

भारत सरकार
मूल्यांकन महानिदेशालय
(केन्द्रीय उत्पाद एवं सीमाशुल्क बोर्ड)
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F. No. VAL/ECDB/10/2016/01

Mumbai, the 29th July 2016

QUOTATION NOTICE

Quotations are invited from the interested vendors for maintenance of Export Commodity Database (ECDB) in the Headquarters Office of the Directorate General of Valuation at Mumbai.

ECDB is customized software developed by CDAC, with Oracle running in the background. This software calculates unit values, the weekly weighted averages for sensitive commodities and percentage deviations of each import from weighted average.

Additional Work: In addition of maintenance of ECDB software, vendor will also be required to run SQL query to retrieve data from National Import Database (NIDB) Version 1 software and also maintain regular backup of the software, to keep it in running condition.

NIDB version 1 has been replaced by NIDB version 2. However, data from the old databased has not been ported to the new database of version 2. If required information can be easily retrieved from the older version by means of its query module. In rare cases where it is not possible to retrieve data by the said query module, one may have to execute SQL query. Such request for retrieval of old data will not be frequent.

SCOPE OF THE SYSTEM

The tender covers the entire suit of software including:

- i. Receipt of Data.
- ii. Data Loading
- iii. Keyword generation
- iv. Filtering mechanism
- v. Run analysis.
- vi. Generating data for transmission & loading on the website.
- vii. Generation of various reports & extraction of data from the database.
- viii. Review of analysed output
- ix. Review/changes/alteration/modification/updation of analysed output
- x. The scope of this tender includes addressing all problems and bugs arising due to hardware as well as various software packages that are related to and/or used by the ECDB including, Windows Server 2003, Oracle 9i Database System, and Microsoft Office Suite (including Microsoft Excel and Microsoft Access etc.).

SERVICES TO BE PROVIDED FOR ECDB:

I. Bug fixes and installation problems

The vendor shall be liable for fixing all bugs reported by DGOV in the ECDB software.

The vendor shall also be required to solve any bugs which may crop up during the operation/ installation of the ECDB software.

II. Development of new features

DGOV may request the vendor for developing any new feature and the vendor will do the same. In case there is a major job then it can be done for an extra charge, the quantum of which will be agreed to by both the vendor and DGOV.

Items of work requiring minor changes in the software/database including those illustrated below shall however be performed by the vendor free of cost.

1. Deleting already existing features in the existing ECDB software
2. Adapting the ECDB software to new Operating System, and/or a new server.

III. Back-up:

The vendor shall take a backup of the entire system (software and data), so that in case of hardware failure or other such problem, the system can be restored to its original state.

IV. Other Services:

- i) Training of DGOV's officers to enable them to use the ECDB software independently.
- ii) Changes in user manual to be documented.

V. Hardware:

ECDB software is presently installed on a HCL server having the following configuration: Intel Xeon E5 410 2.33 Ghz, 4.0 GB RAM, 500 GB HDD, Microsoft Windows Server 2003 R2 Standard Edition.

The Computer Server on which the ECDB is installed shall have installed only that hardware and those software packages as will be permitted by the vendor. The vendor shall advise DGOV about the software packages to be installed and hardware to be added.

V. Support Services.

Support services to address all issues relating to proper implementation of ECDB software will be made available by the vendor. The support shall be:

- i) Vendor shall depute one resource person who has required knowledge and expertise to resolve/fix day-to-day issues relating to the software/database on a daily basis. It is advised that the vendor has 2 such trained persons so that in case of absence of one, the other can do the required job. There should be a qualified engineer to supervise the work of the resource person deployed on daily basis.
- ii) Schedule : There will also be a visit every week by the vendor's Engineers / supervisors to DGOV premises and
- iii) Unscheduled: Additional visit has to be made in case of unresolved issues or where urgent trouble shooting is required.
- iv) Vendor shall be at all times during the contract be committed to depute/assign suitable qualified personnel, who have required knowledge and expertise to resolve/fix day-to-day issues relating to the software/database

