

REQUEST FOR PROPOSALS (RFP)
For

**“Annual Maintenance Contract of Hardware
and
Facility Management”,**

for

Commercial Taxes Department
Government of Orissa
Baniyakar Bhawan, Cuttack.

Proprietary & Confidential

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**1. Invitation for Competitive bidding
for
“Annual Maintenance Contract of Hardware & Facility Management**

- 1.1** Tender call for Facility Management of IT infrastructure of Orissa Commercial Taxes Department”.
- 1.2** The Schedule of requirements consists of Facility Management for Servers, Computers, Desktops, Laptops, Printers, Network items, Modems, UPS and Leased lines. CCT (ORISSA) on behalf of Commercial Taxes Department Orissa is inviting the bids.
- 1.3** Time schedule of various tender related events:

Bid calling date	25-10-2011
Last date / time for clarification	11-11-2011; 3.00 PM
Last date and time of submission of bid	15-11-2011; 3.00 PM
Bid Security / Earnest Money Deposit (EMD)	1,50,000/- (Rupees One Lakh Fifty Thousand)
Pre-qualification bid opening date	18-11-2011
Technical bid opening date and Time	21-11-2011
Financial Bid Opening date and time	23-11-2011
Bid Document person / contact person	DCCT (IT & Policy), Orissa. Phone: (0671)-2304922
Email	ctdho@orissatax.gov.in
Reference No.	

- 1.4** The firms which are interested in participating in the bids may please ask the contact person for details or visit <http://orissatax.gov.in>
- 1.5** A complete set of bidding document prepared may be obtained by interested bidders on submission of a written application addressed to “The Deputy Commissioner Commercial Taxes Department, Cuttack” and by paying a non-refundable amount of Rs.2500/-. The payment can be made in the form of Demand Draft drawn in favor of “CCT, Orissa, payable at Cuttack (India)”. The Document, if required can be sent by courier for out station locations for which Rs. 500/- be included as postage to be paid extra. The document can also be down loaded from web site <http://orissatax.gov.in>. Bidder using bidding document by downloading from website is required to pay a non-refundable amount of Rs.2500/- towards bid document fee in the manner prescribed above at the time of submission of bid.

Pre-Qualification Criteria

The bidders desirous of bidding for the project shall meet the following pre-qualifications.

2.1 Pre-Qualifications for Schedule:

2.1.1 The Bidder must have at least 5 years of experience as on bid calling date in ALL of areas: (Bidder must attach documentary proof for the following).

- (a) Maintenance of Servers and Desktop Systems.
- (b) Maintenance of peripherals like LaserJet Printer, DeskJet printer, Line Printer and Dot Matrix printer.
- (c) Maintenance of networking tools and devices like Routers, Switches, Network cabling.
- (d) Lease Line Modems, IDS, IPS and firewall.
- (e) Maintenance of system software such as Linux, Win 200x, and Windows x.x.
- (f) Data backup devices.
- (g) Help Desk Management & Multi-vendor management
- (h) Handling of various servers with services running on them.
- (i) Handling Anti-Virus, Spyware and Malware through anti-virus. Anti-spyware tools and such other tools.
- (j) Handling NMS.
- (k) Experience in providing the "services" defined in the "scope of the work".

2.1.2 The bidder must have a turnover of at least Rs. 10 Crores in the Services as specified above, in each of the Last 3 Financial Years i.e. 2008-09, 2009-10 & 2010-11. The turnovers in any other areas of IT will be ignored for the purposes of evaluation. The bidders must enclose work orders in support of their claim. Submission of company turnover details may not reveal the bidders required experience in the required field / areas of expertise.

2.1.3 The bidder has to be a profit making organization for the past 3 financial years i.e. 2008-2009, 2009-2010 & 2010-2011.

2.1.4 The Bidder should have positive net worth turnover of more than Rs.100 Crores excluding software development for each of the last three financial years ending 31.03.11.

- 2.1.5** The Bidder must have experience in handling minimum 100 leased line of a single Customer for minimum of 3 consecutive years
- 2.1.6** The Bidder must have experience in handling minimum 300 PCs of a single user or customer in Orissa and 50 Servers of a single user or customer.
- 2.1.7** The bidder must have minimum 5 Direct service centers across the state of ORISSA. The number of minimum service engineers in Bhubaneswar has to be 15 and the minimum number of service engineers outside Bhubaneswar must be minimum 3 at each center. The required qualification and experience for Facility Management engineers are given elsewhere in the document.
- 2.1.8** The bidders must have office registered at ORISSA in any major town of Orissa and running the business for at least three year as on bid calling date. The Bidder shall enclose documentary proof of his qualifications to the tender in the forms enclosed.
- 2.1.9** The bidder must be a Gold certified Partner and the bidder has to undertake & coordinate with the Original Equipment Manufacturer (OEM) of the existing equipment of the CTD Department to provide necessary support of spares and services for the equipment.
- 2.1.10** The bidder should have experience in providing facility management services to at least one data center, during the last three financial years 2008-2009, 2009-2010, 2010-2011.

3. Scope of work

For

“Annual Maintenance Contract of Hardware & Facility Management

3.1 Introduction to the Commercial Taxes Department.

3.1.1 The Commercial Tax Department (CTD) is the largest revenue earning department to the state, contributing over 60% of the state's own revenue.

3.1.2 Currently, the CTD operates at three levels, namely head office at Baniyakar Bhawan, Cuttack, 12 ranges, 45 circles, 14 assessment units. In addition to these there are 18 border check gates for monitoring movement of goods into and outside the state.

3.1.3 All the Range offices, circle offices and unified check posts (UCPs) are well connected to Head Office at Cuttack through Leased lines from BSNL through MPLS VPN and LAN for effective day to day tax administration.

3.2 Scope of the work

3.2.1 Scope of the work for Annual Maintenance Charge and Facility Management services

3.2.2 Commercial Taxes Department has automated its operations effectively using the IT technology. The IT infrastructure consisting of various servers having different operating systems, Relational Data Base Management System, PCs, Printers, Networking Devices, Leased Lines, Air Conditioners & Generators. The network backbone for all the offices of the CT Department is on BSNL leased lines across the states. To maintain the infrastructure effectively without any interruptions to its service (24 x 7 availability of IT infrastructure), the Commercial Tax Department is looking for a service provider, who can offer Annual Maintenance

Contract and Facility Management (AMC & FM).

3.2.3 The AMC & FM services could be overall management of Commercial Taxes Department and Wide Area Network for providing the services to the users for availability of the applications / services at their desktops/ Laptops such as -

- (a) Internet & Intranet services,
- (b) Email,
- (c) RAS, and
- (d) Application Software services added from time to time on the internet and intranet.

3.2.4 The overall management and maintenance of Commercial Taxes Department network includes administration of servers, PCs, Printers, Peripherals, Networking, ISP Leased lines, Uninterrupted Power Supply(UPS) and the services running on them and also coordination with BSNL for leased lines. The detailed scope is as follows, namely:-

3.2.5 General Scope:

1. The overall management and maintenance of Servers, Clients, Peripherals, LAN and WAN for Commercial Taxes Department, Orissa.
2. Overall Management and Maintenance of Networking by checking and Managing network status and taking remedial action in case of problems (Co-ordination with the BSNL).
3. Backup of the data as per the backup policy defined by CT department.
4. Archival of the Backup as per the CT department backup and archival policy.
5. Operational Support for the Commercial Tax Department Applications and other applications running and added, from time to time.
6. Monitoring the Leased Lines for the link availability and coordinating with the service providers such as BSNL.
7. Providing physical and Logical security for the Servers, Data, LAN and WAN. If tools are required to protect IT infrastructure, then Department will provided the same.
8. Virus protection to the IT infrastructure for the CT Department

9. Training in System Operations to staff as and when required.

3.2.6 Detailed scope of the work

(1) Server Management

(a) Mail Server

- I. Mail server systems administration/enhancement.
- II. Detailed flow-chart for email flow within Department,
- III. Mail configuration tuning for optimum performance,
- IV. SMTP server queue monitoring
- V. Daily analysis of mail-error and access logs,
- VI. Backup and Restoration,
- VII. Maintenance of log of reported problems and analysis,
- VIII. Escalation of problems,
- IX. Formulation of backup policy and taking backups as per policy,
- X. Writing of Shell and Perl scripts for automation of maintenance functions,
- XI. Taking anti-relay, anti-virus and anti-spam maintenance functions,
- XII. Taking anti-relay, anti-virus and anti-spam measures,
- XIII. Management of user mail ids.

(b) Applications Server.

- I. Application server configuration, tuning and monitoring
- II. Application server System Administration
- III. Restoration of Application Server
- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required
- VI. Works related to customer Application hosting.

(c) Data Servers and Cluster Server.

- I. Data Server and Cluster Server Configuration, tuning and monitoring
- II. Data Server and Cluster Server System Administration
- III. Restoration of Data Server and Cluster Server

- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required

(d) Proxy Server

- I. Proxy server configuration and tuning and monitoring
- II. Proxy server System Administration
- III. Proxy Software Installation and configuration. Restoration of Proxy Server
- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required

(e) Network services

- I. Network devices configuration, management and tuning for optimum performance.
- II. Network fault isolation
- III. Monitoring of network performance and escalation of performance
- IV. Implementation/modification of network routing policies, IP- addressing policy.
- V. Real-time monitoring and deployment of network security measures 24*7*365
- VI. Maintenance of network configuration, routing, IP addressing documentation etc.
- VII. Bandwidth monitoring and trend for the network and repairing

(f) Enterprise/Network Management System

- I. Maintenance and tuning of Servers and Network Management Setup.
- II. Fault isolation in all locations
- III. Overall network management and Systems management.
- IV. Formulation and implementation of network and System management policies.
- V. Monitoring of Network and System performance using EMS, generation of reports, analysis of data.
- VI. Enabling problem reporting through the web.
- VII. Maintenance of Fire wall as well IDS

VIII. Network & System Administration

- (a) Administering and monitoring User Ids.
- (b) User level help in logging on to Network and other related activities including FTP.
- (c) Creating E-Mail Groups and Mail management.
- (d) Helping Users to use common resources on Network etc.
- (e) Network analysis and performance tuning.
- (f) Other related works.

