



**Chennai Metro Rail Limited**  
**(A Joint Venture of Govt. of India and Govt. of Tamil Nadu)**

NIT. No.: CMRL/MMD/501/P-095/TEN/2015

Date: 11.12.2015

To,

**Sub: Invitation of sealed quotation for “Procurement of Special server computer with special software tools for failure analysis”**

Chennai Metro Rail Limited (CMRL) is a Joint Venture of Government of India (GoI) and Government of Tamil Nadu (GoTN) for implementation of Metro Rail project in Chennai City. Sealed quotations are invited from the agencies for the item “**Procurement of Special server computer with special software tools for failure analysis**” with following details:-

Sr. No.	Name of the Item	Qty.	Specifications.
01	Special server computer with special software tools with 5 users terminals	01 server with 5 users	Detailed technical specification attached in <b><u>Annexure -A</u></b>

**1. BID SECURITY (EMD - EARNEST MONEY DEPOSIT):**

- i. The EMD shall be made payable without any condition to the CMRL. A demand draft in favour of “**Chennai Metro Rail Limited**” payable at Chennai should be submitted along with the bid as bid security, for the amount of ***Rs. 14,500.00/- (Rupees – Fourteen Thousand Five Hundred Only)***.
- ii. All tenderers (including those who possess NSIC, SSIC, etc certificate holders) should submit EMD along with the bid documents. Any bid document submitted without the EMD in the approved form will be summarily rejected. ***No interest is payable for the EMD amount.***
- iii. Bid securities of the unsuccessful bidders will be returned at the earliest after expiry of the final bid validity & latest on or before the 30<sup>th</sup> day after the award of the contract.
- iv. EMD of successful bidders will be returned back within 30 days of delivery of items.
- v. EMD of the bidder shall stand forfeited if he revokes or cancels his tender after submission or vary any terms thereof without the consent of the CMRL.

**2. Special Condition:**

- i. The agency should submit the brochure for the quoted product & technical compliance statement (annexed in **Annexure –B**). If any deviation, same should be mentioned clearly.
- ii. Annual Maintenance of the Server and the software to be carried out by the agency for one year from the date of commissioning of the system.

### 3. **Experience:-**

The agency should have been successfully supplied and commissioned in at least two railway/ metro / transportation related works of FRACAS software of latest version (necessary documents should be submitted along with the bid as proof of experience).

### 4. **Bid Price:**

The prices should be quoted in Indian Rupees with delivery of item at CMRL failing which the bid would be rejected. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.

- Any variation arises between the Unit Rate and the corresponding quoted Total Cost then the Unit Rate will prevail for calculating the Total Cost.
- In case of any discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.
- Conditional bids would be summarily rejected.
- Price should be quoted as per price schedule attached at **Annexure –C.**

### 5. **Warranty & Guaranty.**

One Year warranty / Guaranty from the date of completion of commissioning of the tool being supplied should be given in the form of certificate indicating the warranty period along with the terms & conditions for the Warranty / Guaranty.

### 6. **Delivery Period:**

The delivery of Server and Implementation of software should be within **four weeks** from the date of reception of Purchase Order.

### 7. **Evaluation of Quotation:**

- a. The quotations would be evaluated and compared based on the substantial responsiveness to the technical specifications and commercial conditions set out in bidding documents and which are properly signed confirming the terms and conditions.
- b. The tender will be evaluated on “Total bid price”, which is the total value as per **price schedule.**
- c. Any decision of CMRL will be binding and final. No representations will be entertained in the matter of selection of the L1.

### 8. **Performance Bank Guarantee:**

- i. To ensure due performance of the contract, Performance Security is to be given by the successful bidder awarded to the contract.
- ii. Performance Security will be 5% of the value of the contract. Performance Security may be furnished in the form of an account payee demand draft, fixed deposit receipt from a commercial bank, bearing CMRL name, irrevocable bank guarantee deemed in a prescribed form.

- iii. Within 10 days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security form provided in the bidding documents.
- iv. Performance Security should remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
- v. The proceeds of the performance security shall be payable to the CMRL as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- vi. If the successful Bidder fails to furnish a Performance Bank Guarantee, then the Earnest Money Deposit shall be liable to be forfeited by the Purchaser.

**9. Payment Terms:**

100% payment would be released through RTGS within thirty days on receipt and acceptance of items against the following documents:

- a) Original invoice duly signed by the authorized signatory
- b) Item Acceptance Certificate duly signed and sealed from authorized representative of CMRL after delivery of all the items in full quantity as mentioned in Purchase Order.
- c) PAN Card, Bank Account Details, Bank address & RTGS details of the Agency are to be forwarded along with the Invoice.

In case if you are registered under MSME Act, 2006, the copy of the registration certificate to be provided.

