

12.04.2010

ASHOK HOTEL

(A Unit of INDIA TOURISM DEVELOPMENT CORPORATION LIMITED)
50-B, Chankayapuri, New Delhi-110021

Tender Notice

Sealed bids are invited from Original Equipments Manufacturers (OEM's) (Make : IBM/HP/Compaq/Lenovo/Dell/Wipro/HCL) / their authorized distributors / authorized resellers for Supply, Installation, Configuration, Testing & Commissioning of the Computer Hardware & Software for Ashok Hotel, Samrat Hotel & Janpath Hotel, New Delhi. For details please visit our website at the URL www.theashokgroup.com or <http://www.tenders.gov.in>

SUPPLY, INSTALLATION, CONFIGURATION, TESTING & COMMISSIONING OF COMPUTER HARDWARE & SOFTWARE FOR ASHOK HOTEL, SAMRAT HOTEL & JANPATH HOTEL, NEW DELHI

Ashok Hotel, (A Unit of India Tourism Development Corp. Ltd.) invites sealed bids from eligible, reputed Original Equipment Manufacturers (OEMs) (Make:IBM/ HP/ Compaq/ Lenovo/ Dell/Wipro/HCL/Wipro/HCL)/ Authorised System Integrators / Authorized Resellers/Authorised Distributors for Supply, Installation, Configuration, Testing & Commissioning of the Computer Hardware & Software for Ashok Hotel, Samrat Hotel & Janpath Hotel New Delhi in quantities indicated in the Annexure I & buy back of servers/Dumb Terminals/printers/networking equipment as detailed in Annexure VI of the detailed Bid Document. The cost of Tender document is Rs. 1,000/- (non-refundable). The Tender Document is available on ITDC website www.theashokgroup.com or www.tenders.gov.in. The vendors intending to bid for the above tender may download the same for submitting the bids. If downloaded from website the tender cost must be submitted in the form of bank Draft in favour of Ashok Hotel payable at New Delhi along with Bid in a separate envelope inserted in the Technical Bid envelope, other must submit photocopy of the Cash Receipt in their Technical Bid envelope. Hard copy of tender document, if required, could be obtained from the office of Dy. General Manager (MM&D), Ashok Hotel 50B Chanakaya Puri, New Delhi 110021 between 10 A.M. to 5 P.M. from Monday to Friday till 01.05.2010 by paying Rs.1,000/- towards cost of Tender document, however tender can be downloaded from our website.

Scope of Work

Computer System Hardware :

The SERVERS shall be of make IBM/HP/DELL, Desktops shall be of make IBM/HP/Compaq/Lenovo/Dell/Wipro/HCL and POS Systems shall be of make IBM from Original Equipment Manufacturers (OEMs) or their authorized distributors, resellers. ITDC offers for sale servers/Dumb Terminals/printers/networking equipment as detailed in Annexure VI. Bidders would be permitted to inspect the old equipment by prior appointment.

Configuration of servers In addition to the quantities as detailed in Annexure 1, the following would be provided by the Ashok Hotel:

- LAN (Local Area Network) connecting PC & Point of Sales (POS) , printers at Ashok Hotel, Samrat Hotel and Janpath Hotel
- LAN of Ashok Hotel & Samrat Hotel would be connected through 6 core multi mode fiber optics cable
- LAN of Janpath Hotel and Ashok Hotel would be connected through MPLS/VPN line and Point to Point leased line (as back up) with HP-Procurve core switches at both the ends and CISCO firewall at Ashok Hotel.

Configuration of servers and database would include:

1. Configuring the servers for RAID 1+0, RAID 5, load balancing as detailed in Annexure-1
2. Configuring database servers in Active- Active Asynchronous mirroring clustering mode for SQL server 2008 Enterprise Edition.
3. Configuring load balancing.
4. Configuring Cisco-firewall ASA5510, core switch Hp- Procurve 3500yl - J8993A , MPLS/VPN, point-to-point leased line in such a way that Application and Database are available uninterrupted on failure of Data base server/core-switch/MPLS/VPN/point to point leased line. The application should also be available through internet.
5. Setting up and maintaining a RAID environment, keep the server up to date and secured, creating the user accounts and maintains the security policies, rebuild the server with RAID and restore its systems from the backups in case of failure.
6. Database administration and optimum utilisation of resources through dashboard (if any additional tool is required the same can may be quoted as additional item)

In case any other software and or Hardware is required then the same may be quoted as additional item(s) under others heading of Annexure. 1&5

Buy Back

The bidder should also bid separately the price for equipment being offered under buy back arrangement. However, ASHOK HOTEL will have the discretion to offer these computers and printers under the buyback scheme or retain them. The bidder would, however, be under an obligation to buyback any number of the aforesaid equipment at the price quoted by them within a period of three months from the date of delivery of new computers.

Only such bidders who are the OEMs, authorized system integrators for OEMs and authorized resellers with proper infrastructure to provide requisite after sales service support and those who, in the last two years, have successfully executed at least two orders of with minimum value of Rs.50 lakhs in a single order, may submit their bids. A copy of the purchase order placed with the firm by the purchaser should be enclosed along with the '**Technical Bid**'.

The bidders shall give the names and postal addresses of their bankers.

While submitting the tenders the bidders should ensure that they meet the pre-qualification criteria /eligibility criteria given below:

Pre-Qualification Criteria/ Eligibility Criteria

1. Original Equipment Manufacturers(OEM's)/Authorised System Integrator/ Authorised Resellers
2. Reputed background with experience of at least 5 years in similar work.
3. Should have executed at least two tenders of similar nature and in the scale of not less than Rs. 50 lakhs each after January 2009 consisting of not less than the quantities of servers & PCs as mentioned in Annexure –1
4. The vendor submitting the offers should be a registered company having an annual turnover of Rs. 2.5 crores during each of the last 3 financial years. This must be the individual company's turnover and not that of the group to which the company belongs.
5. The vendor should be in a position to provide service support in New Delhi. In case the vender is not OEM, then a certificate from the OEM should be produced, that the support service would be provided by the OEM .

