

**CENTRE FOR DEVELOPMENT OF
ADVANCED COMPUTING**
Innovation Park, Panchavati, Pashan Road, PUNE 411008.
Tel: 020-25503676 & 673-675 / 25868086
Email: mmg@cdac.in



Ref: CDACP/eSIGN-AMC/2020/315

Dated: 11/12/2020

CALL FOR ONLINE QUOTATIONS
(Two eBid/Packet System: Technical + Commercial)

Dear Sir / Ma'am,

Please upload your best ebid offer / quotation for the following items:-

Supply of			
Comprehensive AMC of HSM Devices and Backup HSM, PED Devices for 2 years as per terms and conditions mentioned below and at Annexure I			
UNIT	Numbers	QUANTITY	9 UNITS

Please note the terms:		
Sl. No.	Sub-Heading	Details
1.	Delivery	Immediately after placing Work Order. (C-DAC reserves the right to levy penalty of @ 0.5 % of order value per week of delay beyond the scheduled deliveries / execution of the order successfully, subject to maximum of 5 % of the order value.)
2.	Prices	➤ F.O.R. C-DAC, Pune, National Data Centre (NDC) Pune & NDC Delhi (Applicable GST rate as per tariff must be mentioned separately – the same will be added in the total amount)
3.	Period	Two years with effect from date of issue of CDAC Work Order (WO)
4.	Payment	As per annexure I
5.	Validity	Bid Validity should be minimum 60 days
6.	EMD & Tender Fees	<u>Tender Fees of Rs. 1,500/-</u> Tender fees to be submitted by way of DD in the name of Centre for Development of Advanced Computing) OR NEFT/IMPS/Direct Credit payment may be done directly in the following BANK Account, <u>BANK OF INDIA, BRANCH ADDRESS: Pashan Road Branch, Pune, Maharashtra - 8, IFSC CODE: BKID0000516, ACCOUNT NUMBER: 051610110002660</u> <i><u>In case of DD being submitted, CDAC shall not be responsible for any delay in delivery/receipt of same at CDAC, Pune. The DD should reach CDAC, Pune before the last date of closing of tender as mentioned below.</u></i>
7.	Remarks / Other	a) Technical packet should contain the B.O.M. / B.O.Q alongwith the company profile, details, purchase orders etc. Technical Compliance

Terms and Conditions	Table against required specifications. Technical brochures, leaflets, catalogs services offered etc. The technical packet <u>should invariably contain the unpriced commercial bid.</u> b) Signed and Stamped Annexure I on company/organization's letterhead as token of acceptance of terms and conditions. c) Commercial packet should contain the pricing details – line / item wise for the respective AMC locations as per B.O.Q. template / format. d) HSN Code & GSTIN no. must be mentioned on the Offers. e) C-DAC will not be responsible for any issues arising/pertaining with the eprocure.gov.in/eprocure/app portal for non-submission, failure in submission of ebids online. f) Conditional bids will be summarily treated as non-responsive/non-compliant. g) C-DAC, reserves the right to accept / reject – fully/ partly any bids without assigning any reasons thereof. h) Location-wise bidding shall not be done, total price for both the locations shall be considered for getting the Lowest Bidder / Price (L1) i) Additional Terms and Condition mentioned in Annexure I
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The two ebids / quotations should be uploaded & reach us **on or before 21/12/2020** through www.eprocure.gov.in/eprocure/app portal against this enquiry; before **15.00 hrs.** Late bids will not be entertained and shall be sole responsibility of the bidders. **Bids submitted “Online” only; will be entertained for processing against this enquiry.**

Thanking you,
Sincerely,

For C-DAC, Pune
Purchase Officer - MMG.

You may kindly visit (For assistance in UPLOADING THE BIDS – ONLINE): -
<https://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page;>

*** ADDITIONAL INFO. FOR UPLOADING**
<https://www.youtube.com/watch?v=aySSYjUkkaI>

For any technical related queries, please call the Helpdesk. The 24 x 7 Help Desk Number
0120-4200462, 0120-4001002, 0120-4001005. Mobile: 91 8826246593.

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. E-Mail: support-eproc@nic.in.

