VOLUME I: PROJECT REQUIREMENT & BIDDING TERMS

Tender Document No.: Z.13015/06/2015-Stats(pt)

Request for Proposal (RFP)
for
"Appointment of Maintenance Service Provider
(MSP) for providing Comprehensive Annual
Maintenance Contract (AMC) services"
for
Servers of HMIS (Health Management Information
System) & MCTS (Mother and Child Tracking
System)
of
Ministry of Health & Family Welfare (MoHFW),
Government of India (GoI)

27th Nov, 2015

Ministry of Health & Family Welfare,
Government of India
Nirman Bhawan, Maulana Azad Road
New Delhi - 110011

ABBREVIATIONS/ ACRONYMS

The following key abbreviations and acronyms have been used in this document.

ABBREVIATION/ ACRONYM	DESCRIPTION
AMC	Annual Maintenance Contract
MSP	Maintenance Service Provider
CD	Compact Disc
CV	Curriculum Vitae
DC	Data Centre
DD	Demand Draft
EMD	Earnest Money Deposit
GoI	Government of India
HMIS	Health Management Information System
INR	Indian Rupee
IT	Information Technology
LD	Liquidated Damages
LoA	Letter of Award
LoI	Letter of Intent
MCA	Master of Computer Applications
MCTS	Mother and Child Tracking System
MoHFW	Ministry of Health and Family Welfare, Government of India
MSA	Master Services Agreement
NIC	National Informatics Centre
NHM	National Health Mission
NRHM	National Rural Health Mission
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer
PoA	Power of Attorney
RFP	Request for Proposal
SLA	Service Level Agreement
SOW	Scope of Work

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IMPORTANT DATES FOR RFP

S. No.	Particular	Date
1.	Start date of issuance i.e. Publication of RFP document	27th Nov, 2015
2.	Last date for submission of pre-bid queries	6th Dec, 2015
3.	Pre-bid meeting	7th Dec, 2015 at 1100 hrs
4.	Last date for issuance / sale of RFP document	18th Dec, 2015 till 1700 hrs
5.	Last date and time for bid submission	21st Dec, 2015 till 1500 hrs
6.	Date and time of opening of prequalification-cum-technical bids	21st Dec, 2015 at 1600 hrs
7.	Date and time for opening of financial bids	To Be intimated later

DEFINITION OF KEY TERMS

S. No.	Term	Definition
1.	Health Management Information System (HMIS)	A monitoring and evaluation system to monitor and evaluate the impact of health programmes and interventions of MoHFW.
2.	Mother and Child Tracking System (MCTS)	A system that registers the pregnant women and children (0-5 years) to track them and assist in providing timely and full range of services to them
3.	Bidder	A firm/ entity which will participate in the bidding process for the "Appointment of Maintenance Service Provider (MSP) for providing Comprehensive Annual Maintenance Contract (AMC) services" for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI).
4.	Successful Bidder	A firm/ entity which technically qualifies and quotes the "Lowest Commercial Bid" for this RFP
5.	Maintenance Service Provider (MSP)	A firm/ entity which signs a contract with MoHFW to provide annual maintenance of Servers for HMIS & MCTS.
6.	Ministry of Health and Family Welfare (MoHFW)	Client which is inviting bids for appointment of a Maintenance Service Provider (MSP) for Comprehensive Annual Maintenance Contract (AMC) services" for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry
7.	Stakeholders	- MoHFW - HMIS & MCTS Technology Partner - Project Management Unit - National Informatics Centre (NIC)

1. SECTION 1: INVITATION FOR BIDS

This section provides the detailed requirements and the terms for bidding for the project (i.e. "Comprehensive Annual Maintenance Contract (AMC) services" for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI).

1.1 Fact Sheet

Clause Reference	Topic
Evaluation Method	**The method of selection is:** L1 (lowest commercial bid) based selection
Nodal Contact Person	Mrs. Deepti Srivastava, Director (Statistics) Room No. 513 A, Ministry of Health & Family Welfare Nirman Bhawan, Maulana Azad Road New Delhi – 110011 Phone No: 011-23063677 Email: deepti.srivastava@nic.in
Method for obtaining RFP	RFP can be collected from the Nodal Contact Person mentioned above on or before the date and time mentioned in Important Dates for RFP table by paying the tender fee of INR 5,000/- (Rupees Five Thousand only) by Demand Draft in favour of "**Pay & Accounts Officer, Ministry of Health & Family Welfare, New Delhi**" payable at Delhi from any of the commercial bank in India. OR Downloaded from www.nhm.gov.in or www.eprocure.gov.in .However, in this case, the RFP is downloaded from web, the bidders are required to submit the tender fee in the form of a Demand Draft, as per details mentioned above, along with the bid.
Bid Security/ Earnest Money	The bidder shall furnish, as part of its bid, Bid Security only in the form of Bank Guarantee or Fixed Deposit Receipt drawn in favour of "Pay & Accounts Officer, Ministry of Health & Family Welfare, New Delhi" for an amount of INR 6,00,000/- (Rupees Six Lakhs Only) payable at Delhi. Bid Security should be valid for a period of 225 days (i.e. 45 days beyond the bid validity period) from the last date of submission of the bid. The Bid Security submitted in the form of Demand Draft or Banker's Cheque will not be considered, considering their 90 days validity and the same will lead to rejection of the bid.
Scope of work	The detailed scope of work is provided in Section 2
Pre-bid meeting	A pre-bid meeting will be held on date, time and venue mentioned in Important Dates for RFP table. All the queries should be sent to Nodal Contact Person mentioned above on or before date and time mentioned in Important Dates for RFP table either through post or e-mail.
Language of bid	Bid should be submitted in the English language only

Clause Reference	Topic
Bid validity	Bid must remain valid for 180 days from the last date of submission of the bid
Bid documents	Bidders must submit An original and one additional hard & soft copy of prequalification-cum-technical bid. One original hard copy of the Financial bid In case of any variation between soft copy and hard copy, signed hard copy will prevail.
Bid Submission	The bid should be submitted to the Nodal Contact Person mentioned in this RFP
Date of bid submission	Bid must be submitted no later than the date and time mentioned in Important Dates for RFP table.

1.2 Invitation for bids

The invitation for bids i.e. Request for Proposal (RFP) is for the "Appointment of Maintenance Service Provider (MSP) for providing Comprehensive Annual Maintenance Contract (AMC) services" for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI).

1.3 Structure of the RFP

This RFP document comprises of the following:
- Volume I: Project Requirements & Bidding Terms
- Volume II: Conditions of Contract

The bidder is expected to respond to the requirements as completely and in as much relevant details as possible, and focus on demonstrating bidder's suitability to become the MSP (Maintenance Service Provider) of MoHFW.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information contained in the RFP document. Failure to furnish the information required as mentioned in the RFP document or submission of the bid not substantially responsive to the RFP document in every respect will be at the bidder's risk and may result in rejection of the bid.

1.4 Background Information

1.4.1 About Ministry of Health and Family Welfare

The Ministry of Health and Family Welfare (MoHFW) is the apex governmental body responsible for implementation of national health programmes running in India in the areas of family welfare, public health, prevention and control of major communicable diseases, promotion of traditional and indigenous systems of medicines etc.

MoHFW looks after the overall health situation in the country and is responsible for areas that have a wide impact on the aspects of public health and medical services in the country, e.g. population control, medical education, prevention of food adulteration, quality control in manufacture and sale of drugs etc.

The key functions/ services performed by the MoHFW include:
   a) Visioning, policy making on health related aspects in the country
   b) Designing and planning (Centre and State / UT level) of national health programmes
   c) Performance monitoring of programmes being implemented by the States / UTs
   d) Financial disbursals to States / UTs and management (for the programmes)
   e) Providing inputs on medical education and curative care
   f) Health research, setting food and drug standards and infrastructure
   g) Providing health care services to central government employees and pensioners
   h) Health manpower development and setting norms
   i) International health regulations and treaties
   j) Supervising sub-ordinate offices

1.4.2 About MCTS & HMIS

Some of the key ICT initiatives taken by MoHFW in context of this RFP are HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System), the details of which are given below:

a) Health Management Information System (HMIS)

National Health Mission (NHM) was launched by GoI for achieving targets set by the Millennium Development Goals (MDGs) and making the health delivery system more responsive to the health care needs of the people of India. NHM undertakes architectural correction of the health system to enable it to effectively handle increased expenditure allocations and promote policies that strengthen public health management and health service delivery in the country.

Under the above initiative MoHFW has already put in place an elaborate Monitoring and Evaluation system, namely the 'Health Management Information System (HMIS)' to monitor and evaluate the impact of its health programmes and interventions. Health Management Information System (HMIS) having centralized deployment architecture, has been implemented across all States / UTs in order to capture district-level & facility-level statistics/details on health indicators and health facilities for monitoring and evaluating the impact of initiatives under NHM and provide key inputs for policy formulation and interventions.

b) Mother and Child Tracking System (MCTS)

MCTS is used to capture and monitor the delivery of full spectrum of healthcare and immunization services to pregnant women and children up to 5 years of age. It also establishes a two way communication between the service provider and the beneficiary.

MCTS application is rolled out using a hybrid (i.e. centralized & decentralized) approach for deployment and captures the data of pregnant women and children and hence provides the necessary foundation for tracking of pregnant women and children with immunization requirement. MCTS has been rolled out across the country and is functioning successfully. MCTS is now being re-transformed into Reproductive Child Health (RCH) application to broaden the scope of services including :

i)   Maternal health services
ii)   Child health services
iii)   Tracking the usage of family planning methods
iv)   Adolescent health services

2. SECTION 2: SCOPE OF WORK (SOW) & PROJECT TIMELINES

2.1. Scope of Work

The MSP (Maintenance Service Provider) will be providing Comprehensive Annual Maintenance Contract (AMC) services for the servers of HMIS & MCTS.

