



INFORMATION TECHNOLOGY DEPARTMENT, SOUTH DELHI MUNICIPAL CORPORATION.

REQUEST FOR PROPOSAL (RFP) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DATA CENTER EQUIPMENTS (Server, Storage, KVM Switches, Juniper switches/firewall, Load Balancer, Cisco Switches, Cisco Routers, Cisco SAN Switches, UPS, air conditioning, safety and security systems, network infrastructure (passive components) etc.

email: dir_it@mcd.gov.in

Website: www.tenderwizard.com/SOUTHDMCETENDER
& www.mcdonline.nic.in/sdmportal

TENDER NOTICE


Ref: Advt. No.- DIT/SDMC/2020/16/D-283

Date-17.08.2020

Online offers are invited by IT Department, SDMC up to 03:00 PM (IST) on 08.09.2020 for the work of Comprehensive Annual Maintenance Contract for DATA CENTER EQUIPMENTS (Server, Storage, KVM Switches, Juniper switches/firewall, Load Balancer, Cisco Switches, Cisco Routers, Cisco SAN Switches, UPs, air conditioning, safety and security systems, network infrastructure (passive components) etc.).

For details log on to our website

www.tenderwizard.com/SOUTHDMCETENDER


AO (IT)

**INFORMATION TECHNOLOGY DEPARTMENT, SOUTH DELHI MUNICIPAL CORPORATION.
24TH FLOOR, DR. SPM CIVIC CENTER, JLN MARG, NEW DELHI-110002**

NOTICE INVITING E-TENDER

Ref: Advt. No.- DIT/SDMC/2020 /16/D-283

Date- 17.08.2020

IT Department, South Delhi Municipal Corporation (hereinafter referred to as "SDMC") invites online offers under two bid systems for Comprehensive Annual Maintenance Contract for DATA CENTER EQUIPMENTS (Server, Storage, KVM Switches, Juniper switches/firewall, Load Balancer, Cisco Switches, Cisco Routers, Cisco SAN Switches, UPs, air conditioning, safety and security systems, network infrastructure (passive components) and other peripherals from the date of awarding the contract for a period of one year as detailed below:

S. No.	Particulars	Description
1	Tender No.	DIT/SDMC/2020-21/...../D-
2	Name of Work	Comprehensive Annual Maintenance Contract for DATA CENTER EQUIPMENTS (Server, Storage, KVM Switches, Juniper switches/firewall, Load Balancer, Cisco Switches, Cisco Routers, Cisco SAN Switches, UPs, air conditioning, safety and security systems, network infrastructure (passive components) and other peripherals
3	Period of Work	AMC period initially for a period of one year. Extendable to further period of one year on successful and satisfactorily Completion of 1 st year.
4	Place of availability of tender documents (RFP)	www.tenderwizard.com/SOUTHDMCETENDER & www.mcdonline.nic.in/sdmcportal
5	Mode of bid submission	Online www.tenderwizard.com/SOUTHDMCETENDER
6	Earnest Money Deposit	Rs. 3,00,000/-
7	Non-refundable cost of tender/bid	Rs. 2000/-

	document	
8	Validity of Tender	120 days from last date of submission of tender
9	Date of Issuance of Tender Documents	17.08.2020
10	Pre-bid meeting date & time of tender	24.08.2020 at 03:00 PM
11	Email id to send pre-bid queries	Dir_it@mcd.gov.in
12	Place of pre-bid meeting	6 th Floor, E1 Block, Conference Hall, Dr. SPM Civic Center, JLN Marg
13	Closing date and time of tender	08.09.2020 at 03:00 PM
14	Opening of Technical bids	08.09.2020 at 03:30 PM
15	Opening of Financial Bids	To be informed later
16	Address for Communication	24 th floor, E-1, IT Department, SDMC, DR SPM Civic Center, JLN Marg New Delhi-110002

The tender document can be downloaded from the websites www.tenderwizard.com/SOUTHDMCETENDER and www.mcdonline.nic.in/sdmcportal. Corrigendum/addendum/errata, if any, in respect of the tender shall be made available only at our official website www.mcdonline.nic.in/sdmcportal and website www.tenderwizard.com/SOUTHDMCETENDER. No further press advertisement will be given. Hence, all bidders are advised to check SDMC website www.mcdonline.nic.in/sdmcportal and website www.tenderwizard.com/SOUTHDMCETENDER regularly.

The issuance of tender document does not mean the agency has been technically qualified. Hence agencies/bidders are advised to submit all the relevant documents/credential required in tender for technical qualification along with their bid.