6. In case the bidder is not OEM, then a certificate from the OEM would be provided by Bidder, confirming that OEM is willing to enter into triparty agreement with Ashok Hotel and the bidder on the terms quoted by bidder for providing the warranty and Annual Maintenance contract
7. The bidder shall quote for the items mentioned under the scope of supplies, as well as acceptance for products on buy back.

Separate technical and financial bids duly sealed and complete in all respects, should be dropped in tender box placed at of Security Control Room, Ashok Hotel 50B Chanakaya Puri, New Delhi 110021 on or before 15:00 hours of 03.05.2010. Technical Bid will be opened on 03.05.2010 at 15:30 Hrs. Bidders will be responsible to ensure that the bid reaches the above address on or before the due date and time. ASHOK HOTEL will not be responsible for non-receipt of bids within the specified date and time due to any delays. Bids lodged after the above date and time will not be considered. Bids must be accompanied with EMD and Tender Cost Draft/copy of Cash Receipt, otherwise Bids without EMD/Tender Cost will not be entertained. No interest on EMD is payable.

Earnest Money Deposit (EMD)

An applicable sum of EMD of Rs.1,50,000/- (Rupees One Lakh Fifty Thousand only) in form of Demand Draft drawn in favour of "India Tourism Development Corporation Limited" payable at New Delhi, should be enclosed along with Technical bid. The Earnest Money Deposit shall also be forfeited in case the successful bidder does not deposit security deposit within the time specified or the successful bidder does not supply materials on stipulated time and the bidder will be black listed. The tenders received without EMD shall be rejected. EMD while in custody of ASHOK HOTEL will not carry any interest. The EMD of the successful bidder would be returned after payment of the security deposit. In case of unsuccessful bidders, the EMD will be refunded after finalisation of tender.

Security Deposit

Successful bidder is required to deposit Security amount of 2.5% of the total value of the tender within 10 days from the date of awarding the tender for the satisfactory performance of the contract. This will be returned after successful completion of warranty period. Non-compliance of the clause will mean termination of contract.

- i) The security deposit shall be in the form of irrevocable Bank Guarantee/ bank draft drawn in the name of India Tourism Development Corporation Ltd. as such guarantee be forwarded to of Dy. General Manager (MM&D), Ashok Hotel 50-B Chanakaya Puri, New Delhi 110021.
- ii) No interest shall be payable on Security Deposit.
- iii) On due performance and completion of the contract in all respect the Security Deposit shall be returned to supplier without any interest on presentation of "No Due Certificate".

ASHOK HOTEL reserves the right to accept or reject any or all of the Tenders in full or in part without assigning any reasons.

Bidders should submit Technical and Financial Bids in SEPARATE SEALED ENVELOPES. Each of the two envelopes should be super scribed and the type of bid i.e. Technical or Financial should be clearly indicated on the respective covers. The bids should be addressed to Dy. General Manager (MM&D), Ashok Hotel 50-B Chanakaya Puri, New Delhi 110021.

It may be noted that the Financial Bid of only those bidders will be opened who will be short-listed based on their response to the Technical Bid and the order would be placed on the basis of the

financial bids. Bidders would therefore be well advised to prepare their Technical and Financial Bids carefully, giving all the details sought as per the tender document.

1. GENERAL INSTRUCTIONS / TERMS AND CONDITIONS:

- 1.1 The bids shall be in conformity with the specifications given in **Annexure I & Annexure VI**.
- 1.2 Bids received late or not submitted in the prescribed formats / manner or incomplete in any respect are liable to be rejected and no correspondence in this regard will be entertained.
- 1.3 **Bids** complete in all respects **as per the enclosed formats** should be sent by speed post/ dropped in Tender Box placed at **Security Control Room, Ashok Hotel 50-B Chanakaya Puri, New Delhi 110021, on or before 15:00 hrs of 03.05.2010**. Technical Bid will be opened on **03.05.2010 at 15:30 Hrs**. Bidders will be responsible to ensure that the bid reaches the above address on or before the due date and time. ASHOK HOTEL is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal delays. Bids lodged after the above date and time would be rejected.
- 1.4 **ASHOK HOTEL reserves the right to split orders and/ or accept or reject any tender as also to alter any or all of the terms and conditions without assigning any reason thereof.**
- 1.5 **ASHOK HOTEL reserves the right to alter the hardware requirements as also the quantity/ configuration of machines to be purchased.**
- 1.6 ASHOK HOTEL reserves the right to levy penalty @ 1.0 percent of order value per week of delay beyond scheduled deliveries / execution of the contract successfully, subject to maximum of 10% of the contract value. ASHOK HOTEL reserves the right to cancel the contract in case of delay is more than 7 weeks and the EMD/Security Deposit will be forfeited. If services are not provided during the warranty period in 2 days the same will be get it serviced from outside and cost incurs will be deducted for any amount payable to the supplier. The penalties, if any shall be recovered from Earnest Money Deposit or withholding the amount out of the payments due.
- 1.7 Goods to supplied at The Ashok Hotel, Hotel Samrat and Hotel Janpath as mentioned in *Details of Quantity*.
- 1.8 Invoice to the respective units.

