

Request for Proposal (RFP)  
for  
Selection of Cloud Service Provider/CSP  
Authorized Partner to implement  
Digital Signage software for Rythu Bharosa  
Kendralu (RBKs)



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Government of Andhra Pradesh**

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## Request for Proposal (RFP) Notice

"RFP for Selection of Cloud Service Provider/CSP Authorized Partner to implement Digital Signage software for Rythu Bharosa Kendralu in Andhra Pradesh"

Director of Department of Agriculture - Government of Andhra Pradesh invites Proposals from qualified and experienced agencies for Appointment of CSP/ CSP AUTHORIZED PARTNER for implementation of Cloud services in Andhra Pradesh. Interested Bidders, who qualify as per the criteria mentioned in the document, may submit their proposals through e-tendering on e- Procurement portal ([www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)). Bidder has to submit the Document/Transaction/Processing fee applicable as per the AP eProcurement portal website. The detailed RFP document can be downloaded from the website

### Disclaimer

All information contained in this Request for Proposal (RFP) provided/clarified is in the good interest and faith. Though, adequate care has been taken in the preparation of the RFP document, the interested agencies shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH reserves the right to reject any or all of the proposals submitted in response to the RFP document at any stage without assigning any reasons whatsoever.

DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their proposals in response to the RFP. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH reserves the right to change/modify/amend any or all of the provisions of the RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on the website of AP eProcurement Website (<https://tender.apecurement.gov.in>).

Neither DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH nor their employees and associates will have any liability to any prospective respondent of the RFP or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in the RFP document, any matter deemed to form part of the RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH or their employees and RFP respondent or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

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## 1 Invitation to RFP

### 1.1 RFP Notice

This document is for "RFP for Appointment of Cloud Service Provider/CSP Authorized partner for implementation of Cloud services for Rythu Bharosa Kendralu, of Department of Agriculture, Government of Andhra Pradesh.

The bidder shall be responsible for providing all types of services and updates as mentioned in this documents & Scope of Work, as a part of this project.

The bidder, who intends to participate in this bid, is required to follow the below mentioned stages:

- Technical & Financial Bid Submission
- Opening of Technical Bid
- Evaluation of Technical bid
- Opening of Financial bids of all qualified bidders

Incomplete/conditional bids will be treated as non-responsive and will be rejected. Eligible bidders may download the RFP document from the website <https://tender.apecurement.gov.in>.

The bids must be submitted only through online and the Department of Agriculture reserves the right to reject any or all the proposals in whole or part without signing any reasons.

This RFP document is not transferable. Minimum absolute technical score to qualify for commercial valuation is 80%. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.

- **Bid Schedule:**

Bid calling date	30.11.2020
Pre-bid meeting date and time	03.12.2020 3.00 PM
Technical Bid closing date/time (Offline)	18.12.2020 2.00 PM
Date of Opening of Technical Bid	18.12.2020 3.00 PM
Communication to technically qualified bidders through mail	19.12.2020
Date of closing of Financial Bid on <b>e-procurement portal only</b>	21.12.2020 02.00 PM (Reverse Auction will follow)
DEPARTMENT OF AGRICULTURE Contact person	For Commissioner of Agriculture, Contact No : 98494 39369
DEPARTMENT OF AGRICULTURE Reference No.	Department of Agriculture AGC02-35029/5/2019

Note:

- All the bidders should take care of validity of digital keys themselves.
- No assistance pertaining to digital keys from this office.
- Bidders should contact e-Procurement Portal contact No's only.

**Note:**

Department of Agriculture Government of Andhra Pradesh reserves the right to change any schedule of bidding process. Please visit website [:www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in) regularly for the same.

Proposals must be received not later than time, date and venue as mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process

The mode of submission of bid is only online through e-procurement portal: [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in). No physical submission of the bids shall be entertained.

Any future Corrigenda/information shall be posted only on our website: [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)only.

Rejected / disqualified bidders would only be intimated post final selection of successful bidder/ completion of Bid process. Along with such intimation, EMD/SECURITY DEPOSIT returning process would be initiated for disqualified bidders and the same would be affected within 30 days of issuing letter of intent to successful bidder.

**3. Instructions to Bidders:**

• **Definitions:**

"Applicable Law" means the laws and any other instruments having force of law in India from time to time.

"Proposal/bid" means proposal submitted by bidders in response to the RFP issued by Director of Department of Agriculture for selection of Service Provider.

"Competent Authority" means the Director of Department of Agriculture.

"Committee" means committee formed by the Director of Agriculture- Government of Andhra Pradesh for the purposes of processing and evaluation of this bid.

"Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.

"Service Provider" means any private or public entity, which will provide the services to Director of Department of Agriculture - government of Andhra Pradesh under the contract.

"Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP.

"Day" means Working day. A period of 24 hours running from midnight to midnight and the calendar day applicable to India.

"Effective date" means the date from which the contract comes into force and effect.

"Government" means State Government of Andhra Pradesh

"Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent and other intellectual and proprietary rights, title and interest, world-wide, whether vested, contingent or future, including without limitation all economic rights

and all exclusive rights to reproduce, fix, adapt, modify, translate, create, derivative works form, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory or otherwise use any portion or copy in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.

"Services" means the work to be performed by the CSP/ CSP AUTHORIZED PARTNER pursuant to the selection by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH.

**4. Eligibility Criteria**

The bidder(s) who satisfy the following qualification criteria shall be eligible to participate in the bid process. Offers received from the bidder(s) who do not fulfil all or any of the following qualification criteria are liable to be rejected.