Interested bidders may contact the following officials for site visit and/or for seeking any details regarding execution of proposed work;

Mrs. Urvashi Sangwan, Asstt. Commissioner (IT), 24th floor, DR. SPM Civic Center, JLN Marg, New Delhi-

For E-TENDER Related Helpdesk;

1. Helpdesk- 011-49424365
2. Irshad- 8800900129
3. Mohit- 9560095958

Tender documents duly completed in all respect along with EMD, Cost of Tender fee shall only be uploaded on the website www.tenderwizard.com/SOUTHDMCETENDER upto 08.09.2020 at 03:00 PM and Technical bid shall be opened on the website www.tenderwizard.com/SOUTHDMCETENDER on 08.09.2020 at 03:30 PM at 6th floor, E1 Block, Conference Hall, DR. SPM CIVIC CENTER , JLN MARG, New Delhi-110002.

Bids have been invited in online mode only. For download of e-tender document, uploading of tender document along with Financial Bid, opening of Technical Bid and Financial Bid, etc. the website www.tenderwizard.com/SOUTHDMCETENDER is to be used. The intending bidder must get themselves registered with M/s ITI Ltd. who are providing the e-tendering services to SDMC, for participating in e-tender.

The intending Bidder is requested to upload the Bid well in time to avoid any difficulty due to failure of server etc. For any clarification about the e-tendering website, the service provider M/s ITI Ltd. needs to be contacted.

The date, time and venue for opening of price bids will be intimated to the technically qualified bidders separately.

Autograph
Irshad
Asstt. Officer (IT),
I.T. Department, MCD
24th Floor, Civic Centre
JLN Marg, Delhi - 110002

Note:- Eligible bids will be opened on the specified date wherein the participating bidders may present themselves. Notice of any changes shall be published on official website of South DMC www.mcdonline.nic.in/sdmportal and on www.tenderwizard.com/SOUTHDMCETENDER.

The South Delhi Municipal Corporation reserve the right to accept, reject or cancel any tender offer without assigning any reason thereof.

Disclaimer

This Request for Proposal (RFP) is issued by South Delhi Municipal Corporation (SDMC) acting as the nodal corporation on behalf of all three corporations viz. South Delhi Municipal Corporation (SDMC), North Delhi Municipal Corporation (NDMC) and East Delhi Municipal Corporation (EDMC).

Each Party must conduct its own analysis of the information contained in this RFP to correct any inaccuracies therein and is advised to carry out its own due diligence into the proposed Project. Each Party must conduct its own analysis of the regulatory regime which applies thereto, and by and all matters pertinent to the proposed Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the proposed Project. Neither the Corporations nor any of its officers or employees, nor any of their advisers nor consultants shall be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, estimates and projections with respect to proposed Project. Such statements, estimates and projections reflect various assumptions made by the management, officers, employees which (the assumptions and the base information on which they are made) may or may not prove to be 100% accurate. No representation or warranty is given to the reasonableness of the projections or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty. SDMC on behalf of the Corporations shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of SDMC in selecting the vendor who qualifies through this RFP shall be final and SDMC reserves the right to reject any or all the bids without assigning any reason thereof. SDMC further reserves the right to negotiate with the selected vendor to enhance the value through this project and to create a more amicable environment for the smooth execution of the project. SDMC may terminate the RFP process at any time without assigning any reason and upon such termination SDMC shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

Objective of RFP

The primary objective of this RFP is to solicit proposals from the bidders, through which, the three Corporations (South, North and East Delhi Municipal Corporation) will jointly (led by SDMC, being Nodal Agency for all 3 Corporations) select a Vendor for "PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DATA CENTER EQUIPMENTS (Server, Storage, KVM Switches, Juniper switches/firewall, Load Balancer, Cisco Switches, Cisco Routers, Cisco SAN Switches, UPS, air conditioning, safety and security systems, network infrastructure (passive components) and other peripherals".

TERMS OF REFERENCE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DATA CENTER EQUIPMENTS (SERVER, STORAGE, KVM SWITCHES, JUNIPER SWITCHES/FIREWALL, LOAD BALANCER, CISCO SWITCHES, CISCO ROUTERS, CISCO SAN SWITCHES, UPS, AIR CONDITIONING, SAFETY AND SECURITY SYSTEMS, NETWORK INFRASTRUCTURE (PASSIVE COMPONENTS) AND OTHER PERIPHERALS

1. **ELIGIBILITY CRITERIA**

The eligibility criteria of the bidders should encompass the following:

- i. The bidder should be registered under the Companies Act, 2013, and the bidder should be in the business of maintenance of IT Infrastructure services for last 7 years (as on 31st March 2019).

Mandatory document- Copy of Certificate of Incorporation countersigned by Authorized signatory of the bidder.

- ii. The bidder should have valid permanent Account Number (PAN) issued from Income tax Authorities.

Mandatory document- Copy of PAN Card of the bidder countersigned by Authorized signatory of the bidder.

- iii. The bidder should have valid GSTIN registration Certificate.

Mandatory document- Copy of the GSTIN registration certificate signed by authorized signatory of the bidder & copy of GST return of last quarter.

