

# **Open Competitive Bid (OCB)**

*for*

**Procurement of SAN & Load Balancers  
for Mee Seva Portal**

**December 2011**

**Proprietary & Confidential**

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## News paper advertisement

# apts

### Tender Call Notice for Procurement of SAN and Load Balancers for Mee Seva Portal

#### **Time schedule of various tender related events:**

Bid calling date	01-12-2011
Pre-bid conference date/time	05-12-2011, 12-00 PM
Bid closing date/time	15-12-2011, 03-00 PM
Bid Document Fee	Rs.5,000/-
APTS Contact person	Manager (HWP-SS), 9963029402
APTS Reference No.	APTS/HWP/Mee Seva/2011

For further details regarding detailed Tender Notification, specifications and digital certificate please visit <http://www.apts.gov.in> and [www.eprocurement.gov.in](http://www.eprocurement.gov.in). Contact Phone Nos.: (40) 2322 4289, 23222865; Fax: 23227458

**Managing Director, A.P. Technology Services Ltd.**

## 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 and Load balancers for Mee Seva Portal**

#### **Time schedule of various tender related events:**

Bid calling date	01-12-2011
Pre-bid conference date/time	05-12-2011, 12-00 PM
Last date/time for clarification	05-12-2011, 5-00 PM
Last date/time for Sale of document	15-12-2011, 02-00 PM
Bid closing date/time	15-12-2011, 03-00 PM
Bid opening date/time	15-12-2011, 03-30 PM
Bid Document Fee	Rs.5,000/-
APTS Contact person	Manager (HWP-SS), 9963029402
APTS Reference No.	APTS/HWP/Mee Seva/2011

#### **A.1. The solution, service or material required:**

On behalf of the Director, EDS (eSeva), APTS invites bids for Supply and Commissioning of the following equipments at AP State Data Centre, Gachibowli. (Detailed specifications were given in Section-D).

<b>Schedule-I</b>	<b>Qty</b>
D.1.1. SAN Switches	2 Nos.
D.1.2. SAN Storage	1 Nos.
D.1.3. Hardware Load Balancer (Application Server)	2 Nos.

#### **A.2. 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 are for three years for all the items.

#### **A.3. Maintenance:**

Successful bidder has to supply & maintain the all the items including re-installation of System Softwares incase gets corrupted.

If the items mentioned in Schedule-I are down and not working, same need to be repaired and restored for normal functioning as per agreed Service Level Requirements. Failing which penalty will be recovered from Performance Security as per Clause C. 15.

#### **A.4. Delivery and Installation period**

The Successful Bidder shall deliver the goods/services within **Four (4)** weeks from the date of contract signing, install and commission the same within **Two (2) weeks** from the date of delivery of the items. The items are to be delivered and installed at AP State Data Centre, Gachi Bowli, Hyderabad.

#### **A.5. Warranty**

Warranty period is for **3 Years** comprehensive (including Spares-Parts/Service/Labour/On-site) for all the items from the date of installation of items. During warranty period the bidders should conduct preventive maintenance once in Three months 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.

**The Manufacturer's Authorization form specific to this tender should be submitted as per the Annexure-III.**

2. The Bidder/OEM should have minimum One Service centre Authorized or own in Hyderabad for Schedule-I. Details of the service centers should be enclosed in Form P4.

In case Bidder is not having the service centers as on bid calling date, bidder should give an undertaking in PQ bid to open the service centers as specified above and should submit the Service Centers details before the due date of Delivery in case the contract is awarded. Failing which the Purchaser may forfeit the PBG and cancel the contract.

3. The bidder should have the minimum **turnover** for the items/products mentioned (irrespective of brand/model) and for the brand offered, during the period **2008-2011** as follows:-

#### **Schedule-I**

Sl. No.	Item name	Financial Years	Total Sales (nos.)	Brand offered sales(nos)
1	<b>SAN Storage</b>	2008-2011	1	1
2	<b>Load Balancer</b>	2008-2011	1	1

4. The bidder should furnish the information on major past supplies under the relevant product/services and satisfactory performance for the last Two financial years.
5. Bidder should give a Declaration that the bidder has not been debarred/ blacklisted by any Central or State Govt. / Quasi –Govt. Departments or organizations for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices as per Format given in Form P7.
6. APTS/The Department (IT&C Department/EDS(eSeva)) reserves their right in not considering a bid of the bidder, if such bidder/consortium member was a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count.

**Note** : Relevant documents in support of above should be furnished.

## Section C

### C1. Statement of important limits/values related to bid

S.No.	Item	Description								
1	EMD Schedule – I	Rs. 2,00,000/- Note: 1. Scanned copy of EMD document should be uploaded on e-Procurement website. The Original Copy of EMD should be submitted to APTS before opening of Financial Bids. 2. APTS Empanelled SME units should upload relevant document to avail the facility of exemption of EMD with validity period on e-Procurement Website. The Physical copy of the same should be submitted to APTS before opening of Financial Bids.								
2	Bid Validity Period	90 days from the date of opening of bids								
3	<b>EMD Validity Period</b>	<b>Up to 15/04/2012</b>								
4	Maintenance Period	3 years maintenance including warranty period for all items mentioned schedule – I from the date of installation								
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 for Schedule I	10% of Bid Value in favor of “The Managing Director, A.P. Technology Services Limited” 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 the goods								
11	<b>Run Time &amp; Up time</b>	<b>Run time: 24 X 7</b> <b>Up time: 99% calculated over 3 calendar months period.</b> <b>For the purpose of up time calculation, day will be counted of 24 hours duration on all days.</b>								
12	Payment terms	<table border="1" style="width: 100%;"> <tr> <td>Payment terms</td> <td>Cumulative payment</td> </tr> <tr> <td>On delivery &amp; successful installation.</td> <td>90% of contract value</td> </tr> <tr> <td>On Acceptance</td> <td>100% of contract value <b>(Acceptance Test will be completed within 30 days from the date of submission of Installation Reports to APTS by Vendor. Two sets to be submitted. One set to Bills division and one set to AT division).</b></td> </tr> <tr> <td>Incase site not ready</td> <td>75% of the Contract value for that site / location.</td> </tr> </table> <p><b>Note :</b> All the Delivery Challans &amp; Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.</p>	Payment terms	Cumulative payment	On delivery & successful installation.	90% of contract value	On Acceptance	100% of contract value <b>(Acceptance Test will be completed within 30 days from the date of submission of Installation Reports to APTS by Vendor. Two sets to be submitted. One set to Bills division and one set to AT division).</b>	Incase site not ready	75% of the Contract value for that site / location.
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Incase site not ready	75% of the Contract value for that site / location.									
13	LD for late deliveries/installations	<b>LD for late deliveries/Installations:</b> 1% of the late delivered or deemed late delivered/installed goods for One week or part thereof, 1.5% for Two weeks or part thereof, 2% for Three weeks or part thereof, 2.5% for 4 weeks or part thereof and so on.								
14	Maximum LD for late deliveries/installation	Maximum LD for late deliveries/installations: 10% on the Total value of goods for that location/site for late delivery/installation or deemed late delivered/installed goods.								
15	Penalty for failure to	If down time is more than the permissible down time following								

