

Tender Notice for
Annual Maintenance Contract for UTM (Cyberoam) at
Spices Board, Cochin, Kerala
(MSTC ETENDER NO- SPICEB/18-19/ET/12)

1. Introduction:

Spices Board (Ministry of Commerce and Industry, Government of India) is the flagship organization for the development and worldwide promotion of Indian spices. The Board is an international link between the Indian exporters and the importers abroad. The Board is having regional offices in various places. Exporters, Dealers and Auctioneers are registered/licensed by Spices Board. At present there are Pre-shipment sampling and analysis of certain parameters is required for exporting spices/spice products to specific countries.

2. Information to Agency:

- a. Spices Board is not bound to accept any of the proposals submitted.
- b. At any time before the last date of submission of tender, Spices Board may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the tender document. Any amendment shall be informed to the bidders by publishing in website and shall be binding on them. Spices Board may at its discretion extend the deadline for the submission of tender.

The applicant is required to visit the Spices Board website for any changes or amendments in the tender before submitting their tenders.

3. Tender Subject

Tender is invited from the service providers for Annual Maintenance Contract (AMC) for UTM (Cyberoam) at the Head Office of the Spices Board at N.H. By Pass, Palarivattom.P., Cochin, Kerala – 682025. The AMC service is required for 3 years. The Details of the UTM device is provided in **Annexure-I**.

4. Eligibility Criteria & Supporting Documents Required

Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender. Otherwise, the bid will be rejected

- a.** The firm should have a minimum 3 years experience in servicing and maintaining computer systems/servers/UTM devices. (Documents to be uploaded: (1) company registration certificate (2) one work order (3) project completion/satisfaction certificate with respect to the work order uploaded)
- b.** The firm should have their own resident engineers for maintenance of the UTM device and Engineers must be on the permanent rolls of the firm. (Document to be uploaded: Last month Pay Slip of two employees.)

- c. EMD Exemption if applicable (Document to be uploaded: EMD Exemption Certificate)
- d. An undertaking to the effect that the bidder has not been blacklisted by any of the department/organizations of the Govt. of India/State Govt./PSUs.(Document to be uploaded: Self declaration)

5. Clarifications

You may contact Deputy Director (EDP) for any clarifications at jjesh.das@nic.in

6. Important Instructions

This is an e-procurement event of Spices Board, Kochi. The e-procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020. You are requested to read the terms & conditions of this tender before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

Please refer to **Annexure 2** for more details.

7. Schedule of Tender:

1	Mode of Tender	e-Procurement System (Online Part1- Techno-Commercial Bid and Part-II- Price Bid through https://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.)
2	Transaction Fee Note: Please note that vendors will have the access to online e-tender only after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Rs.1,180/- (Including @ 18% GST) Payment of Transaction fee in favour of MSTC LIMITED. (Refer clause 4, Annexure 2) (Transaction fee and related bank charges are to be paid by bidder)
3	Start Bid date and Time	03/12/18, 5 pm
4	Close Bid date and Time	24/12/18, 11 am
5	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	24/12/18, 12 pm

8. EMD

Bidders should submit an EMD equal to Rs. 5,000 by way of Demand Draft drawn in favour of “Secretary, Spices Board” payable at Kochi, from any nationalized bank. The EMD shall be valid for three months. Bank Guarantee will not be accepted towards EMD.

The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof has to be uploaded while submitting e-tender.

EMD of the unsuccessful bidders will be refunded (without any interest) within 45 days from the date of opening of tender.

EMD amount of the Successful Bidder will be returned 45 days after signing of AMC agreement.

EMD will be forfeited if the vendor withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender.

EMD shall be submitted in sealed envelope, superscribing the words “EMD for AMC of UTM Device (EDP Department)”, through Speed Post/Registered Post/by Hand to reach the following address on or before closing time of the tender.

Deputy Director (EDP)
Spices Board, Sugandha Bhavan,
N.H. Bye Pass, Palarivattom, Cochin- 25
Tel: +91-484-2333603 E-mail: jjjesh.das@nic.in

9. Payment Terms

The AMC charges will be released in 3 equal yearly installments, at the end of each year. If advance payment is needed, that is, at the beginning of each year, the vendor shall provide unconditional irrevocable Bank Guarantee valid for a period 12 months, with value equal to the advance payment amount.