- 1) Pre-Qualification ELIGIBILITY CRITERIA for Cloud Service Provider/ CSP Authorized Partner

<b>S. No</b>	<b>Head</b>	<b>Eligibility Criteria</b>	<b>Supporting Documents</b>
1	Company Profile	The Bidder, as a single legal entity, must be registered in India and should have been in operations in India for a minimum of three (3) years by the date of opening of the bid.	Certificates of incorporation / Registration Certificates along with Bylaws/ MoA &AoA or similar legal document.
2	Company Financials Profile	Bidder must have minimum turnover of INR 5 Crores on average for the last three (3) Financial Years (2016-2017, 2017-18, 2018-19).	Audited financial statements for last three Financial Years along with CA certificate clearly specifying turnover.
3	CSP Authorization	Bidder needs to be authorized by the proposed CSP to participate in the bid and shall provide the services only from that CSP under this bid.	Letter of support/ Authorization Letter from the CSP to the Bidder for providing services for this particular Project.
4	Presence in Andhra Pradesh	Bidder should have a registered office in Andhra Pradesh with GST registration at the time of bidding.	Copy of Registration Certificate
5	Project Experience	Bidder Should have executed at least 3 IT Projects, each of value greater than or equal to INR 5 Crore's for any State / Central Government of India in the last 3	Copy of Client certificate, work order/Completion certificate/ or extract from the contract mentioning the scope of work.

		years before submission of the bid.	
6	Company Standing	As on date of submission of the proposal, the Bidder shall not be blacklisted by any Central or State Department in India in the last 3 years.	Letter of undertaking to this effect on the letter head, signed by bidder's authorized signatory.
7	CSP Empanelment	Bidder must propose CSP which is STQC audited and Meity empanelled	Letter of Empanelment issued by Meity
8	CSP Financials	Bidder must propose CSP which has cumulative turnover from cloud services of Rs.1000 Crore in the last two (2) financial years i.e. (2017-18, 2018-19).	Certificate from the Chartered Accountant.
9	CSP Quality certifications	Bidder must propose CSP which has the following third-party certifications: ISO 9001 ISO 27001 ISO 27017 ISO 27018	Third Party Certificates copies issued by any one of the Big Four Consultancy firms (EY, PwC, Deloitte, KPMG)
10	Compliances relevant to security, availability, Confidentiality, processing integrity, and privacy Services principles.	Bidder must propose CSP which has the following third-party certifications: PCI DSS Level 1 SOC1 SOC2 SOC3	Self-Certification on CSP letterhead
11	Industry Analyst Reports	Bidder must propose CSP present in the Gartner's leader Quadrant for Cloud Infrastructure as a service worldwide	Proof of CSP presence in Gartner's leader Quadrant for Cloud Infrastructure as a service worldwide to be submitted
12	Infrastructure Set up and Application Deployment	Bidder should maintain and monitor the proposed Cloud Infrastructure; the proposed resources must have technical certification by the CSP	List of resources along with technical certifications attested by CSP

Bid has to be submitted by CSP/ CSP AUTHORIZED PARTNER only with due authorization from respective CSP. Multiple bidders can propose same CSP and a



single Bidder cannot propose multiple CSP. The bidders shall not have a conflict of interest that affects the Bidding Process. Any Bidder found to have conflict of interest shall be disqualified. A Bidder shall be deemed to have a conflict of interest affecting Bidding Process if a constituent of one Bidder is also a constituent of another Bidder.

#### 4.1 Technical Evaluation Requirements

The bidders will be assessed on the following Technical Criteria (bidder must score a minimum of 80 marks of the maximum possible 100 to move to the commercial evaluation stage):

S No	Technical Parameters	Max Score	Marks Distribution
1	Industry Analyst Reports: Presence of CSP in the Gartner Magic Quadrant for Cloud Infrastructure as a service worldwide	10	Present in Leader's Quadrant 1. Present : 10 marks 2. Not Present : 0 marks
2	Compliances relevant to security, availability, Confidentiality, processing integrity, and primary 'Trust Services principles for CSP.	10	1. ISO 27018: 2 marks 2. PCI DSS Level 1: 2 marks 3. SOC 1: 2 marks 4. SOC 2: 2 marks 5. SOC 3: 2 marks
3	Unique Value Proposition of the offered Solution and Quality of Service offered by the CSP in India.	50	1. 100% compliance of Cloud Services Specifications as per Section 5.6: 10 marks 2. The proposed solution is required to be a multi-site deployment across geographically disparate sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary physical site: 10 marks 3. Proposed solution with incremental block SSD storage with minimum increments of 10 GB or below so that department pays exactly for actual usage: 10 marks 4. Proposed Solution offering geo-redundant object storage to ensure redundancy and high durability of the data: 10 marks 5. CSP capability to provide dedicated server/host using its native Cloud infrastructure (hardware) in India, which allows usage of existing

			software license to deploy: 5 marks 6. Availability SLA of $\geq 99.99\%$ on the compute and block storage services offered by the CSP as per the published SLAS of the CSP in India Data centres: 5 marks
4	Platform Services	10	<p><b>Availability of relevant native PaaS services from the CSP for the current requirement:</b></p> <ol style="list-style-type: none"> <li>I. Managed Elastic Search Service :1 mark</li> <li>II. Server less Managed Database Service: 1 mark</li> <li>III. Managed Kubernetes Service: 1 mark</li> <li>IV. Managed Application Deployment Service: 1 mark</li> <li>V. Orchestration service: 1 mark</li> </ol> <p><b>Availability of advance platform services for future requirements:</b></p> <ol style="list-style-type: none"> <li>1. Data warehousing / Data Lake: 1 mark</li> <li>2. Analytics as Service: 1 mark</li> <li>3. IoT as Service: 1 mark</li> <li>4. Machine learning / Artificial intelligence: 1 mark</li> <li>5. Capabilities of online store for thousands of certified, open source and community software applications, developer services - pre-configured for CSP environment: 1 mark</li> </ol>
5	Technical Presentation and Demonstration	20	<p>A. Technical Presentation: 5 marks B. Demonstration on the CSP's online console: 15 marks</p> <p>Agility - Self-Service software defined configurations to add/remove capacity Customer has the full control on the environment (e.g., can create a virtual private cloud) and has the ability to log, monitor, and audit the traffic and usage</p>

**Note:**

- a. Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 80 in the Technical Evaluation Criteria would be considered technically qualified. Price Bids of such technically qualified Bidders alone shall further be opened.

- b. Schedule for technical presentation will be communicated to bidders who qualify Pre- Qualification criteria. It is mandatory for bidders who qualify Pre-Qualification criteria to appear for Technical Evaluation Presentation else the bid would not be considered for further evaluation. Proposer need to submit the soft copy and hard copy of the technical presentation at the time of technical presentation.

## **5. Documents Comprising Bid Proposal:**

### **5.1 Qualification & Technical Proposal**

- Bid Processing Fee and Earnest Money Deposit/Bid Security
- Bid Proposal form
- General Information
- Financial Capability with supporting documents
- Relevant Experience with supporting documents
- Self-Declaration
- All relevant Certification
- Proposal document containing a brief about the organization, its expertise and documentary evidences.

### **5.2 Financial Proposal**

#### **○ Eligible Product and Services:**

For purpose of this clause, "origin" means the place where the goods are from or from which the ancillary services are supplied. Goods are produced when, through manufacturing, processing, code writing and compiling, or substantial or major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or in purpose or utility from its components.

#### **○ Cost of Bidding**

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process. Cost of bidding is exempted for the Bidders having the NSIC or MSE Certificate; Bidder must submit the valid proofs from NSIC or MSME at the time of Bid submission.

#### **○ Content of Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

#### **○ Amendment to RFP**

- At any time prior to the deadline for submission of bids, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the bidding documents and can issue corrigendum.

- All prospective bidders who have received the bidding documents will be notified of the amendment through website and such amendments will be binding on them.
- In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH at its discretion, may extend the deadline for the submission of bids.
- **Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH shall be in English language only.
- **Bid Document**

The Bidder shall complete the Technical Bid and Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in). The bidder shall also complete the bid form and submit it along with the bid. The physical copies of Technical bids should be submitted at the Agriculture Commissionerate office, Chuttugunta Center, AP, Guntur, 522004 apart from submitting through online.
- **Bid Security/Earnest Money Deposit (EMD/SECURITY DEPOSIT):** The Bidder shall furnish, as part of the Bid, a Bid security for the amount of Rs. 5,00,000(Rupees Five Lakhs only) which shall be submitted in the form of DD in favour of Commissioner of Agriculture, Payable at Guntur.
- Unsuccessful Bidder's Bid security will be refunded within One twenty days (120) days from the award of work to the successful bidder.
- The successful Bidder's Bid security will be discharged upon the Bidder signing the contract/Agreement and furnishing the Performance Bank Guarantee.
- The Bid security may be forfeited at the discretion of DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH, on account of one or more of the following reasons if:
- The Bidder withdraws their Bid during the period of Bid validity.
- Bidder does not respond to requests for clarification of their Bid.
- Bidder fails to co-operate in the Bid evaluation process,
- Bidder is found to be involved in fraudulent and corrupt practices and
- In case of a successful Bidder, the said Bidder fails:
  - To sign the Agreement in time
  - To furnish Performance Bank Guarantee
  - Is found to be involved in fraudulent and corrupt practice

### 5.3 Bid Document

The Bidder shall complete the Technical Bid and Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://tender.apecurement.gov.in/>. The bidder shall also complete the bid form and submit it along with the bid.

#### 5.4 Bid Prices

The Bidder shall indicate the prices in the format mentioned in the e-Tendering website [www.tender.apecurement.gov.in](http://www.tender.apecurement.gov.in)

Following points need to be considered while indicating prices:

- The Financial bid should include all applicable Indian duties & taxes like GST and other taxes which will be payable by the Client on the goods/ services (if any). Any way all the taxes may be mentioned separately along with Base price.
- The Bidder's separation of the price components will be solely for the purpose of facilitating the comparison of bids by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and will not in any way limit the Client's right to contract on any of the terms offered.
- Sharing of responsibility (between DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and the bidder) of procurement of various types of software shall be asunder:
  - The prices quoted shall be inclusive of license software required for actual running of product. (i.e. Application Server Software, database & other software required).
  - Bidder is expected to fill the rates/amount for all items in Financial Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.
  - The full IPR (Intellectual Property Rights) for the customized solution shall rest with the DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH.

#### 5.5 Bid Currency

All the Prices shall be quoted in Indian rupees only.

#### 5.6 Validity of proposal

- Proposals shall remain for a period of 180 days (one hundred eighty days) after the date of bid opening prescribed in the RFP. A proposal valid for shorter period DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may be rejected as non-responsive. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may solicit the bidders' consent to an extension of proposal validity (but without the modification in proposals).
- In exceptional circumstances, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may solicit the Bidder's consent to an extension of the period of validity. The request and the responses there to shall be made in writing. The Bid security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.
- Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections

**5.7 Preparation of Proposal**

- The proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.
- The proposal shall be typed or written in indelible ink (if required) and shall be initiated on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/Power of Attorney and shall accompany the proposal
- In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.
- The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
- Alteration/Recording/Deletion/Correction of any part in the Tender Document are not permitted. If found in any bid proposal, by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH be liable to be rejected without prior intimation to the bidder.
- Bidder is required to submit the complete proposal along with required forms etc., on <https://tender.apecurement.eov.in/>. The proposal shall be exactly according to the presented formats given in the portal. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification.
- The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

**5.8 Submission of proposal (Bids)**

- The Bidder shall submit the Technical Bid and a Financial Bid as per the format mentioned in the e-Tendering website. In addition the bidder should submit all the physical documents of all the technical bid (Off Line) also.
- Telex, Cable, e-mailed or facsimile bids will be rejected.