	maintain during warranty period for Schedule-I items	penalties shall apply :  For every 1% reduction in up time from 99%, penalty will be 1% of equipment cost, which is down or deemed down as the case may be. The same will be deducted from the Performance Bank Guarantee.
16	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.
17	Conditional bids	Not acceptable and liable for rejection
18	Eligibility Criteria	As per Section B
19	Transaction Fee	<b>Transaction fee:</b> 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 up to Rs.50 crores and Rs.25000/- if the purchase value is above Rs.50 crores & service tax applicable @ 10.30% as levied by Govt. of India on transaction fee through online in favour of MD, APTS. The amount payable to APTS is non refundable. <b>Corpus Fund:</b> 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.
20	Transaction Fee Payable to	The Managing Director, A.P. Technology Services Ltd., Hyderabad
21	Bid submission	On Line. 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.
22	Procedure for Bid Submission	Bids shall be submitted online on <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a> platform 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a> . 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 them, owning responsibility for their correctness/authenticity. 5. The rates should be quoted in online only
23	Other conditions	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 , BRKR Bhavan, Hyderabad as and when required. Failure to furnish any of the uploaded documents, certificates,

		<p>will entitled in rejection of the bid. The APTS 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> <p>2. APTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</p> <p>3. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</p> <p>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/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</p> <p>5. In case of consortium either the prime bidder or the consortium partner can purchase the bid document. The bid can be filed either with user ID of prime bidder or consortium partner.</p>
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## Section D

### **D Technical specifications (Schedule 1):**

#### **D.1.1. SAN Switches – 2 Nos.**

Make	<b>Specify</b>
Model	<b>Specify</b>
Specifications	Fibre Channel SAN Switch with 24 ports should be provided
	Full-duplex FC ports with 8Gbps SW GBICS and 24 ports licensed and activated
	Support for short wave, long wave, and extended distance long wave Small Form Factor Pluggable (SFP) optic transceivers, if required in future.
	Support for web based management and configuration for remote administration
	All required fiber patch cards and cables should be provided.
	3 Years Onsite Comprehensive Warranty

#### **D.1.2. SAN Storage – 1 No.**

1	Make	
2	Model	
3	SAN Controller	Dual redundant, hot-pluggable Active-Active array Controllers
4	Cache	At least 16 GB of Mirrored Cache or higher for Disk IO Operations across dual controller
5	Host Interface	4 host ports - Fibre Channel per controller, 4 Gbps per port
6	Drive Interface	4 device ports—Fibre Channel per controller, 4 Gbps per port
7	RAID Levels supported	0, 0+1, 1, 5, 6
8	Fans and Power supplies	Dual redundant, hot-swappable
9	SAN support	Array should be compatible for SAN environment
10		The storage array shall be configured with at least 16 GB Cache or higher mirrored across two storage controllers for disk I/O operations.
11		Storage subsystem shall support 146GB, 300GB, 450GB, 600GB 15K RPM disks and 400GB or higher 10K RPM Fibre channel drives & 1TB or higher SAS/SATA/equivalent drives in the same device array
12		Storage sub system shall be configured with 72 Nos. of 600GB 15K RPM FC Drives and 72 Nos. of 1TB SATA/Equivalent Drives.
13		The storage system must keep write cache persistent during fault conditions to prevent data loss
14		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.
15		Redundant power supplies, batteries and cooling fans and data path and storage controller.
16		Load balancing and the multi-path software should be included. <b>No. of Hosts will be 64. (cost of software licensing for each addnl. Host to be given separately)</b>
17		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.
18		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

19		The storage array must have the capability to do array based remote replication using FCIP or IP technology.
20		The storage array should support Synchronous and Asynchronous replication across heterogeneous storage arrays from different OEMs <b>through Hardware/Software.</b>
21		The storage array should support Operating System Platforms & Clustering including: Windows Server 2003, (Enterprise Edition), Windows Server 2008, Sun Solaris, HP-UX, IBM-AIX and Linux.
22		Storage should support non-disruptive online firmware upgrade for both Controllers and disk drives.
23		The storage array should support hardware based data replication at the array controller level across all models of the offered family
24		The storage should provide automatic rerouting of I/O traffic from the host in case of primary path failure.
25		Should support storage virtualization, i.e. automatic logical drive expansion and shrinking based on policy, creation of different RAID types with in disk group/shelf
26		Should support hot-swappable physical drive raid array expansion with the addition of extra hard disks
27		The storage system should be scalable to 300 TB or more of raw capacity using 40% on Fiber Channel drives and 60% on SATA / equivalent drives using the same configuration.
28		Should be able to allocate logical spaces to multiple operating systems in the same storage facility.
29		Should be able to support clustered and individual servers at the same time.
30		Should be able to take "snapshots" of the stored data to another logical drive for backup purposes.
31		Vendor should also offer storage performance monitoring and management software.
32		The vendor must provide the functionality of proactive monitoring of Disk drive and Storage system for all possible hard or soft disk failure.

### D.1.3. Hardware Load Balancer (Application Server) – 2 Nos

Architecture	<ul style="list-style-type: none"> <li>• minimum 6 10/100/1000 Ethernet Ports</li> <li>• minimum 2 SFP slots</li> <li>• Memory : minimum 6 GB memory</li> <li>• Minimum 500 Mbps Throughput and upgradeable to 4 Gbps in future without additional hardware</li> <li>• Minimum 6 million simultaneous session support</li> <li>• Minimum 175000 L4 concurrent connections per second</li> <li>• Should have capability to support port mirroring</li> </ul>
Mode of integration, IP Addressing (Ipv4 and Ipv6) and routing features	<ul style="list-style-type: none"> <li>• System supports routed mode, transparent mode, one-leg mode and direct server return mode</li> <li>• Should have capability to integrate in Virtualised Environment</li> <li>• Should have capability Automatic synchronization of VMWare virtualization changes to the ADC, out-of-the-box</li> <li>• support Ipv4 addressing &amp; Ipv6 addressing, client &amp; Servers</li> <li>• Should support routing protocols RIP, OSPF and BGP to participate in Dynamic routing</li> </ul>

