

# **Tender Document**

**For**

**Annual Maintenance and Administration of LAMP -  
Servers (2 nos.) deployed in Data Centre, NIC, Shastri  
Park, Delhi**



**INLAND WATERWAYS AUTHORITY OF INDIA**

(Ministry of Shipping, Road Transport and Highways, Govt. of India)

**A-13, Sector-1, Noida (U.P.), PIN : 201 301**

## **1. NOTICE INVITING TENDER**

Sealed quotations are invited in two cover systems from eligible firms / vendors as per details given below.

1	<b>Name of work</b>	<b><u>Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi</u></b>
2	<b>Last date and time for Receipt of sealed tender</b>	09.02.2015
3	<b>Earnest Money Deposit:</b>	₹ 5,000 /-
4	<b>Tender opening date &amp; time</b>	at 4.30 pm
5	<b>Cost of tender document:</b>	₹ 500/-
6	<b>Tender document to be Submitted to:</b>	The Secretary Inland Waterways Authority of India A-13, Sector-1, Noida (U.P) 201 301

The tender document can be downloaded from the IWAI website "[www.iwai.nic.in](http://www.iwai.nic.in)" and CPP Portal Website <http://eprocure.gov.in/epublish/app>. The cost of tender documents / EMD as mentioned above should be submitted in the form of Demand Draft made in favour of "**IWAI FUND**" payable at New Delhi/ Noida of any Nationalized/ Schedule bank along with bids. A signed declaration stating that no alteration has been made in any form in the downloaded tender document is to be enclosed with the tender by the bidder.

**Secretary**

## **2. INSTRUCTIONS TO THE BIDDER**

1. Inland Waterways Authority of India herein after referred to "THE AUTHORITY" wishes to receive sealed tenders for the work **Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi** herein after referred as "work". This work will be extended to another 2 years purely on the basis of performance of the firm.

2. The original tender document is to be duly filled in and submitted to the Authority along with technical bid, EMD and other documents in accordance with the instructions.

3. The bidders will be required to give in writing a satisfactory assurance of its ability and intention to complete the work & service pursuant to the contract within the time set forth therein.

4. TENDER DOCUMENT: - The required work, tender procedure and contract terms are prescribed in the tender documents. In addition to the invitation for tender, the tender documents include the following: -

1. Notice Inviting Tender
2. Instructions to bidder
3. Contract form
4. General conditions of contract
5. Special conditions of contract
6. Schedule of Delivery
7. Technical specifications
8. Performance Security Form
9. Bid Form / Price Schedule

5. The bidder is expected to examine the tender document including all instructions, forms, terms, technical specification etc. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender documents in every respect will result in "REJECTION OF TENDER BID" submitted by the individual bidder.

6. The bidder shall furnish his special condition if any so as to meet his requirement. The same may be considered in the tender evaluation.

7. Prospective bidder requiring any further clarification on the tender document may notify Authority in writing not later than 2 days prior to the dead line fixed for submission of tender.

8. At any time prior to the dead line for submission of tender, the Authority may for any reason whether by its own initiation or in response to clarification requested by a prospective bidder, modify the tender document

by amendments.

8.1 The amendments shall be part of the tender document desecrated at clause-4 and will be notified in writing or by email / Fax to all prospective bidders who would be dispatched with the bidding documents and will be binding on them.

8.2 In order to afford prospective bidder reasonable time in which to make amendment on this account in their tender document, the Authority may at its discretion fix fresh dead line for submission of bid.

9. The tender document filled by the bidder and all correspondence and documents relating bidder and the bid exchanged by the bidder and the Authority shall be written in ENGLISH.

10. The tender document filled by the bidder shall comprise of the Technical bid and the Financial bid as explained in clause

11. The bidder shall complete the price schedule included herein stating the price and total prices under the contract. Prices quoted by the bidder shall remain fixed and valid till the validity time.

12. Price shall be in the Indian currency.

13. **EARNEST MONEY DEPOSIT:** - The bidder shall furnish as part of its tender EMD of ₹ 5,000/- (₹ Five Thousand only). The EMD will be in the form of a Demand Draft drawn from nationalised bank in favour of "IWAI FUND" payable at NOIDA/NEW DELHI. No bank Guarantee shall be accepted for EMD.

13.1 The successful bidder's EMD will be returned on receipt of performance guarantee in form of B.G as mentioned in the clause 25.

