

Tender Serial No.

300.00

ISSUED TO:

Date:

TENDER DOCUMENT FOR
ANNUAL MAINTENANCE SERVICES CONTRACT OF
STORAGE AREA NETWORK AND
AUTOMATED TAPE LIBRARY SYSTEM – 2013

LAST DATE TIME FOR SALE OF
TENDER DOCUMENTS

: 8TH March 2013 till 1700 hrs

LAST DATE AND TIME FOR
RECEIPT OF BIDS

: 13th March 2013 till 1500 hours

TIME AND DATE OF OPENING
BIDS

: 13th March 2013 at 1600 hrs



भारतीय वन्यजीव संस्थान
Wildlife Institute of India

P.O.Box 18, Chandrabani, Dehra Dun – 248001
Phone: 0135-2640111 to 2640115; Fax : 0135-2640117
Email: wii@wii.gov.in





भारतीय वन्यजीव संस्थान
Wildlife Institute of India

P.O.Box 18, Chandrabani, Dehra Dun – 248001
Phone: 0135-2640111 to 2640115; Fax : 0135-2640117
Email: wii@wii.gov.in

TENDER NO. WII/ADM/STR/2012-13/034

AMC of Storage Area Network (SAN) & Automated Tape Library (ATL) system

Sealed Tenders are invited under Two Bid system (Technical and Financial Bid) for Annual Maintenance Services of STORAGE AREA NETWORK (SAN) AND AUTOMATED TAPE LIBRARY SYSTEM (ATL) of the Institute, initially for a period of one year which is extendable for another period of two years.

Tender Document comprising full details and terms and conditions etc. may be obtained by hand or by post from the Cashier of the Institute on a payment of Rs.300.00 in cash or in shape of demand draft in favour of Director, Wildlife Institute of India, Dehradun, Uttarakhand.

The last date of selling the tender document is 8th March 2013 upto 1700 hrs. The last date of submission of tender document is 13th March 2013 upto 1500 hrs. Technical Bids shall be opened on the same day i.e. 13th March 2013 **at 1600 hrs in** presence of the bidders.

Administrative Officer
Wildlife Institute of India



TERMS AND CONDITIONS

(A) ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION: The Institute will shortlist technically qualified agencies on the basis of following technical parameters/criteria. The following documents should be attached with the Technical Bid; failing which their offer will not be considered by the Institute:

- (1) The Earnest Money Deposit (EMD) of ₹ 20,000/- (Rupees twenty thousand only) (Refundable) in shape of Demand Draft, Fixed Deposit Receipt (FDR) from any of the Nationalized/Commercial Scheduled Bank in favour of Director, Wildlife Institute of India, Dehradun should be attached with the Technical Bid.
- (2) The firm should be in existence for at least three years in trade in the business of SAN and ATL maintenance service.
- (3) The firm should have ISO certificate for maintenance support. An attested copy of ISO Certificate should be attached.
- (4) The firm should enclose company profile giving details of infrastructure and technical support group giving their brief CVs.
- (5) The company should have experience of providing AMC Services for SAN and ATL System to various reputed organizations and an experience certificate of at least from two organizations during last two years amounting to ₹ 4.00 lakh in each organizations should be attached.

Note: Agencies which do not fulfill any or all of the above technical conditions or incomplete shall be summarily rejected and will not qualify technically.

(B) General Terms and Conditions:

- (1) The items required under AMC are mentioned in **Annexure-I**. Firms are required to quote the rates in Indian Rupees for all the items.
- (2) The rate should be quoted in Indian Rupees both in words and figures. In



case of the any disputes/ambiguity in the rates quoted in words/figures, the higher value quoted either of the two shall be considered for evaluation of the bid. The firm should clearly mention for any taxes etc. if required. Otherwise the rates quoted by the firm shall be considered inclusive of all taxes.

- (3) **Security Deposit:** The successful agency to whom the AMC is awarded shall furnish a Security deposit for 5% of total AMC amount at the time award of AMC.
- (4) The AMC to be awarded is a comprehensive AMC, hence, the firm shall supply and install all “parts and components” at their own cost that may need replacement from time to time under AMC. The parts and components so replaced should be new and of same make, unused and similar or of higher configuration and will become the property of the Institute.
- (5) The AMC shall include one preventive maintenance per quarter.
- (6) During the currency of the AMC if any equipment becomes obsolete, WII shall be at liberty to delete the same from the AMC and the agency will have no right to claim any further payment towards it. Payment of maintenance charges for the past period for the item withdrawn will be paid on prorata basis.
- (7) **Terms of Payment:** The payment of the annual contract will be paid quarterly at the end of each quarter after satisfactory services under AMC. TDS will be deducted at source as per Government orders.
- (8) **Penalty:**
 - (i) If during the WARRANTY/MAINTENANCE PERIOD the firm fails to maintain any of the equipment to the entire satisfaction of the Institute then the institute shall realize the cost of such particular equipment as a penalty by way of deductions from the firm.
 - (ii) If the SAN, ATL and its peripheral is out of order continuously for a period of 3 days at a stretch, counting only the days on which these equipments are out of order for full twenty four (24) hours, in one month, then Institute shall realize a sum equivalent to 1% per day of the Annual Maintenance charges from the date of report of un-



serviceability (both days inclusive) as a penalty by the way of deductions from their bills.