<p>Load Balancing Features</p>	<ul style="list-style-type: none"> <li>• Minimum support for 100 Servers &amp; Maximum for 3000</li> <li>• Least amount of Bytes to specific server or specific server in specific farm</li> <li>• Least number of users/session to specific server or specific server in specific farm</li> <li>• Support Round Robin / Cyclic &amp; Weighted Cyclic</li> <li>• Should support TCP, UDP and SCTP based applications load balancing</li> <li>• Should able to load balance traffic based on Source IP, Destination IP &amp; TCP PORT</li> </ul>
<p>Server Management and NAT Feature</p>	<ul style="list-style-type: none"> <li>• Should support Graceful shutdown of Servers &amp; Activation of Servers</li> <li>• Should support Server NAT , Outbound NAT and Client NAT (Proxy)</li> </ul>
<p>Virtualization / segmentation</p>	<ul style="list-style-type: none"> <li>• Virtualization / Segmentation: Ability to divide single box in to multiple boxes &amp; operate as independently so single device can be used to load balance multiple DMZ servers without compromising network security based on physical port and vlan tag</li> <li>• It should support at least 75 such virtualization / segmentation in same device</li> </ul>
<p>Server and Application Health Check features</p>	<ul style="list-style-type: none"> <li>• Should provide individual health check for each Server &amp; Application and In case of Server or Application failure device should detect it in not more than 30 seconds</li> <li>• Should be able to do health check on protocols like HTTP, SMTP, POP etc</li> <li>• Should able to check the health of Server OS, Application &amp; contents as well</li> <li>• Should provide AND , OR mechanism between health check</li> <li>• Should provide GUI interface to configure any health check</li> </ul>
<p>Redundancy</p>	<ul style="list-style-type: none"> <li>• Should Support VRRP</li> <li>• Should support transparent failover between 2 devices (if any)</li> <li>• Should support Client table Mirroring from Active to Backup Device</li> <li>• Should support Persistency / stickiness information mirroring from Active to Backup device for persistent /sticky sessions, like JSESSIONID, ASP_NetSESSIONID, Cookies</li> <li>•</li> </ul>
<p>Application Acceleration Feature</p>	<ul style="list-style-type: none"> <li>• Should Have Minimum 5000 SSL CPS from day 1 and upgradable to 10000 SSL CPS in future without additional hardware</li> <li>• Should support http compression &amp; Caching features</li> <li>• Should support Trusted-Services status List (TSL) for Client Authentication</li> <li>• Should support SHA-2 signing algorithm for server's and client's certificates</li> <li>• Should able to validate any client certificate field/extension value against a configured list of allowed values without the need for scripting solutions</li> <li>• Should not compress objects that are known to have problem with specific browsers. This ability should be scoped per object type and client browser type, and allow</li> </ul>

	<p>the user to review and modify the list of predefined compression exceptions</p> <ul style="list-style-type: none"> <li>• Should have caching solution optimize client browser caching time by changing objects headers</li> <li>• Should allow user to define whether server selection is done per connection or per request</li> <li>• System supports passing client IP addresses through Secure Socket Layers (SSL) on server</li> <li>• Should support client CA (2 way ssl handshake)</li> </ul>
<p>Support for Global Server Load Balancing for Future requirement</p>	<ul style="list-style-type: none"> <li>• Should support DNS based redirection &amp; HTTP redirection</li> <li>• Support for Global Triangulation</li> <li>• VIP advertisement via Dynamic Routing</li> <li>• GSLB Should be supported on same hardware appliance without any additional hardware</li> <li>• GSLB should work in Active-Active mode for Minimum 4 Sites</li> <li>• System supports global response time optimization in real-time through advanced load and proximity measurements, load and proximity</li> <li>• System should support Static and Dynamic Proximity Both</li> <li>•</li> </ul>
<p>Support for Persistency mechanism</p>	<ul style="list-style-type: none"> <li>• Supports session persistency based on Cookie &amp; IP Hashing and OMPC filters</li> <li>• session persistency based on Session ID (text match (IP/Port))</li> <li>• session persistency based on Pattern match (URI, offset value, and so on)</li> <li>• session persistency based on Generic packet-header bit / data patterns</li> <li>• Should supports session persistency based on SIP tags</li> <li>• Should supports session persistency based on HTTP header value</li> <li>• Should supports session persistency based on RADIUS</li> <li>• Should supports session persistency based on UDP session tracking</li> <li>• Should supports session persistency based on DNS request</li> <li>• Should support server persistency based on XML tags attribute or XML tags values, without the need for scripting solutions. The solution should allow matching different tags in requests and responses.</li> </ul>
<p>Device Management &amp; Reporting</p>	<ul style="list-style-type: none"> <li>• Should provide GUI interface for configuration &amp; reporting</li> <li>• Should provide HTTP / HTTPS interface management</li> <li>• Should provide SSH / Telnet / CLI interface</li> <li>• Should support SNMP V1, V2c, V3</li> <li>• Should provide detailed LIVE reporting for traffic on each server / Farm</li> <li>• Should provide detailed historic reporting for each server / farm traffic</li> </ul>

**Optional items for future requirements:**

D. 1.4. 600GB 15K FC Disk Drive
D.1.5. 1 TB SATA/Equivalent Disk Drive
D.1.6. Disk Drive enclosure to accommodate at least 12 Disks of both FC or SATA/Equivalent disks shall be compatible in the same bay including all the accessories and software licenses required. The enclosure should be compatible with the SAN mentioned at D.1.2.

## Section E

### **E.1. Bidding Procedure: Separate Bid for each Schedule:**

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 in a separate envelop super scribed "Pre-Qualification Bid", "Technical Bid" and " Financial Bid", as the case may be, followed by the title mentioned above against "Tender Call".

- 1.) EMD details should be given in the "Pre-qualification bid".
- 2.) Tenders will be accepted only from those who have purchased the Bid Document.
- 3.) All correspondence should be with APTS contact person.
- 4.) 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) not later than 1hour before bid closing date & time.

### **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
3. Turn over details of the product (Brand) offered in Form P-2B for Schedule- I
4. List of major customers in support of turnover in Form P-3
5. Details of service centers in AP in Form P-4
6. Certificates like ISO, Microsoft etc. in Form P-5 (Bidder's format)
7. 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 specifications, 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)

### **E.4. Financial bid:**

The financial bid should provide cost calculations corresponding to unit price of each item of the schedule-I 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 entire Schedule.** 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 by telephone, fax, courier or e-mail as the case may be to all the 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 bid will be opened at the date that will be informed by APTS. After evaluation of technical bids, the financial bids of only those bidders who qualify in technical evaluation will be opened.

#### **F.1.1 EMD Validity:**

The EMD will be scrutinized first for the amount and validity period. The bids submitted with required EMD amount and validity only be considered for the evaluation. The bids submitted with insufficient EMD amount/validity will be treated as disqualified bids and those bids will not be considered for further evaluation.

#### **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.

**Managing Director, APTS**

## Section G

### General instructions to bidders.

#### G.1. Definitions:

1. **Tender call or invitation for bids** means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
2. **Specification** means the functional and technical specifications or statement of work, as the case may be.
3. **Firm** means a company, authority, co-operative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.
4. **Bidder** means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word vendor when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom APTS signs the contract for rendering of goods and services.
5. **Pre- qualification and Technical bid** means that part of the offer that provides information to facilitate assessment by APTS, professional, technical and financial standing of the bidder, conformity to specifications etc.
6. **Financial Bid** means that part of the offer, that provides price schedule, total project costs etc.
7. **Three part Bid** means the pre-qualification bid, technical and financial bids submitted in Physical to APTS.
8. **Two part Bid** means the Technical bid and financial bids submitted in physical to APTS and their evaluation is sequential.
9. **Composite bid** means a bid in which the technical and financial parts are combined into one but their evaluation is sequential.
10. **Goods and services** mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
11. **The word goods** when used singly shall mean the hardware, firmware component of the goods and services.
12. **Maintenance period** means period mentioned in bid document for maintaining the systems beyond warranty period.

