

**NATIONAL CENTRE FOR DISEASE INFORMATICS AND RESEARCH  
(Indian Council of Medical Research)**  
Department of Health Research, Ministry of Health and Family Welfare, Government of India  
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, N.H-7, B. B. Road, Kannamangala Post,  
Bengaluru-562 110 (India)

**TENDER FOR**

**Hiring, installation, testing, commissioning of Web Server for National  
Centre for Disease Informatics and Research (ICMR) Bengaluru.**

Email: [ncdir@ncdirindia.org](mailto:ncdir@ncdirindia.org) / [adm.ncdir@gov.in](mailto:adm.ncdir@gov.in)  
Website: [www.ncdirindia.org](http://www.ncdirindia.org)

Tender Inquiry No: NCDIR/ICMR/2017/DWS

Name of the Bidder:

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Cost of Tender Document – Rs. 500/-

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**NATIONAL CENTRE FOR DISEASE INFORMATICS AND RESEARCH**  
*Indian Council of Medical Research, Bengaluru*

**NOTICE INVITING TENDER**

**NCDIR, Bengaluru invites sealed tenders under two bid systems for hiring, installation, testing, commissioning of Web Server for National Centre for Disease Informatics and Research (ICMR) Bengaluru.**

<b>SCHEDULE</b>		
<b>Sl. No.</b>	<b>Activity Description</b>	<b>Schedule</b>
1.	Tender Enquiry No	No. NCDIR/ICMR/ 2017/DWS/
2.	Sale of Tender Document	9 <sup>th</sup> June 2017 from 4:30 pm to 3 <sup>rd</sup> July 2017 upto 5:30 pm Tender document can be collected from NCDIR office or downloaded from our website <a href="http://www.ncdirindia.org">www.ncdirindia.org</a> , <a href="https://eprocure.gov.in">https://eprocure.gov.in</a>
3.	Time and last date of depositing Tender/Bid	4 <sup>th</sup> July 2017 up to 5 PM
4.	Time and date of Opening of Technical Bid	6 <sup>th</sup> July 2017 at 2:30 PM
5.	Time and date of Opening of Financial Bid	The Financial bid will be opened after evaluation of technical bid, which will be announced later.
6.	Minimum Validity of Tender Offer	One year from the date of Opening of tender.
7.	Services to be offered	Hiring, installation, testing, commissioning of Web Server
8.	Estimated Cost of Tender	Rs. 10,00,000/-
9.	Amount of EMD to be Deposited	Rs. 20,000/-
10.	Cost of Tender Document	Rs. 500/-

**Important Notes:**

1. NCDIR reserves the right to accept / reject any/all tenders in part/full without assigning any reason thereof.
2. Any Addendum/Corrigendum date extension in respect of above tender shall be issued on our website [www.ncdirindia.org](http://www.ncdirindia.org) only and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep themselves updated.

**DIRECTOR**  
**NCDIR (ICMR) BENGALURU**

## **INSTRUCTIONS TO THE BIDDERS**

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form the part of the tender and contract.

1. The firms fulfilling the following criteria, may deposit their tenders super scribed as “Tender for hiring, installation, testing, commissioning of Web Server for National Centre for Disease Informatics and Research (ICMR) Bengaluru” and address it to “The Director, National Centre for Disease Informatics and Research (ICMR), Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, Off N.H. -7, Adjacent to Trumpet Flyover of BIAL, Kannamangala Post, Bengaluru – 562 110” so as to reach on or before 5:30 PM, 4<sup>th</sup> July 2017 or the tender may be dropped in Tender Box placed at II Floor – Administration Room of NCDIR, Bengaluru.
2. The tender should be submitted in two separate sealed covers with technical bid marked clearly as “Technical Bid” and financial proposal marked as “Financial Bid”
3. The intending bidder, in case of Prime Equipment Manufacturers shall submit a self-declaration on their letter-head, along with the tender documents, confirming that they are regularly providing the services from last 5 years.
4. The intending bidder, in case of Authorized Distributor/ Authorized Dealer shall possess valid authorized Distributorship /Dealership license from Prime Equipment Manufacturers. The bidder shall enclose the copy of the same in the bid while submitting the tender.
5. The webserver shall be in compliance to the specifications mentioned in Annexure – I of the tender and shall be of the latest technology, best quality and high standards. The Bidder should enclose the product catalogue supporting the specifications mentioned in Annexure - I.
6. Any optional Accessories / Tooling, besides the standard webserver recommended for the better performance of the equipment, if offered, be provided with their full technical details including their use and advantage in a separate sheet with the tender documents. Warranty period, if applicable, should be specified for these.
7. No extra payment shall be paid on account of any discrepancy in nomenclature of items.
8. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any bidder stipulates any condition of his own, such conditional tender is liable to be rejected.
9. Director, NCDIR, reserves the right to reject any tender / bid wholly or partly without assigning any reason.