(g) System Support

- I. Taking Daily System Back Ups.
- II. Installation and Reload Support on Desktop OS like Win 95/98/XP, windows 200x,7/Linux etc.
- III. Installation and Reload Support for Server OS like Windows NT Server, WIN 200x, SCO UNIX, Sun Solaris, Linux, other UNIX flavors, or any other OS the department may buy etc.
- IV. Installation and Reload Support for Applications like MS Back office, MS Exchange etc (Readily available Applications)
- V. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or front end application.
- VI. Installation and reload support for system software upgrades, namely OS as may be procured or supplied by Commercial Taxes Department during the period of the agreement.
- VII. Guarding the systems against virus, malware and spyware infections using the latest anti- virus and anti spy ware tools made available by the Department. The facilitator will assist in selecting the latest anti-virus tools from time to time to guard the systems against the virus.
- VIII. Data transfer from one machine to other or one location to other location.
- IX. Data transfer from, to Different offices of Commercial Taxes Department through leased lines etc.
- X. The support engineers positioned at ranges should provide the support for the Range. Office, Circle Offices, Check Posts and other CTD offices in that particular Range.

3.2.7 Qualifications of the Facility Management Personnel;

The staff should have experience in Windows, Solaris, SCO UNIX OS, Linux OS, Microsoft Exchange, networking including Cisco equipment and Network equipment of other manufacturers. 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. The certified Engineers/personnel from Microsoft (MCSE), Sun Certified, CISCO (CCNA), and NORTEL shall be preferred. The facility management staff should have strong hold over hardware and network management and should be capable of independently managing the project.

I. The minimum qualification of the FM personnel is as follows :

Minimum Qualifications & Experience Required

SI No.	Position	Educational Qualifications	Certificate on	Experience	Reinvent Experience In the required
1.	System Administrator	BE(CS) / M. Tech (CS) / MCA	MCSE, Unix and/or Linux	Installation & configuration of Administration of UNIX, WINDOWS NT & LINUX	5 years
2.	Network Specialist	BE(CS) / BE / Dip (E&TC)	CISCO / NORTEL	Installation & configuration of Switch, Router, modem and other Network equipments.	5 years
3.	Support Engineer / Network Associate	BCA, Dip.in E&TC / Dip in CS / BSc (CS) / BE / B.Tech	CCNA / CCNP / MCSE	WIN 95/98/2000/2003, MS Office / Smart Suite / IE / Netscape configuration / Installation of Software products, Zip & Unzip	2 years

3.2.8 Manpower Deployment Plan:

Sl.	Shift name	Remarks
1	General Shift 10.00 AM to 6.00 PM	At HQ and RANGE offices
2	Round the clock (3) Shifts (8 hours each)	At Data Center and for Check Gates

3.2.9 Manpower deployments are as follows:

S. No	Location	Shift	No Units	Strength per location	Minimum requirement
1.a	Data Center at Head Quarter of CCT (ORISSA)	3 Shifts	1	System Administrator Network Administrator Support Engineer (Day & Night)	1 2 6
3	At Each RO office	General	12	Support engineer	12
4	Overall coordinator to control and monitor the operation of all the team Member. Who works in the General Shift and available round the clock.				1
	Total				22

3.2.10 Up gradation of Technology:

The Facilitator should constantly keep informed the Commercial Taxes Department about the technological updates for improving the service performance. The Facilitator should apprise the Department about the appropriate Hardware as well as Software requirement for technological up gradation if any as and when required.

3.2.11 Maintenance Services (MS):

This category includes comprehensive maintenance for the equipment with or without parts warranty for the original supplier as the case may be. This category includes all equipment including backbone cabling and structured cabling, switches, modems, network, racks, Servers, Desktops, Printers, UPS and other Peripherals. The services consist of preventive and corrective maintenance and include carrying out the necessary repairs and fittings of replacement parts. The MS can be divided into the following broad categories.

1. Server Systems:

- i. Servers
- ii. UPS for server
- iii. Storage system.
- iv. Networking equipment such as Switches, Routers, Modems, Firewall, IDS, and LAN including structured cabling.

2. Desktops, UPS, CVT & Stabilizers for desktops and other peripherals like printers, Scanners etc.

3.2.12 Runtime

The runtime or utilization time for the IT equipment shall be as follows:

1. Servers System(s): The run time for Servers and Server system is 24 hrs x 365 days. Server Systems refers all the connected components to the server such as Networking equipment, Power supply systems (UPS) etc.
2. Desktops and peripherals: The run time for the desktops will be from 10.00 AM to 6.00PM on all working days.
3. The runtime for the new e-Service Application & Handout will be 24*7*365

3.2.13 Downtime

Down Time: Defined as the time during which the systems and/or services running on it are not available and or are deemed to be not available to the users in part or full due to any non-functioning repairs / problems etc. The penalty for downtime will be counted from the time problem is reported to the bidder electronically or telephonically or by such 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 computed as per the following rules:

(a) Maximum Admissible Downtime:

- i. Server System – Maximum 6 hours calculated over a period of three months.
 - ii. Clients and Peripherals – Maximum 20 office hours calculated over a period of Three months.
1. 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 8 hrs. (10Am to 6PM) and not 24 hrs, except in case of Servers where downtime is the actual downtime.
 2. 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.
 3. 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.
 4. Few Example of down time calculations:
 - a. When server is down – Server and all hardware connected to server directly or indirectly will be treated as down.
 - b. When Switch is down, Switch and all other related items connected to Switch will be treated as down.

- c. Only PC is down – PC
- d. Only printer is down – printer
- e. Router and modem – Entire office h/w are down.
- f. Leased line down between one field office including CGs. and CCT Office - Entire R.O office will be deemed as down.
- g. Leased line down between HQ and field including CGs. offices, leased line components at head quarter, RO office and CCT office will be deemed as down.

3.2.14 Maintenance and warranty

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

1. Maintenance services for equipment not covered under parts Warranty from original suppliers.
Maintenance Services for equipment with Parts warranty offered by the original supplier.

3.2.15 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 affect 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, with due intimation to the officer in-charge of the CTD location and to H.O at Cuttack.
- ii. The Facilitator is required to maintain the adequate stocks of spares to meet the requirements of key equipment like servers, Routers, modem, Desktops. The Department reserves the right to verify the stocks at any point of time. The bidder is required to submit a quarterly statement of available spare parts to the Department.
- iii. Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration specifically approved by the Dept.
- 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 the time.

- v. The facilitator shall ensure that all the replacements and components used on the process of restoring systems are genuine and original.
- vi. The objects 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. **Defects / Problems in hardware arising out of lightening / electrical issue are to be covered under AMC / FM.**
- viii. **The maintenance service does not include:**
 - 1. Magnetic media like magnetic disk packs, cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes, CD-ROMS, MODs.
 - 2. Accessories like spools, take up reels, containers, straps, write-protect rings.
 - 3. Stationery items including carbon papers and paper tapes.
 - 4. Consumables like DMP Print heads, DMP RD Assembly, print bands, ribbons, daisy wheels, ribbon cartridges, ink, plotter pens, LMP Glass windows, and transparency films.
 - 5. Non-functional parts, like covers, castors, stand and carry bags.
 - 6. Items as specified in Annexure - III

3.2.16 Coordination

Facilitator (Bidder) shall co-ordinate with other vendor(s) for replacement of any defective item for the equipment, which are under warranty at the time of contract signing and also not under warranty; however, it is the duty of Facilitator to ensure required uptime.

3.2.17 Electrical Maintenance:

Facilitator shall ensure uninterrupted services for the scope mentioned above during the contract period. He shall ensure that the no systems shall 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.

3.2.18 Obsolescence

If the system spares are not serviceable due to obsolescence, the same would be upgraded to state-of-the-art systems / spares at mutually agreed cost to the customer's as per prevailing market rate, after taking approval from Department / CCT (ORISSA). The facilitator will furnish the list of such items after an inventory of the equipment is taken.

3.2.19 Other miscellaneous Items relating to execution of FM jobs

3.2.20 Access to the Equipment and Information:

1. The Department shall give Facilitator required access to the equipment to enable maintenance services.
2. The Facilitator shall submit the list of authorized personnel being deployed and issue them individual Photo Identity cards with the approval of the CT Department.
3. The Department shall ensure compliance of the technical instructions and guideline as 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.
4. **Confidentiality of information:** The facilitator and its staff shall maintain satisfied confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or thereafter. The facilitator and its staff shall confine themselves to the job assigned and no more. Any violation or attempt of violation may lead to legal action under appropriate law.

3.2.21 Contract Execution

- a. **On-site Engineers:** Facilitator shall position required number of On-site engineer (s) for maintaining the systems.
- b. **Facility Management engineers:** Facilitator shall position FM engineers as defined in the section 3.2.1.4. & 3.2.1.5. The Facilitator will deploy more manpower as and when required by the CT Department on proportionate cost basis.
- c. **Taking over of additional equipment for maintenance:** Any equipment added to the existing equipment/infrastructure for maintenance shall be taken up for maintenance with immediate effect. But for the purpose of payments it shall be deemed to have been added from the 1st day of next quarter. Similarly, any deletion of equipment from CT Department

will be deemed to have been deleted from 1st day of next quarter.

3.2.22 Maintenance Plan Document

The Vendor shall submit a detailed and comprehensive plan for providing maintenance (including preventive maintenance schedules) to the Department within 15 days of award of the Contract. The Maintenance Plan Document shall indicate in details of the steps to be taken by the vendor during the period of contract towards provision of maintenance services and the quality of service shall be examined by the Department as per the Plan document.