- iv. The bidder shall not be under declaration of ineligibility/ banned/blacklisted/debarred by any Central/state Government/ any other Government institutions in India for corrupt or fraudulent practices or for non-performance in last three years.

Mandatory document-A self-certified letter signed by the authorized signatory of the Bidder company letter head.

- v. The intending bidder should have a minimum of seven (07) years' experience in Annual Maintenance Contract of IT Infrastructure.

Mandatory document:-Copy of work order to documentary evidence in support of their competence for experience minimum 07 years in annual maintenance of IT Infrastructure.

- vi. The bidder should have at least 50 nos. of resources on its payroll as on date of release of tender document.

Mandatory document:-Certificate from the authorized HR person of the Format given in Form A1. The bidder should submit the list of proof for resources on their payroll and submit the documentary evidence like salary slip/EPF/ESI challan.

- vii. The bidder should have average annual turnover of at least Rupees 45 Lakh during the three Financial years 2016-17, 2017-18, 2018-19 in IT Support and maintenance services.

Mandatory documents:-1. The bidder should submit the audited balance statement of the bidder for each of the last three financial years, FY 2016-17, FY 2017-18 & FY 2018-19.

2. Certificate duly signed by Statutory Auditor of the Vendor for turnover from IT services as per the format provided in **Form A2**.

- viii. The bidder should have positive net worth as on 31st March, 2019.

Mandatory documents:-1. The bidder should submit the audited balance statement of the bidder for each of the last three financial years, FY 2016-17, FY 2017-18 & FY 2018-19.

2. Certificate duly signed by Statutory Auditor of the Vendor showing networth as per the format provided in **Form A2**.

- ix. The bidder should have experience of successful completion of similar works of IT infrastructure maintenance with Government Departments/ PSUs during the last 7 years ending 31.03.2019. The value of work orders to be counted towards work experience shall be as under:-
- At least three projects of value >Rs. 55 Lakhs each; OR
 - At least two projects of value > Rs. 70 Lakhs each; OR
 - One project of value not less than Rs. 1.1 Crore.

Mandatory Document:-1. The Vendor should submit the particulars of the projects as per **form A3**.

2. Copy of relevant work orders.

3. Go live/ completion certificate from client confirming year of Go Live/Completion.

Note:- 1. The work order for ongoing project is not valid for experience.

2. Consortium experience/joint Venture/sub-contracting etc. Experience for project citation for technical qualification criteria is not allowed.

- x. The bidder must possess, at the time of bidding, at least one valid certification of ISO 9001, ISO 27001.

Mandatory Document:- The bidder should submit copy of ISO 9001, ISO 27001 certificates countersigned by authorised signatory of the bidder.

- xi. The bidder should have its office and technical support center (Dedicated/Toll free Helpline number) in Delhi/NCR.

Mandatory document:-Bidder should submit the Address proof and valid dedicated/Toll free Number.

2. E-TENDER RELATED TERM & CONDITIONS

- 1) Online Bids must be correct and complete in all aspects. Corporations will evaluate the bid based on its clarity, correctness and completeness of its response to the requirements of the project as outlined in this RFP. This RFP process will be administered through the e-tendering portal being used by the Corporations (URL: www.tenderwizard.com/SOUTHDMCETENDER).
- 2) Bidder must submit online proposal in two (02) parts as per the format given in this RFP in the following manner:

ONLINE TECHNICAL BID with all details and all the supporting documents be uploaded in the respective folder at: www.tenderwizard.com/SOUTHDMCETENDER

Note: Providing any Price Bid information in any form in Part I will render the bidder disqualified

PART-II: Online Price Bid

Online Price BID shall be submitted www.tenderwizard.com/SOUTHDMCETENDER in the format available annexure-B. For submission of the price bid, the bidder has to first download the price bid format, fill up and upload the same in respective Price Bid folder. No other document is uploaded in the folder at online submission of Bid www.tenderwizard.com/SOUTHDMCETENDER.

Note:-

- i. All the pages of the Technical proposal document must be sequentially numbered and indexed and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- ii. The proposal/bid must be prepared in indelible ink. It must not contain any interlineations or overwriting.
- iii. All pages of the bid must be initialled and stamped by the person(s) authorised to sign the bid.
- iv. The Bidders are required to enrol on the e-tendering portal of the Corporations (URL: www.tenderwizard.com/SOUTHDMCETENDER) by clicking on the link and follow the instruction written thereof for submitting the online bid.

Arjun
Arjun
Admin. Officer (IT)
I.T. Department, M.C.D.
24th Floor, Civic Centre,
Minto Road, Delhi - 110044.

- v. The Bidder is advised to submit the online Bid well before the last date in order to avoid any inconvenience at the last moment.
- vi. The online bids received along with EMD and non-refundable cost of tender/bid document, prior to the closing date and time fixed for submission of the bids, shall be considered for further evaluation.