10. The Committee constituted by the Director NCDIR shall have the right to verify the particular furnished by bidder independently. Those technically qualified bids will only be considered for price evaluation (Financial bid). Price should not be quoted with technical bid; otherwise the tender will be rejected without any correspondence. Decision of the Director, NCDIR Bengaluru on the eligibility for qualifying technical bids shall be final and no representation shall be considered in this regard.

11. All the communication with respect to the tender shall be addressed to:

The Director,  
National Centre for Disease Informatics and Research (ICMR)  
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli  
Off N.H. -7, Adjacent to Trumpet Flyover of BIAL  
Kannamangala Post, Bengaluru – 562 110

12. In the event of any dispute the legal matter shall be subjected to the jurisdiction of Bengaluru Court only.

13. On receipt of the approval from ICMR Hqs. New Delhi, the purchase / work order will be issued to the successful bidder i.e. L1 (lowest one) by the Director, NCDIR, Bengaluru.

We confirm with our acceptance to the instructions from S.No.1 to 13 above.

Date:

Name, Signature and Seal of Bidder

## **COMMERCIAL AND GENERAL TERMS & CONDITIONS OF THE CONTRACT**

Nature of tender: Hiring, installation, testing, commissioning of Web Server for NCDIR, Bengaluru as mentioned in Annexure – I.

### **1. Eligibility Criteria:**

1. NCDIR is an academic institution and we are eligible for academic licenses. NCDIR will provide the supporting documents for the same. Hence all licenses should be in the name of NCDIR, Bengaluru.
2. Should be a Firm/Company/ Service Provider (SP) having their own Data Centre installation in India and the said server must be hosted only in an India Data Centre.
3. Single point of contact for support and escalation matrix should be provided.
4. SP should be an established Data Centre Services provider and should have been in this business for a period not less than five years as on 01.04.2017.
5. SP should have a minimum 5 years' experience in hosting fully managed web server, database server and mail server.
6. The SP shall not be blacklisted by any of the Government agencies for any corrupt or fraudulent practices.
7. The SP must have a turnover of Rs. 1 Crore, at least two of the last three Financial Years ending on 31.03.2017
8. Infrastructure at the data center should be in compliance to industry renowned standards, as below.
  - a) TIA 942 standard (Telecommunications Industry Association standard for Building, Network Design & Cabling system),
  - b) ASHRAE (For Precision Air Conditioning),
9. The data center services offered by the SP should have ISO 27001 certification.
10. The hosting infrastructure should be of tier 3 standards.
11. NCDIR uses MS SQL and MySQL relational database management systems. The service provider must demonstrate proven proficiency in both platforms and preferably have accredited staff to perform maintenance and management duties.
12. NCDIR will use Microsoft Windows Server and CentOS Linux operating systems. The SP must have expertise in all of these operating systems.
13. The service provider must provide the above VMs to NCDIR on an annual lease basis with a breakup cost showing monitoring cost, port cost, physical storage etc. They must

- also include the proposed OS and utility software service levels in their bid for evaluation.
14. SP need to support NCDIR with database installation, configuration, upgrade, migration and performance tuning.
  15. The SP should be ready with the deliverables (hardware and software environment) within 7 working days from the date of purchase order and the web server should be ready for data migration.
  16. The web interface for an NCDIR administrator should be provided for managing Email accounts.
  17. Installation of any new software should be done free of cost. The server must support any such installations.
  18. Resource re-allocation across virtual machine (VMs) should be provided free of cost.
  19. Outgoing emails should not be rate limited nor blocked due to IP Blacklisting at any time.
  20. Admin interface for blacklisting spam IP should be provided to NCDIR.
  21. All emails both incoming and outgoing to be content filtered for virus.
  22. Transaction log for emails to be maintained.
  23. Ticketing System (SP should have a ticketing system for logging complaints).
  24. DB Transaction log clearance and usage /hits report should be available online to NCDIR.
  25. Disaster recovery should be in place.
  26. NCDIR will require 2 public IPs.
  27. Only NCDIR IP should be white listed.
  28. If either NCDIR or SP wants to end the contract, a notice of one month must be provided by the party initiating the termination of the contract. The entire VM need to be backed up and handed over to NCDIR.
  29. NCDIR must be intimated /reminded at least two month in advance before the contract is due for renewal.
  30. Server maintenance activities by the SP must be scheduled only post 10:00pm and must be completed before 6:00am.
  31. The software license keys should be kept confidential.
  32. A Non Disclosure Agreement (NDA) should be signed within one month of purchase order.

