

Schedule No:

**GREATER VISAKHAPATNAM MUNICIPAL
CORPORATION (GVMC),
VISAKHAPATNAM.**

TENDER SCHEDULE

Re-Tender Notification No.61/2009/IT/ADC (Projects)/GVMC/OSD (IT)

Dated: 11-09-2009

Sub: Providing Facility Management Services Comprising of 1No system Administrator, 1No Database Administrator & 1No Senior Programmer as per the tender schedule.

Tender for
FM services for GVMC
As per document attached

Cost of the Tender Document: Rs.3000/-

Tender Schedule Issued To:

Index:

1. Details of Tender Notice.
2. Brief Description.
3. Technical Requirements.
4. Tender Procedure.
5. Technical Specifications
6. Standard Procedure for opening & Evaluation of Tenders.
7. General Conditions.
8. Tender Letter form
9. Annexure.

GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC),
VISAKHAPATNAM.

Section – 1 Details of Tender Notice.

Notice Inviting Sealed Tender.

GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC), VISAKHAPATNAM invites sealed tenders for FM services. A complete set of tender documents may be purchased on payment of nonrefundable fee of Rs.3000/- through DD drawn in favor of **The commissioner GVMC, Visakhapatnam.**

The tenderer must fulfill the qualification criteria in the tender document. The tender offers must be submitted between date 14/09/2009 to 18/09/2009,3 P.M Before OSD(IT) accompanied by Security Deposit as specified in the tender document at the office of the Commissioner, GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC),Visakhapatnam. Tender offers will be opened in the presence of the tenders for their authorized representative at 4 P.M on 19/09/2009 in the chambers of the Additional Commissioner (Projects) GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC).

Schedule

Tender details:

Cost of Tender Document	Rs.3000/-
Start Date for download of tender schedules.	14 .09.2009
Last Date for download of tender schedule.	18.09.2009 Upto 5PM
Last date and time for receipt of tenders.	19 .09.2009 , Upto 3.00PM
Date and time of opening of tenders.	19 .09.2009 , @ 4.00PM
Place of opening tenders.	ADC (P) Chamber, GVMC.

*The Commissioner,
GVMC,
Visakhapatnam.*

//T.C.F.B.O//

OSD (IT)

Sl. No.	Name of work	Security Deposit	Contract period	Cost of Tender Document
1	2	3	4	5
	FM Services as per the Schedule for GVMC	Rs. 1.00Lakhs Payable in form of Demand Draft / Bank Guarantee drawn on a Nationalized Bank payable at Visakhapatnam in favor of The Commissioner,GVMC,Vsp.	1year	RS.3000 /-In favor of The Commissioner, GVMC,Vsp.

1. Detailed tender document is available in the office of OSD (IT), IT Wing, GVMC.
2. The validity period of the tender will be one year from the date of Submission of the tender.
3. Right to give preference of accepts or rejects any or all the tenders without Assigning any reason will be at the discretion of GVMC.
4. The tender shall quote their rate both in words and in figures. If the vendor Fails to quote his rate both in figures and in words the tender will be treated as Incomplete and rejected.
5. The cost of tender schedule will not be refunded under any circumstances. The Security deposit / Bank guarantee shall be refunded to the unsuccessful Tenders except L2, soon after deciding the tenders on submission of requisition From the concerned unsuccessful tender to this effect.
6. The application for the purchase of the tender schedules received later of Tenders received without security deposit will be summarily rejected.
7. The tenderer must keep his tender validity period three months. If the tenderer withdraws his offer with in the validity period the security deposit / Bank guarantee will be forfeited.
8. The tenderer can submit the tender either personally or through Authorized Agents only.
9. Agency shall submit three covers i.e.,
Cover – A – Pre – Qualification:
Cover –B – Technical and
Cover – C – Commercial.

Section – 2: Brief Description:

GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC), have procured newer Hardware for several applications, which have been developed suiting GVMC's requirement. GVMC intends to deploy as per the architecture stated below. The Hardware should be Data Center Class, able to scale- up to new requirements, able to serve new Applications, Should be able to officer High Reliability, Availability, Scalability, Ease of Management, Administration and High levels of Maintenance and Support.

On suggestions from our Application vendor GVMC has procured Database Servers, Proxy Servers, Applications Server, Web Server, Fibre Channel Switches, Fibre Channel Disk Storage Array, Tape Drive and required Back-up software as stated to achieve a goal of giving prompt and efficient service to the citizens of Visakhapatnam.

In continuation, GVMC has procured ____ desktop systems and installed them in various departments within our offices. The Network between our offices has been established to achieve connectivity to our Main data center.

