

Tender Notice
for
Maintaining Backups and Network and Server Support

MSTC E Tender No - SPICEB/18-19/ET/13

1. Introduction:

Spices Board (Ministry of Commerce and Industry, Government of India) is the flagship organization for the development and worldwide promotion of Indian spices. The Board is an international link between the Indian exporters and the importers abroad.

2. Scope of work:

Please refer Annexure 1.

3. Information to Agency:

- a) Spices Board is not bound to accept any of the proposals submitted.
- b) At any time before the last date of submission of tender, Spices Board may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the tender document. Any amendment shall be informed to the bidders by publishing in website and shall be binding on them. Spices Board may at its discretion extend the deadline for the submission of tender.
- c) The applicant is required to visit the Spices Board website for any changes or amendments in the tender before submitting their tenders.

4. Eligibility Criteria

Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender.

Tender shall be submitted by those companies/firms/organizations who meet the following eligibility criteria

- a) The vendor should have successfully executed at least one project related to software /back-ups/database during the last 5 financial years (2013-14, 2014-15, 2015-16, 2016-17, 2017-18), each project should be of at least Rupees 5 Lakh. All the projects mentioned should be developed for a government organization in India (Central Govt. / State Govt. / PSU/ Autonomous Bodies/ Constitutional bodies) (*Work orders and project completion certificates shall be uploaded while submitting e-tender*).
- b) The bidder shall have minimum 2 years of experience in the relevant field. (*Supporting documents shall be provided while submitting e-tender*).

- c) The Service Provider should not have been blacklisted by any Government /PSU (self-declaration shall be uploaded while submitting e-tender).
- d) Tender shall be supported with audited statement of accounts for at least last 2 years (*audited statement of accounts shall be uploaded while submitting e-tender*)
- e) The Service Provider should have at least 10 employees. (*last month pay slips of at least 10 employees shall be uploaded while submitting e-tender*)

5. Price bid format (shall be entered online)

#	Item	Total Cost in INR
a	Monthly service cost	
b	Applicable taxes for the above (item a)	

Note: Scope of work is provided in **Annexure 1**.

6. Clarifications

You may contact Deputy Director (EDP) for any clarifications at jjesh.das@nic.in

7. Important Instructions

This is an e-procurement event of Spices Board, Kochi. The e-procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020. You are requested to read the terms & conditions of this tender before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

Please refer to **Annexure - 2** for more details.

8. Schedule of Tender:

1	Mode of Tender	e-Procurement System (Online Part1- Techno-Commercial Bid and Part-II- Price Bid through https://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.)
2	Transaction Fee	Rs. 1,274/- (Including @ 18% GST)

	Note: Please note that vendors will have the access to online e-tender only after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Payment of Transaction fee in favour of MSTC LIMITED. (Refer clause 4, Annexure 2) (Transaction fee and related bank charges are to be paid by bidder)
3	Start Bid date and Time	11-12-2018, 3:30 PM.
4	Close Bid date and Time	01-01-2019, 3:30 PM
5	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	01-01-2019, 4:00 PM

9. EMD

Bidders should submit an EMD equal to Rs. 45,000 along with the tender by way of Demand Draft drawn in favour of “Secretary, Spices Board” payable at Kochi, from any nationalized bank. The EMD shall be valid for three months. Bank Guarantee will not be accepted towards EMD.

The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof have to be uploaded while submitting e-tender.

EMD of the unsuccessful bidders will be refunded (without any interest) within 45 days from the date of opening of tender.

EMD amount of the Successful Bidder will be refunded (without any interest) within 30 days after acceptance of work order and submission of “contract performance guarantee”.

EMD will be forfeited if the vendor withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender.

EMD shall be submitted in sealed envelope, superscribing the words “EMD for Maintaining Backups and Network and Server Support”, through Speed Post/Registered Post/by Hand to reach the following address on or before closing time of the tender.

Deputy Director (EDP)

Spices Board, Sugandha Bhavan, NH

ByPass, Palarivattom, Cochin- 25

Tel: +91-484-2333603 E-mail: jjesh.das@nic.in

10. Contract Performance Guarantee

The successful bidder will be required to submit a contract performance guarantee equivalent to Rs.10,00,000, in the form of unconditional irrevocable Bank Guarantee, valid for a period 2 years from the date of acceptance of work order, within 15 days of acceptance of work order.

The contract performance guarantee will be returned to the successful bidder only after successful completion of the project.

Contract Performance guarantee will be encashed if the successful bidder fails to provide the service under the contract period of two years or any backups as per the agreed schedule is not found in the cloud locations or any backup is found corrupt so that it cannot be loaded or gives wrong data/incomplete data after loading. Board may further terminate the contract with immediate effect.

11. Payment Terms

Monthly service cost at the end of each month subject to providing satisfactory service.

12. Other Terms and Conditions

1. No consortium will be allowed in the tender.
2. Successful vendor shall accept the work order within 15 days of receipt of work order, and submit a contract performance guarantee within 15 days of acceptance of work order. Once the work order is accepted, service (*all items mentioned in scope of work*) shall be provided within a maximum period of one month. Failing in any of these, the EMD will be forfeited and work order will be cancelled.
3. The tender must remain valid for at least 3 months after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the assignment.

Spices Board will make its best efforts to decide on the tender within this period. If Spices Board wishes to extend the validity period of the proposals, the bidders who do not agree have the right not to extend the validity of their proposals.

4. Duration of the project is for 2 years. However the Board reserves the right to terminate the contract at any point of time, by giving one month notice.