The scope would broadly cover the servers, enclosures and system software of HMIS & MCTS (refer Section 5, Annexure 4 of this Volume of the RFP for details) at following NIC Data Centres:

S.No.	Location	Complete Address
1.	Shastri Park, Delhi	National Informatics Centre Department of Electronics and Information Technology, Ministry of Communications and Information Technology, Delhi IT Park, Shastri Park, Delhi
2.	Laxmi Nagar, Delhi	National Informatics Centre Lakshmi Nagar Data Center, 1st floor Scope Minar, Laxmi Nagar Delhi.
3.	Pune, Maharashtra	National Data Centre 1st Floor, National Informatics Centre Ministry of Communication & IT, Ganeshkhind Road, Pune, Maharashtra.

The responsibilities of the MSP under the scope of this project are detailed out below and which shall also be governed by the SLAs defined in refer Section 5, Annexure 3 of this Volume of the RFP.

2.1.1. Server & Enclosure Management

a) Comprehensive on-site maintenance (i.e. AMC) of servers and enclosures including replacement of faulty / defective parts/servers/enclosures by either equivalent or similar make model against faulty parts or entire equipment to make the server functional with prior approval of MoHFW. All spares to be used shall be genuine or compatible spare parts and the same shall only be procured from the authorized dealers or manufacturers.

b) Ensure the availability of sufficient spare parts/server hardware components to meet SLAs specified in the RFP. MSP shall be solely responsible for arranging and procuring spare parts.

c) Ensure high availability / uptime of the servers with active monitoring, preventive and corrective maintenance. All maintenance activities need to be conducted during the non-working hours of MoHFW, for which prior written approval of MoHFW shall be taken.

d) Coordinate with OEMs for their support on all matters related to the maintenance of the server & enclosures.

e) Actively monitor and manage server health including performance related issues.

f) In case MoHFW / NIC desires to shift any server or enclosure from one place to another, the MSP shall provide support by conducting the activities including dismantling, pre-shifting inspection, post-shifting inspection, installation etc. However, the cost for transportation, insurance etc. shall be borne by MoHFW. In such cases the MSP shall continue the AMC services from these shifted locations.

g) Work along with other service providers / contractors / implementing agency at site in order to ensure timely resolution of the issue.

2.1.2. Patch Management

a) Periodic updates of operating system security patches, firmware updates, driver updates etc.

b) Coordinate with NIC or other Data Centre agency providing services to MoHFW, to ensure that the antivirus definitions for all servers are updated.

c) Installation of existing operating system on the servers or upgrade if any provided by MoHFW.

d) Perform other general technical trouble shooting.

2.1.3. Asset Management

a) Keeping track of all the IT assets (i.e. servers, enclosures, parts /spares /accessories, operating system, database etc.) of HMIS & MCTS in the three NIC data centres and providing quarterly reports to the Nodal Contact Person of MoHFW.

b) Keeping track of AMC details of IT assets.

2.1.4. Service Desk
a) The call logging module of NIC would be used for registering the issues and generating the tickets. MSP shall ensure the speedy resolution of the tickets raised and apprise MoHFW on the status of each request.

b) MSP shall maintain service log book and record the ticket raised, ticket time & date, resolution done, resolution time & date, etc. during each trouble shoot by the MSP representative.

c) Generate and submit quarterly reports to MoHFW.

d) Provide a 24x7 support contact centre number and an e-mail in order to log the calls. The contact center number need to be provided to MoHFW along with the escalation matrix mentioning the contact person's name, number and designation in the company.

2.1.5. Other Aspects
a) Provide annual maintenance contract services on 24x7 basis for HMIS & MCTS servers & enclosures during the entire contract period.

b) Attend unlimited breakdown calls/tickets raised during the contract period.

c) Conduct preventive and corrective maintenance. All such maintenance activities shall preferably be scheduled on non-working days/non-working hours of MoHFW with prior written permission from MoHFW.

d) Well trained and experienced engineers for hardware and operating system shall be arranged by the MSP as and when required for maintenance activities. They may conduct the tasks remotely too.

e) Services offered by MSP shall be in accordance with the service instructions and standard practice of original equipment manufacturer (OEM).

f) MSP shall be responsible for any mishap or accident or untoward incident during the execution of maintenance activities under this project which may occur due to negligence/default on the part of the MSP or its staff deployed on-site for the project.

g) MSP shall make and keep sufficient copies of the documents including any AMC documents for it to fulfill its duties and obligations under the project.

h) Comply with the requirement on the findings of VA (Vulnerability Assessment) & PT (Penetration Testing) on the level of firmware, operating system etc.

2.1.6. On-site System Engineer
a) Deploy one full time System Engineer on-site in Nirman Bhawan, MoHFW, New Delhi from Monday to Friday from 9:00 am to 6:00 pm or as decided by MoHFW during the validity of the contract. The System Engineer should meet the following criteria:
   i) **Qualification**: MCA / B.Tech / B.E
   ii) **Experience:** Atleast 3 years of experience in providing server maintenance services.

b) On-site System Engineer shall be the first point of contact for all the issues / complaints in regard to the AMC services and shall have the following responsibilities:

    i) Coordinate with MoHFW, NIC, any other agency appointed by MoHFW, and other stakeholders for all AMC related matters.

    ii) Attend all meetings related to server hardware, system software, firmware upgrade, VA etc with MoHFW, NIC and any other agency appointed by MoHFW.

    iii) Log the ticket/complaint and maintain log books

    iv) Provide resolution for tickets (calls/complaints) where possible and escalate other tickets to superiors for their timely resolution

    v) Coordinate with OEMs where required.

    vi) Present the status to MoHFW on AMC services and ICT assets on monthly basis or as and when required by MoHFW.

c) The AMC services to be provided by the MSP shall be on 24x7 basis, however the On-Site System Engineer shall be available on-site atleast from Monday to Friday. If required the System Engineer would also be deployed on Saturday and Sunday based on the requirement of the project and MoHFW. MoHFW may at any time change the timings and deployment days of the On-Site System Engineer during the validity of the contract.

d) In case the deployed / proposed on-site system engineer resigns from the organization or is reassigned to some other project, the replacement should be provided with a resource of equivalent or better qualification & experience. However, the MSP needs to intimate and seek approval of MoHFW atleast 15 days prior to removal of the On-Site System Engineer from the project. The MSP shall ensure that required handholding exercise has been completed. In case of reassignment of the deployed resource it is mandatory for the MSP to take the prior approval of MoHFW.

2.2. Project Timelines

MSP will be appointed for a period of 5 years from the date of award or signing of the contract, whichever is later. However, based on the performance of the MSP, MoHFW may review the continuity of the contract every year.

Based on the requirement, post completion of 5 year contract, MoHFW may extend the contract with 5% increment.

No variation in or modification of the terms of the AMC shall be made, except by written amendment signed by both these parties.

3. SECTION 3: INSTRUCTIONS TO BIDDERS (ITB)

3.1. General

a) The information contained in this RFP document or subsequently provided to the bidders, whether verbally or in documentary or any other form by or on behalf of MoHFW or any of its employees or advisers, is provided on the terms and conditions set-out in this RFP, and such other terms and conditions subject to which, such information is provided.

b) This RFP is not an agreement and is neither an offer nor invitation by MoHFW to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by MoHFW in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for MoHFW, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be completely accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

c) Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. MoHFW accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

d) MoHFW, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

e) MoHFW also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP.

f) MoHFW may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

g) The issue of this RFP does not imply that MoHFW is bound to select a bidder or to appoint the selected bidder, as the case may be, for the project and MoHFW reserves the right to reject all or any of the proposal without assigning any reasons whatsoever.

h) The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, delivery fees, expenses associated with any demonstrations or presentations which may be required by MoHFW or any other costs incurred in connection with or relating to its proposal. All such costs and expenses shall remain with the bidder and MoHFW shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation of submission of the proposal, regardless of the conduct or outcome of the selection process.

i) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions for the execution of the project to meet the requirements as stated in the RFP. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

j) All information supplied by bidders may be treated as contractually binding on the bidders, on successful award of the assignment by the MoHFW on the basis of this RFP.

k) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of MoHFW. Any notification of preferred bidder status by MoHFW shall not give rise to any enforceable rights by the bidder. MoHFW may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of MoHFW.

l) This RFP supersedes and replaces any previous public documentation and communications and bidders should place no reliance on such communications.

3.2. Compliant bids / Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other information in this RFP document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements of this RFP may render the bid non- compliant and the bid may be rejected.

c) Bidders must:

   i) Include all documentation specified in this RFP;
   ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP;
   iii) Comply with all requirements as set out within this RFP.

3.3. Pre-Bid Meeting and Clarifications

3.3.1. Pre-bid Meeting

a) MoHFW shall hold a pre-bid meeting with the prospective bidders on the date, time and venue mentioned in Important Dates for RFP table. The bidders will have to ensure that their queries for pre-bid meeting should reach Nodal Contact Person mentioned in the Fact Sheet by e-mail or in person, on or before date and time mentioned in Important Dates for RFP table.

b) The queries should necessarily be submitted in the following format:

S. No.	RFP document reference(s) [Section, clause and page number(s)]	Content of RFP requiring clarification(s)	Points of clarification
1.			
2.			
3.			

c) MoHFW shall not be responsible for ensuring that the bidders' queries have been received by MoHFW. Any requests for clarifications received after the indicated date and time may not be entertained by MoHFW.

