

SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY  
(Government of India : Ministry of Home Affairs)  
Hyderabad - 500 052

**OPEN TENDER NO : 4445/HK-3/2019**

**ANNUAL MAINTENANCE CONTRACT (AMC) FOR IBM BLADES AND  
STORAGE WITH COMPREHENSIVE DEPLOYMENT FOR A PERIOD OF  
ONE YEAR FOR SARDAR VALLABHBHAI PATEL, NATIONAL POLICE  
ACADEMY, HYDERABAD**

Date of Tender Enquiry : 28/05/2019

Closing date & time of submitting bids : 18/06/2019 at 1200 Hrs.

Website: <http://www.eprocure.gov.in>

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY**  
**(Government of India : Ministry of Home Affairs)**  
**Hyderabad – 500 052**

**OPEN TENDER**  
**(e-Tender)**

1. SVP National Police Academy, Shivrampally, Hyderabad, invites **e-bids** under two-bid system from reputed firms for **Annual Maintenance Contract (AMC) for IBM Blades and Storage with Comprehensive deployment for a period of one year** for the Academy as per the technical specifications given in **Annexure-1**.

2. Salient features of the tender enquiry are as follows:-

a)	Tender No.	4445/2/HK-3/2019
b)	Description of stores	<b>Annual Maintenance Contract (AMC) for IBM Blades and Storage with Comprehensive deployment for a period of one year for the Academy</b>
c)	Type of Tender	Open Tender
d)	Bid System	Two Bid System <b>(two cover Technical Bid &amp; financial Bid)</b>
e)	Earnest Money Deposit	FDR/BG for Rs 30,000/- (Rupees thirty thousand only) drawn from any of the Commercial Banks in favour of the 'The Director, S.V.P National Police Academy, Hyderabad and should be valid for 180 days from the date of opening of bid.
f)	Bid validity	Bid should be valid for <b>180 days</b> from the date of opening of bid.
g)	Delivery Schedule	Service shall be started within 30 days from the issue of order
h)	Address of correspondence	The Administrative Officer (Admn) SVP National Police Academy, Shivrampally, Hyderabad, Telangana – 500052

3. Interested manufacturers/ authorised dealers/ stockists/ suppliers dealing with above items can download the tender document from CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) and bid can only be submitted through the same website. Bid submitted other than CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

S.No.	Particulars	Date	Time
1.	Date of online publication of tender	28-05-2019	1600

2.	Starting date for downloading Tender document	28-05-2019	1700
3.	Bid submission starting date	28-05-2019	1800
4.	Bid submission closing date	18-06-2019	1200
5.	Closing date & time for submission of original copies of EMD	18-06-2019	1700
6.	Opening of technical bids.	19-06-2019	1200

4. The Eligible bidders should have the valid digital signature certificate (DSC) issued from any agency authorised by Controller of Certifying Authority (CCA), Govt. of India.

5. The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/ bill of quantity (BOQ) (Cover 2)) from eligible bidders.

6. Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: <http://www.eprocure.gov.in>. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.

7. Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: <http://www.eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enrol/register before participating through the website <http://www.eprocure.gov.in>. The portal enrollment is free of cost.

8. All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, Demand Draft (EMD – Earnest money deposit) hard copy should be sent to SVP National Police Academy before the due date of opening. Bidders who are not submitting any of the required documents online will summarily be rejected.

9. The details of the Tender document and EMD should be filled and uploaded online. Earnest Money Deposit (EMD) for **Rs.30,000/- (Rupees thirty thousand only)** (Refundable) should be deposited in form of Fixed Deposit Receipts/Bank Guarantee drawn from any nationalized bank in favour of Director, SVP National Police Academy, payable at SBI, Shivarampally, Hyderabad and shall remain valid/fixed for a period of 180 days or more from the date of opening of tender. **Bids without EMD will not be considered.** Tender Reference Number or details should be mentioned on the backside of the original FDR/BG and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender.

### **Terms and Conditions**

10. The TIA (Tender inviting authority) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. For any queries regarding e-tendering process, the bidders are

requested to contact over phone : 120-4200462 , 08826246593 or send a mail over to cppp-nic@nic.in..