13.2 The EMD may be forfeited if,

a] The bidder withdraws his bid during the period of bid validity specified on the bid form

b] Make any modification in terms & conditions of tender, which do not acceptable to the Authority, then the Authority shall, without prejudice to any right or remedy, be at liberty to forfeit 50% (Fifty Percent) of the EMD absolutely.

c] The successful bidder fails to sign the contract in accordance with clause 26. or furnish the performance security(BG) in accordance with clause 25.

13.3 The EMD will be returned to the unsuccessful tenderer and no interest will be paid on EMD.

14. Period of Validity of bid: -

14.1 Bid shall remain valid for 90 days from the date of bid closing prescribed by the Authority as per the clause 18.

14.2 Notwithstanding clause 14.1 above, the Authority may at its discretion solicit the bidder's consent for extension of the bid validity. The request and the response shall be made in writing.

15. All pages of the bid shall be duly signed by the person or persons signing the bid. The name of and position held by the person signing the bid must be typed or printed below the signature.

16 The bid shall not contain erasures/over writing except as necessary to correct errors by the bidder in which case the person signing the bid shall install such correction.

16.1 Tender forms are not transferable and its cost is not refundable.

17. **SUBMISSION OF BID:** -

The tenderer are required to submit their tender in two parts in separate sealed envelopes as given below:

17.1 Technical Bid:

The tenderer shall submit the technical proposal keeping in view the requirement of this tender. The technical proposal would among other, include the following:

i. Background of the Organisation with respect to similar experience and brief description of the projects recently under taken in the relevant field. The original tender document duly signed in every page by authorised signatory of the tenderer.

ii. Certificate to the effect that firm has qualified Red Hat Cerified Engineer Minimum Linux 6.

iii. Copies of similar work from reputed organisation in the current years issued by the client, etc. are to be furnished in the technical bid.

iv. List of offices, organizations where they are maintaining and administrating server through LAMP and running successfully-

v. Any other details which tenderer may feel relevant to carry out the present assignment.

vi. The EMD as specified in clause 13.

vii. Acceptance to tender terms & conditions to be confirmed in the technical bid by putting signature on all the pages.

viii. Resume of the technical staff including Red Hat certification number and it should valid.

ix. In addition to above following documents has to be submitted in Technical Bid.

- a) Registration certificate from concerned Authorities.
- b) Letter of Authority for signing and negotiation of tender (as the case may be).
- c) Permanent Account Number (PAN) issued by Income Tax Department.
- d) Audited balance sheets along with turn over, profit and loss account for the last 2 years i.e. ending March 2012-13 & 2013-14.

**THE TECHNICAL PROPOSAL SHALL NOT CONTAIN ANY REFERENCE TO THE PRICES QUOTED.**

The Envelope containing Technical bid will be sealed and superscribed “**Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi**”.

17.2 Financial Bid:

This will contain prices to be charged for completing the work and will comprise of the bid form and price schedule duly filled in and signed. Separate envelope containing financial bids should be sealed and superscribed as “**Price bid for the Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi**”

**THE PRICE QUOTED SHALL BE INCLUSIVE OF ALL TAXES. NO ESCALATION IN PRICE ON ANY ACCOUNT SHALL BE ACCEPTED.**

17.3. Submission of Tender

Duly sealed covers containing the technical and financial bids will be put in a separate single cover which should be sealed and superscribed as “**Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park , Delhi** ” and “**Don't Open before 09.02.2015 at 4.30 pm.**”

The offer complete in all respects should be submitted by 4.00 pm on 09.02.2015 in the office of the Secretary, Inland Waterways Authority of India, A-13, Sector-1, Noida-201301 (UP).

18.” DEAD LINE FOR SUBMISSION OF BIDS”:

The bids shall be received by the Authority at the address specified in clause 17 not later than 4.00 pm on 09.02.2015.

18.1 The Authority may at its discretion extend the dead line for the submission of bids in accordance with clause 8.2 in which case all rights and obligation of the Authority and bidders previously subjected to the dead line will thereafter be subjected to the dead line as extended.

19. Late bids will be rejected and returned unopened to the bidder.
20. Email , fax and cable offers will not be considered under any circumstances.

21. "BID OPENING AND EVALUATION": -

The Authority shall open the technical bid in the presence of bidder's representatives who choose to attend, at the opening time at the location prescribed for submission of bid under clause 17. Price bids will be opened at a later date after evaluation of technical bids. The opening date for price bids will be informed to the tenderer whose bids would qualify technically.