10.Scope of annual maintenance contract

1. Configuration changes as required by Spices Board
2. Renewal of licenses for 3 year (details of licenses are mentioned below)

Web and Application Filter: (Expires On Wed 02 Jan 2019)
IPS: (Expires On Wed 02 Jan 2019)
Gateway Anti-Virus: (Expires On Wed 02 Jan 2019)
Gateway Anti-Spam: (Expires On Wed 02 Jan 2019)
24 x 7 Support: (Expires On Wed 02 Jan 2019)

3. Maintaining latest configuration backup
4. Maintaining last 6 months logs at each point
5. Firmware installation/updates, replacement of damaged items/parts, replacement of device (if the same cannot be repaired), on-site maintenance and repair on demand and other related activities.

11. Terms & Conditions

- The Board reserves the right to terminate the AMC at any point of time, by giving one month notice, if the performance is not satisfactory. In such an event the vendor shall ensure restoration of all the spares taken away for repairs, duly repaired.
- If there is need for off-site service of the UTM exceeding 24 hours, a standby of similar make/model must be provided and configured at no extra cost so that it does not affect the connectivity in Spices Board.
- If any part is not covered under AMC, it should be explicitly mentioned.
- Penalty of 0.5% of the total contract value will be levied on daily basis, for any downtime exceeding 24 hours. Maximum penalty will be limited to 5%.
- The firm should assign the details of the person responsible for the maintenance of the system at a single contact point and he should be provided with cell phones for easy access by the users.

12. Price Bid Format

Item: UTM(Cyberoam)	First year AMC cost inclusive of all charges and taxes (a)	Second year AMC cost inclusive of all charges and taxes (b)	Third year AMC cost inclusive of all charges and taxes (c)

Formula Used: $(a+b+c)$

Note: All rates shall be quoted in Indian Rupees.

Configuration of the UTM device

Appliance Key: C35313180022-5OLHB6

Item: UTM

Make: Cyberoam

Model Number: CR200iNG-XP

Firmware Version: 10.6.1 MR-3

Firmware Build: 810

Annexure 2

1	<p>Process of E-tender</p> <p>A). Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of techno-commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts. → Spices Board → Register as Vendor Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/Spices Board, (before the scheduled time of the e-tender).</p> <p>Contact person (MSTC):</p> <p>1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in</p> <p>2 Mr. Ravindranath Mob-7676456095 ravindranathkb@mstcindia.co.in</p> <p>B) System Requirement:</p> <p>Windows 98 /XP-SP3 & above/Windows 7 Operating System</p> <p>IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature (Class-3)</p> <p>iv) JRE 8 update 171 and above software to be downloaded and installed in the system. To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level</p>
2	<p>(A) Part I techno-commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p>

	<p>Note:</p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity</p>
4	<p>Special Note towards Transaction fee The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Contact Details: Fax No. : 033- 22831002</p> <p>Email ids: rpradhan@mstcindia.co.in</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.</p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
5	<p>Vendors are instructed to use Upload Documents link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 4 MB.</p> <p>Once documents are uploaded in the library, vendors need to attach documents through Attach Document link against the particular tender. For further assistance please follow instructions of vendor guide.</p>
6	<p>All notices and correspondence to the bidder(s) shall be sent by email only during the</p>

	<p>process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
7	<p>(i) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.</p> <p>(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website http://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.</p>
8	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
9	<p>Bidding in e-tender & Reverse auction:</p> <p>a) Bidder(s) need to submit necessary EMD, Tender fees (If ANY) and Transaction fees to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Spices Board. EMD should be sent in physical to Spices Board Kochi before the last date of submission of bid.</p> <p>b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid.</p> <p>c) The bidder(s) who have submitted the above fees can only submit their techno-commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt Depts → Spices board Login → My menu → Auction Floor Manager → live event → Selection of the live event →</p> <p>d) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.</p> <p>e) After filling the Techno-Commercial Bid, bidder should click “save” for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Submit” button to register their bid</p> <p>f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</p>

	<p>h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter SUPPLIER.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11	No deviation to the technical and commercial terms & conditions are allowed.
12	After submitting online bid, the bidder cannot access the tender, once it has been submitted with digital signature
13	Spices Board, Kochi has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
14	The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website http://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.
15	The bidders must upload and attach all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
16	The bid will be evaluated based on the filled-in technical & commercial formats.
17	information furnished by the bidder is found to be false during scrutiny, EMD of

	defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
18	Vendors can refer to the pdf document in the below link for MSTC's e-Procurement Portal Guidelines http://www.mstcecommerce.com/eprohome/UserManualVendor.pdf