11. Technical bid should include information related to all specifications sought. It should also contain company brochures of all equipment and should be accompanied by relevant technical documents issued by the manufacturer in support of specifications asked for.

12. Terms of Payment – The payment will be made every quarter and will be released after end of that quarter only after confirmation of service with the Computer Section of the Academy and after deduction the penalty, if any.

13. No interest will be allowed on the Earnest Money Deposit or security deposit so remitted and no claim shall be entertained in respect of the same. It may specifically be noted that ordinarily payment will be made only after successful completion of quarterly service and after confirmation from the Computer Section of the Academy as per orders and that no advance payment can be arranged.

14. Bid Validity. The Bid/ Tender submitted shall necessarily remain valid for 180 days. If any bidder withdraws his tender before the said period, SVP NPA shall without prejudice to any other right or remedy, be at liberty to forfeit the bid security submitted alongwith the bid.

15. The department may ask for production of original document submitted by the bidder for verification to confirm the correctness. If any document submitted by firm/bidder is found to be fake/not legitimate at any stage of tender, the penal action as per provision of contract will be initiated.

16. **Performance Security Clause.** The successful bidder shall have to deposit a performance security of 5% of the contract value of the work order rounded up to next hundred in the form of FDR/ BG from a nationalized/ scheduled commercial bank in favour of the Director, SVP NPA Hyderabad payable at SBI Shivarampally, Hyderabad within 14 days of the placement of LOA (Letter of Acceptance) for due performance as per the provisions contained in GFR – 171. Failure on the part of the firm to deposit the performance security within stipulated time the purchaser reserves the right to cancel the contract. Performance Security submitted by the bidder will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provided including warranty obligations. No interest will be payable for “Performance Security.”

17. The Director, SVP National Police Academy reserves the right to accept/ reject any or all the bids without assigning any reason.

18. Prices shall be quoted in Indian rupees only.

19. The prices once accepted by the Purchaser shall remain valid till the successful execution of the complete order to the satisfaction of the Academy. The Academy shall not entertain any increase in the prices during the currency of contract.

20. The bidder should have their own full-fledged service centre with all

necessary tool kits and well qualified engineers and any service call should be responded without failure during currency of contract. Bidders should submit necessary supporting documents in proof of the same.

21. Following scanned documents in **pdf file** format must be enclosed in separate covers duly sealed and stamped.

**First Cover (In pdf): -**

- (a) Firm Registration Certificate as per the Companies Act of India.
- (b) ISO Certification.
- (c) Banker details.
- (d) Should have handled similar projects. To produce three work orders.
- (e) The bidder who are interested to quote for this tender should submit authorization letter from the OEM to Participant in this tender and also to receive back to back support from the OEM.
- (f) GST Registration.
- (g) **Previous year IT Return and Annual Audit Report of last three years.** The cumulative financial turnover of the bidding firm during the last three years, ending on 31 March 2018 should be at **Rs 36,00,000/-** (or equivalent in foreign currency at exchange rate prevalent on 31 March 2018) the as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant/Cost Accountant in India or equivalent in relevant countries.
- (j) Bidding Firm (manufacturer or principal of authorised representative) should not have suffered any financial loss for more than one year during the last three years, ending on 31 March 2018.
- (h) Scanned copy of EMD in form of FDR/BG drawn in favour of 'The Director, S.V.P. National Police Academy, Hyderabad' fixed/valid for 180 days from the date of opening of tender be submitted in portal followed by original copy before closing of tender date at the address of the Administrative Officer (Admn.), SVP National Police Academy, Shivarampally, Hyderabad. Offers received without the prescribed EMD will be rejected summarily.

**Second Cover: -**

- (a) **Financial bid (In excel file like BoQ): -** The value of AMC quoted by firm shall be including all taxes, labour charges, if any, are to be quoted explicitly both in words and figures. The Price Bid/ BOQ template must not be

modified or replaced by the bidder; else the bid submitted is liable to be rejected for this tender. **L1 will be based on the lowest overall value for AMC quoted by the bidder.**

22. **Taxes and duties.**

(a) Bidder shall be entirely responsible for all taxes, duties, license fees etc. incurred until delivery of the contracted services to the Academy.

