



सत्यमेव जयते

भारत सरकार/GOVERNMENT OF INDIA  
परमाणु ऊर्जा विभाग/DEPARTMENT OF ATOMIC ENERGY  
नाभिकीय ईंधन सम्मिश्र/NUCLEAR FUEL COMPLEX

(आईएसओ 9001,14001 एवं ओएचएसएसएस 18001 संगठन  
An ISO 9001, 14001 & OHSAS 18001 Organization)



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ईसीआईएल/ECIL POST  
हैदराबाद/HYDERABAD-500062  
तेलंगाना राज्य/TELANGANA STATE  
भारत/INDIA

Ref: NFC/CD/ SW-12/2018/

Date: September 6, 2018

Dear Sir,

Sub: Annual Maintenance Contract for fixing software bugs and changes requests from time to time for two years at Nuclear Fuel Complex, Hyderabad-500062.

On behalf of President of India, sealed quotations are invited for Annual Maintenance contract for software at Nuclear Fuel Complex, Hyderabad-500062, as per enclosed tender.

Vendors should submit offers on line at <http://www.tenderwizard.com/DAE>.

In case of any clarifications a mail can be sent to pris-t@nfc.gov.in.

(G R Seshagiri Rao)  
Manager,CD  
For & On behalf of the President of India

Computer division is maintaining various software developed from time to time. There are several requests from end users for improvement of GUI/Functional changes and other software related bugs to be attended immediately. It is proposed to invite tenders for annual maintenance of the software handled by Computer division which are listed below.

**a) Scope of work.**

- a) The following are the applications running currently at NFC on 24/7 basis.
  - a. Computerised Maintenance Management System (Running since 2017).
  - b. Network and Asset management System (running since 2016).
  - c. Material Gate Pass movement System (running since 2014).
  - d. Legacy Material Management System (running since 2001).
  - e. Material Accounting and production data processing system for Fuel Assembly Plants (running since 2008).
- b) Vendor need to provide onsite support for periodic bug fixes and enhancements/improvements in software as and when arises.
- c) Vendor is required to deploy 4 (four) developers for attending the bug fixes and enhancements/improvements of software applications listed in point 'a' above. The developers shall have basic qualifications.
  - a. BE (CS or IT) / MCA (with minimum of 60% aggregate marks).
  - b. Having a minimum of 3 (three) years experience in developing applications using Struts, Tiles, JSF & Hibernate.Above developers need to carryout required modifications/improvements to software by working at on site.
- d) The environment on which the above application software running is
  - i. Operating System : Enterprise linux
  - ii. Database Server : Compatible to Enterprise Linux version
  - iii. Application Server : JBoss Server
  - iv. RDBMS : Open source RDBMS
  - v. CLIENTS:
  - vi. PC's/ Thin client with Mozilla Firefox/Internet Explorer browsers
  - vii. O/S : Windows 7/10/2008R2/2012/2016
  - viii. Browser : Mozilla Firefox ESR ver 45  
Internet Explorer 11
  - ix. Architecture : J2EE (JSF & Hibernate)

**b) Time Period**

- a) The Maintenance Support Period is for **Two years** and will be reckoned from 10<sup>th</sup> day after the date of issue of work order.

**c) Instructions to Contractors:**

- a) Detailed NIT is also available on website [www.nfc.gov.in](http://www.nfc.gov.in)
- b) Estimated Cost : Rs.68,00,000/- (Rupees sixty eight lakhs only)
- c) Tender Cost: Nil.
- d) Transaction fee for Tender Processing : Rs.4,012/- (Rupees Four thousand and twelve only) in favor of **M/s. ITI Ltd, New Delhi**. The payment shall be made through Internet Banking/ Credit Card/ Debit card.
- e) Earnest Money deposit (EMD): Vendor has to submit an Earnest Money Deposit (EMD) of Rs.1,36,000/- (Rupees one lakh thirty six thousand only) in the form of crossed demand draft from any nationalized or scheduled bank in favor of "Pay and Accounts Officer, NFC" payable at Hyderabad.
- f) Tender Opening: The tenders will be opened at 3:00 PM on 15/10/2018.
- g) Contractors are required to register after getting class III Digital signature from any reputed IT organization like e-mudra, TCS, MTNL,GNFC etc. Subsequently, **User ID and**

**password shall be obtained** for participation in tendering by registering in website by logon to [www.tenderwizard.com/DAE](http://www.tenderwizard.com/DAE) under icon "Enroll me".

