

GOVERNMENT OF MANIPUR
DEPARTMENT OF INFORMATION TECHNOLOGY
4th Floor, West Block, New Secretariat, Imphal-795001
Website: <http://ditmanipur.gov.in>, e-mail: dit-mn@nic.in

NOTICE INVITING TENDERS
Imphal, the 10th June, 2020

No. 15/3/2010-DIT(Pt-2): Department of Information Technology, Manipur invites bids from experienced Service Providers/Agencies under Two Bid System (Technical Bid & Commercial Bid) for providing Operation & Maintenance services of a Network Operating Centre (NOC) room on 24x7x365 basis.

The details of Tender document may be seen/downloaded from <http://manipur.gov.in> and <http://ditmanipur.gov.in>. Changes, Corrigendum etc. if any will be uploaded at the 2 (two) portals mentioned above. For further queries/comments Shri N. Ashakiran Singh, Informatics Officer may be contacted at mobile No. 7085055194 and email: ashakiran.n@nic.in.

The Eligibility Criteria, Scope of work, Terms & Conditions, and Evaluation methodology for Technical and Financial Bids are at Annexure – I, II, III, IV and V.

2. The proposal/bid must be submitted through e-Tender Portal i.e. <https://manipurtenders.gov.in> only. Details of submission timelines are as below:

SL.	Particulars	Description
1.	Address of the authority inviting RFP/Tender	Director, Department of Information Technology, 4 th Floor, Western Block, New Secretariat, Imphal-795001
2.	RFP/ Tender Reference No.	15/3/2010-DIT(Pt-2)
3.	Last date of online bid submission and physical submission of original demand draft (DD)/ Banker Cheque (BC)/ Bank Guarantee (BG) w.r.t Tender fee and EMD at DIT, Manipur.	Up to 17.06.2020 at 1:00 PM
4.	Technical Bid opening Date and Time	Shall be notified later
5.	Financial Bid Opening Date and Time	Shall be notified later

Note: Corrigendum, addendums and subsequent clarification on bid terms, if any, can be downloaded from the above mentioned websites.

Nambam Deben

(N. Deben)
Director (IT)

Copy to:

1. Additional Chief Secretary (IT), Government of Manipur.
2. The Website Manager, Informatics Officer, DIT, Manipur
- To upload the notification on <https://manipur.gov.in> and <https://manipurtenders.gov.in>
3. Guard File.

ELIGIBILITY CRITERIA

SL.	Eligibility Criteria	Compliance Y/N	Supporting Documents to be submitted along with Technical Bid
1	The bidder must have office in Imphal or ready to set up office in Imphal within 30 days from the date of signing the contract.		Proof of Address or Consent Letter in the letterhead with stamp.
2	The bidder should be a company registered under Companies Act 1956/2013 or a combination of above in the form of Consortium entities dealing in IT/ITES.		Photo copy of Incorporation/Registration certificate.
3	The bidder should have an experience in providing IT service for at-least 3 years as on 31 st Jan, 2020.		Photo copy of Certificate from Clients award and commencement of business.
4	The bidder should have annual turnover of Rs. 50 Lakhs in one of the last 3 financial years i.e. 2016-17, 2017-18 and 2018-19.		Self-certified copies of the audited balance sheet and profit & loss statement prepared by a Chartered Accountant for the last 3 years completed financial years with adequate sections duly marked.
5	The bidder should have never been blacklisted/barred/disqualified by any Government Department or any PSU.		Self-Certification/declaration
6	The bidder should have a valid GST registration Certificate and Pan Number.		Copies of the GST Registration Certification , PAN to be enclosed

SCOPE OF WORK

1. Manipur State Data Centre (SDC) was successfully set up under National e-Governance Plan to acts as a central repository for all data and applications/websites for the entire Government of Manipur. The Operation and Maintenance contract of Manipur SDC has expired and most of the applications/websites previously hosted at Manipur SDC have been migrated to the Cloud Platform.
2. However, the CCTNS application and infrastructures of Goods and Services Tax (GST) Network, North Eastern State Data Repository (NeSDR) of Manipur and Manipur SWAN have been using part of physical infrastructure (Non-IT equipment) of SDC. Hence the usages of these Non-IT equipment(s) need to be continued for sometimes.
3. In order to enable above mentioned application and infrastructures, the existing server hall of Manipur State Data Centre has been scaled down and partitioned upto first 5th rows of racks out of 8 rows of the server hall and a Network Operating Centre (NOC) room has been created.
4. DIT, Manipur intends to set up a NOC using part of the existing Non-IT infrastructure of Manipur SDC for un-interrupted power supply, cooling facility and security etc. to continue the operation of items mentioned at Para No. 2 above. Detail of the physical infrastructure are at **Annexure-A**.
5. Department of Information Technology, Government of Manipur, invites bids from well-established reputed firms / agency for providing Operation & Maintenance services for the NOC room on 24x7x365 basis using physical infrastructure.
6. Under the scope of Operation & Maintenance services, the selected bidder shall undertake monitoring, administration, management and maintenance including the following scope of services:
 - i. Operation and Maintenance of all the devices installed as part of the physical infrastructure round the clock on 24x7x365 basis and ensure to provide cooling and uninterrupted power supply to IT equipment installed at the NOC room.
 - ii. The operations shall be managed in 3 shifts, each of 8 hours duration (6 AM – 2 PM, 2 PM - 10PM, 10PM - 6AM).
 - iii. The selected bidder shall deploy sufficient manpower and ensure that the persons deployed for Operation and maintenance should have the requisite knowledge/qualification/ experience required for carrying out the job contract, entrusted to him.
 - iv. The selected bidder shall be responsible for the satisfactory and quality completion of the following jobs and services:
 - a. Day to day monitoring and upkeep of the Building Management System which includes monitoring of temperature, humidity, run time etc. parameters for Precision Air Conditioning System including monitoring of the temperature and Automatic switch-over of the different units. Comfort Air Conditioning System.
 - b. DG Set, Fuel Storage Tank etc. Electrical System UPS system including Monitoring of voltages, Battery health, etc.
 - c. Safety & Security systems such as:-

- Access Control System: Report on intruder alerts, check all Locks work as programmed and re-program when authorised.
 - CCTV System - Camera problems, backups, incidents, alerts from sensitive area, etc.
 - Fire Alarm and Detection System: Monitoring of Detectors, Hooters, False Alarm and take proper action in case of an actual fire. Monitor Gas based suppression system and the refill / pressure of the stand-alone Fire extinguishers.
 - Gas Based Fire Suppression System
 - Water Leak Detection System
 - Aspirating Smoke Detection (VESDA System)
- v. The selected bidder shall carry out day to day operation such as system routine health check-up, continuous monitoring, cleaning preventive maintenance, repair and replacement of defective components which is installed in MSDC. The cost of repair and replacement shall be borne by the Bidder and the same will be reimbursed as per actual.
- vi. Under corrective maintenance, any defects in the Infrastructure shall be rectified, and all defective components necessary for normal operation are to be replaced with the respective OEM products/parts of equivalent or higher make/configurations. If the respective OEM products/parts are not available for any reason, the selected bidder shall replace the defective products/parts with similar or higher make/configurations by taking written consent of the DIT for the type of products/parts being replaced.
- vii. Preventive Maintenance activity shall include updation of Service packs, physical cleaning & testing of equipment, carrying out system diagnostic tests & taking remedial action, point-to-point connectivity test etc. At least one preventive maintenance activity should be scheduled per quarter.
- viii. Normally the repair/replacement of defective products/parts shall be carried out at the premises of the MSDC only, and not at the repair centers. If the fault is of serious nature and requires the support of the repair center, thereby necessitating shifting of the equipment, then the shifting/transportation, installation, re-installation, and loading of the packages shall be carried out with prior approval/information of Department of Information Technology (DIT).
- ix. Provide & Maintain necessary documents on daily, weekly, fortnightly and monthly basis, manage various system.