22. CLARIFICATION OF BIDS: - To assist in the examination, evaluation and comparison of bids the Authority shall at its discretion call the bidder for clarification on its bids. All responses to request for clarification shall be in writing and no change in price or substance of the bid shall be sought offered or permitted. The Authority shall not be responsible for expenses for obtaining clarifications.

23. The Authority shall not bind itself to accept the lowest bid and reserves the right to split the order if necessary and also to accept or reject any or all bids or part there of without assigning any reason whatsoever, prior to award of contract without thereby incurring any liability to the affected bidder/bidders or any obligation to inform the affected bidders of the ground for the Authority's action.

24. The decision of the Authority shall be final.

25. The Authority will notify the successful bidder in writing that the bid has been accepted. The successful bidder will be required to enter into a contract with the Authority in the form given in these documents and has to furnish performance security in the form of Bank Guarantee issued by scheduled Bank for 10 % of contract value within 15 days of award of work.

26. The successful bidder shall sign the contract on stamp paper within 15 days from the date of issue of supply order. The contract shall be submitted in duplicate.

### **3. CONTRACT FORM**

#### **AGREEMENT NO. ....**

The contract made the ...day of...2014 between M/s. Inland waterways Authority of India, A-13, Sector, 1, NOIDA-201301 [UP] (herein after "the Authority") of one part and M/S..... Of..... (herein after "the firm") of the other part WHEREAS the Authority is desirous that developed software as identified in the bid form and price schedule and has accepted a Bid by the firm for the..... for the sum of Rs.....(.....) (herein after "THE CONTACT PRICE")

(PRICE SHALL NOT BE FILLED IN HERE)

Now in this contract witnessed as follows: -

1. The contract shall consist of this contract form and the following documents and the exhibits, specification and other documents referred to therein (herein after called the "contract document") all of which by this reference are incorporated herein and made part thereof.

- a] Notification of award
- b] Bid Form / Price schedules
- c] Tender document containing:
  - General conditions of contract
  - Schedule of Delivery
  - Special condition of contract
- d] Specifications.
- e] Correspondence between firm & Authority from date of submission of tender to signing of agreement.

This contract sets forth the entire contract and agreement between the parties pertaining to the Annual Maintenance and Administration of LAMP described herein and supersedes all earlier verbal or written agreements. In the event of any discrepancy or inconsistency within the contract documents then the documents shall prevail in the order listed above.

2. In consideration of the payments to be made by the Authority to the firm, the firm hereby covenants with the Authority to the work Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi therein in conformity in all respects within the provisions of the contract.

3. The Authority hereby covenants to pay the firm in consideration of the provision and the remedying of defects/ replacement therein the contract price of such other sum as may become payable under the provisions of the



contract, at the times and in the manner prescribed in the contract.

4. Any notice under this contract shall be in the form of letter, telex, fax or cable. Notices to either party shall be given at such address or addresses as such party shall specify from time to time by written notice to the other. In the absence of such notice to the contrary, notice to the Authority shall be properly addressed to: -

Secretary  
Inland Waterways Authority of India  
A-13, Sector-1, NOIDA-201 301 (UP).  
Phone no. 0120 - 2544036  
Fax no. 0120 - 2543973

**(Firm address, Fax number and E-MAIL address)**

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

In WITNESS WHERE OF the parties hereto have caused this contract to be executed in accordance with their respective laws the day and year first above written.

Signature of Authority (seal)

Signature for firm

Signed sealed and delivered by the said .....  
..... (for the Authority) in the presence  
of ..... Signed. Sealed  
and delivered by the said .....  
..... (for the firm) in the presence of  
.....

## **4. GENERAL CONDITIONS OF CONTRACT**

### **1. "USE OF CONTRACT DOCUMENTS AND INFORMATION"**

1.1 The firm shall not, without the Authority's prior written consent, disclose the Contract, or any provision thereof, or any specification, pattern or information furnished by or on behalf of the Authority in connection therewith, to any person other than a person employed by the Firm in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

1.2 The Firm shall not, without the Authority's prior written consent make use of any document or information specified in Clause 1.1 above except for purposes of performing the contract.