33. If any complaint is lodged by NCDIR the same must be attended to and resolved within four hours.

34. NCDIR reserves the right to purchase of additional resources during the time of purchase order or later.

## **2. Scope of Services:**

- a) The tenders shall be submitted as per the technical specifications (Annexure – I)
- b) Submission of the tender implies that these conditions of tender have been read by the bidders and is aware of the scope of the services. The final acceptance of the tender rests with the Director, NCDIR, Bengaluru who reserves the right to accept or reject any or all tenders without assigning any reason thereof.

## **3. Submission of Bids:**

Only physical bids received by NCDIR, Bengaluru office will be considered for opening. Bids sent through fax or email will not be considered.

The tender should be submitted in a sealed cover in two parts as under

- a) Technical Bid: Envelope should super-scribed as "Technical bid for hiring, installation, testing, commissioning of Web Server". It should contain the Tender Fee, Earnest Money Deposit (EMD) and all details as mentioned in Technical Bid [Annexure – I].
- b) Financial Bid: Financial Bid: The second envelope should super-scribed as "Financial bid for hiring, installation, testing, commissioning of Web Server" and it should contain the rates etc. as per Financial bid [Annexure III]

## **4. Validity of Tender:**

- a) The tender shall be valid for a period of one year from the date of opening of the tender.
- b) Bidders for any reason whatever, withdraws the tender after it is accepted or become unable or fails to execute the orders within stipulated delivery period, NCDIR shall be at liberty to cancel the order forthwith and the EMD of the tender in such a case will be forfeited by the NCDIR.
- c) No representation for the enhancement of the prices of the accepted tender or alteration of the terms and conditions will be entertained till the successful completion of installation of the Web Server.

## **5. Period of Contract:**

Under normal circumstances the contract shall be valid for a period of one year form date of issue of purchase / work order. However, contract may be extended for further period up to two years on the same rates, terms and conditions if the service is found satisfactory.



## **6. Offers ready stock / Subject to prior sale:**

- a) Offers from ready stock are preferred. In case the offers are subject to prior orders, the Bidders shall indicate the period within which the ordered quantity will be supplied. The Bidders shall note that in case Bidder fails to supply within the period of delivery indicated in the said tender, penalty at the rate of 1% of value of the order, per week of delay subject to maximum of 20% of the order value will be levied.
- b) The successful Bidder shall, within 5 working days from the date of receipt of communication of acceptance of quotes from NCDIR shall intimate his acceptance of the order. The successful Bidder shall complete supplies strictly as per the accepted delivery period.

## **7. Price Applicability**

- a) The price shall be firm and shall include all applicable taxes and charges. Any variation in the duties, levies etc. during the period of services shall be charged to the bidder account. The rates quoted shall be all inclusive, with the delivery, up to destination i.e. NCDIR, Bengaluru.
- b) The Bidders shall submit the copy of PAN Number, TIN Number registration details along with the tender.

## **8. Installation:**

- a) The successful bidder shall complete the installation strictly within the five working days.
- b) The Web Server shall have to be installed to the satisfaction of concerned Authority.
- c) Hiring, installation, testing, commissioning of Web Server shall have to be carried out free of charge for NCDIR, Bengaluru. The comprehensive catalogue which includes instructions for Operation, Maintenance, Trouble shooting and all other areas which are necessary for smooth functioning of equipment, shall be provided.

## **9. Standards**

The goods supplied under the contract shall conform to the standards mentioned in the Technical Specifications.

## **10. Patent Rights**

The Contractor shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

## **11. Inspection and Tests**

- a) The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted, Where the Purchaser decides to conduct such tests on the premises of the Contractor, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector

free of costs. In case the tested goods fail to conform to the specifications, the Inspector may reject them and the Contractor shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.

- b) Notwithstanding the pre-supply tests and inspections, the material on receipt in the Purchaser's premises shall also be tested and if any material or part thereof is found defective, the same shall be replaced free of cost to the Purchaser. If any material before it is taken over is found defective or fails to fulfill the requirements of the contract, the Inspector shall give the Contractor notice setting forth details of such defects or failures and the Contractor shall make the material good or alter the same to make it comply with the requirements of the contract and in any case within a period not exceeding 1 month of the initial report. These replacements shall be made by the Contractor, free of the all charges, at the site(s).

## **12. Payment:**

- a. The payment will be made through NEFT by NCDIR to the bank account as mentioned in the bank mandate. The bidder shall submit the documents which shall clearly indicate that the proper installation, commissioning & successful testing of webserver are done and said document shall be duly acknowledged by the Administration of NCDIR.

