

TENDER INVITATION	
Undertaking / rendering AMC services support & subscription (SnS) renewal for VMWARE V CLOUD SUITE 4 CPU & 8 CPU	
TENDER REF.No. CDOTB/OPEN/LTD-TDR/2020-21/002	
Time Schedule for Tender Process	
Tender Process	Date & Time
Published Date	02-07-2020 14 : 00 Hrs
Bid Document Download / Sale Start Date	02-07-2020 14: 00 Hrs
Clarification Start Date	02-07-2020 14 : 00 Hrs
Clarification End Date	06-07-2020 14 : 00 Hrs
Bid Submission Start Date (Online)	07-07-2020 14 : 00 Hrs
Bid Submission End Date (Online)	23-07-2020 14 : 00 Hrs
Bid Opening Date-Technical (Online)	24-07-2020 14 : 30 Hrs Onwards
Bid Opening Date-Financial (Online)	Will be intimated Later
Bid Validity	90 Days
<p>Note :</p> <ol style="list-style-type: none"> 1) The above mentioned Date & Time will be strictly adhered to. 2) In case the date of opening of the Tender happens to be a holiday, then, the Tender bids will be opened on the next working day at the same time and place. 3) Any change in the above schedule shall be updated at our Website only. 4) Any Clarifications/Amendments to the Tender Specifications/ Date of Opening, Corrigendum, etc., will be uploaded only on our Website: www.cdote.in & on CPP Portal https://eprocure.gov.in/eprocure/app 5) The Bidders are advised to check the Website before submitting the Tender. 	
This Tender document contains "13" pages including Annexures.	
Website : CPP Portal https://eprocure.gov.in/eprocure/app www.cdote.in Email : tender@cdote.in	
C-DoT GST No. Bangalore-29AAATC3895K1Z7 & Delhi-07AAATC3895K1ZD	

TENDER INVITATION

**Undertaking / rendering AMC services support & subscription (SnS) renewal
for VMWARE VCLOUD SUITE 4 CPU & 8 CPU**

TENDER REF.No. CDOTB/OPEN/LTD-TDR/2020-21/002

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ABBREVIATIONS	
BOQ	Bill of Quantity
C-DOT	Centre for Development Of Telematics
CPP	Central Public Procurement
GST	Goods and Services Tax
PBG	Performance Bank Guarantee
PO	Purchase Order
TAL	Tender Acceptance Letter