3.2.22.1 Maintenance calls record (log book):

The Vendor has to install and maintain a call tracking system for the entire CTD. The Software is to be provided by the vendor. The regular reports can be downloaded by the use of that software as and when required for the entire hardware existing in CTD.

A record will be kept about machine failure, which shall have the following parameters.

1. Nature of failure
2. Date and time of booking of the complaint
3. Date and time the machine becoming operational
4. Downtime.
5. Resolution Time

The record will be recorded and signed by the service engineer of facilitator and department representative. The facilitator has to install application software, for calls of necessary booking of complain, periodic up time down time reports.

3.2.23 Exit management plan and Returning of the equipment after completion of the contract period

The vendor shall handover (return) all the equipment back to the Department or to the replacement agency appointed by the department after the contract period in good and working condition with detail list showing the name of the equipment and configuration.

GENERAL OBLIGATIONS OF THE VENDOR

3.2.23.1 The Vendor shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to the , Commissioner Of Commercial Tax or its nominated agencies or its Replacement

Vendor and which the Vendor has in its possession or control at any time during the exit management period.

3.2.23.2 For the purposes of this Schedule, anything in the possession or control of any Vendor, associated entity, or sub-contractor is deemed to be in the possession or control of the Vendor.

3.2.23.3 The Vendor shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

EXIT MANAGEMENT PLAN

3.2.23.4 The Vendor shall provide the Commissioner of Commercial Tax with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Annual maintenance of hardware and facility management. The Exit Plan is to be submitted by the selected Vendor 60 days prior to expiry of this contract period with an undertaking that the vendor shall extend all information and fully cooperate with the new vendor at that point of time to facilitate such take over.

3.2.23.5 A detailed program of the transfer process that could be used in conjunction with a Replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

3.2.23.6 Plans for the communication with such of the Vendor's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the Department's equipments and facility operations as a result of undertaking the transfer.

3.2.23.7 Plans for provision of contingent support to CTD's computer system and facility to Replacement Vendor for a reasonable period after transfer.

3.2.23.8 Each Exit Management Plan shall be presented by the Vendor and approved by the Commercial Tax Department.

3.2.23.9 In the event of termination or expiry of Agreement or Operation and

Management of the facility, each Party shall comply with the Exit Management Plan.

3.2.23.10 During such exit management period, the Vendor shall use its best efforts to deliver the services as provided in the AMC agreement.

3.2.23.11 Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

3.2.23.12 This Exit Management plan shall be furnished in writing to the, Commissioner Of Commercial Tax or its nominated agencies within 90 days from the Effective Date of this Agreement.

3.2.24 Review

The Department will conduct periodical reviews from time to time by examining the automated reports generated by bidder such as downtime reports, uptime reports, logbooks, etc.

3.2.25 Contract Period

The contract period of AMC and FM will be **3 (Three) years** which will be reviewed at the end of year. The contract period starts from date of start of AMC and FM as mentioned in the letter of award of contract and agreement to the contract.

3.3 Role of the department

1. Entering the agreement with bidder.
2. Checking up of the daily data of log book, uptime and downtime reports.
3. Receiving all deliverables (services) from the Contracted Service Provider and certification.
4. Reporting.

3.4 Role of the Successful bidder

1. Entering the agreement with the Department.
2. Providing staff and services as defined in the scope of the work.
3. Providing time-to-time reports on the availability of the IT infrastructure to the Departmental Officers.
4. Maintaining the confidentiality of the department data.
5. Reporting.

4. IMPORTANT LIMITS AND VALUES RELATED TO BID.

Sl.	Item	Description
1.	Bid security EMD	Rs.1,50,000/-
2	Bid validity period	90 days from the date of opening of bid.
3	Bid security validity period	45 days beyond bid validity period.
4	Contract period	Three year, subject to annual review of performance.
5	Implementation cum performance guarantee value	10% of the contract value per annum and to be valid for the period of the contract.
6	Implementation cum performance guarantee validity period	30 days beyond contract period.
7	Period for submission of implementation cum performance guarantee	Within 15 days of receipts of letter of notification of award.
8	Period for signing contract	Within 10 days from the date of receipt of letter of notification of award.
9	Penalty for down time and absence of facility management staff	<p>1. Beyond permissible down time 0.50% of quarterly maintenance charges per hours or part there off for the machines / equipment which is down or deemed to be down subject to a maximum of 100% of quarterly maintenance charges for the machines / equipment which is down or deemed to be down.</p> <p>2. If bidder fails to carry out preventing maintenance during the quarter 20% of QMC for that machines.</p> <p>3. 100% or proportionate daily amount shall be deducted be deducted for each day or part thereof, of absence of facility management staff.</p>
10	Address for correspondence in respect of Technical Clarification	Deputy Commissioner of Commercial Taxes (IT&P), Banijyakar Bhawan, Old Seretariat Compound, Cuttack, Orissa, India. Email : ctdho@orissatax.gov.in

5. INSTRUCTION TO BIDDERS

5.1 General

5.1.1 Introduction

Name of the client : The Commissioner of Commercial Taxes, Orissa, Cuttack

Purpose : Tender call for AMC and FMS System of CR Department IT System

5.2 Bidding procedures

5.2.1 Offer 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 and super scribed with the name of each type of bid.

5.2.2 EMD should be enclosed in the pre-qualification bid envelope.

5.2.3 Name of the vendor and contact address should also be written on the envelope.

5.2.4 All correspondence should be with CCT (ORISSA).

5.2.5 A complete set of bidding documents may be obtained by interested bidders from the CTD contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft drawn in favor of the Commissioner of Commercial taxes, Orissa, Cuttack.

5.2.6 Bidder should submit the complete bid document duly signed by the bidder or its authorized signatory in all pages. Any cutting, eraser and or overwriting in the bidding document should be avoided.

5.3 Pre-qualification bid

1. It shall include the following information about the firm and or its proposal.
2. General information on the bidders company in the prescribed form.
3. Turn over details in relevant field in the prescribed forms.
4. List of major customers in support of turnover in the prescribed form.
5. VAT, IT and Service Tax Clearance Certificate from the local authority under which, the registered office / operation office situated.

5.4 Technical Bid

1. Check list in the prescribed form.
2. Details of facility management engineer proposed for the project in the prescribed form.

5.5 Finance Bid

The finance bids should provide cost calculations. Bidders can participate in the meeting to seek clarifications on the bids if any.

5.6 Bid evaluation procedures.

Bids would be evaluated for entire schedule. Bidders should offer prices for all the items of schedule failing which such bid will not be considered. Technical bid documents should be in the prescribed format. If a vendor has any clarification to offer about the procedural aspects of this tender, it should be intimated to CCT (ORISSA) during before the bid clarification date.

5.7 Opening of bids

Immediately after the closing time, the CCT (ORISSA) contact person shall open the pre-qualification bids 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 CCT (ORISSA) procedures. 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. Any participating vendor may depute a representative to witness these processes.

5.8 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 attributes claimed therein are consistent with the need of this project. In the second step, CCT (ORISSA) may ask vendor(s) for additional information and visit to vendors site and or arrange discussions with their professionals, technical faculties to verify claims made in the prequalification bid documentation.

5.9 Technical bid documentation.

Technical bid documentation shall be evaluated in two sub steps. Firstly, the documentation furnished by the vendors shall be examined prima facie to see if the vendor's technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, CCT (ORISSA) 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 documents.

5.10 Financial bid

Final choice of firm to execute the project shall be made on the basis of conformity to technical requirements appropriate to the services offered, capability of bidder to execute and service the project and appropriate financial offer from the point of view of cost effectiveness over the entire contract period for the services.

5.11 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.

5.11.1 Definitions.

1. Tender call or invitation for bids means the detailed notification seeking a set of solutions services materials or any combination of them.
2. Two part bid means, the pre- qualifications/technical bid and financial bids put in the separate covers and their evaluation is sequential.
3. Contract means the agreement to be entered into between the Commercial Taxes Department (CTD) and the vendor, as recorded in the contract form signed by the parties, including all attachment and appendices thereto and all documents incorporated by reference therein.
4. Contract price means the price payable to the vendor under the contract for the full and proper performance of its contractual obligations.
5. Incidental services means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental service, such as installation and other such obligation of the vendor covered under the contract.
6. GCC means the general conditions of contract contained in this section.
7. SCC means the special conditions of contract if any.
8. CCT (ORISSA) / CCT mean the Commissioner of Commercial Taxes, Orissa.
9. Purchaser / User means ultimate recipient of goods and services.
10. Day means calendar day.
11. "Project site", where applicable means the place (a) where good services to be made available to user.
12. "**Specification**" means the functional and technical specification or statement of work, as the case may be.

- 13. Firm** means company, authority, cooperative or any other organization incorporated under appropriate statute and is applicable in the country of incorporation.
- 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 CTD Signs the contract for rendering of goods and services.
- 15. Pre-qualification and Technical bid** means that part of the offer that provides information to facilitate assessment, by CCT (ORISSA), professional, technical and financial standing of the bidder, conformity to specifications etc.
- 16. Financial bid** means that part of the offer that provides price schedule/total project costs etc.
- 17. Three parts bid** means the pre-qualification bid, technical and financial bids are put in separate covers and their evaluation is sequential.
- 18. Composite bid** means a bid in which the technical and financial parts are combination of them in the context of the tender call and specifications.
- 19. Goods and services** when used singly shall mean the hardware, software component of the goods and services.
- 20. The word manufacturer** when used in the context of services shall mean performance and in case of solutions shall mean works carried out, developed or executed depending on context.
- 21. Government:** Government means Government of Orissa, represented by Commissioner of Commercial Taxes in the scope of this tender document.
- 22. "Facilitator"** Facilitator means the successful bidder to whom job will be awarded for total maintenance and management IT Infrastructure.
- 23. Inventory** means all the systems, peripherals and network equipments existing at the Head Office and other offices of CTD network and accepted by the Facilitators and CTD and similar further additions if any in future.

