

**GOVERNMENT OF TELANGANA
FOREST DEPARTMENT**

**Tender Document for Integrated AMC of IT related
Hardware, Software, Appliances and Peripherals at
Aranya Bhawan, Saifabad, Hyderabad**

TELANGANA FOREST DEPARTMENT

NOTICE INVITING TENDER

Item No	Item Description	Item Particulars
A.	Department Name	Telangana Forest Department
B.	Circle/Division	IT Wing, O/o Principal Chief Conservator of Forests
C.	FILE / NIT Number	6826/2016/IT
D.	Tender Subject	Integrated Management Services of IT related Hardware, Software, Appliances and Peripherals at Aranya Bhawan, Saifabad, Hyderabad
E.	Quantity	As per this document.
F.	Period of Contract	1 Year
G.	Form of Contract	Integrated
H.	Tender Type	Open
I.	Tender Category	Services
J.	EMD Amount (INR)	Rs. 50,000.00 (Rupees Fifty Thousand only)
K.	EMD payable:	Demand Draft drawn in favour of Accounts Officer-I , payable at Hyderabad from any scheduled Bank.
L.	Bid Document Obtaining/ downloading Start Date	25.05.2017,
M.	Bid Document Obtaining/ downloading End Date	19.06.2017, 03:00 PM
N.	Pre-bid conference / Demo of the equipment	NA
O.	Last Date & Time for Receipt of Bids	19.06.2017, 05:00 PM
P.	Bid Validity Period	60 Days
Q.	Technical Bid Opening Date and Time (Qualification and Eligibility Stage)	20.06.2017, 11:30 AM
R.	Price Bid Opening Date and Time (Financial Bid Stage)	22.06.2017, 11:30 AM
S.	Place of Tender Opening	Aranya Bhavan, Saifabad, Hyderabad.
T.	Tender Inviting / Opening Authority	Chambers of Add. Prl. Chief Conservator of Forests(Admin &IT), Aranya Bhavan, Saifabad, Hyderabad.
U.	Address/ E-mail id	O/o Principal Chief Conservator of Forests (HoFF), Aranya Bhavan, Saifabad, Hyderabad. dcf_fca_tsfd@telangana.gov.in

V.	Contact Details/ Telephone, Fax	<ol style="list-style-type: none"> 1. Smt.Vamshi Priya, FRO (GIS), Ph-040-23231701 Ext 520 2. Sri P.Sreenivasa Rao, Dy.CF(IT), Room No: 327, 040-23231685, dcf_fca_tsfd@telangana.gov.in <p>O/o Prl. Chief Conservator of Forests (HoFF), Aranya Bhavan, Saifabad, Hyderabad.</p>
W.	Eligibility Criterion	<ol style="list-style-type: none"> 1. The Tenderer should possess all requisite licenses, registrations etc., and the same should be obtained invariably before transacting business with Telangana Forest Department (TSFD). 2. The Tenderer should inform T.S. Forest Department the correct address from where the supplies are going to be made to T.S. Forest Department. 3. The Tenderer should possess an experience certificate and other Certificates like Registration of Firm if applicable, CST, VAT, registration, Latest Income Tax Assessment order, should be enclosed invariably along with the tender schedule. In case of non-submission of these certificates, the TSFD authorities reserve the right to take any appropriate action including the cancellation of tender of the respective Tenderer. In this regard the decision of the Tender Opening Authority / Additional Principal Chief Conservator of Forests (AdIT) is final and binding on all the Tenderers without any recourse. 4. The bidder must have experience in providing Integrated AMC for last 2 years as on bid calling date. 5. The bidder must have minimum experience of providing the Services to Minimum two (2) organisations. 6. The bidder must have affiliation/recognition manufacturers/developers/producers of the hardware, software, appliance and peripherals. 7. The bidder should have base in Telangana and the details of infrastructure facilities available in Telangana be furnished. 8. The bidder must have sufficient man power with required skills & qualifications to handle IT related Hardware, Appliances and Peripherals and its associated software (Schedule-III)

X.	Procedure for Bid Submission	<ol style="list-style-type: none"> 1. Bids shall be submitted online. (offline except Financial Quote in case of technical problem) 2. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website www.eprocurement.gov.in (OR) https://tender.eprocurement.gov.in 3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, financial bids online as per the standard formats available at the e-market place. The bidders should submit scan and upload the below mentioned documents; and submit all the
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attested hard copies to APCCF(Admin & IT), O/o Principal Chief Conservator of Forests, Room No 506, Aranya Bhavan, Saifabad, Hyderabad on or before opening of technical bids. EMD in Original is a must for eligibility.

- i. The **EMD** shall be submitted in original. **EMD** in the form of Demand Draft payable in favour of the “**Accounts Officer-I**” payable at Hyderabad of any of the scheduled bank branches for the amount indicated in Item No. J and it should be scanned and uploaded at the time of Tendering.
- ii. Technical expertise, support & experience
- iii. Copy of Registration of the firm.
- iv. Copy of PAN Card and latest Income Tax return
- v. Copy of Service Tax Registration and Latest Return
- vi. Copy of VAT Registration and Latest Return
- vii. Declaration that they have not been black listed anywhere.
- viii. Clientele list of minimum 2, with Customer satisfactory reports form the concerned Organizations.
- ix. List of technical manpower to be deployed along with their technical qualifications and payslips.