TENDER INVITATION																	
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1.0	INTRODUCTION																
1.1	C-DOT, a Government of India R&D organization(Autonomous), engaged in developing Telecom Technology and Products, invites On-line bids from Principal Manufacturer or Authorised / Designated System Integrators/ Resellers-/ Partners of VMWARE for rendering / undertaking AMC Services Support & Subscription(SnS) renewal for VMware vCloud Suite for 4 CPU & 8 CPU.																
2.0	GUIDELINES FOR SUBMISSION OF OFFERS																
2.1	<p>C-DOT, Bangalore invites e-bids from eligible bidders through e-Procurement CPP portal on TWO BID SYSTEM. Therefore, separate TECHNICAL and COMMERCIAL/FINANCIAL BIDS are to be submitted on-line by the interested Bidders.</p> <p>Bids shall be addressed to</p> <p>Purchase Manager Centre for Development Of Telematics Electronics City, Phase I, Hosur Road, Bangalore 560 100 Email: tender@cdot.in Tel No.080-25119550/25119590 /9483962927</p> <p>Manual bid submission shall not be accepted</p>																
2.2	<p><u>Technical Bid for the above Tender</u>, should consist of the following:</p> <p>S.N Documents to be scanned and uploaded</p> <table border="1" style="width: 100%;"> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Duly filled - Annexure – A</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>Proof of Platinum/Gold Partner with EMC/VMware</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Authorization letter from the OEM.</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>PAN & GST registration of Bangalore office</td> </tr> <tr> <td style="text-align: center;">5.</td> <td>List of Clients serviced (VMware vCloud Setups) for 3 years with PO & contact details</td> </tr> <tr> <td style="text-align: center;">6.</td> <td>Certification copy of VMware certified engineers</td> </tr> <tr> <td style="text-align: center;">7.</td> <td>Annual turn-over for the last 3 years</td> </tr> <tr> <td style="text-align: center;">8.</td> <td>Tender Acceptance Letter (TAL) as per Annexure -B</td> </tr> </tbody> </table>	1.	Duly filled - Annexure – A	2.	Proof of Platinum/Gold Partner with EMC/VMware	3.	Authorization letter from the OEM.	4.	PAN & GST registration of Bangalore office	5.	List of Clients serviced (VMware vCloud Setups) for 3 years with PO & contact details	6.	Certification copy of VMware certified engineers	7.	Annual turn-over for the last 3 years	8.	Tender Acceptance Letter (TAL) as per Annexure -B
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2.3	<u>Commercial Bid for the above Tender</u> , should consist Commercial/Financial Bid duly filled as per the BOQ .
2.4	Any queries related to this tender shall be entertained only by means of formal email/s to (tender@cdot.in) on or before the last date for submission of queries as per NIT. <u>No Technical and Commercial queries shall be entertained after the above date and time.</u> It may be noted that it is the sole discretion of C-DOT to consider the same or not and to reply only if it is deemed necessary.
2.5	Replies to all Queries/Corrigendum (if any) shall only be up-loaded in CPP portal.
2.6	The Technical Bids shall be opened first and shall be evaluated technically. The Commercial Bid of the technically accepted Bidders shall be opened, the date of which shall be notified to the technically qualified Bidders.
2.7	LAST DATE & TIME OF RECEIPT OF COMPLETED TENDERS: Tenderers must ensure that Bid/Offer is uploaded on the CPP Portal well within time before the set deadline/time & date. C-DOT will not give any date extension due to any difficulty in uploading due to server related issues (for Date & Time, Please refer NIT).
2.8	DATE and TIME OF TECHNICAL BID OPENING: For Date & Time, please refer NIT.
2.9	<u>Commercial Bid Opening</u> : The date will be intimated subsequently to only technically qualified Bidders.
2.10	Bidders are requested to study the terms and conditions of the Tender carefully and then submit their Tenders accordingly. Any Bid received against this Tender and any contract resulting from this Tender shall be governed by the terms and conditions indicated in the Tender document and the Bidder quoting against this Tender shall be deemed to have read, understood and accepted the same.
2.11	Technical and Commercial Bid must be submitted giving complete details with supporting documents as sought in "Annexures-A & B".
2.12	Bids, which do not comply with the conditions laid down in the Tender document, are liable to be rejected. No counter terms and conditions shall be entertained.
3.0	ELIGIBILITY CRITERIA FOR BIDDER

	All proofs relevant to this eligibility criteria to be filled in Annexure A		
3.1	Bidder should be a Platinum/Gold Partner with EMC/VMware. Authorization letter from the OEM should be submitted as part of technical bid.		
3.2	Bidder to have registered Office in Bengaluru		
3.3	Bidder to have maintained VMware's vCloud setups (at least 3 in the past year – PO copies to be provided)		
3.4	Bidder to have support center with VMware certified (latest VCP from VMware) engineers to provide support (atleast 1 engineer). Latest certification preferred. Copies of certifications to be enclosed.		
3.5	List of clients serviced for a minimum period of 3 years along with PO & complete contact details.		
3.6	Agency should have atleast Rs.50 Lakhs yearly turn over. Certified balance sheet for past 3 years to be enclosed.		
4.0	SCOPE OF WORK		
4.1	Specifications for Support and Subscription of VMware vCloud Suite – 4 CPU		
	Product	Description	Qty
a	VS6- EPL-VS-P-SSS-C	Production Support & Subscription Coverage VMware vSphere 6 Enterprise Plus for vCloud Suites (Per CPU)	4 CPU
b	VR18-ADV-P-SSS-C	Production Support & Subscription Coverage VMware vRealize Suite 2018 Advanced (Per PLU)	4 CPU
c	Organization: CENTRE FOR DEVELOPMENT OF TELEMATICS Customer No: 1450964277 Existing Contract ID: 465409038 VMware A/C No: 768151532		
d	Production support and subscription to be effective from 02 June 2020 to 01 June 2021		
e	<u>Support to include:</u> <ul style="list-style-type: none"> • Technical support 24/7/365 • Response Time 30 minutes • Product updates / upgrades, bug-fixes to be provided as & when required • Unlimited Email, telephonic, web and remote support • Unlimited On-site support whenever required • Patches. Updates to be installed on-site wherever & whenever 		

