

**Punjab State e-Governance Society (PSeGS)
Government of Punjab**

E - Tender

for

**Supply, installation, commissioning and maintenance of three (3)
IBM P850 Servers**

for

**Excise & Taxation Technical Services Agency (ETTSA),
Punjab**

Tender Reference No: PSeGS/ 2016/ ETTSA/ IBM Server

Government of Punjab
Department of Governance Reforms
SCO 162-164, 3rd floor, Sector 34-A, Chandigarh
Ph. 0172-2604010
E-Mail: dgr@punjab.gov.in

Punjab State e-Governance Society (PSeGS)

KEY INFORMATION

TENDER DOCUMENTS FOR	Supply, Installation, commissioning and Maintenance of three (3) Nos. IBM P850 Servers and for the Excise & Taxation Technical Services Agency (ETTSA)
TENDER DOCUMENT COST	Rs. 5000/- favoring "Punjab State e-Governance Society" (Non-Refundable) to be paid online.
EMD Amount	Rs. 5,00,000/ (Five Lakh only)
Date of Notice	12th November, 2016
Document Downloading Start Date	12th November, 2016 9:00 am onwards
Last Date and Time For Submission	28th November, 2016 upto 3:00 pm
Opening Of Tenders	28th November, 2016 upto 3:30 pm
Place for receipt and opening of tenders	Punjab State e-Governance Society (PSeGS) c/o Department of Governance Reforms SCO 162-163, 3 rd floor, Sector 34A, Chandigarh 160022

Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance of three (3)

IBM P850 Servers

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Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance of three (3) Nos. IBM P850 Servers

Instructions to the bidders for submission of Bids/Proposals

1. Punjab State e-Governance Society (PSeGS) under the aegis of the Department of Governance Reforms invites bids from eligible bidders for the supply, installation, commissioning and maintenance of 3 Nos. IBM P850 servers.
2. This tender is open to all firms/ companies from within India, who are eligible to do business under relevant Indian laws as in force at the time of bidding.
3. Firm/ company declared ineligible to participate for corrupt, fraudulent practices or any other unethical business practices by GoI or any other State Government shall not be eligible during the period for which such ineligibility is declared.
4. The offered products in the solution against the supply order shall be of latest version and should not be end of life/sale for next 3 years from the date of bidding. However, if any product which is declared end of life/sale product by OEM during the supply period of material, in this case the bidder should supply replaced model or next higher model/version of the product.
5. For participation in this tender, prospective bidders are required to register themselves at the e-tendering portal. The intending bidder will require valid Class-III digital signature certificates for submitting their bids. (Bidders may avail training for online tendering as per instructions available on the website).
6. For detailed information on the e-tendering website and the procedures to be followed for downloading documents, modes of payment etc., please refer to the website www.etender.punjabgovt.gov.in.
7. Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode.
8. Bidder may download the tender from the website and pay the document fees online @INR 5000/- per document.
9. Proposal/s received without adequate Document fees shall be rejected.
10. Documents must be scanned and uploaded through e-tendering website within the period of tender submission.
11. Payments for document fee and processing fee are to be made online through the e-payment gateway of the portal prior to submission of bids as per details given in the bid data sheet.

- 12.** Bidders are expected to carefully examine all the instructions, guidelines, terms and conditions and formats of the tender. Failure to furnish necessary information as required in the Tender document or submission of a bid not substantially responsive, to all the requirements of the Tender document may lead to rejection of bids.
- 13.** Bids and associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings must be initialled by the authorized person signing the Bid.
- 14.** Bidders shall submit their bid through e-Tendering website on or before the last date and time for submission of bids as per bid data sheet. It is advised that bidders may submit their bid well in advance of the stipulated time so as to avoid last minute hiccups.
- 15.** The Documents that are uploaded online on e-Tender portal will only be considered for Bid Evaluation unless Bid Evaluation Committee asked for revised document in case of any clarification sought during bid evaluation.
- 16.** Bids received by email, facsimile, post or by hand shall be treated as defective, invalid and rejected. Only detailed complete Bids submitted through the portal shall be taken as valid.
- 17.** Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the Organization seal.
- 18.** Each page of all parts should be serially numbered, in conformity with the eligibility qualifications and should be clearly indicated using an index page. The letter of authorization shall accompany the Bid and should be supported with written power of attorney.
- 19.** If any document is not submitted by the bidder at the time of submission of bid in support of Bidder's Eligibility Criteria, the evaluation of bids will be based on available documents in the bid and non-submission of documents will be treated as non-availability of documents. PSeGS, however, reserves its right to requisition any document at its discretion.
- 20.** No bidder is allowed to modify, substitute, or withdraw their bid after its submission on the portal.
- 21.** The bidders are required to upload the requisite formats online.
- 22.** The Society reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof.
- 23.** No queries will be entertained on the last day of tender submission.
- 24.** Transfer of tender documents purchased by one intending Tenderer to another is not permitted.
- 25.** The bidder shall submit, along with their bids, an earnest money deposit (EMD) amounting to Rs 5 lakh only.
 - a.** The EMD, will be submitted online on the <https://etender.punjabgovt.gov.in>. EMD in any other form shall not be entertained.