## **13. Tender Fee and Earnest Money Deposit (EMD):**

### **Tender Fee:**

The cost of tender document is Rs. 500/- (Rs. Five Hundred only) (Non - refundable). The tender document can be obtained by paying the fees through Demand Draft / Bankers Cheque drawn in favour of "The Director, NCDIR payable at Bengaluru". The cost of tender document shall be attached with Technical Bid in case the tender document is downloaded from the website. The Tender Document is not transferable to any other bidder.

### **Earnest Money Deposit (EMD):**

- a. The units registered with Central Purchase Organization (DGS&D), National Small Industries Corporation (NSIC), Micro and Small Enterprises (MSEs) as defines in MSE Procurement policy issued by Dept. of Micro, Small and Medium Industries or the concerned Ministry or Department shall be exempted from the payment of Earnest Money as defined under Rule 170 of General Financial Rules (GFR), 2017. In such case, copy of the certificate showing registration with the above mentioned institutions to be enclosed along with the bid.
- b. In case the unit is not covered as above, it shall submit the offer along with the Earnest Money Deposit (EMD) for Rs. 20,000/-

An Earnest Money Deposit of Rs. 20,000/- (Rs. Twenty thousand only) in the form of demand draft drawn in favor of Director, NCDIR Bengaluru may be submitted, failing which their bids will not be considered valid. The amount will be refunded to unsuccessful bidder without any interest after completion of the tender process. The EMD should remain valid for a period of 45 days beyond the final tender validity period.

Note:

The EMD will be forfeited in following cases:

- a) If the bidder fails to accept the order based on his/her offer (bid) and within the prescribed time.
- b) If the bidder fails to supply the material with technical specifications in compliance to as mentioned in Annexure -I.
- c) If the bidder delays supply beyond a reasonable time resulting in disruption of NCDIR works.

#### **14. Service Facility:**

In order to ensure proper and timely after sales service, contact details with addresses of service centre nearest to Bengaluru shall be provided along with the bid.

#### **15. Taxes:**

Contractors shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted Goods to the Purchaser.

#### **16. Sub-Letting**

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

#### **17. Arbitration**

- a) In the event of any dispute arising between Purchaser and the Contractor in any matter covered by this contract or arising directly or indirectly there from or connected or concerned with the said contract in any manner of the implementation of any terms and conditions of the said contract, the matter shall be referred to the 'The Director, NCDIR, Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, N.H-7, B. B. Road, Kannamangala Post, Bengaluru-562 110 (India), who may himself act as sole arbitrator or may name as sole arbitrator an officer of NCDIR notwithstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Conciliation Act, 1996 shall apply to such arbitration. The contractor expressly agrees that the arbitration proceedings shall be held at Bangalore.
- b) The proceedings of arbitration shall be in English language:
- c) In case any contractor wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Bangalore shall have the Jurisdiction.

#### **18. Risk Purchase**

In the event of Contractor's failure to execute the contract to the satisfaction of the purchaser, the purchaser reserves the right:

- (a) To reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the purchaser.

- (b) To terminate the Contract by giving 2 weeks' notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Contractor.

### **19. Applicable Laws**

- a) This contract shall be interpreted, construed and governed by the laws of the Republic of India and the parties hereby submit to the exclusive jurisdiction of the Court at Bangalore and to all Courts at Bangalore having jurisdiction in appeal there from. Any dispute in relation to the contract shall be submitted to the appropriate Court of the Republic of India for determination. The parties to the contract shall continue to fulfill their respective obligations under the contract during the currency of the contract pending the final decision of the Court.

### **20. Termination for Default**

- a) The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this contract in whole or in part.
  - 1) If the contractor fails to deliver any or all the goods within the time period (s) Specified in the contract, or any extension thereof granted by the Purchaser
  - 2) If the Contractor fails to perform any other obligation(s) under the contract;
  - 3) If the Contractor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
  - 4) If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
  - 5) On a notice period of 30 days.  
For the purpose of this Clause:
    - 1) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract
    - 2) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition".
- b) In the event the Purchaser terminates the contract in whole or in part pursuant to above paragraph the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered and the Contractor shall be liable to the Purchaser for any excess cost for such similar goods. However, the Contractor shall continue the performance of the contract to the extent not terminated.

## **21. Excise Duty**

- a) The offer should contain the Basic Price and percentage of Excise Duty should be shown separately, since NCDIR, Bengaluru is exempted from payment of Excise duty vide Govt. Notification No. 10 / 97-Central Excise dated 1st March, 1997.
- b) NCDIR, Bengaluru is exempted from payment of Custom Duty vide Govt. Notification No.51 / 96- Customs dated 23rd July, 1996. Since the contractors are requested to quote only on for basic price, custom duty will not be applicable for the contractors.
- c) The rates of Sales Tax, G.S.T, C.S.T and Excise Duty must be clearly indicated. Whenever chargeable S.T/ G. S. T / C. S. T numbers must be indicated. It will be deemed that no Taxes are payable by us if such items are not indicated.