**5.9 Opening of Technical Bids by DEPARTMENT OF AGRICULTURE – GOVERNMENT OF ANDHRA PRADESH**

- DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will open all bids (only PQ cum Technical stage at the first instance), on the prescribed date in the presence of Bidders or their representatives who choose to attend, and at the following address: C&DA Office, Guntur, Andhra Pradesh — 522 004
- The bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening

being declared holiday for DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH office, the Bid shall be opened at the appointed time and location on the next working day.

- The bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH, at its discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- Bids and modification sent that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- Only the bidders qualified in the technical evaluation (Will be communicated by this office through mail) are eligible to participate in the Financial Bid. The Financial Bids should be submitted on line only.

#### **5.10 Clarification of Bids**

During evaluation of bids, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may, at its discretion, ask the Bidder for a clarification of its bid. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

#### **5.11 Preliminary Examination**

- DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- Prior to the detailed evaluation, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRAPRADESH will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, warranty. Applicable law and Taxes and duties will have deemed to be material deviations. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- If a Bid is not substantially responsive, it will be rejected by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and may subsequently be made responsive by the Bidder by correction of the non-conformity.
- Conditional bids are liable to be rejected

### **6. Evaluation Process**

- The Department will constitute a committee to evaluate the responses of the

Bidders (Purchase Committee/ Tender Evaluation Committee).

- The Committee constituted by the Department shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee
- The Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- The Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **6.1 Proposal evaluation**

6.1.1 Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposal will be treated as non-responsive, if a Proposal is found to have been:

- Submitted in manner not conforming with the manner specified in the RFP document.
- Submitted without appropriate EMD/SECURITY DEPOSIT as prescribed herein a Received without the appropriate or power of attorney
- Containing subjective/incomplete information
- Submitted without the documents requested in the checklist
- Non-compliant with any of the clause stipulated in the RFP
- Having lesser than the prescribed validity period.

The EMD/SECURITY DEPOSIT of all non-responsive bids shall be returned to the bidders.

6.1.2 All responsive Bids will be considered for further processing as below.

The Department will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

### **6.2 Commercial Bid Evaluation**

- The Financial Bids of technically qualified Bidders will be opened on the prescribed date.
- If a firm quotes NIL charges / consideration, the bid shall be treated as



unresponsive and will not be considered.

- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all the applicable taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.

### **6.2.1 Reverse Auction**

- On completion of evaluation process and opening of the commercial bids of technically qualified bidders, Spl Commissioner of Agriculture, Department of Agriculture, Andhra Pradesh reserves the right to negotiate, if needed, with the L1 bidder to reach agreement on all points and signing of contract.
- After the closing of financial bid, Reverse auction will be initiated with all the bidders. The bidders should get registered for reverse auction process on [www.konugolu.ap.gov.in](http://www.konugolu.ap.gov.in) portal. For any assistance bidders may contact 08645-246370 / 71 / 72 / 73 / 74
- Obtaining of Digital keys is the sole responsibility of the bidder. Updating digital key and renewal is also responsible of the bidder. Dept holds no responsibility for any lapses in obtaining or renewing of digital key for entering the Financial bid.
- Registration for Reverse auction is also responsible for bidder and department of Agriculture holds no responsibility.

### **6.3 Selection Method**

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre- Qualification Criteria and score at least 80 in the Technical Evaluation Criteria would be considered technically qualified. Price Bids of such technically qualified Bidders are allowed to participate in the financial bid through online.

### **6.4 Award of Contract**

On acceptance of Proposal for awarding the contract, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will notify the successful bidder in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the parties.

### **6.5 DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH's Right to Accept Any Bid and to reject any or All Bids**

DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for

DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH action.

#### **6.6 Notification of Awards**

- Prior to the expiration of the period of the bid validity, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- The notification of award will constitute the formation of the Contact.
- Upon the successful Bidder's furnishing of performance security DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will promptly notify each unsuccessful Bidder.

#### **6.7 Period of Contract**

The contract with the successful Bidder would be signed for a period of Three (03) Years that may be further extended for a period of Two (02) or more Years on similar Terms and Conditions. During the tenure of the contract no data on Cloud would be deleted without the written consent from DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH.

#### **6.8 Bidder's authorized signatory**

A Proposal should be accompanied by an appropriate board resolution or power of attorney the name of an authorized signatory of the Bidder stating that he is authorized to execute documents and to undertake any activity associated with the Bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

#### **6.9 Signing of Contract**

- DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will notify the successful Bidder that its bid has been accepted, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH will send the bidder the Contract Form, incorporating all the agreements between two parties.
- Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and send copy to DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH.

#### **6.10 Performance Bank Guarantee**

- The successful Bidder has to furnish 10% Security deposit in the form of Performance Bank Guarantee.
- The Performance Bank Guarantee (PBG) of an amount as mentioned in the Data Sheet has to be submitted within fifteen (15) working days of receipt of award valid up to 180 days beyond the expiry of contract.
- The PBG shall be denominated in Indian Rupees and shall be in the form of a DD/Bank Guarantee issued by any Scheduled Bank having branch at

Guntur. The draft of Performance Bank Guarantee is attached herewith.

- The proceeds of the Performance Bank Guarantee shall be payable to the Department as compensation for any loss arising from the bidder(s)'s failure to complete its obligations under the contract.
- The Performance Bank Guarantee will be discharged by the Department and returned to the bidder(s) on completion of the bidder's performance obligations under the contract.
- In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Bank Guarantee, rendering the same valid for the duration of the contract, as amended for further period.
- No interest shall be payable on the PBG amount. DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

#### **6.11 Confidentiality**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

#### **6.12 Disqualification**

- DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has:
- Submitted the Proposal documents after the response deadline.
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- Submitted a proposal that is not accompanied by required documentation or is non- responsive.
- Failed to provide clarifications related thereto, when sought.
- Declared ineligible by the Government of Andhra Pradesh, or any of the departments in the Andhra Pradesh State Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid.
- Submitted a proposal with price adjustment/variation provision.