1.3 Any document other than the contract itself, specified in clause 1.1 above, shall remain the property of the Authority and shall be returned (in all copies) on completion of the Firm's performance under the contract if so required

### **2. CHANGE ORDERS**

2.1 The Authority may at any time, by written notice to the firm make changes within the general scope or the Contract.

2.2 Upon notification by the Authority of such change, the firm shall submit to the Authority an estimate of costs for the proposed change (hereinafter referred to as the change or changes), including any change in the schedule of payments, within ten (10) calendar days of receipt of notice of the change, and shall include an estimate of the impact (if any) of the change on the delivery dates under the Contract, as well as a detailed schedule for the execution of the change if applicable.

2.3 The firm shall not perform changes in accordance with clause 2.1 above until the Authority has authorised a change order in writing on the basis of the estimate provided by the Firm as described in Clause 2.2 above.

2.4 Adjustments in the contract price authorised by a change pursuant to clause 2.3 are not subject to renegotiation, and such adjustments shall be deemed to include any cumulative effect of this and previously authorised changes.

2.5 Changes mutually agreed upon as a change shall constitute a part of the supply under this contract and the provisions and conditions of the contract shall apply to said change.

### 3. CONTRACT AMENDMENTS:

3.1 Subject to clause 2, no variation in or modification of the conditions and terms of the contract shall be made except by written amendment signed by the firm & IWAI.

### 4. SUBCONTRACTS:

4.1 The firm shall not subcontract all or any part of the contract.

### 5. INSPECTION AND TESTS

5.1 The inspection & tests of the work shall be carried out in the presence of both parties as mentioned in the supply order.

5.2 If any inspected or tested work fail to conform to the specifications, the Authority may reject them, and the firm shall either replace the rejected work or make all alterations necessary to meet the requirements of the specifications, free of cost to the Authority.

5.3 The Authority's right to inspect, test and, where necessary, reject the work after the commencement of work at the site shall in no way be limited or waived by reason of the work having previously been inspected, tested and passed by the Authority.

5.4 Nothing in this clause 5 shall in any way release the firm from any warranty or other obligations under the contract.

### 6. PATENT RIGHTS

6.1 The firm shall copyright; indemnify and hold the Authority harmless against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the software or any part thereof.

### 7. INDEMNITY

7.1 The firm and the Authority shall indemnify /hold harmless each other from and against such claims and liabilities as provided in the special condition of contract.

7.2 Notwithstanding anything in this contract to the contrary, it is agreed that neither the firm nor the Authority shall be held liable to the other party for loss of profit, loss of use or any other indirect or consequential damage.

### 8. ACCEPTANCE

8.1 Upon completion of the initial maintenance work & commencement in all respect, the concerned official assess the work carried out.

## 9. TRANSFER OF TITLE

In case need of transfer of title required, after initial payment as per the tender condition, shall become and remain the property of the Authority.

## 10. MAINTENANCE & ADMINISTRATION

10.1 The firm shall warrant to the Authority that the services supplied under the contract will comply strictly with the contract.

10.2 This MAINTENACE shall remain valid for minimum 12 months for work from the final acceptance unless specified otherwise in the special conditions of contract.

10.3 The Authority shall promptly notify the firm in writing of problems arising during the maintenance.

10.4 Upon receipt of such notice, the firm shall promptly resolve the issues at ultimate destination.

10.5 Without prejudice to clause 10.3 and 10.4 the firm shall promptly correct, at no cost to the Authority any defect in any work of correction performed pursuant to clauses 10.3 and 10.4 above, upon receipt of written notice of defect within 10 days from acceptance of the corrected defect.

10.6 If the firm, having been notified, fails to remedy the defect(s) in accordance with the contract the Authority may proceed to take such remedial action as may be necessary at the firm's expense. The firm's warranty pursuant to this clause is without prejudice to any other rights or remedies, which the Authority may have against the firm under the contract.

## 11. PAYMENT

Payment will be made in equal installments after satisfactory completion of every three months.

11.1 The amounts in which payment shall be made to the firm under the contract shall be as specified in the Bid form or amounts finalised consequent to negotiation.

11.2 Subject to clause 2 of the General Conditions of Contract, prices charged by the firm for work and delivery under the contract shall not vary from the prices quoted by the firm in the Bid form.

## 12. EXTENSION IN THE FIRM'S PERFORMANCE

12.1 Completion of work shall be made by the firm in accordance with the delivery schedule, pursuant to the special conditions of contract.