4. **Transaction fee on e-Procurement Platform:** All the participating bidders shall pay a transaction fee (non-refundable) as mentioned in the NIT payable to M/s Vayam Technologies Limited, Hyderabad and through on line. (0.03% of estimate contract value + 15% service tax).It is mandatory for all the participant bidders from 1st January 2006 to pay a Non-refundable Transaction fee electronically to M/s. Vayam Technologies Limited, the service provider through "Payment Gateway Service on E-Procurement platform".

The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006. A service tax of 15% + Bank Charges for Credit Card Transaction of 2.09% (inclusive of service tax) on the transaction amount payable to Vayam Technologies Limited shall be applicable.

5. **Corpus Fund:** As per GO MS No.4, User departments shall collect 0.04% of ECV (estimated contract value) **with a cap of Rs.10,000** (Rupees ten thousand only) for all works with ECV up to Rs.50 crores and Rs.25,000/- (Rupees twenty five thousand only) for works with ECV above Rs.50 crores, from successful bidders on e-Procurement platform before entering into agreement / issue of purchase orders, towards e-procurement fund in favour of Managing Director, TSTS, HYDERABAD.

NOTE: There shall not be any charge towards e-Procurement fund in case of works, goods and services with ECV less than and up to Rs. 10 Lakhs.

Y.	Transaction Fee Payable To	Nil
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Z. General Terms and Conditions

TENDER CONDITIONS FOR 'Integrated AMC of IT related Hardware, Software, Appliances and Peripherals at Aranya Bhawan, Saifabad, Hyderabad'

- 1) Online (e-Tendering) tenders are invited for providing the above said Goods and services. The Telangana Forest Department (TSFD) is desirous to have this tender in two bids i.e., (1) Technical bid and (2) Financial bid. The Tenderer should have been in this trade/service for not less than three years and should have supplied bulk quantities/ services to any reputed institution or institutions as the case may be. A copy of the certificate issued by the authorities under Shops and Establishments Act and a copy of the supply/ purchase order for having supplied bulk quantities/ services, have to be scanned and uploaded for technical bid evaluation by TSFD. The Tenderer shall possess all requisite qualifications as mentioned in **Item No. W** and submit the documents as mentioned in **Item No. X** including ORIGINAL EMD to the Tender Inviting Authority on or before scheduled date and time of opening of the Technical bid as mentioned in Tender. The financial bids of those Tenderers who are technically qualified only, will be opened on the date and time as mentioned in the Tender by the PCCF or any other officer authorised by PCCF. The TSFD may extend the last date by issuing an amendment in which case all rights and obligations of the TSFD and the Tenderers previously subject to the original deadline will then be subjected to the new deadline.
- 2) The intending bidders can carryout inspection of all the Hardware, Software, Peripherals, Appliances and other IT infrastructure during office hours on working days between 2.30 p.m. to 4.30 p.m. upto 17.06.2017. A summary of inspection report should be submitted by the successful bidder while entering the contract. No request relating to this point will be entertained after 17.06.2017 and the decision of the committee will be binding.
- 3) Incomplete, ineligible, Conditional Tenders and unused tenders will be rejected and no correspondence will be made in this regard.
- 4) All offers shall be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "subject to immediate acceptance", "subject to prior sale" etc will not be considered.
- 5) Adoption of unfair means to influence the authority offer may be lead to summarily disqualification.
- 6) An amount of **Rs.50,000/-** (Rupees Fifty Thousand only) is to be remitted as EMD by way of an Account payee Demand draft drawn in favour of the Accounts Officer-I, payable at Hyderabad on any scheduled bank and should submit at the time of tendering. The EMD of unsuccessful bidders will be returned on finalization of tender process. The EMD will be released to THE FIRM after successful completion of the supply and installation of Goods & services in all respects. The EMD will not carry any interest. EMD is liable to be forfeited if the successful Tenderer fails to accept the Work Order to supply and installation of Goods & services and enter into Agreement within the time specified. EMD is liable to be forfeited, if the Tenderer asks for withdrawing his bid once the financial bid is opened.
- 7) **'Details of Integrated Maintenance Services desired for IT related hardware, software, appliances, peripherals (Goods & Services)'** are given as **Schedule-I** to this document.
- 8) **A single quote should be made for all the Goods & Services desired in (Schedule-I) and piecewise quotes are not permitted.** The rate should be valid for acceptance for a period of 60 days from the date of opening. In the event of negotiations being held, the Tenderer will have to keep his offer open for 30 (thirty) days from the date of negotiations or for the extended period as desired by TSFD in addition to the period of 30 (thirty) days mentioned above in the event of his offer being accepted. The rate quoted should be inclusive of all taxes, charges etc. TSFD cannot issue statutory forms like Form C or Form D etc and this should be taken into account by the firm while quoting the rates to TSFD.
- 9) Negotiations will not be made with all Tenderers. In case of necessity, negotiations will be made only with lowest selected Tenderer(s) and in this regard the decision of the PCCF shall be final and binding on the firm without any recourse.
- 10) TSFD reserves the right either to reject any or all tenders without assigning any reason. In this regard the decision of TSFD is final and binding on the Tenderer without any recourse.