- (iii) In case any equipment remains un-repaired for 4 weeks or more Institute shall be at liberty to get the equipment serviced/repaired/replaced from outside agencies available locally or at outstation at the risk and expense of the agency and total expenditure in this regard by way of cost of spare parts, repair charges, traveling charges of service engineers of repair agency or WII personnel as the case may be, incurred by WII will be deducted from the agency's bills.
- (iv) In case the firm does not carry out timely preventive maintenance then penalty @10% of the Annual Maintenance charges would be deducted from their payment bill.
- (9) The quantities included in the tender document may be increased or decreased at the discretion of the Institute.
- (10) **Period of AMC:** The AMC shall be initially for a period of one year, which on satisfactory performance and mutual consent may be further extended annually for another period of 24 months.
- (11) The successful firm to whom the AMC is awarded shall be required to maintain adequate inventory at their site. The firm shall be required for insurance of such spare parts against loss, theft or damage. The Institute will not bear any cost for this purpose.
- (12) Incomplete tender is liable to be rejected.
- (13) The tender, which is received by fax/e-mail and open condition will not be considered.
- (15) Tenders received after the due time and due date will not be considered at all. WII will not be responsible for delay in submission of the tender by postal or courier agencies. Tender must reach well before time and date of submission.
- (16) The sealed envelope containing the tender must be superscribed as **"Tender for AMC of SAN and ATL System – 2013"**.



- (17) The Director, WII reserves the right to terminate the contract within one month prior notice at any time on finding the service unsatisfactorily or on breach of contract.
- (18) The tender should be be valid for a minimum period of three months from the date of opening of bids.
- (19) The successful firm will be required to execute an Agreement on a stamp paper of ₹100/- with full details, terms and condition of the contract agreement.
- (20) **Short-listing of Tenderers:** The Institute will short-list technically qualified Tenderers in accordance with the technical parameters given at **(A) 1 to 5 above**. The Financial Bids of the technically qualified tenderers only will be opened.
- (21) **Technical Evaluation:** The Committee constituted by the Institute, will do the Technical Evaluation of the tenders submitted by the bidding agencies.
- (22) **Pre-bid Conference:** If considered necessary by the Institute, a pre-bid conference for clarifying issues and clearing doubts if any will be done by the Institute on a date decided by the Institute at Wildlife Institute of India. The Tenderer may depute competent representative (competent to take on the spot decisions) for such discussions/negotiation whenever called for. No cost will be borne by the Institute for this purpose.
- (23) **Evaluation of Financial Bids:** The Financial bids of only the technically successful tenderers who qualify technically as per parameters given in Eligibility Criteria for Technical Evaluations of Bidders vide para (A) 1 to 5 above will be opened and ranking of the tenderers will be done according to the price quoted as per criteria laid down in this tender document. **The agencies are required to quote their rates in the financial bid proforma (Annexure-1) given in the Tender document; failing which their offer will not be considered by the Institute.** The agency are required to quote rates clearly for all the three years separately for 1st year, 2nd year and 3rd year. The total cumulative amount quoted for three years shall be taken into account for arriving the lowest bidder.



- (24) **No commitment to accept lowest or any tender:** Will shall be under no obligation to accept the lowest or any other tender received in response to this tender enquiry and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
- (25) **Institute's right to accept any offer and to reject any or all offers:** The Institute reserves the right to accept or reject any tender or reject all tenders at any time prior to award of contract, without thereby incurring any liability towards the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the Institute's action.
- (26) The tenderer should quote the rates of the each item in figures as well as in words. In case of the any disputes/ambiguity in the rates quoted in words/figures, the higher value quoted either of the two shall be considered for evaluation of the bid.
- (27) Tenders received after the specified time and date of opening will be treated as "Late" while tenders received after the last date specified for receipt of tender but before the date of opening of the tender are treated as "Delayed". Such tender shall not be opened at all and be returned to the bidders in their original envelope without opening.
- (28) **Opening of Tenders:** Technical bids of the offers received will be opened in the presence of representatives of the firm (if they wish to be present), on the scheduled date and time of opening of technical bid i.e. **on 13th March 2013 at 1600 hrs.** The person attending the technical bid meeting will be required to produce an authorization letter from the agency. All tenders received without EMD and also if the same will not comply to our tendered specifications shall be summarily rejected. The Financial Bids of the technically qualified/ successful bidders i.e. who will technically qualify the tendered specifications will be considered for opening of their financial bids at a later date, which will be communicated to concerned tenderers before opening of their Financial Bids. Unopened Price bids of the technically disqualified bidders shall be returned to them.
- (29) **Submission of Tender (Technical and Financial):** The Technical and Financial Bids are required to be submitted in a separate sealed