12.2 The firm may claim extension of the time limits as set forth in the work schedule in case of: -

a] Force Majeure pursuant to clause 18 and

b] Delay in maintenance & administration of LAMP caused by orders issued by the Authority,

c] Changes ordered by the Authority pursuant to Clause 2

### 13. TERMINATION FOR DEFAULT

13.1 The Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the firm, terminate the contract in whole or in part:

a) If the firm fails to complete the work within the time period(s) specified in the contract, or any extension thereof granted by the Authority pursuant to clause 12 or

b] If the firm fails to perform any other obligation(s) under the contract and if the firm in either of the above circumstances, does not cure its failure within a period of ten (10) calendar days (or such longer period as the Authority may authorise in writing) after receipt of a notice of default the Authority specifying the nature of the default(s).

13.2 In the event the Authority terminates the contract in whole or in part, pursuant to clause 13.1 above, the Authority may procure, upon such terms and in such manner as it deems appropriate, software similar to the undelivered and the firm shall be liable to the Authority for any excess costs. Notwithstanding the above the firm shall continue performance of the contract to the extent not terminated.

### 14. TERMINATION FOR INSOLVENCY

14.1 The Authority may at any time terminate the contract by giving written notice to the firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent, Notwithstanding the above, such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Authority.

### 15. TERMINATION FOR CONVENIENCE

15.1 The Authority may by written notice to the firm terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Authority convenience, the extent to which remaining part of supply under the contract is terminated, and the date upon which such termination becomes effective.

### 16. RESOLUTION OF DISPUTES/ARBITRATION

16.1 The Authority and the firm shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between

them under or in connection with the contract.

16.2 If, after thirty (30) days from the commencement of such informal negotiation the Authority and the firm have been unable to resolve amicably a contract dispute either parties may require that the dispute be referred for resolution by arbitration. For this purpose Chairman, IWAI whose decision be final and binding on the both parties, will appoint an Arbitrator. Any dispute arising out of the contract shall be within the jurisdiction of court at Delhi.

#### 17. APPLICABLE LAW

17.1 The contract shall be governed by/ interpreted in accordance with the laws of Govt. of India.

#### 18. FORCE MAJEURE

18.1 In the event that the firm is delayed in performing any of its respective obligations under the contract, and such delay is caused by force majeure, including but not limited to war, civil insurrection, fires, floods, epidemics, earthquakes, quarantine restrictions and freight embargoes, such delay may be excused as provided in clause 12, and the period of such delay may be added to the time of performance of the obligation delayed.

18.2 If a Force Majeure situation arises, the firm shall promptly notify and Authority in writing of such condition and the cause thereof. Unless otherwise directed by the Authority in writing, the firm shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### 19. ASSIGNMENT

19.1 The firm shall not assign to any other party in whole or in part, its obligations to perform under the contract except with the Authority's prior written consent.

#### 20. CONTRACT LANGUAGE

20.1 The firm hereby represents that it has sufficient knowledge of the English language to understand fully the contract. The contract shall be in the English language, and all documentation related here to will also be in the English language.

#### 21. TAXES AND DUTIES

21.1 The firm shall be entirely responsible for all taxes, stamp duties and other such levies imposed. The bidder shall quote prices inclusive of all taxes/ duties only.

#### 22. INVOICES AND PAYMENTS:

No advance payments can be made by the Authority and all stage

payments shall be made in accordance with Cl.11 of general conditions.

### 23. RETENTION OF MONEY, RELEASE AND REPLACEMENT WITH GUARANTEE OF OTHER SECURITY

The firm shall warrant to the Authority that the maintenance shall be of standard /approved specification and shall be promptly attained. The performance security against the contract can be released only after rectifying the defects at the time of initial installation and successful maintenance of LAMP and one month after maintenance period (ref. Clause 10). If the firm fails to rectify / supply of system under this contract, the BG will be revoked

### 24. TRANSPORTATION AND PACKING REQUIREMENT

In case of any transportation and packing requirement arise, the firm shall ensure all necessary precautions for safe transportation and delivery. The authority shall not be held responsible for transshipment losses. The firm for transportation and packing of the consumables shall obtain all necessary clearances as per the prevailing rules. The packing shall be in such a way as to prevent damages or deterioration in transit to the final destination indicated in the bidding documents. The packing should be sufficient to withstand rough handling and atmospheric conditions.