Further, it is understood by both the parties to the tender and is specifically accepted by the Tenderer when the Tenderer files the tender before TSFD, the acceptance or rejection of the tender by TSFD, or methodology adopted by TSFD, in short listing the companies for the supply and installation of Goods & services etc, shall not become a cause of action or ground to initiate any legal action before any Court or Courts of Law for obtaining any order, Injection, Direction etc., from the Hon'ble court or Courts to stall the proceedings in TSFD.

- 11) **The tendered quantity is tentative.** It may be increased or decreased at the discretion of TSFD on the same terms and conditions even after the tender period. In other words increasing or reducing the tender quantity can be made by TSFD even after the completion of the tender period and it is binding on the firm without any recourse.
- 12) The Forest Department reserves right to relax/ modify the terms and conditions at the time of technical evaluation, if required.
- 13) The TSFD reserves the right to accept or reject any tender and to cancel the tender process and reject all tenders at anytime prior to the award of contract without thereby incurring any liability to the affected Tenderer or any obligations to inform the affected Tenderers, the grounds of acceptance or rejection.
- 14) The Annual Maintenance of **Goods and Services** should be affected strictly as per Terms & Conditions. The schedule is tentative & TSFD is having every right to revise the schedule.
- 15) The successful bidder (THE FIRM) has to enter into an agreement agreeing to all the conditions of the contract with the TSFD on Non-judicial stamp paper of value of Rs.100/- within 15 days from the date of receipt of the intimation to him that his TENDER has been accepted. The format of agreement shall be supplied to THE FIRM along with communication of accepting the rates quoted.
- 16) If the successful Tenderer fails to execute the agreement within the time specified or withdraw the tender after the intimation of the acceptance of his tender by T.S. Forest Department or he is unable to undertake the contract due to any other reason, his contract will be cancelled and his EMD shall be forfeited and he will also be liable for all damages sustained by the T.S. Forest Department, by reason of breach including the liabilities to pay differences between the prices accepted by him and those ultimately paid for the procurement of the commodity/service. Such damages shall be assessed by the Principal Chief Conservator of Forests or any other Officer authorised by Principal Chief Conservator of Forests whose decision shall be final and shall be binding on the supplier.
- 17) AMC of all Goods & Services and Supply, assembling, Commissioning, testing etc. of his hardware and software for this purpose (Infrastructure Management Service) including accessories shall be the responsibility of the FIRM.
- 18) TSFD shall have the right to inspect and/or to test the Infrastructure Management Service provided to other organizations to confirm their conformity to the contract specifications at no extra cost to TSFD. The inspections and tests may be conducted at the premises of the FIRM/ locations where Infrastructure Management Service is already provided by the FIRM/ point of delivery and/or at Infrastructure Management Service final destination.
- 19) **Comprehensive Warranty:** Infrastructure Management Service will be covered by onsite warranty for a period of 1 year from the date of commissioning. The problems arising thereof in the quality, performance and warranty during the period of warranty shall be attended to and rectified by THE FIRM and the respective manufacturers/ producers/ developers, within 48 hours of lodging the complaint by TSFD. For this purpose, the Infrastructure Management Service shall be collected by THE FIRM and to be delivered back to TSFD after satisfactory repairs. Any component required to be replaced within the warranty period will be a totally new component and not reconditioned or repaired component. The warranty is not valid for plastic/fiber parts, consumables or to any other physical damages.
- 20) **Performance-cum-Security Deposit:** The Successful bidder has to furnish Performance-cum-Security Deposit for an amount of 20% of the contract value in favour of Accounts Officer-I with a validity period of 1 years + 3 months from the date of commissioning. It shall be released to THE FIRM after completion of THE Firm's performance obligations

under the contract. It shall be in one of the following forms

- i. A **Bank Guarantee** or
- ii. An irrecoverable **Letter of Credit** or
- iii. A cashier's certified Cheque,

issued by a reputed Indian Nationalized or private Bank located in the limits of Greater Hyderabad The work should be affected strictly as per time schedule.

