

Open Competitive Bid (OCB)

For

Procurement of SAN storage

For

**The Commissioner of Family Welfare, AP
(for HMRI project)**

Proprietary & Confidential

**Andhra Pradesh Technology Services Limited,
Boorgula Ramakrishna Rao Bhavan, B-block, 4th floor,
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Proprietary & Confidential

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Newspaper advertisement.

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**Procurement of SAN storage for
The Commissioner of Family Welfare, AP (for HMRI project)**

Tender call for Procurement of SAN storage (100 TB), SAN switches (2 Nos)

Time schedule of various tender related events:

Bid calling date & sale of bid documents	09-07-2010
Pre-bid conference date/time	16-07-2010, 11:30 AM
Last date/time for clarification	16-07-2010, 05:00 PM
Last date/time for sale of bid documents	23-07-2010, 02:00 PM
Bid closing date/time	23-07-2010, 03:00 PM
Bid opening date/time	23-07-2010, 03:30 PM
Bid Document Fee	Rs. 10,000/-
APTS Contact person	Manager(IIP & Nw)
Reference No.	APTS/IIP/CFW-HMRI/284/2009

For further details regarding detailed tender Notification, specifications and digital certificate please visit <http://www.apts.gov.in> and www.eprocurement.gov.in. The bid document fee is payable only when you indent full copy of the bid document and for participation.

Note: Uploading of the documents, the correctness/authenticity is the responsibility of the bidder only

Managing Director

**Andhra Pradesh Technology Services Limited (APTS),
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Section A

Tender call notice.

**Andhra Pradesh Technology Services Limited (APTS),
Boorgula Rama Krishna Rao Bhavan, B- Block, 4th floor,
Tank Bund Road, Hyderabad, AP 500 063, India.
Phones : (40) 23224289; (40) 23223865; Fax: (40) 23227458.**

Procurement of SAN Storage (100 TB), SAN switches (2 Nos)

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Bid opening date/time	23-07-2010, 03:30 PM
Bid Document Fee	Rs. 10,000/-
APTS Contact person	Manager(IIP & Networking) dvchalam@aps.gov.in
Reference No.	APTS/IIP/CFW-HMRI/284/2009

This tender call is issued on e-procurement market place at www.eprocurement.gov.in. All the terms and conditions are to be read jointly as mentioned in the e-procurement market website and in this document.

A. The solution, service or material required:

A.1. Health Management and Research Institute (HMRI) is a Registered Society under AP Registration of Societies Act 2000. The organization has eminent healthcare and management professionals on its Governing Board.

HMRI aims to provide outcome-oriented management to enhance access and utilization of health services through IT-enabled support to policy makers, government and private healthcare providers, and teaching and training institutions.

HMRI and Government of Andhra Pradesh have come together under a public-private partnership (PPP) to augment healthcare delivery systems in the state of Andhra Pradesh.

Under the partnership, HMRI has implemented a state-of-the-art 24x7 health helpline, serving the 80 million people of Andhra Pradesh. Taking the healthcare initiative further, the partnership has also launched 104 Mobile, also called the Fixed Day Health Service, to further expand the scope and delivery of healthcare in rural areas. These interventions have been adopted by HMRI to improve healthcare services delivery across the following dimensions:

- 1) Increase penetration and enhance the reach of healthcare services in rural and remote areas.
- 2) Reduce the cost of access to healthcare services for people (wage loss, travel costs etc.).
- 3) Provide access to regular preventive health checks and health education.

A.2. Schedule of Required Quantities:

Schedule-I	Qty
D.1. ST1- SAN storage (100 TB)	1 No
D.2 . SW1 – SAN switches	2 Nos

A.3. Scope of incidental services:

1. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods.
2. Warranty period services for THREE years Comprehensive for all items.

A.4. Maintenance:

Bidder should indicate Comprehensive Annual maintenance cost after expiry of warranty period of 3 years.