In order to maintain the above GVMC required skilled resources to be deployed on site as part of the FM requirement is for two years with options to extend to three years. The decision to continue services post completion of two year term is at the sole discretion of GVMC. The details of the skill set required are detailed below:

S. No.	Skill set and experience	Description
<u>1</u> 1	Systems Administrator 1).5+ years experience With MCSA certification. 2).B.E/B.Tech In CS/IT Or B.E with MCA Qualification	Basic Installation and configuration of work stations and low-end servers from SUN, HP, Compaq, HCL and IBM. <ul style="list-style-type: none">• Normal Startup and Shutdown.• User Account Creation, deletion, modification• Apply Naming Convention, Home Directory, Group Creation as per Policy.• User Disabling• Access rights• Monitor Concurrent Logins Connection Monitor Disk space, Processor Utilization, Network Utilization related to server

		<ul style="list-style-type: none"> • Base OS Installation • Basis OS troubleshooting • Backup Operations and Monitoring • Shell scripting • Knowledge on Veritas Volume Replicator, Netapp filer would be an advantage.
1	MS SQL & Oracle Data Base Administrator 1. B.E/B.Tech In CS/IT Or B.E with MCA Qualification 2. 5+ years experience With OCP certification.	<ul style="list-style-type: none"> • Data base administration • Data base management • Creating Tables • Creating indexes • Monitoring systems activity and logs • Database startup and shout-down • User administration- roles, privileges, security, backup an restoration activities .
1	Senior Programmer	•
1	1. B.E/B.Tech In CS/IT Or B.E with MCA Qualification. 2. 5+ years experience With PHP, ASP.Net, VB, PL / SQL with OCP certification.	

Please Note:

- a) Oracle Data base licenses required will be provided by GVMC and will not be a part of this Tender.
- b) Required Microsoft Software / other related Software will be provided by GVMC and will not be a part of this tender.

Service Window: 9 AM to 7.30 PM from Sunday to Saturday.

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

- i. Preventive maintenance shall be carried out at lease once in a Month.

Preventive maintenance shall not be attended during run / office time. However preventive maintenance which does not effect normal operation can be attended during run time with the permission of user.

ii. The bidder is required to submit the indent, Purchase order, and maintain the adequate stocks of spares to meet the requirements. The Dept. and GVMC reserves the right to verify the stocks at any point of time.

iii. Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by the Dept. or GVMC.

IV. The Facilitator, May if so advised technically, get a dysfunctional hardware Component repaired in lieu of its replacement, subject to ensuring the overall Compliance of the requirement of up time.

Co-ordination:

Facilitator shall co-ordinate with other vendor(s) for replacement of any defective item for the equipment which are under parts warranty. Facilitator shall co-ordinate with the suppliers of data center and switches are under warranty.

Pre-qualifications of the tenders:

The bidder shall possess the following minimum qualifications:

- a) The bidder shall have at least 5 years of experience as on **01-07-2009** in all of the following areas:
 - i. Maintenance of servers and computer systems, Applications and integration.
 - ii. Maintenance of networking devices like I/Os, hubs, switches & networking cabling, routers, RAS, modems etc.
 - iii. Maintenance of system software such as SCO Unix, WIN NT, Windows OS. Maintenance of RDBMS such as Oracle, SQL Server, DB2 etc.,
 - iv. Help Desk Management & Multi-vendor hardware management.
 - v. Handling of various servers with services running on them.
 - vi. Handling virus through anti-virus tools.
 - vii. Handling security issues and management.
 - viii. Experience in providing the "services" defined in the scope of this tender.
 - ix. Outsourcing and Hosting Services, Web services.

- b) The bidder shall have a turnover of at least **Rs.100 crores** over all in the areas specified in all the items specified above put together, in any one year of the last five financial years i.e in **2004-05, 2005-06, 2006-07, 2007-08 & 2008-09**. The turnovers in any other areas of IT will be ignored for the purposes of the technical evaluation.

- c) Bidder should have experience in maintaining at least one site having minimum 300 PCs in the five financial years **(2004-05, 2005-06, 2006-07, 2007-08 & 2008-09)**.
- d) The bidder should submit the IT returns of the IT firm for the Last five Financial years **(2004-05, 2005-06, 2006-07, 2007-08 & 2008-09)**.
- e) The bidder should have registered H.O/Branch office at Visakhapatnam and running for the last one year as on **1-07-2009**.
- f) The bidder should be ISO 9001/2000 & CMM level 4 certified .However In absence of CMM level 4 certified bidders , CMM level 3 certified bidders will be considered (Credentials of the bidding company and not the parent company will be considered).

Section – 6 : Standard procedure for opening & evaluation of Tenders :

Separate cover for each schedule :

Offers should be made in three parts namely, “Pre-qualification tender”, “Technical tender” and “Financial tender” in the format given in tender document. Each offer should be placed in separate envelope subscribed “Pre-qualification tender”, “Technical tender” and “Financial tender” as the case may be, followed by the title mentioned above against “tender call”.