5.12 General Eligibility

1. This invitation for bids is open to all firms from within 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 CTD 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 CCT (ORISSA) / CTD or any of the organizations in past as the case may be, make a firm ineligible to participate in bidding process.

5.13 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.

5.14 Cost of Bidding

1. The bidder shall bear the all costs associated with the preparation and submission of its bid, and CCT (ORISSA) 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 bidders risk and may result in the rejection of its bid.

5.15 Clarification of bidding documents

1. A prospective vendor requiring any clarification of the bidding documents may notify CCT (ORISSA) / contact person. The authorized person of CCT (ORISSA) will respond to any request for clarification of bidding documents which it receives no later than bid clarification date 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 CCT (ORISSA) shall not entertain any correspondence regarding delay or non-receipt of clarification by bidder.

5.16 Amendment of bidding documents

1. At any time prior to the deadline for submission of bids, CCT (ORISSA), for any reason

whether at its own initiative or in response to a clarification request by a prospective bidder, may modify the bidding documents by amendments.

2. All prospective bidders those have received the bidding documents will be notified of the amendment and such notification will be binding on all bidders.
3. In order to allow prospective bidders reasonable time in which to take the amendments into account in preparing their bids, the CCT (ORISSA), at its discretion, may extend the deadline for the submission of bids.

5.17 Period of Validity of bids

1. Bids shall remain valid for the days or duration specified in the bid documents after the date of bid opening prescribed by CCT (ORISSA). A bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances the CCT (ORISSA) may solicit the bidders consent to an extension of the period of validity. The request and the response thereto shall be made in the writing. The bid security shall also be suitably extended A bidder generating the request will not be permitted to modify its bid.

5.18 Submission of Bids

1. The bidders shall seal the pre-qualification, technical and financial or composite bids in separate envelope duly marking the envelopes as Pre-qualification, technical bid and financial bid, and composite bid as the case may be.
2. The envelope shall then be sealed in an outer envelope. The inner and other envelopes shall be addressed to The Commissioner of Commercial Taxes, Orissa, Cuttack and bear the project name/title indicated in the tender call, and **bear a statement for:** Pre qualifications bid: - **“do not open, before bid opening day and time”**, Technical or composite bid: - **“do not open, until evaluation of pre-qualification bid”**. Financial bid, **“do not open, until evaluation of technical bid”**. The outer envelope shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared late. If **the** outer envelope not sealed and marked as required above, CCT(ORISSA) will assume no responsibility for the bids misplacement or premature opening.

5.19 Deadline for submission of bids

1. Bids must be received by the CCT (ORISSA) / contract person no later than the bid

submission date and time specified in the tender call notice.

2. The CCT (ORISSA) may, at its discretion, extend this deadline for the submission of bids by amending the tender call notice, in which case all rights and obligations of the CCT (ORISSA) and bidders previously subject to the deadline will thereafter be subject to the deadlines as extended.

5.20 Late Bids

Any bid not received by the CCT (ORISSA) / contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.

5.21 Modification and withdrawal of bids

1. The bidder may modify or withdraw its bid after the bids submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the CCT (ORISSA) 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.

5.22 Preparation of Pre-qualification bid

1. It shall contain of the following parts.
2. General business information.
3. Turnover details.
4. Major clients' details.
5. Bid security (EMD)

5.23 General business information.

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

5.24 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. The bid security is required by CCT (ORISSA) to assure bidder's continued

interest till awarded of contract and conduct in accordance with bid conditions during the bid evaluation process. The bid security shall be in Indian Rupees and shall be a bank draft drawn in favor of CCT, issued by a schedule bank in India and having at least one branch office in Cuttack, Orissa.

2. Unsuccessful bidders bid security will be discharged or returned as promptly as possible but not later than thirty days after the expiration of the period of bid validity prescribed by CCT(ORISSA).
3. The successful bidders bid security will be discharged upon the bidder signing the contract, and furnishing the performance security.
4. The bid security may be forfeited, If a bidder withdraws its bid during the period of bid validity or in the case of successful bidder, if the bidder fails to sign the contract in time or to furnish, performance security.

5.25 Preparation of Technical bid.

1. It shall consist of the following parts.
2. Acceptance deviation statement.
3. Statements of technical staff.
4. Plan and methodology for execution of project.

5.26 Preparation of financial bid.

1. Over view of finance bid.
2. The financial bid should provide cost calculations corresponding to each component of the project.

5.27 Bid prices

1. The bidder shall indicate the unit prices and the total bid price of the goods/ services it proposes to supply under the contract.
2. The bidder shall indicate Basic prices and taxes, duties, etc. separately in the form prescribed.
3. Bidder's separation of price components will be solely for the purpose of facilitating the comparison of bids by CCT (ORISSA) and will not in any way limit the purchaser's right to contract on any of the terms offered.
4. 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

document. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

5. Bid currency prices shall be quoted in Indian Rupees.

6. Standard Procedures for Opening and Evaluation of Bids

6.1 Bid evaluation procedure.

6.1.1 Immediately after the closing time, the CCT (ORISSA) / 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 CCT (ORISSA) procedure. The sealed bag of technical and financial bids shall be in custody of designated officers for opening after evaluation of pre-qualification bids. Thereafter technical bids of qualified bidders will be opened, keeping financial bid in sealed bag.

6.1.2 In case of composite bid technical and financial bids combined together, first technical evaluation will be done followed by financial.

6.1.3 Any participating vendor may depute a representative to witness this process.

6.1.4 The standard procedure, here will stand appropriately modified in view of special procedures of bid evaluations as mentioned in tender call or elsewhere in this bid document. CCT (ORISSA) may deviate from these in specific circumstances if it feels that such deviation is unavoidable or will improve speed of processing and consequent project execution.

6.2 Opening of Bids

Bids will be opened in the presence of bidders representatives who have chosen to attend, the bidder representative who are present shall sign a register/attendance sheet evidencing their attendance.

1. The bidders bid modifications or withdrawals. Discounts and the presence or absence of requisite bid security and such other details as the CCT (ORISSA) / designated officer at his/her discretion, may consider appropriate will be announced at the opening. No bid shall be rejected at the time of bid opening, except for late bids, which shall be returned unopened.

2. 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.

6.3 Clarification of bids

6.3.1 During evaluation of the bids CCT (ORISSA) may, at its discretion, ask the bidder for clarification of its bid.

6.4 Preliminary Examination;

6.4.1 Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been finished, whether the documents have been properly signed, and whether the bids are generally in order.

6.4.2 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.

6.4.3 CCT (ORISSA) 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.

6.4.4 Prior to the detailed evaluation, CCT (ORISSA) will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, substantially responsive bid is one, which conforms to all the terms and conditions of the bidding document without materials deviations.

6.4.5 If a bid is not substantially responsive it will be rejected by the CCT (ORISSA) and may not subsequently be made responsive by the bidder by correction of the nonconformity.

6.5 Evaluation of Pre qualifications bids:

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

6.5.1 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.

6.5.2 In the second step, CCT (ORISSA) may verify vendor(s) for additional information, visit to vendor site and / or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

6.6 Evaluation of Technical bid Documents:

Technical bid documentation shall be evaluated in two sub-steps

6.6.1 Firstly the documents furnished by the vendor will be examined prime facie to see if the offer made, technical skill base, financial capacity and other vendor attributors claimed therein are consistent with the needs of this project.

6.6.2 In the second step, CCT (ORISSA) may ask vendor(s) for additional information / visit to vendor site and /or arrange discussions with their professional technical faculties verify claims made in technical bid documentation.

6.7 Bid evaluation procedures.

Bids would be evaluated for entire schedule. Bidders should offer prices for all the items of schedule failing which such bid will not be considered. Technical bid documents should be in the prescribed format. If a vendor has any clarification to offer about the procedural aspects of this tender, it should be intimated to CCT (ORISSA) during before the bid clarification date.

6.7.1 Technical & Financial Evaluation criteria:

Bidders fulfilling the prequalification criteria bids will be shortlisted for evaluation of technical bid. The CCT will carry out a detailed evaluation of the technical and financial bid in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding documents in order to reach such a determination, CCT will examine the information supplied by the bidders and other requirements in the bidding documents taking into account the criterion mentioned in.

Relevant documents should be provided by vendors. CTD will reserve the right to inspect the sites independently. Technical evaluation includes the site visits to the references provided in the bid.

***Projects executed for bidder's own, bidder's group of companies or bidder's JV companies shall not be considered.*

Technical Evaluation Matrix

Sl.	Criteria	Marks	Remarks
1	Vendor should have at least 5 direct support offices with support engineers on company roles spread across Orissa. Dealers / Franchise model will not be treated as direct support office. (Address of office & telephone number and rent receipt/lease deed should be furnished)	5	Up to 4 offices – 0 Marks 5 or more than 5 offices – 5 Marks
2	Valid ISO Certification for Facilities Management, System Integration (ISO 9001: 2000)	5	For FM and System Integration – 5 Marks
3	Valid ISO Certification (ISO 27001:2005) for implementing and managing Data Center, Remote Infra Management	5	
4	Vendor should have experience in managing at least 1 customers with minimum of 100 WAN networked (Leased Line / ISDN) branches in side Orissa or outside	5	
5	The Bidder should have a valid ISO/IEC 27001:2005 For information security Management of Information Technology services and Remote IT Operation Services	5	
6	Vendor should have at least 5 ITIL (Information Technology Infrastructure Library) certified managers to handle the support services.	5	5 or more ITIL Mangers = 5 Marks Less than 5 ITIL Managers = 0
7	Vendor should have minimum of 1 FM projects of 10 Crores or more, and which has to be the active contract.	10	Single 10Crore Active FM Project = 10 Marks, else = 0 Marks
8	Vendor should have at least 10 Crore turnover from System Integration, Facilities Management, and Outsourcing Services in the last three financial years. (2008-09, 2009-10, 2010-11)	10	10Crore or More Turnover for last 3 Financial Years = 10 Marks Less than 10 Crore Turnover for last 3 Financial Years = 0 Marks
9	Technical Proposal and Presentation Including Process and Methodologies to meet SLA.	15	
10	Presence of bidder in Orissa - Organization's office in the State of Orissa (To be substantiated by supporting documents such as sales tax registration)	5	For Less than 5 Years = 0 Marks For More than 5 Yrs = 10 Marks
11	Cisco Gold Certified Partner	5	
12	Technical Experience		
	Facility management experience in number of years		
	>6 years	10	
	5 years	5	
	< 5 years	0	
13	24 hours help desk support experience	5	
14	Experience in handling Data Center for the last 3 Years	10	
15	< 3 Years	0	
	Total Points	100	

Note: - The vendor should submit documentary proof for claiming of weight-age of marks along with technical bid. The weight-age marks will be given on proportionate basis. The Vendor has to submit the necessary work order for the projects which are currently running.

