

Tender Call
for
Facility Management & Maintenance Service Contract
(FMMS)
for
Andhra Pradesh Government Life Insurance

Proprietary & Confidential

Andhra Pradesh Technology Services Limited,
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News paper advertisement.

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**Tender call for “Facility Management Services & AMC”
For
APGLI Head Office and District offices**

1.1 APTS on behalf of APGLI invites bids for the Facility Management and AMC Services for Computer hardware at APGLI Head Office, Hyderabad and its District offices across the state.

Bid calling date	29/07/2010
Pre-bid conference date/time	05/08/2010, 11:30 AM
Last date/time for clarification	05/08/2010, 05:00 PM
Last date for sale of Documents	12/08/2010, 2.00PM
Bid closing date/time	12/08/2010, 03:00 PM
Bid opening date/time	12/08/2010, 03:30 PM
Bid Document Fee	Rs. 10,000/-
APTS Contact person	Manager (IIP)
Reference No.	APTS/IIP/293/APGLI/FM&AMC/2010

1.2 If your firm is interested in participation, please ask the contact person for details or visit our web site at <http://www.apts.gov.in>. The document is to be purchased by firms for participation.

1.3 A complete set of bidding document may be obtained by interested bidders on the submission of a written application addressed to “The Managing Director, AP Technology Services Ltd., BRKR Bhavan, Hyderabad” by paying a non refundable amount indicated above. The payment can be made in the form of Demand Draft/ Banker’s cheque drawn in favour of “The Managing Director, AP Technology Services Ltd., BRKR Bhavan, Hyderabad” The Document, if required can be sent by courier for out locations for which Rs.500/- for inland postage to be paid extra.

**Managing Director
Andhra Pradesh Technology Services Limited (APTS),
Boorgula Rama Krishna Rao Bhavan, B-block, 4th floor,
Tank Bund Road, Hyderabad, AP 500 029, India
Phones:(40) 23224289; (40) 23223865; Fax: (40) 23227458**

Tender call notice.

Andhra Pradesh Technology Services Limited (APTS),
BRKR Bhavan, B- Block, 4th floor,
Tank Bund Road, Hyderabad, AP 500 063, India.
Phones : (40) 23227458; (40) 23223865; Fax: (40) 23228057.

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Tender call for “Facility Management Services & AMC” For APGLI Head Office and District offices

Time schedule of various tender related events.

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Bid opening date/time	12/08/2010, 03:30 PM
Bid Document Fee	Rs. 10,000/-
APTS Contact person	Manager (IIP)
Reference No.	APTS/IIP/293/APGLI/FM&AMC/2010

1.0. The solution, service or material required:

Tender call for “Facility Management and Annual Maintenance Contract” in Andhra Pradesh Government Life Insurance Directorate at Hyderabad, and at 23 Districts (District Insurance offices) located across the state of Andhra Pradesh.

2.0. INTRODUCTION:

2.1 The Site:

The Directorate office of APGLI and 23 district offices supported by around 184 client systems, with Leased line connectivity through modems. Being the apex site of administration of Government employees’ life insurance, having online transactions with all the 23 district offices, a very high level of quality service is the minimum requirement.

2.2 APGLI:

The Department of APGLI insures lives of eligible A.P. State Government Employees. The scheme is compulsory to all the government servants and who have completed one year of service and are in the age group of 21 to 48. Policies are issued to the employees after receiving their proposals only. Premiums are recovered on monthly basis through pay bills and credited to the fund account., Such monthly recoveries including loan recoveries received are posted to individual accounts through the software developed called AIMS, which directly saves in Oracle database at Directorate through dedicated leased line communication. Other services to the subscribers include Loan facility and sanction of claims i.e. either on maturity of the policy, death while in service, on cessation from service i.e., surrender Value.

2.3 Need for Maintenance service and Facility management Services:

The hardware, system software, leased line and networking equipment like router and modem available at Directorate and all regional offices, and central server at Directorate requires maintenance from time to time. They also require facility management services for maintaining servers, database, back up and other services. Hence the tender call.

As the APGLI is the department having a large infrastructure/network covering the entire Staff of GOAP, it is essential that the services are provided continuously without any interruption or downtime. To maintain the servers, clients, printers, UPS systems and LAN components and ensuring continuous services running on them, it is proposed to out source the maintenance of the APGLI (covering all the units) which covers Facility Management Services (FMS) and Maintenance Services (MS) respectively.

3.0. SCOPE OF THE WORK:

The scope of the work is divided into two parts for ease of maintenance of the contract

- **Facility Management Services (FMS)** - Facility Management Services (FMS) of the system software, application software and hardware and
- **Maintenance Services (MS)** of leased line and hardware equipments.

3.1. Facility Management Services(FMS):

Over all management of APGLI project in all locations which includes administration of leased lines, servers, PCs, printers, networking components, UPS and the services running on them such as

- a) Internet and Intranet, FTP
- b) E-Mail
- c) AIMS application software and other customized applications and services added from time to time.

The detailed scope is as follows:

3.1.1. General Scope of FMS:

- a. Over all management of leased lines, central server, clients, printers, UPS, peripherals, network devices like modems and routers and the backbone network at Directorate and all District Insurance offices.
- b. Checking and managing network status in real time and taking remedial action in case of problems.
- c. Loading, reloading and back up services
- d. Database administration (Oracle mainly).
- e. Operational Support
- f. Other important activities shall be:
 - Maintenance of system configuration
 - Database backup and Restoration
 - Implementation of system security features
 - Overall security of the network
 - Day-to-day disk space management

- Monitor and record system performance and take corrective actions to optimize the performance on a daily basis
 - Keep track of new viruses on a daily basis and remedial action there on
 - Escalation of problems to other vendors wherever required
 - System logs on daily basis for errors and to take corrective steps
 - Proper upkeep of storage media for taking backups
- g. Server Management**
- **Web Server (if any)**
 - Web server configuration and tuning and monitoring
 - Web server System Administration
 - Restoration of Web Server
 - Daily analysis of error and access logs
 - Updating and modifications of data networks web sites
 - Works related to customer web hosting
 - **Network services**
 - Network devices configuration, management and tuning for optimum performance
 - Network fault isolation
 - Monitoring of network performance and escalation of performance deterioration to concerned authorities
 - Implementation/modification of network routing policies, IP-addressing policy
 - Maintenance of network configuration, routing, IP-addressing documentation etc.
 - Bandwidth monitoring and trending for the network
 - **Network Management System**
 - Maintenance and tuning of Network Management setup for APGLI
 - Fault isolation in all locations
 - Overall network management
 - Formulation and implementation of network management policies
 - Enabling problem reporting through the web

3.1.2 Network Administration:

Network Administration & Management consists of the following activities:

1. Maintenance of leased line in all District offices and in Directorate at Hyderabad.
2. Coordination with BSNL authorities for line rectification.
3. Administering User Ids
4. User level help in logging on to Network and other related activities including FTP.
5. Creating E-Mail Groups and Mail management.
6. Helping Users to use common resources on Network etc.
7. Network analysis and performance tuning.
8. Hosting & maintaining the websites.
9. Creation of web based call reporting and management system.
10. Other related works.
11. Updation of documentation
12. Maintenance of Records pertaining to system configurations, IP address, User Login & Passwords