Technical Bid:

- 1.9 Cover containing the Technical bid shall include the following:
 - Documentary proof for being the authorized distributor/reseller of the OEM brand
 - Specifications of the SERVERS & PCs given in **Annexure I**
 - Details of service infrastructure in New Delhi
 - Item -wise response to the questionnaire given in **Annexure IV**.
 - Statement showing similar work executed by the bidder during the last two years along with the relevant certificate(s) /purchase orders from their customers for whom such work was executed
 - Copy of annual audited balance sheet and P& L account for the last three financial years ended in March 2007, March 2008 and March 2009.
 - Names and addresses of the bidder's bankers and clients
 - Completed forms given in **Annexure II, III ,IV and V**

- Vendors should also furnish photocopy of the agreement with the Principals in respect of hardware.
- All the Software (Operating System, System Software, etc.) supplied by the vendors shall be legal and the vendor shall give indemnity to that effect in **Annexure II** attached.
- Further the vendor will indemnify and keep indemnified ASHOK HOTEL against all claims, demands, actions, proceedings, losses, damages, recoveries, judgments, costs, charges and expenses which may be made or brought or commenced against ASHOK HOTEL or which the ASHOK HOTEL may have to bear, pay or suffer on account of any violation of patents, copy right, trade mark etc. of any other party by the vendor in respect of hardware, system software and other product supply.
- Certificate from OEM, certifying that maintenance service would be provided by OEM at the rates / conditions quoted /agreed by the bidder.
- All technical specifications, other terms and conditions and price bid given by the bidder shall be valid for a minimum period of 6 months from the date of closing of the bids.
Validity of the quote should be indicated in the technical bid.
- **Acceptance of buy back items mentioned in Annexure VI**

Financial Bid:

- 1.10 Financial bids shall be submitted as per the format given in **Annexure V**.
- 1.11 All the prices quoted by the bidder shall be in Indian Rupees, firm and not be subject to any price escalation. However, ASHOK HOTEL reserves the right to direct the vendors to re-submit financial bids if there is any downward revision in prices of SERVERS, PCs, POS Machines & Printers by the OEMs.
- 1.12 The prices quoted should be inclusive of delivery, installation, configuration, testing & commissioning charges and all Central/ State Government levies, taxes and duties viz., sales tax, excise duty, customs duty, etc. Also, subsequent to orders being placed/agreement executed the vendor will pass on to ASHOK HOTEL all fiscal benefits arising out of reductions in Government levies viz., sales tax, excise duty, customs duty, etc.
- 1.13 ASHOK HOTEL reserves the right to re-negotiate the prices in the event of change in the market prices of the machines.
- 1.14 Decision of ASHOK HOTEL in respect of evaluation of bids and or award of contract will be final and binding on all bidders.

Other Conditions

- 1.15 Complete specification and catalogue of the equipment offered may also be enclosed
- 1.16 If ASHOK HOTEL finds that the materials supplied are not of correct quality or not according to the specifications as indicated in the order, then ASHOK HOTEL will be entitled to reject the materials, cancel the contract and buy its requirements in the OPEN MARKET and recover the loss, if any, from the supplier. However, before doing so ASHOK HOTEL shall give 15 days notice to supplier, either to supply the contracted materials or to replace such rejected materials, as the case may be, at supplier's cost.
- 1.17 Installation, Commissioning & Configuration –
- The bidder shall depute free of cost, required number of technical personnel to complete the task of installation, commissioning, configuring and maintenance of computers and peripherals etc. at ASHOK HOTEL's office.

- All necessary tooling, instruments, software etc., which are required for erection and commissioning has to be carried by the supplier, if it is not sent along with the supplies.
- 1.18 Bids must be received by ASHOK HOTEL before the due date and time at the address specified in the tender document. In the event of the specified date for submission of bids being declared as a holiday for ASHOK HOTEL, the bid-closing deadline will stand extended to the next working day up to the same time. ASHOK HOTEL may extend this deadline for submission of bids by amending the bid documents and shall be suitably notified. Any bid received by ASHOK HOTEL after the deadline for submission of bids, will not be accepted and returned unopened to the bidder
 - 1.19 ASHOK HOTEL shall award the contract to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated price bid for the complete scope of supply. Should the amount put in words differs from the amount put in figures, or if there is an arithmetical error, the lesser amount shall be taken unless the difference is attributable to an obvious error, whereupon the correct amount shall be taken. If more than one bidder quotes same lowest price, ASHOK HOTEL reserves the right to award the contract at its own discretion. ASHOK HOTEL reserves the right to increase or decrease the quantum of supplies offered by the successful bidder at the rates & other terms and conditions offered by them. The bidder is bound to accept the increase or decrease in the quantum of supplies during awarding of the contract.
 - 1.19 **ASHOK HOTEL has the right to amend the Scope of Supplies.**
 - 1.21 ASHOK HOTEL reserves the right to accept or reject any or all bids without assigning any reason whatsoever.
 - 1.22 ASHOK HOTEL reserves the right to increase or decrease the scope of supplies indicated in the bid documents after the award of the tender and payment shall be made on pro-rata basis.
 - 1.23 ASHOK HOTEL reserves the right to cancel / short close the order due to non-satisfactory performance by any of the service / supply offered. Cost / damages arising out of such cancellation / short closure shall have to be borne by the bidder.
 - 1.24 ASHOK HOTEL requires that bidder who wish to bid for this project have highest standards of ethics.
 - 1.25 ASHOK HOTEL will reject a bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.
 - 1.26 ASHOK HOTEL may declare a vendor ineligible, either indefinitely or for a short period, if ASHOK HOTEL is aware that the vendor has engaged in corrupt and fraudulent practice during the execution of the contract.
 - 1.27 **In case of any ambiguity/dispute in the interpretation of any of the clauses in the Tender Document, ASHOK HOTEL's interpretation of the clauses shall be final and binding on all parties.**
 - 1.28 All offers shall be either computer prints or hand written neatly in indelible ink. Tenders shall be free from CORRECTION AND ERASURES, and corrections if any, must be attested. Each page of the offer must be numbered consecutively, should bear the tender number and should be signed by the bidder at the bottom. A reference to the total number of pages comprising offer must be made at the top right hand corner of the first page.

