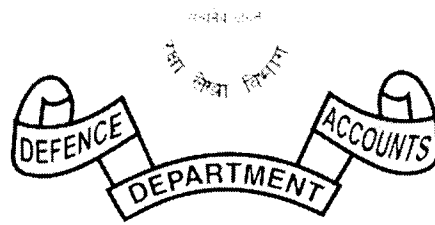


# **REQUEST FOR PROPOSAL (RFP) FOR Training of System Administrator**



**Controller General of Defence Accounts  
Ministry of Defence,  
Government of India**

<b>Summary Sheet</b>	
<b>Name of the Department:</b>	Defence Accounts Department, Govt. of India, MoD (Finance)
<b>Date of issue of R.F.P:</b>	September 24 <sup>th</sup> 2015
<b>Last Date and Time for Receipt of Proposal :</b>	<b>before 19<sup>th</sup> October 2015 by 1400 hrs</b>
<b>Date and Time of Opening of Technical Bids :</b>	19 <sup>th</sup> October 2015 at 16:00 hrs
<b>Date and Time of Opening of Financial Bids :</b>	21 <sup>st</sup> October 2015 at 10:30 hrs
<b>Place of Opening of Bids</b>	Conference Hall 'Aaditya' of CGDA, Ground Floor, Ulan Batar Road, Palam, Delhi Cantt – 110010
<b>Address for Communication :</b>	Accounts officer (IT) CGDA, Ulan Batar Road Palam, Delhi Cantt-110010 Ph:25665763 Email: cgdanewdelhi@nic.in

**Note:**

- **This bid document is not transferable.**
- **Bids without relevant documents as specified in this RFP, shall be summarily rejected.**

**CONTROLLER GENERAL OF DEFENCE ACCOUNTS**

**EDP Section**

**ULAN BATAR ROAD, PALAM, DELHI CANTT-10**

**Phone: 011-25665763, 25665783 Fax:-011-25675030**

**Website: cgdanewdelhi@nic.in**

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No: EDP/6/Training/General/Vol.-II

Date: 24 -09-2015

To

**M/s**

Last date of submission: **19<sup>th</sup> October 2015 by 02.00 pm**

Should be addressed to: **Accounts Officer (IT) on the above address**

**Request for Proposal (RFP) : Training on System Administration at CGDA**

Sealed Technical (Part A) and Financial (Part B) quotations in separate envelopes are requested for imparting training on various aspects of System Administration for officers / staff for CGDA. The details of the scope and quality of services are provided in succeeding paragraphs:

**2.0 SCOPE OF WORK/SERVICE :-**

2.1 Impart Training for officers/staff of Defence Accounts Department(DAD) who are working in IT/EDP Sections of various field offices under this department at various locations in India.

- 2.2 **Two separate** training course is required to be conducted in separate batches
- a. **One Linux Server Administration & Postgress Database Management/ Administration**
  - b. **Second Windows System Administration. & MySql Database Management/ Administration**
- 2.3 The training will be conducted at Departmental Training Centre at CENTRAD, Brar Square, Delhi Cantt-10. The infrastructure and facilities required will be provided by the department.
- 2.4 The Both training program as per Para (2.2.a) & (2.2.b) will be conducted for duration of One week of 6 days (24 Sessions) for 20-25 (approx.) participants in a batch.
- 2.5 The training program of two batches for each Training course will be conducted by Faculties/Trainer provided by the Vendor (Firm/ Institute /company).
- 2.6 Four (4) training sessions will be conducted by Faculty/Trainer/Instructor per day.
- 2.7 The Training timing in day from 10:00 AM to 5:30 PM including lunch time and tea breaks.
- 2.8 The main topics to be covered by the Faculty/Trainer/Instructor during training are given as Annexure A & B.
- 2.9 **The Vendor will provide/load all necessary software's needed by their Faculty/Trainer/Instructor for teaching/demo/practical at our LABs.**
- 2.10 As per our estimates, contractor (Vendor) will require to place following professionals as Faculty/Trainer/ Instructors at CGDA for undertaking the tasks to be carried as per contract for time period defined as per training/Course program. The vendor will provide a list of three Faculties/ Trainers/Instructors with their bio-data. Selection of the instructor will be done by CGDA. CGDA reserves the right to interview the Faculties/Trainers



/Instructors of the lowest bidder to select the suitable faculty out of three for subject training course.