3.3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

a) MoHFW will endeavor to provide timely response to all queries. However, MoHFW makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does MoHFW undertake to answer all the queries that have been posed by the bidders.

b) At any time prior to the last date for receipt of bids, MoHFW may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.

c) The corrigendum (if any) and clarifications to the queries from all bidders will be posted on the www.nhm.gov.in and www.eprocure.gov.in. Any such corrigendum shall be deemed to be incorporated into this RFP.

d) In order to provide prospective bidders reasonable time for taking the corrigendum into account, MoHFW may, at its discretion, extend the last date for the receipt of bids.

3.4. Key Requirements of the Bid

3.4.1. RFP Document Fees
a) RFP can be purchased at the address and dates and in the manner as mentioned in the Fact Sheet.

3.4.2. Right to Terminate the Process

a) MoHFW may terminate the RFP process at any time and without assigning any reason. MoHFW makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by MoHFW. The bidder's participation in this process may not result in MoHFW selecting the bidder to engage towards execution of the contract.

3.5. Preparation of Bids

3.5.1. Language of the Bid

The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and MoHFW shall be written in English language only.

3.5.2. Documents Constituting the Bid

The bid submitted by the bidder shall comprise of the following documents:

a) Prequalification-cum- Technical bid (including prequalification criteria) in the formats specified in Section 5, Annexure 1 of this volume of the RFP

b) Financial bid in the formats specified in Section 5, Annexure 2 of this volume of the RFP.

c) Any other information that is to be submitted during the course of bidding process.

3.5.3. Prequalification Criteria

a) Any bid failing to meet the prequalification criteria mentioned in Section 5, Annexure 1, clause 5.1.2.1. of this volume of the RFP, shall be summarily rejected and will not be considered for further evaluation.

b) If there is a change in the status of the bidder which may lead to non-compliance to the prequalification criteria mentioned in Section 5, Annexure 1, clause 5.1.2.1. of this volume of the RFP, at any stage during the bid process till the award of the contract, the bidder should immediately bring the same to the notice of MoHFW. In this case the MoHFW may take appropriate steps which may also lead to rejection of bid.

3.5.4. Consortium & Sub-Contracting

Consortium and sub-contracting are not allowed for this project.

3.5.5. Prequalification-cum-Technical Bid

a) Prequalification-cum-technical bid shall comprise of the cover letter, details and documents of the bidder meeting the prequalification criteria, undertaking, formats as specified in Section 5, Annexure 1 of this volume of the RFP.

b) It may be noted that any reference / mention of the financial quote or price schedule in the prequalification-cum-technical bid shall be at the bidder's risk and may result in rejection of the bid.

3.5.6. Financial Bid

The financial bid should comprise of the price schedule in accordance with Section 5, Annexure 2 of this volume of the RFP. Bidders may ensure that the financial bid is in the same format as provided in the RFP and non-adherence to these formats shall be at the bidder's risk and may result in rejection of the bid.

3.5.7. Contract Value

Contract value (C.V.) of the project would be calculated as per the details provided in Section 5, Annexure 5 of this volume of the RFP for arriving on the Absolute Financial Quote (Fb) based on the financial quote of the bidders.
C.V. = Fb

3.5.8. Bid Price

3.5.8.1. Prices in the Price Schedule
a) As part of its quote, the bidder shall provide each line item wise break-up of the financial bid, separately stating the taxes and duties payable thereon, as per the format provided in Section 5, Annexure 2 of this volume of the RFP. In case the break-up is not given separately as per the formats provided, the bidder would run the risk of being disqualified.

b) The financial bid should strictly conform to the formats to enable evaluation of bids. A special care must be taken to ensure that the bid does not have any hidden costs or conditional costs, as this shall make the bid liable for outright rejection.

3.5.8.2. Separation of Price Components
The price components furnished by the bidder in accordance with Section 5, Annexure 2 of this volume of the RFP, will be solely for the purpose of facilitating the comparison of bids by the MoHFW. This will not in any way limits the right of MoHFW to contract on any other terms specified in the RFP.

Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightaway.

3.5.8.3. Bid Currencies
Prices shall be quoted in Indian Rupees (INR).

3.5.9. Bid Security / Earnest Money Deposit (EMD)

3.5.9.1. Amount of EMD
The bidder shall furnish, as part of its bid, EMD for the amount and in the manner as mentioned in the Fact Sheet.

3.5.9.2. Currency of Bid Security / EMD
The bid security shall be furnished in Indian Rupees (INR).

3.5.9.3. Requirement of Bid Security / EMD
The bid security / EMD is required to protect MoHFW against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to Section 3, clause 3.5.9.6.

3.5.9.4. Discharge of Bid Security / EMD of Unsuccessful Bidder
Unsuccessful bidder's bid security / EMD will be discharged / returned as promptly as possible on award of the project to successful bidder.

3.5.9.5. Discharge of EMD of Successful Bidder
The successful bidder's bid security / EMD will be returned subsequent to receipt of the Performance Bank Guarantee from the bidder pursuant to Section 3, clause 3.5.9.6.

3.5.9.6. Forfeiture of EMD
The EMD can be forfeited if a bidder
   a) Withdraws its bid during the period of bid validity or
   b) Does not accept the correction of errors as provided in this RFP.
   c) In case of the successful bidder, if the bidder fails
        i) To sign the contract in accordance with the conditions of the RFP.
        ii) To furnish performance security as per the conditions provided in this RFP.

3.5.10. Rejection of Bid
Any bid not secured in accordance with Section 3, clause 3.5.9 mentioned above, shall be rejected by MoHFW, without any further correspondence, as non-responsive.

3.5.11. Period of Validity of Bids

3.5.11.1. Validity Period
Bids shall remain valid for 180 days from the date of submission of bid. MoHFW holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

3.5.11.2. Extension of Period of Validity
In exceptional circumstances, MoHFW may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security provided under Section 3, clause 3.5.9 shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security. A bidder granting the request will not be permitted to modify its bid.

3.5.11.3. Format and Signing of Bid
3.5.11.3.1. Number of Copies of Bid
The bidder shall submit the bid documents as per the details given below:
   a) **Original copy of the bid:** This would consist of the following:
      i)   Original copy of prequalification-cum-technical bid in hard copy format, duly stamped and signed by the authorised signatory on every page in ink.
      ii) Original copy of financial bid in hard copy format, duly stamped and signed by the authorized signatory on every page in ink.
      iii) Soft copy of prequalification-cum-technical bid in a CD.

   b) **Duplicate copy of the bid:** This would consist of the following:
      i)   Duplicate copy of prequalification-cum-technical bid in hard copy format, duly stamped and signed by the authorised signatory on every page in ink.

Note: The original and duplicate copies should be exactly same. Any deviations / discrepancies found in the content of the two shall lead to rejection of the bid.
The bidder should submit its bid in the prescribed pro-forma only. If any bidder fails to submit its bid in the prescribed manner, the bid shall be summarily rejected.

3.5.11.3.2. Authentication of Bid
The original / duplicate copies of the bid shall be type written and shall be signed in ink by a person or persons duly authorized to bind the bidder to the bid. The letter of authorization shall be supported by a written power-of-attorney accompanying the bid. Scanned or digitized signatures are not permitted. Non-adherence to this clause would make the bid liable for rejection.

3.5.11.3.3. Validation of interlineations in Bid
Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

3.5.11.4. Sealing and Marking of Bids
3.5.11.4.1. Enclosing of Bid

The bids should be enclosed in envelopes as under:

  a) **Sealed Envelope A (Original):** This envelope should contain the original copy of bids and should clearly provide the contents of the envelope. The envelope should also be super scribed as "original copy". This would contain the following envelopes:

  i) **Sealed Envelope A.1.:** Containing original copy (hard and soft) of prequalification-cum- technical bid:

  ii) **Sealed Envelope A.2.:** Containing original copy (hard copy only) of financial bid. The envelope should clearly provide the contents of the envelope and should be super scribed as "Original copy - Do not open with Prequalification-cum-technical Bid".

  b) **Sealed Envelope B (Duplicate):** This envelope should contain the duplicate hard copy of prequalification-cum-technical bid. The envelope should clearly provide the contents of the envelope and should be super scribed as "Duplicate copy – Prequalification-sum-Technical Bid".

Both these sealed envelopes (i.e. Envelope A and B) should be enclosed in another envelope stating the contents of the envelope. The envelope should also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".

3.5.11.4.2. Mailing Address for Bids

The inner and outer envelopes shall be addressed to the Nodal Contact Person as mentioned in the Fact Sheet.

3.5.11.4.3. Responsibility of MoHFW

If the outer envelope is not sealed and marked as required by Section 3, clause 3.5.11.4.1 above, MoHFW will assume no responsibility for the bid's misplacement or premature opening.

3.5.11.4.4. Rejection of Bid

  a) The bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or e-mail shall not be entertained.
  b) Any condition put forth by the bidder non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

3.5.11.5. Deadline for Submission of Bids
3.5.11.5.1. Last Date for Submission

The bids (prequalification-cum-technical and financial) must be received by Nodal Contact Person mentioned in 'Fact Sheet' not later than date and time mentioned in 'Important Dates for RFP' table. In the event of the specified date for the submission of bids being declared a holiday for MoHFW, the bids will be received up to the appointed time on the next working day.