- 1.29 The bidder must ensure that the condition laid down for submission of offers detailed in the preceding paras, are completely and correctly fulfilled.
- 1.30 The submission of any offer connected with these supplies and documents shall constitute an agreement that the bidder shall have no cause of action or claim, against ASHOK HOTEL for rejecting the offer. ASHOK HOTEL shall always be liberty to reject or accept any offer or offers at its sole discretion.
- 1.31 Offers shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by ASHOK HOTEL to the Bidder. While the offers are under consideration, bidders and or their representatives or other interested parties are advised to refrain from contacting ASHOK HOTEL by any means. If necessary, ASHOK HOTEL will obtain clarifications on the offers by requesting for such information from any or all the bidders, only in writing. Bidders will not be permitted to change the contents of their offers have been opened.
- 1.32 Any individual(s) signing the tender and related documents should be a Competent Authorised person or original copy of power of authorization issued by the Competent Authority should accompany the tender.
- 1.33 Offers shall be as per instructions to bidders and terms & conditions of contract given in bid documents. However, the bidder shall indicate his acceptance or otherwise against each of clause and sub clauses of the instruction of bidders and terms & condition of contract. For this purpose, the bidder shall enclose a separate statement as per Annuxure VI indicating only the deviations from any clause or sub clause of the instructions to bidders and terms & conditions of contract which bidder proposes with justification for each deviation. The ASHOK HOTEL, however reserves the right to accept or reject these deviations and decision there on shall be final and binding.
- 1.34 Bids shall be complete in all respects accompanied by detailed literature, brochures with all necessary details in ENGLISH / HINDI or otherwise, the bids will not be considered.
- 1.35 Bids received late or not submitted in the prescribed formats / manner or incomplete in any respect are liable to be rejected and no correspondence in this regard will be entertained.
- 1.36 The work may be awarded to one or more bidder either fully or partly, based on the tender evaluation committee recommendations.
- 1.37 Duly filled Technical bid along with the entire tender document from pages 1 to 27 with proper seal and signature of the authorized person to be submitted.

2. Time Schedule

- 2.1 ASHOK HOTEL would like to have the following time schedule for completion of the activities from the date of placement of order:

Delivery, Installation, Configuration, Testing & Commissioning: within 6 weeks

3. Right to verification :

3.1 ASHOK HOTEL reserves the right to inspect the machines to verify the genuineness and conformity with ASHOK HOTEL's specifications of the machines delivered and also reserve the rights to re-inspect the supplies, only in cases which ASHOK HOTEL inspection engineer recommend for such cases after completion of modifications suggested during inspection.

4. Terms of payment :

- 50% will be payable after delivery and inspection.
- 30% on successful installation, configuration, testing & commissioning of H/W & S/W.
- 20% on expiry of the comprehensive warranty period or against Performance Bank Guarantee, as detailed in section 6 Maintenance charges for Hardware and System Software

5. Warranty :

5.1 The OEM/ Supplier would provide a comprehensive on-site warranty for three years. During the warranty period, the OEM has to ensure 99.5% uptime for the each server/POS machine on 24X7 basis. In case of default, the warranty would be extended by 3 times of the short fall in the uptime percentage.

In case the bidder is not OEM, then a tri-party agreement would be executed between OEM, Ashok Hotel and the bidder on the terms quoted by bidder for providing the warranty.

6. Maintenance charges for Hardware and System Software :

6.1 Hardware and Operating System Software: The Comprehensive Annual Maintenance Contract (AMC) shall be for a period of 3 years, on expiry of three year warranty period which is to be provided through OEM. During the AMC period, the bidder has to ensure 99.5% uptime for the each server/POS machine on 24X7 basis. In case of default, the AMC would be extended by 3 times of the short fall in the uptime percentage. The fixed annual rates of the AMC for three years after the end of warranty period should be indicated in the Price Bid format given in **Annexure V**. The annual maintenance charges will be paid in half yearly installments on expiry of the respective half-year on rendering satisfactory service. In case the bidder is not OEM, then a triparty agreement would be executed between OEM, Ashok Hotel and the bidder on the terms quoted by bidder for providing the post warranty AMC for 3 years.

Performance Bank Guarantee during warranty & AMC period: As security for due fulfillment of the terms and the obligations of the service contract for the entire life cycle (i. e. 3+3 years) of the equipments and Operating Systems, the bidder shall furnish a Bank Guarantee, in the form of **Performance Guarantee for AMC** initially valid for a period of one year after the successful acceptance of the equipment by ASHOK HOTEL. The amount of the performance bank guarantee will be two times the amount of one year AMC quoted by the bidder after deduction of security deposit already deposited with Ashok Hotel and will be renewed every year till the completion of warranty and AMC. The format will be prescribed by Ashok Hotel.

6.2 Evaluation of price bids: The tender will be evaluated on the basis of Total Cost of Ownership i.e. not only on the basis of capital cost, the amount quoted for buy back items along with taking into account the effect of rates quoted for comprehensive service/maintenance contract for a period of 3 years after the expiry of three years warranty period i.e. for a total life time of the product i.e. 6 years.

- 6.3 The comprehensive maintenance during warranty and post warranty would be inclusive of all spares required to be replaced, excluding consumables. The list of consumables and spares should be furnished separately.
- 6.4 The Annual maintenance agreement, as and when executed with the Vendor, shall be for a duration of one year, to be renewed annually. ASHOK HOTEL reserves the right to terminate the agreement.

7. OTHER TERMS AND CONDITIONS :

Delay in performance of the obligations by the vendor

7.1 The entire work shall be completed within the time frame specified by ASHOK HOTEL as per Para 2 of this document. If the vendor fails to perform his obligations within the stipulated time, ASHOK HOTEL may, at its discretion, resort to any or both of the following:

- Impose liquidated damages at the rate of 1% per week of delay subject to a maximum of 10% of the consideration amount,
- Terminate the contract fully or partly and claim liquidated damages in the event of breach of obligations and non-correction thereof within 30 days.

7.2 Force Majeure – ASHOK HOTEL may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the Contract is the result of Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidder's premises.

Either party shall be excused from performance of their obligation during or to the extent that performance is prevented by the occurrence of unforeseen causes beyond the control of and without the negligence of the party claiming excuse. Such cases shall include, without limitation, strike, go slow, other concerted acts of workmen, lockout, Act of God, fire, explosion, action of elements, flood, epidemic, riot, sabotage, embargo, blockade, civil disturbance and Governmental restrictions or limitations etc.