- 3) Interested firms shall submit their bids online by visiting the portal in an encrypted format with valid Digital Signature Certificate (DSC), valid e-mail address. Registration of the firms on the e-tender Portal i.e. www.tenderwizard.com/SOUTHDMCETENDER are pre-requisite for e-tendering. One firm may submit only one proposal. If a firm submits or participates in more than one proposal, such proposals shall be disqualified.
- 4) No consortium or Joint Venture or sub-contracting is allowed to participate in the bidding Process.
- 5) The details of Hardware installed at Data center is as under:

S. No.	Item Name	Model/Part No.	Quantity
1	IBM P Series Servers	IBM P520/8203-E4A	3
		IBM P550/8204 E8A	12
2	IBM X-series Server	IBM x3650 M3 /MT-7945 A2A	55
		IBM x3850 M2/MT-7233	8
3	IBM System Storage	DS5020 storage controller/1814-20A	2
		DS5020 expansion unit/1814-52A	2
		7214/ 7214-1U2	6
		5886/FC5886	1
4	Cisco Router	Cisco 3800 series/3845-MB09	4
		Cisco 3800 Series/3845 v05	4
		Cisco 7200 Series/ 7200 VXR	2
5	KVM Switches (Battery and consumables are covered under comprehensive AMC)	KN4116	8

	KVM USB adapter cable	KN7170	128
6	Cisco Switch	Catalyst 2960G/WS-C2960G-48 TCL	15
		Catalyst 3750G/WS-C3750G-48TS S V06	6
7	Cisco Chassis	Catalyst 6513/WS-C6k13 SLOT FAN-2	4
8	Radware Load Balancer	200/8xfe- 19046376	4
		App director 202/asi/8fe-1914620	4
9	IBM Tape Library	TS3200 L4U/ 3573-L4U	2
10	Juniper Firewall	SRX240/8RX240H	5
11	Juniper Firewall	SRX550/645AP	4
12	CISCO SAN Switch	MDS9124/ 2053 424	4
13	IBM HMC Controller with Console	HMC Controller with Console	2
14	AMC for Data Centre Infrastructure such as UPS, Air Conditions, Safety and security systems, network infrastructure (passive components) etc.	Details of Data Center Infrastructure such as UPSs, Air-conditions, safety and security Systems are given at Annexure-A.	1 Lot

Financial bid should contain the price quoted against each item separately. The format for submitting price bid is given at Annexure-B.

3. EARNEST MONEY DEPOSIT

- Bidders shall submit an EMD of INR 3,00,000 (Rupees three Lakh only) online through specified mode on www.tenderwizard.com/SOUTHDMCETENDER, along with their Bids. In case of unsuccessful bidder, earnest money/bid security will be refunded to the unsuccessful bidder without any accrued interest within 60 days from date of notification of the award of contract.

Antony
N. S. D. S.
 Admin. Officer (IT)
 I.T. Department, MCD
 24th Floor, Civic Centre,
 Minto Road, Delhi - 110002

2. Following categories are eligible for exemption from furnishing Earnest Money Deposit (EMD) and cost of tender/bid document for online bidding in relaxation of the Prequalification Criteria (PQC) :-

- i. Micro and Small Enterprises who are manufacturer of the primary product category or Service provider of the Primary Product category and give specific confirmation to this effect at the time of bid submission and whose credentials are validated online through Udyog Aadhaar and through uploaded supporting documents.(Note:- **MSME NIC 5 digit code 95111- Repair and maintenance of Computer and peripheral equipment, is valid for exemption from Earnest Money Deposit (EMD) and tender cost/bid processing fee).**
- ii. Start-Ups as recognized by Department of Industrial policy and promotion(DIPP).

Note:- Bidder shall upload scanned copy of relevant Registration document in place of EMD document while bidding.

4. FORFEITURE OF EMD

EMD shall be forfeited if,

- a) The bid is revoked during its validity period.
- b) The bidder indulges himself in any undesirable practice or malpractice at any time, which would include the instance of a bidder after submission of tender and during the tender validity period resilient from his offer or modifies the terms and conditions thereof (in a manner not acceptable to IT department, South DMC).
- c) The successful vendor does not convey his written acceptance within a maximum period of 15 days of the order placed on him by IT Department South DMC.
- d) The successful bidder does not deposit the security Deposit within the stipulated period, the successful bidder fails to start the work within the reasonable period or fails to show reasonable progress in execution of the work/contract.

5. SCOPE OF WORK

1. The AMC rates mentioned in this contract will be valid for one year from the date of awarding the contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, purely at the discretion of SDMC, based on the performance of the vendor, on same prices and terms and conditions for a further period of one year.