1. Security deposit / Bank guarantee should be in the “Pre-qualification tender”.
2. Name of the vendor and contact address should be written on the envelope.
3. Tenders will be accepted only from those who have purchased the tender document and submit their offer in the original document only.
4. All correspondence should be with the person concerned at GVMC.

Outline of Tender opening procedure :

The tender opening and evaluation process will be sequential in nature, means that tenderer must qualify a particular stage to be eligible for the next stage.

Tenders will be opened in the presence of tenderers representatives, who choose to attend. The tenderer representatives who are present shall sign in a register evidencing their attendance.

Any participating vendor may depute a representative to witness these processes.

No tender shall be rejected at tender opening, except for late tenders, which shall be returned unopened.

Tenders that are not opened and read out at tender opening shall not be considered further for evaluation, irrespective of the circumstance. Withdrawn tenders will be returned unopened to the tenders.

Evaluation of Pre-qualification tenders:

1. The pre-qualification tender documentation shall be evaluated in two sub-sets.

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

b) In the second step, GVMC may ask the vendor for additional information, visit to vendors site and or arrange discussions with their professional, technical faculties to verify claims made in the tender documentation.

Evaluation of Technical Tenders :

2. The Technical tender documentation shall be evaluated in two sub-sets.

c) 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.

d) In the Second step, GVMC may ask the vendor for additional information, visit to vendor's site and or arrange discussions with their professional, technical faculties to verify claims made in the tender documentation.

Qualification of the Facility Management Personnel:

e) The staff should have experience in Windows OS, AIX, Networking, SQL DBA, and Oracle DBA including Cisco equipment. The bidder should submit a statement of the skill set of the personnel whom he would be deploying for FMS clearly mentioning their qualification, designation and previous experience.

Evaluation of Financial Tenders :

Financial tenders of those vendors who satisfy all phases of the Pre-qualification and Technical tender and corresponding to chosen technical choices will only be opened. All other financial tenders will be ignored. GVMC will access the nature of financial offers and may pursue an or all the optioned mentioned under financial tender. GVMC may at its discretion discuss with vendors available at this stage to clarify contents of financial offer.

Note:

- Evaluation of financial tenders will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.
- First opportunity will be given to the tenderer who has quoted for all schedules and who is overall lowest. However, this will be applicable if minimum of 2 tenderers have quoted for all schedules. In case of single tenderer quoted for all schedules, this clause will not be applicable.

- Past track record of tenderer in supply / services.
- Any other specific criteria indicated in the tender call and or in the specifications.

Section – 7 : General Conditions :

1. The Bidder should not engage IT professionals who were already worked, or presently working or who were offered to work in GVMC IT wing for the forthcoming three years and the same list and information can be had from OSD (IT).

8. Tender Letter Form

From:

(Registered Name and Address of the Tenderer)

To:

GREATER VISAKHAPATNAM MUNICIPAL CORPORATION (GVMC),
VISAKHAPATNAM,
Andhra Pradesh,
India.

Sir,

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

Project of Title:

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

If our tender is accepted, we undertake to:

Provide services / execute the work according to the time schedule specified in the tender document and agree to adhere by the tender conditions including pre-tender meeting minutes if any, which remain binding upon us during the entire validity period and tender may be accepted any time before the expiration of that period.

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

Place:

Date:

Tenderers Signature and Seal.

9. Annexure

Tenderer Information:

1	Name of the Organization	
2	Year of Establishment	
3	Registered office Address	
4	Phone No.	
5	Fax No.	
6	Email	
7	Total No. of branch officer in A.P	
8	Total support engineers	
A	At Head office	
B	At Branch offices	
9	Whether manufacturer	If yes, provide relevant documents
10	Whether Authorized Service Provider / Partner / System Integrator	If yes, provide relevant documents
11	Details of EMD furnished	
12	Details of Certificates enclosed	

Turn over details :

	Year	Amount in Crores.
1		
2		
3		

List of Major Customers:

	Customers name and Address	Products sold and year of supply
1		
2		
3		

Details of service centres in A.P:

	Full Address of service centre	Contact Person and No. of Support Engineers
1		
2		
3		

Other Checklists:

Compliant Statement for the Technical Specification asked for (Line Item wise) should be enclosed in the Technical Proposal

Financial Bid Format :

Price schedule for Supply / Services offered

Schedule No.	Details	Qty	Per resource per year	Taxes	Total price with Taxes for one year	Total price with taxes for two years
1	Systems Administrator	1				
2	SQL DBA & Oracle DBA	1				
3	Senior Programmer	1				

Total Price in Figures: _____

Total Price in Words: _____

Note : Maintenance cost in % for each year should be mentioned separately beyond warranty period and is optional. GVMC will decide whether to consider or not.

Signature of the Tenderer.

*The Commissioner,
GVMC,
Visakhapatnam.*

//T.C.F.B.O//

OSD (IT)