25. All necessary documents required under this contract shall be submitted to the Authority. A few documents for this purpose are as below:

- i] Certification establishing that the bidder is eligible to bid.
- ii] Documentary evidence of the bidders qualifications to perform the contract to the Authority's satisfaction.
- iii] Documentary evidence about the financial and technical capability necessary to perform the contract, including capacity in terms of personnel for the purpose of carrying out the services.
- iv] Documentary evidence of conformity of software and services to the bidding documents in the form of literature drawing and data containing (i) detailed description of the software essential technical and performance characteristics.

### 26. LIQUIDATED DAMAGES

Subject to clause No.12 of General conditions regarding extension of time for completion period of the contract, when the firm fails to complete the work and installation within the time periods specified in the contract, the Authority without prejudice to any other remedy it may have under the contract, deduct from the contract price, as liquidated damage a sum equivalent to 0.2% of the contract price per day of delay subject to a maximum of 10% of the contract price.

## **5. SPECIAL CONDITIONS OF THE CONTRACT**

1. Maintenance and Administration of LAMP for Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi will be for one year but extendable for another two years purely on the basis of performance of the firm.
2. Firm has to coordinate with NIC team in order to monitor and upkeep performance of servers.
3. Response time of the complaint will be 2-4 hours, failure of which attracts Rs. 200/- per call as penalty.
4. In case, the call is received late in the evening/after office, the same would be rectified on the next working day in the forenoon session after confirmation from the relevant user/officer.
5. Minimum Three visit every month to perform the required maintenance work.
6. In addition to above , firm to provide chat and email support as and when required.
7. The Server Administrator should have following profile.
  - a. Valid Red Hat Certified Engineer (RHCE). Red Hat Enterprise linux 6 (Minimum).
  - b. Red Hat Certified System Administrator (RHCSA).
  - c. Minimum Linux Experience between 2-3 years.
  - d. Hands on Cloud server.
  - e. Strong Knowledge and troubleshooting skills for LAMP.
  - f. Basic knowledge of PHP for trouble shooting, security flaw and must have good knowledge of MySQL Administration.



## **6. SCHEDULE OF DELIVERY**

<b>SL No</b>	<b>Items</b>	<b>Period</b>
1	<b>Award of supply order</b>	<i>ZERO DATE</i>
2	<b>Submission of Performance Guarantee(BG)</b>	<i>FIFTEEN DAYS FROM THE DATE OF ISSUANCE OF AWARD OF WORK ORDER.</i>
3	<b>Signing of agreement</b>	<i>FIFTEEN DAYS FROM THE DATE OF ISSUANCE OF AWARD OF WORK ORDER.</i>
4	<b>Completion of work</b>	<i>THIRTY DAYS FROM THE DATE OF ISSUANCE OF AWARD OF WORK ORDER.</i>
5	<b>Period (Maintenance)</b>	<i>ONE YEARS FROM THE DATE OF COMHENSMENT. EXTENDABLE FOR ANOTHER TWO YEARS DEPENDING ON PERFORMANCE OF THE FIRM</i>

## **7. TECHNICAL SPECIFICATIONS**

- Install and maintain security patches on the operational and development systems, which currently includes Red Hat Linux, Windows 2003/2008, Tomcat Apache, MySQL Database, PHP etc
- Proper configuration of server parameters, operating systems administration and tuning.
- Support for writing Shell script, Perl/PHP script for batch programming, application management & system monitoring.
- Operating system administration, including:
  - Management of users, processes
  - Resource contention
  - Preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.
  - Proactive & Preventive measures against any crash/failures of Services/Servers.
  - Regularly monitor, maintain, analysis system logs of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. Ensure that the bottlenecks in the infrastructure are identified and fine-tuning is done for optimal performance.
  - Allocation of disk space for any web-application or for any database (mysql/postgresql).
  - Management & creation of users accounts, applying proper access control for using any Server resource / services.
  - Configuring, debugging & trouble shooting of web applications running on Web Servers using RHEL Linux/Windows and backend connected Database Servers.
  - Maintaining/updating the documents on process/procedures/user-manuals etc. related to the activities involved in. Track on the OS/patch updates.
- Database administration, including:
  - Setting up servers Installing MySQL, Postgre-sql on Linux/Windows Platform Ensure proper configuration of server parameters, operating systems administration and tuning.
  - Should be capable in undertaking end-to-end management of database on an on going basis to ensure smooth functioning of the same.

