

Any clarification required shall be discussed and clarified during the pre-bid meeting which will be held in Mausam Bhawan IMD. **Prospective bidders should attend the pre-bid meeting invariably.**

Prospective bidders may send their queries for discussion during pre-bid meeting at least 5 days in advance to cwdhq2008@gmail.com email address.

Hardware and Software list of Web Server Systems

Hardware			
<u>S/N</u>	<u>Item</u>	<u>Quantity</u>	<u>Hardware Details</u>
1	Server	One	IBM SERVER X3400 M3 Memory : 8 GB RAM Raid controller : 46m 0916 Raid Controller Hard Drive Disk : 3X300 GB 2.5 inch SAS HDD Monitor : LG 19" TFT Monitor Keyboard / Mouse :USB optical Mouse & keyboard DVD Writer : 16x SATA DVD=+/-, RW Drive, USB ports.
2	6 KVA Online UPS	One with battery bank	Power-one
Software			
3	System software for RSMC	One set	Centos 6.2
4	Application Software	One set	CMS web design Software
5	Anti virus	one	Open space