2. The AMC rates for data center Infrastructure such as UPSs, Air Conditions, Safety and security systems, network infrastructure (passive components) etc., the bidder shall quote in fixed price and before quoting the price, bidder should survey the Data Center Infrastructure for which AMC is required. Details of UPSs, Air Conditions, Safety and Security Systems, etc. are given at **Annexure- A**.
3. Network Infrastructure (passive components) include:
 - a) Patch/Jack Panel.
 - b) Patch cords CAT 6 used between patch panel and switch, cable managers and all related hardware's.
 - c) LIU
 - d) Fiber Cables and fiber patch cords.
 - e) Data center racks for servers & Networking Equipment's.
4. The system maintenance charges for UPS, batteries, Air Conditioning consumables items shall include Lamps, FM200 Gas, AC Refrigeration Gas, AC Filters, UPS Batteries etc.
5. The SDMC will keep a record of machine failure including the name of failure, date and time of booking the complaint and when the machine is set right and total down time. The records will be signed by the Company's Service engineer and SDMC representative. One Engineer needs to be deployed on all working days during office hours at the premises of the SDMC.
6. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. Whenever the system cannot be repaired on site within the specified time limits, the Vendor will have the option to take the equipment to their workshop / premises with prior permission from SDMC and provide the alternative equipment of same or better specifications. The SDMC's equipment in any case will have to be repaired/set right within 3 days and returned to the SDMC. The firm will arrange their own transport, for which no extra payment will be made.
7. For preventive maintenance checks of each system under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by SDMC representative. A preventive Maintenance Report from the user would be submitted to SDMC, failure of this, will lead to deduction from the payments.
8. AMC includes OS installations, replacement of damaged items/parts, on-site maintenance and repair and other related activities. Sufficient number of spares for the systems shall be available with the firms for the proper maintenance of the system within 24 hours.
9. The firm will check all the Data Center equipment's under AMC along with SDMC representative before 10th of each month and submit a report.

Antony A Mathew
 Comm. Officer (IT)
 I.T. Department, MCD
 24th Floor, Civic Centre
 Minato Road, Delhi - 110002

10. The upgraded items (Memory, HDD etc.) purchased by the SDMC and upgraded into the existing systems/machines will also be included in AMC with the firm as soon as warranty period expires. This will be done through Addendum signed by the SDMC.
11. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
12. The equipment will be returned in good working condition to the SDMC. In case the Vendor fails to return the machine back in working condition to the SDMC, it will have to pay the contemporary price prevailing in the market of the same model and make. The SDMC shall have full liberty to deduct such amount from the pending/ensuing bills or the Performance Security Deposit.
13. To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the SDMC and representatives of the Company may be held in the SDMC.
14. The personnel deployed by the Vendor shall comply with all the data security and security regulations in the SDMC. Any breach of this condition will render the entire contract as null and void and penal action including forfeiture of the Performance Bank Guarantee.
15. In the entire period of Contract, the vendor should adhere to the Information Technology (Reasonable Security practice and Procedures and sensitive personal data of information) Rules, 2011.
16. The engineer/technician deputed for preventive maintenance and rectification shall report to SDMC; carry out all the activities under the control and technical supervision of the in-charge of the SDMC.
17. Service for all data center equipments (server, storage, kvm switches, juniper switches/firewalls, load balancer, cisco switches, cisco routers, cisco san switches, ups, air conditioning, safety and security systems, network infrastructure (passive components) and other peripherals- Maximum acceptable downtime will be 04 hours from the time of registration of the complaint. The maximum response time of any complaints shall be two hours and the maximum resolution time shall be four hours. The support shall be provided 24x7. In case the Vendor fails to adhere to the downtime stipulated herein, penalty clause as detailed in Para 7 below will apply.

6 PERFORMANCE GUARANTEE

A Performance Security Deposit of 10% of the total value of the AMC contract shall be deposited by the successful bidder within 15 days of

accepting the contract, in the form of a Bank Draft / Performance Bank Guarantee valid for a period of fourteen months i.e. upto two months after completion of contract period in favour of Commissioner, SDMC. This will be refunded on successful completion of the contract to the entire satisfaction of SDMC. In case of any default, the total amount or part thereof will be forfeited.

7. PENALTY

- (i) Penalty for not attending to the calls as per Para 17 of Service Assurance will be Rs. 500/- per day for each data centre equipment.
- (ii) Penalty for failure of doing Scheduled Preventive Maintenance (PM) and submission of Reports in time will be Rs. 175/- per machine per day.

8. EVALUATION CRITERIA

A. Technical bid evaluation:

- i. The bidders' Technical bid Proposal shall be evaluated as per the criterion specified in the RFP.
- ii. The bidders shall meet all the mandatory compliance requirements as per the eligibility criteria specified in the RFP. Failure in meeting the mandatory compliance requirements will result in disqualification of the bidder.
- iii. All the bidders will be communicated of the results of evaluation of the technical bids over the e-mail alerts from e-tender.
- iv. The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the Price Bid aspects of the online proposal are either fully or partially enclosed or are part of the online Technical Proposal will result in disqualification of the bidders.
- v. At any stage during the bid evaluation process, Corporations, at their discretion, may ask the Bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.
- vi. The Price Bids of those bidders who qualify in the Technical bid process only will be considered for Price Bid evaluation.