1. The Technical bids shall be evaluated based on the criteria as mentioned in the technical evaluation matrix.
2. The weightage will be carried forward from technical bid stage to financial bid evaluation @ 60 % for technical score achieved and 40 % for commercial scores.
3. The individual bidder technical scores of the technically qualified bidders , thereafter will be normalized as per the formula below

$$T_n = (T_b / T_{max}) * 60$$

Where

T_n = Normalized technical score for the bidder under consideration

T_b = Absolute technical score for the bidder under consideration

T_{max} = Maximum absolute technical score obtained by any bidder.

4. No further discussion / interface will be held with the bidder whose bid has been technically disqualified / rejected.

6.7.2 Evaluation of financial bids

Financial bid of those vendors who satisfy all phases of the pre-qualification and technical bid will only be opened. All other financial bids will be ignored. The Department will assess the nature of financial offers and may pursue any or all of the nature of financial offers and may pursue any or all of the options mentioned under financial bids.

6.8 Evaluation and comparison of financial bids

6.8.1 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.

6.8.2 Evaluation of financial bid will take in to account, in addition to the basic bid prices, the bidder which has quoted for all items and the total cost, one or more of the following factors the projected Costs for the entire period, any other specific criteria indicated in the tender call and /or in the specifications.

6.8.3 Financial Bid Evaluation

1. The commercial scores will be calculated as

$$F_n = F_{min} / F_b * 40$$

Where

F_n = Normalized financial score of the bidder under consideration

F_b = Evaluated cost for the bidder under consideration

F_{min} = Minimum evaluated cost for any bidder

6.9 Contacting the Department

6.9.1 Bidder shall not approach the Department / designated officers outside of office hours and / or outside the Department office premises, from the time of the tender call notice to the time the contract is awarded, except in case of clarifications sought relating to the contract.

6.9.2 Any part by a bidder to influence the Department / designated officers in the decisions in bid evaluation bid, comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids. If the bidder is willing to bring additional information to the notice of the Department, it should do so in writing.

6.10 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 / service and past tract recorded of bidder.

The final result will be on Technical bid and Financial bid evaluation.

Evaluation of Bid - Final Evaluation

The overall score will be calculated as follows :-

$$\mathbf{B_n = T_n + F_n}$$

Where

B_n = Overall score of the bidder consideration

T_n = Normalized technical score for the bidder under consideration

F_n = Normalized financial score of the bidder under consideration

Final selection of the bidder will be done based on added individual score achieved by the bidder in technical evaluation and commercial evaluation scores and highest score (B_n) will be awarded the contract. The highest score bid henceforth will be

called adjusted Lowest one (L1). CCT reserves the right to award the contract to the bidder with the adjusted Lowest One (L1) and negotiate with him. Negotiated offer, if any, or else the original bid offer shall be treated as the final offer.

6.11 CCT's right to vary Quantities / sites of service at the time of award;

CCT 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.

6.12 CCT's right to accept any bid and to reject any or all bids.

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

6.13 Notification of Award

6.13.1 CCT will notify the successful bidder in writing that its bid has been accepted.

6.13.2 Upon the successful bidder's furnishing of performance security, CCT will promptly notify each unsuccessful bidder and will discharge its bid security

6.14 Signing of contract

6.14.1 At the same time as the Department notifies the successful bidder that its bid has been accepted the Department will send the bidder the contract form provided in the bidding documents incorporating all agreements between the parties.

6.14.2 On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the Department.

6.15 Performance security

6.15.1 On receipt of notification of award from the Department, 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 Department.

6.15.2 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 the event of which the Department may make the award to another bidder or call second lowest/ max bids.

6.16 Corrupt, fraudulent and unethical practices

6.16.1 Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of the public official in the process of bid evaluation or contract execution.

6.16.2 fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the 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.

6.16.3 The Department will reject a proposal for award and also may debar the bidder for future tender in CTD, if it determines that the bidders was engaged in corrupt, fraudulent or unethical practices in competing for this tender or in the execution of contract, These special conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.

7. Special conditions of proposed contract (SCC)

7.1 Payments:

7.1.1 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 / authority by the department after deducting the down time penalty if any and other recoveries if any.

7.1.2 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.

7.1.3 The permanent authority is Commissioner of Commercial Taxes, Orissa.

7.2 Call Registration and Completion.

- 7.2.1** Facilitator will acknowledge each call with a unique call number which is to be used for future reference.
- 7.2.2** Cooperation on calls will be certified by the user.
- 7.2.3** Facilitator will prepare the call service slip in triplicate. This will be signed by the user with time and date. One copy will be given to the user, one copy will be furnished to the department and the third copy will be retained by Facilitator. Call monitoring software report supported by these documents will be used to work out downtime for penalty calculation.

7.3 Other terms and conditions

- 7.3.1** 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.
- 7.3.2** 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.
- 7.3.3** 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 service of 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.
- 7.3.4** In case the facilitator is not able to rectify any of the problems it shall be competent for the CT department to get the same rectified by the manufacturer or any other suitable agency and recover the entire 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.

7.4 Delays in the service providers performance

- 7.4.1** Delivery of the services shall be made by the Vendor in accordance with the services quality specified by Department in the bid document.
- 7.4.2** For any delay by the vendor in the performance of its obligation under the contract, the vendor is liable to the imposition of penalty or liquidated damages or both at a rate

as indicated in bid document.

7.4.3 If at the time during performance of the contract the Vendor should encounter conditions impeding timely performance of services, the Vendor shall promptly notify CCT in writing of the fact of the delay, its likely duration and its cause. As soon as practicable after receipt of the vendor's notice CCT shall evaluate the situation and may at its discretion extend the Vendor's time for performance without liquidated damages.

7.5 Liquidated damages

If the vendor fails to perform any one or all the services within the time period(s) specified in the Contract, the Department shall without prejudice to its other remedies under the contract deduct from the amount payable to vendor or from person executing performance guarantee or from both as liquidated damages a sum equivalent to the amount indicated in the bid documents until actual delivery or performance is made subject to maximum limited in the bid document. Once the maximum is reached the CCT may consider termination of the contract.

7.6 Implementation Guarantee / performance Security.

7.6.1 With the number of days indicated in the bid document from the date of issue of letter of award from Department. Selected Facilitator should submit performance guarantee @ 10% of the contract value per annum for the period of contract, towards for the amount indicated in the bid document (Statement of important limitations/values).

7.6.2 The performance security shall be payable to the Department as composition money for any loss resulting from the Facilitator's failure to complete its obligation under the contract.

7.6.3 The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to CCT and shall be in one of the following form.

7.6.4 A bank guarantee issued by a Nationalized Bank located in India with at least one branch office in Cuttack or Bhubaneswar, Orissa, in the form provided in the bidding document or another form acceptable to the Department.

7.6.5 The performance security will be discharged by the Department and returned to the

Vendor not later than thirty (30) days following the date of completion of all formalities under the contract.

7.6.6 In the event of any contract amendment, the vendor shall within 15 days of receipt of such amendment furnish the amendments to the performance security rendering it valid for the balance duration of the Contract.

7.7 Termination for Default;

7.7.1 CTD without prejudice to any other remedy available for breach of Contract may terminate the Agreement in whole or in part, by a 30 day 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.

7.7.2 If the facilitator fails to maintain the systems to the minimum assurance quality as per the scope of the work or

7.7.3 If the facilitator fails to provide all or any of the Contracted services as per service standard specified in the Agreement or

7.7.4 If the Facilitator fails to perform any other obligation(s) under the Agreement or

7.7.5 If the facilitator in the judgment of the Department has engaged in corrupt, fraudulent practices, the Department shall afford an opportunity to the Facilitator to represent his case before termination of the agreement.

7.7.6 The Department shall issue a notice explaining the nature of violations committed by the facilitator or and afford on opportunity to the Facilitator to represent his case before termination of the agreement.

7.7.7 In the event Department terminates the Agreement in whole or in part, the Department may procure upon such terms and in such manner as it deems appropriate service similar to those undelivered and the Facilitator shall be liable to pay to the Department for any excess costs occurred for procuring such similar services. However the facilitator shall continue to perform the agreement to the extent not terminated.

7.8 Termination for Insolvency

If the facilitator becomes bankrupt or otherwise insolvent, the Department may terminate the Contract by giving written notice of 30 days to the Facilitator. In this event, termination of the contract will be without compensation to the Facilitator, provided that such termination shall not prejudice any right to action or remedy available to the Department which is provided in the bid document.

7.9 Termination for Convenience

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

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

7.10 Force Majeure:

7.10.1 The facilities 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 is the result of Force Majeure.

7.10.2 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 event shall include but are not restricted to acts of the CTD in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

7.10.3 If a force majeure situation arises, the Facilitator shall promptly notify the Department, in writing of such condition and the cause thereof. Unless otherwise directed by the Department 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 or performance.