#### G.2 General Eligibility

1. This invitation for bids is open to all firms both from within and outside India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre qualification criterion.
2. Bidders marked/considered by APTS to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
3. Bidder/Consortium Member debarred/ blacklisted by any Central or State Govt. / Quasi –Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
4. Breach of general or specific instructions for bidding, general and special conditions of contract with APTS or any of its user organizations may make a firm ineligible to participate in bidding process.

### **G.3 Bid forms**

1. Wherever a specific form is prescribed in the bid document, the bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
2. For all other cases the bidder shall design a form to hold the required information.

### **G.4 Cost of bidding**

1. The bidder shall bear all costs associated with the preparation and submission of its bid, and APTS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
2. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

### **G.5 Clarification of bidding documents**

1. A prospective vendor requiring any clarification of the bidding documents may notify APTS contact person. Written copies / e-mail of the APTS response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
2. The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that APTS shall not entertain any correspondence regarding delay or non-receipt of clarification from APTS.

### **G.6 Amendment of bidding documents**

1. At any time prior to the deadline for submission of bids, APTS, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.
2. All prospective bidders those have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the APTS, at its discretion, may extend the deadline for the submission of bids.

### **G.7 Period of validity of bids**

1. Bids shall remain valid for the **days** or duration specified in the bid document, after the date of bid opening prescribed by APTS. A bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances, the APTS may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto

shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

**G.8 Submission of bids**

1. The bidders shall submit all the bids i.e., Pre-Qualification, Technical and Financial Bids on e-Procurement website only.

**G.9 Deadline for submission of bids**

1. Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice.
2. The APTS may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the APTS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

**G.10 Late bids**

Any bid not received by the APTS contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.

**G.11 Modification and withdrawal of bids**

1. No bid can be modified subsequent to the deadline for submission of bids.
2. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

**G.12 General Business information:**

The bidder shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

**G.13 Bid security i.e. earnest money deposit (EMD)**

1. The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
2. The bid security is required by APTS to:
  - a. Assure bidder's continued interest till award of contract and
  - b. Conduct in accordance with bid conditions during the bid evaluation process.
3. The bid security shall be in Indian rupees and shall be a bank guarantee, or an irrevocable letter of credit or cashier's certified check, issued by a reputable bank scheduled in India and having at least one branch office in Hyderabad
4. Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by APTS.
5. The successful bidder's bid security will be discharged upon the bidder signing the contract, and furnishing the performance security,
6. The bid security may be forfeited:
  - a. if a bidder withdraws its bid during the period of bid validity or
  - b. in the case of a successful bidder, if the bidder fails:
    - i. to sign the contract in time; or
    - ii. to furnish performance security.

**G.14. Preparation of Pre-qualification bid**

It shall contain of the following parts:

1. General business information
2. Turnover details
3. Major clients' details
4. Service centre details
5. Bid security (EMD)
6. Any other relevant information\_

### **G.15 Preparation of technical bid**

It shall consist of the following parts.

1. Technical documentation – confirmation to technical specifications etc.
2. Plan for in lab proof of concept, if required in tender call.
3. Plan for field demonstration if required in tender call
4. Detailed technical documentation, reference to various industry standards to which the goods and services included in vendor's offer conform, and other literature concerning the proposed solution. In particular, the vendors should identify areas in which their solution conforms to open standards and areas that are proprietary in nature. Justification about proprietary components in terms of functionality and performance should be given.
5. A statement about appropriateness of the product design and solution plan for operating conditions in India, including physical, infrastructure and human factors.
6. In the case of a bidder offering to supply goods under the contract which the bidder did not manufacture or otherwise produce, the bidder has been duly authorized by the good's manufacturer or producer to supply the goods in India.
7. A statement of the serviceable life of goods and services offered by the firm. Available sources of maintenance and technical support during the serviceable life. Available sources of spare parts, special tools, etc. Necessary for the proper and continuing functioning of the goods and services, for the serviceable life.

### **G.16 Preparation of financial bid**

#### **1. Overview of financial bid**

The financial bid should provide cost calculations corresponding to each component of the project.

##### **1. Bid prices**

- a. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
- b. The bidder shall indicate Basic Prices and taxes, duties etc. (if required) in the form prescribed.
- c. Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by APTS and will not in any way limit the purchaser's right to contract on any of the terms offered.
- d. Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

##### **2. Bid currency:**

Prices shall be quoted in Indian rupees.

## Section H

### **Standard procedure for opening and evaluation of bids**

#### **H.1. Out line of bid evaluation procedure**

1. The bid opening and evaluation process will be sequential in nature. Means that bidder must qualify a particular stage to be eligible for next stage. Immediately after the closing time, the APTS contact person shall open the Pre-qualification bids and list them for further evaluation. The Technical and financial bid covers shall be listed and put into a bag to be sealed according to APTS procedure. The sealed bag of technical and financial bids shall be in custody of a designated officer for opening after evaluation of Pre-qualification bids. Thereafter, Technical bids of qualified bidders will be opened, keeping financial bid in sealed bag. Finally financial bids of those bidders will be opened who are short listed in technical evaluation.
2. In case of composite bid – technical and financial bids combined together, first technical evaluation will be done followed by financial evaluation of only those bids, which have qualified in technical evaluation.
3. Any participating vendor may depute a representative to witness these processes.
4. The standard procedure, described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or APTS may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

#### **H.2. General Guidelines for bid opening and evaluation:**

Bids will be in three parts (pre-qualification, technical and financial) or two parts (Technical and financial) or composite bid (technical and financial bid together) as indicated in the tender call. For three part bids there will be three bid opening events, in two part bid there will be two bid opening events and in case of composite bids there will be only one bid opening event. Following guidelines will generally be followed by APTS officers at each such event. However APTS may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

#### **3. Opening of bids**

Bids will be opened on the e-Procurement web site at the scheduled time & date.

- a) The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the APTS officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened.
- b) Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

#### **4. Preliminary examination of Bids**

1. Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties

have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
3. APTS may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
4. Prior to the detailed evaluation, APTS will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations.
5. If a bid is not substantially responsive, it will be rejected by the APTS and may not subsequently be made responsive by the bidder by correction of the nonconformity.

#### **5. Clarification of bids**

During evaluation of the bids, APTS may, at its discretion, ask the bidder for clarification of its bid.

#### **6. Evaluation of Pre – qualification bids**

Pre – qualification bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will 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.
- b. 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.

#### **7. Evaluation of technical bids.**

Technical bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the offer made, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. 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.

#### **8. In lab proof of concept**

The in lab proof of concept on demand may be organized either in APTS or in the vendor's lab by mutual discussion. In case it is organized in APTS lab, APTS would make available generic hardware for this purpose. Application specific hardware and software will have to be brought in by the vendor.

#### **9. Field demonstration**

APTS will identify a part or segment of the proposed project site. The concerned bidder, on demand, should be able to demonstrate functional requirements as described in the specifications.

#### **10. Evaluation of financial bids**

Financial bids of those vendors who satisfy all phases of the pre-qualification and technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. APTS will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid APTS may at its discretion discuss with vendor(s) available at this stage to clarify contents of financial offer.