- h) Tender Submission Procedure: The tender should be submitted online at <http://www.tenderwizard.com/DAE> from 24/09/2018 9.00 AM to 15/10/2018 2.30 PM. Tender submission date will not be extended under any circumstances. Vendors should upload scanned copies of DD/BC for Tender processing Fee and EMD during online tender submission. Physical copies of Tender Fee and EMD should be forwarded to Manager, CD, Nuclear Fuel Complex, Moula Ali, ECIL Post, Hyderabad – 500062 on or before tender opening date as mentioned in point 'f' above. If physical copies are not received on or before tender opening date, tenders belong to such vendors will be disqualified.
- i) NFC is committed to a corruption free work environment (All the purchase and Contract commitments of NFC will be honored without the citizen having to pay any bribe). In case any person demands any bribe, it is the duty of a responsible citizen to inform the matter to the Vigilance Officer, NFC, Hyderabad (Telephone – 27122181).
- j) **SAFETY** : Works should be carried out in compliance with AERB Safety guidelines on control of works guide, which is available at <http://www.aerb.gov.in/AERBPortal/pages/English/t/publications/CODESGUIDES/NRF-SG-IS-1.pdf>.

#### **d) Terms & Conditions:**

- a) Working Hours: The onsite development and onsite warranty support shall be carried out between 08.45 & 16.45 hours on all NFC working days (6 Day week). In addition, the onsite warranty support shall ensure resolution of issues in a time bound manner so that manufacturing activities are not hampered. The work will be overseen by staff at NFC.
- b) Vendor has to arrange necessary Police Verification Certificate for all his staff deployed at NFC for arranging temporary monthly entry pass.
- c) NFC will not provide any boarding, transport facility to vendor's staff.
- d) Equipments & Tools: Vendor has to bring necessary equipments to carry out the day today work by developers (Business class PCs & chairs). NFC will provide necessary development environment (Test servers) for developers. All tools brought by vendors will be returned after completing the work. The hard disks of PCs cannot be returned back.
- e) Contractor shall sign on a non-disclosure agreement. The modified source code will be the property of NFC and vendor will not have any claim on this.
- f) Commencement & Completion of Work: The work shall be taken up within 10 days after placement of work order and shall be completed within 24 (Twenty four) calendar months.
- g) Bid Validity: The financial Offer shall be valid for a minimum period of 120 (one hundred twenty) days from the date of opening of offer.
- h) Performance Guarantee: The tenderer whose offer is accepted is required to submit Performance Guarantee. **Performance Guarantee shall be 5% of tendered value** in the form of Demand Draft/Pay Order/Banker's cheque/Deposit at Call receipt/FDR of a Scheduled Bank issued in favour of "Pay and Accounts Officer NFC "payable at Hyderabad or Bank Guarantee from any scheduled Bank valid till completion of contract and warranty period along with an additional claim period of six months. Extension of time for submission of PG **The period beyond mentioned in Letter of Award (LOA) may be extended with a late fee of 0.1% per day of PG amount which is limited to further fifteen days only**. PG shall be submitted within the period mentioned in LOA.
- i) Security Deposit: Security Deposit shall be @ **2.5 %** of tendered value. The EMD submitted along with the offer will be returned after receiving Performance Guarantee (PG). The security deposit will be deducted from the bills at the rate of **2.5%** of bill value till the total SD amount is recovered. If so desired by the contractor, the total SD amount can be deposited in the form of Demand Draft or Pay Order or Banker's Cheque or Deposit at call Receipt or FDR in favor of "Pay and Accounts Officer, NFC" payable at Hyderabad.
- j) Performance guarantee will be released within one month from the date of completion of annual maintenance contract on production of satisfactory work completion certificate from concerned engineer-in-charge.
- k) Security deposit will be released after three months from the date of completion of annual maintenance contract or after the payment of final bill whichever is later without interest.

