

भारत सरकार

मूल्यांकन महानिदेशालय

(केन्द्रीय उत्पाद एवं सीमाशुल्क बोर्ड)

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DIRECTORATE GENERAL OF VALUATION
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F.No.VAL/NIDB/15/2011

Mumbai, the 12 ~~June~~ ^{July} 2011

QUOTATION NOTICE

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12/7/2011

Quotations are invited from the interested vendors for maintenance of Mulyaankan* software used for development of National Import Database (NIDB) in the Headquarters Office of the Directorate General of Valuation at Mumbai.

SCOPE OF THE SYSTEM

The agreement covers the entire suit of software including:

- i. Receipt of Data, both from EDI and Non-EDI locations.
- ii. Data Loading
- iii. Run analysis.
- iv. Generating data for transmission & loading on the website.
- v. Generation of various reports & extraction of data from the database.
- vi. Issues related to changes/modification/upgradation of 'Item Profile'[†] of Mulyaankan Software
- vii. Review/changes/alteration/modification/upgradation of analysed output
- viii. The scope of this agreement 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 Mulyaankan or NIDB including, Microsoft Windows Operating

* Mulyaankan 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.

[†] Item Profiling is a method used to help the system correctly identify a homogeneous set of records.

System, Oracle 9i Database System, and Microsoft Office Suite (including Microsoft Excel and Microsoft Access etc.).

SERVICES TO BE PROVIDED:

I. Bug fixes and installation problems

The vendor shall be liable for fixing all bugs reported by DOV in the Mulyaankan (NIDB) software. The vendor shall also be required to solve any bugs which may crop up during the operation/ installation of the Mulyaankan software.

II. Development of new features

DGOV may request the vendor for developing any new feature and the vendor will do the same 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. Dropping already existing features in the existing Mulyaankan software
2. Adapting the Mulyaankan software to new Operating System, and/or a new server.

III. RMS:

RMS or risk management system is an output derived based on certain criteria from the output of mulyaankan software. DGOV is presently having a utility program developed by the previous vendor. Whether to use the said software or develop new software shall be the discretion of the new vendor. It is suggested that the new vendor before quoting the rate for RMS, understand the process and requirement of the department.

IV. 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.

V. Other Services:

- i) Training of DGOV's officers to enable them to use the mulyaankan software independently.

- ii) Changes in user manual to be documented.

VI. Hardware:

Mulyaankan software is installed on a server having the following configuration: Intel Xeon 3.00 Ghz (Dual core), 3.0 GB RAM, 4 x 72 GB SCSI HDD, Microsoft Windows Server 2003.

The vendor shall maintain server hardware.

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

V. Support Services.

Support services to address all issues relating to proper implementation of Mulyaankan 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) Scheduled : There will also be a fortnightly visit of the vendor's Engineers to DGOV premises and
- iii) Unscheduled: Additional visit has to be made in case of unresolved issues or where urgent trouble shooting is required.

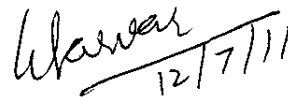
TERMS AND CONDITIONS:

1. Interested vendors shall apply quoting the charges for maintenance of Mulyaankan software (NIDB) for a period of three year, which shall be renewed every year.
2. Any clarification, queries, requirements of the vendor shall be settled before 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. A pre-bid conference with the vendors shall be held with the officials of DGOV on 22.07.2011 at 11:30 am.
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.
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 two month notice.
10. In case of any disputes the decision of Commissioner (Valuation), DGOV, Mumbai shall be final and binding.
11. If vendor fails to perform any of its obligations as per the provisions then a penalty at the rate of 0.1 % (of total AMC amount) per day will be imposed.

12. Vendor should have at least 5 years experience in maintenance of software/ database on Oracle. They are required to submit proof of experience alongwith bid.
13. The vendor shall also furnish the Service Tax Registration Number and addresses of the Central Government Office where such/similar services are being provided along with details thereof. Further the successful bidder would be required to comply with all the legal requirements during the period of contract.
14. Interested parties are requested to submit 'technical bid' and 'commercial bid' separately in sealed envelops. The two bids shall be enclosed in one envelope. The technical bids will be opened first on 02.08.2011 (11: 30 am.). Commercial bids of parties who do not qualify under 'technical bids' shall not be entertained. Representatives of parties may be present at the time of opening tenders if they so desires.
15. The quotation (technical and commercial) marked clearly on top 'Tenders for Mulyaankan software' and enclosed in one envelope shall be submitted in a sealed cover to the Headquarters Office at Mumbai, on or before 01.08.2011 (03: 30 pm). The Commissioner (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 Commissioner.


12/7/11

(Gyan Sarvar)

ADDITIONAL COMMISSIONER

Copy:

1. Website of DGOV.
2. Notice Board.