

**Open Tender in Two Bid System
For
On-premise turnkey-based AMC of hardware,
software, and network along with O&M and ATS
support for three years at Disaster Recovery Site
at Mihan, Nagpur**



Tender No. CON/MIS/Area-2/E-94251/2025/01

**CONTAINER CORPORATION OF INDIA LTD.
(A GOVT. OF INDIA UNDERTAKING)**

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Tender Notice (E-TENDERING MODE ONLY)

Online Open Tender in Two Bid System for On-premise turnkey based AMC of hardware, software, and network along with O&M and ATS support for three years at Disaster Recovery Site at Mihan, Nagpur only through e-tendering mode.

1. The bid document can only be downloaded from the website(www.tenderwizard.com/CCIL) and the intending bidders should submit the document sale price of **Rs. 1,000/-inclusive of all taxes** and duties through e-payment at the time of making online request.
2. Complete tender papers duly accompanied with requisite EMD shall be received online as per date and time mentioned below and may be opened in presence of the bidders or their authorized representatives.

Tender No.	CON/MIS/Area-2/E-94251/2025/01
Name of Work	Open Tender in Two Bid System for On-premise turnkey-based AMC of hardware, software, and network along with O&M and ATS support for three years at Disaster Recovery Site at Mihan, Nagpur.
Estimated Cost	Rs. 22,01,23,260/-
Contract Period	Three Years AMC contract period
Performance Security	5% of contract value
Earnest Money Deposit	Rs. 5,00,000/- (Five lakhs) through e-payment
Cost of Document	Rs.1,000.00/-inclusive of all taxes and duties through e-payment.
Tender Processing Fee	Rs. 3,000.00/-plus taxes as applicable. (Non-refundable) through e-payment.
Date of Sale (Online)	From 20/06/2025 1100 hrs. to 10/07/2025 (up-to 1700 hrs.)
Date & Time of submission of tender	11/07/2025 upto 1700 hrs.
Date & Time of opening of tender	14/07/2025 at 1130 hrs.
Minimum annual turnover	<p>The average annual turnover of the bidder during the last three financial years (i.e. 2021-22, 2022-23 & 2023-24) should not be less than Rs.4,89,16,280/- (Rupees Four Crore Eighty-Nine Lakhs Sixteen Thousand and Two Hundred and Eighty only). The information shall be supported by the copy of Chartered Accountant's certificate and copy of Balance sheet (Audited for 2021- 22, 2022-23 and 2023-24).</p> <p>In case of consortium*, the average annual turnover shall be determined by adding together the average annual turnover of all the partners. However, the lead partner must have at least 51% of the minimum average annual turnover mentioned above. In case of JV, the criteria will be governed as per clause 21 of Instructions to bidders.</p>
Experience with respect to similar nature works	The minimum amount of single work of the similar nature should be amounting to Rs.14,67,48,840/- or works of similar nature amounting to Rs.22,01,23,260/- during previous 84 months (7

	<p>years) prior to the date of tender opening.</p> <p>The similar nature of work shall include order in the name of bidder/consortium partner(s)/JV partners(s) (as per clause 21 of instructions to bidders) for support (AMC) for network and security devices/ AMC for Servers (including RISC/EPIC servers similar/equivalent)/AMC for storage/support (for multi-location, centralized system) for data center/DR sites and order for support (for round the clock AMC's/ATS/on-support/support) either in single order or in separate orders during last 7 years.</p> <p>The above-mentioned details should be supported by copies of Purchase orders along with the completion certificate indicating completion period of such activities i.e. support/ongoing services (separate order or combined orders) during last 7 years.</p> <p>Proof of such projects/orders in the name of bidder's own company/subsidiary company/parent company/consortium/JV either executed or running successfully is to be submitted by the bidder.</p> <p>For Support /on-going services (separate orders or combined orders with supply (which will include order for supply / implementation/integration/ migration order), value of each completed year would be considered for the above requirement.</p> <p>In case of consortium*, the executed value (experience) in this case shall be determined by adding together the executed values of all the partners, however, the lead partner must have at least 51% of the minimum experience mentioned above. In case of JV, the criteria will be governed as per clause 21 of Instructions to bidders.</p>
Manufacturer Authorization Form	<p>The bidder / consortium partner / JV/ partner/ISP should be a total solution provider and should have direct tie-up with Principals/OEMs/ISPs for providing necessary support.</p> <p>The bidder should submit authorization certificate from the principals/ OEMs/ respective ISPs authorizing them to bid for this tender/ requirement for CONCOR along with the technical bid.</p> <p>The authorization i.e. MAF from respective ISPs, CISCO, F5, Array, Dell, Tenable, trend-micro, Perpetuuti is mandatory required. In addition to this MAF's of other services/solution providers can also be attached.</p>
Support	<p>The bidder/consortium/JV should have support office in Delhi / NCR and in and around Mihan, Nagpur to provide necessary support. Details of support office should be submitted.</p>

* Constitution of Consortium:

One of the members of the Consortium shall be the lead member who shall have an at least 51% share of interest in it. Other members of Consortium shall have at least 15% (fifteen per cent) share of interest each.