#### **11. Evaluation and comparison of financial bids**

1. Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.
2. Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
  - a.) The projected costs for the entire contract period;
  - b.) Past track record of bidder in supply/ services and
  - c.) Any other specific criteria indicated in the tender call and/or in the specifications.

#### **H.3. Performance and productivity of the equipment**

Bidders shall state the guaranteed performance or efficiency in response to the specifications.

#### **H.4. Contacting APTS**

1. Bidder shall not approach APTS officers out side of office hours and / or out side APTS office premises, from the time of the tender call notice to the time the contract is awarded.
2. Any effort by a bidder to influence APTS officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids. If the bidder wishes to bring additional information to the notice of the APTS, it should do so in writing.

#### **H.5. APTS' right to vary quantities at time of award**

APTS reserves the right at the time of award to increase or decrease the quantity, as indicated in tender call, from the quantity of goods and services originally specified in the specification without any change in unit price or other terms and conditions.

#### **H.6. APTS' right to accept any bid and to reject any or all bids.**

APTS reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

#### **H.7. Notification of award**

- a. Prior to expiration of the period of bid validity, APTS will notify the successful bidder in writing, that its bid has been accepted.
- b. Upon the successful bidder's furnishing of performance security, APTS will promptly notify each unsuccessful bidder and will discharge its bid security.

#### **H.8. Signing of contract**

- a. At the same time as the APTS notifies the successful bidder that its bid has been accepted, the APTS will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- b. On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the APTS.

#### **H.9. Performance security**

- a. On receipt of notification of award from the APTS, the successful bidder shall furnish the performance security in accordance with the conditions of contract, in the performance security form provided in the bidding documents or in another form acceptable to the APTS.
- b. Failure of the successful bidder to sign the contract, proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the APTS may make the award to another bidder or call for new bids.

#### **H.10. Corrupt, fraudulent and unethical practices**

- a. "Corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the process of contract execution and
- b. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, 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 Purchaser of the benefits of free and open competition:
- c. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid will be treated as unethical practice.
- d. APTS will reject a proposal for award and also may debar the bidder for future tenders in APTS, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

## Section – I

### General conditions of proposed contract (GCC)

#### **I.1. Definitions**

In this contract, the following terms shall be interpreted as indicated. Terms defined in general instructions to bidders section shall have the same meaning.

- a.) **“Contract”** means the agreement entered into between the APTS and the vendor, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- b.) **“Contract price”** means the price payable to the vendor under the contract for the full and proper performance of its contractual obligations;
- c.) **“Incidental services”** means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the vendor covered under the contract;
- d.) **“GCC”** means the general conditions of contract contained in this section.
- e.) **“SCC”** means the special conditions of contract if any.
- f.) **“APTS”** means the Andhra Pradesh technology Services Ltd.
- g.) **“Purchaser/ User”** means ultimate recipient of goods and services
- h.) **“Vendor or Bidder”** means the individual or firm supplying the goods and services under this contract.
- i.) **“Project site”**, where applicable, means the place(s) where goods/services are to be made available to user.
- j.) **“Day”** means calendar day.
- k.) **“Up time”** means the time period when specified services with specified technical and service standards are available to user(s)
- l.) **“Down time”** means the time period when specified services with specified technical and service standards are **not** available to user(s).

#### **I.2 Application**

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.

#### **I.3 Standards**

The goods supplied under this contract shall conform to the standards mentioned in the specifications, and, when no applicable standard is mentioned, the authoritative standards appropriate to the goods' country of origin shall apply. Such standard shall be the latest issued by the concerned institution.

#### **I.4 Use of documents and information**

1. The vendor shall not, without prior written consent from APTS, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the APTS in connection therewith, to any person other than a person employed by the vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

2. The Vendor shall not, without prior written consent of APTS, make use of any document or information made available for the project, except for purposes of performing the Contract.
3. All project related document (including this bid document) issued by APTS, other than the contract itself, shall remain the property of the APTS and shall be returned (in all copies) to the APTS on completion of the Vendor's performance under the contract if so required by the APTS.

#### **I.5. User license and patent rights**

1. The Vendor shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim. If the vendor fails to comply and the APTS is required to pay compensation to a third party resulting from such software piracy, the vendor shall be responsible for compensation including all expenses, court costs and lawyer fees. The APTS will give notice to the vendor of such claim, if it is made, without delay.
2. The Vendor shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

#### **I.6. Performance security**

1. On receipt of notification of award, the Vendor shall furnish performance security to APTS in accordance with bid document requirement.
2. The proceed of the performance security shall be payable to the APTS as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
3. The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to APTS and shall be in one of the following forms:
  - a. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India with at least one branch office in Hyderabad, in the form provided in the bidding document or another form acceptable to the APTS; or
  - b. A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favour of the APTS.
4. The performance security will be discharged by the APTS and returned to the Vendor not later than thirty (30) days following the date of completion of all formalities under the contract and if activities, post warranty, by the Vendor is envisaged, following receipt of a performance guarantee for annual maintenance as per bid document.
5. In the event of any contract amendment, the vendor shall, within 15 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the Contract.

### **I.7. Manuals and drawings**

1. Before the goods and services are taken over by the user, the Vendor shall supply operation and maintenance manuals, (together with drawings of the goods and services where applicable).
2. The Vendor shall provide complete technical documentation of hardware,firmware, all subsystems, operating systems, compiler, system software and the other software.
3. The manuals and drawings wherever applicable shall be in English or Telugu.
4. At least one set of the manuals should be supplied for each installation sites.
5. Unless and otherwise agreed, the goods and services shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the user.

### **I.8. Inspection and acceptance tests**

1. Inspection and tests prior to shipment of Goods and at final acceptance are as follows:
  - a. Inspection of the goods shall be carried out to check whether the goods are in conformity with the specifications mentioned in the bid document. Following broad test procedure will generally be followed for inspection and testing of hard ware and firm wares. The vendor will dispatch the goods to the ultimate consignee after internal inspection testing along with the supplier's inspection report, manufacturer's warranty certificate. The APTS will test the equipment after completion of the installation and commissioning at the site of the installation. (If site preparation is not included in the tender call or specification, the vendor should furnish all details of the site requirement to the APTS sufficiently in advance so as to get the works completed before receipt of the equipment.)
  - b. The Inspections and tests, at the discretion of APTS, may be conducted on the premises of the Vendor or its subcontractor(s), at point of delivery, and / or at the good's final destination. If conducted on the premises of the Vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the APTS.
  - c. Should any inspected or tested goods fail to conform to the specifications the APTS may reject the goods, and the vendor shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to the APTS/user.
  - d. APTS' right to inspect, test and, where necessary reject the goods after the goods' arrival at user's site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the APTS or its representative prior to the goods shipment from the country of origin.
  - e. Nothing in this clause shall in any way release the vendor from any warranty or other obligations under this contract.
  - f. The acceptance test will be conducted by the APTS, their consultant or any other person nominated by the APTS, at its option. There shall not be

any additional charges for carrying out acceptance tests. Any reduction in functional requirements, and performance specifications shall be ground for failure. Any malfunction, partial or complete failure of any part of hardware, firmware or excessive heating of hardware enclosures, motors attached to printers, drivers etc. or bugs in the software shall be grounds for failure of acceptance test. All the software should be complete and no missing modules / sections will be allowed. The vendor shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the APTS, the successful completion of the test specified. An average uptake efficiency of 97% for the duration of test period ( 7 days) shall be considered as satisfactory.