TERMS AND CONDITIONS

1. Earnest Money Deposit (EMD):

- i. Each bid must be accompanied by Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty five thousand only) in the form of Demand Draft/Bankers Cheque/Bank Guarantee of any Nationalized/Scheduled commercial Bank taken in the name of Director, Directorate of Information Technology & Communication payable at Imphal. Bids received without Earnest Money Deposit are liable to be rejected.
 - ii. The original copy of EMD should reach to this office address as mentioned in the Notification on or before the time of opening of bid. The original should be hosted / couriered / given person to the concerned authority of DIT, Manipur latest by the last date and time of the bid submission otherwise uploaded bid will be rejected.
 - iii. The original copy of EMD should reach to this office address as mentioned in the Notification on or before the time of opening of bid. The original should be posted / couriered/ given person to the concerned authority of DIT, Manipur latest by the last date and time of the bid submission otherwise uploaded bid will be rejected.
 - iv. EMD in any other form will not be accepted.
 - v. EMD of all unsuccessful bidders would be refunded by DIT, Manipur within 30 days of the bidder being notified by DIT, Manipur as being unsuccessful and after received a written request from the unsuccessful bidder for refund of the same. EMD of the successful bidder would be returned upon submission of Security Deposit.
 - vi. No interest shall be payable by DIT, Manipur to the Bidder(s) on the EMD amount for the period of its currency.
 - vii. The bid without adequate EMD, as mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
2. The selected bidder shall provide operation and maintenance services through their own personnel.
 3. The selected bidder shall maintain the entire Non-IT infrastructure installed at the Manipur SDC in proper working condition throughout the contract period to provide consistent operation and maintenance service.
 4. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA. Details of the SLA are at **Annexure-B**.
 5. The selected bidder shall pay charges of consumable like Diesel, Electricity etc. and the same will be reimbursed back by DIT Manipur on actual on submission of bills in quarterly basis.

6. The selected bidder shall cover both preventive as well as corrective maintenance of all active / passive items given in the scope of works.
7. Any activity, that requires stopping of services or shutdown of equipment's shall be carried out in consultation with the DIT after necessary intimation, and this activity shall be taken up only during the non-working hours or on holidays in order to reduce non-availability of services.
8. The selected bidder will be responsible for compliance of all the applicable laws and obligations arising out from the action of providing services.
9. The personnel deployed shall be under the direct control and supervision of the Successful bidder. However, they shall comply with the oral and written instructions given on day to day basis, by the officer(s) of DIT or their representative from time to time. They will be bound by office timings, duty, placement, locations, etc., as decided by the DIT which may include 24x7 Operations.
10. If the successful bidder fails to provide satisfactory performance, DIT shall be at liberty to terminate the contract and withhold the Security Deposit/ BG or the balance payment of the Successful bidder, etc.
11. DIT reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition at any time during the currency of the contract.
12. The successful bidder will not seek escalation in the rates quoted during the contract period.
13. The period of the contract will be one year from the date of signing the contract or till the completion of migration of all the application hosted at MSDC to Cloud whichever earlier. The same may be renewed for subsequent 12 months, subject to satisfactory service and acceptance by DIT without any price escalation.
14. DIT reserves the right to accept or reject any Tender/ all the tender(s) in full or in part, without assigning any reason whatsoever. DIT also reserves the right to call for additional information from the Bidder(s).
15. The contact person of the successful bidder should be available on his own direct telephone (office as well as residence) and also on mobile phone on a 24x7x365 basis.
16. There should be no cutting/overwriting in the Quotations.
17. The successful bidder shall ensure deployment of suitable people with proper background after investigation/verification, collecting proofs of identity, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such a request.
18. The working days should be 24x7x365 basis in shifts. However, depending upon the urgency of works, the personnel may be required to work (beyond the stipulated period) depending on demands or work.
19. The successful bidder has to indemnify DIT of all labour laws. Any issue arising out of this will have to be handled by the successful bidder.
20. DIT at its sole discretion depending upon the workload may at any point of time extend or curtail the contract or make changes in the requirement of manpower giving 15 days' notice.

21. Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in DIT. The security deposit will also be forfeited.
22. Management Information System (MIS) Report: The Selected bidder shall provide the MIS reports on monthly bases for all the devices and resources installed in the NOC room in an appropriate format that would be in consultation with the tendering authority. Whenever required by the tendering authority, selected bidder should be able to provide additional reports as per their standard formats.

The following Quarterly MIS reports/ documents shall also be submitted by the selected bidder, while claiming the payment for the work done:

- i. MAC (Install, Move, Add, Change) Report.
 - ii. Availability of different category of equipment
 - iii. Exception report indication all calls completed beyond SLA, with calculation of non- performance deduction.
 - iv. Report on planned Preventive Maintenance schedules
 - v. Etc.
23. Performance Guarantee:
- i. The Successful bidder has to submit Performance Bank Guarantee or Performance Security Deposit @ 10% of total order value within 15 days from the date of issue of Work order for the entire project duration. The PBG may be issued by any Nationalized Bank including the Public Sector Bank or Private Sector Bank authorized by RBI or Commercial Bank (operating in India having branch at Imphal).
 - ii. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
 - iii. The Performance Security shall be payable to the DIT as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.
 - iv. Performance Security will be discharged by DIT and returned to the Bidder on completion of the bidder's performance obligations under the contract after deductions, if any of component.
 - v. No interest shall be payable on the PBG amount. DIT may invoke the above bank guarantee for any kind of recoveries, in case the recoveries from the bidder exceed the amount payable to the bidder.

24. Payment will be made by DIT, Manipur on quarterly basis only against the raised invoice at the earliest.

25. DIT may extend the contract with the selected bidder on mutually agreed terms and conditions.

26. Arbitration:

In the event of dispute and difference arising between Department of Information Technology and Agency, the same shall be discussed in the first instance between the representative of the Agency and DIT.

If the dispute is not settled amicably, the matter shall be raised by the aggrieved party to the authorised signatory of the other party within 21 days of arising of such disputes/issues. If the

issue is not resolved within 30 days of receipt of the claim by the respondent party, the aggrieved party shall refer the claim for arbitration to the Administrative Secretary of DIT within 10 days after the passage of this time. The Administrative Secretary, DIT would appoint the sole Arbitrator / a panel of Arbitrators for the dispute whose decision shall be final and binding on both the parties. Arbitration proceedings will be assumed to have commenced from the day a written and valid demand for arbitration is received by the Administrative Secretary, DIT. The place of arbitration will be Imphal. Wherever applicable, the provisions of the Arbitration and Conciliation Act, 1996 shall apply.

27. Force Majeure:

If the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, casualty, riots, sabotage, accident, lack or failure of transportation facilities, flood, war, civil commotion, terror attack, lightning, acts of God, any law, order or decree of any government or subdivision thereof or any other cause similar to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused from performance hereunder to the extent and for the duration of such prevention, restriction or interference.

28. Governing Law:

This Agreement and the obligations of the parties hereto shall be interpreted, construed and enforced in accordance with the internal laws of India, without giving effect to the conflict of laws / principles thereof. Any legal dispute arising out of this contract will be settled at Imphal only.

29. Indemnity:

The successful bidder shall keep the Customer fully indemnified against all actions, claims, proceedings, costs, damages and all legal costs or other expenses and losses incurred or suffered by the Customer arising directly or indirectly out of or in relation to:

any breach of any terms of this Agreement (including but not limited to any claim or action by a third party alleging infringement of any intellectual property rights of such third party); **or** any claim by third party (including without limitation claims by any employee or agent of the successful bidder or the general public) for any damage, injury, loss or accident sustained in relation to the Service Provider's performance of the Contract.