#### **6.13 Binding Clause**

All decisions taken by DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH regarding the processing of this

tender and award of contract shall be final and binding on all parties concerned.

#### **6.14 Deviations**

The bidder shall not be allowed to make any deviation whatsoever from the terms and condition and technical specifications specified in the Bid. Bidder has to submit his self-declaration for the same.

#### **6.15 Confidentiality**

- Any attempt by a Bidder to influence DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH in the evaluation of the bids or Contract award decisions may result in the rejection of its bid.
- If any Bidder wishes to contact the DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH during/after opening of the Bid to award of contract. He may do so in writing.

#### **6.16 Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Courts at Guntur only.

#### **6.17 Indemnity**

The successful bidders/successful Bidder shall indemnify, protect and save DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components CSP services rendered under this Bid.

#### **6.18 Force Majeure**

The successful Bidder shall not be liable for forfeiture of its Performance bank security Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of Government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises; the Bidder shall promptly notify the authorized representative of C&DA in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of C&DA in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **6.19 Limitation of Liability**

The maximum aggregate liability of successful bidder shall not exceed the order value.

#### **6.20 Taxes & Duties**

- GST, if applicable, should be shown separately in bid price and shall be paid by the Purchaser separately on prevailing rates. All other taxes, duties, license fee and levies shall be including in the bid price.
- TDS, if applicable for any tax, shall be done as per law in force at the time of execution of the contract.
- If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected proposer in India, the Purchaser shall use its best efforts to enable the successful/ selected proposer to benefit from any such tax savings to the maximum allowable extent.

#### **6.21 Corrupt /Fraudulent Practices**

The Purchaser requires that the Bidders under this Bid should observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

- Corrupt Practice “means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, procurement process or in contract execution;
- In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.
- “Fraudulent practice” means a misrepresentation of facts in order to influence award of contract or a procurement process or an execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of the free and open competition;
- The Purchaser will suspend the award of contract if prima-facie it is established that the vendor had engaged in corrupt or fraudulent practices in competing for the contract in question.
- The Purchaser will declare a Bidder ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

#### **6.22 Resolution of Disputes**

- DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and the selected Bidder 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.

- If, after thirty (30) days from the commencement of such informal negotiations, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH and the selected Bidder have been unable to amicably resolve dispute in connection with or arising out of the contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, then the Principal Secretary, Government of Andhra Pradesh, Department of Science & Technology will be appointed as sole arbitrator. The dispute would be resolved as per the Arbitration & Conciliation Act and the award made there under shall be final and binding upon the parties hereto, subject to the legal remedies available under the law. The place of arbitration shall be Guntur and all legal disputes are subject to the jurisdiction of Courts of district Guntur only.
- In case the issues are not resolved in the arbitration proceedings then any further legal action by the parties shall be restricted to the jurisdiction of the Court in Guntur.

#### 6.23 Notices

- Any notice or other document which may be given by either Party under this Agreement or under the SLA shall be given in writing in person or by pre-paid recorded delivery post, email or by facsimile transmission.
- In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below:

<Insert Address>

Tel: Fax: Email: Contact:

With a copy to:

Implementation Agency Tel: Fax: Email:

Contact:

In relation to a notice given under the MSA/SLA, a Party shall specify the Parties' address for service of notices, any such notice to be copied to the Parties at the addresses set out in this Clause.

- Any such notice or other document shall be deemed to have been given to the other Party (or, if relevant, its relevant associated company) when delivered {if delivered in person) if delivered between the hours of 9.00 am and 5.00 pm at the address of the other Party set forth above or if sent by fax, provided the copy fax is accompanied by a confirmation of transmission, or on the next working day thereafter if delivered outside such hours, and 7 days from the date of posting (if by letter)
- Either Party to this Agreement or to the SLA may change its address, telephone number, facsimile number and nominated contact for notification

purposes by giving the other reasonable prior written notice of the new information and its effective date.

#### **6.24 Limitation of Liability**

Except in cases of gross negligence or wilful misconduct: -

- neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Selected agency to pay liquidated damages to the Purchaser; and
- The aggregate liability of the selected proposer to the Purchaser, whether under the Contract, in offence, or otherwise, shall not exceed the amount specified in the Contract.
- The maximum aggregate Liability of bidder shall not exceed the annual bill value or average annual bill value in case one year is not completed.

#### **6.25 Liquidated Damages**

Time is the essence of the Agreement and the delivery dates are binding on the implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go- Live, for causes solely attributable to the implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10a of the Invoice value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.

#### **6.26 Termination**

##### **6.26.1 Termination for Default**

- Purchaser may, without prejudice to any other remedy for breach of contract, by written 30 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part. The Bidder is not liable to claim any loss/damage.
- If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.
- In the event that Purchaser terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay Purchaser for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

## 7. Tech specifications

S. No	Service Description	QTY	Min vCPU	Min RAM (GB)	Operating System to be included	Disk Size (GB)	Specifications
1	Cloud Virtual Machine (App Server 1)	1	16	32	Windows Server Standard (64-bit)	400	<p>VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2</p> <p>Disk space provided should be SSD with minimum 3 IOPS per GB.</p> <p>App Server 1 and 2 should be configured across geographically separate data centres in an active-active manner and should be in load balancing mode.</p> <p>In case of failure of one VM, all traffic should be diverted to another VM automatically.</p> <p>Shall also include the required Licenses for OS &amp; Application, Support Subscription, Installation and Configuration and Change Management charges per Month.</p>
2	Cloud Virtual Machine (App Server 2)	1	16	32	Windows Server Standard(64-bit)	400	<p>VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2</p> <p>Disk space provided should be SSD with minimum 3 IOPS per GB.</p> <p>App Server 1 and 2 should be configured across geographically separate data centres in an active-active manner and should be in load balancing mode.</p> <p>In case of failure of one VM, all traffic should be diverted to another VM automatically.</p>