3.5.11.5.2. Extension for Last date for Submission

MoHFW may, at own discretion, extend the deadline for submission of bids by amending the bid document in which case all rights and obligations of MoHFW and bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

3.5.11.5.3. Late Bids

Any bid received by MoHFW after the deadline for submission of bids prescribed by MoHFW will be summarily rejected and returned unopened to the bidder. MoHFW shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

3.5.11.6. Modification and Withdrawal of Bids
3.5.11.6.1. Written Notice

The bidder may modify or withdraw its bid after the bid submission provided that the MoHFW receives written notice of the modification or withdrawal before the expiration of deadline prescribed for submission of bids.

3.5.11.6.2. Signing and Marking of Notice

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and submitted in accordance with the provisions of Section 3, clause 3.5.11.3. A duly signed withdrawal notice may also be sent by e-mail or post so as to reach the Nodal Contact Person mentioned in 'Fact Sheet' before the expiration of deadline for submission of bids.

3.5.11.6.3. Last Date for Notice

No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity. Withdrawal of a bid during this interval may result in the forfeiture of bidder's EMD.

3.5.11.7. Bid Opening and Evaluation of Bids
3.5.11.7.1. Opening of Prequalification-cum-Technical Bids

  a) **Opening of Bids**

   i) MoHFW will open all prequalification-cum-technical bids in the presence of bidders' representatives who choose to attend the prequalification-cum-technical bid opening at the date and time mentioned in Important Dates for RFP table at a venue that will be communicated by MoHFW. The bidders' representatives who are present shall sign a register evidencing their attendance.

   ii) Firstly prequalification-cum-technical bid envelopes will be opened by a committee. The committee will check whether the bid cover letter, tender fee, EMD and prequalification-cum technical bid are present in the envelope and refer them for further evaluation. Any bid falling short of these mentioned documents will not be considered for further evaluation.

    iii)   Prequalification-cum-technical bids thus opened will be evaluated in detail by MoHFW subsequently.

    iv)   In the event of the specified date of bid opening being declared a holiday for MoHFW, the bids shall be opened at the appointed time and location on the next working day.

b) **Clarification of Bids:** During evaluation of bids, MoHFW may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be made in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, MoHFW reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder which may also lead to rejection of the bid.

3.5.11.7.2. Opening of Financial Bids

a) **Opening of Bids:** Financial bids will be opened and compared for only for those bidders whose prequalification-cum-technical bids are complete and comply with the prequalification criteria as specified in the RFP.

b) **Announcement of Bids:** The financial bids will be opened in the presence of bidders' representatives who choose to attend the financial bid opening on date and time to be communicated to all the eligible and qualified bidders. The bidders' representatives who are present shall sign a register evidencing their attendance. The name of bidder, bid prices, discount, etc. will be announced at the meeting. In the event of the specified date of bid opening being declared a holiday for MoHFW, the bids shall be opened at the appointed time and location on the next working day.

3.5.11.8.   Preliminary Examination

a) **Completeness of Bids:** MoHFW will examine the bids to determine whether they are complete, whether they meet all the conditions of the RFP and whether any computational errors have been made, whether required security and tender fee have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

b) **Rectification of Errors:** Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

c) **Rejection of Bid:** If a bid is not responsive and not fulfilling all the conditions of the RFP, it will be rejected by MoHFW and shall not be accepted subsequently even if it is made responsive by the bidder by correction of the non-conformity.

3.5.11.9.   Stages of Evaluation and Comparison of Bids

The evaluation of the bids will be carried out in two stages:

a) **Prequalification-cum-Technical Bid Evaluation:** In the first stage only the prequalification-cum-technical bids would be evaluated and it will be determined as to whether the bid is complete, meets all the prequalification criteria and detailed understanding approach & methodology is provided. Bids not conforming to any of the prequalification criteria shall be out rightly rejected. Evaluation of Technical Bids by MoHFW shall not be questioned by any of the bidders. MoHFW may ask bidder(s) for additional information to verify claims made in in their prequalification-cum-technical bid document, at any point of time before opening of the financial bid.

b) **Financial Bid Evaluation:**
   i)   The financial bids of only those bidders will be opened who qualify the prequalification-cum-technical evaluation stage. The bidders whose bids do not qualify on the prequalification-cum-technical evaluation stage may collect their un-opened financial bids from MoHFW on prior intimation within 15 days from opening of the financial bids. After these 15 days MoHFW has the right to dispose off their financial bid.

   ii) The bidder with the lowest 'Financial Quote (Fb)' shall be selected as L1 and shall be called for further processing leading to the award of the contract. The basis for arriving at 'Fb' is provided in Section 5, Annexure 5 of this volume of the RFP.

Note: Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the signing of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced. Any attempt by a bidder to influence the MoHFW's processing of bids or award decisions may result in the rejection of its bid.

3.5.11.10. Bid Evaluation Criteria

The bids will be evaluated using the following criteria:

Sl. No.	Description	Details
1	**Stage-I:** Prequalification-cum-Technical Bid	Only the bids that are complete and comply with the prequalification criteria shall be further evaluated. Bidders qualifying at the prequalification-cum-technical bid stage would be further considered for the financial bid opening.
2	**Stage-II:** Financial Bid	Financial bids of only those bidders will be opened who qualify the prequalification-cum-technical evaluation stage. The bidder with the lowest 'Financial Quote (Fb)' shall be selected as L1 and shall be called for further processing leading to the award of the contract.

3.5.11.11. Contacting MoHFW

a) **Contact by Writing:** Subject to Section 3, clause 3.5.11.7 & 3.5.11.8, no bidder shall contact MoHFW on any matter relating to its bid, from the time of the bid opening to the time the project is awarded. If the bidder wishes to bring additional information to the notice of MoHFW, it should be done in writing and addressed as mentioned earlier in the RFP.

b) **Rejection of Bid:** Any effort by a bidder to influence the employees of MoHFW / members of evaluation committee in the process of examination, clarification, evaluation and comparison of bids and in decisions concerning award of contract, shall result in the rejection of its bid.

Award of Contract

3.5.11.12. MoHFW's right to accept any bid and to reject any bid or all bids

MoHFW reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time before the project is awarded, without thereby incurring any liability to the affected bidder or bidders, with or without assigning any reason.

3.5.11.13. Notification of Award

a) **Notification to Bidder:** Before the expiry of the period of validity of the bid, MoHFW shall notify the successful bidder in writing by registered letter or by e-mail or by fax, that its bid has been accepted. The bidder shall acknowledge in writing the receipt of the notification of award and will enter into agreement within the time specified in the notification sent by MoHFW.

b) **Signing of Contract:** The contract shall be signed on all the pages by the person(s) duly authorized to bind the successful bidder to the contract. The stamp of the organization shall also be affixed on each page of the contract. MoHFW may discuss certain terms with successful bidder before signing of the contract. The bidder with whom the contract is signed will be the Maintenance Service Provider (MSP).

c) **Discharge of EMD:** Upon the successful signing of the contract, MoHFW shall promptly request the MSP to provide performance bank guarantee. On receipt of the performance bank guarantee, MoHFW shall discharge / return the EMD to MSP.

d) **Expenses for the Contract:** The incidental expenses of execution of agreement / contract shall be borne by the MSP.

e) **Failure to Abide by the Contract:** The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of MoHFW to impose penalties as specified in the bidding document and the contract.

3.5.11.14. Performance Security

a) The successful bidder (i.e. MSP) shall at his own expense deposit with MoHFW, within thirty (30) working days of the date of notice of award of the contract or at the time of signing of the contract whichever is earlier, an unconditional and irrevocable performance Security from a Commercial bank, in the form of Bank Guarantee drawn in favour of "Pay & Accounts Officer, Ministry of Health & Family Welfare, New Delhi" payable at Delhi, for the due performance and fulfilment of the contract by the MSP.

b) The performance security shall be denominated in Indian Rupees only.

c) This performance security will be for an amount equivalent to 10% of the Contract Value [i.e. Financial Quote (Fb)]. This would be derived at the time of evaluation of bids. However, the same would be re-calculated at the time of signing of the contract considering the variable factor 'n' as provided in Section 5, Annexure 5 of this volume of the RFP. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the MSP.

d) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations of the MSP.

e) The performance security may be discharged/ returned by MoHFW upon being satisfied that there has been due performance of the obligations of the MSP under the contract. However, no interest shall be payable by MoHFW on the performance security.

f) In the event of MSP being unable to service the contract for whatever reason, the MoHFW would revoke the performance security. Notwithstanding and without prejudice to any rights whatsoever of MoHFW under the contract in the matter, the proceeds of the performance security shall be payable to the MoHFW as compensation for any loss resulting from the MSP's failure to complete its obligations under the contract. MoHFW shall notify MSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the MSP is in default.

g) MoHFW shall also be entitled to make recoveries from the MSP's bills, performance security, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement. Any such occurrence should be brought to the notice of MoHFW.

3.5.11.15. Annulment of Award

Failure of the successful bidder to comply with the requirements of the RFP shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD.