- 21) Since rate quoted is inclusive of VAT/CST (or) Service Tax payable no claim for VAT/CST (or) Service Tax payable will be admitted at a later stage & on any ground whatsoever, irrespective of the firm mentioning and recording any thing contrary to the above in the Quotation. After the implementation of VAT (or) Service Tax and even after any changes contemplated in the tax structure and the rate of taxes to be levied by the State Government the rates Quoted to TSFD should be constant and it should be applicable to all work orders placed by TSFD.
- 22) TSFD reserves the right to reject Infrastructure Management Service, if the Infrastructure Management Service are not made strictly as per the specifications mentioned. In this regard, the decision of the PCCF (HoFF) is final and binding on the parties without any recourse.
- 23) Supply of Services should be accompanied by a bill, advance stamped receipt and warranty certificate if applicable for arranging payment.
- 24) THE FIRM should furnish copies of registration of firm, CST/VAT registration, Sales Tax registration and Latest Income Tax Assessment order etc, along with the Agreement, if not enclosed along with the tender and if TSFD has consciously accepted the non-submission of documents along with the tender.
- 25) Infrastructure Management Service should be subjected to quality analysis and should be strictly in conformity with the specifications mentioned in Schedule I.
- 26) **Payment Schedule:** No advance payment will be made. The standard payment terms of TSFD are applicable. The payment to FIRM shall be made by TSFD only through cheques/NEFT. The payment will be made only after successful supply, installation, registration with the concerned manufactures/ producers/ developers of the Infrastructure Management Service and also on submission of performance-cum-security deposit. The payment will be made on quarterly basis only after production of satisfactory certificate from the concerned authorities nominated.
- 27) If any Hardware, Software, appliances and peripherals are moved or shifted out of Aranya Bhavan, to any location within the limits of HMDA limits, the service shall be continued.
- 28) The FIRM will be responsible for quality of material supplied for replacement/repairs of machines. The firm shall make all the efforts to rectify the defects within the time frame. If the defects pointed out are not rectified in the time frame, the agreement will be liable for termination and the security-cum-performance deposit will be forfeited.
- 29) Services shall be 24X365 days by the FIRM.
- 30) Onsite response time of all the complaints will be attended immediately by the FIRM and closed within 24 hours of complaint. Authorised uptime shall be 95%.
- 31) The FIRM shall take the responsibility for safety of Hardware, Software, Peripherals and Appliances which are taken for Repair.
- 32) Preventive Maintenance shall be carried out by the FIRM once in every quarter. All the reports shall be submitted along with the bill every quarter.
- 33) **Of Penalties:**
 - a. If any failure or break down occurs it shall be resolved by the firm within 24 hours, failing which standby arrangement shall be made by the FIRM. In case equipment be shifted from Aranya Bhawan permission shall be obtained from Officers of IT wing. Fine of Rs.200/- will be levied for delay period.
 - b. TSFD reserves the right to levy penalty or withhold part or Full payment payable to the Firm, without prejudice to Firm, In the event of delay in supply of Goods and Services, supply of Goods & Services not conforming to the specifications, supply

of goods and services with adulteration. In this regard, the decision of the PCCF or any other officer authorised by PCCF shall be final. The firm is further liable to reimburse/ compensate TSFD to Third Party for any loss, damage, injury, harm etc., caused or arising out of the negligence in supply of low quality Goods & Services, or any other act or breach of contract, in addition to imposing penalty @ 5% of the Agreement value, forfeiture performance-cum-security Deposit besides being blacklisted for a period of Five (5) years to supply of any material as well as disqualifying the FIRM to participate in the Future tenders/supplies.

- c. If any goods and Services supplied by the FORM have been partially or whole used or consumed after supply and are subsequently found to be in bad order, inferior in quality or description or otherwise faulty, then the contract price or prices of such Goods or Services will be recovered from THE FIRM. If payment had already been made to him. Otherwise THE FIRM will not be entitled to any payment what so ever for such supply.
 - d. For Infringement of stipulations of the contract or other justified reason, the contract would be terminated by the PCCF and THE FIRM shall be liable to pay for all losses sustained by TSFD. In consequence of Termination, loss would be recovered personally from THE FIRM or from his performance-cum-security Deposit or from his properties or other money due or may become due to him.
 - e. The amount to be recovered, if not paid by the FIRM will be liable to be recovered under LRR Act.
 - f. THE FIRM shall be liable for criminal proceedings under the appropriate sections/ of the Cr.P.C for adulterations of Goods & Services, if any, besides blacklisting and forfeiture of the Performance-cum-security Deposit.
- 34) Notwithstanding anything contained in the terms and conditions of this Agreement the PCCF is the Ultimate authority in deciding the recovery of percentage of penalty from THE FIRM taking into account the outputs position and future requirements of the surveying & Mapping to be made in the larger interest of organisation.
- 35) Shortage and damages will be intimated to the suppliers/ service providers and the equivalent amount will be deducted from the bill amount, if they are replaced/ rectified by the supplier/ service provider.
- 36) The equipment should be repaired on site, if any problem arises and with in time frame, otherwise standby equipment should be provided till the equipment is repaired.
- 37) The Tenderer whose tender has been accepted will be informed about the award of the contract by the authorities prior to expiration of the validity period by registered letter.
- 38) Penalty as may be decided by the tenderer approving authority will be imposed when the supply/service is rejected in verification.
- 39) Penal clauses of the firm whatsoever like payment of interest on late payment of bills etc shall not be acceptable to TSFD.
- 40) The TSFD reserves the right to add/delete/change/modify any or all the conditions mentioned in the tender schedule in construction with the FIRM and the said addition/deletion/changes/modification can be incorporated in the agreement to be entered into with the FIRM irrespective of tender conditions mentioned in the notice inviting tender or in the tender schedule or the same can be incorporated in a form of codicil as the case may be and the same will be binding on the FIRM without any resource.
- 41) The TSFD reserves the right to terminate/ amend / modify the contract in consultation with the FIRM. Similarly terms and conditions of the tenderer may be amended/ modified by TSFD, if necessary, to ensure competitiveness and quality of work.
- 42) **INDEMNITY:** The Tenderer shall at all times indemnify T. S. Forest Department, against all claims, which may arise in respect of supply of low quality of commodities/ material/ items/ service etc., not conforming to the specifications and/or that may arise due to piracy of the Infrastructure Management Service.
- 43) **SUB-CONTRACTING:** The contract supply awarded should be executed by the successful