	essential.		
4.2	Specifications for Support and Subscription of VMware vCloud Suite – 8 CPU		
	Product	Description	Qty
a	VR7-ADV-P-SSS-C	Production Support and Subscription VMware vRealize Suite 7 Advanced (Per PLU) for 1 year – Technical Support, 30min response time, 24 Hour Sev 1 Support – 7 days a week	8 CPU
b	VS6-EPL-VS-P-SSS-C	Production Support and Subscription VMware vSphere 6 Enterprise (Per CPU) for 1 year – vRealize Suite Standard, Advanced or Enterprise SnS required. Technical Support, 30 min response time, 24 Hour Sev 1 Support – 7 days a week	8 CPU
c	Organization: CENTRE FOR DEVELOPMENT OF TELEMATICS Customer No: 1450964277 Existing Contract ID: 42391156 VMware A/C No: 111179619		
d	Production support and subscription to be effective from 23 May 2020 to 22 May 2021.		
e	Support to include: <ul style="list-style-type: none"> • Technical support 24/7/365 • Response Time 30 minutes • Product updates / upgrades, bug-fixes to be provided as & when required • Unlimited Email, telephonic, web and remote support • Unlimited On-site support whenever required. • Patches. Updates to be installed on-site wherever & whenever essential 		
5.0	STANDARD TERMS AND CONDITIONS		
5.1	Only the Principal Manufacturer OR their authorized Re-Seller / System Integrator /Partner are entitled to submit bids to CDOT.		
5.2	Full rate of GST @ 18% to be charged.No exemption allowed.		
5.3	The Technical Part should contain information on the services required, and other relevant technical details conforming to C-DOT requirements in total as indicated in the NIT Document.		
5.4	Tenderers shall submit a list of clients in India, to whom they have undertaken / rendered AMC services. This list should clearly enunciate the address of the premises / location along with the names of the contact persons and their phone nos./ e-mail ids.		

5.5	Submission of Technical Compliance Statement (ANNEXURE-A) for the tendered item is a pre-requisite for evaluation. Therefore the same must be enclosed with the technical part. Any falsification / suppression of facts in the compliance statement would lead to the rejection of the quote.
5.6	In case the Purchase Order is placed on the Principal Manufacturer through their authorized Resellers/System Integrators/Partners and in the event the authorization of the Indian authorized Resellers/System Integrators/Partners is withdrawn from the Principal Manufacturer, then it shall be the responsibility of the Principal Manufacturer to continue providing the services and support to C-DOT either directly or through their newly appointed Indian authorized Resellers/System Integrators/Partners.
5.7	If, at any time, during the performance of the Purchase Order, the Bidder encounters conditions impeding timely rendering of AMC Services, then they should promptly notify C-DOT, in writing, of the fact of the delay, the cause of delay and its likely duration. C-DOT shall evaluate the situation and at its discretion, decide to extend the Bidders, time for performance. C-DOT's decision will be final and binding
5.8	The specifications & scope of AMC are not exhaustive. If any Technical services which are not included in tender but are essential for performance of AMC, then such services shall also be deemed to be included in the specifications & Scope of AMC.
5.9	C-DOT reserves the right to obtain feedback from the clients / customers of the bidder regarding rendering / undertaking of AMC Services. The feedback of the clients will be one of the decisive factors to technically shortlist the bidders quote
5.10	Financial Bids of only the technically qualified bidders will be opened, after receipt of technical evaluation report from the Committee / User Group.
5.11	L1 Tenderer will be decided as per the total value of all the lines based on the Total cost provided in the BOQ [i.e total value for all the lines referred in clause 4.1 (a,b) & clause 4.2 (a,b)]. Bidders have to quote for all the lines indicated in BOQ.
5.12	FORCE MAJEURE shall mean and be limited to War hostilities, riot or civil commotion, earthquake, flood or other natural physical disaster and restriction imposed by the Government or their statutory bodies which prevents or delays the execution of the contract. In the event of delay lasting over one month, if arising out of cases of Force Majeure, C-DOT will still reserve the right to cancel the order/contract.
5.13	Disputes, if any, arising out of the above Tender will be referred to Consumer Forums / Courts having jurisdiction over Bengaluru only and shall be subjected to Indian laws including the law relating to Consumer Protection.
6.0	PRICE AND VALIDITY

6.1	The Rate must be quoted as per BOQ.
6.2	Offer quoted should be valid minimum for a period of 90 DAYS from the date of opening of Technical Bid. However any delay in attending to the faults or complaints will result in the AMC period being extended by equivalent amount of time.
7.0	DURATION OF THE CONTRACT
7.1	The AMC will be valid for a period of ONE year as per the dates indicated in scope of work
8.0	PAYMENT SCHEDULE & TERMS
8.1	Deferred Payment will be made at the end of each quarter or Half yearly subject to certification from End-Users.
	OR
8.2	In case vendor is insisting on 100% Advance Payment then Equivalent amount of Bank guarantee should be submitted from the date of acceptance of the contract valid for the AMC contract period + 1 month.