3.5.12. Fraud and Corrupt Practices

a) The bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics at all times during the selection process. Notwithstanding anything to the contrary contained in this RFP, MoHFW shall reject a bid without being liable in any manner whatsoever to the bidder, if MoHFW determines that the bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the

"prohibited practices") in the selection process. In such an event, MoHFW shall, without prejudice to its any other rights or remedies, forfeit and appropriate the bid security / performance security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to MoHFW for, inter alia, time, cost and effort of MoHFW, in regard to the RFP, including consideration and evaluation of such bidder's bid.

b) Without prejudice to the rights of MoHFW under the above other clauses and the rights and remedies which MoHFW may have under the Letter of Intent (LoI) or the contract, if a bidder or the MSP is found by MoHFW to have directly or indirectly or through an agent, engaged or indulged in any prohibited practices during the selection process, or after the issue of the LoI or the execution of the contract, such bidders or the MSP shall not be eligible to participate in any tender or RFP issued by MoHFW for a minimum period of 2 (two) years from the date such bidder or the MSP is found by MoHFW to have directly or through an agent, engaged or indulged in any prohibited practices, as the case may be.

c) For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

    i)   "Corrupt practice" means

        I.   the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the selection process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of MoHFW who is or has been associated in any manner, directly or indirectly with the selection process before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of MoHFW, shall be deemed to constitute influencing the actions of a person connected with the selection process); or

        II.   save as provided herein, engaging in any manner whatsoever, whether during the selection process or after the execution of the contract, as the case may be, any person in respect of any matter relating to the project or the contract, who at any time has been or is a legal, financial or technical consultant / adviser of MoHFW in relation to any matter concerning the project;

    ii)   "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the selection process;

    iii)   "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the selection process;

    iv)   "Undesirable practice" means

        I.   establishing contact with any person connected with or employed or engaged by MoHFW with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or

        II.   having a conflict of interest; and

v)   "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the selection process.

3.6. Appointment of Maintenance Service Provider (MSP)

3.6.1. Award Criteria

MoHFW will award the work to the bidder whose bid has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined in the RFP.

3.6.2. Right to accept any bid and to reject any or all bid(s)

MoHFW reserves the right to accept or reject any bid and to annul the tendering process and reject all bids at any time prior to award of work, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the action of MoHFW.

3.6.3. Notification of Award

Prior to the expiration of the validity of bids, MoHFW will issue a Letter of Intent (LoI) notifying the successful bidder in writing or by e-mail, that its bid has been accepted. The notification of award will initiate the process of formation of the contract. Upon the successful bidder's furnishing of Performance Security, MoHFW will notify each unsuccessful bidder and return their EMDs.

4. SECTION 4: TERMS OF PAYMENT & SLAs

4.1. SLA Measurement and Penalties

a) MSP would have the responsibility to escalate issues, if any, which are required to be discussed and resolved for the smooth execution of the project, well in time. Penalties due to non-compliance of SLAs shall be the sole liability of the MSP. The key service level requirements for the project are provided in Section 5, Annexure 3 of this volume of the RFP. These service level requirements shall be strictly observed & maintained by the MSP.

b) The SLA monitoring shall be done / reviewed on a monthly/quarterly basis. During the contract period, it is envisaged that there could be changes to the SLA, in terms of addition, alteration or deletion of certain parameters based on mutual consent of both the parties i.e. MoHFW and MSP. However, the revised SLAs shall not have any financial implications on MoHFW or have financial advantage to the MSP.

c) In case the overall penalties due to non-compliance of SLAs exceeds 10% of the Contract Value at any point of time, MoHFW reserves the right to terminate the contract.

4.2. Terms of Payment

a) The payment to the MSP for providing AMC services under the scope of the project including full time deployment of on-site engineer shall be made on quarterly basis (i.e. at the end of each quarter) on submission of invoice, after deducting penalties as specified in the SLAs provided in the RFP.

b) For items moving into AMC after 5th June, 2016, AMC charges shall be calculated on pro-rata basis for the number of days the service is provided during the concerned quarter wherever the services are not provided for the entire quarter.(For example, if the quarter period considered is 1st April to 30th June 2015; then the payment for the AMC of these servers for this quarter will be calculated as 25/365 X Yearly Cost of AMC)

c) The quarter here is not the financial year quarter but it has to be reckoned from the date of signing of the contract. For example, if the Contract is signed on 7th September 2015, then the Quarter will be considered for the period of 7th September to 6th December 2015.

d) The quarterly payable amount shall be calculated only for the items (servers & enclosures) for which the AMC is required (as communicated in writing by MoHFW to MSP). The payable amount shall be calculated on pro-rata rates using the number of units for which AMC services are required, their unit rates and the number of days for which the AMC services are required.

e) For the items decommissioned / phased out during the AMC period, AMC charges shall be calculated on pro-rata basis up to the date of de-commissioning and the payment shall be made accordingly in the concerned quarter. However, the decommissioning / phasing out of items (i.e. servers & enclosures) shall be approved by MoHFW.

f) The payment for the full time deployment of On-Site System Engineer shall be made every quarter on pro-rata basis i.e. number of days of on-site availability.

5. SECTION 5: ANNEXURES

5.1. Annexure 1: Contents and Format of Prequalification-cum-Technical Bid

In preparing the Prequalification-cum-Technical bid, bidders are expected to examine this RFP document in detail. The bid should cover all the aspects of the scope of work. Any bid not found responsive with this RFP document shall be rejected. Material deficiencies in providing the information requested may also result in rejection of the proposal.

5.1.1. Format for Cover Letter

[On the letterhead of the organization]

To
Director (Statistics)
Ministry of Health & Family Welfare
Nirman Bhawan, Maulana Azad Road
New Delhi – 110011

Sub: Prequalification-cum-Technical Bid for for the "Appointment of Maintenance Service Provider (MSP) for providing Comprehensive Annual Maintenance Contract (AMC) services" for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI).

Dear Madam,

1. Having examined the RFP, Annexures and corrigenda numbers _____ thereto, we, the undersigned, in conformity with the said RFP, offer to provide the said services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

2. We acknowledge having received the following corrigenda / pre-bid clarifications to the RFP:

Corrigendum No.	Dated

3. We have read the provisions of the RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, suggestions if any, found in our bid shall not be given effect to.

4. We undertake, if our bid is accepted, to provide the services comprised in the RFP within time frame specified, starting from the date of receipt of notification of award from MoHFW.

5. We confirm that any component or service required under the scope of RFP will be made available by us without any additional financial implication to the MoHFW.

6. We agree to abide by this bid for a period of 180 days from the date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

7. We agree to execute a contract in the form to be communicated by MoHFW, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such contract to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this bid.

8. We agree that if any day during the entire contract period, our act breaches the contract terms and conditions or we express our inability to execute the project, MoHFW reserves all the rights to terminate the contract and appropriate penalty will be borne on us.

9. We hereby confirm that we do not have any conflict of interest in accordance with clause 10 of RFP Vol. II.

10. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract agreement.

11. As security for the due performance of the undertaking and obligation of the bid we submit herewith the bid security / earnest money as per the conditions of the RFP.

12. We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We also understand that if there is any change in our prequalification criteria status till the date of award of contract, it is our responsibility to inform MoHFW of the changed status at the earliest.

We further clearly understand that MoHFW is not obliged to inform us of the reasons of rejection of our bid.

Dated this _____ day of _____ 2015

Signature

(Bidder Seal)

_____

In the capacity of

_____

Duly authorized to sign bids for and on behalf of:

_____

5.1.2. Checklist and Forms of Prequalification Criteria

5.1.2.1. Checklist of Prequalification Criteria

S. No.	Prequalification Criteria	Proof Required	Check List (Yes/No)	Page Reference
1.	The bidder should be registered in India under Companies Act 1956 and should have been operating in India for a minimum period of 5 years as on 31-03-2015	Copy of Certificate of Incorporation / Registration and the details as per Form 1 of Section 5, Annexure 1, clause 5.1.2.2.1.	Yes / No	Page No. <<>>
2.	The bidder should submit the valid authorisation details of the person(s) signing the bid document.	Power of Attorney as per Form 2 of Section 5, Annexure 1, clause 5.1.2.2.2 **OR** Certified copy of Board Resolution	Yes / No	Page No. <<>>
3.	The bidder should have: a. An average annual turnover of at least INR 10 Crores during the financial years 2012-2013, 2013-2014 & 2014-2015. b. Out of the above turnover, at least INR 5 Crores on an average should be from IT Operation & Maintenance Services, during the financial years 2012-2013, 2013-2014 & 2014-2015.	a. Audited financial statements (reflecting overall turnover) for the last three financial years b. A certificate duly certified by the statutory auditor of the bidder clearly mentioning the total average annual turnover & average annual turnover from IT Operation & Maintenance Services as per Form 3 of Section 5, Annexure 1, clause 5.1.2.2.3.	Yes / No	Page No. <<>>
4.	The bidder should have a positive Net Worth (Paid up Share Capital plus Free Reserves) for each of the financial years 2012-2013, 2013-2014 & 2014-2015.	a. Copy of Audited Profit and Loss Statement and Balance Sheet **AND** b. Statutory Auditor's certificate as per Form 4 of Section 5, Annexure 1, clause 5.1.2.2.4.	Yes / No	Page No. <<>>

S. No.	Prequalification Criteria	Proof Required	Check List (Yes/No)	Page Reference
5.	As on date of submission of the bid, the bidder should have at least 25 IT Support personnel on payroll of the firm	An undertaking from the HR head of the firm, certifying the stated number of personnel on the payroll of the company as per Form 5 of Section 5, Annexure 1, clause 5.1.2.2.5.	Yes / No	Page No. <<>>
6.	The full time On-Site System Engineer to be deployed by the bidder as per the scope of this RFP must meet the following criteria: • Qualification: MCA / B.Tech / B.E **AND** • Experience: At least 3 years of experience in providing server maintenance services.	Details of the proposed On-Site System Engineer as per Form 6 of Section 5, Annexure 1, clause 5.1.2.2.6.	Yes / No	Page No. <<>>
7.	Experience of bidder in executing at least 3 projects related to providing Annual Maintenance Services for more than an year for a value of at least INR 25 lakhs for any Government entity / PSU / Banks within the last 5 years in India.	Details of the assignments as per Form 7 of Section 5, Annexure 1, clause 5.1.2.2.7, along with the copy of work order and certificate of completion of one year of execution / self-certificate attested by the authorised signatory of the bidder.	Yes / No	Page No. <<>>
8.	As on date of submission of the bid, the bidder should not be declared ineligible or blacklisted by an entity of Government of India/ State Govt./Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason within last three years (2012-15).	Certificate duly signed by authorised signatory of the bidder as per Form 8 of Section 5, Annexure 1, clause 5.1.2.2.8	Yes / No	Page No. <<>>
9.	The bidder should be an authorised service partner of	Copy of valid authorisation letter.	Yes / No	Page No. <<>>

S. No.	Prequalification Criteria	Proof Required	Check List (Yes/No)	Page Reference
	OEM (in this case HP)			
10.	The bidder should have submitted the Tender document fee (non-refundable) and the Bid Security / Earnest Money as mentioned in the RFP.	a. Tender Document Fee b. Bid Security / Earnest Money (refer Form 10 of Section 5, Annexure 1, clause 5.1.2.2.10.	Yes / No	Page No. <<>>
The details for the above along with the documentary proofs as required should be provided in the formats as provided subsequently.				