- b.** Bid without adequate EMD will be liable for rejection without providing any opportunity to bidder concern.
- c.** The EMD for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- d.** EMD would be refunded to all unsuccessful bidders within 10 days of award of the project.

Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance of three (3) IBM P850 Servers

ELIGIBILITY CRITERIA

Sr. NO.	Eligibility Criteria	Documents to be Submitted
1.	The Bidders must be a company registered under the Indian Companies Act, 1956	Enclose proof of incorporation
2.	The Bidder should be in existence from 5 years and in business of sale, service & support of IT equipment for the last minimum 3 years.	OEM authorization certificate for reseller, service and support
3.	In case, the bidder is OEM, cumulative turnover should be more than Rs. 2000/- crores in the last three years in India. j In case, the bidder is a System Integrator/ authorized distributor/ authorized partner, the System Integrator/ distributor/ authorized partner must have cumulative turnover of more than Rs. 20.00 crores during the last three financial years (FY 13-14, FY 14-15, FY 15-16).	Enclose a proof of the audited balance sheets along with profit & loss account during last 3 years certified by a professional chartered Accountant.
4.	The bidder must have supplied and commissioned at least two orders of IBM server (Blade / Rack / Tower) having value of at-least Rs. 25 lac each in Govt./ PSUs and reputed companies in the last 5 years.	Copy of Work order
5.	The bidder must be authorized partner of IBM India Pvt. Ltd.	Submit MAF from OEM
6.	The Bidders must have a valid TAN No. & TIN No	Furnish copies of each
7.	The bidder shall submit copies of Service Tax no, Sales Tax No., VAT No.	-do-

Punjab State e-Governance Society (PSeGS)
Supply, Installation, commissioning and Maintenance of three (3)
Nos. IBM P850 Servers

General terms and conditions

1.0 Location for supply and installation of IBM servers:

Initially, IBM servers will be installed and commissioned at ETTSA, Data Centre (DC), Patiala.

Later on the requirements of ETTSA, it will be the responsibility of the selected bidder to shift and re-install the supplied equipment at State Data Centre, D-241, Industrial Area, Phase-8, S.A.S Nagar (Mohali) at its own cost including any freight, taxes and other expenses.

2.0 Bidders must get acquainted with the proposed work, specifications, conditions of contract and other conditions carefully before tendering. No request of any change in rates or conditions for want of information on any particular point shall be entertained after receipt of the tenders.

3.0 Any printing or typographical errors / omission in tender document shall be referred to the Society and their interpretation regarding correction shall be final and binding on Service Provider.

4.0 Validity:

Tenders submitted by the Bidders shall remain valid for acceptance for a period up to 120 days from the date of opening of Bids/tenders. The Bidders shall not be entitled during the period of validity, without the consent in writing of the Society to revoke or cancel his tender or to vary the tender given or any terms thereof.

5.0 Performance bank guarantee

5.1 The successful bidder shall furnish Performance Bank Guarantee (PBG) favoring "Punjab State e-Governance Society" for the amount equivalent to 10 % of the total cost within 7 working days from the date of issue of letter of intent. The period of PBG shall be 3 years and 3 months from the date of acceptance of material issued by ETTSA.

5.2 No exemption shall be given regarding Performance Bank Guarantee.

6.0 Right to accept or reject tender:

The acceptance of a Bid will rest with the PSeGS, who does not bind themselves to accept tender and reserve the authority to reject any or all the Bids received.

The Society also reserve the right of accepting the whole or any part of the Bid and the Bidders shall be bound to perform the same at the rates quoted. All Bids which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the Bidder are liable to be rejected. For this purpose, Bidder shall quote rates for the given items which will be self-sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained to delete, alter or reduce the quantities specified in respect of the any item.

7.0 Rates:

7.1 The rate quoted should be inclusive of all taxes, duties, Levies etc.

7.2 PSeGS shall not be liable to pay any extra cost due to rise in the prices of materials, parts and labor costs once the work order is placed on selected bidder.

8.0 Payment terms:

8.1 Payment shall be made within 30 working days from the date of submission of bills after successful completion of installation, commissioning, testing and acceptance of supplied equipment by ETTSA.