7.10.4 Note: Damage to any system due to Electrical fluctuations / lightning etc. **will be covered under AMC / FM Services.**

7.11 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.

7.12 Amendment to the Agreement

Amendment to the Agreement may be made by mutual agreement by both the parties. No variations or modification in the terms of Contract shall be made except by written agreement by both the parties.

7.13 Approval law

The terms and conditions of the contract/bid document shall be interpreted in accordance with appropriate laws in India.

7.14 Resolution of Disputes

7.14.1 CTD and the Bidder shall make every effort to resolve amicably by direct interaction/ negotiations of any disagreement or dispute arising between them under or in connection with the Agreement.

7.14.2 If within 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

7.15 Use of contract Documents and Information

7.15.1 The facilitator or its employee shall not without prior written consent from the Department, disclose the Agreement or any provision thereof or any specification, plans, drawing pattern samples or information furnished by or on behalf of the Department, to any party during the contract and therefore 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.

7.15.2 The facilitator shall not without prior written consent of the Department, make use of any document of information made available for the project except for purposes of performing the contract and no more.

7.15.3 All project related documents issued by the Department, other than the Agreement itself shall remain the property of CTD. And shall be returned (all copies) to CTD, on completion of the Facilitators performance under the agreement, if so required by the Department.

7.16 Governing Language:

All correspondence and documents pertaining to the agreement that are exchanged by the parties shall be written in English.

7.17 Notices:

7.17.1 Any notice given by one party to the other, pursuant to this agreement shall be sent to the other party in written or by E-mail, Telegram or facsimile and confirmed in writing to the other party's address.

7.17.2 A notice shall be effective from the date, when it is delivered or tendered or affixed at a conspicuous place of working, whichever is earlier.

7.18 Indemnification

The Department will not indemnify for any loss or damages caused to the vendor or its staff in any manner during their performance on the project.

7.19 Taxes and duties

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

7.20 Imposition of penalty

7.20.1 In case any equipment/system remains down beyond the admissible downtime specified elsewhere in the bidding document, penalty will be imposed. The amount of penalty on downtime for each equipment/system shall be calculated per quarter in the following manner.

7.20.2 Penalty of 0.50% of quarterly maintenance charges per hour or part thereof, of downtime beyond admissible downtime of each machine / equipment which is down or deemed to be down will be imposed subject to a maximum 100% of quarterly maintenance charges for the machine / equipment which is down or deemed to be down.

7.20.3 In case any equipment / system remains down or deemed to be down beyond 200 hrs of the admissible downtime, subject to other conditions specified if any in the bidding document, in addition to the imposition of penalty as mentioned above, Commissioner of Commercial Taxes may impose, 75% of the cost of the equipment/system at the time of its purchase as liquidated damages.

7.20.4 The imposition of penalty is subject to other conditions specified if any in the bidding

document.

7.20.5 The amount of penalty will be adjusted from the quarterly payment of maintenance charges to be paid as per the terms of payment schedule or from the performance security or from both. The vendor is to submit the quarterly downtime statement in form T1.3 along with the quarterly bill for maintenance charges.

BID LETTER FORM

(Registered one and address of the bidder)

To,

The Commissioner of Commercial Taxes, Orissa
Cuttack.

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 the said bidding documents for an estimated sum of Rs. only (in words and figures) which may vary in accordance with the actual schedule of quantities to be attached with the letter of award and options made by THE DEPARTMENT (ORISSA)/CTD.

1. We hereby enclose the EMD in the required form and enclose each bid separately.
2. We undertake to abide by the decision of THE DEPARTMENT in the matter of acceptance or rejection of our bid.
3. The implementation / performance guarantee of a bank in accordance with the requirements for the due performance of the contract would be submitted within the time limit prescribed in para 4 of the bid document.
4. We hereby undertake to abide by the bid condition laid down in the bidding document, including pre-bid meeting minutes, if any, which would remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
5. We hereby enclose the list of documents / proof of our experience / testimonials as required for the bidding process.

Place :

Date :

Bidder's signature
And seal.

DRAFT MODEL CONTRACT FORM

THIS AGREEMENT made on theday of(year) BETWEEN the Commissioner of Commercial Taxes, Orissa (hereinafter "the CCT") of one part AND.....(Name of Vendor) of.....(City and Country of Vendor) (hereinafter Vendor") of the other part: WHEREAS: Commissioner of Commercial Taxes is desirous that certain solution, services and materials, as described in the bid document and briefly outlined below should be provided by the Vendor. Date of tender
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 in the bid document referred to

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, namely :-
 - (a) Clarifications issued if any,
 - (b) Justification / amendments on bid document issued if any,
 - (c) Bid submitted by successful bidder,
 - (d) Pre-bid conference minutes, if any,
 - (e) Bid documents.
2. In consideration of the payments to be made by the CCT to the Vendor as hereinafter mentioned, Vendor hereby makes the averments with the CCT to provide the goods and services in conformity with the provisions of the contract.
3. The CCT hereby covenants to pay the Vendor in consideration of the provision of the goods and services and in remedying the defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed in the contract.
4. Brief particulars of the goods and services which shall be supplied / provided by the Vendor are given in Annexure (Annexure may be prepared and Annexed).
In WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws on the day and year above written.

Signed, and delivered by
delivered by For and on behalf of Vendor.
behalf of CCT Vendor's common

Place

Date:

:

In the presence of

1. Name
Address

2. Name
Address

Signed, and
For and on
Seal:
Place
Date

1. Name
Address

2. Name
Address

DRAFT BID SECURITY (EMD) FORM

(To be issued by a bank scheduled in India and having at least one branch in Cuttack (ORISSA))Whereas..... (herein after called the Bidder) has submitted its bid dated.....(Date) for the execution ofhereinafter called the Bid) KNOW ALL by these presents that WE..... of having our registered office at..... (Hereinafter called the Bank) are bound unto Commissioner of Commercial Taxes (hereinafter called the CCT) for the sum ofpayment of which will and truly to be made to the said CCT (ORISSA) itself, its successors and assignees by these parameters.

The conditions of these obligations are -

1. if the bidder withdraws its bid during the period of bid validity or
- 2 .if the bidder having been notified of the acceptance of its bid by the CCT (ORISSA) during the period of bid validity fails to respond to any notice or request for clarification issued by CCT or
3. fails or refuses to execute the contract form if required or
4. fails or refuses to furnish the performance security, in accordance with the conditions mentioned in the bid document

We undertake to pay the CCT up to the above amount upon receipt of its first written demand, with the CCT having to substantiate its demand. Provided that in its demand CCT to note that the amount claimed by him is due to him and owing to the occurrence of all or any of the above conditions, (specifying the occurred condition or conditions). This guarantee will remain in force up to 45 days after the period of the bid validity and demand in respect thereof should reach the bank not later than the above date.

Place:
Date:

Signature of the Bank
and Seal.

DRAFT PERFORMANCE SECURITY FORM

(To be issued a bank scheduled in India as having at least one branch in CUTTACK, ORISSA)
Whereas..... (Herein after called the Vendor) has entered into a contract dated.....(Date) for the execution ofhereinafter called the contract) KNOW ALL by these presents that WE..... of having our registered office at..... (Hereinafter called the Bank) are bound unto Commissioner of Commercial Taxes (hereinafter called CCT) for the sum ofpayment of which will and truly to be made to the said CCT itself, its successors and assignees by these parameters, if the Vendor - fails to perform any obligation under the contract.

1. We undertake to pay the Commissioner of Commercial Taxes (ORISSA) up to the above amount upon receipt of its first written demand, with the Commissioner of Commercial Taxes (ORISSA) having to substantiate its demand. Provided that in its demand Commissioner of Commercial Taxes (ORISSA) note that the amount claimed by it is due to it owing to the occurrence of any or all the conditions, specifying the occurred condition or conditions.
2. This guarantee will remain in force up to 45 days after the period of validity of the contract and demand in respect thereof should reach the bank not later than the above date.

Place:
Date :

Signature of the Bank
and Seal.

SCHEDULE OF WORK

The selected vendor is to maintain and manage to keep the following system and types of equipments operational to meet desired level of requirement of the Commercial Tax Department as detailed under the "Scope of the Work" of the bidding document

The overall management and maintenance of Commercial Taxes Department network includes administration of servers, PCs, Printers, Peripherals, Network (WAN and LAN), Networking Equipments, ISP Leased lines & UPS and the services running on them and also coordination with BSNL for leased lines. The scope of maintenance service and facility management covers the following:

1. Server Management

- (a) Mail Server
- (b) Applications Server
- (c) Data Servers and Cluster Server
- (d) Proxy Server
- (e) Network services
- (f) Enterprise/Network Management System
- (g) Network & System Administration.
- (h) System Support
- (i) Anti-Virus Server

2. Maintenance service

I. Server Systems:

- (a) Servers
- (b) UPS for server
- (c) Storage system.
- (d) Networking equipment such as Switches, Routers, Modems, Firewall, IDS, and LAN including structured cabling.

- II. Desktops, UPS, CVT & Stabilizers for desktops and other peripherals like printers, Scanners etc.
- III. To ensure the level of runtime of IT equipment as detailed under the "Scope of the Work" of the bidding document.
- IV. To coordinate and negotiate with the OEM / Supplier for providing maintenance and warranty support for the equipment and parts thereof which are newly acquired by the Department either directly or through the AMC vendor.
- V. To coordinate with the WAN and bandwidth provider to ensure maximum uptime of the connectivity.
- VI. To suggest up-gradation of technology and equipment in case of obsolescence of the technology and or equipment for maximum uptime of the system.