2.11 The Faculty/Trainers/Instructor must meet the following qualification criteria:-

2.11.1 He/She should be qualified B.Tech/BE/MCA /Cisco CCNA or equivalent degree from recognised private/Govt. Institutes.

2.11.2 He/She must have teaching experience in System Administration for at least five years.

2.11.3 He/She should have good knowledge of Network Administration Servers Administration and Computer Hardware, etc.

Suggested Professional	Services	Minmum Qualification	Relevant Experience
Faculty /Instructor/ Trainer	Knowledge of Network Administration Servers Administration and Computer Hardware Configure webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/PostgreSQL, webhosting Panels like Plask, C-panel, virtualmin, +webmin etc and maintenance of applications on these environments.	Qualified B.Tech /BE /MCA /Cisco CCNA or equivalent degree from recognised private / Govt. Institutes	>5 years

2.12 The contractor's professionals (Faculty/Trainer/Instructor) will be required to provide services at CGDA Office, Training Division, Brar square, Palam Road at the contractor's cost.

2.13 If due to some reasons the vendor could not conduct classes on certain days/time that will be compensated by holding extra classes either on the same day or on Sundays/Holidays.

2.14 The Batches for both training may run in same duration in different LABs.

2.15 The Vendor will provide relevant course material to each participant on the first day. Softcopy of the comprehensive course material, in a CD will also be provided to each participant by the vendor.

- 2.16 If the Contractor/Vendor is unable to provide a Good Faculty/Trainer for conducting a satisfactory service in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and CGDA may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of Training services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against CGDA for his decision to terminate the contract and incidental to it.

### **3. Financial/Payment Terms and conditions**

- 3.1 The price quoted by the vendor should be inclusive of all taxes.
- 3.2 No advance payment will be given to vendor. The payment will be released on satisfactory completion of Contract.
- 3.3 Payment will be made against pre-receipted bills after verification/inspection and acceptance of services.
- 3.4 100% payment will be released by CGDA, on successfully Completion of a contract, on submission of bills (in duplicate), along with feedback forms and grading of the participants.
- 3.5 Service provider Firm/Company/Institute/Agency should have its own Bank Account, PAN No and Service Tax No.

### **4. Expectation from the vendor**

- 4.1 The Vendor will load the PCs/Servers at CGDA EDP Center in CENTRAD, Brar Square with all relevant software two day before the training.
- 4.2 The training programs/courses will consist of both theoretical lectures and practical's exposures.
- 4.3 The Vendor/Contractor will provide comprehensive course/study material relevant for the training course to all the participants in soft format in a 'CD' on the first day of each training batches.
- 4.4 The vendor will take feedback from each of the participants and forward them to CGDA along with bills after completion of the training.
- 4.5 There will be no change of faculty once approved by CGDA.



## 5. GENERAL TERMS Conditions: :-

- 5.1 Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.
- 5.2 The bidder is required to **enclose photocopies of the documents, duly self-attested**, as per the requirements of **Technical Bid as given in the Annexure 'C'**, failing which their bids shall be summarily / out rightly rejected and will not be considered any further.
- 5.3 All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.
- 5.4 The Last date of receipt of quotation is 19<sup>th</sup> October 2015, 1400 hrs.
- 5.5 Technical evaluations will be done by CGDA at 16:00 hrs on 19<sup>th</sup> October 2015. Financial bid will be opened on 21<sup>st</sup> October 2015 at 10:30 hrs in the O/o The CGDA, Ulan Batar Road, Palam, Delhi Cantt in 'Aditya' Hall. Representatives of the vendors are requested to be present during opening of the quotations. However, if the representative of the vendors is not present at the time of opening of the quotations, CGDA will go ahead with opening of the quotations.
- 5.6 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by CGDA without the prior written consent of the CGDA.
- 5.7 A Technical Proposal containing any price information will be summarily rejected. The CGDA will examine the proposal submitted by

the vendors to determine whether they are complete, required Bid Security has been furnished, the documents have been properly signed, required information has been provided and the Bids are generally in order.