8.2 No variation in payment terms shall be acceptable.

9.0 Validity of rates:

9.1 The quoted rates shall be valid for a period of 180 days.

9.2 PSeGS may at its discretion may place repeat order with same terms and conditions if required by the ETTSA.

10.0 Delivery: 2 – 4 weeks from placement of work order by PSeGS.

11.0 Penalty: For any delay in Delivery of equipment beyond delivery period mentioned at clause 10.0, a penalty of 2% of the work order value per week of delay shall be imposed.

12.0 Legal Jurisdiction: All Legal disputes between the parties shall be subject to jurisdiction of the courts situated in Chandigarh, India only.

13.0 PSeGS reserves the right to get the quality of items and check the same after the installation.

14.0 PSeGS has the right to delete items, reduce or increase the scope of work without the Service Provider claiming any compensation for the reduction in the scope of work.

15.0 I/We hereby declare that I/We have read and understood the above instructions and shall comply by it.

16.0 Conditional Bids or Bids with any deviation/s shall be liable to be rejected.

Name:

Place:

Designation:

Date:

Seal

Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance for three (3) IBM P850 Servers

Technical bid

I/ We confirm that to the best of our knowledge this information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Sr. No.	Particulars	Compliance (yes/ No)
1.	Name of the Firm	
2.	Name of the Proprietor, Partners/Directors	
	A (Mobile No.)	
	B (Mobile No.)	
3.	Office Telephone Nos.	
	a.	
	b.	
4.	Head Office Address	
5.	Email Address	
6.	Year of Establishment	
7.	Registration No.& Date of Registration.	
8.	Status Of Firm. (Proprietor/ Partnership/ Company etc.)	
9.	Name of Bankers	
	a.	
	b.	
10.	Audited Balance sheet of last 3 years a. 2013-2014 b. 2014-2015 c. 2015-2016	
11.	Copy of work order for similar supply	
12.	MAF from OEM	
13.	Copy of Service Tax No.	
14.	Copy of Sales Tax No.	
15.	Copy of VAT No.	
16.	Copy of TAN	
17.	Copy of TIN	

Copies of documents mentioned at serial nos. 7, 8, 10, 11, 12, 13, 14, 15, 16 and 17 should be attached and same should be self-attested.

Date:

Place:

Seal and Signature of the Bidder/s

Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance for three (3) IBM P850 Servers

TENDER FORM (To be PART of Technical bid)

**The Member Secretary
Punjab State e-Governance Society (PSeGS)
C/o Department of Governance Reforms, Punjab
SCO 162-164, 3rd floor, Sector 34A, Chandigarh**

Dear Sirs,

Ref: Supply, Installation, commissioning and Maintenance of three (3) Nos. IBM P850 Servers for ETTSA, Punjab.

Ref. No: PSeGS/ 2016/ ETTSA/ IBM Server

I/ we agree to execute and complete the work within the timeframe stipulated in the tender scope of document. I/we agree not to employ Sub-Service Providers without the prior approval of the PSeGS/ ETTSA. I/We agree to pay Sales Tax, Works Contract Tax, Excise Tax, Octroi, LBT, VAT, Duties, all Royalties and all other applicable taxes prevailing and as levied from time to time on such items for which the same are liable and the rates quoted by me/us are inclusive of the same.

We unconditionally accept the terms and conditions as stipulated in the tender documents.

I/We agree that in case of my/our failure to execute work in accordance with the specifications and instructions received from the PSeGS/ ETTSA during the course of the work, PSeGS reserves the right to terminate my contract.

Yours truly,

Seal and Signature of the Bidder/s

Name:

Place:

Designation:

Date:

Seal

Punjab State e-Governance Society (PSeGS)

Supply, Installation, commissioning and Maintenance for three (3) IBM P850 Servers

Scope of the Project

1. The successful Bidder shall supply, install, commission and configure three (3) IBM P850 Servers and maintain them for a period of 3 years.
2. Three-year comprehensive warranty support from OEM shall be provided for any technical issues from Installation sign-off date.
3. Bidder shall install and support the required OS & software for warranty period of 3 Years and further for a period of 2 Years post warranty.
4. Support can be remote /over the phone/ onsite technical depending upon the nature of problem.
5. Bidder shall supply only licensed products along with original certificates and shall also be responsible for providing any upgrades, bug and errata fix and service packs of the products which are to be supplied free of cost by the OEM / principals during the Warranty of 3 years and AMC of period of 2 Years.
6. The system software licenses shall be genuine, perpetual, full use and should provide all patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) shall be in the name of ETTSA, Punjab.
7. Servers should have the capability to scale by 100% in terms of cores and RAM.
8. Two-year Annual Maintenance Charges (AMC) to be quoted for the period after warranty.
9. **Supply order shall be placed on the successful bidder for item at serial no. 1 i.e. 3 IBM Servers as indicated in Bill of material (para 11). However, order placing of other items at serial no. 2,3,4 and 5 as indicated in Bill of material (para 11). will be decided later by PSeGS/ ETTSA.**
10. Scope of comprehensive warranty is given in Annexure A