3	Cloud Virtual Machine (Load Balancer)	1	16	32	Linux	200	<p>VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2</p> <p>Disk space provided should be SSD with minimum 3 IOPS per GB.</p>
4	Database Server (Postgre SQL)- Relational Database as a Service with Postgre SQL	1	16	64	Enterprise Linux (RHEL / SLES) with support Subscription As per CSP.	400	<p>VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2</p> <p>Disk space provided should be SSD with minimum 3 IOPS per GB.</p> <p>CSP Provided Platform as a service for Postgre SQL with automated administration tasks such as hardware provisioning, database setup, patching and backups and the required Change Management within the Database.</p>
5	Elasticache or Equivalent	1	16	64	NA	NA	<p>CSP Provided Platform as a service.</p> <p>Fully managed Redis and Memcached with sub- millisecond response time.</p> <p>Shall also include the required Licenses for OS &amp; Application, Support Subscription, Installation and Configuration and Change Management charges per Month.</p>
6	Cloud Virtual Machine (Storage Server)	1	16	32	Windows Server Standard(64-bit) With Unlimited CALs	5100	<p>VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2</p> <p>Disk space provided should be SSD with minimum 3 IOPS per GB.</p> <p>Shall also include the required Licenses for OS &amp; Application, Support Subscription, Installation and Configuration and Change Management charges per Month.</p>

7	Cloud Front or Equivalent	3 TB / Month	NA	NA	NA	NA	Content delivery network (CDN) service that securely delivers data, videos, applications, and APIs to customers globally with low latency and high transfer speeds	
8	Disk Space	NA	NA	NA	NA	NA	Disk space indicated above is as per the current requirement. However, CSP should offer ability to provision additional SSD block storage in increments of 1 GB or lower.	
9	Cache Server	1	16	64	Enterprise Linux (RHEL / SLES) with support Subscription As per CSP.	400	VM Instance with Intel Xeon Sky lake / Cascade Lake Processor 3.1 GHz or higher. Physical core to vCPU ratio should not be more than 1:2  Shall also include the required Licenses for OS & Application, Support Subscription, Installation and Configuration and Change Management charges per Month.	
10	CSP Provided Business Support	1	NA	NA	NA	NA	24x7 access to CSP Cloud Support Engineers via phone, chat, and email	
11	Operations & Maintenance						Manpower to maintain the entire Infrastructure and monitor all the cloud resources. (List of resources as a supporting Document)	
12	Network Bandwidth (Download + Upload if any, CSP Side)	Lumpsum						CSP Shall clearly specify regarding the Required Bandwidth (Download + Upload) for  a) uploading Two (2) Videos daily from the Head Office to the Cloud Storage  and  b) To download the same from Cloud Storage by the 10641 LFD Units each with 1Gbps Internet Service from AP SFL or Local ISP.

1 3	Additional Bandwidth Charges (if any, CSP Side)	NA	NA	NA	NA	NA	However CSP should offer ability to provision additional bandwidth in increments of 100MB or lower.
1 4	Monthly Data limit (Download + Upload if any, CSP Side)	Lumpsum					CSP Shall clearly specify regarding the Required Monthly Data limit for  a) uploading Two (2) Videos daily from the Head Office to the Cloud Storage  and  b) To download the same from Cloud Storage by the 10641 LFD Units each with 1Gbps Internet Service from AP SFL or Local ISP.
1 5	Monthly Data limit (Download + Upload if any, CSP Side)	NA	NA	NA	NA	NA	However CSP should offer ability to provision additional Data in the increments of 10MB or lower.
1 6	Monthly Data limit (Download + Upload if any, CSP Side)	NA	NA	NA	NA	NA	However CSP should offer ability to provision additional Data in the increments of 10MB or lower.
1 7	Cloud Security and Governance to be included						Network Firewall Service for inbound and outbound web filtering, Intrusion Prevention  Web application firewall (WAF) service to protect web applications against common web exploits that may affect availability, compromise security, or consume excessive resources  Managed Distributed Denial of Service (DDoS) protection service that safeguards applications running on the cloud environment  Managed threat detection service that continuously monitors for malicious activity and unauthorized behaviour to protect

							<p>the cloud environment.</p> <p>Identity and Access Management (IAM) to manage access to cloud environment securely.</p> <p>Automated security assessment service that assesses applications for exposure, vulnerabilities, and deviations from best practices.</p> <p>Monitoring and observability service built which provides data and actionable insights to monitor the applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health.</p>
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**7.1 UNPRICED BILL OF MATERIAL**

Bidder to Submit the un priced Bill of Material as part of Technical Bid in the below format. Please note that all the price items indicated in the technical requirement should be offered. Absence of any of the line item shall be considered as incomplete bid and shall lead to disqualification

S. No	Service Description	QTY	Bidder compliance to specifications (Yes / No)	Description of CSP Service Offering with Cross reference to Public URLs
1	Cloud Virtual Machine (App Server 1)	1		
2	Cloud Virtual Machine (App Server 2)	1		
3	Cloud Virtual Machine (Load Balancer)	1		
4	Relational Database as a Service with PostgreSQL	1		
5	Elasticache	1		
6	Cloud Virtual Machine (Storage Server)	1		

7	Cloud Front	3 TB / Month		
8	Disk Space	NA		
9	Cache Server	1		
10	CSP Provided Business Support	Lumpsum		
11	Operations & Maintenance	Lumpsum		
12	Network Bandwidth (Download + Upload if any, CSP Side)	Lumpsum		
13	Additional Bandwidth Charges (if any, CSP Side)	NA		
14	Cloud Security and Governance to be included	Lumpsum		