ANNEXURE I

Scope of work and Technical Specifications of Safe net Luna Devices:

- Maintenance & Service of Luna HSM Device and Backup HSM, PED Devices installed in C-DAC, Pune, Chennai, NIC Pune And NIC Delhi on comprehensive basic including replacement of spare device
- Regularly updatation of Firmware and software patches.
- The contractor shall provide new and genuine spares for replacement of parts, which develop defects /suffer break down during the period of AMC.
- The contractor, solely at his own risk, shall get the work towards the same done by his maintenance staff. C-DAC Shall not, in any way, be liable to incur any expenditure
- C-DAC Shall not, in any way, be liable to incur any expenditure in AMC period.
- Quarterly preventive maintenance shall also to be carried out in addition to attending the specific complaints
- Maintenance & Service of devices at following at across Pune, Chennai, NIC Pune and NIC Delhi.
- Storage components shall be non-returnable.

1. Centre for Development of Advanced Computing (C-DAC)

Pune University Campus, Ganeshkhind
Pune - 411 007 Maharashtra (India)
Phone: +91-20-2570-4100,
Fax: +91-20-2569 4004

2. Centre for Development of Advanced Computing (C-DAC)

C-DAC Innovation Park,
Panchavati, Pashan,
Pune - 411 008
Phone: +91-20-25503100,
Fax: +91-20-25503131

3. Centre for Development of Advanced Computing (C-DAC)

Tidel Park, 8th Floor,
'D' Block(North & South),
No.4 Rajiv Gandhi Salai, Taramani,
Chennai- 600113
Phone:+91-44-22542226/7
Fax: +91-44-22542294

4. National Data Centre,

1st Floor, National Informatics Centre
Ministry of Communication & IT,
Ganeshkhind Road, Pune ,
Maharashtra- 411007

5. National Data Centre,

Shastri Park, Block-3,
DMRC, IT Park, Delhi-110053

Sl. No	Device Name	Make and Model No	Qty	Location	Reference
1	Gemalto Luna HSM	Luna 1700	3	1. National Data Centre, 1st Floor, National Informatics Centre Ministry of Communication & IT, Ganeshkhind Road, Pune, Maharashtra-411007 2. National Data Centre, Shastri Park, Block-3, DMRC, IT Park, Delhi-110053	Hard ware security module is dedicated crypto processor. Tamper-resistant device (https://prolink.com.tr/Assets/Upload/safenet-network-hsm-formerly-luna-sa-product-brief.pdf)
2	Luna Backup HSM	Safe Net LUNA Backup HSM	3		Keys in hardware, Remote Backup and restore, Backup from multiple HSM, intrusion –resistant tamper-evident hardware (https://safenet.gemalto.com/data-encryption/hardware-security-modules-hsms/usb-hsm/)
3	PED	LUNA PED-2	3		Pin Entry device. its provide PIN entry to safe Net HSMs and to backup token via a secure data port (https://safenet.gemalto.com/resources/data-protection/safenet-pin-entry-device-product-brief/)
4	Luna HSM	Luna SA 7000	3	Centre for Development of Advanced Computing (C-DAC) Tidel Park, 8 th Floor, 'D' Block(North & South), No.4 Rajiv Gandhi Salai, Taramani, Chennai- 600113 Phone: +91-44-22542226/7 Fax: +91-44-22542294	Hard ware security module is dedicated crypto processor. Tamper-resistant device (https://safenet.gemalto.com/data-encryption/hardware-security-modules-hsms/safenet-network-hsm)
5	Luna Backup HSM	SafeNet LUNA Backup HSM	3		Keys in hardware, Remote Backup and restore, Backup from multiple HSM, intrusion –resistant tamper-evident hardware (https://safenet.gemalto.com/data-encryption/hardware-security-modules-hsms/usb-hsm/)
6	PED	LUNA PED-2	3		Pin Entry device. its provide PIN entry to safe Net HSMs and to backup token via a secure data port (https://safenet.gemalto.com/resources/data-protection/safenet-pin-entry-device-product-brief/)
7	Luna HSM	Luna SA 7000	3	1. Centre for Development of Advanced Computing(C-DAC) Pune University Campus, Ganesh Khind Pune - 411 007 Maharashtra (India)	Hard ware security module is dedicated crypto processor. Tamper-resistant device (https://safenet.gemalto.com/data-encryption/hardware-security-modules-hsms/safenet-network-hsm)
8	Luna Backup HSM	Safe Net LUNA	3		Keys in hardware, Remote Backup and restore, Backup from multiple HSM, intrusion –resistant tamper-evident hardware