**10. Validity of Quotation:**

Quotation shall remain valid for a period of 90 days from the date of bid opening.

**11. Agency details:**

The Agency to fill in the vendor detail form enclosed with this Tender Document as Annexure-D and same may be forwarded along with quotation.

**12. Jurisdiction:**

The court of jurisdiction is Chennai. The English language shall be the official language for all purposes

**13. Acceptance of terms & conditions:**

Bidders are requested to submit the sealed and signed copy of this tender document along with quotation as acceptance of all terms & conditions.

**14. Quotation submission:**

Quotation should be submitted on or before the date & time mentioned below:

<i>Sr. No.</i>	<i>Particular</i>	<i>Schedule of tender opening</i>	
		<i>Date</i>	<i>Time</i>
1.	Last date for submission of bid document	<b>29.12.2015</b>	<b>1500 Hrs</b>
2.	Opening of Bid document	<b>29.12.2015</b>	<b>1530 Hrs</b>

You are requested to provide your offer in the sealed quotation addressed to

**“Manager (Depot -Mech),**

Chennai Metro Rail Limited, General Stores

CMRL depot, Poonamallee High Road,

(Opp. to Daniel Thomas School)

Koyambedu, Chennai – 107”

E-Mail – mmd.cmrl@tn.gov.in

**with “sealed Quotation for Procurement of Special server computer with special software tools for failure analysis & Do not open Before 1530 Hrs. on 29<sup>th</sup> December 2015” written on top of the envelope.**

We look forward to receiving your quotations and thank you for your interest.

**With regards,**

**Abbas. H**

**Manager (Depot -Mech)**

**For & on behalf of CMRL**

**Note:-** Quotation received after the stipulated time will not be accepted and considered. Bidders are advised to send their sealed bid preferably by Courier or in person at above address. CMRL will not be responsible for any postal delay

**Technical Specification**

<b>Sr. No.</b>	<b>Specification</b>
<b>A.</b>	<b>Name of the item.</b>
1.	Special Sever along with software tools with 5 user licenses. The software tool shall be the Failure Reporting Analysis and Corrective Action System (FRACAS) for reliability assessment and reporting as itemised below for the Rolling Stock of CMRL.
2.	a. XFRACAS entry level license for single entity for 5 named users, Part No. RS-XFRNUE of reliasoft or equivalent.
3.	b. XFRACAS Go – live implementation services part no. RS-XFRLIVE of reliasoft or equivalent.
4.	c. XFRACAS server with server software and standard accessories, part no. RS-XFRSER of reliasoft or equivalent.
5.	d. UPS of reputed brand with two hours minimum back up for the server computer.
<b>B.</b>	<b>Experience</b>
1.	FRACAS software of latest version should have been successfully supplied and commissioned in atleast two railway/ metro / transportation related works.
<b>C.</b>	<b>Technical Specifications</b>
1.	It shall be a web-based system working with SQL Server or ORACLE database.
2.	It shall support provision to add multiple entities at later stage.
3.	It shall support the entire incident management process from initial development stages to complete tracking of field units.
4.	It shall support tracking of issues for serialized systems, generic system configurations (non-serialized system configurations) or even processes.
5.	It shall support Failure Reporting, Analysis and Corrective Action process management, Safety process management, Non-conformance process management, CAPA process management, Risk Reduction Management, Risk Assessment Process, Process Control System, Incident Reporting System, Corrective Action System, Quality Management, Reliability Management
6.	It shall provide full support for failure reporting, analysis and corrective action activities at any stages in the product life cycle, from cradle to grave.
7.	It shall include complete support for Failure Reporting, Analysis and Corrective Action activities and a configurable array of problem resolution processes, from 4 to 8 steps, such as the four step DCOV process, the five steps Six Sigma DMAIC process or the eight step 8 Disciplines (8D) method.
8.	It shall address data capture and management deficiencies to provide timely and accurate product reliability, quality and data safety.
9.	It shall streamline incident reporting and problem resolution activities.