B. Financial bid evaluation:

The Financial bid will be evaluated on the basis of the total bid amount quoted in bundle price consisting of all data center equipments (Server, Storage, KVM Switches, Juniper Switches/Firewall, Load balancer, Cisco Switches, Cisco Routers, Cisco san switches, UPSs, air conditioning, safety and security systems, network infrastructure (passive components)

and other peripherals all clubbed in a single lot and not the items-wise lowest rates quoted by the bidders. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid.

9. PAYMENT TERMS:

The payment will be released on a quarterly basis on submission of invoice after satisfactory completion of service. The company will submit quarterly bills along with the downtime statement and the PM report within one month of completion of the quarter to SDMC.

10. OTHER TERMS AND CONDITIONS

1. SDMC reserves the right to accept/terminate/extend the maintenance contract at sole discretion of SDMC. The contractor will not be entitled to claim any compensation against termination of contract at any time. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid as per the terms of contract.
2. The bidder may represent themselves personally or through their authorized representatives at the time of opening of the bids.
3. A copy of the terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along-with the tender.

11. DISPUTE RESOLUTION-

In case of any dispute arising out of or in connection with the agreement, which is not resolved as per the governance structure provided in this RFP, only the Courts in Delhi shall have sole and exclusive jurisdiction.

12. CONFLICT OF INTEREST

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Corporations.

13. AUTHENTICATION OF BIDS

The online Proposal must be supplemented by a Power-of-Attorney in the name of the authorized signatory of the Proposal, in a letter-head of the firm/ organization, duly signed & stamped by the competent authority along with the board resolution statement appointing the competent authority.

14. CORPORATIONS' RIGHT TO ACCEPT OR REJECT ANY OR ALL PROPOSAL(S)

The corporations also reserve the right to accept or reject any or all bid(s), without thereby incurring any accountability to the affected bidder(s) or any responsibility to inform the affected bidder(s) of the reasons to accept or reject any or all proposal(s).

Any abnormally low or high Price Bid will also be liable to be rejected. In the event of identification of a potentially abnormally low or high Bid, the Corporations may seek written clarifications from the Bidder, including detailed price analyses of its Price Bid in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document. After evaluation of the analyses, in the event that the Corporation determines that the Bidder has failed to demonstrate its capability to perform the Contract for the offered Price Bid, the Corporation reserves the right to reject such Bid

Appendix-I

Form A1: Certified Statement on Manpower Capability

(To be submitted on the Letterhead of the vendor)

To,

Dated:.....

Director (IT),
SDMC, E1- 24th
Floor, Dr. SPM
Civic Centre,
J.L. Nehru Marg,
New Delhi –
110002.

Subject: Statement on Manpower Capability

Sir/Madam,

This is to certify that we have <<number>> of full time employees on our payroll, having experience in IT and Technical Support / Management as on 31st March 2019. Documentary evidence like salary slip/EPF/ESI challan or any other supporting documents are attached herewith.

For <Vendor's Name>
HR Signature (with Organization
Stamp) HR Name

Form A2: Financial Information of Vendor

(To be submitted on the Letterhead of the statutory Auditor)

To,

Dated:.....

Director (IT),
SDMC, E1- 24th
Floor, Dr. SPM
Civic Centre,
J.L. Nehru Marg,
New Delhi –
110002.

Ref. RFP No.....

Sub: Financial Information of the Vendor

Sir/Madam,

We have examined the books of accounts and other relevant records of <<Vendor Name along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover, Profit before Tax and Profit after tax for the three years i.e. from FY 2016-17 to FY 2018-19 was as per details given below:

Financial Information			
	2018-2019	2017-2018	2016-2017
Turnover (in INR)			
Profit Before Tax (in INR)			
Net Worth (in INR)			
Turnover from IT support services (in INR)			
Other Relevant Information			

(Signature of the Chartered Accountant) Name:
Designation:
Membership
Number: Date:
Company Seal:
Business
Address:

Form A3: Project Experience

(To be submitted on the Letterhead of the vendor)

S. No.	Details Sought	Details Provided
General Information		
1.	Name of the Project	
2.	Name of the Client	
3.	Contact Details of the Client	
Project Details		
4.	Description of the Project	
5.	Scope of Services	
6.	Service Levels being Offered/ Quality of Service(QOS)	
Other Details		
7.	Total Cost of the Project	
8.	Duration of the Project	
9.	Start Date	
10.	Go-Live Date	
11.	Current status	

*Please use separate forms for multiple citations.

*Attached copy of work order.

*Go-live/completion certificate from client confirming year of Go-live/Completion.

Annexure-A

Details of Data Centre Infrastructure such as UPS, Air Conditions, Safety and Security Systems etc.

Sl.No.	Passive Component	Make	Qty /Details
1	UPS	Socomec;	2 UPS : Sr. No Q104300940 Q104000876 Model-MAS2MC380T-00-D; 2 *60 KVA
2	Batteries	QUANTA	80 Batteries; 12V/ 100 Ah SMF BATTERY
3	PAC system (Data centre AC)	Schneider Electric	2 PAC : Model TDAR092MN001; Sr. Nos: PAC- 1 NUCU3454 PAC-2 NUCU3453 PAC-3 NUCU3452
4	CCTV Surveillance system	Honeywell/16DVRC with 1 TB HDD with TCP/IP connectivity, PTZ controller	16 channel DVR – 1
		Honeywell/605P36;	1/3" CCD camera with 4mm lens including power supply unit and mounting arrangement for ceiling - 5 Nos
		Samsung / equivalent	21" LCD Monitor - 1
5	Water Leak Detection System	Sontay	Sensor Module : 4Nos Sensor Tapes connecting to sensor Module (10 meters each) : 4 nos Zonal Panel - 1
6	Early Smoke detection & Aspiration (VESDA system)	Xtralis	Networkable unit with necessary software – 1
		Standard	Piping work with Aspiration
			24V power supply with battery – 1 High Intensity Piezo Buzzer - 2

			Master Unit capable of connecting to 12 units complete with all accessories - 1		
7	Rodent repellent	Make : MASEB	Satellite units - 12		
			Connecting Cables - 1		
8	Intelligent Fire Alarm System	Honeywell (Morlay)	Analogue Addressable Photoelectric type smoke detector with base	Morlay	17 Nos
			Addressable manual Call point	Morlay	2 Nos
			Add fire alarm Sounder with strobe	Morlay	2 Nos
			Short Circuit Fault Isolator	Morlay	2 Nos
			FM200 fire suppression system with flexible discharge hose route	Morlay	2 Nos
			Addressable output module for transmitting alarm to main building panel	Morlay	1 Nos.
			Response Indicator	NCOM	3 Nos.
			BMS Compatible (Mod bus/BA Cnet port) five alarm control panel, 1 loop, with battery charger and battery backup alongwith graphics software complete as required.	Morlay	1 Set
9	Access Control system with biometric fingerprint identification reader	Honeywell;	biometric fingerprint identification reader - 1		
10	UPS Air-conditioner	Daiken :	5 Nos		

WATER LEAK DETECTION

S. No.	Item Description	Make	QTY
1	Sensor module for water leakage	Sontay	4 Nos
2	Sensor tape connecting to the sensor module (10 meter each)	Sontay	4 Nos
3	1 zone panel	Sontay	1 Nos
4	4 core shielded copper cable in existing in 25 mm conduit	EXCEL	60 Mtrs
5	25 mm conduit with accessories	AKG/BEC	45 Mtrs

SMOKE & FIRE DETECTION SYSTEM

S. No	Item Description	Make	QTY
1	Networkable Unit with necessary software complete as required	Xtralis	1 Nos
2	Piping work with Aspiration Nozzle	Standard	1 Lot
3	24V DC power supply with Battery	Standard	1 Nos
4	High Intensity Piezo Buzzer	Standard	1 Nos

CCTV Surveillance

S. No.	Item Description	Make	QTY
1	1/3" CCD Camera with 4 mm less format including power supply unit and mounting arrangement for ceiling complete as required	Honey Wall/605P36	5 Nos
2	16 Channel DVR with 1 TB HDD TCP/IP connectivity PTZ controller complete as required	Honey Wall	1 Set
3	21" LCD Monitor	Samsung	1 Set
4	RG 59 Co-axial cable in existing conduit	EXCEL	150 Mtrs
5	FRLS 2 core 1.5 Sq mm shielded cable for the power in PVC conduit.	EXCEL	150 Mtrs
6	25 mm painted in MS conduit with all accessories including flexible GI conduit for cabling from real ceiling to false ceiling complete as required	AKG/BEC	100 Mtrs

Draft Agreement

THIS Agreement is made on the day of 2020, between..... having registered office at(hereinafter referred to as the “VENDOR”) of the one part and South Delhi Municipal Corporation, Dr.S.P.M. Civic Center, JLN Marg, New Delhi (hereinafter referred to as the “Corporation”) of the other part.

WHEREAS VENDOR has agreed to provide the Services on the terms and conditions set forth in this Contract and is about to perform services as specified in the attached RFP(hereinafter called “works”) mentioned, enumerated or referred to in certain Contract conditions, specification, scope of work, other sections of the RFP, covering letter and schedule of prices which, for the purpose of identification, have been signed by on behalf of the VENDOR and (the Corporation) on behalf of the Corporations and all of which are deemed to form part of the Contract as though separately set out herein and are included in the expression “Contract” whenever herein used.