A.5. Delivery and Installation period

Bidder shall deliver the goods/services with in **Four weeks** and install and commission the same with in **Six weeks** from the date of contract signing. The delivery location is O/oHMRI, Hyderabad

A.6. Warranty

Warranty period is 3 years comprehensive on site for all the offered items. During warranty period the bidders should conduct preventive maintenance once in a quarter besides attending the calls.

Section B

B.1 Pre-Qualification criteria:

1. The bidder should be a manufacturer/authorized representative of a manufacturer/whole sale dealer and should be in business of manufacture and or supply and maintenance of the offered items for a minimum period of Two years in AP as on bid calling date.
2. The bidder should have at One service center any In Hyderabad with at least Five **Service Support personnel** as on bid calling date.
3. The bidder should be registered company in India for more than three years as on bid calling date & should be in profits for last three financial years.
4. The bidder should have minimum annual **turnover** for the items/product mentioned (irrespective of brand/model) and for the brand offered, during any two of the Financial years in 2007-08, 2008-09 and 2009-10 as follows:

Schedule	Item name	Financial year	Total Sales (nos.)	Brand offered sales (nos)
Schedule-I	SAN storage	2007-08	2	2
		2008-09	2	2
		2009-10	2	2

5. The bidder should furnish the information on major past supplies under the relevant product/services and satisfactory performance for any two of the Financial years 2007-08, 2008-09 and 2009-10.

Note : Relevant documents in support of above should be furnished

Section C

C1. Statement of important limits/values related to bid

No	Item	Description
1	EMD for Schedule – I	3 Lakhs
2	Bid Validity Period	90 days from the date of opening of bid
3	EMD validity Period	45 days beyond bid validity period
4	Maintenance Period	3 years including warranty period.
5	Variation in quantities	+/- 25%
6	Period for furnishing performance security	Within 7 days from date of receipt of notification of award
7	Performance security value	10% of contract value in favour of The Commissioner of Family Welfare Dept., AP from any Nationalized/Scheduled Bank
8	Performance security validity period	60 days beyond warranty period
9	Period for signing contract	Within 10 days from date of receipt of notification of award
10	Warranty period	36 months from the date of successful installation of all goods .
11	Up time %	98% calculated over 3 calendar months period. For the purpose of up time calculation, day will be counted of 12 hours duration –8.00 AM to 8.00 PM on all days.
12	AMC Performance Security Value and period	Equal to AMC value valid for 24 months
13	Payment terms	Cumulative payment
a	On delivery & successful installation	90% of contract value
b	On acceptance Test	Balance 10% of the contract value
16	LD for late deliveries	1% of the late delivered or deemed late delivered goods for 1st week or part there of, 1.5% for 2nd week or part there of, 2% for 3 rd week or part there of and so on.
17	Maximum LD for late deliveries	10% of value of late delivered or deemed late delivered goods
18	Penalty for failure to maintain during warranty or AMC	For every 1% reduction in up time from 97%, penalty will be 0.3% of equipment cost, which is down or deemed down as the case may be.
19	Options for the required equipment	If the bidder wants to give option, he may submit it as separate bids along with separate EMD. This will be treated as separate bid for evaluation.
20	Transaction Fee	<u>Transaction fee:</u> All the participating bidders who submit the bids have to pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase upto Rs.50 crores and Rs.25000/- if the purchase value is

		<p>above Rs.50 crores & service tax applicable @ 10.30% as levied by Govt. of India on transaction fee through online in favour of M/s. C1 India pvt. Ltd. The amount payable to M/s.C1 India is non refundable.</p> <p><u>Corpus Fund:</u> Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.</p>
21	Transaction Fee Payable to	C1 India Pvt Ltd, Hyderabad
22	Bid submission	<p>On Line.</p> <p>Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made, if any during the pre bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre bid meeting in their bid.</p>
23	Eligibility Criteria	As per Section B
24	Procedure for Bid Submission	<p>Bids shall be submitted online on www.eprocurement.gov.in platform</p> <ol style="list-style-type: none"> 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website www.eprocurement.gov.in. 2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. 4. The bidders should scan and upload the respective documents in Pre Qualification and Technical bid documentation as detailed at Section E & G of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by him, owning responsibility for their correctness/authenticity. 5. The rates should be quoted in online only
25	Other conditions	<ol style="list-style-type: none"> 1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the O/o The Managing Director, APTS so as to reach before the date and time of opening of the

		<p>Pre-Qualification bid. Failure to furnish any of the uploaded documents, certificates, before the date and time of opening of technical bid will entail in rejection of the bid. The Department shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</p> <ol style="list-style-type: none">2. APTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.3. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.4. Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC Banks with eProcurement platform, which provides a facility to participating suppliers/ contractors to electronically pay the transaction fee online using their credit cards.
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Section -D

D Technical specification: (All components must be OEM – Make only)

Schedule – I

D.1. ST1- SAN Storage - 1 No.

D.1.a)SAN Storage - 1 No.

No.	Description	Specifications
1	SAN Controller	Dual redundant, hot-pluggable Active-Active array Controllers
2	Cache	At least 16 GB of Mirrored Cache or higher for Disk IO Operations across dual controller
3	Host Interface	4 host ports - Fibre Channel per controller, 4 Gbps per port
4	Drive Interface	4 device ports—Fibre Channel per controller, 4 Gbps per port
5	RAID Levels supported	0, 0+1, 1, 5 and 6.
6	Fans and Power supplies	Dual redundant, hot-swappable
7	SAN support	Array should be compatible for SAN environment

D.1.b) SAN specifications shall have the following specifications:

- 1) The storage array shall be configured with at least 16 GB Cache or higher mirrored across two storage controllers for disk I/O operations.
- 2) Storage subsystem shall support 146GB, 300GB, 450GB, 600GB 15K RPM disks and 400GB or higher 10K RPM Fibre channel drives & 1TB or higher SATA/equivalent drives in the same device array
- 3) Presently the storage sub system shall be configured with 50 Nos of 600 GB 15K rpm FC disks and 70 Nos of 1TB SATA / equivalent for archiving purpose.
- 4) The storage system should support Flash drives to maximize performance with minimum foot print and power consumption.
- 5) The storage system must keep write cache persistent during fault conditions to prevent data loss
- 6) All the necessary software to configure and manage the storage space, RAID configuration, logical drives allocation, virtualization, snapshots (including snap clones and snap mirrors) for entire capacity etc.
- 7) Redundant power supplies, batteries and cooling fans and data path and storage controller.
- 8) Load balancing and the multi-path software should be included

- 9) The storage array must have complete cache protection mechanism either by de-staging data to disk or providing complete cache data protection with battery backup for up to 72 hours or more.
- 10) Storage should have at least 16 Gbps port bandwidth per controller for the connectivity to servers and at least 16 Gbps port bandwidth (aggregated) for disk connectivity per controller
- 11) The storage array must have the capability to do array based remote replication using FCIP or IP technology.
- 12) The storage array should support Synchronous and Asynchronous replication across heterogeneous storage arrays from different OEMs
- 13) The storage array should support Operating System Platforms & Clustering including: Windows Server 2003, (Enterprise Edition), Sun Solaris, HP-UX, IBM-AIX and Linux.
- 14) Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives.
- 15) The storage array should support hardware based data replication at the array controller level across all models of the offered family.
- 16) The storage should provide automatic rerouting of I/O traffic from the host in case of primary path failure.
- 17) Should support storage virtualization, i.e. automatic logical drive expansion and shrinking based on policy, creation of different RAID types with in disk group etc.
- 18) Should support hot-swappable physical drive raid array expansion with the addition of extra hard disks
- 19) The storage system should be scalable from 100 TB to 250 TB or more of raw capacity using 30% on Fiber Channel drives and 70% on SATA / equivalent drives using the same configuration
- 20) Should be able to allocate logical spaces to multiple operating systems in the same storage facility.
- 21) Should be able to support clustered and individual servers at the same time.
- 22) Should be able to take "snapshots" of the stored data to another logical drive for backup purposes.
- 23) Vendor should also offer storage performance monitoring and management software.
- 24) The vendor must provide the functionality of proactive monitoring of Disk drive and Storage system for all possible hard or soft disk failure.