- 5.8 Cost of Bidding: The bidder shall bear all costs associated with the preparation and submission of its Bid, and the CGDA will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.
- 5.9 The CGDA reserves the right to evaluate the proposals either by itself and/or in co-ordination with and/or by engaging any outside consultants/experts.
- 5.10 The CGDA will evaluate proposals of the bidders as per the contents of the response to the Request for Proposal submitted by the bidders. The bidders are to submit all detailed information that would help evaluation.
- 5.11 During evaluation, the CGDA, at its discretion, may ask the Bidder for clarification of its offer. The request for clarification and the response shall be in writing, and no change in the substance of the submission shall be sought, offered, or permitted. The CGDA reserves the right to verify the facts mentioned in the offer with respect to the information given by the bidder.
- 5.12 The CGDA would neither be bound to offer any reasons for such acceptance/ rejection nor entertain any correspondence with the technically rejected bidders in this matter.
- 5.13 The Request for Proposal would neither bind the CGDA in any contract nor is it an offer of a contract. The details of services to be offered and documentation thereof would be undertaken with the selected vendor.
- 5.14 The CGDA reserves the right to terminate the assignment, if the assignment is not proceeding in accordance with the terms of contract or to the satisfaction of the CGDA, by issuing a notice of one month.



- 5.15 The CGDA reserved the right to modify the assessment methodology or the weightage /marks as stated in proposal (RFP).
- 5.16 The bidder selected for the assignment should adhere to global quality standards and GOI's regulatory/statutory directions in this regard.
- 5.17 All costs shall be denominated in Indian Rupees.
- 5.18 The bidder understands that in the course of submission of the offer for the said Services and/or in the aftermath thereof, it may be necessary that the bidder may perform certain jobs/duties on the CGDA's or its sub offices' premises and/or have access to certain systems, plans, documents, approvals or information of the CGDA or its sub-offices.
- 5.19 The CGDA may cancel the whole RFP process before final selection without assigning any reason whatsoever.
- 5.20 Penalty for use of Undue influence: The VENDOR should undertake that he has not given, offered or promised to give, directly or indirectly, gift, consideration, reward, commission, fees, brakeage or inducement to any person in service of the CGDA or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the VENDOR or any one employed by him or acting on his behalf ( whether with or without the knowledge of the VENDOR) or the commission of any offers by the VENDOR or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the CGDA to cancel the**

**contract and all or any other contracts with the VENDOR and recover from the VENDOR the amount of any loss arising from such cancellation. A decision of the CGDA or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the VENDOR. Giving or offering of any gift, bribe or inducement or any attempted any such act on behalf of the VENDOR towards any officer/employee of the CGDA or to any other person in apposition to influence any officer/employee of the CGDA for showing any favor in relation to this or any other contract, shall render the VENDOR to such liability to termination of the contract, imposition of penal damages and refund of the amounts paid by the CGDA.**

## **6. DISCLAIMER**

- 6.1 The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of CGDA, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- 6.2 This RFP is neither an agreement nor an offer and is only an invitation by CGDA to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. CGDA makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. CGDA may in its absolute discretion, but without being under any



obligation to do so, update, amend or supplement the information in this RFP.

## **7 Eligibility**

- 7.1 The Firm/company should have been in existence for at least 10 (Ten) years as on 31.09.2015
- 7.2 Should have adequate Financial standing, market reputation, competent personnel and experience to undertake the assignment. Must have an average turnover of at least 25 Lakhs for the last two years i.e upto 31st March 2014 and 31<sup>st</sup> March 2015.
- 7.3 The bidder must give detailed information/records substantiating the above requirements. Any bid not containing the above information will be rejected.