**8. Commercial Sheet**

S. No	Service Description	QTY	Min CPU	Min RAM	Operating System to be included	Disk Size (GB)	Price Per Month (INR)	Price for 1 Year (INR)
1	Cloud Virtual Machine (App Server 1)	1	16	32	Windows Server Standard (64-bit)	400		
2	Cloud Virtual Machine (App Server 2)	1	16	32	Windows Server Standard(64-bit)	400		
3	Cloud Virtual Machine (Load Balancer)	1	16	32	Linux	200		
4	Relational Database as a Service with PostgreSQL	1	16	64	NA	400		
5	Elasticache	1	16	64	NA	NA		
6	Cloud Virtual Machine (Storage Server)	1	16	32	Windows Server Standard(64-bit)	5100		

7	Cloud Front	3 TB	NA	NA	NA			
8	Disk Space	NA	NA	NA	NA			
9	Cache Server	1	16	64	Enterprise Linux (RHEL / SLES) with support Subscription	400		
10	CSP Provided Business Support	1	NA	NA	NA			
11	Bidder Managed Services	1	NA	NA	NA			
12	Network Bandwidth (Download Upload Side) +	1	NA	NA	NA			
13	One-time implementation	1	NA	NA	NA			
14	GRAND TOTAL							

## 9. Scope of work

The Government of Andhra Pradesh established 10641 Rythu Bharosa Kendralu (RBKs) in all Gram Panchayat Secretariats by integrating Agri Input shops and Farmer Knowledge Centers with an aim to supply quality inputs in the village and to disseminate the knowledge pertaining to Agriculture and Allied departments to the farmers through these centers. The RBK centers make available multi-brand Quality Agricultural inputs to farmers at right price, right time at village level. Each Rythu Bharosa Kendram provided with a Digital signage enable Smart TV to provide technical content to farmers. Samsung smart TV with Digital Signage (Magic Info) feature is procured through GeM Portal and supplied to all RBKs.

The Technical content shall be pushed to all 10,641 RBKs at a time without any technical problems and Live streaming of programmes to be possible.

In view of the above, Commissioner of Agriculture, Department of Agriculture, Government of Andhra Pradesh intends to procure Cloud based Digital signage solutions for the 10641 Smart TVs. A Cloud Service Provider or Cloud Service Provider Authorized agency shall be selected through a tender process, to provide Cloud based Digital signage solutions for all the Rythu Bharosa Kendralu established across the State.

**10. Payment Terms/ Schedule and Service Level Agreements**

The payments may be made at the end of each month based on the actual usage of the services and as per the "Unit Costs" under the commercial quote.

- After the satisfactory completion of work/service the payment shall be made after the verification of payment amount by Steering Committee, DEPARTMENT OF AGRICULTURE - GOVERNMENT OF ANDHRA PRADESH, Guntur.
- The payment will be made after the measurement of the compliance of the service provider to contractual terms and conditions, SLAs, penalties and access payment (if any).

**11. Bidder information sheet**

S. No.	Particulars	Details	Page no. (for any attachment)
1.	Name of the Entity / Organization		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence Address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number Email		
5.	Financial Turnover	FY 17-18: FY 18-19: FY 19-20:	
6.	Year and Place of the establishment of the entity/organization		
7.	GST Registration details		
8.	Details of the offices present in Andhra Pradesh, if any		

**12. Checklist for Eligibility / Qualification Criteria Compliance**

S. No.	Eligibility & Tech Qualification Criteria	Documents to be Provided	Compliance Yes/No)	Reference Document Page Number
1.	<<PQ Criteria 1>>	<<Documents as per PQ Criteria 1>>		

2.	<<PQ Criteria 2>>	<<Documents as per PQ Criteria 2>>		
3.	<<TQ Evaluation Criteria 1>>	<<Documents as per TQ Criteria 1>>		
4.	<<TQ Evaluation Criteria 1>>	<<Documents as per TQ Criteria 1>>		
5.				
6.				

**13.Project Details Template**

SI No	Item	Details
1	Name of the project/ Client	
2	Work Order / Contract No.	
3	Contract Value (In Lakhs)	
4	Client Details	
5	Name, Title & Address of the Client who can be Contacted	
6	URL	

Covering Letter (Bid Form)(To be submitted on the letter head of the bidder}

Self-Declaration (To be submitted on the letter head of the bidder}



**Annexure – Bid Submission Formats**

**Annexure – 1  
Technical Specifications Compliance sheet**

The **Technical Specifications Compliance** sheet provided under Section 7 of this Tender document has to be filled, sealed and signed by authorized signatory of the bidder and uploaded along with the Technical bid. Failure to submit the compliance sheet or bids with incomplete compliance sheet may be rejected by Commissioner of Agriculture, Department of Agriculture, Andhra Pradesh.

Annexure – 2:

**TENDER FORM**

Date:

Tender No:

To,  
The Commissioner of Agriculture,  
Department of Agriculture,  
Chuttugunta Center, Guntur - 522004  
Andhra Pradesh.

Sir,

Having examined the Tender Documents including Corrigendum / Addendum Nos.....  
[insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned,  
offer to implement the Cloud Services\_\_\_\_\_ (*Description of Goods and Services*) in  
conformity with the said tender documents for the sum stated in the e-Procurement portal for  
this tender.

We undertake, if our tender is accepted, to offer the services in accordance with the Project  
Deliverables, Project Duration & Timelines.

If our tender is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10%  
percent of the total Contract Price for the due performance of the Contract, in the form  
prescribed in this tender.

We agree to abide by this tender for the Tender validity period and it shall remain binding  
upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender, together with your written  
acceptance thereof and your notification of award, shall constitute a binding Contract  
between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above  
contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any tender you may receive.

