

भारत सरकार

मूल्यांकन महानिदेशालय

(केन्द्रीय उत्पाद एवं सीमाशुल्क बोर्ड)

नवीन सीमाशुल्क भवन, 7 वा तल,

बैलार्ड एस्टेट, मुम्बई - 400 001. भारत

दूरभाष: 2269 2505, 2873, 2261 0107, 0457, 2263 4521

फैक्स : 2269 2503, 2263 3083, 2270 0075

ई-मेल : director.valuation@dov.gov.in



सत्यमेव जयते

GOVERNMENT OF INDIA

DIRECTORATE GENERAL OF VALUATION

(Central Board of Excise & Customs)

New Custom House, 7th Floor,

Ballard Estate, Mumbai - 400 001. INDIA

Tel. : 2269 2505, 2873, 2261 0107, 0457, 2263 4521

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F.No. VAL/ECDB/10/2016

Date :17.01.2017

NOTICE FOR INVITING TENDER FOR AMC OF ECDB SOFTWARE

Sub : Calling for tenders for Annual Maintenance Contract of ECDB Software .

The Office of the Director General of Valuation, Mumbai invites tenders from reputed vendors / firms for maintenance of Export Commodity Database (ECDB) software in the Headquarters Office of the Directorate General of Valuation, VII floor, Annexe Building, New Custom House, Ballard Estate, Mumbai - 400 001. The tender is invited in a **two-bid system, viz., Technical/ Qualifying Bid and Financial Bid**. The details of work specifications, terms & conditions outlined in the Annexure to this tender are as under:-

- 1) Annexure-I -Application Form
- 2) Annexure-II - Scope of Work
- 3) Annexure-III - Pre-qualification criteria for the vendor
- 4) Annexure-IV - Format of Technical Bid
- 5) Annexure -V - Terms and conditions
- 6) Annexure-VI - Financial Bid Format
- 7) Annexure-VII - Undertaking
- 8) Annexure-VIII - Check list

The tender for qualifying bid as prescribed in Annexures so attached complete in all respects shall be submitted on or before **08.02.2017 (04.00 P.M.)** at Office of the Directorate General of Valuation, VII floor, Annexe Building, New Custom House, Ballard Estate, Mumbai - 400 001.

All prospective bidders are invited to submit their bids under Two Bid systems for the subject work as detailed below in accordance with the tender documents enclosed.

LAST DATE & TIME FOR SUBMISSION OF BID: 08.02.2017 at 04.00 PM.

DATE & TIME FOR OPENING OF TECHNICAL/ QUALIFYING BID: 09.02.2017 (11:00 AM .)

DATE & TIME FOR OPENING OF FINANCIAL BID: 13.02.2017 (02.30 p.m.).

Price quoted in the financial bid should be all inclusive of applicable taxes.

The Bidder should clarify any doubts/queries regarding the AMC work of ECDB software from the Inspector/Superintendent of DG Valuation Mumbai on telephone 022-22634177/22616926 or visiting the office on any working day between 11.00AM to 5.00 PM before **03.02.2017**. The Bidder should fulfil qualification conditions of the Tender and should sign each and every page of the tender including the annexures as a

token of acceptance of having read and understood all the terms and conditions contained therein" and submit all documents attested by the authorized person along with the bid. The tender form shall be rejected if it is not complete in all respects.

Mahesh
17/1/17

(Mahesh . V. Hombali)
ASSISTANT COMMISSIONER
DGOV, Mumbai
Email : mv.hombali@gov.in
Telephone : 022-22616926

Copy to :

- i. Notice Board
- ii. www.dov.gov.in.
- iii. CBEC website .
- iv *Publishtenders.gov.in*

NOTICE FOR INVITING TENDER FOR AMC OF ECDB SOFTWARE

ANNEXURE – I Application Form

From -

To,
The Director General of Valuation,
7thFloor, New Custom House,
Ballard Estate, Mumbai-400001.

Sir,

Sub : -**Annual Maintenance Contract of ECDB Software Reg.**

Ref: Your tender Notice No _____ Dated _____

I/we have read the contents of the terms and conditions mentioned in your tender schedule and its enclosures and agree to abide by the same.

I/We have also examined the requisite requirements of the ECDB AMC work and addition work 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 in accordance with the requisite scope of work.