## **22. Performance Security**

- a. The successful bidder shall deposit an amount equal to 10% of the approved tender cost within 2 weeks of conveying NCDIR's intention for accepting the bid as Performance Security.
- b. Performance Security shall be submitted in the form of Bank Guarantee issued by a scheduled Bank and the Performa provided in Annexure VIII of the bid document or DD/Banker's cheque drawn in favour Director, NCDIR, Bengaluru
- c. Performance Security will be discharged after completion of contractor's performance obligations under the contract.

## **23. Termination for Insolvency**

The Purchaser may at any time terminate the Contract by giving written notice to the Contractor, without compensation to the contractor if the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

## **24. Add On/Repeat Order**

- a) NCDIR, reserves the right to place Add on/Repeat order for additional quantity to 100% of the original quantity at the same rate and terms & conditions of the purchase order within six months from the date of issue of purchase order.

We confirm with our acceptance to the Commercial & General Terms & Conditions Sl. No. 1 to 24 as given above.

Date:

Name, Signature and Seal of Bidder

**ANNEXURE – I**  
**TECHNICAL BID FOR HIRING, INSTALLATION, TESTING, COMMISSIONING**  
**OF WEB SERVER (VIRTUAL MACHINES)**

No	Content	Windows	Linux		Compliance Yes / No	If No, specify
		VM0	Email VM1	JAVA Technology VM2		
1	Processor	10 Cores with per core clock speed of 2.2Ghz or better	6 Cores with per core clock speed of 2.2Ghz or better	6 Cores with per core clock speed of 2.2Ghz or better		
2	RAM	96 GB	32 GB	16 GB		
3	Hard Drive (SAS Storage)	1000 GB on SAS 10k rpm	400 GB on SAS 10k rpm	100 GB on SAS 10k rpm		
4	Operating System	Windows Server 2016 Standard Edition (64 bit) (Academic Version only)	CentOS Latest Version (64 bit)			
5	Database Software	MS SQL Server 2016-Standard Edition (Academic Version only)		MySQL		
6	Web Development Framework	IIS Latest Version Dotnet Framework 2.0 ASP.net with ajax 2.0		Latest jdk, TOMCAT APACHE Goldfish		
7	Mail Server Software		Postfix, Cyrus, SpamAssasin, ClamAV, IMAP, IMAPS, SquirrelMail/RoundCube/Rainloop Webmail.			
8	Port Speed	100 Mbps	100 Mbps	100 Mbps		
9	Data-transfer Bandwidth	Unlimited monthly data transfer with a Internet Port speed of 100 Mbps				
10	Virtual Machine Installation	Fully Managed				
11	Virtual Machine Backup's	Daily Incremental Backup, Weekly full backup offsite and Fully Managed, Option to download backups by NCDIR Administrators				
12	Software Installation	Fully Managed				
13	Remote Access to VM / Remote Rebooting	Full Access Rights				
14	Support	Fully Managed				
15	Up Time	99.99%				
16	Certification	ISO 27001				
17	Data Centre Location	INDIA				
18	Resource usage data including CPU/RAM etc.	Fully Managed and online Statistics Report (CPU, RAM, Network, Hard disk etc. utilization). Offline reports have to be sent to NCDIR Administrator via email.				
		Latest updates + Security updates on regular basis, Proactive monitoring server health				

Date:

Name, Signature and Seal of Bidder

**ANNEXURE – II**  
**AGREED TERMS AND CONDITIONS**

**(TO BE FILLED BY INDIAN BIDDERS QUOTING ONLY IN INDIAN RUPEES)**

**Important Notes:**

- a) This questionnaire (ATC) duly filled-in the same word file must be submitted along with the offer, failing which your offer will be liable for rejection. This document received in any other form will not be accepted and can lead to rejection of offer.
- b) Each point must be confirmed / replied suitably.
- c) Bidders to note that the confirmation/acceptance/comments mentioned/agreed by them in this ATC are final and will supersede any contrary term indicated elsewhere in their quotation / tender documents.