We clarify/confirm that we comply with the eligibility requirements as per clauses of the  
tender.

Dated this ..... day of ..... 2020

---

(Signature) (in the capacity of)

Duly authorized to sign Tender for and on behalf of \_\_\_\_\_

**Annexure – 3:  
Turnover**

*[Auditor's certificate shall be issued by the Chartered Accountant Firm/Chartered Accountant who regularly audit the Company's accounts]*

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that the annual turnover furnished by << COMPANY NAME >> for last 3 years i.e. 2017-18, 2018-19 and 2019-20 as below. This is as per the Statement of Accounts which has been duly verified by me and found correct.

<b>Financial year</b>	<b>Total Turnover of the Company (Rs. in Lakhs)</b>
2017-18	
2018-19	
2019-20	

Chartered Accountant Name:

Signature:

Seal:

Annexure – 4

Commercial Bid through Online at [www.apecurement.gov.in](http://www.apecurement.gov.in)

Undertaking on Not Being Black-Listed  
(On company letter head)

**Undertaking on Not Being Black-Listed**

**Date: dd/mm/yyyy**

To,  
The Commissioner of Agriculture,  
Department of Agriculture,  
Chuttugunta Center, Guntur - 522004  
Andhra Pradesh.

Sir,

Sub.: Undertaking on not being blacklisted.

Ref.: Tender No: <TENDER REFERENCE NUMBER> dated <DD/MM/YYYY>

We hereby confirm that << COMPANY NAME >> is not blacklisted by the Government of Andhra Pradesh or any of its agencies for any reasons whatsoever and not blacklisted by Central / any other State / UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on date of publishing of this tender.

Yours faithfully,

Authorized Signatory

Name of Signatory:

Date:

Place:

Note: This undertaking should be on the letter head of the bidder and should be duly signed and sealed by the authorized signatory of the bidder.

Undertaking on Acceptance of Terms and Conditions in Tender  
(On company letter head)

**Undertaking on Acceptance of Terms and Conditions in Tender**

**Date: dd/mm/yyyy**

To,  
The Commissioner of Agriculture,  
Department of Agriculture,  
Chuttugunta, Guntur - 522004  
Andhra Pradesh.

Sir,

Sub.: Undertaking on acceptance of terms and conditions of this Tender.

Ref.: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

I have carefully gone through the Terms & Conditions contained in this tender document.

I hereby confirm that all the provisions of this tender Document& Corrigendum / Addendum issued are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signatory

Name of Signatory:

Date:

Place:

Note: This undertaking should be on the letter head of the bidder and should be duly signed and sealed by the authorized signatory of the bidder.

Undertaking on litigation(s)  
(On company letter head)

To,  
The Commissioner of Agriculture,  
Department of Agriculture,  
Chuttugunta Center, Guntur - 522004  
Andhra Pradesh.

**Undertaking on litigation(s)**

This is to certify that << COMPANY NAME >> is not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this Tender.

Yours faithfully,

Authorized Signatory

Name of Signatory:

Date:

Place:

Note: This undertaking should be on the letter head of the bidder and should be duly signed and sealed by the authorized signatory of the bidder.

Format for Performance Bank Guarantee (PBG)

**Performance Bank Guarantee (PBG)**

To,  
The Commissioner of Agriculture,  
Department of Agriculture,  
Chuttugunta Center, Guntur - 522004  
Andhra Pradesh.

WHEREAS ..... (Name of Supplier)

hereinafter called "the Supplier" has undertaken , in pursuance of Contract No.....  
dated,..... 2020 to supply.....(Description of  
Goods and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall  
furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as  
security for compliance with the Supplier's performance obligations in accordance with the  
Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of  
the Supplier, up to a total of ..... (Amount of the  
Guarantee in Words and Figures) and we undertake to pay you, upon your first written  
demand declaring the Supplier to be in default under the Contract and without cavil or  
argument, any sum or sums within the limit of ..... (Amount of Guarantee)  
as aforesaid, without your needing to prove or to show grounds or reasons for your demand  
or the sum specified therein.

This guarantee is valid until the .....day of.....2020.

Signature and Seal of Guarantors

.....  
.....  
.....

Date.....2020

Address:.....

.....  
.....



**SECTION 3: DRAFT CONTRACT AGREEMENT**

**THIS AGREEMENT** made the .....day of....., 2020 between..... (Name of purchaser) of..... (Country of Purchaser) (here in after called "the Purchaser") of the one part and..... (Name of Service Provider) of..... (City and Country of Service Provider) (here in after called "Service Provider") of the other part:

**WHEREAS**, the Purchaser is desirous that certain Cloud based Services viz. (Brief Description of Services) and has accepted a tender by the Supplier for the implementation of services in the sum of..... (Contract Price in Words and Figures) (here in after called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - a) this Tender document no \_\_\_\_\_
  - b) all corrigendum / addendum published for this tender
  - c) the Tender Form and the Price Schedule submitted by the Bidder;
  - d) the Schedule of Requirements;
  - e) the Technical Specifications;
  - f) the General Conditions of Contract;
  - g) the Special Conditions of Contract; and
  - h) Technical Bid, Commercial Bid & other letters (if any) from vendor accepting abidance to the tender conditions.
  - i) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the services which shall be supplied/ provided by the Supplier are as under:

(Information for Bidders it should not uploaded in e-Portal)

<b>S. No.</b>	<b>BRIEF DESCRIPTION OF SERVICES</b>	<b>UNIT PRICE</b>	<b>TOTAL PRICE</b>	<b>DELIVERY TERMS</b>

**TOTAL VALUE:**

**DELIVERY SCHEDULE:**

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

Said..... (For the Purchaser)

in the presence of: .....

Signed, Sealed and Delivered by the

Said..... (For the Supplier)

in the presence of:.....