The party claiming excuse shall give immediate written notice thereof to the other, in any case not later than 15 (Fifteen) days, following the occurrence of such event. If performance is held for a continuous period of more than 3 (three) months from the date of first notice, then the parties shall review the situation and agree upon any course of action so as to protect the interest of both.

8. Arbitration etc.

8.1 All disputes or differences of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract shall be referred to by either party (ASHOK HOTEL or the vendor) to the arbitration of a single arbitrator nominated by the Chairman & Managing Director of ITDC. The arbitration shall be deemed to be submission within the meaning of Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The venue for arbitration shall be New Delhi. The award of the Arbitrator shall be binding on both parties.

8.2 All other disputes shall be subject to jurisdiction of courts in New Delhi.

INDEMNITY

Dy. General Manager (MM&D),
Ashok Hotel
50B Chanakaya Puri,
New Delhi 110021

Dear Sir,

Subject: Software on SERVERS, PCs, POS and Printers for Ashok Hotel, Samrat Hotel & Janpath Hotel (Units of India Tourism Development Corporation Limited), at New Delhi

We shall supply to you softwares, on the computer systems meant for Ashok Hotel, Samrat Hotel & Janpath Hotel (Units of India Tourism Development Corporation Limited), New Delhi. We certify that in respect of the said softwares that will be supplied to you, we are the authors/ assignees/ licensees. We can produce for your inspection, copy of the letter of assignment/license given by the author of the software. We further certify that the sale of the software to you by us and your use thereof do not infringe any provision of the Copyright Act, 1957.

2. If any action is brought against you for infringement of the copyright in respect of the said software supplied by us to you, or any other reason, we will defend the same at our cost and consequences. We undertake to indemnify you, and keep you indemnified against all the costs, losses, claims, actions, demands, risks, damages, expenses etc. that you may suffer or incur in this connection.

3. Any upgrades/updates and new releases/versions of the software/drivers supplied shall be immediately incorporated on your system as per the original software developer/suppliers' terms & conditions.

4. We certify that we have not been black listed by any Government Agencies / Public Sector Undertakings.

Yours faithfully

(Signature with Designation)
Date and place.

(to be in your letter head)

WARRANTY

Dy. General Manager (MM&D),
Ashok Hotel
50B Chanakaya Puri,
New Delhi 110021

Dear Sir,

**Subject: SERVERS, PCs & POS and Printers for Ashok Hotel, Samrat Hotel &
Janpath Hotel (Units of India Tourism Development Corporation Limited) , New
Delhi**

This bears reference to our quotation Ref. No. dated

2. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for material specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.

3. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we warrant that the downtime for the SERVERS, PCs & POS supplied by us shall be less than 2 days.

4. Further, during the downtime, we shall provide at our cost the necessary hardware and systems software so as to keep the system working.

Yours faithfully

(Signatures with Designation)

(to be in your letter head)

ANNEXURE IV**Questionnaire****(Item-wise response should be given to this questionnaire)**

1. Financial details for last three financial years (2006-2007,2007-2008,2008-2009)

Financial year	Turn over(in crores)	Profit(in crores)
2006-07		
2007-08		
2008-09		

2. Details of three largest orders executed in 3 years beginning with 1st January, 2009

Sr. No.	Client name and address	Date of order	Quantity	Value of order (Rs. In lakhs)	Delivery & installation period in weeks
1					
2					
3					

3. Names and addresses of bankers:
4. Total number of clients to whom SERVERS, PCs & POS & PRINTERS have been supplied for over Rs.50.00 Lakhs in one single order:
5. Details of reference sites:

Sr. No	Names and addresses	Contact person name and telephone number
1		
2		
3		
4		
5		

6. ISO certification, if any:
7. Copies of balance sheets and P& L account for last three years (2006-07,2007-08,2008-09):
8. Contact person details: Name, Designation, and Telephone No.
9. Support information—Presence in New Delhi

Number of offices in New Delhi	Number of hardware engineers in New Delhi	Address of office for giving post execution support

10. Details of engineer for providing services during warranty period and subsequent AMC period:

Sr. No.	Qualification of engineer	Years of experience	Certification passed if any
1			
2.			

SPECIFICATIONS**Specification of Database Server (2 nos)****Make HP/DELL/IBM**

Processor type	Intel® Xeon® X5460 Quad Core
Processor speed	3.16 GHz
Number of processors	2 processors
Processor upgrade	Upgradeable to 2 processors (8 cores)
Processor core available	Quad
Processor front side bus	1333 MHz Front Side Bus
Standard memory	16GB
Internal cache	12 MB (2 x 6 MB) Level 2 cache
Memory type	PC2-5300 Fully Buffered DIMMs (DDR2-667)
Maximum memory	48 GB
Memory slots	8 DIMM slots
Internal drives	8X160GB 2.5" SAS HDD in RAID 1+0
Hard disk drive speed	15KRPM
Hard disk controller	Smart Array P400/512MB BBWC Controller (RAID 0/1/1+0/5/6) or equivalent
Flexible disk drive	OEM Specific
Internal drive bays	8 small form factor (SFF) hot-plug drive bays to support Serial-attached SCSI (SAS)
Optical drives	SATA/IDE DVD-ROM/CDRW combo
Chassis type	2U Rack ; Rack mountable
Chipset	Intel® 5000P Chipset
Network interface	Two embedded NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine
External I/O ports	Serial - 1; Pointing Device (Mouse) - 1; Graphics - 1; Keyboard - 1; VGA - 1 , Network RJ-45 - 2; iLO 2 remote management port or equivalent; USB 2.0 ports - 5
Expansion slots	Four (4) available PCI-Express slots, optional mixed PCI-X / PCI-Express configurations available
Power supply type	800 Watt, CE Mark Compliant
Power requirements	100 to 132 VAC, 200 to 240 VAC; 50/60 Hz
Operating system Database	Microsoft® Windows® Server 2008(64 bit) –preloaded with Media SQL Server 2008 Enterprise Edition