3.1.3. System Support:

Following activities to be supported under System Support:

1. Taking System Back Ups (Daily back ups for Database servers and Weekly for PDC and Mail servers if any) at Directorate, Hyderabad.
2. Installation and Reload Support on Desktop for OS like Win 95/98, XP, Office 97/2000, L.S.S., IE etc at all location and Installation and Reload Support for Server OS like Windows 2000, NT Server, Linux etc at all locations
3. Maintenance of Operating Systems and utility software's if any.
4. Installation and Reload Support for Applications like MS Office, Lotus Notes, D2K, Oracle, Dotnet etc (Readily available Applications) at all locations.
5. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or front end at all locations.
6. Installation and reload support for system software upgrades namely OS, RDBMS, and front end as may be procured or supplied by the Dept / APTS during the period of the agreement at all locations.
7. Guarding the systems against virus infections using the latest anti-virus tools made available by the dept. The facilitator will assist in selecting the latest anti-virus tools from time to time to guard the systems against the virus at all locations.
8. Installation and reload support for application software at all locations.
9. Data transfer from one machine to other.
10. Network Connectivity from District to Directorate.

3.1.4 . Qualifications of the Facility Management Personnel:

The staff should have experience in Windows NT, Oracle, D2K, Dotnet, Visual Basic, Networking includes Cisco equipment. They should have knowledge of web server management and web based applications. The bidder should submit a statement of the personnel whom he would be deploying for FMS clearly mentioning their qualification, designation and previous experience in the similar field.

3.1.5 Minimum Qualifications & Experience Required :

Sl. No.	Position	Educational Qualifications	Certification	Experience	Experience Years
1	System Administrator Database Administrator	Any Engineering Graduate/M.Tech /MCA	Oracle / MCSE	Installation & configuration of Administration of Windows 2000 AS, Database Administration (mainly oracle-RAC), Performance tuning knowledge in Oracle-11g-RAC	4 Years
2.	Service Engineer	Any Graduate or Diploma in computers or Electronics	--	Installation & configurations, trouble shooting	2 Years

3.1.6 Up gradation of Technology:

The Facilitator should constantly keep inform the Dept., / APTS about the technological updates for improving the service performance.

3.2. Maintenance Services:

This category includes comprehensive maintenance for the equipment with or without parts warranty from the original supplier as the case may be. This category includes all equipments, including switches, modems, network, racks, Servers, Desktops, Printer, UPS and other Peripherals. The services consist of preventive and corrective maintenance and includes carrying out the necessary repairs and fittings of replacement parts.

This can be divided into two categories:

1. Maintenance services for Server Systems i.e. Server, UPS for server, Switches, Router, Hubs, Modem, LAN and leased lines at HO.
2. Desktops, UPS for desktops and peripherals, leased line maintenance etc at DO.

3.2.1 Runtime Period:

Servers System:

- The run time for Servers and Server system is 24 hrs X 7 X 365.

Desktops and peripherals:

- The run time for the desktops will be from 9.00 AM to 7.00 PM on all working days and from 10-00 AM to 5-00 PM on all holidays.

Note : The inventory details are given in the **Annexure- I & II**

3.3. Down Time:

Down Time is defined as the time for which the systems and or services running on it are said to be not available or are deemed to be not available to the users in part or full due to any non – functioning, repairs / problems etc. The penalty will be counted from the time problem is reported to Facilitator electronically or by other means till problem is solved / rectified to the satisfaction of user. Penalty shall be applicable once the admissible down time is crossed. The admissible down time is as follows:

3.3.1 Maximum Admissible Downtime:

Server System - Maximum 12 hours calculated over a period of Three months.

Clients and Peripherals - Maximum 20**office hours** calculated over a period of Three months.

Note :

- (i) Maximum down time in a day will be equal to run time even if machine is down for 24 hrs. i.e., if Desktop is down from 9 am to 9 am (next day) the total down time will be 10 hrs. (9 AM to 7 PM) and not 24 hrs.
- (ii) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system, will be treated as continuously down from the time of first fault reporting.

- (iii) Deemed down: A system although up but is not able to deliver services because of non-availability of connected system. For example, if switch is down, all PCs connected to it will also be deemed as down. If server is down, all PCs connected to it will also be deemed as down.
- (iv) Few Example of down time calculations:
 1. When server is down - Server and all hardware connected to server directly or indirectly will be deemed as down.
 2. When Hub / Switch is down - Hub / switch and all other related items connected to Hub / switch.
 3. Only PC is down - PC
 4. Only Printer is down - Printer
 5. Router and Modem - Entire office h/w are down.
 6. Lease line down between DNC & District office - Entire district offices will be deemed as down.
 7. Leased line down between SNC and Head quarter - All district offices, lease line components at head quarter and servers will be deemed as down.

3.3.2. Penalty:

1. Beyond permissible down time 1% of quarterly, which is down or deemed down.
2. If facilitator fails to carryout preventive maintenance during the quarter, 50% of QMC for that machine shall be levied as penalty.
3. Proportionate daily amount shall be deducted for each day absence of the FM Staff.

3.4. Anti-Virus Securities:

It is the responsibility of facilitator to guard the systems against virus infections using the latest anti-virus tools made available. Downtime due to virus is attributable to facilitator.

3.5. Maintenance and Warranty:

As the site includes both new systems as well as the systems already existing in the departments, procured either through APTS or on their own, a unique maintenance policy cannot be formulated at present. Hence the Comprehensive Maintenance Services have been broken down into two categories as given below:

- i. Maintenance Services for equipment not covered under Parts Warranty from Original Supplier
- ii. Maintenance Services for equipment with Parts warranty offered by the original supplier.

The facilitator shall provide maintenance service against all risks, except those risks covered by Force Majeure conditions, for both categories as follows

- i. Preventive maintenance and carrying out the necessary repairs and fittings of replacement parts wherever applicable. Replaced parts become the property of

Facilitator. Preventive maintenance shall not be attended during run / office time. However preventive maintenance which does not effect normal operation can be attended during run time with the permission of user. Preventive maintenance shall be carried out at least once in a quarter.

- ii. The bidder is required to maintain the adequate stocks of spares to meet the requirements. The Dept., and APTS reserves the right to verify the stocks at any point of time.
- iii. Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by the Dept., or APTS.
- iv. The Facilitator, may if so advised technically, get a dysfunctional hardware component repaired in lieu of its replacement, subject to ensuring the overall compliance of the requirement of up time.
- v. The Facilitator shall ensure that all the replacements and components used in the process of restoring systems are genuine and original.
- vi. The essence of the hardware maintenance contract is to ensure that all the components of hardware work perfectly in unison and deliver rated performance during the period covered by the agreement between the Facilitator and the Department and that the systems uptime is up to the standards prescribed.
- vii. The maintenance service does not include.
 - a) Head Disk Assemblies and Magnetic media like magnetic disk packs, cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes, CD-ROMS, MODs.
 - b) Accessories like spools, take up reels, containers, straps, write-protect rings etc.
 - c) Stationery items including carbon papers and paper tapes.
 - d) Consumables like print bands, ribbons, daisy wheels, ribbon cartridges, ink, electronic print heads, plotter pens, transparency films, batteries for UPS.
 - e) Non-functional parts like covers, castors, stands etc.