## **8 Technical Competency Parameters**

- 8.1 The Contractors must attach technical competency information about training facilities and other details as mentioned in **Annexure-'C'** to this document. The minimum desired parameters required for any firm to qualify technically are also mentioned in **Annexure 'C'**.
- 8.2 Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

## **9. Technical & Financial Quotations:**

- 9.1 Sealed envelopes containing the quotations (both Financial and Technical separately) should be forwarded on or before **19<sup>th</sup> October 2015 by 1400 hrs.** to the following address:

**Senior Accounts Officer (IT)**  
**O/o The CGDA, Ulan Batar Road**  
**Palam, Delhi Cantt-110010.**  
**Phone 011-25665763**  
**Fax 011-25675030**

- 9.2 Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document reliable to be rejected.

9.3 Rates per unit for the items/services **must be** quoted clearly and total value also be indicated in works without any scope for revision.

**9.4 The contractor should quote for the two bids (Technical & Financial) separately as mentioned in Para 2 above. Part quotation will be rejected. Only one contractor will be selected for provision of all services.**

**9.5 Submission and Evaluation of Proposals**

i)The Proposal shall be submitted duly signed by the authorized signatory with the seal of the Company in three separate envelopes to be delivered at the address given above.

a) Envelope I containing the Technical and Qualification aspects hereinafter referred to as, **Technical Proposal**” should be super-scribed **“Technical Proposal for Training of System Administrator”** and a statement **“DO NOT OPEN BEFORE 19<sup>th</sup> October 2015 16:00 Hrs”**.

b) Envelope II containing Financial bid super scribed **“Financial bid: Training of System Administrator ”**. All the envelopes should be put in single large envelop and should reach CGDA before prescribed date and time.

ii) All documents pertaining to Technical Proposal Envelope should be completed and duly signed by the authorized signatory with the seal of the bidder.

**9.6 The contractor/Vendors may submit the Financial quotes bid as per Annexure ‘D’.**

9.7 The contractor/Vendors may submit the Technical bid as given below:

9.7.1 The vendor will provide a list of three Faculty/Trainer/instructors with their bio-data.

9.7.2 A sample course/Study material will form part of the Technical Bid.

**10. CGDA RESERVES THE RIGHTS TO THE FOLLOWING**

10.1 Extend the time of submission of proposal (RFP).



10.2 Modify this document by an amendment, which shall be intimated to the bidder in writing. Any bidder, not agreeable to such amendment, shall be permitted to withdraw from the bidding process, without forfeiting the bid security, provided the bidder informs the CGDA in writing of its intention to do so, within 7 days of receipt of information of the modification.

10.3 Terminate the assignment if not proceeding in accordance with the terms of the contract and to the satisfaction of the CGDA.

10.4 Modify the period stipulated for completion of the assignment during the execution of the contract.

10.5 Modify any other terms, conditions and requirements mentioned above, as the CGDA may deem fit.

10.6 Cancel the whole process without assigning any reason whatsoever i.e. CGDA reserves the right to accept or reject the tender without ascribing any reasons.

11. **EVALUATION PROCEDURE:** The Technical bids shall be evaluated by a Technical Evaluation Committee set up for this purpose by the CGDA. Evaluation process as decided by the CGDA will be binding on the bidder. (Financial Bid of only those firm qualified technically will be opened.) Only Technically qualified bidders will be informed of the date and time of opening of Financial bid. The Financially lowest bidder (L1) out of technically qualified bidders will be considered for award of Work.