(b) No bid will be considered unless and until all the pages / documents comprising the bid are properly numbered, signed and stamped by the person/s authorized to do so.

23. **Right to Cancel the Order.** The Director, SVP National Police Academy reserves the right to cancel the work order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

24. **Penal Action for Non-Compliance of Terms and Condition of the Contract.**

a) EMD of a tenderer is liable to be forfeited if he withdraws his bid (any time after deposition of tender or before accepting the contract.

b) EMD of a tenderer may also be forfeited if the tenderer derogates any terms/conditions of the tenders, raises conditions with malafide intention to delay/scuttle tender procedure or quotes fictitious/unrealistic rates.

c) If a contractor wilfully neglects or fails to perform or observe any condition of the contract or attempts to cheat or indulge in fair practices with the motive of making undue gain, the Director may impose a ban on future contracts by the SVP National Police Academy with that contractor.

d) In case a contractor fails to comply with the order place by the Academy or to perform his part of the contract to the entire satisfaction of the Academy or fails to abide by the terms of the contract, the contractor shall be liable to all following actions or any of the following actions, as may decided by the Director to this Academy :-

(i) Forfeiture of Performance Security in whole or in part.

(ii) To make good the loss caused to the Government.

(iii) Cancellation of the contract without any prior notice to the contractor.

(iv) Debarment from entering into contract with the Academy for period specified by the competent authority.

e) In event of contractors performance security deposit being reduced by means of forfeiture, the contractor within 15 days from the date of intimation of the reduction shall restore the performance security to the original value, failing which, the Contract Operating Officer will recover the amount involved from any amount due to the contractor by the government or from any other assets of the contractor held with the Academy.

f) All losses sustained by the government due to failure, omission or neglect of the contractor may be realised from the performance security or any other amount , which may be due to be paid to contractor from the Academy.

g) In case of non-satisfaction of any services by the Academy or in case of neglect, failure or delay on the part of the contractor to comply with the ordered placed by the Academy, the Academy authority may without prejudice to any other action which the department may take under the terms of the contract, will be at liberty to procure or purchase such service from any other source. Any expenditure (which may include transportation and their incidental charges) incurred in excess of the contracted rate shall be borne by the contractor or recovered from his security deposit and/or from any amount which may be due to be paid to the contractor by the Academy.

h) The bidder will be blacklisted by the Academy in case of breach/non-compliance of terms and condition of contract.

i) The Director SVP NPA reserves the right to cancel the order without pre notice, forfeit the security deposit or recover any damages for any breach of contract.

25. **Arbitration Proceedings**. Any dispute arising out of the contract at any time between the parties hereto touching or arising out of this contract shall be referred to an arbitrator to be nominated by the Director, SVP National Police Academy and the decision and award of such arbitrator shall be final and binding upon the parties hereto and the provision of the Indian Arbitration Act 1996 shall apply to the Arbitration proceedings.

26. **High Court for Settlement of Dispute**. If the dispute between the parties not settled by the Arbitrator, it should be subject to the jurisdiction of the High Court of Judicature at Hyderabad.

27. **Death of Contractor (Sole Proprietor)**. In case of death of a contractor or sole proprietor of a firm, his/her legal heir (s) may be permitted to operate the contract already approved in favour of the deceased and are operational or operating the current contract approved in favour of the deceased :-

- a. Death Certificate of the deceased contractor.
- b. Willingness certificate on an affidavit that the legal heir (s) and accredited agent (s) is/are willing to continue the operation of existing contract (s) at the existing terms and condition of the contract.
- c. Legal Heir Certificate/Succession Certificate from the Court of Law.

Yours faithfully,

(R. Jayanthi)  
Administrative Officer (Admn.)  
SVP NPA Hyderabad

Copy to: Programmer with a request to please get the above requirement posted in NPA Website and provides a link

Gram: 'POLACADEMY' e-mail:administrator@svpnpa.gov.in Tel: 91-040-24015151 to 24015158 Fax: 91-040-24015179

**Annexure-1**

**Technical Specifications for AMC of Blades &Storage**

The Academy would like to offer the following IBM Storage and blade servers for AMC for a period of one year, which were purchased during the year 2010-2014. The terms and conditions are given below. Interested vendor may offer their competitive bids.