**NCDIR'S Tender No: NCDIR/ICMR/ 2017/DWS/**

S. No.	Description/Tender Requirement	Vendor's Reply
	<b>Vendor Compliance to Technical Conditions</b>	
1.	<b>Confirm</b> that the offer has been submitted strictly as per the tender requirements.	
2.	<b>Confirm</b> that all pages of “Technical Specifications” have been submitted with the technical bid as a token of acceptance	
3.	<b>Confirm</b> that all the documents related to “Technical Criteria for acceptance of offer” have been submitted with the technical bid.	
4.	<b>Confirm</b> that there is no technical deviation and specification of offered product is same as per tender specification	
	<b>Vendor Compliance to Commercial Conditions</b>	
1.	<b>Confirm</b> that you are a OEM <b>OR</b> Authorized dealer of Web Server In case of authorized dealer of Web Server submit authorization letter along with your bid	
2.	<b>Confirm</b> that the quoted prices are in Indian Rupees	
3.	Confirm that the Prices shall be FIRM and FIXED till complete execution of order and shall not be subject to variation on any account	
4.	<b>Confirm unconditionally</b> that your quotation is valid for acceptance up to 1 year from the closing date of this enquiry	
5.	<b>Please note</b> that Packaging & Forwarding charges or any other charges should be included in Price Bid. The total price of all items put together will be considered for price evaluation.	
6.	<b>Excise Duty</b> –It may please be noted that NCDIR, Bengaluru is registered with the <b>DSIR</b> for the purpose of availing the Central Excise Duty exemption in terms of Govt. Notification <b>No.51/96-Customs dated 23.07.1996</b> and <b>No.10/97-Central Excise dated 01.03.1997</b> . The Exemption Certificate along with the copy of Certificate of Registration (if required) can be obtained on demand and would be provided to the successful bidder as and when asked for.	

7.	<b>Please confirm</b> that your firm have not been banned or delisted by any Government or Quasi Government agencies or PSUs. This does not necessarily be the cause for disqualification. <b>However if this declaration is not furnished the bid may be rejected as non-responsive.</b>	
8.	If your response to point no. 10 above is “Banned/Delisted”, please provide details of such banning / delisting such as (i) Banned / Delisted by ..... (Name of Co.) and (ii) Validity of such delisting / banning.	
9.	<b>Confirm unconditional acceptance</b> that any bidder making a false claim would have its contract terminated forthwith, if detected later.	
10.	<b>Confirm that</b> you shall supply the requisite operation/maintenance manual with the equipment.	
11.	<b>Please also confirm that</b> spare parts shall be made available as and when required for a minimum period of 7 years from the date of successful completion of warranty period.	
12.	<b>Confirm unconditional acceptance</b> Confirm unconditional acceptance of comprehensive warranty (inclusive of absolutely free of charge delivery (all expenses paid) at our site and installation of replacement parts/spares and free of all expenses related to such service calls) for a period of clear 12 months or more from the date of satisfactory completion of onsite installation, commissioning and training at our location	
13.	<p><b>Confirm</b> whether your firm is registered with any of the following in order to avail the benefits/preference available vide Public Procurement Policy MSEs Order, 2012.</p> <ul style="list-style-type: none"> <li>a) District Industries Centers (DIC)</li> <li>b) Khadi and Village Industries Commission (KVIC)</li> <li>c) Khadi and Village Industries Board</li> <li>d) Coir Board</li> <li>e) National Small Industries Corporation (NSIC)</li> <li>f) Directorate of Handicraft and Handloom</li> <li>g) Any other body specified by Ministry of MSME</li> </ul> <p><b>If Yes, then please mention with whom your firm is registered with as MSE and the proof for the same may be attached</b></p> <p><b>NOTE:</b> Benefits/Preference available to Micro &amp; Small Enterprises (MSEs) is applicable to “Producer/Manufacturer” of the tendered items only”</p>	
14.	<b>The bidder is requested to advise whether they have a rate contract for the quoted items with DGS&amp;D and if so whether the same could be extended to NCDIR.</b>	

Date:

Name, Signature and Seal of Bidder



**ANNEXURE – III**

**Financial Bid for Hiring, installation, testing, commissioning of Web Server (Virtual Machines)**

<b>PART A</b>					
No.	Content	Windows	Linux		Amount in Rs.
		VM0	Email	JAVA Technology	
			VM1	VM2	
1	Processor	10 Cores with per core clock speed of 2.2Ghz or better	6 Cores with per core clock speed of 2.2Ghz or better	6 Cores with per core clock speed of 2.2Ghz or better	
2	RAM	96 GB	32 GB	16 GB	
3	Hard Drive (SAS Storage)	1000 GB on SAS 10k rpm	400 GB on SAS 10k rpm	100 GB on SAS 10k rpm	
4	Operating System	Windows Server 2016 Standard Edition (64 bit) (Academic Version only)	CentOS Latest Version (64 bit)		
5	Database Software	MS SQL Server 2016-Standard Edition (Academic Version only)		MySQL	
6	Web Development Framework	IIS Latest Version Dotnet Framework 2.0 ASP.net with ajax 2.0		Latest jdk, TOMCAT APACHE Goldfish	
7	Mail Server Software		Postfix, Cyrus, SpamAssasin, ClamAV, IMAP, IMAPS, SquirrelMail/RoundCube/Rainloop Webmail.		
8	Port Speed	100 Mbps	100 Mbps	100 Mbps	
9	Data-transfer Bandwidth	Unlimited monthly data transfer with a Internet Port speed of 100 Mbps			
10	Virtual Machine Installation	Fully Managed			
11	Virtual Machine Backup's	Daily Incremental Backup, Weekly full backup offsite and Fully Managed, Option to download backups by NCDIR Administrators			
12	Software Installation	Fully Managed			
13	Remote Access to VM / Remote Rebooting	Full Access Rights			
14	Support	Fully Managed			
15	Up Time	99.99%			
16	Certification	ISO 27001			
17	Data Centre Location	INDIA			
18	Resource usage data including CPU/RAM etc.	Fully Managed and online Statistics Report (CPU, RAM, Network, Hard disk etc. utilization). Offline reports have to be sent to NCDIR Administrator via email.			
		Latest updates + Security updates on regular basis, Proactive monitoring server health			