Tenderer/ quotationer only and sub-contract of supply is not permitted.

- 44) If evidences are found that THE FIRM fails or neglects to be complied with any of the terms and conditions of the contract or with any order issued there under then, in such a case, the TSFD shall without prejudice to any other right or remedies under this contract as a right and be entitled to cancel the contract by giving a notice in writing to the FIRM without being liable to pay any compensation for such cancellation.
- 45) THE FIRM shall not be allowed at any time on any ground what so ever to claim revision or modification in the rates quoted by him.
- 46) THE FIRM has to furnish the declaration that they have not been black listed in any of the organizations. Any wrong declaration in this regard which comes to the notice at a later date will disqualify them from tendering in future in TSFD and the tenders so received and the contracts so awarded shall be automatically rejected.
- 47) **Force Majeure:** In the event of delay caused due to change in policies of principal suppliers/ manufacturers/ developers/ producers, or any other unforeseen event, the delay shall not be counted towards the time schedule.
- 48) **Settlement of Disputes or Differences:** If the dispute or the difference of any kind whatsoever shall arise between THE FIRM and TSFD in connection or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation. If the parties failed to resolve their dispute or difference by such mutual consultation, it shall be settled through arbitration provided either of them gives notice to the other party of its intention to commence arbitration. The dispute or difference arising would be subject to the jurisdiction of the civil courts at Hyderabad only.
- 49) **Miscellaneous**
 - a) This Agreement together with the annexure hereto executed by the Parties hereto constitutes the entire agreement between the Parties with respect to the subject matter hereto and supersedes and cancels all previous agreements and negotiations thereof.
 - b) This Agreement may be amended by the Parties only in writing, which writing must be signed by authorized representatives of the Parties.
 - c) Each Party shall bear its own legal and other expenses incurred in connection with this Agreement
 - d) Headings used in this Agreement are for convenience and ease of reference only, and shall not be relevant to or affect the meaning or interpretation of this Agreement.
 - e) In the event of any provision of this Agreement being held or becoming invalid, unenforceable or illegal for any reason, this Agreement shall remain otherwise in full force apart from the said provision, which will be replaced with a legally valid provision that most nearly reflects the same purpose as that of the deleted provision.

TELANGANA STATE FOREST DEPARTMENT
PROCEDURE FOR BID SUBMISSION ON E-procurement PLATFORM
(e-Tendering)

The bidder shall submit his response through Bid submission to the tender on e-Procurement platform at **www.eprocurement.gov.in** by following the procedure given below.

1. The bidder would be required to register on the e-procurement market place www.eprocurement.gov.in or <https://tender.eprocurement.gov.in> and submit their bids online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.
2. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificate/documents in the e-Procurement web site. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document. If there is congestion in web portal of the e-procurement, some of the technical documents may be submitted offline. The Technical Bids, the commercial bids and the EMD shall be sealed in separate covers and finally sealed in a large cover and shall be submitted to APCCF(Admin & IT). **Only the tenderers who file e-tenders shall be eligible.**
3. **Registration with e-Procurement platform:** For registration and online bid submission bidders may contact HELP DESK of M/s Vayam technology Ltd., www.eprocurement.gov.in or <https://tender.eprocurement.gov.in>.
4. **Digital Certificate authentication:** The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform.
5. **For obtaining Digital Signature Certificate, you may please Contact:**
Telangana State Technology Services Limited, 2nd floor, HACA Bhavan, Opp Public Gardens,
Saifabad, Hyderabad - 500004
Contact Helpdesk : 9177769764

(OR)

Any other Registration Authority of TCS-CA in India. The city-wise list of RAs is available by clicking the link "Apply for a Class-2 Certificate" under "Enroll" section in the website "<https://www.tcs-ca.tcs.co.in/mca21/index.jsp>"
6. **Hard copies:**
 - i. All the bidders shall invariably upload the scanned copies of DD in e-Procurement system and furnish the same by self-attesting to the IT-wing, O/o PCCF, Telangana, Hyderabad, but DD/EMD should be the original, this will be the primary requirement to consider the bid.
 - ii. The department shall carry out the technical evaluation by a technical team of IT-Wing headed by APCCF (Admin & IT) solely based on the uploaded/offline submitted certificates/documents, DD towards EMD in the e-Procurement system and open the price bids of the responsive bidders after evaluation of technical bids.