5.1.2.2.   Formats of Prequalification Criteria

5.1.2.2.1. Form –1: Certificate of Incorporation

Bidder Name:	
Incorporated as _____ in year _____ at _____.	
Registration Number	

Supporting Documents: Please provide copy of Certificate of Incorporation.

5.1.2.2.2. Form-2 : Format of Power-of-Attorney for signing of bid

(On Stamp Paper of relevant value)

Know all men by these presents, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr / Ms _____ (full name and residential address) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid document for the ""Appointment of Maintenance Service Provider (MSP) for providing Comprehensive Annual Maintenance Contract (AMC) services for Servers of HMIS (Health Management Information System) & MCTS (Mother and Child Tracking System) of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI)", in response to the proposals invited by Ministry of Health and Family Welfare (hereinafter referred to as MoHFW), including signing and submission of all documents and providing information / responses to MoHFW in all matters in connection with our bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and agree that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 2015
For _____

(Signature)
(Name, Designation and Address)
Accepted
(Signature)
(Name, Title and Address of the Attorney)
Date:

Note:
1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

2. Also, wherever required, the bidder should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the bidder.

3. In case the bid is signed by an authorized Director / Partner or Proprietor of the bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

5.1.2.2.3. Form–3: Average Annual Turnover

(On Statutory Auditor's Letter Head)

We hereby certify that total annual turnover and average turnover of M/s_____ (name of the bidder) during the financial years 2012-2013, 2013-2014 & 2014-2015 is as given below:

Annual turnover in INR (in Crores)			
Year (2012-2013)	Year (2013-2014)	Year (2014-2015)	Average

We also certify that the total annual and average turnover of M/s _____ (name of the bidder) during the financial years 2012-2013, 2013-2014 & 2014-2015 from IT Operations & Maintenance Services is as given below:

Annual turnover from IT Operations & Maintenance Services in INR (in Crores)			
Year (2012-2013)	Year (2013-2014)	Year (2014-2015)	Average

(Signature of Statutory Auditor)
Name of Statutory Auditor:
Name of Statutory Auditor Firm:
Seal

Supporting Documents: *Copy of audited balance sheet and profit & loss statement for the concerned years.*

5.1.2.2.4. Form–4: Net worth Details
(On Statutory Auditor's Letter Head)

We hereby certify that **Positive Net Worth** of M/s _____ (name of the bidder) for the financial years 2012-2013, 2013-2014 & 2014-2015 is as given below:

Particular	Year (2012-2013)	Year (2013-2014)	Year (2014-2015)
Paid Up Share Capital			
Free Reserve			
Total			

(Signature of Statutory Auditor)
Name of Statutory Auditor:
Name of Statutory Auditor Firm:
Seal
Supporting Documents: _Copy of audited balance sheet and profit & loss statement for the concerned years._

5.1.2.2.5.   Form–5: Number of Personnel on Payroll

(On the letter head of the bidder)

We hereby certify that the M/s _____ (name of the bidder), having registered office at ---------------------- (address of the registered office) have ------------------- _<<mention the number of personnel>>_ IT Support personnel employed and on payroll of the company as on _____<< mention the date >>._

Yours Sincerely,

(Signature of HR head of the company)
Name of the Signatory:
Seal:

5.1.2.2.6.   Form–6: Details of On-Site System Engineer

The bidder should provide the details of the on-site system engineer proposed to be deployed for the project in the format as given below:

1.	**Name**		
2.	**Date of birth**		
3.	**Years with Firm**		
4.	**Nationality**		
5.	**Education**		
	Degree (Specialization)	Institution	Year in which obtained
6.	**Professional Certifications**		
	Certification	Institution	Accreditation Date

7.	**Languages Details:** *(Languages should be graded as <u>basic, average and advanced</u> depending on the reading, writing, speaking skill of the resource)*			
	Language Known	Reading	Writing	Speaking

8.	**Employment Record:***(Starting with present position, list in reverse order every employment held for the last ten years and state the start and end dates of each employment)*			
	Employer	From	To	Position held and description of duties

9.	**Work Experience Details:**
	(Work undertaken that best illustrates capability to handle the work and tasks performed. Preference should be given to those projects in which the 'Position Held' by the resource is similar to proposed position for the project under this RFP)
	Project Name: *(Please mention the details of <u>each</u> project separately)*

	Client Name:	Position held:
	Project Duration:	Technology used:
	Brief description of the activities carried out by the resource:	

10.	The On-Site System Engineer as proposed herein or any replacements thereafter subject to the approval of MoHFW will be deployed full time on-site in Delhi either in the office of MoHFW or in the NIC's Data Centre in Delhi. We understand that during the period of the contract MoHFW can change the deployment location of the resource anywhere within NCR with one day prior written intimation to us (i.e. MSP). We hereby confirm that the proposed On-Site System Engineer meets all qualifications and experience requirements as specified in RFP. We understand that any mis-statement provided herein would lead to our disqualification or dismissal, if engaged.
	Name & Signature (Authorized Representative who is signing this bid) Date of signing

5.1.2.2.7.   Form–7: Past Experience

The bidder needs to strictly adhere to the formats provided below and provide information against each of the line items. Any non-conformance shall constitute a deviation from RFP conditions.

The bidder should provide copy of work order and certificate of completion etc. for each project. If the bidder fails to provide the additional supporting document for any credential then that particular credential will not be considered for evaluation purpose.

Project Title: *(Attach separate sheet for each project)*	
Country:	Approximate Value of services provided:
Name and type (Government / PSU / Bank) of Client:	Approximate Value of Annual Maintenance Services provided:
Address:	Number of professional staff provided by the bidder:
Referrals (Client side): - Name: Designation: Contact Number: Email Id:	Name of key professional staff provided by the bidder:
Start date of project (month / year): End date of project (month / year):	Duration of assignment (in years):
Start date of AMC (month / year): End date of AMC Date (month / year):	Status of the assignment (successfully complemented/ ongoing):
Narrative description of project:	
Description of actual services provided by staff of bidder within the assignment:	

5.1.2.2.8. Form–8: No Blacklisting Certificate

(On the letterhead of the bidder)

This is to certify that ---------------------- (name of the organization), having registered office at ----------------------- (address of the registered office), as on date of submission of the proposal, has not been declared ineligible or blacklisted by an entity of Government of India/ State Govt./Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason within last three years (2012-15).

Signature:
Name of the Authorized Signatory:
Designation:

5.1.2.2.9. Form–9: OEM Authorised Service Partner

The bidder needs to provide valid copy of the OEM Authorised Service Partner.

5.1.2.2.10. Form-10 Format for Bank Guarantee for Bid Security/ Earnest Money

Whereas _____(hereinafter called "the bidder") has submitted its bid offer dated _____ 2015 for "Appointment of Maintenance Service Provider (MSP) for providing Comprehensive Annual Maintenance Contract (AMC) services for servers of HMIS & MCTS" of Ministry of Health & Family Welfare (MoHFW), Government of India (GoI). (hereinafter called "the bid"). KNOW ALL MEN by these presents that WE _{Bank name}_ having head office at _{ head office Address}_(hereinafter called "the Bank") are bound upto _{45 days beyond the bid validity period}_ to Ministry of Health & Family Welfare (hereinafter called "MoHFW" in the sum of INR _____(Rupees   ) for which payment will and truly to be made to the MoHFW the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____2015.

THE CONDITIONS of this obligation are:
If the bidder withdraws its bid during the period of bid validity specified by the bidder on the bid; or if the bidder, having been notified of the acceptance of its bid by MoHFW during the period of bid validity: fails or refuses to execute the contract if required; or fails or refuses to furnish the Performance Bank Guarantee, in accordance with the instruction given in Request for Proposal; we undertake to pay the MoHFW up to the above amount upon receipt of its first written demand, without the MoHFW having to substantiate its demand, provided that in its demand the MoHFW will note that the amount claimed by it is due it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including and any demand in respect thereof should reach the Bank not later than the above date.

Date:
Place:
(Signature/ seal of the Bank)

5.1.2.2.11. Form – 11:   Understanding, Approach & Methodology for the Project

The bidder needs to provide their understanding of the project supported by detailed approach & methodology for execution of the project.

The details should also include the escalation matrix and the mechanism of providing support to the On-Site System Engineer by the experts of the bidder including review & reporting requirements of MoHFW.