3.6 Coordination:

Facilitator shall co-ordinate with other vendor(s) for replacement of any defective item for the equipment which are under parts warranty. However, it is the duty of Facilitator to ensure required uptime.

3.7. Electrical Maintenance:

Facilitator shall to ensure uninterrupted services for the scope mentioned above during the contract period. He shall ensure that the no systems shall not be down due to electrical related problems as long as the power is available at socket in the Room. The down time due to this reason will be to the account of facilitator.

3.8. Obsolescence:

If the systems/spares are not serviceable due to obsolescence of same (e.g.) 8088, 286, 386, Pentium, Pentium I Motherboards, CGA, EGA, Monitors, 20MB/ 40MB/ 120MG/ 240MB/ 580MB/ 1GB/ 1.2GB hard disks etc., the same would be upgraded to state-of-the-art systems/spares at mutually agreed cost to the customer's account, as per prevailing market rate, after taking approval from Dept., / APTS. The Facilitator will furnish the list of such items after an inventory of the equipment is taken.

3.9 Access to the Equipment and Information:

- i. The Department shall give Facilitator required access to the equipment to enable maintenance services.
- ii. The Facilitator shall submit the list of authorized personnel being deployed and issue them individual Photo Identity cards approved by the Department.
- iii. The Department shall ensure compliance of the technical instructions and guidelines suggested by the Facilitator for the proper running of the systems by the operational staff of department subject to the condition that it does not hamper work in any way.
- iv. **Confidentiality of information** : The facilitator and its staff shall maintain strict confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or there after. The incidental disclosure of information to facilitator and its staff is just for carrying out the job assigned and no more. Any violation or attempt of violation may lead to legal action under appropriate law.

4.0 CONTRACT EXECUTION:

4.1. On-site Engineers:

Facilitator shall position required number of FM Engineers at Directorate office & 5 Service Engineers at the respective Zonal offices for maintaining the systems.

4.2. Facility Management engineers:

Facilitator shall position 1 System Administrator cum DBA at the Directorate office and 5 Service Engineers at various district offices. The Facilitator will deploy more manpower as and when required by the GoAP on proportionate cost basis.

4.3. Taking over of additional equipment for maintenance :

Any equipment added under APGLI for maintenance shall be taken up for maintenance with immediate effect, **But for the purpose of payments it will be deemed to have been added from the 1st day of next quarter. Similarly, any deletion of equipment from APGLI, will be deemed to have been deleted from 1st day of next quarter.**

4.4 Maintenance Call Record:

At every Office, record will be kept about machine failure including the nature of failure, date and time of booking of the complaint. When the machine was made up. This will be recorded and signed by the service engineer of Facilitator and Department representative. The same has to be sent to Directorate by the individual department officer concerned on montly basis. Format for keeping this record will be as per the **Annexure-V**. Facilitator has to install an application software, for call registration, monitoring and calculation of downtime of each call/system and for generation of necessary periodic up time/down time reports .

4.5. The equipment handed over on completion of contract

The equipment shall be handed over back to the Department by Facilitator after the contract period, in good working condition.

5.0 REVIEW:

APTS/APGLI will take periodical reviews from time to time.

6.0. PRE-QUALIFICATIONS OF THE TENDERS:

The bidder shall possess the following minimum qualifications:

- a) The bidder shall have at least 3 years of experience as on **01/07/2010** in all of the following areas:
 - i. Maintenance of servers and computer systems
 - ii. Maintenance of peripherals like laser/DeskJet and dot matrix-printers
 - iii. Maintenance of UPS
 - iv. Maintenance of networking devices like I/Os, hubs, switches & network cabling, routers, RAS, modems etc.
 - v. Maintenance of system software such as Linux, WIN NT, Lotus Notes, MS Exchange and Windows OS. Maintenance of RDBMS such as Oracle, SQL Server, DB2 etc.,
 - vi. Help Desk Management & Multi-vendor hardware management.
 - vii. Handling of various servers with services running on them
 - viii. Handling virus through anti-virus tools.
 - ix. Handling Security issues
 - x. Experience in providing the “services” defined in the scope of this tender.
- b) The bidder shall have a turnover of at least **Rs.1** crore in the areas specified in all the items specified above put together, in each of the 2 financial years i.e. in **2008-09 and 2009-10**. The turnovers in any other areas of IT will be ignored for the purposes of the technical evaluation.
- c) Bidder should have experience in maintaining multiplications having minimum 200 PCs in the two financial years (**2008-09, 2009-10**).
- d) The bidder should have registered H.O/Branch office at Hyderabad and running for the last one year as on **1-07-2010**.
- e) The bidder shall enclose documentary proof of his qualifications to the tender in forms P1, **P2A**, P3.

7.0. STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

Item	Description
EMD	Rs. 1 Lakh
EMD validity Period	45 days beyond bid validity period
Bid validity period	90 days from the bid opening date
Period for signing contract	Within 10 days from date of receipt of notification of award
Contract Period	The contract period shall be for a period of 2 years from the date of signing of the contract. The APGLI Department is having authority to extend the contract period further one year based on the willingness of the Department and performance of the vendor during the contract period.
Variation in quantities	+ / - 25 %
Period for furnishing performance security	Within 7 days from data of receipt of notification of award
Performance security value	10 % of project cost for entire contract period
Performance security validity period	60 days beyond contract period.
Payment terms	Quarterly at the end of each quarter
Penalty	<p>1. Beyond permissible down time, 0.50% of quarterly maintenance charges <u>per hour</u> or part there of for the machine which is down or deemed down subject to a maximum of 100% of quarterly maintenance charges, for the machine which is down or deemed down.</p> <p>2. If facilitator fails to carryout preventive maintenance during the Qtr, 50 % of QMC for that machine shall be levied as penalty.</p> <p>3. Proportionate daily amount shall be deducted for each day absence of facility management staff.</p>

8.0 IMPLEMENTATION PLAN:

8.1. Handing over of equipment:

- a.) From the date of signing the agreement, the Facilitator should take over the MS of all the systems and extend the FMS.
- b.) The Department will provide access to the inventory of all locations from the date of agreement.
- c.) The Facilitator should position the Engineers with requisite qualification as agreed for MS and for Facility Management Services separately from the date of signing the agreement.
- d.) The Facilitator should maintain the following Registers at the Directorate office.
Spares Register to be maintained at which location with the vendor or at our location, with the FM Engineers/DBA or at all (23) locations.
 - (i) Attendance Register for FMS staff
 - (ii) Call Maintenance Register
 - (iii) Spare Parts Register
 - (iv) Leased Line Log Register
 - (v) Back up and Restoration Register
 - (vi) Server Register
 - (vii) FM Tour Register
 - (viii) Any other Register as prescribed by the Department or it's representatives.