D.2. ST1- D.2 . SW1 – SAN switches - 1 No.

2 Nos of 8 Gbps 24 Port SAN Switches fully populated with 8Gbps SFPs and 15 Meter FC Cables

Section E

E.1 Bidding procedure - Separate bid for each schedule:

E.1. Offers should be made in three parts namely, “Pre-qualification bid”, “Technical bid” and “Financial bid” and in the format given in bid document. Each offer should be placed separately in the e-procurement market place

- 1.) EMD details should be given in the “Pre-qualification bid”.
- 2.) Tenders will be accepted only from those who have paid the tender document fee.
- 4.) All correspondence should be with APTS contact person.
- 5.) A complete set of bidding documents may be purchased by interested bidders from the APTS contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft / cashier's cheque or certified cheque drawn in favour of "The Managing Director, Andhra Pradesh Technology Services Ltd." and payable at Hyderabad (India).

E.2. Pre-qualification bid:

It shall include the following information about the firm and/or its proposal.

1. General information on the bidder's company in Form P-1
2. Turn over details in relevant field in Form P-2A for Schedule-I & II.
3. Turn over details of the product (Brand) offered in Form P-2B for Schedule-I & II.
4. List of major customers in support of turnover in Form P-3
6. Details of service centers in AP in Form P-4
7. Certificates like ISO, Microsoft etc. in Form P-5 (Bidder's format)
8. Manufacturer's authorization to participate in bidding process apart from such other documents like authorization certificate for dealing in the products for which bid is submitted.(However this will not apply to Manufacturers) in Form P-6 (Bidder's format)

E.3. Technical Bid:

1. Deviation(s) to technical specification, if any in Form T-1
2. Check list in Form T-2
3. Detailed technical documentation, reference to various industry standards to which the products/ services included in vendor's offer conform, and literature concerning the proposed solution in Form T-3 (Bidder's format)
4. Other information, if any required in the bid document in Form T-4 (Bidder's format)
5. AMC% for 4th year and 5th year to be quoted

E.4. Financial bid:

The financial bid should provide cost calculations corresponding to unit price of each item of the schedule in Form F-1.

E.5. Pre-bid Meeting:

All those bidders who had purchased bid document can participate in the meeting to seek clarifications on the bid, if any.

Section F

Bid evaluation procedure:

Bids would be evaluated for each Schedule separately. Bidders should offer prices for all the items of Schedule and for the full quantity of an item of Schedule failing which such bid will not be considered. Technical bid documentation should be in the prescribed format. If a vendor has any comment to offer about the procedural aspects of this tender, it should be intimated to APTS during the pre-bid meeting. In case the schedule or procedure of tender processing is revised, the same shall be communicated through e-procurement website or by e-mail/Fax to all vendors who have paid the tender document fee.

F.1. Opening of bids:

Immediately after the closing time, the APTS contact person shall open the pre-qualification bid, and list them for further evaluation. The Technical bids of only those bidders who qualify in the pre-qualification stage will be opened. The Financial bids of only those bidders who qualify in the pre-qualification bid and Technical bid will be opened.

F.2. Pre-qualification bid documentation:

The Pre-qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in Pre-qualification bid documentation.

F.3. Technical bid documentation:

Technical bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the product /services offered, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

F.4. Award Criterion:

Final choice of firm to execute the project shall be made on the basis of conformity to technical specifications, appropriateness of the product offered, capability of bidder to execute and service the project and appropriateness of financial offer from the point of view of cost-effectiveness over the entire maintenance period for the product/services.