Dy. Director (EDP)

Annexure 1

Detailed Requirements

- a) The vendor shall maintain backups of following databases with all data and objects to 3 different cloud locations and one external hard disk Spices Board, Kochi. All infrastructure requirements (including hard disks) will be the responsibility of the vendor. The backups must be stored as daily (last 7 days), weekly, monthly and yearly.

#	Database	OS	Number of Servers
1	Oracle	centOS	1
2	Mysql	centOS	1
3	Mysql	Red Hat	2
4	Postgresql	ubuntu	1

- b) The vendor shall maintain backups of following PHP/Java servers with all code and server configurations to 3 different cloud locations and one external hard disk Spices Board, Kochi. All infrastructure requirements (including hard disks) will be the responsibility of the vendor. The backups must be stored as daily (last 7 days), weekly, monthly and yearly.

#	Server	OS	Number of Servers
1	Java	Ubuntu	1
2	PHP	centOS	1
3	PHP	Red Hat	2

- c) QUADMAS Software backups (Generated Files and MSSQL) backups need to be taken from seven QEL locations (Chennai, Narela, Kochi, Tuticorin, Kandla, Mumbai, Guntur) to three external hard disks kept at Spices Board offices at these locations. Hard disks will be provided by Spices Board and remote access will be provided. All other infrastructure requirements will be the responsibility of the vendor. The file backups and database backups must be stored as daily (last 7 days), weekly, monthly and yearly.

In addition, the backups of Kochi QEL, must be stored in one cloud location as per the schedules mentioned above.

- d) The vendor shall load data (*any data mentioned in a,b, and c*) into a database/server without any loss whenever such a request is made Spices Board. The data loading activity must be completed within 12 hours.
- e) The vendor shall maintain network/network devices (Switch, Router, etc.) at Spices Board, Kochi with troubleshooting of all network related issues. Purchase or replacement of items will not be covered under this AMC. The service shall be provided on 24*7 basis.

- f) The vendor shall maintain all the servers and databases mentioned above (sl.no. a, b, c) with troubleshooting of all server related issues. Purchase or replacement of items will not be covered under the scope of work. The service shall be provided on 24*7 basis.
- g) The vendor shall monitor all the backups mentioned in a,b and c. The vendor shall load the backups to test server once in a month and ensure the correctness of the backup (*test servers will be provided by Spices Board*)
- h) The vendor shall provide support one technical person on site at spices board HO, Cochin during Monday to Friday 9AM to 5.30PM

Annexure 2

1 Process of E-tender

A). **Registration:** The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of techno-commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ONLINE AT http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp

a.i.1.a.i.1.a.i Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts. → Spices Board → Register as Vendor Filling up details and creating own user id and password → Submit.

a.i.1.a.i.1.a.ii Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/Spices Board, (before the scheduled time of the e-tender).

Contact person (MSTC):

1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in

2 Mr. Ravindranath Mob-7676456095 ravindranathkb@mstcindia.co.in

B) System Requirement:

Windows 98 /XP-SP3 & above/Windows 7 Operating System

a.i.1.a.i.1.a.i IE-7 and above Internet browser.

a.i.1.a.i.1.a.ii Signing type digital signature (Class-3)

a.i.1.a.i.1.a.iii JRE 8 update 171 and above software to be downloaded and installed in the system. To enable ALL active X controls and disable _use pop up blocker' under Tools→Internet Options→

A) Part I techno-commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.

B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.

Note:

The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.

3 All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity

4 **Special Note towards Transaction fee** The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

Transaction fee is non-refundable.

A vendor will not have the access to online e-tender without making the payment towards transaction fee.

NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.

Contact Details: Fax No. : 033-

22831002 Email ids:

rpradhan@mstcindia.co.in

Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.

In case of failure to make payment towards Transaction fee for any reason, the vendor, in

5 Vendors are instructed to use **Upload Documents** link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 4 MB.

Once documents are uploaded in the library, vendors need to attach documents through **Attach Document** link against the particular tender. For further assistance please follow instructions of vendor guide.

6 All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email

I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

7

a.i.1.a.i.1.a.i Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. **The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.**

a.i.1.a.i.1.a.ii

intimation in respect of corrigendum to this

Ltd.

8 E-tender cannot be accessed after the due date and time mentioned in NIT.

9 Bidding in e-tender & Reverse auction:

- a) Bidder(s) need to submit necessary EMD, Tender fees (If ANY) and Transaction fees to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Spices Board. EMD should be sent in physical to Spices Board Kochi before the last date of submission of bid.
- b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid.
- c) The bidder(s) who have submitted the above fees can only submit their techno-commercial Bids and Price Bid through internet in MSTC website
www.mstcecommerce.com → e-procurement → PSU/Govt Depts → Spices board Login → My menu → Auction Floor Manager → live event → Selection of the live event →
- d) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.
- e) After filling the Techno-Commercial Bid, bidder should click “save” for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Submit” button to register their bid
- f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
 - i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter **SUPPLIER**.
 - j) It is mandatory that all the bids are submitted with digital signature certificate

	<p>otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11	No deviation to the technical and commercial terms & conditions are allowed.
12	After submitting online bid, the bidder cannot access the tender, once it has been submitted with digital signature
13	Spices Board, Kochi has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
14	The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website http://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd
15	The bidders must upload and attach all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
16	The bid will be evaluated based on the filled-in technical & commercial formats.
17	The documents uploaded and attached by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
18	Vendors can refer to the pdf document in the below link for MSTC's e-Procurement Portal Guidelines http://www.mstcecommerce.com/eprochome/UserManualVendor.pdf