<b>PART B</b>		
<b>Unit prices for additional resources</b>		
<b>S. No.</b>	<b>Content</b>	<b>Amount (in Rs.)*</b>
1.	100 GB to be quoted of same type for Storage space.	
2.	8 GB to be quoted of same type for RAM.	
3.	Processor cores to be quoted of same type.	

\* Inclusive of all taxes.

The above Total amount mentioned is inclusive of all tax and other charges.

\* The rates quoted above in Part A and Part B should be valid for three years.

Date:

Name, signature & seal of the bidder

**ANNEXURE – IV**

**List of Govt. Organizations / Dept.**

<b>List of Government Organizations for whom the Bidder has undertaken such work during last three years(must be supported with work orders)</b>		
<b>Name of the organization</b>	<b>Name of the Contact Person</b>	<b>Contact No.</b>

<b>Name of application specialist/ Service Engineer who have the technical competency to handle and support the quoted product during the warranty period.</b>		
<b>Name of the organization</b>	<b>Name of the Contact Person</b>	<b>Contact No.</b>

Signature of Bidder

Name: \_\_\_\_\_

**ANNEXURE – V**  
**On the Letterhead of the Vendor/Contractor/Supplier Details**

Date:

To

The Director,  
National Centre for Disease Informatics and Research (ICMR)  
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli  
Off N.H. -7, Adjacent to Trumpet Flyover of  
BIAL Kannamangala Post, Bengaluru – 562 110

Dear Sir,

We hereby give our consent to accept the related payments of our claims/bills on NCDIR through Cheques or Internet based online E-Payments system at the sole discretion of NCDIR. Our Bank account details for the said purpose are as under:

<b><u>A. Vendor Details:</u></b>	
1.Name ( As per the Bank Records)	
2.Address	
3.PAN No.	
4.TIN No.	
5.CST No.	
6.E-mail ID	
7.Mobile Number	
<b><u>B. Particulars of Bank Account:</u></b>	
1. Bank Name	
2. Branch Name/Branch Code	
3. Branch Address	
4. 9 Digit MICR No. of Bank and Branch( As appearing on the cheque)	
5. Account Type (Savings/Cash credit/Current)	
6. Account Number ( as appearing on the cheque book)	
7. IFSC Code of the Branch( For RTGS)	
8. IFSC Code of the Branch( For NEFT)	

\*\*\*(please attach a blank copy of a cancelled cheque/photocopy of a cancelled cheque issued by your Bank related to the above account number for verifying the accuracy of the 9 digit MICR code number.

I/We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected to all for reasons of incomplete or incorrect information I would not hold the user Institution responsible.

Date:

Signature/Seal of Firm

Phone No:

Certified that the particulars furnished above are correct as per our records

Date:

Company's Authorized Signatory

Phone No:

**Encl: Photocopy of cheque duly cancelled and copy of Indian PAN Card**

**ANNEXURE – VI**  
**(Undertaking from Bidders)**

To

The Director,  
National Centre for Disease Informatics and Research (ICMR)  
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli  
Off N.H. –7, Adjacent to Trumpet Flyover of BIAL  
Kannamangala Post, Bengaluru – 562 110

Sir,

Nature of Goods/ Equipment's / Services:	Hiring, installation, testing, commissioning of Web Server
------------------------------------------	------------------------------------------------------------

Having examined and perused the following documents:

1. Notice Inviting Tender
2. Instruction to the Bidder
3. Commercial General Terms & Conditions
4. Technical Specifications of items (Annexure – I) for which tender is issued
5. Price Bid

I/We .....do hereby submit tender in prescribed formats for Hiring, installation, testing, commissioning of Web Server to NCDIR, Bengaluru, completed in all respects in accordance with the conditions applicable.