The Registers maintained have to be approved by the concerned officers regularly

- e.) The work being done by the Facilitator will be inspected by the representative of department and or APTS.
- f.) The Facilitator should generate necessary MIS reports on maintenance & FMS from time to time as required by the Department.

9.0. BIDDING PROCEDURE:

9.1.

Offers should be made in three parts namely, "Pre-qualification bid", "Technical bid" and "Financial bid" and in the format given in bid document. Each offer should be placed in a separate envelope 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 should be enclosed in the "Pre-qualification bid" envelope.
- 2.) Name of the vendor and contact address should also be written on the envelope.
- 3.) Tenders will be accepted only from those who have received/ purchased bid document from APTS.
- 4.) All correspondence should be with APTS contact person.
- 5.) A complete set of bidding documents may be obtained 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 favor of "The Managing Director, Andhra Pradesh Technology Services Ltd." and payable at Hyderabad (India). The document can be picked up by courier designated by the interested bidder.

9.2. Pre-qualification bid:

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

- a. General information on the bidder's company in Form P-1
- b. Turn over details in relevant field in Form P-2A
- c. List of major customers in support of turnover in Form P-3

9.3 . Technical Bid:

- a. Check list in Form T-1
- b. Details of FM engineer proposed for the project in Form T2.

9.4 Financial bid:

The financial bid should provide cost calculations corresponding to unit price of each item of the schedule in the Form F-1 and F-2.

9.5. Pre-bid Meeting:

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

9.6. 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 as the case may be to all vendors who have purchased the bid document.

9.7. 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 bid' covers and 'financial bid' covers shall be listed and put into a box sealed according to APTS

procedure. The sealed box of technical bids and financial bids shall be in custody of a designated officer for opening after evaluation of pre-qualification bids. The Technical bids of only those bidders who qualify in the pre-qualification bid will be opened. After evaluation of technical bids, the financial bids of only those bidders who qualify in technical evaluation will be opened. Any participating vendor may depute a representative to witness these processes.

9.8 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.

9.9 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.

9.10. Financial bid:

Final choice of firm to execute the project shall be made on the basis of conformity to technical requirements, appropriateness of the services 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 contract period for the product/services.

10. GENERAL INSTRUCTIONS TO BIDDERS:

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

10.1. Definitions:

10.1.1. Tender call or invitation for bids, means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.

10.1.2. Two part bid means the pre qualification/technical bid and financial bids put in separate covers and their evaluation is sequential.

10.1.3. "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;

10.1.4. "Contract price" means the price payable to the vendor under the contract for the full and proper performance of its contractual obligations;

10.1.5. "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;

10.1.6. "GCC" means the general conditions of contract contained in this section.

10.1.7. "SCC" means the special conditions of contract if any.

10.1.8. "APTS" means the Andhra Pradesh technology Services Ltd.

10.1.9. "Purchaser/ User" means ultimate recipient of goods and services

10.1.10. "Project site", where applicable, means the place(s) where goods/services are to be made available to user.

10.1.11. "Day" means calendar day.

10.1.12. "Specification" means the functional and technical specifications or statement of work, as the case may be.

10.1.13. Firm means a company, authority, cooperative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.

10.1.14. 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.

10.1.15. 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.

10.1.16. Financial bid means that part of the offer, that provides price schedule, total project costs etc.

10.1.17. Three part bid means the pre-qualification bid, technical and financial bids are put in separate covers and their evaluation is sequential.

10.1.18. Composite bid means a bid in which the technical and financial parts are combined into one format but their evaluation is sequential.

10.1.19. Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.

10.1.20. The word goods when used singly, shall mean the hardware, firmware component of the goods and services.

10.1.21. The word manufacture when used in the context of services shall mean “performance” and in case of solution(s) shall mean “worked out”, “developed” or “executed” depending on context.

10.1.22. Government: “Government” means Government of Andhra Pradesh, represented by Prl. Secretary to Govt., Information Technology & Communications Department in the scope of this tender document.

10.1.23. Facilitator : “Facilitator” means the successful vender to whom job will be awarded for total maintenance and management of APGLI.

10.1.24. Inventory: "Inventory" means all the systems, peripherals & Network equipment existing at the AP Secretariat Campus Network and accepted by the facilitator and APTS and similar further additions if any in future.

10. 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 Pre qualifications.

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. Breach of any instructions of bidding or contract with APTS or any of its user organizations in past or in this case may make a firm ineligible to participate in bidding process.

10.3 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.

10.4. 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.

10.5. Clarification of bidding documents

1. A prospective vendor requiring any clarification of the bidding documents may notify APTS contact person. Written copies 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 of APTS 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 by bidder.

10.6. 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.

10.7. 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.

10.8. Submission of bids

1. The bidders shall seal the pre-qualification, technical and financial or composite bids in separate envelopes, duly marking the envelopes as "Pre-qualification", "Technical bid" and "Financial bid", and "Composite bid" as the case may be.
2. The envelopes shall then be sealed in an outer envelope. The inner and outer envelopes shall:
 - be addressed to the APTS at the address given in the tender call;
 - bear the project name/title indicated in the tender call, and **bear a statement for**
Pre-qualification bid **“Do not open before bid opening day and time”**,
3. Technical OR Composite bid **“Do not open until evaluation of Pre-qualification bid”**,
4. Financial bid **“ Don't open until evaluation of technical bid”**
5. The outer envelopes shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".
6. If the outer envelope is not sealed and marked as required above, APTS will assume no responsibility for the bid's misplacement or premature opening.
7. **Bids shall be submitted at O/o APTS, 1st Floor, BRKR Bhavan, Hyderabad.**

10.9 Deadline for submission of bids

1. Bids must be received by the APTS contact person no 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.

10.10. 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.

10.11. Modification and withdrawal of bids

1. The bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids, is received by the APTS prior to the deadline prescribed for submission of bids.
2. The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original bid.
3. No bid can be modified subsequent to the deadline for submission of bids.
4. 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 may result in the forfeiture of its bid security (EMD).

10.12 Preparation of Pre-qualification bid

It shall contain of the following parts:

1. General business information
2. Turnover details
3. Major clients' details
4. Bid security (EMD)
5. Performance Certificates

10.13 General business information:

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

10.14 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
 - a.) 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:
 - 1.) to sign the contract in time;

or

 - 2.) to furnish performance security.

10.15 Preparation of technical bid

It shall consist the following parts.

1. Acceptance / Deviation statement
2. Statement of technical staff.
3. Plan and methodology for execution of project.

10.16. Preparation of financial bid

1.) Overview of financial bid

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

2.) 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. separately (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.

3. Bid currency :Prices shall be quoted in Indian rupees.

11 STANDARD PROCEDURE FOR OPENING AND EVALUATION OF BIDS:

11.1 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. There after, 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 else where 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.

11.2 Opening of bids

- a.) Bids will be opened in the presence of bidder's representatives, who choose to attend. The bidder representatives who are present shall sign a register evidencing their attendance.
- b.) 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.
- c.) 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.

11.3 Clarification of bids:

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

11.4 Preliminary examination:

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.