PQ FORMATS FOR SCHEDULE

Form P-1.1

1. Name of the bidder (company) :
2. Postal Address :
3. Telephone Number(s) : Phone/:Fax
4. Email :
5. Web-site :
6. Legal Status : Public Ltd Company/Private/partnership firm
7. Date of establishment :
8. Quality certifications attained by the firm :

(a) Name:

(b) e-mail:

(c) Phone:

EMD details

: Name of the Bank:

: Rs:

: EMD Valid up to:

9. Proof of purchase of bid document: CCT (ORISSA) Receipt No: Date of Purchase:

Place:

Date:

Bidder's signature

Seal

Form P-1.2

Bidders Turnover

Sl.	Turnover Description	Financial year	Amount (Rs in Lakh)
1.		2007-2008	
2.		2008-2009	
3.		2009-2010	

Place:

Date:

Bidder's signature

Seal

Form P-1.3

List of customers with the Bidders having at least 100 leased lines

Sl.	Description of Project / Scope of the work	Name of the Clients	Contract Period	Contract value (Rs. In Lakh)
1.				
2.				

Place:

Date:

Bidder's signature

Seal

Form P-1.4

List of customers with the Bidders having at least 300 PCs and 50 Servers for maintenance

Sl.	Description of Project / Scope of the work	Name of the Clients	Contract Period	Contract value (Rs. In Lakh)
1.				
2.				

Place:

Date:

Bidder's signature
Seal

Form P-1.5

List of service centers in the State

Sl. No.	Name and detail address of the service centers	List of Engineers (mention the names of the engineers)	Fax no. / telephone no. / mobile no. of the service center
1.			
2.			

Place:

Date:

Bidder's signature
Seal

Form T-1.1

Compliance / agreed / enclosed / deviation statement

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

Bid document reference	Remarks
1. Form P-I	
2. Form P-II	
3. Form P-III	
4. Form P-IV	
5 Form P-V	
6. Form P-VI	
7. Form P-VIII	
8. Pre-qualification criterion	
9. Technical Qualification	
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 specification and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place :

Bidder's signature

Date :

Bidder's seal

Form T1.2

Particulars of personnel proposed for FMS

Sl. No.	Employee Name	Qualification	Designation	Total Experience	Experience with bidder	Certified if any
1.						
2.						
3.						

Place:

Date:

Bidder's signature
Seal

Form T1.3

Downtime statement

Sl. No.	Name of the equipment / system	Downtime		Problem rectified		Total downtime in hrs.
		From Date	From Time	From Date	From Time	
1.						
2.						
3.						

Calculation of penalty for downtime.

Sl. No.	Downtime in access of admissible downtime	Quarterly AMC payable in normal condition	% of penalty	Amount of penalty	Balance AMC to be paid
1.					
2.					
3.					

Place:

Date:

Bidder's signature
Seal

Finance Bid

The financial /price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the bidder shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed "Financial Bid".

A. Equipment to be brought under maintenance contract at the time of the commencement of the contract.

SL.	Item Type	Description	Model	Quantity	Maintenance Charges per Annum
1	SERVER / STORAGE	Intel Xeon App & Web server	Proliant ML350	3	
2		PIV Server	Compaq Proliant ML310	5	
3		Intel Xeon Server	HP Proliant 380	31	
4		Server (Cluster)	HP Cluster Storage	1	
5		Intel Xeon	HP Proliant 380	1	
6		Server (EVO)	Compaq EVO D320M	18	
7		System Storage	IBM DS5020	1	
8		Intel Xeon Quad Core (4U)	IBM System X3850	7	
9		Intel Xeon Quad Core (2U)	IBM System X3650	5	
10		Intel Xeon Quad Core (4U)	HP Proliant DL580 G5	3	
11		Intel Xeon Quad Core (2U)	HP Proliant DL180 G5	8	
		Total		83	
12	Desktop / Laptop	Laptop	DELL	20	
13		Laptop	HP	7	
14		Desktop	Compaq	504	
15		Desktop	HP	159	
16		Desktop	DELL	317	
17		Desktop	HCL	110	
			Total		1117
18	Printer	DMP 136 Column	TVS	275	
19		Line Printer	LIPI T1600	38	
20		Deskjet Printer	HP	7	
21		LaserJet Printer	HP	164	
22		LaserJet Printer	KONICA	20	
23		Color LaserJet Printer	HP	5	
			Total		509
24	Copier	Copier-cum-Printer	Toshiba e-Studio	35	

25		Color Copier-cum-Printer	Toshiba e-Studio	1	
26	Scanner	Scanner	HP	88	
27	LCD Projector	LCD Projector	Epson	1	
28		LCD Projector	Hitachi	5	
29	Router	CISCO	CISCO	77	
30	RAS	RAS	CISCO	1	
31	Firewall	Firewall	CISCO	3	
32	IDS	IDS	CISCO	1	
33	Switch	CISCO	CISCO	78	
34		HCL	HCL	5	
35	Load Balancer	CISCO	CISCO	1	
36	Patch Panel	24 Port	D-Link	110	
37	Modem	D-Link	D-Link	44	
38	UPS	10 KVA	Online	12	
39		5 KVA	Online	53	
40		3 KVA	Online	43	
41		1 KVA	Online	15	
		Total			123
42	Rack	Rack		79	

B. WIDE AREA NETWORK THROUGH LEASED LINE OF BSNL

SL	LL Bandwidth	No. of Connection	Maintenance Rate per Annum
1	10Mbps	2	
2	2Mbps	11	
3	1Mbps	6	
4	256Kbps	47	

C. LAN (of approximately 1200 nodes excluding switches) _____
 (Please quote in Lump sum) (Without items like IOs, patch panel, etc.)

D. Any Other (Please Specify) _____

E. Taxes if any _____

F. Total (A+B+C+D+E) _____

G. Less discount if any _____

H. Net Total (F-G) _____

Note: Actual number of equipment may vary at the time of awarding contract. For some of the equipment AMC will start during the year after fresh procurement. Freshly procured equipment will be under warranty with OEM / Supplier with necessary Software support.

Bidders Signature /
(Signature of Authorized Signature
with Seal of Company)

ANNEXURE – I

Inventory of CT Department

SL.	Item Type	Description	Model	Quantity
1	SERVER / STORAGE	Intel Xeon App & Web server	Proliant ML350	3
2		PIV Server	Compaq Proliant ML310	5
3		Intel Xeon Server	HP Proliant 380	31
4		Server (Cluster)	HP Cluster Storage	1
5		Intel Xeon	HP Proliant 380	1
6		Server (EVO)	Compaq EVO D320M	18
7		System Storage	IBM DS5020	1
8		Intel Xeon Quad Core (4U)	IBM System X3850	7
9		Intel Xeon Quad Core (2U)	IBM System X3650	5
10		Intel Xeon Quad Core (4U)	HP Proliant DL580 G5	3
11		Intel Xeon Quad Core (2U)	HP Proliant DL180 G5	8
		Total		83
12	Desktop / Laptop	Laptop	DELL	20
13		Laptop	HP	7
14		Desktop	Compaq	504
15		Desktop	HP	159
16		Desktop	DELL	317
17		Desktop	HCL	110
		Total		1117
18	Printer	DMP 136 Column	TVS	275
19		Line Printer	LIPI T1600	38
20		Deskjet Printer	HP	7
21		LaserJet Printer	HP	164
22		LaserJet Printer	KONICA	20
23		Color LaserJet Printer	HP	5
		Total		509
24	Copier	Copier-cum-Printer	Toshiba e-Studio	35
25		Color Copier-cum-Printer	Toshiba e-Studio	1
26	Scanner	Scanner	HP	88
27	LCD Projector	LCD Projector	Epson	1
28		LCD Projector	Hitachi	5
29	Router	CISCO	CISCO	77
30	RAS	RAS	CISCO	1
31	Firewall	Firewall	CISCO	3

32	IDS	IDS	CISCO	1
33	Switch	CISCO	CISCO	78
34		HCL	HCL	5
35	Load Balancer	CISCO	CISCO	1
36	Patch Panel	24 Port	D-Link	110
37	Modem	D-Link	D-Link	44
38	UPS	10 KVA	Online	12
39		5 KVA	Online	53
40		3 KVA	Online	43
41		1 KVA	Online	15
		Total		
42	Rack	Rack		79

ANNEXURE – II Model Call Reports

Name of the office booking complain: Date of complain :
Time of complain :

Name of the failed equipment/network: Nature of failure :
Date and time the equipment becoming operational: Down time :

Signature of the officer booking complains :

Signature of the vendor's representative attending complains :

ANNEXURE – III

LIST OF ITEMS TO BE TREATED AS CONSUMABLES AND NOT TO BE COVERED UNDER THE SCOPE OF AMC / FM SERVICES

DMP	LMP	UPS	LASER PRINTER	SCANNER	PC, LAPTOPS, SERVERS
Print head	Ribbon Spools	Battery	Toner / Toner assembly		
Print cartridge / Ribbon cartridge	Print cartridge / Ribbon cartridge	Physical Damages	Maintenance Kit provided by the Manufacturer, if any	Power Adopter	Laptop Battery / Carry Bags
Printer Theft	Glass window	Rat bitten cases	Fuser assembly	Paper pick up roller	Physical Damages
RD Assembly	Dust covers	Dust covers	Ink Cartridge		Rat bitten cases
Dust covers	Hammer bank cover	Glass covers	Glass covers	Physical Damages	Dust covers
Glass covers	Glass covers		Print head (DJ, OJ AIO)	Rat bitten cases	
Physical Damages	Stand / Pedestal		Dust covers	Dust covers	
Rat bitten cases	Physical Damages		Physical breakages		
	Rat bitten cases				