TERMS AND CONDITIONS:

1. Interested vendors shall apply quoting the charges for maintenance of ECDB software (including additional work for NIDB version 1) for a period of three year, which shall be renewed every year.
2. Any clarification, queries, requirements of the vendor shall be settled before annual maintenance contract (hereinafter referred to as AMC) commences. Start of AMC shall imply that all terms and conditions have been agreed to between both the parties.
3. It is recommended that prior to submitting the bids, the vendor fully understands the requirement of the department as well as the functioning of the software. Any clarifications by the vendor related to the software may be obtained by personally visiting the DGOV office between 08.08.2016 to 10.08.2016 by taking prior appointment at 022-22616926.
4. The vendor shall provide complete details including qualification, experience of person deputed to DGOV and the supervisor/engineer. The vendor shall provide in writing e-mail address, telephone number (land line and mobile) and also alternate phone numbers where calls are to be logged. The filled-in form (attached with the tender notice) has to be submitted along with quotation.
5. A record shall be maintained at DGOV, recording scheduled/unscheduled visit of service engineer. The record shall mentioning nature of failure, date/time of complaint and date/time when problem is resolved. The vendor's service engineer shall sign this record.

6. The vendor needs to attend any work pertaining to this agreement immediately and in any case not later than 24 hours from the time of logging call. For downtime calculation the day on which the call is closed will not be taken as part of downtime. The day on which the call is reported and holidays shall not be taken into account for calculation of downtime.
7. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
8. For the purpose of downtime calculation maximum permissible time for repair shall be 1 (one) day.
9. Either party has the right to terminate the AMC if the services are not satisfactory by giving one month notice.
10. In case of any disputes the decision of Director General (Valuation), DGOV, Mumbai shall be final and binding.
11. If vendor fails to perform any of its obligations as per the provisions then a penalty at the rate of 0.1 % (of total AMC amount) per day will be imposed.
12. Vendor should have at least 5 years experience in maintenance of software/database on Oracle.
13. The vendor shall also furnish the Service Tax Registration Number and addresses of the Central Government Office where such/similar services are being provided along with details thereof. Further the successful bidder would be required to comply with all the legal requirements during the period of contract.

14. Interested parties are requested to submit 'technical bid' and 'commercial bid' separately in sealed envelopes. The two bids shall be enclosed in one envelope. The technical bids will be opened first on 18.08.2016 (11:30 am.). Commercial bids of parties who do not qualify under 'technical bids' shall not be entertained. Representatives of parties may be present at the time of opening tenders if they so desires.

15. The quotation (technical and commercial) marked clearly on top 'Tenders for ECDB software including additional work' and enclosed in one envelope shall be submitted in a sealed cover to the Headquarters Office at Mumbai, on or before 17.08.2016 (05:30 pm). The Director General (Valuation), DGOV, Mumbai reserves the right to cancel the quotation notice or to reject any or all the quotations received from the service providers, without assigning any reason for the same. No correspondence will be made with unsuccessful bidders.

This issues with the approval of Director General of Valuation.



(M. V. Hombali)

Assistant Commissioner
Email: mv.hombali@gov.in
Telephone: 022-22616926

Copy:

1. Website of DGOV.
2. www.tenders.gov.in
3. Notice Board.

INFORMATION TO BE FURNISHED (Mandatory)

Name of Firm : _____
Address : _____

Contact person : _____
Contact No : _____
Email : _____

Reference (tender no. & date): _____

Sl. No.	Subject	Yes/No
1.	Do you have at least 5 years relevant experience?	
2.	Have you submitted documents in support of relevant experience (5 years)?	
3.	Do you have Service Tax Registration No.?	
4.	What would be the minimum qualification & experience of person proposed to be deputed to DGOV?	
5.	Other information (if any)	

(Signature)

Date:_____