- Should be capable in conducting configuration reviews to provide tuning inputs to, in order to improve the performance or resolve bottlenecks if any.
- Manage database upgrade or patch upgrade as and when required with minimal downtime.
- Conduct regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions. Testing of backup media shall be undertaken from time to time to ensure availability of data.
- Should be capable in using DBA tools related to performing database creation, maintenance. Undertake tasks including, but not limited to, managing changes to database schema, disk space, storage, user roles.
- Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- Configuring & monitoring of Local and Remote backups as to support the Business continuity.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Perform regular file archival and purge as necessary.
- Create, change, and delete user accounts per request as necessary.
- Provide technical support to the users . Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with Data Centre Team / Application Development team for support services
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure/add new services as necessary.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

## **8. PERFORMANCE SECURITY FORM**

To:

SECRETARY  
INLAND WATERWAYS AUTHORITY OF INDIA  
A-13,SECTOR-1, NOIDA-201301(U.P)

M/s.....hereinafter called "The Firm" has undertaken to Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi of Contract No. .... dated 2014 hereinafter called "the contract".

AND WHEREAS it has been stipulated by you in the Contract that the Firm shall furnish you with a Bank Guarantee by a Nationalised Bank for the sum specified therein as security for compliance with the firm's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the firm a Guarantee;

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the firm, up to a total of Rupees .....(.....

.....) and We,..... further agree that if demand is made by the purchaser for honoring the bank guarantee, we, ..... have no right to decline to cash the same for any reason whatsoever and shall cash the same within a maximum period of 2 days from the date of serving notice to the bank from the date of such demand. The fact that there is dispute of any nature whatsoever between the contractor and the purchaser is no ground for us..... to decline to honour the bank guarantee in the manner aforesaid is a sufficient reason for the purchaser to enforce the bank guarantee unconditionally without any reference to the contractor. We, ..... further agree that a mere demand by the purchaser is sufficient for us ..... to pay the amount covered by the bank guarantee in the manner and within the time aforesaid without reference to the contractor and any protest by the contractor shall not be valid ground for us, ..... to decline or fail or neglect the payment to the buyer in the manner and within the time aforesaid. Any such demand on the Bank shall be conclusive as regards the amount due and payable to the purchaser by the Bank under this guarantee.

we ..... further agree that the bank guarantee herein contained shall remain in full force and effect, till the expiry of warranty period of the equipment to the complete satisfaction of the purchaser in terms of clause 13-b of General condition of the contract dated..... and that it shall continue to be enforceable till all the dues of the purchaser under or by virtue of the said contract have been fully paid

and its claim satisfied or discharged in full or till the purchaser certifies that the terms and conditions of the contract have been fully and properly carried out by the contractor and accordingly discharge the guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the ....., we shall be discharged from all liability under this guarantee thereafter.

We, further agree that the purchaser shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder, to vary any of the terms and conditions of the contract or to extend the time during which the contract is to remain valid and or the time for performance by the contractor of its / their obligations under the contract from time to time or to postpone for any time or from time to time any of the powers exercise by the purchaser against the contractor and to forbear or enforce any of the terms and conditions relating to the contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the contractor or any indulgence by the purchaser to the contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us, .....

The executor to this bank guarantee has resolved that it will not have recourse to any civil court for enforcement/cancellation of this bank guarantee to which, we also agree.

This Guarantee shall be valid upto ..... including from the date of issue.

This Guarantee will remain in force upto and including 180 days after period of validity of this guarantee and any demand in respect thereof should reach the Bank not later than such date.

We, ..... lastly undertake not to revoke this guarantee during its currency except with previous consent of the purchaser in writing.

date the ..... day of ..... 2014.....

Signature .....

SEAL

## **9. BID FORM /PRICE SCHEDULE**

<b>Details/ Particulars</b>	<b>Total Cost per annum (in Rupees)</b>
<b><u>Annual Maintenance and Administration of LAMP - Servers (2 nos.) deployed in Data Centre, NIC, Shastri Park, Delhi</u></b> (As per specification mentioned in the tender document)	
<b>Price in words :</b>	

Note :

1. Figure should be indicated in both figures as well as words.
2. Quoted price should be inclusive of all taxes, duties, installation, maintenance, transportation & demonstration.

Name, Signature with Seal of  
Firm's Representative