- l) Payment: The payment will be made after successful completion each quarter at pro-rata basis (i.e., 12.5% of offer value). Proportionate charges will be deducted from the AMC for non-servicing period.
- m) Income tax and GST as applicable will be deducted at source on the gross payment made to you from your bills. Tenderer shall quote the rates inclusive of GST and all other mandatory duties and levies of government. PAN and GST registration number shall be indicated on your bills.
- n) Vendor Eligibility:
- a. Vendor should have executed works of similar nature of following value in last seven years ending previous day of last date of submission of bids.
    - i.
      1. One similar completed work value not less than 80% of Estimated cost i.e. Rs. 54.40 lakhs "OR"
      2. (2) Two similar completed works each value not less than 60% of estimated cost i.e., Rs. 40.80 lakhs "OR"
      3. (3) Three similar completed works each value not less than 40% of Estimated cost i.e., Rs.27.20 lakhs.
    - b. **Turnover:** Average annual financial turnover should be at least **50% of the estimated cost** i.e., **Rs. 34.00 Lakhs during the immediate last 3 consecutive** financial years. They should not have incurred any loss in more than two years during last 5 years period ending with **31.03.2018**. The turnover shall be a certificate from Chartered Accountant for last three years as mentioned in the bid document, should be uploaded and further details, if required by the department shall be submitted during/after opening of bid. There is no need to upload entire voluminous balance sheet. **Copy of Audited Balance sheet should be uploaded and submitted by bidders in support of this.**
    - c. **Solvency:** Contractor should have the solvency for an amount equal to 40% of the estimated cost of the work i.e., **Rs. 27.20 Lakhs**. Copy of Certificate issued by any scheduled Bank is required to be uploaded and submitted.
    - d. All the above documents as proof evidence are to be uploaded online and the physical copies should reach Manager, CD&IT, Nuclear fuel Complex, Hyderabad – 500062 on or before tender opening date.
    - e. Vendors should submit a copy of PAN & GST registration certificates.
- o) Developers:
- a. Vendor should deploy competent developers, so that the project will not be delayed due to lack of experience or insufficient knowledge.
  - b. Vendor should ensure that the software developers deployed should work for at least for twelve months at NFC. In case of resource replacement, there should be a minimum 60 days overlapping period for Knowledge Transfer (KT).
  - c. The developers may have to work beyond normal working hours in the presence of NFC IT staff during deployment/warranty period for attending/solving problems encountered on priority.
  - d. Contractor shall submit Police Verification Certificate (PVC) and medical certificate of developers to be engaged for the work to get entry pass for working personnel/staff. All stipulations and instructions given by Security personnel, CISF from time to time shall scrupulously be followed for entry, exit of men and materials and as also during execution of work for security purpose.
  - e. Vendor has to ensure that his manpower attrition should not delay work progress.
  - f. Vendor has to provide safety shoes to all his staff deployed at NFC.
  - g. Vendor needs to obtain NFC approval before deploying developers at NFC site.
- O) Based on performance of vendor, NFC may extend the contract for another two years.

**Annexure-I**

**Financial Offer (Format-A)**

**Tender Ref: NFC/CITD/SW-12/2018**

**Dt:**

**Scheduled of Quantities  
(To be filled by Vendor)**

Sub: Annual Maintenance Contract for fixing software bugs and changes requests from time to time for two years for Nuclear Fuel Complex, Hyderabad-500062.

**Format-A: Financial Offer /Quotation**

S No	Description	Unit	Qty	Unit rate in Figures & words	Total
1	Annual Maintenance Contract for fixing software bugs and changes requests for a period of two years as mentioned in the scope of work.	Lump sum	Lump sum as per scope of work		
				<b>TOTAL in Rs.</b>	

Rupees \_\_\_\_\_ only)

**Name of Contractor:**

**Pan No:**

**GST NO:**

**Bank A/c No:**

**IFSC Code:**

**Name of Bank & Branch:**

Note: All the prices quoted above are inclusive of GST and all other mandatory duties and levies. Lowest bidder will be determined based on total cost.