ANNEXURE – IV

LIST OF OFFICES UNDER COMMERCIAL TAX DEPARTMENT, ORISSA

Sl.	NAME OF THE OFFICE	LOCATION
1	CCT, Cuttack	Cuttack
2	JCCT, Angul Range, Angul	Angul
3	ACCT, Angul Circle, Angul	Angul
4	ACCT, Dhenkanal Circle, Dhenkanal	Dhenkanal
5	CTO, Talcher Assessment Unit	Talcher
6	Anugul Investigation Unit	Angul
7	JCCT, Bolangir Range, Bolangir	Bolangir
8	Bolangir Circle, Bolangir	Bolangir
9	Bolangir Investigation Unit	Bolangir
10	ACCT, Sonapur Circle, Sonapur	Sonapur
11	ACCT, Nuapada Circle, Nuapada	Nuapada
12	ACCT, Kalahandi Circle, Bhawanipatna	Bhawanipatna
13	Bhawanipatna Enforcement Range	Bhawanipatna
14	Bhawanipatna Investigation Unit	Bhawanipatna
15	CTO, Assessment Unit, Kesinga	Kesinga
16	ACCT, Kantabanji Circle, Kantabanji	Kantabanji
17	CTO, Titilagarh Assessment Unit	Titilagarh
18	Riverjonk Check Gate	Riverjonk
19	JCCT, Balasore Range, Balasore	Balasore
20	ACCT, Balasore Circle, Balasore	Balasore
21	DCCT, Vigilance, Balasore	Balasore
22	Balasore Enforcement Range	Balasore
23	Balasore Investigation Unit	Balasore
24	ACCT, Bhadrak Circle, Bhadrak	Bhadrak
25	ACCT, Mayurbhanj Circle, Baripada	Baripada
26	CTO, Assessment Unit, Rairangpur	Rairangpur
27	Laxmannath Road Check Gate	Laxmannath
28	Jamsolaghat Check Gate	Jamsolaghat
29	Bahalda Check Gate	Bahalda
30	Chaksuliapada Check Gate	Chaksuliapada
31	JCCT, Cuttack 1 Range, Cuttack	Cuttack
32	DCCT, Cuttack-I East Circle, Cuttack	Cuttack
33	DCCT, Cuttack-I West Circle, Cuttack	Cuttack
34	DCCT, Cuttack-I Central Circle, Cuttack	Cuttack
35	DCCT, Cuttack-I City Circle, Cuttack	Cuttack
36	Cuttack I Investigation Unit	Cuttack
37	JCCT, Cuttack II Range, Cuttack	Cuttack
38	DCCT, Cuttack-II Circle, Cuttack	Cuttack
39	DCCT, Enforcement Range, Cuttack	Cuttack

40	Cuttack II Investigation Unit	Cuttack
41	Addl.CCT, Vigilance, Cuttack	Cuttack
42	Sr. Standing Counsel	Cuttack
43	ACCT, Kendrapara Circle, Kendrapara	Kendrapara
44	ACCT, Paradeep Circle, Paradeep	Paradeep
45	CTO, Assessment Unit, Jagatsinghpur	Jagatsinghpur
46	JCCT, Ganjam Range, Berahmpur	Berahmpur
47	ACCT, Ganjam-I, Circle, Berhampur	Berhampur
48	ACCT, Ganjam-II Circle, Berhampur	Berhampur
49	DCCT, Vigilance, Berahmpur	Berahmpur
50	Berhampur Enforcement Range	Berhampur
51	Berhampur Investigation Unit	Berhampur
52	ACCT, Bhanjanagar Circle , Bhanjanagar	Bhanjanagar
53	ACCT,Phulbani Circle, Phulbani	Phulbani
54	ACCT, Gajapati Circle, Gajapati	Gajapati
55	ACCT, Boudh Circle , Boudh	Boudh
56	CTO, Assessment Unit Aska, Aska	Aska
57	CTO, Assessment Unit Rambha, Rambha	Rambha
58	Girisola Check Gate	Girisola
59	Surala Interception Point	Surala
60	Chikiti Check Gate	Chikiti
61	JCCT, Jajpur Range, Jajpur	Jajpur Road
62	ACCT, Jajpur Circle, Jajpur	Jajpur Road
63	CTO, Assessment Unit, Jajpur Town	Jajpur Town
64	ACCT, Keonjhar Circle, Keonjhar	Keonjhar
65	ACCT, Barbil Circle, Barbil	Barbil
66	CTO, Assessment Unit, Jaraka	Jaraka
67	Jajpur Investigation Unit	Jajpur
68	Nalda Check Gate	Nalda
69	Bileipada Check Gate	Bileipada
70	Murga Mahadev Check Gate	Murga Mahadev
71	Champua Check Gate	Champua
72	JCCT, Bhubaneswar Range, Bhubaneswar	Bhubaneswar
73	DCCT, Bhubaneswar-I Circle, Bhubaneswar	Bhubaneswar
74	DCCT, Bhubaneswar-II Circle, Bhubaneswar	Bhubaneswar
75	DCCT, Bhubaneswar-III Circle, Bhubaneswar	Bhubaneswar
76	DCCT, Bhubaneswar-IV Circle, Bhubaneswar	Bhubaneswar
77	DCCT, Vigelance, Bhubaneswar	Bhubaneswar
78	Bhubaneswar Enforcement Range	Bhubaneswar
79	Bhubaneswar Investigation Unit	Bhubaneswar
80	JCCT, Puri Range, Puri	Bhubaneswar
81	ACCT,Puri Circle, Puri	Puri
82	ACCT, Nayagarh Circle, Nayagarh	Nayagarh
83	ACCT, Jatni Circle, Jatani	Jatani
84	CTO, Assessment Unit, Khurda	Khurda

85	CTO, Assessment Unit, Balugaon	Balugaon
86	Puri Investigation Unit	Puri
87	JCCT, Koraput Range, Jeypore	Jeypore
88	ACCT, Koraput Circle, Koraput	Koraput
89	DCCT, Vigilance, Jeypore	Jeypore
90	Jeypore Investigation Unit	Jeypore
91	ACCT, Nawarangpur Circle, Nawarangpur	Nawarangpur
92	ACCT, Malkangiri Circle, Malkangiri	Malkangiri
93	ACCT, Rayagada Circle, Rayagada	Rayagada
94	CTO, Assessment Unit, Gunupur	Gunupur
95	Chitrakonda Check Gate	Chitrakonda
96	Dandasora Check Gate	Dandasora
97	Sunki Check Gate	Sunki
98	Kerda Check Gate	Kerda
99	Birahandi Check Gate	Birahandi
100	Chatua Check Gate	Chatua
101	Maidalpur Check Gate	Maidalpur
102	JCCT, Sambalpur Range, Sambalpur	Sambalpur
103	ACCT, Sambalpur-I Circle, Sambalpur	Sambalpur
104	ACCT, Sambalpur-II Circle, Sambalpur	Sambalpur
105	DCCT, Vigilance, Sambalpur	Sambalpur
106	Sambalpur Enforcement Range	Sambalpur
107	Sambalpur Investigation Unit	Sambalpur
108	ACCT, Jharsuguda Circle, Jharsuguda	Jharsuguda
109	ACCT, Deogarh Circle, Deogarh	Deogarh
110	ACCT, Bargarh Circle, Bargarh	Bargarh
111	Lahurachatti Check Gate	Lahurachatti
112	Bardol Check Gate	Bardol
113	Kanaktora Check Gate	Kanaktora
114	JCCT, Sundargarh Range, Sundargarh	Rourkela
115	ACCT, Sundergarh Circle, Sundergarh	Sundergarh
116	DCCT, Rourkela-I Circle, Rourkela	Rourkela
117	Rourkela Investigation Unit	Rourkela
118	DCCT, Rourkela-II Circle, Rourkela	Rourkela
119	CTO, Koira Assessment Unit	Koira
120	CTO, Assessment Unit, Rajgangpur	Rajgangpur
121	Telijore Check Gate	Telijore
122	Birmitrapur Check Gate	Birmitrapur

END OF THE BID DOCUMENT

**OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES, ORISSA
CUTTACK**

No. 17490 /,

Dated 22-10-2011

NOTICE INVITING TENDER

**Request for Proposal for
Annual Maintenance Contract of Hardware and Facility Management
for Commercial Taxes Department, Orissa Computer System.**

1. Sealed tenders are invited from interested bidders for “Annual Maintenance Contract of Hardware and Facility Management for Commercial Tax Department Orissa”.
2. The firms which are interested in participating bids may please ask the contact person for details or visit website <http://orissatax.gov.in>

Time schedule of various tender related events:

Bid calling date	25-10-2011
Last date / time for clarification	11-11-2011; 3.00 PM
Last date and time of submission of bid	15-11-2011; 3.00 PM
Bid Security / Earnest Money Deposit (EMD) Amount	1,50,000/- (Rupees One Lakh Fifty Thousand)
Pre-qualification bid opening date	18-11-2011
Technical bid opening date and Time	21-11-2011
Financial Bid Opening date and time	23-11-2011
Bid Document person / contact person	DCCT (IT & Policy), Orissa. Phone: (0671)-2304922
Email	ctdho@orissatax.gov.in
Reference No.	

3. A complete set of bidding document may be obtained by interested bidders on the submission of a written application addressed to “The Deputy Commissioner Commercial Tax (IT & Policy), O/o the CCT (O), Cuttack” and by paying a non-refundable amount of Rs.2500/-. The payment can be made in the form of Demand Draft drawn in favour of “Commissioner of Commercial Taxes, Orissa, payable at Cuttack (India)”. The Document, if required, can be sent by courier for out station locations for which Rs. 500/- be included as postage to be paid extra. The document can also be down loaded from web site <http://orissatax.gov.in>. Bidder using bidding document by downloading from website is required to pay a non-refundable amount of Rs.2500/- towards bid document fee in the manner prescribed above at the time of submission of bid. Bidders are required to furnish the bid security / Earnest Money Deposit (EMD) in the form of a Demand Draft drawn in favour of Commissioner of Commercial Taxes, Orissa and payable in Cuttack along with their pre- qualification bid-document in a separate envelop marked “EMD”.

**Sd/-
Additional Commissioner
of Commercial Taxes, Orissa (VAT & IT)**