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ANNEXURE-A	
"BIDDER DETAILS"	
<u>1.0 PROFILE OF THE COMPANY/ AGENCY</u>	
1.1	Bidder should be a Platinum/Gold Partner with EMC/VMware. Authorisation letter from the OEM.
1.2	Name of the Company/Firm and Registered Address & Registration details <ul style="list-style-type: none"> • PAN • GST registration
1.3	Bidder registered Office address in Bengaluru
1.4	List of clients serviced for a minimum period of 3 years along with PO & complete contact details
1.5	Bidder to have support center with VMware certified (latest VCP from VMware) engineers to provide support Copies of certifications to be enclosed
1.6	Mention the annual turn-over
	2017-18 - Rs.
	2018-19 - Rs.
	2019-20 - Rs

NOTE : Information sought above may be given in separate sheets, if the space provided above is not enough. Enclose all supporting documents substantiating the above statements.

Date : _____

Signature _____

Place : _____

Name _____

Designation _____

Seal of the Company / Agency

ANNEXURE-B

Tender Acceptance Letter(TAL)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: TENDER REF.No. CDOTB/OPEN/LTD-TDR/2020-21/002

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

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5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore may or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the bidder, with Official Seal)

Annexure – C Performance bank guarantee format

PERFORMANCE BANK GUARANTEE

GUARANTEE NO :

AMOUNT :

GUARANTEE COVER FROM : **TO :**

**LAST DATE FOR
LODGEMENT OF CLAIM** :

In consideration of the Centre for Development of Telematics having its office at C-DOT Campus, Electronics City, Phase I, Hosur Road, Bangalore 560 100, hereinafter referred to as the Purchaser having placed order(s): 1. (Order no and date) 2. (Order no and date), with our constituents M/s _____ (name of your organization) hereinafter referred to as the contractor, having their office at _____ (address of your organization) for providing manpower services as per (give brief detail of the order placed) and our constituents having undertaken to guarantee the faithful performance of the contract during the warranty period as mentioned in the purchase order(s) referred above, we the (Banker's name and address), do hereby bind ourselves as their guarantors and undertake to be responsible to the purchasers and their successors and assigns for payment of all or any sums of money, losses, damage, costs, charges and expenses, that may become due or payable by the contractor, in the faithful performance of his said obligations and covenants under the above contract stated therein provided however that the total amount to be so recovered by the purchaser from us shall not exceed Rs. ____ (Rupees _____) amount of guarantee to be mentioned) payable under the said Purchase Order. We, _____ (name and address of the bank) do hereby unconditionally and irrevocably guarantee payment, without demur and without recourse to the purchaser of sums upto Rs. _____ (Rupees _____) amount of guarantee in Rs. _____ and words) on the purchasers first demand in writing making claim for payment to the purchaser by reason of failure on the part of the contractor to fulfill their obligations under the contract.



We hereby agree that lodgment of claim through registered post shall be conclusive evidence of lodgment of claim.

We further undertake to settle the claim within 30 days of lodgment of claim. This guarantee shall not be revocable by notice or otherwise and is unconditional and without recourse and our liability as surety shall not be impaired or discharged, until the contractor has fulfilled all the obligations under the contract and shall not be affected by any change in the constitution of the purchaser, Contractor or the bank.

Notwithstanding anything stated herein above our liability under this guarantee is restricted to Rs. _____ (Rupees _____ amount of guarantee) and shall remain in force till (last date of guarantee) unless a demand or claim under the guarantee is made on us in writing within one month of the above mentioned date, i.e., before (date one month from the last date of guarantee cover) all your rights under this guarantee shall be forfeited and we shall be relieved and discharged of all liability hereunder.

Dated:
Place:

FOR
(Banker's name)
Address and common seal