11.5 Evaluation of Pre-qualification bids: Pre - qualification bid documentation shall be evaluated in two sub-steps.

1. 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.
2. 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.

11.6 Technical bid documentation:

1. 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.

11.7 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 .

11.8 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.

11.9 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 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.

11.9.1 Award criteria Final choice of firm to execute this project shall be made on the basis of conformity to technical requirements, appropriateness of the product/services offered, appropriateness of financial offer from the point of view of cost-effectiveness, total cost of ownership over entire contract period for the product/services and past track record of bidder.

11.9.2 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.

11.9.3 APTS' right to accept any bid and to reject any or all bids.

1. APTS reserves the right to accept or reject any bid, and to annual 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.

11.9.4 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 acceptance and furnishing of performance security to APGLI Department, APTS will promptly notify each unsuccessful bidder and will discharge its bid security.

11.9.5 Signing of contract

- a.) The successful bidder should enter into agreement with Director, APGLI Department, Hyderabad
- b.) The successful bidder shall sign and date the contract and return it to APGLI Department, Hyderabad.

11.10 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.

11.11 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 financial bids 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.

12 GENERAL CONDITIONS OF PROPOSED CONTRACT **(GCC)**

12.1 Application:

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

12.2 Payments:

- a) The payment shall be made at the end of each quarter on quarterly basis within a month after receipt of invoice and on satisfactory completion of maintenance for each quarter, subject to production of necessary certificate from the Officer authorised by the Dept., and after deducting the down time penalty if any and other recoveries if any.
- b) For the purpose of the convenience, quarters synchronize with the calendar quarter will be followed for making payment due on 1st July, 1st October, 1st January and 1st April.
- c) The payment authority is MD., APTS.

12.3 Call Registration and Completion thru web based software:

- a) Facilitator will acknowledge each call with a unique call no. which is to be used for reference in future.
- b) Completion of calls will be certified by the user.
- c) Facilitator will use the call monitoring software (web based) for logging the calls, closing of the calls and other report supported by the documents should be used to work out for downtime penalty calculations by the individual users at the 23 DIOs and get closed by the administrator with due verification and payment shall be decided on the report generated by Call Monitoring System.

12.4 Other terms and conditions:

- a) The Facilitator shall comply with such directions as the user may issue from time to time for the smooth working and in the furtherance of the overall objective.
- b) The Facilitator shall be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the agreement.
- c) The Facilitator or his personnel shall not use or cause to be used, the data or information provided to him or acquired by him during the process of providing services for any purpose, whatsoever, except for, which is required to perform the job as required in the agreement. Such data or information shall be surrendered to the Department at the expiry of the agreement.
- d) In case the Facilitator is not able to rectify any of the problems, it shall be competent for the Department or APTS to get the same rectified by the manufacturer or any other suitable agency and recover 125% of the amount incurred by the Department in the process, from the Facilitator by way of deduction from the quarterly charges payable to the Facilitator or from Performance Security or both.

12.5 Delays in the service providers performance

1. Delivery of the services shall be made by the Vendor in accordance with the service quality specified by APTS in the bid document.

2. Any delay by the vendor in the performance of its obligations under the contract, shall render the vendor liable to the imposition of liquidated damages at a rate as indicated in bid document.
3. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely 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.

12.6 Liquidated damages

If the Vendor fails to perform any one or all 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 amount payable to vendor or from performance/implementation guarantee or from both 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.

12.7 Implementation Guarantee / Performance Security :

- a) Within the number of days indicated in the bid document, from the date of issue of letter of intent from APTS /user, Facilitator should submit Security deposit for an amount indicated in the bid document (Statement of important limits/values)
- b) The proceed of the performance security shall be payable to the APTS as compensation for any loss resulting from the Facilitator's failure to complete its obligations under the contract.
- c) 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:
- d) 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
- e) A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favor of the APTS.
- f) 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.
- g) 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 balance duration of the Contract.

12.8 Termination for Default:

1. APTS, without prejudice to any other remedy available for breach of Contract, may terminate the Agreement in whole or in part, by a 30 days notice in writing to the

Facilitator, for any one or all of the following. On such termination, in addition to any other remedy available under the contract, the EMD, Implementation/ performance Security will be liable for forfeiture.

- a) If the Facilitator fails to maintain the systems to the minimum assurance quality as per the scope of the work or
 - b) If the Facilitator fails to provide all or any of the Contracted services as per service standards specified in the Agreement, or
 - c) If the Facilitator fails to perform any other obligation(s) under the Agreement, or
 - d) If the Facilitator, in the judgment of the Dept., or APTS has engaged in corrupt, fraudulent or unethical practices in competing for or in executing the Contract.
2. The APTS shall issue a notice explaining the nature of violations committed by the Facilitator and afford an opportunity to the Facilitator to represent his case, before termination of the agreement.
 3. In the event APTS terminates the Agreement in whole or in part, APTS may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Facilitator shall be liable to pay to APTS for any excess costs incurred for procuring such similar services. However, the Facilitator shall continue performance of the Agreement to the extent not terminated.

12.9 Termination for Insolvency:

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

12.10 Termination for Convenience:

APTS., may, by written notice to the Facilitator, terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for its convenience, and the extent to which performance of the Facilitator under the Contract is completed.

In such an event, the APTS., may elect to pay to the Facilitator, a mutually agreed amount for partially completed services, within 30 days from the date of termination of contract.

12.11 Force Majeure:

- a) The Facilitator shall not be liable for forfeiture or levy of 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 Agreement in the result of Force Majeure.

- b) For purposes of this Clause, “Force Majeure” means an unforeseeable event beyond the control of the Facilitator and not involving the Facilitator’s fault or negligence.. Such events shall include, but are not restricted to, acts of the APTS., in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Facilitator shall promptly notify the APTS., in writing of such condition and the cause thereof. Unless otherwise directed by the APTS., in writing, the Facilitator shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performances.

Note: Damage to any system due to Electrical fluctuations will not be covered under this clause.

12.12 Assignment & Sub Contracts:

The Facilitator shall not assign, in whole or in part, its rights and obligations to perform under this Contract to any third party.

12.13 Amendment to the Agreement:

Amendments to the Agreement may be made by mutual agreement by both the parties. No variation in or modification in the terms of Contract shall be made except by written amendment signed by both the parties.

12.14 Applicable Law:

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

12.15 Resolution of Disputes:

- a) APTS., and the Facilitator shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Agreement
- b) If, with in thirty (30) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party, or in accordance with the Arbitration and Conciliation Act, 1996
- c) All Arbitration proceedings shall be held at Hyderabad (AP) and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English language.

12.16 Use of Contract Documents and Information:

- a) The Facilitator or its employee shall not without prior written consent from APTS., disclose the Agreement or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of APTS., to any party during the contract and thereafter. Disclosure of such information to its employee

shall be made in confidence and shall extend only so far, as may be necessary for such performance.

- b) The Facilitator 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 and no more.
- c) All project related documents issued by APTS., other than the Agreement itself shall remain the property of APTS., and shall be returned (all copies) to APTS., on completion of the Facilitator's performance under the Agreement, if so required by the APTS.,.

