

NCCF OF INDIA LIMITED

Invites Tender

For

“Storage Solutions & Managed Services for NIC's eOffice, Email and other
Software (Document Management System) for NCCF”

National Cooperative Consumers Federation of India Limited
NCUI Complex, 3 Siri Institutional Area Hauz Khas
New Delhi -110016

**Tender for “Storage Solutions & Managed Services for NIC's eOffice
(Document Management System)Email & Other Software Hosting for NCCF**

Tender Enquiry No.: NCCF/ADMIN/21-22/

Dated: 11th October 2022

National Cooperative Consumers Federation of India Limited (NCCF), New Delhi-110016 invites competitive bids for “Storage Solutions & Managed Services for NIC's eOffice **(Document Management System) Email & Other Software Hosting for NCCF**

The total Scope of Work includes, Supply, Configuration, Maintenance of cloud hosting services for e-Office (NIC) application of NCCF DELHI with Legacy Data Migration (From existing dedicated servers) , training and managed services.

IMPORTANT DATES:

Bid Start Date	11 th October 2022
Bid Closing Date & Time	31 October 2022 : 1400 hrs
Bid Opening Date & time	31 October 2022 : 1700 hrs
Earnest Money Deposit (EMD) — Refundable without Interest	Rs. 10,000/- payable in favor of “MD NCCF NEW DELHI” Payable at Delhi

A) Requirements of documents: (Cover-1) (Technical Bid):

1. PAN Card
2. GST Certificate.
3. Purchase Order Copies (Minimum 03 No's) during last 03 FY for Storage Services.
4. Data Centre Certification for Tier 3
5. EMD —In Original - Rs.10, 000/- (Ten Thousands Only) in form of DD in favor of MD NCCF NEW DELHI - “-Payable at Delhi.
6. Bid Data Sheet (Filled Completely) as (Annexure-3).
7. Submission of Documents :-

The Documents Requirements of Cover-1 should be sealed in a separate envelope, clearly marked as “TECHNICAL BID & EMD”.

(Cover-2) (Price Bid):

8. As per the Price Bid Format listed in (Annexure- 2).

Submission of Documents:-

The Price Bid under Cover-2 should be sealed in a separate envelope, clearly marked as “PRICE BID”.

The documents of Cover-1 envelope and cover-2 envelope shall be enclosed in a sealed separate envelope-3 super scribing “Tender for Procurement of Cloud Hosting Space, Managed services and Operations & Maintenance Support for E-Office web application & Portal”

- B) Any bid received after the stipulated time period shall be considered as late tender and will be rejected. The envelope should be scribing the tender *Reference No* - NCCF/ADMIN/21-22

Addressed to:-

General Manager (P&A)

NCUI Complex3 Siri Institutional Area Hauz Khas New Delhi-110016

All Bids must reach on or before 31 October '2022: 1400 hrs, No bids would be accepted after this

Timeline.

C) Minimum Eligibility Criteria:-

- Bidders shall be an authorized representative for the supply of the mentioned Scope of Supply as mentioned in (Annexure-1).
- MSME / NSIC vendors are exempted from EMD on submission of valid certificate.

Additional Information: - The clause for waiver of EMD for MSME / NSIC vendors is only applicable to such vendor's who are manufactures/ OEM's of the Services, Vendor's representing their respective OEM's doesn't qualify for EMD exemption.

D) Others :-

1. This tender is under TWO (02) Bid System, namely Technical Bid & Price Bid,
2. Both Type of Bids should be stamped & sealed in separate envelope clearly marked with the title of Bid.
3. EMD should be put in original in “TECHNICAL BID” Closed Cover along with other documents.
4. Price Bid should be in a separate sealed envelope , clearly marked as “PRICE BID ONLY”
5. Bidders shall ensure that their bids complete in all respects.
6. The Price Bids of only those Bidder's would be opened, who qualify the Technical Bid Criteria, as laid down in the Tender Document.
7. Prospective Bidders are requested to study the scope of work & seek clarifications on any working day (Mon-Fri) during 10 am to 04:00 pm, excluding the closing date of bid submission, weekly off s & Public Holidays with prior intimation thru' e-mail to nccf@rediffmail.com/business@nccf-india.com/admincell@nccf-india.com
8. The prices quoted shall be valid for a period of 90 days from the date of opening of bids.
9. In the price schedule, if there is any discrepancy between the unit price and total price the unit, Price shall prevail and the total price shall be corrected by the purchaser.
10. The bids will be evaluated by taking the total amount for all the items.