Specification of Protel + Leisure Point Application Server –A (1 no)
Make HP/DELL/IBM

Processor type	Intel® Xeon® X5460 Quad Core
Processor speed	3.16 GHz
Number of processors	2 processors
Processor upgrade	Upgradeable to 2 processors (8 cores)
Processor core available	Quad
Processor front side bus	1333 MHz Front Side Bus
Standard memory	4GB
Internal cache	12 MB (2 x 6 MB) Level 2 cache
Memory type	PC2-5300 Fully Buffered DIMMs (DDR2-667)
Maximum memory	48 GB
Memory slots	8 DIMM slots
Internal drives	3X160GB 2.5" SAS HDD
Hard disk drive speed	15KRPM
Hard disk controller	Smart Array P400/512MB BBWC Controller (RAID 0/1/1+0/5/6) or equivalent
Flexible disk drive	OEM Specific
Internal drive bays	8 small form factor (SFF) hot-plug drive bays to support Serial-attached SCSI (SAS)
Optical drives	SATA/IDE DVD-ROM/CDRW combo
Chassis type	2U Rack ; Rack mountable
Chipset	Intel® 5000P Chipset
Network interface	Two embedded NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine
External I/O ports	Serial - 1; Pointing Device (Mouse) - 1; Graphics - 1; Keyboard - 1; VGA - 1 , Network RJ-45 - 2; iLO 2 remote management port or equivalent; USB 2.0 ports - 5
Expansion slots	Four (4) available PCI-Express slots, optional mixed PCI-X / PCI-Express configurations available
Power supply type	800 Watt, CE Mark Compliant
Power requirements	100 to 132 VAC, 200 to 240 VAC; 50/60 Hz
Operating system	Microsoft® Windows® Server 2008(64 bit) –preloaded with Media

Specification of dotPOS Server –B (1 no)
Make HP/DELL/IBM

Processor type	Intel® Xeon® X5460 Quad Core
Processor speed	3.16 GHz
Number of processors	2 processors
Processor upgrade	Upgradeable to 2 processors (8 cores)
Processor core available	Quad
Processor front side bus	1333 MHz Front Side Bus
Standard memory	4GB
Internal cache	12 MB (2 x 6 MB) Level 2 cache
Memory type	PC2-5300 Fully Buffered DIMMs (DDR2-667)
Maximum memory	48 GB
Memory slots	8 DIMM slots
Internal drives	3X160GB 2.5" SAS HDD with RAID5 with approx. 134 GB usable disk
Hard disk drive speed	15KRPM
Hard disk controller	Smart Array P400/512MB BBWC Controller (RAID 0/1/1+0/5/6) or equivalent
Flexible disk drive	OEM Specific
Internal drive bays	8 small form factor (SFF) hot-plug drive bays to support Serial-attached SCSI (SAS)
Optical drives	SATA/IDE DVD-ROM/CDRW combo
Chassis type	2U Rack ; Rack mountable
Chipset	Intel® 5000P Chipset
Network interface	Two embedded NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine
External I/O ports	Serial - 1; Pointing Device (Mouse) - 1; Graphics - 1; Keyboard - 1; VGA - 1 , Network RJ-45 - 2; iLO 2 remote management port or equivalent; USB 2.0 ports - 5
Expansion slots	Four (4) available PCI-Express slots, optional mixed PCI-X / PCI-Express configurations available
Power supply type	800 Watt, CE Mark Compliant
Power requirements	100 to 132 VAC, 200 to 240 VAC; 50/60 Hz
Operating system	Microsoft® Windows® Server 2008(64 bit) –preloaded with Media

Specification of Windows Terminal Server- C (2 nos)
Make HP/DELL/IBM

Processor type	Intel® Xeon® X5460 Quad Core
Processor speed	3.16 GHz
Number of processors	2 processors
Processor upgrade	Upgradeable to 2 processors (8 cores)
Processor core available	Quad
Processor front side bus	1333 MHz Front Side Bus
Standard memory	4GB
Internal cache	12 MB (2 x 6 MB) Level 2 cache
Memory type	PC2-5300 Fully Buffered DIMMs (DDR2-667)
Maximum memory	48 GB
Memory slots	8 DIMM slots
Internal drives	3X160 GB 2.5" SAS HDD with load balancing
Hard disk drive speed	15KRPM
Hard disk controller	Smart Array P400/512MB BBWC Controller (RAID 0/1/1+0/5/6) or equivalent
Flexible disk drive	OEM Specific
Internal drive bays	8 small form factor (SFF) hot-plug drive bays to support Serial-attached SCSI (SAS)
Optical drives	SATA/IDE DVD-ROM/CDRW combo
Chassis type	2U Rack ; Rack mountable
Chipset	Intel® 5000P Chipset
Network interface	Two embedded NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine
External I/O ports	Serial - 1; Pointing Device (Mouse) - 1; Graphics - 1; Keyboard - 1; VGA - 1 , Network RJ-45 - 2; iLO 2 remote management port or equivalent; USB 2.0 ports - 5
Expansion slots	Four (4) available PCI-Express slots, optional mixed PCI-X / PCI-Express configurations available
Power supply type	800 Watt, CE Mark Compliant
Power requirements	100 to 132 VAC, 200 to 240 VAC; 50/60 Hz
Operating system	Microsoft® Windows® Server 2008(64 bit) –preloaded with Media

Specification of Com Server-D (1 no)

Make HP/DELL/IBM

Processor type	Intel® Xeon® X5460 Quad Core Processor
Processor speed	3.16 GHz
Number of processors	2 processors
Processor upgrade	Upgradeable to 2 processors (8 cores)
Processor core available	Quad
Processor front side bus	1333 MHz Front Side Bus
Standard memory	2GB
Internal cache	12 MB (2 x 6 MB) Level 2 cache
Memory type	PC2-5300 Fully Buffered DIMMs (DDR2-667)
Maximum memory	48 GB
Memory slots	8 DIMM slots
Internal drives	3X160 GB 2.5" SAS HDD with RAID5
Hard disk drive speed	15KRPM
Hard disk controller	Smart Array P400/512MB BBWC Controller (RAID 0/1/1+0/5/6) or equivalent
Flexible disk drive	OEM Specific
Internal drive bays	8 small form factor (SFF) hot-plug drive bays to support Serial-attached SCSI (SAS)
Optical drives	SATA/ DE DVD-ROM/CDRW combo
Chassis type	2U Rack ; Rack mountable
Chipset	Intel® 5000P Chipset
Network interface	Two embedded NC373i Multifunction Gigabit Network Adapters with TCP/IP Offload Engine
External I/O ports	Serial - 1; Pointing Device (Mouse) - 1; Graphics - 1; Keyboard - 1; VGA - 1 , Network RJ-45 - 2; iLO 2 remote management port or equivalent; USB 2.0 ports - 5
Expansion slots	Four (4) available PCI-Express slots, optional mixed PCI-X / PCI-Express configurations available
Power supply type	800 Watt, CE Mark Compliant
Power requirements	100 to 132 VAC, 200 to 240 VAC; 50/60 Hz
Operating system	Microsoft® Windows® Server 2008(64 bit) –preloaded with Media

Tape Library & related software (1 no)

Model : HP Storage Works Ultrium 448 SAS External Drive (DW086A) with related software
Media : HP Ultrium 200GB pre labeled Data Cartridge (20 packs)

Backup software : Veritas Backup Exec. 11D (SQL enterprise support)
Veritas Backup Exec. Agent for SQL enterprise for Windows

Others

Monitor : 17" TFT Color (OEM) – 1 no.

KVM Switch (OEM) (1 per 8 servers) - 1 no.

Rack 42U 600W/1000D with front glass door and back steel door with accessories like Castors,
Fan Housing Unit (with 4 fans), AC mains Channel , Earthing Kit, Cable Manager (horizontal metal
type), keyboard tray and mounting hardware (pack of 10) - 1 no.

Any other Hardware/Software required for smooth operation of the quoted servers installed in racks
and configuration as detailed in Scope of work.

Specification of InterfacePC (3 nos)

Make HP/DELL/IBM/COMPAQ/LENNOVO/WIPRO/HCL

Serial No	Component	Description
1	CPU	INTEL Core 2 Duo, 2.8 GHz, 2 MB L2 cache and 1066 MHz FSB
2	MEMORY	2 GB (OEM Specific)
3	MOTHER BOARD	Intel D41 or better on OEM Motherboard
4	MONITOR	17" TFT Color Monitor OEM Specific
5	DISPLAY CONTROLLER	8X AGP Integrated Intel extreme graphics
6	HARD DISK	160 GB SATA (OEM specific) @ 7200 rpm
7	FLOPPY DRIVES	NIL
8	PORTS	6 USB ports (at least 2 in front) enabled with USB specifications, 5-Serial Port, 1-Parallel port, 1-PS/2 Keyboard and 1-PS/2 Mouse Port
9	KEY BOARD	Bilingual Keyboard (OEM specific)
10	CDROM	DVD RW Combo Drive (OEM specific)
11	MOUSE	Optical scroll mouse and mouse pad (OEM specific)
12	COLOR	Black
13	OPERATING SYSTEM	Windows 7 Professional or Windows XP Professional preloaded (including recovery CD)
14	Microsoft Certified	Microsoft Certified for running Windows 7 or Windows XP
15	ETHERNET CARD	10/100/1000 Ethernet

Specification of PC (68 nos)

Make HP/DELL/IBM/COMPAQ/LENNOVO/WIPRO/HCL

Serial No	Component	Description
1	CPU	INTEL Core 2 Duo, 2.8 GHz, 2 MB L2 cache and 1066 MHz FSB
2	MEMORY	2 GB (OEM Specific)
3	MOTHER BOARD	Intel D41or better on OEM Motherboard
4	MONITOR	17" TFT Color Monitor OEM Specific
5	DISPLAY CONTROLLER	8X AGP Integrated Intel extreme graphics
6	HARD DISK	160 GB SATA (OEM specific) @ 7200 rpm
7	FLOPPY DRIVES	NIL
8	PORTS	6 USB ports (at least 2 in front) enabled with USB specifications, 1-Serial Port, 1-Parallel port, 1-PS/2 Keyboard and 1-PS/2 Mouse Port
9	KEY BOARD	Bilingual Keyboard (OEM specific)
10	CDROM	DVD RW Combo Drive (OEM specific)
11	MOUSE	Optical scroll mouse and mouse pad (OEM specific)
12	COLOR	Black
13	OPERATING SYSTEM	Windows 7 Professional or Windows XP Professional preloaded (including recovery CD)
14	Microsoft Certified	Microsoft Certified for running Windows XP
15	ETHERNET CARD	10/100/1000 Ethernet

Specification of POS (37 nos)
Make IBM SurePOS

Serial No	Component	Description
1	CPU	2 GHz, 2 MB L2 cache and 1066 MHz FSB
2	MEMORY	512 MB (OEM Specific)
3	MONITOR	15" Infrared Touch LCD
4	HARD DISK	40 GB
5	Cash Drawer (26 nos)	SP-500 WDRAW Model 4600-486-5901 (5 coins slot / 5 currency slot/one document slot
6	PORTS	INTEGRATED 3- Track MSR , RS 232(1), Powered RS232(3), USB(6), 12 volt powered USB (1), 24 volt powered USB(1), PS/2, Parrallel Port, Cash Drawer port(2)
7	COLOR	Black
8	OPERATING SYSTEM	Microsoft windows XP PRO WEPOS
9	Microsoft Certified	Microsoft Certified for running Windows XP
10	ETHERNET CARD	Integrated Intel /64 Bit 10/100/1000 Ethernet
11	Slip printer (36 nos)	EPSON TM-U295
12	KOT printer (32 nos)	EPSON TM-U220 with Ethernet interface Type B