12.17 Governing Language :

All correspondence and documents pertaining to the Agreement that are exchanged by the parties shall be written in English or Telugu language.

12.18 Notices:

- i. Any notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing or by E-mail, Telegram or facsimile and confirmed in writing to the other party's address.
- ii. A notice shall be effective from the date, when it is delivered or tendered or affixed at a conspicuous place of normal working, whichever is earlier.

12.19 Indemnification :

APTS., or GOVT will not indemnify for any loss or damages caused to the vendor or it staff in any form during their performance on the project. .

12.20 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.

13. SPECIAL CONDITIONS OF PROPOSED CONTRACT (SCC):

- 1. The list of documents to be submitted to APGLI are to be provided for processing payment.**
 - i) Invoice**
 - ii) Call reports & Preventive maintenance reports duly attested by the APGLI Officers**
 - iii) Attendance sheet of the FM personnel duly attested by the APGLI Officers**
 - iv) Assets Management report duly attested by the APGLI Officer**
 - v) Indemnity bond**

- 2. Engineers to be provided for FM by the service provider will be interviewed for their competency before they are deployed.**

Bid letter form

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

To:
Andhra Pradesh Technology Services Ltd,
Boorgula Ramakrishna Rao Bhavan, B-block, 4th floor,
Tank bund road, Hyderabad, AP 500 063, India.

Sir,

Having examined the bidding documents, we the undersigned, offer to provide services/execute the works 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 organisation. If our bid is accepted, we undertake to;

1. provide services/execute the work according to the time schedule specified in the bid document,
2. obtain the implementation/performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. 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.

Place: Bidder's signature
Date: and seal.

Model Contract form

THIS AGREEMENT made the day of (year). (hereinafter "the USER") of one part and (Name of Vendor) of (City and Country of Vendor) (hereinafter "the Vendor") of the other part:

WHEREAS the USER is desirous that certain solution, service and materials, as described in the bid document and briefly outlined below, should be provided by the Vendor.

Date of tender call:

Title of the project:

Brief outline of the work:

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 bid document referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement, viz..

- a. Notification of award.
- b. clarification on bid document issued if any,
- c. Bid submitted by successful bidder
- d. pre - bid conference minutes if any,
- e. bid documents

In consideration of the payments to be made by the USER to the Vendor as hereinafter mentioned, the Vendor hereby covenants with the USER to provide the goods and services (solution, service and materials) and to remedy defects therein in conformity, in all respects, with the provisions of the contract.

The USER hereby covenants to pay the Vendor 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.

Brief particulars of the goods and services which shall be supplied / provided by the Vendor are given in Annexure.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year above written.

Signed, and delivered by
for the Vendor.

Signed, and delivered by

Vendor's common seal:

For

Place

Place:

Date:

Date:

In the presence of:.....

APTS Ref. No.....

Performance security form

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

To: (Name of USER)

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 recognised 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:	Signature of guarantors
Date:	and seal.

Form P-1

Bidder Information

1. Name of the organisation :
2. Year of establishment :
3. Office Address :
4. Phone No. :
5. Fax No. :
6. Email :
7. Total No. of service centers in AP:
8. Total Support engineers at
 - a. At Head office :
 - b. At branch offices :
9. Details of EMD furnished
10. Details of certificates enclosed.

Form P -2A

Turn over details of Company in FMS and Maintenance.

Sl.No	Description	Financial Year	Amount (Rs in Lakhs)

Form P -3

**List of Major Customers under FMS and Maintenance Services
For 2007-08, 2008-09 & 2009-10**

Sl.No.	Full Address	Year	Description of Service	Value of Service (Rs. In Lakhs)

Form T -1

Compliance/agreed/enclosed/ deviation statement.

The following are the particulars of compliance/deviations from the requirements of the tender specifications.(For every item appropriate remarks should be made like Complied, No deviation, Agreed, Enclosed)

Bid document reference	Remarks
1. Form P-1	
2. Form P-2A	
3. Form P- 3	
4. Form T-1	
5. Form T-2	
6. Form F-1	
7. Form F-2	
8. Pre-qualification criterion	
9. Technical specifications	
10. Financial bid format	
11. General instruction to bidders	
12. Standard procedure for bid evaluation	
13. General condition of proposed contract(GCC)	
14. 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:

Date :

Bidder's signature

Bidder's seal

Form - T2

Particulars of personnel proposed for FMS

Sl.No.	Employee Name	Whether person is internal or external	Qualification	Designation	Total Experience	Experience with the bidder	Certificates if any

Note: Enclose C.V. In support of above claim.

Form F - 1

S.N	Item	Value (Rs.)	No.	Total value (Rs.)	Total QMC (Rs.)		QMC as % of value per unit	
					During Warranty	After Warranty	During warranty	After warranty
Total QMC incl. of taxes								
Total AMC incl. of taxes for 1 year								
Total AMC incl. of taxes for 2 years								

(In words : Rs. _____)
 _____)

Note : Bidders has to give the QMC cost for the equipment under warranty.

Signature of the Bidder with seal

Form - F2

Staff Position	Quarterly Cost (Rs.)	Number	Total Quarterly cost (Rs.)
DBA		1	
FM Engineers		5	
Total Charges per quarter Rs.			
Total Charges per Annum Rs.			
Total Charges for 2 years Rs.			

(In words : Rs. _____)

Note : Bidders has to give the QMC cost for the equipment under warranty.

Signature of the Bidder with seal

ANNEXURE - 1

Details and Asset value for Hardware (out of warranty)

S.No.	Type of asset	Approximate Unit Value of Items (Rs)	Directorate	Districts	Total
1	Servers 1 : IBM Netinfinity 7100	1025000	1	0	1
2	Server 2: IBM X226	183000	1	0	1
			2	0	2
1	Desktops (Zenith)	30000	3	7	10
2	Desktops (HP)	45500	3	0	3
3	Desktops (HCL infinity)	43500	4	26	30
4	Desktops (WIPRO)	35743	3	76	79
5	Desktops (WIPRO)-Parity	29500	0	19	19
6	Desktops (Acer)	21750	4	17	21
7	Desktops (PCS)	31610	3	8	11
			20	153	173
10	UPS(5kva) RC-All Tech	92300	0	1	1
11	UPS(4kva) Integrated	91312	1	0	1
12	UPS(2kva) RC-All Tech	45000	0	23	23
13	UPS (10kva) Rc-All-Tech	200000	1	0	1
			2	24	26
14	Printers (Laser)	15000	3	5	8
15	Printers (Deskjet)	6000	1	0	1
16	Printers (LMP)	100000	1	0	1
17	Printers (DMP)	15000	7	97	104
			12	102	114
18	Cisco 17502V Voice & data Routers	100500	1	3	4
19	CISCO 805 Ethernet & Serial Router	35000	0	14	14
20	Routers Cisco 2500 Data Router	250000	0	1	1
21	DAX	35000	0	2	2
			1	20	21