- iii. The successful bidder shall invariably furnish the original DD towards EMD; Certificates/Documents of the uploaded scan copies to the Tender Inviting Authority, either personally or through courier or post and the receipt of the same within the stipulated date shall be the responsibility of the successful bidder. The department will not take any responsibility for any delay in receipt/non-receipt of original DD/BG towards EMD, Certificates/Documents from the successful bidder before the stipulated time. On receipt of documents, the department shall ensure the genuineness of the DD/BG towards EMD and all other certificates/documents uploaded by the bidder in e-Procurement system.
7. The G.O. Ms. No. 174 –I & CAD Department, Dt: 1-9-2008- “**Deactivation of Bidders**”: If any successful bidder fails to submit the original hard copies of uploaded certificates/documents, DD towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, the successful bidder will be suspended from participating in the tenders on e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the Tender Inviting Authority in the system. Besides this, the department shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the tender process for execution of the development schemes taken up by the government. Other conditions as per tender document are applicable.
8. The bidder is requested to get a confirmed acknowledgement from the Tender Inviting Authority as proof of Hardcopies submission to avoid any discrepancy.
9. **Payment of Transaction Fee:** It is mandatory for all the participant bidders from 1st January 2006 to electronically pay a Non-refundable Transaction fee to MM/s Vayam Technologies Limited, the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006. A service tax of 14% + Bank Charges for Credit Card Transaction of 2.09%(inclusive of service tax) on the transaction amount payable to M/s Vayam Technologies Limited shall be applicable.
10. **Corpus Fund:** As per GO MS No.4 User departments shall collect 0.04% of ECV (estimated contract value) with a cap of Rs.10,000 (Rupees ten thousand only) for all works with ECV up to Rs.50 crores and Rs.25,000/- (Rupees twenty five thousand only) for works with ECV above Rs.50 crores, from successful bidders on e-Procurement platform before entering into agreement / issue of purchase orders, towards e-procurement fund in favour of Managing Director, APTS. There shall not be any charge towards e-Procurement fund in case of works, goods and services with ECV less than and up to Rs. 10 Lakhs.
11. **Tender Document:** The bidder is requested to download the tender document and read all the terms and conditions mentioned in the tender Document and seek clarification if any from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected. The bidder has to keep track of any changes by viewing the Addendum/Corrigenda issued by the Tender Inviting Authority on time-to- time basis in the E-Procurement platform. The Department calling for tenders shall not be responsible for any claims/problems arising out of this.
12. **Bid Submission Acknowledgement:** The bidder shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidder. Users may also note that the bids for which an acknowledgement is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The TSFD and M/s Vayam Technologies Limited are not responsible for incomplete bid submission by users.

13. For assistance on e-tendering please contact

<p><u>At Hyderabad</u> Vayam Technologies Limited Plot No.107, 1st Floor, Lumbini Enclave, Opp: NIMS Hospital, Near Hotel Urvasi , Punjagutta, Hyderabad-500082, Telangana, India Ph: +91-40-44426250/51 Fax: +91-40-44426252</p>	<p><u>Registered office at New Delhi</u> Thapar House, 124 Janpath, New Delhi - 110001 Tel: +91-11- 4710 1200-201 Help Desk Land Line: 040-44426253 / 54 / 55 / 56 Mobiles: 93938-97936, 93938-97965 Fax: 040-44426252 e-Mail: helpdesk.eproc@vayamtech.com</p>
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For further clarification please contact:

Smt.Vamshi Priya, FRO (GIS), Ph: 040-23231701, Ext:520

Sri P. Sreenivasa Rao, DCF (IT), Ph: 040-23231685 ; e-mail: dcf_fca_tsfd@telangana.gov.in

Sri Munindra, IFS, APCCF(Admin & IT), 040-23231564

O/o PCCF, Tealangana, Aranya Bhavan, Saifabad, Hyderabad.

Schedule-I
**Integrated Maintenance Services desired for IT related
Hardware, Software, Appliances, and Peripherals at Aranya
Bhawan, Saifabad, Hyderabad**