E) Duration of Contract: -

Total **(FIVE) 05 years**, Renewable on Yearly Basis. The decision to award renewal of contract solely rests upon NCCF DELHI, based on SATISFACTORY PERFORMANCE.

The Annual Charges mentioned in the Price Bid would remain firm for a period of 05 (FIVE Years)

F) Others:-

1. The Installation and Commissioning has to be done within 28 days of delivery at or availability of site for installation with all essentials.
2. Bids should be clear in all respects and those with ambiguous clauses shall be summarily rejected.
3. The supply order will be placed on the lowest responsive bidder.
4. Necessary support should be provided as and when required within 2 Hrs. of intimation of problem. Telephonic support should be provided at **24x7**.
5. By submitting the bid it is presumed that the bidder has verified the tender Documents and technical specification of the items in details and has quoted the tender rate accordingly.
6. Payment will be released within 30 days from the Date of Activation and with legacy of data. For claiming this payment, bidder should submit the **GST Invoice (in original)**.
7. NCCF DELHI reserves the right to accept or reject any or all of the bids without assigning reason thereof.
8. Any dispute arising out of the tender/bid document/ evaluation of bids/issue of purchase order shall be subject to the jurisdiction of the competent court at New Delhi only.
9. NCCF DELHI reserves the right to withdraw the Contract for some Services or all Services. In the event, payment would be based on the actual number of Services and its effective period.
10. If the purchaser is not satisfied with the performance of the contract during the period, Contract will be terminated by giving 01(one) month prior notice to the contractor. The payment towards the Contract shall be paid on pro rata basis till the date of termination of Contractual services.

G) Requirement of hosting space and other components

Annexure -1

Technical Specifications

Sr. No	Category	Components	Description	UOM	QTY
1	Cloud Hosting	Database Server	8 v CPU 16 GB RAM 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1
2	Cloud Hosting	DB LR Server	4 v CPU 8 GB RAM 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1
3	Cloud Hosting	DB SR Server	2 v CPU 4 GB RAM 300 GB SSD 400 GB DATA Usage(Monthly)	No's	1
4	Cloud Hosting	Application Server	8 v CPU 12 GB RAM 300 GB NAS 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1
5	Support	Managed Services	24x7 Support, Rebooting, Backup, monitoring Software & All co-ordination with NIC (Remote Support only), Internet Connectivity with minimum 20 Mbps speed with Firewall & AVS.	No's	1
6	Support	Managed Services	OS Management (RHEL 7.x)	No's	4
7	Support	Managed Services	Remote Back Up- Database Only at Geographically Separate Location.	No's	1

H) Price Bid Format (Per Year Basis)

Sr. No	Category	Components	Description	UOM	QTY	Annual Recurring Charges (INR)	GST — Rs.	Total Charges (INR)
1	Cloud Hosting	Database Server	8 v CPU 16 GB RAM 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1			
2	Cloud Hosting	DB LR Server	4 v CPU 8 GB RAM 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1			
3	Cloud Hosting	DB SR Server	2 v CPU 4 GB RAM 300 GB SSD 400 GB DATA Usage(Monthly)	No's	1			
4	Cloud Hosting	Application Server	8 v CPU 12 GB RAM 300 GB NAS 100 GB SSD 400 GB DATA Usage(Monthly)	No's	1			
5	Support	Managed Services	24x7 Support, Rebooting, Backup, monitoring Software	No's	1			
6	Email Server		As required	No's	1			
Total								
Grand Total								

Note “- The Annual Charges mentioned in the Price Bid would remain firm for a period of 05 (FIVE Years)

In Words:- _____

Signature & Seal of the Bidder with Date.

BID DATA SHEET *(to be filled and submitted)*

SI. No.	Description	Details
1	Bid reference number	NCCF/ADMIN/21-22 Dated 11 th October - 2022
2	Due date for submission	03 October 2022 : 1400 hrs
3	Authorized person Details :- Name:- Address of bidder:- Contact Phone No. :- e-mail : (All details are mandatory)	
4	PAN Number	
5	GST Number	
6	All pages of bid document dulysealed and signed by the authorized person	Yes / No
7	Bank A/C Number Name of Bank IFSC Code	