Note: In case, information required by MoHFW is not provided by the bidder in the forms/ formats provided above, MoHFW shall proceed with the evaluation based on information provided and may not request the bidder for further information. Hence, responsibility for providing information as required in the above forms lies solely with the bidders.

5.2. Annexure 2: Contents and Format of Financial Bid

5.2.1.   Form A: Financial Format for Summarised Cost for the project

Table below provides the format for providing summarized financial quote for the project as per the scope of the RFP. These summarized cost are derived from the financial formats 'B' & 'C' provided subsequently and taking into consideration an annual increment of 5% for On-site System Engineer on the base price / rates without tax, quoted in financial formats 'B' & 'C'.

S. No.	Description	Year wise Cost exclusive of taxes (in INR)				
		Year 1	Year 2	Year 3	Year 4	Year 5
A.	**Annual Maintenance Cost where currently no AMC exists**	F1	F1	F1	F1	F1
1	Annual Maintenance Cost for servers & enclosures for which currently no AMC exists					
B.	**Annual Maintenance Cost where AMC exists**	F2	F2	F2	F2	F2
1	Annual Maintenance Cost for servers & enclosures for which currently the AMC exists till 5th June, 2016					

C.	**On-site System Engineer Cost**	**F3**	**F3 x1.05**	**F3x(1.05)^2**	**F3x(1.05)^3**	**F3x(1.05)^4**
1	On-Site System Engineer cost					

5.2.2. Form B: Detailed Financial Format for Annual Maintenance Cost for Servers & Enclosures

Table below provides the format for providing financial quote for the AMC of the servers & enclosures, as per the scope of the RFP on unit basis for a year. This would remain the same for the entire period of the contract.

This cost broadly covers the enclosures & servers for which currently no AMC exists and for which the AMC exists till 5th June, 2016. The cost for these servers and enclosures is to be provided separately as per the forms provided below:

5.2.2.1. Form B.1: Detailed Financial Format for Annual Maintenance Cost for servers & enclosures for which currently no AMC exists

Table below provides the format for providing financial quote for the AMC of the servers & enclosures for which currently no AMC exists.

The unit cost needs to be quoted on annual basis covering all services as defined in the scope of work and the RFP.

S.No.	Serial No.	Per Unit Annual Cost (in INR)	
		Without Tax	**Taxes**
A	**Servers at NDC, Shastri Park, New Delhi**		
1	TWT924000S		
2	TWT 92100JM		
3	TWT 924000U		
4	TWT 924000N		
5	TWT92100A5		
6	TWT924000T		
7	TWT92100JX		
8	TWT924000X		
B	**Servers at LNDC, Laxmi Nagar, New Delhi**		
1	CN 7811027P		
2	CN7932010E		
C	**Enclosures at NDC Shastri Park & LNDC Laxmi Nagar, New Delhi**		
1	SGH9315NOB (NDC)		
2	SGH824XLSE (LNDC)		
Total Annual Maintenance (F1) {sum of costs at serial number A, B & C above)			

5.2.2.2. Form B.2: Detailed Financial Format for Annual Maintenance Cost for servers & enclosures for which AMC exists till 5ᵗʰ June, 2016

Table below provides the format for providing financial quote for the AMC of the servers & enclosures for which AMC exists till 5th June, 2016.

The unit cost needs to be quoted on annual basis covering all services as defined in the scope of work and the RFP. However, the payment would be made for the time period (i.e. on pro-rata basis for the number of days) the service was provided after expiry of the existing AMC.

S.No.	Serial No.	Per Unit Annual Cost (in INR)	
		Without Tax	Taxes
A	**Servers at NDC, Shastri Park, New Delhi**		
1	SGH124XN11		
2	SGH125XC6F		
3	SGH125XC6T		
4	SGH125XC6Y		
5	SGH125XC75		
6	SGH125XC7B		
7	SGH125XC5R		
8	SGH125XC5J		
9	SGH125XC67		
10	SGH125XC7F		
11	SGH125XC61		
12	SGH125XC6W		
13	SGH125XC7D		
14	SGH125XC65		
15	SGH125XC6B		
16	SGH125XC73		
B	**Servers at NIC DC at Pune**		
1	SGH125XC6D		
2	SGH125XC5T		
3	SGH124XN23		
4	SGH125XC79		
5	SGH125XC71		
6	SGH125XC63		
7	SGH125XC5N		
8	SGH125XC77		
9	SGH125XC5L		
10	SGH125XC7J		
C	**Enclosures at NDC Shastri Park & NIC DC, Pune**		
1	SGH122XSNC (NDC)		
2	SGH122XSNA (NDC)		
3	SGH122XSN8 (NDC)		
4	SGH122XSN9 (Pune)		
5	SGH122XSNB (Pune)		
Total Annual Maintenance (F2) {sum of costs at serial number A, B & C above)			

5.2.3. Form C: Detailed Financial Format for Full Time Deployment of On-Site System Engineer

Table below provides the format for providing financial quote for the full time deployment of On-Site System Engineer for the project as per the scope of the RFP. The Year 1 rate (i.e. 12 man-months) for the resource needs to be provided.

The unit cost needs to be quoted for the Year 1 of the project (i.e. from the date of signing of the contract) covering all services as defined in the scope of work and the RFP. An annual increment of 5% will be provided on the unit cost without tax quoted.

S.No.	Resource Details	Cost for Year 1 of the Project (in INR) [F3]	
		Without Tax	Taxes
1	On-Site System Engineer		

Key considerations on the financial format (i.e. form A, form B & form C) provided above:

a) The prices or the rates quoted above should include all charges incurred by the bidder for providing the services as mentioned in this RFP.

b) Any change in taxes or levies structure by the Government of India will be applicable at the time of billing. In case of change or revision of service tax by GoI, the payment will be made as applicable. The documentary evidences for payment of service tax will be submitted by the bidder.

c) Mandatory taxes / duties etc. as applicable shall be deducted by MoHFW.

d) No deviations from the above financial formats will be accepted, by the MoHFW.

e) The above rates shall be fixed and remain valid for the entire contract period and extensions thereof if provided by MoHFW.

f) Conditional rates /quotes will not be accepted and may lead to rejection of the bid.

g) Year here refers to the contract year and not the calendar year.

h) Any other division of MoHFW can award AMC services to the appointed bidder i.e. MSP for their servers & enclosures with same specifications and at the same location as per the specifications and locations of HMIS & MCTS servers & enclosures provided in this RFP. However for this the concerned division shall entre into a separate contract with the MSP.

Signature of the bidder_____
Address_____
Date: _____
Place:_____

5.3. Annexure 3: SLA Definition and Measurement

MSP is expected to meet the following service levels in the normal course of carrying out the activities as per the detailed scope of work provided in this bid document. In case of default on any or all such service levels, the MoHFW will reserve the right to levy penalties on the MSP.

The key SLAs applicable for this project/contract include the following which are then detailed out subsequently:
   a) Server & Enclosure Availability
   b) Resolution Time
   c) Resource Availability

5.3.1. Server & Enclosure Availability
The HMIS and MCTS applications of MoHFW are critical in nature. Hence, utmost care should be taken by the MSP in maintaining the servers, enclosures and operating system for the same.

5.3.1.1. Server Uptime
MSP is required to ensure more than 98% overall system uptime to be measured on quarterly basis. Deductions applicable for server uptime are given below:

Server Uptime*	Deductions
98% or more	Nil
95% or more but less than 98%	2% of quarterly payment for each percentage point below 98% (e.g. if uptime of any server is 96% in a quarter, then 4% of that server's quarterly payment will be deducted)
Less than 95%	3% of quarterly payment for each percentage point below 98% (e.g. if uptime of any server is 92% in a quarter, then 18% of that server's quarterly payment will be deducted)

*Server Uptime is the time period for which the server hardware is fully available (including installed and configured operating system) for software application to run on the server and shall be calculated on 24x7 basis.

5.3.1.2. Enclosure Uptime

Enclosure Uptime**	Deductions
98% or more	Nil
95% or more but less than 98%	2% of quarterly payment for each percentage point below 98% (e.g. if uptime of any enclosure is 96% in a quarter, then 4% of that enclosure's quarterly payment plus 4% of impacted servers' quarterly payment will be deducted)
Less than 95%	3% of quarterly payment for each percentage point below 98% (e.g. if uptime of any enclosure is 92% in a quarter, then 18% of that enclosure's quarterly payment plus 18% of impacted servers' quarterly payment will be deducted)

****Enclosure Uptime is the time period for which the enclosure is fully available (including all its servers) for software application to run on the server and shall be calculated on 24x7 basis.**

5.3.2. Resolution Time

Apart from the uptime, all other aspects such as patches, etc., for which tickets / issues / complaints are raised to the MSP, shall be assessed on the service levels provided below:

S.No.	Resolution Time	Penalty
1.	Upto 12 hrs.	Nil
2.	More than 12 hrs. and upto 24 hrs.	INR 500 per incident
3.	More than 24 hrs and upto 48 hrs	INR 800 per incident
4.	More than 48 hrs.	INR 1200 per incident

5.3.3. Resource Availability

This service level shall be based on the availability of the On-Site System Engineer deployed full time on-site for the project / contract.

S.No.	Leaves per month	Penalty
1.	1 day	Nil (One Leave allowed per month)
2.	2 or 3 days	INR 1000 per day
3.	4 or 5 days	INR 1500 per day
4.	More than 5 days	INR 2000 per day

- The above penalties would be deducted from the quarterly amount payable to the MSP for the actual deployment (i.e. on pro-rata basis for the number of days present in a month out of the number of days for which the presence was expected) of the On-Site System Engineer.