envelopes superscribing “**Technical Bids for AMC of SAN and ATL System – 2013**” and “**Financial Bids for AMC of SAN and ATL System – 2013**”. Both the separate sealed envelopes should be kept in a third sealed envelopes Superscribing “**Tender for AMC of SAN and ATL System – 2013**” at Wildlife Institute of India, Chandrabani, Dehradun. The sealed tender addressed to Director, Wildlife Institute of India, Chandrabani, Dehradun should be deposited in the Tender Box kept in the Director’s Office, Wildlife Institute of India, Dehradun or may be sent by Speed Post/ Registered Post/Courier or through by hand so as to reach the Institute latest by 13th March **2013 upto 1500 hrs**. Any postal delay will not be considered by the Institute. The technical bids will be opened on 13th March 2013 **at 1600 hrs**. in the presence of bidders or their authorized representatives, who may like to be present.

(30) All the pages and appendices attached should be numbered and signed by the Tenderer.

(31) All entries in this form should be clearly filled. No overwriting is permitted. All cuttings must be initialed by the Tenderer.

(32) **Force Majeure**

A) However, the Agency shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it’s delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

B) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency’s fault or negligence and not foreseeable such as damages due to improper electrical power conditions. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

C) If a Force Majeure situation arises, the Agency shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the Institute in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



- (33) **Resolution of Disputes:** All disagreements, disputes, difference that may arise between the Wildlife Institute of India and the Agency which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law. The venue of the proceedings and arbitration shall be Dehradun, Uttarakhand, India.
- (34) **Jurisdiction:** The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Dehradun, Uttarakhand, India shall have the exclusive jurisdiction to try all or any of the dispute.
- (35) **Notices:** Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by cable, telex, FAX or e-mail and confirmed in writing to the other party's address specified in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.
- (36) Tenders which do not fulfill any or all of the above conditions or incomplete, are liable for rejection.
- (37) Each firm should clearly specify that the firm agrees to abide by the conditions of this tender notice on their printed letter head indicating hereon Sales Tax Registration, PAN number, FAX, Email, Telephone numbers, etc.
- (38) Conditional Tender quotations shall not be accepted. Bid once submitted shall not be allowed for withdrawal.

**Administrative Officer
Wildlife Institute of India**



FINANCIAL BID

STORAGE AREA NETWORK (SAN) AND AUTOMATED TAPE LIBRARY (ATL) WITH SOFTWARE AND PERIPHERALS

(Year of Purchase: 2007)

S. No.	Description	Qty	AMC Cost for 1 st Year		AMC Cost for 2 nd Year		AMC Cost for 3 rd Year	
			Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)
1.	Two Tera Byte (2TB) External Storage (SAN) using 15x146 GB FC Dual ported HDD with complete Fibre-Fibre solution. Raid 0,1 & 5 support, 2 GB Cache per controller with battery backup, 2x4Gbps FC ports for server/SAN switch connectivity with support for Linux, Windows, Unix OS and Netware (32/64 bit versions) & complete redundancy. Model : Hitachi AMS 500 SAN system	1						
2.	8 Ports Fibre channel SAN Switch (4 Gbps) Features: Auto sensing, Zoning, Integrated Ethernet and serial Port for communication. Model: BROCADE 200E	2						
3.	Fibre Channel Host Bus Adapter (HBA) 4 Gbps	8						
4.	15m LC to LC cable	8						

S. No.	Description	Qty	AMC Cost for 1 st Year		AMC Cost for 2 nd Year		AMC Cost for 3 rd Year	
			Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)
5.	Software for multipath feature with OS and CPU for server license	4						
6.	Automated Tape Library (ATL) configured with one LTO-3 drive and 38 media slots. Expandable to two drives. One drive cleaning cartridge. 4 U size. Model No. : Quantum PX – 502	1						
7.	Necessary accessories to connect the Automated Tape Library to SAN switch.	1						
8.	Back up Software module with backup server and normal /Cluster client license (1 server + 5 clients) for Windows/Linux/Unix Software: NetVault	1						
9.	LAN Free backup agent per client for (WIN/LINUX)	4						
10.	Agent/APM for Exchange/Notes or databases (Oracle online/Oracle RMAN/Sybase ASE/Informix DSE/ DB2/Lotus Notes/ Domino/ MS SQL/ My SQL/ PostgreSQL) for Windows/Linux	1						
11.	Module for sharing of each drive on the SAN (under LAN free back up) per drive license	1						



S. No.	Description	Qty	AMC Cost for 1 st Year		AMC Cost for 2 nd Year		AMC Cost for 3 rd Year	
			Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)	Unit Rate (₹)	Total Amount (₹)
12.	License for Autoloader/ATL with 10 media slots	1						
13.	TOTAL AMOUNT	-	--		--		--	
14.	Taxes if any	-	--		--		--	
GRAND TOTAL			--		--		--	