S#	Model	MTM	Serial Number
1	AMC for Blade Center E Chassis	8677- 4SA	99ADN99
2	AMC for HS22 Blade Server	7870- B3A	99L0294
3	AMC for HS22 Blade Server	7870- B3A	99L0295
4	AMC for HS22 Blade Server	7870- B3A	99L0286



5	AMC for HS22 Blade Server	7870- B3A	99L1630
6	AMC for HS22 Blade Server	7870- B3A	99L0825
7	AMC for HS22 Blade Server	7870- B3A	99M0341
8	AMC for HS22 Blade Server	7870 -G2A	99R7904
9	AMC for HS22 Blade Server	7870 -G2A	99P9727
10	AMC for HS22 Blade Server	7870 -G2A	99P9743
11	AMC for HS22 Blade Server	7870 -G2A	99P9726
12	AMC for HS22 Blade Server	7870 -G2A	99R7887
13	AMC for HS22 Blade Server	7870 -G2A	99P9741
14	AMC for HS22 Blade Server	7870- B3A	99G3801
15	AMC for HS22 Blade Server	7870- B3A	99L7949
16	AMC for IBM DS3400 Storage controller	1726- HC4	13K0T3Y
17	AMC for IBM DS3400 Storage Expansion	1727 – HC1	13K1BPR
18	AMC for IBM DS3400 Storage Expansion	1727- HC1	13K12HR
10	AMC for Blade Center E Chassis	8677 - 4TA	06LC424
20	AMC for HS22 Blade Server	7870 - G2A	06VA416
21	AMC for HS23 Blade Server	7875 - IO6	06VKLV5
22	AMC for HS23 Blade Server	7875 - AC1	J302VGT
23	AMC for HS23 Blade Server	7875 - B5A	06HFBNY

24	AMC for HS23 Blade Server	7875 - AC1	J302VGV
25	AMC for HS23 Blade Server	7875 - B5A	06HFBNX

**Terms & Conditions**

- a. Should be an Authorized Service Provider of IBM/Lenovo.
- b. Should have handled similar projects. To produce three work orders.
- c. The Vendor who are interested to quote for this tender should submit authorization letter from the OEM to Participant in this tender and also to receive back to back support from the OEM.
- d. The Annual maintenance Contract shall be of comprehensive type for a period of one year.
- e. Spares replaced must be covered under the scope of AMC including hardware, if required.

**Technical Capabilities.**

- a. Health Status of Chassis, I/O, Power Supplies, Cooling Devices etc.
- b. Event Logs to be filtered should also identify & report critical errors and warnings.
- c. Should enable Power Supply Management which includes enabling of Power Supply policies like creating N+N Redundancy etc & Graphical view of power consumption history.
- d. Remote Chassis Management to be done during emergencies.
- e. Event Monitor Service to be enabled to send out alerts via e-mail or traps(SNMP) on critical events.
- f. Provide assistance in deployment of Storage Manager Client, Storage Manager Agent, Storage Manager Utility, Storage Manager multipath support & Java Access Bridge.
- g. RDAC for Linux to be deployed on demand using MPP.
- h. Redundancy at all levels (hosts, switches, host buses) to be configured.
- i. Redundancy at the Fabric SAN-Switches to be configured.
- j. Correct power—on sequence for all the critical components to be configured.
  - k. Suitable RAID levels (0,1,3,5,6 and 10) to be deployed with required hotspare configuration.

- l. Storage partitioning to be enabled & presented to required number of hostservers.
- m. Access to the RAID controllers is shared among the attached host servers.
- n. Logical drives have to be assigned to suitable hosts.
- o. If required cluster configuration to be done based on contingency.
- p. Event Monitor Service to be enabled to send of alters via e-mail (SMTP) ortraps (SNMP) on critical events.
- q. For high availability requirements, the event monitor service should be configured according to the prerequisites.

\*\*\*