- g. In the event of the hardware and software failing to pass the acceptance test, A period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the APTS reserves the rights to get the Equipment replaced by the vendor at no extra cost to the APTS/user.

### **I.9. Acceptance certificates**

On successful completion of acceptability test, receipt of deliverables etc, and after APTS is satisfied with the working of the system, the acceptance certificate signed by the vendor and the representative of the APTS will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

### **I.10. Packing**

1. The vendor shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
2. The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the APTS.

### **I.11. Delivery and documents**

Delivery of the goods/services shall be made by the vendor in accordance with the terms specified in the Schedule of requirements. The details of shipping and / or other documents to be furnished and submitted by the vendor are specified below.

#### **12. For Goods supplied from abroad:**

1. Within 24 hours of shipment, the Vendor shall notify the APTS and the Insurance Company by cable or telex or fax full details of the shipment including contract number, description of goods, quantity, the vessel, the bill of lading number and date, port of loading, date of shipment, port of discharge, etc. The Vendor shall

mail the following documents to the APTS, with a copy to the Insurance Company.

2. Four copies of supplier's invoice showing goods description, quantity, unit price and total amount;
3. 4 copies of packing list identifying contents of each package;
4. Insurance certificate; Manufacturer's/Supplier's warranty certificate;
5. Inspection certificate, issued by the nominated inspection agency and the
6. Supplier's factory inspection report; and Certificate of origin.

The above documents shall be received by the APTS at least one week before arrival of Goods at the port or place of arrival and, if not received, the Vendor will be responsible for any consequent expenses.

### **13. For Goods from within India:**

Upon delivery of the goods to the user, the vendor shall notify the APTS and mail the following documents to the APTS:

1. Four copies of the Vendor invoice showing goods description, quantity, unit price total amount;
2. Delivery note, or acknowledgement of receipt of goods from the user;
3. Manufacturer's or Supplier's warranty certificate;
4. Inspection Certificate issued by the nominated inspection agency, and the Supplier's factory inspection report.
5. Certificate of Origin;
6. Insurance policy;
7. Excise gate pass Octroi receipts wherever applicable duly sealed indicating payments made; and
8. Any of the documents evidencing payment of statutory taxes.

The above documents shall be received by the APTS before arrival of the Goods (except deliver note and where it is handed over to the user with all documents) and if not received, the vendor will be responsible for any consequent expenses.

### **I.12. Insurance**

1. It is suggested that the goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery up to user site.
2. The insurance should be for replacement value from "Warehouse to warehouse (final destination)" on "All Risks" valid upto 3 months till completion of delivery, installation and commissioning.

### **I.13. Transportation**

Transport of the goods to the project site(s) shall be arranged by the vendor at his cost.

### **I.14. Hardware Installation**

The vendor is responsible for all unpacking, assemblies, wiring, installations, cabling between computer units and connecting to power supplies. The vendor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the computer hardware at all installation sites.

### **I.15. Incidental services**

1. The Vendor may be required to provide any or all the following services, including additional services :
  - a. Performance or supervision or maintenance and/or repair of the supplied goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Vendor of any warranty obligations under this Contract, and
  - b. Training of APTS and/or its user organization personnel, at the Vendor's site and / or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied goods and services.
  - c. Prices charged by the Vendor for the preceding incidental services, if any, should be indicated separately ( if required), and same will be mutually negotiated separately.

### **I.16. Spare parts**

1. The Vendor may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Vendor.
2. Such spare parts as the APTS may elect to purchase from the Vendor, provided that this election shall not relieve the Vendor of any warranty obligations under the contract and
3. In the event of termination of production of the spare parts, an advance notification to the APTS of the pending termination, in sufficient time to permit the APTS to procure needed requirements and
4. The Vendor shall ensure availability of spares in stock at his nearest service centre for immediate delivery such spare parts as: (a) are necessary for a minimum of 5 years of operation after installation at the Purchaser's sites (b) are necessary to comply with specifications.

### **I.17. Warranty**

1. The Vendor warrants that the goods and services supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The Vendor further warrants that all goods and services supplied under this contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Vendor, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
2. The warranty period shall be as stated in bid document. The Vendor shall, in addition, comply with the performance guarantees specified under the contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part, the Vendor shall, make such changes, modifications, and/or additions to the goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the contract at its own cost and expenses and to carry out further performance tests.
3. The equipment supplied should achieve required up time.
4. APTS/user shall promptly notify the Vendor in writing of any claims arising under this warranty.

5. Upon receipt of such notice, the Vendor shall, within the period specified in GCC and with all reasonable speed, repair or replace the defective goods and services or parts thereof, without costs to the user.
6. If the Vendor, having been notified, fails to remedy the defect(s) within a reasonable period, the APTS/user may proceed to take such remedial action as may be necessary, at the vendor's risk and expense and without prejudice to any other rights which the APTS /user may have against the Vendor under the contract.

#### **I.18. Maintenance service**

1. Free maintenance services including spares shall be provided by the vendor during the period of warranty. User, at its discretion may ask the vendor to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the vendor shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of each quarter.
2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 48 hours.
3. The vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.
4. In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the vendor.
5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be.

#### **I.19. Payment**

1. The vendor's request(s) for payment shall be made to the APTS in writing, accompanied by an invoice describing, as appropriate, the goods/service delivered/ performed.
2. Payments shall be made promptly by the APTS, but in no case later than (30) days after submission of a valid invoice or claim by the vendor.
3. The currency of payment will be Indian rupees.
4. Payment shall be made as indicated in Bid document.
5. The annual maintenance and repair cost as per separate agreement if any, shall be paid in equal quarterly installments at the end of each quarter as per the rates quoted and agreed.
6. Payment will be made through Cheque.

#### **I.20. Prices**

Prices charged by the Vendor for goods delivered and services performed under the contract shall not vary from the prices quoted by the Vendor in its bid, with the exception

if any price adjustments authorized in special conditions of contract or in the request for bid validity extension, as the case may be.

### **I.21. Change orders**

APTS may, at any time, by written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:

- i. Drawing, designs, or specifications, where Goods to be supplied under the Contract are to be specifically manufactured for the APTS;
- ii. The method of shipment or packing;
- iii. The place of delivery and/or the services to be provided by the Vendor. If any such change causes an increase or decrease in the cost of, or the time required for, the vendor's performance of any provisions under the contract, an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within thirty (30) days from the date of the Vendor's receipt of the change order.

### **I.22. Contract amendment**

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

### **I.23. Assignment**

The Vendor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the prior written consent from APTS.

### **I.24. Subcontracts**

The Vendor shall notify the APTS in writing of all subcontracts awarded under this contract if not already specified in the bidder's proposal. Such notification, in the original bid or later, shall not relieve the Vendor from any liability or obligation under the contract. Subcontract shall be only for bought-out items and sub-assemblies.

### **I.25. Delays in the supplier's performance**

1. Delivery of the Goods and performance of the services shall be made by the Vendor in accordance with the time schedule specified by the APTS in the specifications.
2. If at any time during performance of the Contract, the Vendor or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the Vendor shall promptly notify the APTS in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, APTS shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages.
3. A delay by the Vendor in the performance of its delivery obligations shall render the vendor liable to the imposition of appropriate liquidated damages, unless an extension of time is agreed upon by APTS with out liquidated damages.

### **I.26. Liquidated damages**

If the Vendor fails to deliver any or all of the goods or perform the services within the time period(s) specified in the Contract, the APTS shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to, as per the terms indicated in the bid document, until actual delivery

or performance, subject to maximum limit. Once the maximum is reached, the APTS may consider termination of the contract.

**I.27. Termination for default**

1. The APTS, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate the Contract in whole or in part:
  - a. if the Vendor fails to deliver any or all of the Goods/services within the time period(s) specified in the contract, or within any extension thereof granted by the APTS pursuant to Clause 25 of GCC or
  - b. if the Vendor fails to perform any other obligation(s) under the Contract or
  - c. if the Vendor, in the judgment of the APTS has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
2. In the event the APTS terminated the contract in whole or in part, APTS may procure, upon such terms and in such manner as it deems appropriate, goods or services similar to those undelivered, and the Vendor shall be liable to the APTS for any excess costs for such similar goods or services. However, the Vendor shall continue performance of the contract to the extent not terminated.

**I.28. Force majeure**

1. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the APTS in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
3. If a Force Majeure situation arises, the Vendor shall promptly notify the APTS in writing of such condition and the cause thereof. Unless otherwise directed by the APTS in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**I.29. Termination for insolvency**

APTS, may at any time terminate the contract by giving 30 days written notice to the Vendor if the Vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the APTS.

**I.30. Termination for convenience**

1. APTS, may at any time by giving 30 days written notice to the Vendor, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the APTS/Purchaser's convenience, the

extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

2. The goods that are complete and ready for shipment within thirty (30) days after the vendor's receipt of notice of termination shall be accepted by the APTS at the contract terms and prices. For the remaining Goods, the APTS may elect to have any portion completed and delivered at the contract terms and prices at its discretion.

### **I.31. Resolution of disputes**

1. The APTS and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, the APTS and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
3. The dispute resolution mechanism shall be as follows:
4. In case of a dispute or difference arising between the APTS and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

### **I.32. Governing language**

The contract shall be written in English or Telugu. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

### **I.33. Applicable law**

The contract shall be interpreted in accordance with appropriate Indian laws.

### **I.34. Notices**

1. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile and confirmed in writing to the other party's address.
2. A notice shall be effective when delivered or tendered to other party whichever is earlier.

### **I.35. Taxes and duties**

The vendor shall be entirely responsible for all taxes, duties, license fee Octroi, road permits etc. incurred until delivery of the contracted Goods/services at the site of the user or as per the terms of tender document if specifically mentioned.

### **I.36. Licensing considerations**

The software mentioned in the Schedules of Requirement will be used throughout Andhra Pradesh or user's sites even outside Andhra Pradesh.

**I.37. Protection against damages- site conditions:**

1. The system shall not be prone to damage during power failures and trip outs. The normal voltage and frequency conditions available at site are as under:
  - a. Voltage 230 Volts
  - b. Frequency 50Hz.
2. However, locations may suffer from low voltage conditions with voltage dropping to as low as 160 volts and high voltage conditions with voltage going as high as 220 + 20% volts. Frequency could drop to 50Hz + 2%. The ambient temperature may vary from 10°C to 48°C. The relative humidity may range in between 5% to 95%.
3. The goods supplied under the contract should provide protection against damage under above conditions.

**I.38. Fail-safe procedure**

The vendor should indicate in detail fail-safe procedure(s) for the following:

1. Power failure
2. Voltage variation
3. Frequency variation
4. Temperature and humidity variations.

**I.39. Training:**

For each hardware and software component installed, the Vendor may be required to train the designated APTS and user personnel to enable them to effectively operate the total system. The training, if required, shall be given, as specified in the SCC at the locations specified. The training schedule will be agreed to by both parties during the performance of the Contract.

**I.40. Site Preparation and Installation :**

The Purchaser is solely responsible for the construction of the installation sites except where it is specifically required under bid document. The bidder will designate to perform a site inspection to verify the appropriateness of the sites before the installation of every hardware related item.

## **Section J**

### **Special conditions of proposed contract (SCC)**

## Bid Letter Form

From:  
(Registered name and address of the bidder.)

To:  
Andhra Pradesh Technology Services Ltd,  
Boorgula Ramakrishna Rao Bhavan, B-block, 4<sup>th</sup> floor,  
Tank bund Road, Hyderabad, AP. PIN: 500 063, India.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and soft wares as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated .....

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents for an estimated sum of Rs..... (total bid amount in words and figures) which may vary in accordance with the schedule of prices attached herewith and coverage options made by APTS or its user organization.

If our bid is accepted, we undertake to;

14. provide services/execute the work according to the time schedule specified in the bid document,
15. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
16. agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:  
Date:

Bidder's signature  
and seal.

## Contract Form

Contract Ref No: \_\_\_\_\_

THIS AGREEMENT is made on \_\_\_\_ day of \_\_\_\_\_

BETWEEN

17. **The Managing Director , Andhra Pradesh Technology Services Limited, B- Block, 4<sup>th</sup> Floor , BRKR Bhavan, Tank Bund Road, Hyderabad 500 063 , A.P., India**, (hereinafter called “the Purchaser”), on behalf of the The APONLINE and

(2) \_\_\_\_\_ a company incorporated under the laws of India and having its registered office at \_\_\_\_\_. (**Hereinafter called “the Supplier”**).

WHEREAS the Purchaser invited bid for certain goods and ancillary services viz., **Supply and Installation of \_\_\_\_\_ for supply at \_\_\_\_\_** and has accepted a bid by the Supplier for the supply of those goods and services in the sum of Rs. \_\_\_\_\_ (\_\_\_\_\_.) including all taxes and duties (hereinafter called as “the Contract Price”)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of bid document referred to

### 18. Scope of the Work

**Brief outline of the work:** To *Supply & Installation of \_\_\_\_\_ at \_\_\_\_\_*. The detailed scope is as covered in RFP and subsequent clarifications.