Terms and Conditions

1. **Hardware, Appliances, Peripherals** includes Workstations, Servers, Notebooks, Tablet PCs, Personal Digital Assistants, Desktop Computers, Thin Clients, Printers, High-end Printers, Multifunction copiers, A0 size Plotters, Firewall, Network Switches, Hubs, Routers, Backup devices like Tapes, UPS etc. **(List is given in Schedule-II)**
2. **Software** includes :
 - a. **Operating System** Software of all Windows, Linux and Unix flavors;
 - b. **Application Software** like MS Office, MS SQL Server, MS-Visual Studio Professional, Antivirus of all flavors, Drivers and Software of all hardware;
3. **Integrated Maintenance Services desired at 24x365**
 - a. **AMC of Desktop Computers** which are not covered under Warranty/ AMC from Principal Company (Manufacturer/ Original Authorized Supplier)
 - i. Including all spares (Motherboards, RAM, HDD, DVD Drives, Monitors, Keyboard, Mouse, etc.,)
 - ii. Including loading of System Software, Application Software and Packages
 - b. **AMC without spares** for the Hardware/ Software which are covered under warranty/ AMC
 - i. Provide services for software related problems, replacement of peripherals from principal company.
 - ii. Attending the problems arising thereof in the quality, performance and warranty during the period of warranty/ AMC and shall see that the same be rectified by the respective manufacturers/ producers/ developers, within 48 hours of lodging the complaint by TSFD.
 - c. **Network maintenance:** Covers repair & replacement of switches, hubs, routers, Cabling, i/o's; and other network related equipments.
 - d. **Internet maintenance:** (internet service will be provided by the department) Firewalls configuration, Routing, Internet sharing, blocking of unwanted sites, configuring web servers and services etc. (70 MBPS Dedicated Internet)
 - e. **Antivirus** update daily: Licensed antivirus will be provided by the department

- f. **Data backup on servers and Database Archives daily.** (Data backup devices and the required media will be provided by the department) for any failure in hard disk media data it is not responsible by service provider, only for that day
- g. **Workstations and Servers:** services for software related problems, Replacement of peripherals from Principal Company.
- h. **Plotters** services for software related problems, Replacement of peripherals from Principal Company.
- i. **Printers and Fax Machines:** including all spares excluding replacement of cartridges for Fax Machines, Deskjet Printers, Black & White Laserjet Printers, Color Laserjet Printers. If printer/fax is not working standby shall be provided.
- j. **Desired qualifications** of technical man power to be deployed by FIRM as per Schedule-III

Schedule -II

Details of IT Infrastructure (Hardware) in the ARANYA BHAWAN

Abstract:

S.No	Item Description	Quantity	Remarks
1	Desktop Computers (Assembled PC's & Brands other than HP, Lenovo, DELL)	32	
2	HP Desktops	103	
3	Dell Desktops	10	
4	Lenovo Desktops (Think Center)	29	
5	APPLE & Lenovo All-In-One PC	4	
6	Work Stations (HP)	15	
7	Servers (HP, Dell Vrtx)	3	
8	Printers & Scanners (brands Like HP, Canon, Xerox Etc.)	146	
9	Multifunctional Printers (Canon, Konica, Kyocera & Ricoh)	22	
10	A0 Size Plotters	1	
11	N/W Switches (24 Port, 8 Port, Wireless Routers)	42	
12	Fax Machines (Brother, Panasonic Etc.,)	15	
13	Xerox Phaser 7750 A3 Color	1	
14	HP CLJ 5550dn	1	
15	UPS 20 & 60 KVA	5	
16	Sonicwall NSA E5500 Firewall	1	
17	Internet 70 Mbps bandwidth	1	

1. 32 No's Desktop Computers: Desktop computers with various brands like HCL, PCS, Acer and Assembled PC's. These systems do not have any Warranty.

2. HP Desktops:

S.No	Model No.	Quantity	Remarks
1	HP Dx 7380 Mt	12	
2	HP Dx 6100 Mt	4	
3	HP Dc 7900	11	
4	HP 8000 Series	3	
5	HP 8100 Series	14	
6	HP 8300 Series	22	
7	HP Pro book 600 G1 Series	3	
8	HP 800 G1 Elite Series	24	Warranty
9	HP 406G1	10	Warranty
10	HP 450 010IL	1	
11	HP 260-P020iL	1	Warranty
Total		103	

3. Dell Desktops:

S.No	Model No.	Quantity	Remarks
1	Dell OptiPlex 9020	9	
2	Dell Vostro 3800	1	
Total		10	

4. Lenovo Think Centre:

S.No	Model No.	Quantity	Remarks
1	Lenovo Think Centre (Desktops)	29	
Total		29	

5. All-In-One PC:

S.No	Model No.	Quantity	Remarks
1	Apple All-In-One PC	2	
2	Lenovo All-In-One	2	
Total		4	

6. HP Workstations:

S.No	Model No.	Quantity	Remarks
1	HP XW 6600 Workstation	2	
2	HP Z 400 Series	7	
3	HP Z620 Series	2	
4	HP Z 800 Series	2	
5	HP Z820 Series	2	
Total		15	

7. Servers:

S.No	Model No.	Quantity	Remarks
1	HP Proliant ML 580 G7 Rack Mounted	1	
2	HP Proliant ML 350 G5	1	
3	Dell Vertx with 4 Blades (Nodes)	1	
Total		3	