22	Modems :2MBPS Leased Line Modems (Team Link)	18000	4	8	12
23	Modems: 64 KBPS Leased Line Modems (UTL)	18000	0	4	4
24	Modems: 64 KBPS Leased Line RAD Modems	18000	0	36	36
25	Modems: 64 KBPS Leased Line Modems Attrie	18000	0	4	4
			4	52	56
26	HUBS 16 Port	3900	1	1	2
27	HUBS 8 Port	2500	2	23	25
			3	24	27
28	Switches 12 Port CISCO	42240	1	0	1
29	Switches 24 Port D-Link	28000	1	0	1
			2	0	2

ANNEXURE - II

Details and Asset value for Hardware (Under warranty)

S.No.	Type of asset	Approximate Unit Value of Items (Rs)	Directorate	Districts	Total	Warranty Info
1	Server 3 IBM HS22 Blade Center	2264430	1	0	1	Warranty up to 02.02.2013
			1	0	1	
2	Desktops (HCL)	31193	5	19	24	Warranty up to January-2012
3	Desktops (HCL)	31022	9	27	36	Warranty up to January-2012
			14	46	60	

SERVER CONFIGURATIONS:

MODEL	Configuration
IBM netfinity 7100 Server	Intel P-III Xeon CPU @ 700 MHz
	Support for upto 4 P-III Xeon Processors
	Server Works Enterprise Server Set III HE chipset
	2MB level 2 advanced Transfer Cache
	6 PCI Slots
	Integrated Dual – Channel Wide-Ultra 2 SCSI Adapter
	Fast Ethernet NIC PCI – 10/100 controller
	Four Media bays (1) IDE CD-ROM (2) 5.25” removable media bays (1) 1.44 MB FDD.
	1 RD 45 Ethernet Port, 2 Serial, 1 Parrel, keyboard, mouse, 1 graphic port and external SCSI through knockout
	2 X 250 Watts Hot pluggable power supply (2 standard)
	48 X IDE CD ROM Drive
	2 nd CPU P-III Xeon 700 MHz with 2 MB Cache
	4 GB RAM ECC SD RAM
	71.2 GB * 3 10K HDD HOT SWAP HDDS
	18.2 GB*3 10 K Ultra 160 Hot Swap HDDs
	12/24 GB Dat Drive
15” Colour Monitor	
Addl. 10/100/1000 Ethernet Server Adapter	
IBM X226	Dual Intel Xeon 3.0 GHz processor Dual CPU Populated With Hyper – Threading, 1 GB PC3200 ECC DDR2 SDRAM 2*72 GB SCSI HDD , 36/72 TAPE Drive
IBM HS 22 BLADE CENTER	
DATABASE SERVERS (2) IN CLUSTER	IBM HS 22, DATABASE SERVERS WITH INTEL XEON E5502, 1.8GHZ DUAL CORE PROCESSOR, INTEL 5520 CHIPSET, 12 GB PC3 ECC DDR3 VLP RDIMM 13333MHZ, 2x140 GB BLADE CENTER SERVER ONE DUAL PORT HBA TO CONNECT TO SAM
FILE SERVER	IBM HS 22, INTEL XEON E5530, 2.4 QUAD CORE PROCESSOR, INTEL 5520 CHIPSET, 4GB PC3 ECC DDR3 VLP RDIMM 13333MHZ, 2x140 GB BLADE CENTER SERVER, ONE DUAL PORT HBA TO CONNECT TO SAM, 2x300 GB SFF 6GB PS 10K RPM SAS HDD PER BLADE SERVER
BACKUP SERVER	IBM HS 22, INTEL XEON E5530, 2.4 QUAD CORE PROCESSOR, INTEL 5520 CHIPSET, 4GB PC3 ECC DDR3 VLP RDIMM 13333MHZ, 2x140 GB BLADE CENTER SERVER, ONE DUAL PORT HBA TO CONNECT TO SAN, 2x146 GB SFF 6GB PS 10K RPM SAS HDD PER BLADE SERVER

WEB SERVER	IBM HS 22, INTEL XEON E5530, 2.4 QUAD CORE PROCESSOR, INTEL 5520 CHIPSET, 4GB PC3 ECC DDR3 VLP RDIMM 13333MHZ, , ONE DUAL PORT HBA TO CONNECT TO SAN, 2x146 GB SFF 6GB PS 10K RPM SAS HDD PER BLADE SERVER
TAPE AUTOLOADER	IBM TS 2900 TAPE AUTO LOADER
IBM BLADE CENTER S CHASSIS	IP BASED KVM SWITCH, HOT SWAPABLE DVD ROM, 2 REDUNDANT 1GB EHTERNET SWITCH, 2 REDUNDANT SAN SWITCH, N+N REDUNDANT POWER SUPPLY WITH HOT SWAP, REDUNDANT COOLING, DUAL CONECTORS IN THE MID PLANE
STORAGE	IBM DSM, STORAGE THROUGHPUT OF 3GBPS SAS OR 4GBPS FC, DUAL REDUNDANT CONTROLLER WITH BATTERY BACKED YP CACHE, REDUNDANT CONNECTIVITY, 8*300 GB HOT SWAP SAS 15K RPM 3.5" HDDS AT RAID 5 AND ONE HDD AS HOT SPARE WITH MINIMUM USABLE SPACE OF 2TB

DESKTOP CONFIGURATIONS:

MODEL	CONFIGURATIONS
ZENITH THE ONE UP PC ,	INTEL P1 133MHZ,32 MB RAM,4GB HDD
WIPRO SUPERGENIUS7100S	INTEL CELERON 800MHZ,64MBRAM,20GB HDD
HP Brio Configuration	Intel P-III CPU, 64 MB SD RAM (133 MHz FSB), 20 GB UDMA HDD15" Colour Monitor, CD-ROM,10/100 Mbps Ethernet Card
HCL INFINITY	INTEL PIV 1.61GHZ, 128 MB RAM, 20GB HDD, 10/100, 15" COLOR
WIPRO WSG533VX	INTEL CELERON 2.4 GHZ, 256MB RAM DDR, 40GB HDD, 15" COLOR MONITOR, 10/100 ETHERNET
ACER POWER SLE iIACER	INTEL CELERON @2.4 GHZ WITH 533 Mhz FSB or higher, 256 kb cache, INTEL 845 GV OR higher Intel CHIPSET, 256 MB DDR SDRAM, 40 GB HDD 7200 RPM, 10/100 Mbps NIC, 15" COLOR MONIOTOR,1 SERIAL 4 USB (VER2.0)
PCS 915 GV	Intel Pentium 3.0 Ghz, 800 Mhz FSB, 256 MB DDR SD RAM 80 GB SATA HDD, CD ROM /DVD RW
HCL	INTEL @ CORE™2 DUO CPU E7300 @ 2.66GHZ ,1066 MHZ FSB,3MB L2 CACHE, INTEL P35/G33/G31 CHIPSET, 1 GB DDR-2 RAM@666MHZ, 160GB SATA HDD, DVD R/W ,DVD COMBO

ANNEXURE-IV

Location-Wise Details of Hardware Items

List of Servers & Switches at Directorate

S.No.	Description	Qty
1	IBM Netfinity 7100	1
2	IBM X226	1
3	IBM HS22 Blade Center	1
4	Cisco 12 port Switch	1
5	D-Link 24 port Switch	1