If this tender is accepted, I/We agree to abide by and fulfill all the terms and conditions in the tender documents

I/We hereby distinctly and expressly declare and acknowledge that before the submission of this tender, I/We have carefully read and followed the instructions and I/We have understood the existing system of supply in the NCDIR, including the scope and nature of duties expected from the Bidder.

I/We distinctly agree that I/We would hereafter make no claim or demand upon the NCDIR, Bengaluru based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my/our part of the said stipulations, restrictions and conditions.

Any notice required to be served on me/us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my/our address furnished herein. I/We fully understand the terms and conditions in the tender documents.

Date:

Name, signature & seal of the bidder

**ANNEXURE – VII**

**TENDER FEE & EARNEST MONEY DEPOSIT PAYMENT PARTICULARS**

Number of Demand Drafts enclosed:

Demand Draft particulars:

Sl. No.	D. D. No.	Date	Name of the Bank / Branch and Place	Amount
1.				
2.				
3.				

I / We, ..... hereby declare that the particulars furnished by me/us in this offer are true to the best of my/our knowledge and I/We understand and accept that, if at any stage the information furnished by me/us are found to be incorrect or false, I/We am/are liable for disqualification from this tender and also liable for any penal action that may arise due to the above, besides being black listed.

Signature :

Name :

Designation :

Name of the Agency :

Address of the Bidder :

Phone No. & Mob. No. :

Email Address :

Website Address (if any) :

Date :

## ANNEXURE – VIII

### PERFORMANCE SECURITY BOND FORM

1. In consideration of National Centre for Disease Informatics and Research (ICMR) Bengaluru (here in after called the NCDIR Bengaluru) having agreed to exempt \_\_\_\_\_ (here in after called the said contractor(S) from the demand of security deposit/earnest money of Rs \_\_\_\_\_ on production of Bank Guarantee for Rs. \_\_\_\_\_ For the due fulfillment by the said contractors of the terms & conditions to be contained in an Agreement in connection with the contract for hiring, installation, testing, commissioning of Web Server for National Centre for Disease Informatics and Research (ICMR) Bengaluru. \_\_\_\_\_ we, (name of the Bank) \_\_\_\_\_ (herein after referred to as “the Bank”) at the request of \_\_\_\_\_ Contractor’s do hereby undertake to pay the NCDIR Bengaluru an amount of not exceeding \_\_\_\_\_, against any loss or damage caused to or suffered or would be caused to or suffered by the NCDIR Bengaluru reason of any breach by the said contractor’s of any of the terms & conditions contained in the said agreement.
2. We (Name of the Bank) \_\_\_\_\_ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the NCDIR Bengaluru stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the NCDIR Bengaluru reason of breach by the said contractor’s of any of terms & conditions contained in the said agreement or by reason of the contractors failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee, where the decision of the NCDIR Bengaluru in these counts shall be final and binding on the Bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_.
3. We undertake to pay to the NCDIR Bengaluru any money so demanded not withstanding any disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under the present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ supplier(s) shall have no claim against us for making such payment.
4. We (Name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect immediately for a period of one year from date herein and further agrees to extend the same from time to time (one year after) so that it shall continue to be enforceable till all the dues of the NCDIR Bengaluru, under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till NCDIR Bengaluru certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges guarantee.
5. We (name of the bank) further agree with the NCDIR Bengaluru that the NCDIR Bengaluru shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary and of the terms & condition of said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time to time any of the powers exercisable by the NCDIR Bengaluru against the said any



contractor(s) and to forbear or enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, and or any omission on the part of the NCDIR Bengaluru or any indulgence by the NCDIR Bengaluru to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. The guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ supplier(s).

7. This guarantee shall be irrevocable and the obligations of the Bank herein shall not be conditional to any prior notice by NCDIR Bengaluru.

Dated: \_\_\_\_\_

For

\_\_\_\_\_

(Indicating the name of the bank)

N.B. This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.

**ANNEXURE – IX**

**DECLARATION**

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

Signature :

Name :

Designation :

Name of the Agency :

Address of the Bidder :

Date :

Place :

**ANNEXURE – X**

**TURN OVER DETAILS**

As per the tender eligibility criteria, The SP must have a turnover of Rs. 1 Crore, at least two of the last three Financial Years ending on 31.03.2017. These turnover details will have to be substantiated with the appropriate documentary evidences duly enclosed.

The last three years' sales turn-over details are furnished as follows.

Name of the Company / Firm:

Sl. No.	Financial Year	Turnover (Rs. In Crore)
1	2014-15	
2	2015-16	
3	2016-17	

Proof of the above sales turn-over details should be furnished in the form of Audited Annual Accounts of the bidder.