I/We quote the rate inclusive of all taxes, duties, transportation, etc in complete.

Yours faithfully

Signature and stamp of the Tenderer)
(Please state legal status, whether Proprietor/Partner/ Registered firm/ Company

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ANNEXURE – II

SCOPE OF WORK:-

Introduction: 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.

The tender covers the entire suit of ECDB software AMC 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.).

OTHER 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.

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

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Annexure-III

PREQUALIFICATION CRITERIA FOR THE VENDOR:

The Vendor shall meet following criteria to be eligible to quote this tender:-

1. The Supplier should be of sound background and positive net worth having adequate experience in this field. He should have minimum 5 years' experience in maintenance of software/ database on Oracle.
2. 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.
3. Copy of valid Government Registration and Licences for conducting their business.
4. Copy of PAN No.

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ANNEXURE – IV

TECHNICAL BID

Format of Technical Bid

(To be submitted in a separate e-file super scribing as "TECHNICAL BID") 1	Name of the Organization / Firm	
2	Name (s) of the proprietors / Directors Partners	
3	Registered address	
4	Telephone / Mobile No. / Fax No.	
5	Registration No. of the Firm (copy to be enclosed)	
6	Permanent Account No. of the firm (PAN)	
7	Copies of Income Tax return for past 3 years to be attached	
8	VAT/Service Tax registration No.	
9	Name(s) of Public sector / govt. organization to whom similar services have been provided by the firm during last 3 years (Please attach the job order / service certificate from Govt. Office / Public Sector)	

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Annexure-V

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 years, 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 10 a.m. to 5 p.m. before 03.02.2017 by taking prior appointment at 022-22616926/22634177.
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 mention 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. 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 09.02.2017 (11:00 a.m.). 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 desire.
13. 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 08.02.2017 at 04.00 p.m. 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.
14. The price quoted shall be inclusive of all applicable taxes and has to mention in the prescribed format which is attached in the quotation as Annexure VI.

NOTICE FOR INVITING TENDER FOR AMC OF ECDB SOFTWARE

ANNEXURE – VI

FINANCIAL BID

Firm details:-

Sr. No.	Particulars	In ₹	
		Price Quoted for AMC of ECDB (inclusive of all taxes) per year	Total price for three year term.(All inclusive)
1.	AMC OF ECDB SOFTWARE and other work of NIDB.		

Yours faithfully
(Signature and stamp of the Tenderer)

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ANNEXURE - VII

UNDERTAKING

1. I/We undertake that _____
has not been blacklisted by any Govt. Deptt./Public Sector Undertaking /
Autonomous Body.
2. I..... Son / Daughter /Wife of
Shri..... Proprietor / Partner / Director / authorized
signatory of..... Competent to sign this declaration and execute
this tender document;
3. I have carefully read and understood all the terms and conditions of the tender
and undertake to abide to them;
4. The information / documents furnished along with the above application are
true and authentic to the best of my knowledge and belief. I / we, am / are well
aware of the fact that furnishing of any false information / fabricated document
would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law;
5. I understand that in case any deviation is found in the above statement at any
stage, the concern shall be blacklisted and shall not have any dealing with the
Department in future.

Signature of the authorised
Signatory of the firm
Company/ Organization
Official stamp / seal

Date :

Place:

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ANNEXURE – VIII

CHECK LIST and the order in which the documents are to be submitted for the Technical Bid

Please check whether all the below mentioned documents have been supplied for participating in the tender for Renovation and Furniture work. The documents are to be submitted in descending order.

S. No.	Documents	Page No
1.	Letter of Submission of tender.	
2.	Tender documents with all pages duly signed and embossed with official seal.	
3.	Copy of Pan Card	
4.	Proof of Copy of service Tax , Sales Tax , VAT Registration.	
5.	Copies of Certificate of Incorporation / Registration.	
6.	Copies of proof if any for supply of work in any Central / State govt. & Public Sector undertakings / Autonomous Bodies within the preceding three years as on	
7.	An Undertaking to the effect that the tenderer has not been blacklisted by any Central / State Govt. / Public Sector Units / Autonomous Bodies or its contracts have been terminated on account of poor performance.	
8.	Technical Bid Performa duly filled (Annexure – Iv)	
9.	Any Other documents (s) (Please specify)	