NOW, THEREFORE, IT IS HEREBY AGREED between the parties as follows:

- a. The Corporation has accepted the tender of VENDOR for the provision and execution of the said works for the sum of upon the terms laid out in the RFP.
- b. VENDOR hereby agrees to provide Services to the Corporations, conforming to the specified Service Levels and conditions mentioned
- c. The following documents attached hereto shall be deemed to form an integral part of this Agreement:

Complete Request for Proposal (RFP) Document	All terms & conditions given in the RFP , corrigendum and addendum, if any
Break-up of cost components	Bidder’s Commercial bid
The Corporations’ Letter of Intent dated <<>>	To be issued later by the Corporations
VENDOR’s Letter of acceptance dated <<>>	To be issued later by the VENDOR
Bid submitted by VENDOR as per file No. <<>>	Bidder’s Technical bid

- d. The mutual rights and obligations of the “Corporations” and the VENDOR shall be as set forth in the Agreement, in particular:
- VENDOR shall carry out and complete the Services in accordance with the provisions of the Agreement; and
 - The “Corporation” shall make payments to the VENDOR in accordance with the provisions of the Agreement.

NOW THESE PRESENTS WITNESS and the parties hereto hereby agree and declare as follows, that is to say, in consideration of the payments to be made to the VENDOR by the Corporation as mentioned herein, the VENDOR shall deliver the services for the said works and shall do and perform all other works and things in the Contract mentioned or described or which are implied there from or there in respectively or may be reasonably necessary for the completion of the said works within and at the times and in the manner and subject to the terms, conditions and stipulations mentioned in the said Contract.

AND in consideration of services and milestones, the Corporations shall pay to the VENDOR the said sum of or such other sums as may become payable to the VENDOR under the provisions of this Contract, such payments to be made at such time and in such manner as is provided by the Contract.

IN WITNESS WHEREOF the parties hereto have signed this deed hereunder on the dates respectively mentioned against the signature of each.

Signed
Name:
Designation:
Date:
Place:

Signed
Name:
Designation:
Date:
Place:

In the presence of

In the presence of

Signed
Name:
Designation:
Date:
Place:

Signed
Name:
Designation:
Date:
Place:

**Annexure-B****South Delhi Municipal Corporation****Price Bid Format****Tender No:****Bidder/Firm Name :**

S.No.	Item Name	Model/Part No.	Quantity	Rate per unit for a year	Total Quoted cost (Without GST in INR)	Total Quoted cost (With Applicable GST)
1	IBM P Series Servers	IBM P520/8203-E4A	3		0.00	
		IBM P550/8204 E8A	12		0.00	
2	IBM X- series Server	IBM x3650 M3 /MT-7945 A2A	55		0.00	
		IBM x3850 M2/MT-7233	8		0.00	

3	IBM System Storage	DS5020 storage controller/1814-20A	2		0.00	
		DS5020 expansion unit/1814-52A	2		0.00	
		7214/ 7214-1U2	6		0.00	
		5886/FC5886	1		0.00	
4	Cisco Router	Cisco 3800 series/3845-MB09	4		0.00	
		Cisco 3800 Series/3845 v05	4		0.00	
		Cisco 7200 Series/ 7200 VXR	2		0.00	
5	KVM Switches (Battery and consumables are covered under comprehensive AMC)	KN4116	8		0.00	
	KVM USB adapter cable KN7170	KN7170	128		0.00	
6	Cisco Switch	Catalyst 2960G/WS-C2960G-48 TCL	15		0.00	

		Catalyst 3750G/WS-C3750G-48TS S V06	6		0.00	
7	Cisco Chassis	Catalyst 6513/WS-C6k13 SLOT FAN-2	4		0.00	
8	Radware Load Balancer	200/8xfe- 19046376	4		0.00	
		App director 202/asi/8fe- 1914620	4		0.00	
9	IBM Tape Library	TS3200 L4U/ 3573-L4U	2		0.00	
10	Juniper Firewall	SRX240/8RX240H	5		0.00	
11	Juniper Firewall	SRX550/645AP	4		0.00	
12	CISCO SAN Switch	MDS9124/ 2053 424	4		0.00	
13	IBM HMC Controller with Console	HMC Controller with Console	2		0.00	
14	AMC for Data Centre	Details of Data Center Infrastructure such	1		0.00	

<p>Infrastructure such as UPS, Air Conditions, Safety and security systems, network infrastructure (passive components) etc.</p>	<p>as UPSs, Air-conditions, safety and security Systems are given at Annexure-A.</p>	<p>Lot</p>			
<p>Total (in figure)</p>				<p>₹ 0.00</p>	<p>₹ 0.00</p>
<p>Total (in words):</p>					