Specification of Laser Printer

1	HP 1007 (39 nos)	Monochrome Resolution 600x600 dpi, paper size A4, printing speed 14 ppm, 1 USB
2.	HP LJ 1505N (8 nos)	Monochrome Resolution 600x600 dpi, paper size A4, printing speed 14 ppm, 1 USB, with network card

Details of the Quantity

Hotel	Hardware Required	Quantity
Data Centre (Ashok Hotel)	Database Server	2 (one for Ashok and one for Janpath)
	Application Server (A)	1 (Ashok Hotel)
	Application Server (B)	1 (Ashok Hotel)
	Application Server (C)	2 (one for Ashok and one for Janpath)
	Com Server -D	1 (Ashok Hotel)
	Tape Drive	1
	Interface PC	3
	Printers	2
	17" TFT Monitor	1
	KVM Switch (OEM)	1
	Rack 42U 600W/1000D	1
Ashok Hotel	PC	37
	Printers	17
	Network Printer	4
	Point of Sale	25
	Slip Printer	25
	KOT Printer	23
	Cash Drawer	19
Samrat Hotel	PC	16
	Printers	10
	Network Printer	02
	Point of Sale	7
	Slip Printer	7
	KOT Printer	6
	Cash Drawer	3
Janpath Hotel	PC	15
	Printers	10
	Network Printer	02
	Point of Sale	5
	Slip Printer	4
	KOT Printer	3
	Cash Drawer	4

PRICE BID FORMAT**Part A**

Hardware Required	Quantity (i)	Unit Price (all inclusive) (ii)	Unit Discount (if any) (iii)	Unit price after discount (iv)	Total Cost (v)= (i)*(iv)
Database Server	2				
Application Server (A)	1				
Application Server (B)	1				
Application Server (C)	2				
Com Server –D	1				
Tape Drive	1				
Network Printers	8				
Laser Printers	37				
17” TFT Monitor	1				
KVM Switch (OEM)	1				
Rack 42U 600W/1000D	1				
Desktops PC	68				
Point of Sale	37				
Slip Printer	36				
KOT Printer	32				
Cash Drawer	26				
Interface PC	03				

PART B for buy back

S.No.	Equipment	Qty	Unit Price	Total Price
1	Server HP model D220	4		
2	Line Matrix Printer LIPI	1		
3	Disk Station (2x2GB HDD)	2		
4	Pentium-I/II	10		
5	Power Trust 600VA UPS	6		
6	Wipro/TVSE/ EPSON Dot Matrix Printer (132 Col.)	14		
7	Wipro/TVSE/ EPSON Dot Matrix Printer (80 Col.)	19		
8	Line Drivers	60		
9	Terminal Concentrators of HCL make, model Lanstrem 1600 & Lanstrem 1600i	7		
10	Dumb Terminals HCL & VXL make	67		

PART C

Post warranty AMC of Servers, PCs, POS Machines & Printers

	Period	Amount
1	1 st year (after the end of warranty period)	
2	2 nd year	
3	3rd year	

Annexure VI

Specification of machines in ASHOK HOTEL offered under buyback :

S.No.	Equipment	Qty	Condition
1	Server HP model D220	4	Working in Cluster Mode each pair is with Shared Disk Station
2	Line Matrix Printer LIPI	1	As is where is basis
3	Disk Station (2x2GB HDD)	2	Working Condition
4	Pentium-I/II	10	As is where is basis
5	Power Trust 600VA UPS	6	As is where is basis
6	Wipro/TVSE/ EPSON Dot Matrix Printer (132 Col.)	14	As is where is basis
7	Wipro/TVSE/ EPSON Dot Matrix Printer (80 Col.)	19	As is where is basis
8	Line Drivers	60	Working Condition
9	Terminal Concentrators of HCL make, model Lanstrem 1600 & Lanstrem 1600i	7	Working Condition
10	Dumb Terminals HCL & VXL make	67	Working Condition

CHECK LIST

Description	Submitted (Yes / No) If No, Give Reasons
Original Equipments Manufacturers (OEM's) / their authorized distributors / authorized resellers/ authorized executing agencies/ system integrators Documentary proof Submitted	
Reputed background with experience of at least 5 years in similar work.	
The vendor should not be black listed by any Govt. Dept/PSU. Self attested letter to be submitted	
Complete specification and catalogue of the equipment offered may also be enclosed	
Vendors should also furnish photocopy of the agreement with the Principals in respect of hardware	
Certificate from OEM authorising the bidder to quote for Servers on their behalf	
In case the bidder is not OEM, then bidder should provide a confirmation certificate from OEM, indicating that in case bidder is not able to provide Warranty/maintenance services as quoted by bidder, then OEM would provide the same on the terms quoted by the bidder.	
Annexure II Submitted	
Annexure III Submitted	
Trun Over (in Crores) for the 2006-07 (at least 2.5 crore)	
Trun Over (in Crores) for the 2007-08 (at least 2.5 crore)	
Trun Over (in Crores) for the 2008-09 (at least 2.5 crore)	
Details of three largest orders executed since Jan. 2009	
(a) Name of the client	
Date of order	
Value of Order	
(b) Name of the client	
Date of order	
Value of Order	
(c) Name of the client	
Date of order	
Value of Order	
Detail of Name and Addresses of Bankers submitted	
No of Clients to whom similar hardware has been supplied for over Rs. 50 . lakhs in one single order: (atleast 2 works)	
ISO Certification submitted, if any.	
Copies of balance sheets and P& L account for last three years (2006-07,2007-08,2008-09) submitted	
Contact Person Detail submitted	
Detail in respect of Support Information - Presence in New Delhi. Submitted	
Certificate from OEM, certifying that maintenance service would be provided by OEM at the rates / conditions quoted /agreed by the bidder	
All technical specifications, other terms and conditions and price bid given by the bidder shall be valid for a minimum period of 6 months from the date of closing of the bids.	