**12. Important Dates:-**

- i. **Last date of offer submission: 19.10.2015 by 14:00 hrs**
- ii. **Opening of Technical Bids: 19.10.2015 at 16:00 hrs**
- iii. **Opening of Financial Bids: 21.10.2015 at 10:30 hrs**

Representatives holding authorisation letter of the vendors are required to be present during opening of the Technical/Financial bids CGDA office. However, if the representatives of the vendors are not present at the time of opening of the quotations, CGDA will go ahead with opening of the bids.

13. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specify called by this office after opening the tenders for technical discussions/price negotiations. Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.

  
Senior Accounts Officer(IT) 24/9/15

Enclosures: -

**Annexure-A:** List of Topics to be cover in for System Administrator Training (for Linux Server).

**Annexure-B:** List of Topics to be cover in for System Administrator Training (for Window Server).

**Annexure-C:** Statement of Technical Competency (Format) – To be submitted alognwith Technical Bid.

**Annexure-D:** Cost Matrix (Format) – to be submitted along with Financial bid only.

## Annexure 'A'

I	Linux Server	No.of sessions
1	Installation, Disk Partitioning	3
2	User Accounts	1
3	File Permissions, Ownership	1
4	Shell Scripts	3
5	ipv4 Networking	3
6	Introduction to Services	1
7	Iptables Firewall	1
8	Job Scheduling with cron	1
9	Server Performance Monitoring	1
<b>II</b>	<b>Postgres Database Management</b>	
1	Installation, pg_hba.conf	1
2	Basics of Structured Query Language	4
3	Performance Tuning	2
4	Backup, Restore	2
	<b>Total</b>	<b>24</b>

### Annexure 'B'

<b>I</b>	<b>Windows Server</b>	<b>No.of sessions</b>
1	Installation, Disk Partitioning	3
2	User Accounts	1
3	File Permissions, Ownership	1
4	Apache, MySQL, PHP installation and configuration	3
5	ipv4 Networking	3
6	Introduction to Services	1
7	Firewall introduction	1
8	Task Scheduling	1
9	Server Performance Monitoring	1
<b>II</b>	<b>MySQL Database Management</b>	
1	Configuration	1
2	Basics of Structured Query Language	4
3	Performance Tuning	2
4	Backup, Restore	2
	<b>Total</b>	<b>24</b>



## Annexure 'C'

### Technical Competency Permanents & Information

(To be submitted along with Part A – Technical bid)

Parameter	Minimum desired	Offered by Vendor	Remarks
The Registered Office or one of the Service provider company/ Firm /Agency/ Institute Should be located within the National Capital Territory of Delhi			Proof to be enclosed
The firm's Turnover w.r.t Training Institutes	Min of 25 Lakhs for past two FY 2013-2014 & 2014-2015		Proof to be enclosed
Experience of firm in (Computer/IT Teaching Industries )	> 10 (Ten) Years		Proof to be enclosed
List of Three Faculties/ Tanners	>5 Years of Experience	-	Resume/CV to be enclosed
Details of Service provider company/ Firm /Agency/ Institute i. Bank A/c No ii. PAN NO iii. Service TAX No.	-	-	Proof to be enclosed

**Note:**

- 1) The vendor will provide a list of three Faculty/Trainer/instructors with their bio-data.
- 2) A sample course/Study material will form part of the Technical Bid.

## Annexure 'D'

### (To be submitted along with Part B – Financial Bid)

<b>Training Cost</b> : At CGDA's Premises for conducted training duration of 6 days in a week (24 Session each) as annexure "A" & "B" for participants 20-25 (approx) in a each batch			
Sl No	Training Course	Per day rate for all the participants for (20-25) in a batch	Total Cost for for a batch
1	Linux Server Administration & Postgress Database Management/ Administration <b>(Annexure 'A')</b>		
2	Windows System Administration. & My-Sql Database Management/ Administration <b>(Annexure 'B')</b>		
3	Total		
Note : Rate quoted above are cost of providing the Faculty/ Trainer and softcopy of course/Study material inclusive of all taxes.			

The training course /program of two batches each for Training will be conducted by Faculties/Trainer provided by the Firm/Institute/company.