SELECTION PROCESS

The Financial Proposal shall be submitted as per Annexure V of the Tender Document. DIT has adopted a Two Stage Selection Process (collectively the "Selection Process") for evaluating the Proposals comprising of technical and financial bids to be submitted online. The Method of selection will be on Quality (70%) cum Cost (30%) based selection (QCBS) -70:30. The technical quality of the proposal shall be given weightage of 70%. The financial proposal with the lowest cost may be given a score of 100 and the other proposals will be given financial score that are inversely proportionate to their prices. The financial proposal shall be allocated weightage of 30%. For working out the combined score, DIT will use the following formula:

Example:

Technical Bids Evaluation

Stage 1. Absolute Marks (Table A)

Bidder details	Technical Marks obtained(Out of 100)
Bidder 1	85
Bidder 2	75
Bidder 3	80

Stage 2. Normalization of Technical marks: (Table B)

Normalised score = (Technical marks obtained by the bidder under consideration/Highest technical marks)*70

Bidder Details	Normalised score
Bidder 1	$(85/85)*100 = 100$
Bidder 2	$(75/85)*100 = 88$
Bidder 3	$(80/85)*100 = 94$

Financial Bid Evaluation:

- The Financial bid amount shall be converted into financial score, while considering the financial quote given by each of the Bidders in the commercial bid as follows:
Financial Score of a Bidder = {Lowest financial bid/Quote of bidder under consideration}*100

Example: (Table C)

Bidder Details	Financial quote	Calculation	Financial score
Bidder 1	1,30,000	$\{1,00,000/1,30,000\}*100$	77
Bidder 2	1,20,000	$\{100,000/1,20,000\}*100$	83
Bidder 3	1,00,000	$\{100,000/1,00,000\}*100$	100

Final Score Calculation through QCBS

The final score will be calculated through Quality and Cost Selection method based with the following weightage:

Technical: 70%

Financial: 30 %

Combined Technical and Financial score = (0.70*Technical score) + (0.30* Financial Score)

Example: (Table D)

Bidders	Technical Score (i) (0.7x Normalised Technical Score)	Financial Score (ii)(0.3 x Normalised Financial score)	Final Score (iii = (i) + (ii))	Rank of the bidder
Bidder 1	70	23.10	93.10	H2
Bidder 2	59.23	24.90	80.13	H3
Bidder 3	64.61	30	94.61	H1

The proposals will be ranked in terms of total scores of each bidder. The proposal with the highest total score (H-1) will be considered for award of contract and will be called for negotiations, if required.

TECHNICAL QUALIFICATION DETAILS

SI No.	Details	Maximum Marks	Bidders response enclose the proofs
1	Average annual turnover of bidder one of the last 3 financial years (FY 2015-16, 2016-17, 2017-18) From 50 Lakhs – upto less than 1 crore : 10 Mark From 1 crore – upto less than 2 crore : 20 Marks	20	
2	No. of providing IT service involving outsourcing deploying of Technical Manpower. (Based on Work order/LOI) 1 Project : 10 Marks 2 - 4 Projects : 20 Marks More than 4 Projects : 30 Marks	30	
3	Client Satisfaction certificate (Based on no. of certificate) 1 : 05 Marks 2 – 3 : 10 Marks More than 3 : 20 Marks Note: <i>only one certificate per project.</i>	20	
4	Presentation: ✓ Understanding of requirement : 5 marks ✓ On boarding process including resume of key personal to be deployed, both supervisory and technical : 5marks ✓ Proposed Organisation chart including responsibility escalation mechanism : 5 marks ✓ Performance management process : 10 marks ✓ Proposed Draft SOP : 5 marks	30	
	Total	100	

FINANCIAL-BID**Sub: Operation & Maintenance services of the Application Support System (ASC).**

Name of the Company:

Sl.	Description	Cost per month (in Rs) (A)	No. of Months (B)	Amount (in Rs.) (A) x (B)
1	Operation and Maintenance		12	
2	GST / any applicable taxes			
Grand Total				

Note: The quoted price should be inclusive of all applicable taxes.