List of Desktops:

Sl.No	District	Zenith one up	Wipro SG7100	HP Brio	Hcl infinity	Parity wsg 533	Acer	Pcs Prodigy	Hcl Ezeebee	Total
1	Srikakulam	0	3	0	1	0	1	0	3	8
2	Vizianagaram	0	3	0	1	0	1	0	3	8
3	Visakhapatnam	0	3	0	1	1	1	0	2	8
4	East Godavari	0	4	0	1	1	1	1	0	8
5	West Godavari	0	3	0	1	1	0	1	2	8
6	Krishna	0	4	0	2	1	0	1	0	8
7	Guntur	0	3	0	2	1	0	0	2	8
8	Prakasham	0	3	0	1	1	0	0	3	8
9	Nellore	0	3	0	1	1	0	0	3	8
10	Chittoor	0	4	0	1	0	0	0	2	7
11	Cuddapah	0	3	0	1	1	0	0	3	8
12	Anathapur	0	3	0	1	1	1	0	2	8
13	Kurnool	0	4	0	2	1	0	1	0	8
14	Mahaboobnagar	0	3	0	1	1	1	0	2	8
15	Rangareddy	0	3	0	1	0	1	0	3	8
16	Hyderabad	7	5	0	1	4	3	3	1	24
17	Medak	0	3	0	1	0	1	0	3	8
18	Nizambad	0	3	0	1	0	1	0	3	8
19	Adilabad	0	3	0	1	0	1	0	3	8
20	Karimnagar	0	3	0	1	1	1	0	2	8
21	Warangal	0	4	0	1	1	1	1	0	8
22	Khammam	0	3	0	1	1	1	0	2	8
23	Nalgonda	0	3	0	1	1	1	0	2	8
24	Directorate	3	3	3	4	0	4	3	14	34
	Total	10	79	3	30	19	21	11	60	233

List of UPS:

District	2kva	4kva	5kva	10kva	Total
Srikakulam	1	0	0	0	1
Vizianagaram	1	0	0	0	1
Visakhapatnam	1	0	0	0	1
East Godavari	1	0	0	0	1
West Godavari	1	0	0	0	1
Krishna	1	0	0	0	1
Guntur	1	0	0	0	1
Prakasham	1	0	0	0	1
Nellore	1	0	0	0	1
Chittoor	1	0	0	0	1
Cuddapah	1	0	0	0	1
Anathapur	1	0	0	0	1
Kurnool	1	0	0	0	1
Mahaboobnagar	1	0	0	0	1
Rangareddy	1	0	0	0	1
Hyderabad	1	0	1	0	2
Medak	1	0	0	0	1
Nizambad	1	0	0	0	1
Adilabad	1	0	0	0	1
Karimnagar	1	0	0	0	1
Warangal	1	0	0	0	1
Khammam	1	0	0	0	1
Nalgonda	1	0	0	0	1
Directorate	0	1	0	1	2
Total	23	1	1	1	26

List of Routers

District	Cisco 805	Cisco 1700	Cisco 2500	DAX
Srikakulam	1	0	0	0
Visakhapatnam	0	1	0	0
East Godavari	1	0	0	0
West Godavari	1	0	0	0
Krishna	0	0	1	0
Guntur	0	1	0	0
Prakasham	1	0	0	0
Nellore	1	0	0	0
Chittoor	1	0	0	0
Cuddapah	1	0	0	0
Anathapur	1	0	0	0
Kurnool	0	0	0	1
Mahaboobnagar	1	0	0	0
Rangareddy	0	0	0	0
Hyderabad	0	0	0	0
Medak	1	0	0	0
Nizambad	0	0	0	1

Adilabad	1	0	0	0
Karimnagar	1	0	0	0
Warangal	0	1	0	0
Khammam	1	0	0	0
Nalgonda	1	0	0	0
Directorate	0	1	0	0
Total	14	4	1	2

List of Modems

District	UTL	RAD	Attire	Team Link	Total
Srikakulam	0	2	0	0	2
Vizianagaram	0	0	0	0	0
Visakhapatnam	0	4	0	0	4
East Godavari	0	2	0	0	2
West Godavari	0	2	0	0	2
Krishna	4	0	0	0	4
Guntur	0	4	0	0	4
Prakasham	0	2	0	0	2
Nellore	0	0	2	2	4
Chittoor	0	2	0	0	2
Cuddapah	0	2	0	0	2
Anathapur	0	0	0	4	4
Kurnool	0	0	2	0	2
Mahaboobnagar	0	2	0	0	2
Rangareddy	0	0	0	0	0
Hyderabad	0	0	0	0	0
Medak	0	0	0	2	2
Nizambad	0	2	0	0	2
Adilabad	0	2	0	0	2
Karimnagar	0	2	0	0	2
Warangal	0	2	0	0	2
Khammam	0	2	0	0	2
Nalgonda	0	4	0	0	4
Directorate	0	0	0	4	4
Total	4	36	4	12	56

List of Printers

Sl.No	District	wipro lq 1050 1997-1998	wipro hq 1050 2001-2002	tvsp msp 345 2002-2003	tvsp msp 355 Parity 2004-2005	Tvs MSP 355 Acer 2005-2006	tvsp hd 745 2006-2007	Epson C- 1150 2007-2008	Epson C- 1150 2008-2009	Epson LQ 2180 2008-2009	wipro laser 2001-2002	HP Laser 2015n 2007-2008	HP Laser 1020 2007-2008	HP Laser 2014 2008-2009	hp deskjet 2004-2005	Lipi Line Matrix Printer 1997-1998	Total
1	Srikakulam	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
2	Vizianagaram	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
3	Visakhapatnam	0	1	1	0	0	0	1	1	0	1	0	0	0	0	0	5
4	East Godavari	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
5	West Godavari	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
6	Krishna	0	1	1	0	0	0	1	1	0	1	0	0	0	0	0	5
7	Guntur	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
8	Prakasham	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
9	Nellore	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
10	Chittoor	0	1	1	0	0	1	1	1	0	0	0	0	0	0	0	5
11	Cuddapah	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
12	Anathapur	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
13	Kurnool	0	1	1	0	0	0	1	1	0	1	0	0	0	0	0	5
14	Mahaboobnagar	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
15	Rangareddy	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
16	Hyderabad	0	1	1	2	1	1	1	0	1	1	0	0	0	0	0	9
17	Medak	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
18	Nizambad	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
19	Adilabad	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
20	Karimnagar	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
21	Warangal	0	1	1	0	0	0	1	1	0	1	0	0	0	0	0	5
22	Khammam	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
23	Nalgonda	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
24	Directorate	2	1	0	0	2	1	0	0	1	0	1	1	1	1	1	12
	Total	2	24	23	2	3	3	23	22	2	5	1	1	1	1	1	114

System Call reports

Format of the System Activity Register to be maintained by APGLI

S no	Call no & system S.No.	System down date /time		Problem	System up date/time		Total down time	Engineer signature	Signature of the officer
		date	time		Date	time			

ANNEXURE-VI

Manufacturer Authorization

The authorization may 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.

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

Name

Designation.