- The penalties shall not include Saturdays & Sundays except for the ones (i.e. Saturday or Sunday) specifically instructed by MoHFW in writing or through email.

- The penalties shall not be applicable if a temporary replacement is deployed for the days the On-Site System Engineer is not present. However, penalties as given above shall be applicable if the temporary replacement is provided for more than 5 days in a month. In

S.No.	Leaves per month	Penalty
	cases, where absence/temporary replacement exceeds 5 days in a month, prior written approval of MoHFW will be required. In case of medical or any other emergency prior approval of MoHFW needs to be taken for the waiver of deduction under this penalty if the replacement needs to be provided for more than 5 days in a month. In such cases MoHFW may ask for necessary documentary proof (if required). In all cases the replacement provided should meet the eligibility criteria (i.e. qualification & experience) specified for the On-Site System Engineer as specified in this RFP.	

Note:

a) The penalties for delays will not be applicable in case the delay is solely on account of MoHFW/NIC or the Implementing Agencies of MoHFW.

- Amount towards penalty shall be adjusted against the quarterly bill submitted by the MSP or the performance security of the MSP as the case may be.

- MoHFW reserves the right to levy/waive off penalty considering various circumstances.

5.4. Annexure 4: Detailed List of HMIS & MCTS servers & enclosures including operating system

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
(I)	Enclosures SGH122XSNC (Row 18 Rack 7) Shastri Park												
1	SGH124 XN11	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
2	SGH125 XC6F	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
3	SGH125 XC6T	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
4	SGH125XC6Y	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
5	SGH125XC75	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
6	SGH125XC7B	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
7	SGH125 XC5R	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
8	SGH125 XC5J	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
(II)	Enclosure SGH122XSNA (Row 18 Rack 8) Shastri Park												
1	SGH125 XC67	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
2	SGH125 XC7F	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
3	SGH125 XC61	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
4	SGH125 XC6W	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
(III)	Enclosures SGH122XSN8 (Row 18 Rack 6) Shastri Park												

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
1	SGH125 XC7D	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
2	SGH125 XC65	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
3	SGH125 XC6B	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores	HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
4	SGH125 XC73	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
(IV)	Blade Server Enclosure (S.No. SGH9315NOB) 10 unit Full blade (Row 18 Rack 6) Shastri Park (Shifted Servers from LNDC)												
1	TWT924 000S	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	HMIS	HP ProLiant BL680c G5	(Intel-Xeon MP) CPU E7330	2.4 GHz	4x4 cores (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2008 R2	Expired
2	TWT 92100J M	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	HMIS	HP ProLiant BL680c G5	(Intel-Xeon MP) CPU E7330	2.4 GHz	4x4 cores (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2008 R2	Expired
3	TWT 924000 U	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM	HMIS	HP ProLiant BL680c G5	(Intel-Xeon MP) CPU E7330	2.4 GHz	4x4 cores (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2008	Expired

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel- Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
			-64 GB									R2	
4	TWT 924000N	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	HMIS	HP ProLiant BL680c G5	(Intel- Xeon MP) CPU E7330	2.4 GHz	**4x4 cores** (4 quad core processors)	146 GB x 2	No		MS Windows Server Ent. 2008 R2	Expired
5	TWT92100A5	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	MCTS	HP ProLiant BL680c G5	(Intel- Xeon MP) CPU E7330	2.4 GHz	**4x4 cores** (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c- Class Blade System	MS Windows Server Ent. 2003 R2	Expired
6	TWT924000T	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	MCTS	HP ProLiant BL680c G5	(Intel- Xeon MP) CPU E7330	2.4 GHz	**4x4 cores** (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c- Class Blade System	MS Windows Server Ent. 2003 R2	Expired
7	TWT92100JX	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	MCTS	HP ProLiant BL680c G5	(Intel- Xeon MP) CPU E7330	2.4 GHz	**4x4 cores** (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c- Class Blade System	MS Windows Server Ent. 2003 R2	Expired

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
8	TWT924 000X	Blade Server	Blade Server (4P Intel-Xeon MP) Intel(R) Xeon(R) CPU E7330 @2.4Ghz, RAM -64 GB	MCTS	HP ProLiant BL680c G5	(Intel-Xeon MP) CPU E7330	2.4 GHz	**4x4 cores** (4 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2003 R2	Expired
(V)	Enclosures (S.No. SGH824XLSE) 6 Unit Half Height LNDC												
1	CN 781102 7P	Half Blade	Blade Server (X86 CPU, Rack Mount) RAM - 32 GB Processor - E5150 Intel Xeon	HMIS	ProLiant BL460c G1	E5150 Intel Xeon	2.67 GHZ	**2x2 cores** (2 dual core processors)	146 GB x 2	Yes ,2 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2003	Expired
2	CN7932 010E	Half Blade	Blade Server (2P Intel Quad Core, Xeon) RAM - 32 GB Processor - E5450 Intel Xeon	HMIS	ProLiant BL460c G1	E5450 Intel Xeon	3.0 GHZ	**2x4 cores** (2 quad core processors)	146 GB x 2	Yes ,1 HBA card	Emulex LPe1105-HP 4Gb FC HBA for HP c-Class Blade System	MS Windows Server Ent. 2003 R2	Expired
(VI)	Enclosures SGH122XSN9 Pune DC												
1	SGH125 XC6D	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	**4x6x2 cores** (4 Processors with each processor having 6 nodes. Each	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

S.N o.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operat ing System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
								node has 2 cores)					
2	SGH125 XC5T	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windo ws Server Ent. 2008 R2	5/6/2016
3	SGH124 XN23	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windo ws Server Ent. 2008 R2	5/6/2016
4	SGH125 XC79	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windo ws Server Ent. 2008 R2	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
								cores)					
VII	Enclosure SGH122XSNB Pune DC												
1	SGH125 XC71	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
2	SGH125 XC63	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
3	SGH125 XC5N	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008	5/6/2016

S.No.	Serial No.	Server/ Device Name	Specifications	HMIS / MCTS	Make & Model	Processor			HDD (in GB) & No. of HDD	HBA Card (Yes/ No)	HBA Card Details (Make & Model, Speed and Firmware Version)	Operating System	AMC Upto
						Type (Intel-Xeon, Itanium, AMD, etc.)	Speed (in GHZ)	No. of Processors / Nodes & Cores					
			GB					nodes. Each node has 2 cores)				R2	
4	SGH125XC77	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	HMIS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
5	SGH125XC5L	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016
6	SGH125XC7J	Blade Server	Processor - AMD Opteron 2.1 GHz, 4X12 Cores RAM - 128 GB HDD - 300X2 GB	MCTS	HP Proliant BL 685 CG7	AMD Opteron	2.1 GHz	4x6x2 cores (4 Processors with each processor having 6 nodes. Each node has 2 cores)	300 GB x 2	Yes ,1 HBA card	Emulex LPe1205-HP 8Gb FC HBA for HP Blade System c-Class	MS Windows Server Ent. 2008 R2	5/6/2016

5.5. Annexure 5: Methodology for calculation of Absolute Financial Quote (Fb)

This annexure presents the methodology for calculation of 'Absolute Financial Quote (Fb)', which will be used for the purpose of evaluation of financial bids which have qualified the prequalification-cum-technical evaluation stage.

As per this methodology, the Absolute Financial Quote (Fb) is: **Fb= Ft1 + Ft2 +Ft3** which is detailed in the tables provided below:

S. No.	Description	Year wise Cost exclusive of taxes (in INR)					
		Year 1	Year 2	Year 3	Year 4	Year 5	Total (Year 1 to Year 5)
A.	**Annual Maintenance Cost where currently no AMC exists**	F1	F1	F1	F1	F1	Ft1
1	Annual Maintenance Cost for servers & enclosures for which currently no AMC exists						
B.	**Annual Maintenance Cost where AMC exists**	(n/365) * F2	F2	F2	F2	F2	Ft2
1	Annual Maintenance Cost for servers & enclosures for which currently the AMC exists till 5th June, 2016						
C.	**On-site System Engineer Cost**	F3	F3x1.05	$F3x(1.05)^2$	$F3x(1.05)^3$	$F3*(1.05)^4$	Ft3
1	On-site System Engineer cost						
Total Absolute Financial Quote (Fb = Ft1 + Ft2 +Ft3) exclusive of taxes (in INR)							

Where:

- F1 is the total annual cost quoted by the bidder for Annual Maintenance Cost for servers & enclosures for which currently no AMC exists as per the financial format provided in Section 5, Annexure 2, clause 5.2.2.1.

- F2 is the total annual cost quoted by the bidder for Annual Maintenance Cost for servers & enclosures for which for which AMC exists till 5th June, 2016 as per the financial format provided in Section 5, Annexure 2, clause 5.2.2.2.

- F3 is the total annual cost quoted by the bidder for full time deployment of On-Site System Engineer as per Section 5, Annexure 2, clause 5.2.3.

- 'n' is the number of days in year 1 of the contract / project for which the AMC services as per the contract are provided by the MSP.

- Ft1, Ft2 & Ft3 are the totals for the entire period of the contract for the respective components under consideration i.e.

    o $Ft1 = 5 \times F1$

    o $Ft2 = [(n/365) \times F2] + 4 \times F2$

    o $Ft3 = F3 + [F3 \times (1.05)] + [F3 \times (1.05)^2] + [F3 \times (1.05)^3] + [F3 \times (1.05)^4]$

Note:
- *The above details are only for evaluation purpose & for calculation of contract value. The contract value may differ depending on the time of signing of the contract which would have a direct impact on 'n'.*

End of Volume I of the RFP