8. Printers & Scanners:

S.No	Model No.	Type	Quantity	Remarks
1	HP Deskjet 6548	Printer	2	
2	HP Laserjet P1007	Printer	7	
3	HP Office Jet 4255	Printer All in One	1	
4	HP Laserjet M1005 MFP	Printer	2	
5	HP Laserjet 1020	Printer	12	
	HP Office jet F4488	Printer All in One	6	
7	HP Officejet J3608	Printer All in One	1	
8	HP Laserjet 1010	Printer	1	
9	HP Laserjet P3015	Printer	1	
10	HP Laserjet 3050	Printer All in One	1	
11	HP Laserjet P1505	Laserjet	6	
12	HP CLJ 1025	Printer	3	
13	HP LJ Pro p1606dn	Laserjet	39	
14	HP Laserjet P2025dn	Laserjet	1	
15	HP Laserjet P1008	Printer	2	
16	HP Ink advantage 2545	Printer	1	
17	HP Laserjet M202 dw	Printer	32	
18	HP Laserjet p1566	Printer	1	
19	HP Deskjet 2645 All-In-One	Printer All-In -One	1	

20	Canon Laserjet LBP2900	Printer	5	
21	HP Colorlaserjet 1515	Printer	1	
22	Canon Image Class MF4550D	Printer	1	
23	HP Laserjet P1108	Printer	1	
24	Canon DR-C130L	Scanner	13	Warranty
25	Fujitsu fi6110 Scanner	Scanner	2	
26	Canon PSC Scanner	Scanner	1	
27	Epson Deskjet L360	Printer All-In -One	1	
28	HP Laserjet 136MFP	Printer All-In -One	1	
29	HP LaserJet Pro 100 MFP M126	Printer All-In -One	1	
TOTAL			146	

9. Multifunctional Printers: (AMCs will be taken from principal companies or Authorised Service Provider)

S.No	Model No.	Quantity	Remarks
1	Ricoh Aficio 1600Le	2	
2	Ricoh Aficio 2000Le	1	
3	Canon IR 3225	3	AMC
4	Kyocera Copiers Task Alfa 220	7	
5	Canon IR 4225	5	5 AMC
6	Canon Advanced 2225	1	AMC
7	Canon 2422	1	AMC
8	Konica Minolta Bizhub 215	2	
Total		22	

10. HP Plotters:

S.No	Model No.	Quantity	Remarks
1	Design Jet 800PS	1	AMC
Total		1	

11. Network Switches and Wireless Access points:

S.No	Model No.	Quantity	Remarks
1	Cisco Catalyst 2950 24 Port Switch	24	
2	D-Link DS 3028	4	
3	Dlink DES-1008D	4	
4	D-Link Access Point DAP-2230	3	
Total		35	

12. FAX Machines:

S.No	Model No.	Quantity	Remarks
1	Brother FAX 2820	2	
2	Brother FAX 2840	7	
Total		9	

13. A3 Color Laser:

S.No	Model No.	Quantity	Remarks
1	Xerox Phaser 7750 A3 Color	1	
Total		1	

14. A3 Color Laser: (AMCs will be taken from principal companies)

S.No	Model No.	Quantity	Remarks
1	HP CLJ 5550 A3 Color	1	AMC
Total		1	

15. UPS:

S.No	Model No.	Quantity	Remarks
1	60 KVA	3	AMC
2	20 KVA	2	Warranty
Total		5	

16. Sonicwall NSA E5500 Firewall:

S.No	Model No.	Quantity	Remarks
1	Sonicwall NSA E5500	1	Warranty

Note:

Warranty: Warranty with the manufacturer
AMC: AMC with the authorised service provider

Schedule -III

Qualifications desired for man power deployed by the FIRM

S. No.	Designation	Qualifications
1	Hardware Technician – 3 Members – to be permanently deployed	<ul style="list-style-type: none">a. Diploma/ Graduate in CA, CS, EC, IT, Software Engineering or equivalent.b. Minimum 1 year experience in handling of Integrated Maintenance Services as desired in Schedule-I of this document.
2	Hardware and Software Manager – 1 Members – to be available on call basis in 1 hour time gap	<ul style="list-style-type: none">a. Diploma/ Graduate in CA, CS, IT, EC, Software Engineering or equivalentb. Minimum 3 years of experience in handling of Integrated Maintenance Services as desired in Schedule-I of this document
3	System and Network Administrator – 1 Member - to be available on call basis in 2 hours time gap	<ul style="list-style-type: none">a. B. Tech (CA, CS, IT, EC, Software Engineering or equivalent)/M.Sc (CA, CS, IT, Electronics or equivalent)/MCA or equivalent.b. Certification's like MCSE (or) CISCO (or) Solaris (or) Linux etc., any one certifiedc. Minimum 5 years experience in handling of Integrated Maintenance Services as desired in Schedule-I of this document.

Check list for submission of documents through Online and Offline:

S.No	Tender Condition
1	EMD (Earnest Money Deposit) in the form of Demand Draft (Original to be furnished through offline)
2	Technical expertise, support & experience
3	Copy of Registration of the firm.
4	Copy of PAN Card and latest Income Tax return
5	Copy of Service Tax Registration and up to date Return
6	Copy of VAT Registration and up to date Return
7	Declaration that they have not been black listed anywhere.
8	Clientele list of minimum 2, with Customer satisfactory reports form the concerned Organizations.
9	List of technical manpower to be deployed along with their technical qualifications and payslips.