11. Bill Of Material (BOM)

Sr. No.	Item Description	Quantity
1.	IBM P850 Server a) Processor cores - 16 Cores at 3.72 Ghz Power8 b) Sockets – 2 (populated), 8 core per socket with expandability to 4 c) L2 cache per core - 512 KB d) L3 cache per core - 8 MB eDRAM shared L3 e) L4 cache – up-to 128 MB eDRAM L4 (off- Chip) per socket f) Memory – 256 GB expandable to 512 GB g) HDD – 1.2 TB SAS * 2 h) DVD bay – one i) Operating System – AIX (Latest Version) j) Power requirements – Operating voltage 200 to 240 v AC	3 Nos.

Optional items for price discovery

i)	Annual Maintenance contract for 4 th year of 3 IBM Servers	1 No
ii)	Annual Maintenance contract for 5 th year of 3 IBM Servers	1 No
iii)	Additional 2 sockets of 8 core each	1 No.
iv)	Additional 256 GB RAM	1 No.

Punjab State e-Governance Society (PSeGS)
Supply, Installation, commissioning and Maintenance of three (3) Nos.
IBM P850 Servers

Commercial Bid Form

Sr. No.	Item Description	Qty.	Unit rate (In Rs.)	Applicable Taxes	Total price (In Rs.)
1	2	3	4	5	6 = 3 * 4 + 5
1.	IBM P850 Server a) Processor cores - 16 Cores at 3.72 Ghz Power8 b) Sockets – 2 (populated), expandable to 4 c) L2 cache per core - 512 KB d) L3 cache per core - 8 MB eDRAM shared L3 e) L4 cache – up-to 128 MB eDRAM L4 (off- Chip) per socket f) Memory – 256 GB expandable to 512 GB g) HDD – 1.2 TB SAS * 2 h) DVD bay – one i) Operating System – AIX (Latest Version) j) Power requirements – Operating voltage 200 to 240 v AC	3 Nos.			
	Total (A)				
	Optional items				
2	Annual Maintenance Contract (AMC) for 4 th year of 3 IBM servers	1 No.			
3	Annual Maintenance Contract (AMC) for 5 th year of 3 IBM servers	1 No.			
4	Additional 2 sockets of 8 core each	1 No.			
5	Additional 256 GB RAM	1 No.			
	Grand Total (B)				

Total cost in words: _____

- Note – i) The successful bidder shall be decided on the basis of the grand total cost (A + B) quoted**
ii) Supply order shall be placed on the successful bidder for item at serial no. 1 i.e. 3 IBM Servers
iii) However, order placing of other items at serial no. 2,3,4 and 5 will be decided later by PSeGS/ ETTSA.

Name:

Place:

Designation:

Date:

Seal

Annexure - A

Scope of the Comprehensive Warranty

1. Bidder shall provide 3 years comprehensive onsite OEM Warranty and further for a period of 2 years comprehensive AMC on all the equipment, systems software & other software from the OEMs on 24*7*365 basis. Warranty will start from the date of acceptance of material by the ETTSA.
2. Bidder shall maintain the system in good working condition. The service shall consist of preventive and corrective maintenance of supplied equipment.
3. The schedule of preventive and corrective maintenance to be submitted in the technical bid.
4. Bidder shall ensure 99.9% (or more) uptime with response time of max. 4 hrs.
5. Bidder shall provide the status of Warranty of all the items on the OEM Website.
6. Bidder shall have provision for Remote Support by the OEM on 24x7 basis on all 365 days in the year broadly covering the following:
 - a. Proactive Assessment of Systems (including Health Checks) for an early detection and resolution of problems so as to prevent unplanned downtimes.
 - b. Schedule for the proactive assessment of systems to be submitted in the technical bid.
 - c. Real-time automatic reporting of issues to the OEM's Solution Centre.
 - d. Remote Troubleshooting and Repair Capabilities
 - e. System Software Administration with respect to updates / patches/Service packs.
 - f. The warranty from the system software would include subscription support from the OEM & include patches, upgrades, updates errata & bug fixing.
 - g. Supply and installation of patches, upgrades, service packs and tuning of the operating system.
 - h. In case of any Failures / Outages / Planned Activities, proper documentation shall be done both pre & post the event. In case of a Failure / Outage a detailed report duly vetted by the OEM should be submitted within one week of occurrence of outage. Corrective / Precautionary action/s if any shall be taken up immediately to prevent the repetition.
 - i. Bidder support should be of the highest level and the same should be very clearly mentioned in detail along with complete Escalation Matrix & Procedure in the bid document.