## 2. Contract Documents

### 2.1. Contract Documents

**The following documents shall constitute the Contract between the User and the Supplier, and each shall be read and construed as an integral part of the Contract:**

- I. This Contract Agreement and the Annexures attached to the Contract Agreement
- II. Notification of award
- III. Minutes of TCPC meeting held on \_\_\_\_\_

IV. Pre – bid conference minutes

V. Bid document Ref No. \_\_\_\_\_ Dt. \_\_\_\_\_

19. *Order of Precedence*

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in 2.1 (Contract Documents) above, provided that **Schedule of Amendments contained in Annexure VIII shall** prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in 2.1 above.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

20. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5.1) Brief particulars of the goods and services which shall be supplied /provided by the Supplier are as under:

Sl. No	Solution, service, or material	Qty	Unit Price	Total Price
1.				
2.				
3.				
	<b>Grand Total</b>			

- 5.2 TOTAL VALUE : \_\_\_\_\_
- 5.3 DELIVERY SCHEDULE : \_\_\_\_\_
- 5.4 WARRANTY: \_\_\_\_\_
- 5.5 SUPPLIERS RESPONSIBILITY : \_\_\_\_\_
- 5.6 UP TIME % : \_\_\_\_\_
- 5.7 EXIT CLAUSE : \_\_\_\_\_
- 5.8 PAYMENT TERMS : \_\_\_\_\_

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed: \_\_\_\_\_  
 in the capacity of **Managing Director, APTS**

in the presence of \_\_\_\_\_

For and on behalf of the Supplier

Signed: \_\_\_\_\_  
 in the capacity of-----, **M/s.** \_\_\_\_\_

in the presence of \_\_\_\_\_

Annexure				
Schedule-I				
Items	Configuration Required	Qty	Unit Price	Total Price
<b>Grand Total</b>				

**Annexure – VIII**

Amendments & Other Documents

Sno	Amendment No	Date	Amendment Description

## Annexure I

**APTS Ref. No.....**

### **Bid Security (EMD) Form**

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

Whereas..... (Here in after called “the Bidder”) has submitted its bid Dated ..... (Date) for the execution of..... (Here in after called “the Bid”)

KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at..... (hereinafter called the “Bank”) are bound unto the Andhra Pradesh Technology Service Ltd. (hereinafter called “The APTS”) in the sum of ..... for which payment well and truly to be made to the said APTS itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the APTS during the period of bid validity:
  - a. fails or refuses to execute the contract form if required; or
  - b. fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the APTS up to the above amount upon receipt of its first written demand, without the APTS having to substantiate its demand, provided that in its demand the APTS will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:  
Date:

Signature of the Bank  
and seal.

## Annexure II

**APTS Ref. No.....**

### Performance Security Form

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad)

To: ..... (Address of APTS)

WHEREAS..... (Name of Vendor) hereinafter called “the Vendor” has undertaken, in pursuance of Contract No..... Dated ... (Date), to supply..... called “the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs. .... and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs..... . (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ..... day of..... (Date)

Place:

Date:

Signature and seal of guarantors

## Annexure III

### **Manufacturer Authorization**

The authorization should be in the nature of a letter, memorandum or certificate regularly granted by the manufacturer to its channel partners, authorized solution providers, system integrators, distributors, etc. or a specific letter issued for purposes of this bid. Such communication should include statements / undertakings from the said manufacturer to the following effect:

1. Guarantee and warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provides back to back technical support to the said bidder on a continuing basis.
4. The said bidder is authorized to provide service and solutions using hardware, firmware and / or software as the case may be.

**Note:** The letter of authority should be signed by a person competent and having the power of attorney to bind the manufacturer.

**Form P-1**  
**Bidder Information**

1	Name of the organization	
2	Year of establishment	
3	Registered Office Address	
4	Phone No.	
5	Fax No.	
6	Email	
7	Contact person details with phone no.	
8	Total No. of branch offices in AP	
9	Total Support engineers at -	
10	At Head office ( No.)	
11	At branch offices (No.)	
12	Whether Manufacturer?	If Yes, Provide relevant documents
13	Whether authorized dealer/ Service Provider?	If Yes, Provide relevant documents
14	Details of EMD furnished	
15	Details of certificates enclosed.	

### Form P-2A

Turn over details of Item/product in 2008-11  
(Irrespective of brand/make)

S. No.	Year	Item Name	No's sold	Amount (Rs. In Lakhs)
A	B	C	D	E
1	2008-11			

### Form P -2B

Turn over details of Item/product in 2008-11  
(Brand offered)

S. No.	Year	Item Name and Brand offered	No's sold	Amount (Rs in Lakhs)
A	B	C	D	E
1	2008-11			

**Note: Brand names of offered items should be specified in Column "C"**

### Form P -3

#### List of Major Customers

S.No	Customer Full Address	Year of supply	Item Name	Turn over Under Form P-2A(Nos.)	Turn Over Under Form P-2B(Nos.)
A	B	C	D	E	F

### Form P-4

#### Details of service centers in AP

S.No	Full Address of service center	Contact person with phone No.	No. of support engineers
A	B	C	D

## Form P7 - Declaration Regarding Clean Track Record

To,  
The Managing Director  
Andhra Pradesh Technology Services Limited  
4<sup>th</sup> Floor, B Block, BRKR Bhavan,  
Tankbund Road,  
Hyderabad 500063, Andhra Pradesh, India

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No.\_\_\_\_\_]. I hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any Central or State Government / Quasi Government Departments or Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal  
Date:  
Business Address:

**Form T -1**

Sl. No.	Item	Specification Required	Specification of proposed item	Specification Higher/Lower
A	B	C	D	E

**Form T – 2**

**Check List**

**Compliance/Agreed/Enclosed/ Deviation Statement**

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Bid document reference	Remarks
1.Delivery period	
2. Form P-1	
3. Form P-2A	
4. Form P-2B	
5. Form P-3	
6. Form P-4	
7. Form P-5	
8. Form P-6	
9. Form T-1	
10. Form T-2	
11. Form T-3	
12. Form T-4	
13. Form F-1	
14. Pre-qualification criterion	
15. Technical specifications	
16. Financial bid format	
17. General instruction to bidders	
18. Standard procedure for bid evaluation	
19. General condition of proposed contract(GCC)	
20. Special Condition of proposed Contract(SCC)	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:

Bidder's signature

Date :

and seal

**NOTE:** For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

## Form F-1

### Price schedule for goods/ services offered for Schedule-I items

Schedule no.	Item details with <u>make and model</u>	Unit Price without taxes	Taxes/ Duties etc on unit price	QTY (Nos)	Total price without taxes	Total price with taxes and duties etc
1	2	3	4	5	6	7
<b>Schedule –I</b>						
1	D.1.1. SAN Switches			2		
2	D.1.2. SAN Storage			1		
3	D.1.3. Hardware Load Balancer			2		
4	D. 1.4. 600GB 15K FC Disk			10		
5	D.1.5. 1 TB SATA/Equivalent Disk Drive			10		
6	D.1.6 Disk Drive enclosure to accommodate at least 12 Disks of both FC or SATA/Equivalent disks shall be compatible in the same bay including all the software licenses required.			1		
<b>Total for Schedule-I (Rs.)</b>						

(Signature of Bidder)

**Note:-**

1. Unit of Measurement is as per the particulars mentioned in Section – A.
2. **Un-priced Form F1** (Bill of Material) should be submitted along with Technical bid.
3. Quantity & Prices of item Nos 4, 5 & 6 are for evaluation purpose only, for finalizing the L1 bidder. Orders will be placed for these disks & drive enclosure for the required quantities at the quoted rates as and when up gradation requirement arises in future. The validity period for the unit prices for item no. 4 , 5 & 6 should be six months from the date of signing of contract.