1. In case of Consortium, the tender form shall be purchased and submitted only in the name of lead member of Consortium and not in the name of any constituent member. Lead Member of Consortium will be the member who has minimum 51% of share in Consortium. **In case of E-Tender, the digital key i.e. registration with Tender Wizard should be in the name of lead member of Consortium.**
2. EMD and tender fee, if applicable shall be submitted only in the name of lead member of Consortium and not in the name of any constituent member.

Note:

- (a) Tenderer not fulfilling above requirements, shall be **summarily rejected**. The other details regarding applicability of **CONSORTIUM CLAUSE** is available in clause 20 of Instruction to Bidders”.
- (b) **All bidders, who are intending to participate as Consortium, must read clause 20 of Instruction to Bidders of tender document and submit relevant documents along with bid.**

Constitution of JV:

1. In case of JV, the tender form shall be purchased and submitted only in the name of JV and not in the name of any constituent member. The tender form can however be submitted by JV or any of its constituent member or any person authorized by JV through Power of Attorney to submit tender. (Clause 21.4 of Instruction of Tenders). In case of E-Tender, the digital key i.e. registration with Tender Wizard should be in the name of JV firm and tender form shall be purchased only in the name of the JV Firm.
2. EMD shall be submitted only in the name of JV Firm and not in the name of any constituent member.

Note:

- (a) Tenderer not fulfilling above requirements, shall be **summarily rejected**. The other details regarding applicability of **Joint Venture Clause** is available in Clause 21 of Instruction to Bidders”.
- (b) **All bidders, who are intending to participate as Joint Venture (JV) Firm, must read clause 21 of Instruction to Bidders of tender document and submit relevant documents along with bid.**



CONCOR reserves the right to reject any or all the tenders without assigning any reason thereof.

This tender notice is also available on the web site www.concorindia.com. The bid document can also be downloaded from the website (www.tenderwizard.com/CCIL). However, the intending bidders should submit the document sale price of **Rs.1,000.00/-** through e-payment at the time of making online request.

To participate in the E-Bid submission, it is mandatory for the bidders to have user ID & password which has to be obtained by submitting an annual registration charge of **Rs.1200/- plus taxes** as applicable to M/s. ITI through e-payment. Bidders have to pay the Tender Processing Fee to ITI through e-payment at the time of downloading/ submission of bid.

The detailed tender document can be viewed from the website www.tenderwizard.com/CCIL from **20/06/2025 1100 hrs. to 10/07/2025 (up-to 1700 hrs.)**.

Corrigendum / Addendum to this Tender, if any, will be published on website www.concorindia.com, www.tenderwizard.com/CCIL and Central Procurement Portal (CPP) only. Newspaper press advertisement shall not be issued for the same.

Note:

1. Tender Document/sets shall be provided free of cost to Micro & Small enterprises (MSE's) registered with the listed agencies or having Udyog Aadhar Memorandum.
2. MSEs registered with the agencies mentioned below or having Udyog Aadhar Memorandum will have to submit Bid Declaration Form.
3. MSEs who are interested in availing themselves of these benefits and preferential treatment, the MSEs will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME indicated below along with the bid.
 - (i) District Industries Centers
 - (ii) Khadi and Village Industries Commission
 - (iii) Khadi and Village Industries Board
 - (iv) Coir Board
 - (v) National Small Industries Corporation
 - (vi) Directorate of Handicraft and Handloom
 - (vii) Any other body specified by Ministry of MSME
4. The MSEs must also indicate the terminal validity date of their registration.

Failing (3) & (4) above, such offers will not be liable for consideration of benefits detailed in MSE notification of Government of India dated 23.03.12.

5. The bidder shall submit UAM Certificate and MSME status as per the latest guidelines issued by Ministry of Micro, Small and Medium Enterprises.

6. **In terms of orders for Public Procurement (Performance to Make in India) the minimum local content shall be min. 50% for 'Class-I local supplier, min. 20% &<50% for 'Class-II, local suppliers &<20% for 'Non-local supplier and the margin of purchase preference shall be 20%. The detailed procedure for preference to Make in India is specified in Clause 16 of Section-III.**
7. In case of Consortium, benefit on account of MSE i.e Exemption of Tender Form fee etc. will be given only in the cases, where, lead member of Consortium fulfills the criteria for MSE firms.
8. In case of JV, benefit on account of MSE i.e. Exemption of Tender Form fee etc. will be given only in the cases, where, either the JV Firm or lead member of JV Firm fulfills the criteria for MSE firms.
9. Earnest Money Deposit (EMD) to be paid through e-payment and the receipt of the same should be scanned and uploaded in e-tendering website www.tenderwizard.com/ccil. EMD will be exempted for Micro and Small Enterprises (MSEs).