		Backup HSM		Phone: +91-20-2570-4100, Fax: +91-20-2569 4004	(https://safenet.gemalto.com/data-encryption/hardware-security-modules-hsms/usb-hsm/)
9	PED	LUNA PED-2	3	2. Centre for Development of Advanced Computing (C-DAC) C-DAC Innovation Park, Panchavati, Pashan, Pune - 411 008 Phone: +91-20-25503100, Fax: +91-20-25503131	Pin Entry device. its provide PIN entry to safe Net HSMs and to backup token via a secure data port (https://safenet.gemalto.com/resources/data-protection/safenet-pin-entry-device-product-brief/)

TERMS AND CONDITION AND METHOD OF CALCULATION OF AMC COST:

- AMC will be awarded initially for two year with effect from date of issue of C-DAC Purchase order (PO)
- Only authorized vendor are applicable
- OEM certifications compulsory for each Vendor

CONTRACT TERMINATION TERM:

- C-DAC reserves the right to terminate the AMC without giving any reason by giving 90 days' Notice.

SERVICE LEVEL AGREEMENT:

- The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to C-DAC for the duration of this contract.

TERMS OF PAYMENT:

- The contractor shall submit the AMC bill on quarterly basis after the end of each quarter. C-DAC shall deduct such taxes, duties and any other statutory levies as imposed by the Government from time to time, along with the list of details of preventive / service calls report. **No advance payment will be made.**
- C-DAC will review the status of pending complaints from time to time if too many complaints are found pending for long , C-DAC reserves the right to withhold the payment till all pending complaints are resolved

RESPONSE TIME:

- he device down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the bidder shall provide a **standby device with similarly configuration**. In case the device is not repaired or an alternative device not supplied within the period 24 hours from the time failure report then the C-DAC may choose to get the same repaired by or replaced from any other agency and the

cost and expenditure incurred therein shall be recoverable from the bidder by way of deducted from payment

SYSTEM UPTIME:

The selected bidder shall ensure 95% uptime for all equipment's failing which a penalty 10% of the purchase value will be imposed starting from 24 Hrs after service call was made.

BOQ Details:

[Validate](#)
[Print](#)
[Help](#)

Item Rate BoQ

Tender Inviting Authority: CENTRE FOR DEVELOPMENT OF ADVANCED COMPUTING (C-DAC), Innovation Park, PANCHAVATI, Pashan Road, PUNE 411008

Name of Work: Comprehensive AMC of HSM Devices and Backup HSM, PED Devices for 2 years

Contract No: CDACP/eSIGN-AMC/2020/315

Name of the Bidder/ Bidding Firm / Company :								
PRICE SCHEDULE								
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures - for complete 1 yr. in Rs.	GST in %	TOTAL AMOUNT Without Taxes in Rs.	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9
1	Comprehensive AMC of HSM Devices							
1.01	Comprehensive AMC of HSM Devices and Backup HSM, PED Devices for 2 years present at CDAC Pune, CDAC Chennai, NDC Pune and NDC Delhi	9	Nos			0.00	0.00	INR Zero Only
Total in Figures						0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only						

GENERAL INSTRUCTION & OTHER CONDITIONS

1. LIMITATION OF LIABILITY:

- The liability of the supplier arising out of breach of any terms/conditions of the order and addendums/amendments thereto, misconduct, and wilful default will be limited to the total contract value.
- In no event shall Party, its officers, directors, or employees be liable for any form of incidental, consequential, indirect, and special or punitive damages of any kind.

2. INDEMNITY:

- The successful bidder shall indemnify, protect and save C-DAC from/against any claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from/arising out of infringement of any Law / Rule by the bidder and end user, pertaining to services provided by the supplier.

3. ASSIGNMENT:

- Selected bidder/ Party shall not assign, delegate or otherwise deal with any of its rights or obligation under this Contract without prior written permission of C-DAC.

4. SEVERABILITY:

- If any provision of this Contract is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision.

5. JURISDICTION:

- The disputes, legal matters, court matters, if any shall be subject to Pune jurisdiction only.

6. FORCE MAJEURE:

- C-DAC may consider relaxing the service 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 an 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, epidemics, etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

7. ARBITRATION:

- In case any dispute arises between the C-DAC and successful service provider with respect to the order, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties then the District Court Pune shall have exclusive jurisdiction for appointment of sole arbitrator through court. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Pune. The language of arbitration shall be English. The common cost of the arbitration proceedings shall initially be borne equally by the Parties and finally by the Party against whom the award is passed. Any other costs or expenses incurred by a Party in relation to the arbitration proceedings shall ultimately be borne by the Party as the arbitrator may decide. Courts in Pune only shall have the exclusive jurisdiction to try, entertain and decide the matters which are not covered under the Arbitration and conciliation Act.