Sr. No.	Specification
10	It shall automatically assign the incident to the person responsible.
11	It shall support complete system configuration management and part tracking from the original Bill of Materials, through part repairs and replacements, to detailed failure analysis and remanufacturing parts.
12	It shall provide a closed-loop system for managing corrective actions.
13	It shall provide full history of customer issues and valuable information for troubleshooting.
14	It shall provide a complete array of resources necessary to provide effective customer support.
15	It shall track the configuration of a serialized system from commissioning through repairs to retirement.
16	It shall track Failure Analysis investigations performed on returned parts.
17	It shall provide a complete record of the organization's response to a particular failure.
18	It shall provide team-based problem resolution using the Problem Resolution Report to resolve the underlying problem.
19	It shall configure the problem resolution methodology from 4 to 8 steps (8D process).
20	It shall provide tracking and managing issues from the initial report through troubleshooting and problem resolution, to final review and approval.
21	It shall provide automated e-mail notifications for corrective actions.
22	It shall support the attachment of supplementary documents and also establish links between related records within the system.
23	It shall contribute to design improvements, faster product release, better service and enhanced customer satisfaction.
24	It shall support users at multiple locations to report failures, incidents, issues and/or suggestions and to view information reports by other users.
25	It shall provide extensive configuration utilities that allow the user to control the look and feel of user interfaces to meet organization's particular needs, including the ability to capture the additional reliability analysis.
26	It shall facilitate the support for creating custom fields by selecting the type, the name of the field and its position in the interface.
27	It shall support to determine what the system's predefined fields will be called and, for optional fields, to choose whether they will be included in the interface.
28	It shall support to import the user account information from MS Excel or Active Directory.
29	It shall provide personalized portal to each user for quick access to system tools and at-a-glance view of all that the issues the user needs to work on.
30	It shall provide a flexible array of options for managing user accounts and assigning an extensive array of user permissions to allow exact level of access that is appropriate for each user.
31	It shall provide new administrative capabilities, including the option to associate user groups with the Microsoft Active Directory security groups that your organization already maintains and more flexibility for import scheduling.
32	It shall support integration with other Synthesis Platform applications such as Reliability Growth Analysis of FRACAS data.

Sr. No.	Specification
33	It shall support integration for life data analysis of FRACAS data.
34	It shall also support sharing the system configuration and failure mode/cause data between software.
35	It shall provide access to search the system for specific information and export query results to Microsoft Excel, Microsoft Access, Text, XML, Oracle, SQL Server and any database with an OLE DB connection.
36	It shall support dashboard charts to present information graphically and shall facilitate to drill down to greater levels of detail.
37	It shall support print preview capabilities for Customer Support Information records and projects. In addition, you can now add detail fields that create customized print previews for CSI, Failure Analysis, Incident, Problem and Project pages based on your own *.xslt files.
38	It shall support Third-Party Connectivity and Data Sharing
39	It shall support the Synthesis API - Transfer data and analyses between systems.
40	It shall support the Synthesis API - Leverage the analysis and plotting engines used in Synthesis
41	It shall support the Synthesis Enterprise Portal (SEP) <ul style="list-style-type: none"> <li>a) Share key analysis information using any web-enabled device</li> <li>b) Track, manage and update progress</li> </ul>
42	It shall include Go-Live implementation services for training of personnel handling the tool
43	Necessary server with server computer shall also be supplied
44	Annual Maintenance of the Server and the software to be carried out for 1 year from the date of commissioning of the system.
<b>D.</b>	<b>List of items to be supplied</b>
1	One Server with Windows server OS
2	SQL - Database Server
3	Software installation kit
4	UPS for 2 hours back-up
<b>E.</b>	<b>Warranty/Guaranty</b>
1	1 year Warranty from the date of completion of commissioning of the tool

Signature & Stamp of the Bidder  
Date

**Technical Compliance****Annexure – B**

<b>Sr. No.</b>	<b>Specification</b>	<b>Compliance (Yes/No)</b>	<b>Deviation (If any)</b>
<b>Name of the item.</b>			
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1	1 year Warranty from the date of completion of commissioning of the tool		

Signature & Stamp of the Bidder  
Date

<b>Price Schedule</b>			
<b>Sr. No.</b>	<b>Item</b>	<b>Qty.</b>	<b>Sub-total (in Rs.) including AMC Charge.</b>
1	Special server computer with special software tools with 5 users terminals (including list of items mentioned in <b><u>“Point no. D”</u></b> in technical specifications)	01 server with 5 users	
2	<b><u>Taxes</u></b>	in %	
		in Rs.	
3	<b><u>Total cost including taxes in figures (in Rs.)</u></b>		
4	<b><u>Any other charges, if any, please specify (in Rs.)</u></b>		
5	<b><u>Total amount including taxes and all charges in figures (in Rs.)</u></b>		
6	<b><u>Total amount including all charges in words (in Rupees)</u></b>		

**Note:** Price quoted should be inclusive of delivery & all other additional charges

Signature & Stamp of the Bidder  
Date

**Vendor Information Form**

Bidders are requested to furnish the following information and enclose along with quotation.

Name & Address of the Company :				
Name & Designation of the key person				
Contact information	Mobile no:	Telephone No :	Fax No:	Email :
<b><u>Bank details</u></b>				
Bank name				
Bank address				
Bank account no				
IFSC code				
PAN No.				
Service tax no.				

Signature & Stamp of the Bidder  
Date: