



TENDER DOCUMENT FOR



Comprehensive Annual Maintenance for IT Infrastructure at NCAOR

(Tender No. NCAOR/ICTD/2015-16/T-001)

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH

(Ministry of Earth Sciences, Govt. Of India)

Headland Sada, Vasco-da-Gama

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Important Dates

Last date of submission	14:00 Hrs 6th November 2015
Date of Opening of Technical bids	15:00 Hrs 6th November 2015
Date and time of Commercial Bid Opening	Technically qualified bidders would be informed.
Mandatory Site visit dates	14th - 16th October 2015
Earnest Money Deposit (EMD)	Rs 1,00,000/- (One lakh only)
Cost of Tender Documents	Rs. 1000/- (One Thousand only)

1. PREAMBLE

National Centre for Antarctic and Ocean Research (NCAOR) is India's premier R&D institution responsible for the country's research activities in the polar and Southern Ocean realms. NCAOR, Goa has medium size Local Area Network (LAN) with more than 200 working nodes providing all IT related services to its staff. NCAOR IT infrastructure consists of many servers connected to clients through fiber optic / UTP based local area network.

The Information Communication Technology Division (ICTD) of the Institute is responsible for providing updated information and technology related facilities to NCAOR staff. The operations cover network, computing, software and end-user support. The ICTD in-house and manages various critical servers and also provides security solutions. A campus LAN (Local Area Network) has been established at NCAOR providing seamless connectivity to over 250 computers in the Campus. The network utilizes a mixture of optical fibre, UTP cables, Wi-Fi and switches. Internet access is provided through the National Knowledge Network internet connectivity at a speed of 100 Mbps. NCAOR's researcher and other staff use this IT services extensively for day to day activities like accessing Internet, Intranet, e-mails, FTP and many others applications. Hence, the IT infrastructure facilities are an essential backbone of the Institute's activity. Offers are invited for comprehensive annual maintenance contract from the reputed companies having minimum of **Ten Years experience** in the managed IT infrastructure services and maintenance to meet the our in-house requirements.

2. GENERAL INSTRUCTION TO THE BIDDERS

- 2.1. Bidders may collect the details of hardware shown in Annexure-I from ICT Division during the **mandatory site visit to NCAOR, Goa** which could provide clear understanding of the existing IT infrastructure at NCAOR.
- 2.2. Late and incomplete tenders shall be summarily rejected.
- 2.3. The tender should be valid for a minimum period of **120 days** from the date of opening the tender.
- 2.4. In the event of the date specified for bid receipt and opening happens to be a holiday, the bids will be accepted and opened on the next working day at the same time. The bidder or any of his authorized representatives may remain present at the time of opening of bids if they wish so.
- 2.5. The decision regarding acceptance or rejection of the full tender / quotation(s) will rest with the Director, National Centre for Antarctic and Ocean Research, Goa, who does not bind himself to accept the lowest quotation and reserve the right to reject or partly accept any or all the quotations received without assigning any reason.

3. INSTRUCTIONS TO BIDDERS : Procedures for submission of proposals

- 3.1.** Eligible Bidders are required to submit their proposals in two separate sealed envelopes – one for Technical bid and the other for financial bid. The sealed envelopes containing the Technical Bid and Financial Bid together should be placed in a sealed larger envelope and sealed again. All the envelopes should be correctly marked / named.
- 3.2.** The Technical bid shall contain proof of meeting eligibility criteria and technical information of the tender, EMD (Sealed in a separate envelope) and all other papers except the financial bid. The Financial bid shall contain the details of the price, in Indian rupees as per price schedule format, in words as well as figures. All the bid papers must be signed. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.
- 3.3.** Bidder is required to submit the complete proposal along with annexure and brochures etc. the proposal has to be signed in original by the authorized representative of the Bidder. The proposal has to be signed in original by the authorized representative of the Bidder. The proposal shall be exactly according to the presented formats given in the TENDER documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be enclosed separately. Modification / rewording of formats shall not be acceptable. Each page of proposal documents is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally. Bidder must submit all necessary technical brochures with the proposal. No column should be marked as “NIL” or Zero, “0” etc. Where no price is proposed to be charged for any item or its parts which is required to be supplied, it should be clearly mentioned in so many words.
- 3.4.** The envelopes should be addressed to superscripting to tender no and due date to be submitted to:-
- The Director,
National Centre for Antarctic and Ocean Research,
Headland Sada,
Vasco-da-Gama, Goa - 403804
- 3.5.** The Bidder is expected to read and examine carefully all instructions, forms, terms and specifications in the TENDER document. Failure to furnish all information

required in the TENDER document or submission of a proposal not substantially responsive to the TENDER document in every respect will be at the Bidder risk and shall result in rejection of the proposal.

- 3.6.** The bidder should be complying with all the applicable labour laws and other relevant laws related to operations of the bidder. An affidavit is to be submitted in this regard

4. PROPOSED NATURE OF WORK

4.1. Managed IT Infrastructure Services (Facility Management) in brief as follows.

- 4.1.1. The operation, maintenance of existing IT infrastructure and to provide all necessary support services to all clients as per the detailed scope of work specified in this tender..
- 4.1.2. Maintenance and support services for the fibre optic/ UTP based Local Area Network (LAN) and the entire Network Maintenance Systems including its routers, switches and connectivity.
- 4.1.3. Full Comprehensive maintenance of all client systems under AMC using any version of the Operating systems such as Microsoft, Linux, SGI Unix and application software etc.
- 4.1.4. All necessary first level support to all client systems under vendor's warranty (using any version of the Microsoft, Linux and application software etc) and interaction with respective vendor to resolve the issue.
- 4.1.5. As and when required, to help installing commonly used Operating System and application software on server and client systems including the systems under warranty.
- 4.1.6. To interact with all vendors who have supplied IT equipment or have on AMC with NCAOR for faster solutions to their supplied systems.
- 4.1.7. Give regular report of the status of the all hardware of the IT infrastructure including Servers, Workstations, client PCs, Notebooks, Printers, Scanner and other LAN devices.
- 4.1.8. On expiry / termination of the contract, the contractor shall handover all the responsibilities with detailed documents and hardware under the contract over to NCAOR next contract personnel in good working condition, before the release of the last payment.
- 4.1.9. Any other requirements related to better IT infrastructure facility and services.

4.2. Severity Status for all Managed FM related services:

- 4.2.1. **Level – 1 (SL-1):** Calls that can have severe impact on business affecting large number of users i.e. any critical servers (e.g. e-mail server, Web

server, data base servers, application server etc) or Network devices (e.g. Routers, Switches, etc).

Action required: Calls to be attended immediately and resolved within 6 hrs either through: repair, replacement (OEM only), reconfiguration, bringing up a backup server or LAN units including the interaction with vendor for the same in case equipment under warranty.

4.2.2. **Level – 2 (SL-2):** Any of the end user system is unusable affecting individual users due to network connectivity, Operating systems or application packages, printing, virus problems, installing a new software etc.

Action required: Calls to be attended within a day and resolved within 2 working days including the interaction with vendor for the same in case equipment under warranty.

4.2.3. **Level – 3 (SL-3):** Hardware failure of client system, new Hardware installations & upgrades, change in configuration of the client systems, desktop etc.

Action required: Calls to be attended within a day by repair of faulty hardware or replacing (OEM only) from the spare stock and should be resolved within 3 working days including the interaction with vendor for the same in case equipment under warranty.

4.3. Down time and Penalty:

4.3.1. For Severity Level–1(SL-1) problem: In case the problem is not resolved within stipulated time the penalty will be calculated as follows:

10% of total value of the AMC for a period of that month plus 3 times the daily AMC charges for that particular equipment

4.3.2. For Severity level- 2 & 3 (SL-2 & 3) problems: Normal number of days taken to resolve the problem beyond stipulated resolution time.

The penalty would be calculated monthly as follows:

- let A = AMC rate per machine per day (take 300 working days in a year);
- let D= total number of additional downtime days of all SL-2 & 3 machines

- penalty (rupees) = 20 x A x D
- for system in the critical users list (approximately 25 nos.) the downtime penalty will be **doubled**.

4.4. Scope of work in details:

4.4.1. HELP DESK SERVICE

Scope: Liaison between NCAOR staff and FM group at NCAOR, Goa.

List of Deliverables:

- Deputing a suitable person
- Browser based call Logging software
- Attend user calls, Logging and assign to respective engineer based on call type.
- Tracking each call to resolution and coordinate with FM team & user to update.
- Escalating calls, if necessary and continuously following it to the resolution.
- Generating call reports, analyzing the call statistics and report to team leader.
- Any other requirements related to better service.

MIS Reports (Soft copy)

- Daily and Weekly - Pending calls report (vendor wise)
- Monthly – total call type report, Downtime report (Vendor Wise)
- Weekly pending calls report
- Monthly downtime report
- Monthly report of machines going out of AMC/warranty
- Weekly report of stand by's / spares deployed, hardware repaired.
- Maintain "IN/OUT of NCAOR" register for all hardware movements (like PC's/ printers/parts of any system).

4.4.2. VENDOR MANAGEMENT SERVICE

Scope: Liaison between NCAOR and IT infrastructure vendors at NCAOR, Goa.

List of deliverables

- Maintaining database of the various vendors with details like contact person, tel. No., escalation matrix, response time and resolution time, commitments etc.
- Maintenance of all details of hardware and software maintenance contracts of NCAOR with the various vendors.
- Logging calls with vendors for all systems under warranty and AMC.
- Coordinating with the vendors to get the problems resolved so that the

calls logged on them are resolved within the times stipulated in their maintenance contract entered into with NCAOR - Measured on a weekly basis.

Any other requirements related to better service.

MIS Reports

Refer 4.4.1

4.4.3. SERVER MANAGEMENT AND SYSTEM ADMINISTRATOR SERVICE

Scope: Overall system administration, operation and management of existing and future systems. It will cover the Windows Servers, Linux, DNS service, web service, remote access service (wired and wireless), database storage, content filtering, antivirus gateway, mail services, Tally 9 and any other network service etc.

List of deliverables

Deputing suitable personnel

General system administration, operation, maintenance and monitoring of all Servers on continuous basis to provide zero down time.

Managing more than 250 net worked client systems for heterogeneous server applications.

Orderly system startup, shutdown, periodic backup of servers as per the requirement.

Monitoring CPU utilization, disk space usage, to maximize the server performance etc as per the defined threshold, documenting the results and reporting.

Resolving all server problems like system 'hang', hard disk crash, network connection failure etc.

Creating / modifying / deleting the file systems, users and groups as per the need

Installation of OS upgrades and patches and Re-installing OS if required.

Installation and upgradation of various server applications.

Performing periodic backup of all system files / volumes, installing system software

Conduct backup restoration drill on the standby servers as per the requirement.

Migration of service to backup server within 8 hours of server failure.

Escalating unresolved problems to the principal and or hardware vendors for ensuring quick resolution.

Asset Management services: Maintenance of IT infrastructure inventory, Proper documentation of all servers configuration, changes, maintenance

of software database and updates, Status and renewal of all AMC and License requirements.

Any other requirements related to better service.

Service Level Objectives All server related services come under severity level 1.

MIS Reports

Refer 4.4.1

4.4.4. MAIL SERVICES (> 200 plus users)

Scope: Overall system administration, operation and management of Microsoft Exchange 2013 email servers at NCAOR, Goa

List of Deliverables

Deputing suitable personnel

General system administration, operation, maintenance and monitoring of all email Servers on continuous basis to provide zero down time.

User account management: Creation, deletion and transfer of mailboxes

Monitoring the mail traffic queue and the disk space usage for mail.

Attending and resolving any email related complaints.

System administration and Backup of email servers on daily basis

Quick Migration of email service on backup server within 8 hours of main email service failure

Managing and providing web access to email clients

Install, update and managing SPAM mails and other security requirements.

Any other requirements related to better service.

Service Level Objectives All email related services come under severity level 1.

MIS Reports:

Refer 4.4.1

4.4.5. ANTI-VIRUS UPDATES/ MAINTENANCE SERVICES

Scope: Maintenance, monitor and update of Symantec antivirus and attending to virus problems of each client at the desktop level. Antivirus related work on the servers comes under severity level 1.

List of Deliverables

Deputing suitable personnel

Maintenance of OS, operation and troubleshooting

Maintenance and update of Pattern file for new and old viruses, particularly for software in antivirus gateway & intranet server.

Attending to and clearing virus attacks at all client systems

Keep the existing virus scanning software updated

Update and feedback on new viruses detected and Feedback

Any other requirements, security measures/ policy for improvement

Service Level Objectives

Keeping all incoming/outgoing Internet traffic virus free

Keeping all the desktop PCs virus free

MIS Reports

Monthly analysis of anti-virus gateway log files

Monthly analysis of anti-virus intranet server log files

Monthly report on virus attacks at desktop level

Weekly pending calls report

4.4.6. NETWORK MANAGEMENT SERVICE

Scope: Maintenance of existing Fibre optic and UTP based LAN network system, Wireless nodes and installation & commissioning of new network points as and when required.

List of deliverables

Deputing suitable personnel

Monitoring of installed Switches and LAN devices on daily basis to ensure that all nodes in LAN are available for trouble free network connectivity.

Management of fiber optics link between server room and satellite communication room.

Providing a new LAN point, configuration of the client system, installation of new switches and all related services.

A detailed data base of all net work components and vendor management

Advice on requirements of LAN hardware upgrades

Any other requirements related to better service.

Service level objectives All related services come under severity level 1.

MIS Reports

Refer 4.4.1

4.4.7. HARDWARE AND TECHNICAL SUPPORT OF LAN EQUIPMENTS

Scope: Comprehensive hardware maintenance of LAN equipment in use as well as in standby state (active devices like routers, switches and wireless access points) as per list in Annexure-I.

List of Deliverables

Depute suitable personnel

LAN equipment comes under severity level-1.

Calls to be attended immediately and resolved within 6 hours.

Immediate efforts to repair/replace the faulty LAN equipment.

Replenish the spare stock within 24 hours for further requirement.

Any other requirements, policy, security measures, etc for improvement.

MIS Reports

Refer 4.4.1

4.4.8. HARDWARE AND TECHNICAL SUPPORT FOR SYSTEMS UNDER WARRANTY AS WELL AS OLD SYSTEMS IN USE.

Scope: Provide First level support for hardware and software for all systems under vendor warranty, like desktops, servers, workstations, printers, notebooks and other components of networking systems at NCAOR, Goa as per the list in Annexure-I.

List of deliverables:

First level support for the all client systems under warranty as shown in Annexure-I Diagnosing the problem, resolving and if required after first level support getting the same resolved through appropriate vendors.

First level support at client end for OS (any version of Microsoft and Linux) and other authorized software applications involves installation, testing and supporting for trouble free use.

Monthly update of AMC list of PC's, Notebooks, Printers; On completion of AMC / warranty of any system, taking over to own comprehensive maintenance thereafter.

Coordinating with the vendors for all AMC / warranty systems to get the problems resolved within the stipulated period - Measured on a weekly basis.

Maintenance of all correspondences with vendors and reporting.

Similar support for all new procurements which will have initial vendor warranty as well as old systems in use.

Any other requirements, policy, security measures, etc for improvement

MIS Reports

Refer 4.4.1

4.4.9. COMPREHENSIVE HARDWARE AND TECHNICAL SUPPORT SERVICE

Scope: Full Comprehensive Hardware and software support for all the desktops, servers, workstations , printers, scanners, notebooks and other components of networking systems at NCAOR, Goa as per the list in Annexure-I.

List of deliverables

Deputing suitable personnel

Full Comprehensive maintenance support and complete hardware support for the all client systems as shown in Annexure -I Diagnosing the hardware and software problem on your own and resolving. In case of systems under warranty, after first level support getting the same resolved through appropriate vendors if required.

Full level support at client end for OS (any version of Microsoft and Linux), authorized software and antivirus applications involves installation, re- installation, upgrades, testing and supporting for trouble free use.

Configuring Desktops, Servers, Workstation Notebooks, Printers and Scanners for resolving users problems

Resolving network connectivity problems for internet, intranet and email at the client end.

Monthly update of AMC list of PC's, Servers, Workstations, Notebooks, Printers and Scanners etc; on completion of AMC / Warranty period and its inclusion in the AMC at the prescribe rate on prorata basis from the date of expiry of warranty/AMC.

Coordinating with the vendors for all AMC / warranty systems to get the problems resolved within the stipulated period - Measured on a weekly basis.

Should be equipped with adequate measurement and testing tools at site.

Priority services to the Critical users list (will be provided)

Feedback on technical and software upgrade for improvement.

Any other requirements, policy, security measures, etc for improvement

MIS Reports

Refer 4.4.1

4.5. The Terms & Conditions for comprehensive hardware maintenance:

- 4.5.1. The Full Comprehensive support should include spare parts support at no extra charge. Replaced parts should be OEM only and faulty parts arising out of replacement would be property of the company providing AMC support.
- 4.5.2. The firm should keep in reserve the standby systems and spare parts (**As per Appendix-A**) at NCAOR for quick replacement during repairs. If any of the listed items is used due to delay in repair, then replenish the spare stock within **two days** of its usage failure will invite downtime penalty class under SL-2 and SL-3.
- 4.5.3. The spare parts which are taken for repairs to the factory/workshop of the contractor shall be replaced back in original (serial number will be noted down) after repairs in perfect working condition within 15 days after providing standby. Necessary permission will be given for movement of spares in and out of NCAOR.
- 4.5.4. The comprehensive maintenance charges shall includes cost of spares required for maintaining the systems and other peripherals attached to the system. However, it does not include consumables like floppies, CD's, DVD's, tape cartridges, ribbons, Toners, Ink Cartridges.
- 4.5.5. Following shall be the Scope of quarterly Preventive Maintenance for all clients

in the institute (PC/ Printer, etc). A report signed by each user will have to be submitted for each quarter for all the machines under AMC.

Quarterly check and service of all the client systems as per the requirement specified by NCAOR.

Scan the hard disk drive for bad sectors and corrupted files.

Cleaning of temporary files, drive and any other devices which require cleaning.

Cleaning printer carriages, print heads as per the recommended procedure of the manufacturer.

Routine maintenance of laser printers.

Place label on each system those are in AMC.

4.5.6. Scope Of Break Down Calls

Following shall be the Scope of breakdown calls normally registered using call logging software to be provided by the AMC provider.

In case of breakdown of computer systems a computerized registering of the complaints through Intranet server and for follow-up actions will be maintained. The resident customer support engineer will be provided with priority slips of complaints for immediate actions

Available spare parts are required to be replaced for quick repair of the faulty systems. Immediate actions should be taken to repair the original faulty parts and if not possible suitable follow up actions should be initiated. In case of anticipated long delay, the stock of standby spare parts is to be restored within **two working days**.

The status of the breakdown service should be updated on the complaint form available in Intranet server without any delay. The customer service reports (CSR) which are duly signed and commented by the complainant shall be filed and updated after completing the given complaints.

Replaced new parts in lieu of the damaged / faulty component / system shall be the property of NCAOR and the system data base need to be updated accordingly if need.

All client related services mentioned in this section come under SL-2 & SL-3. However for the systems identified in the critical users list (approximately 25 nos.) the downtime penalty will be doubled.

A call logging application package should calculate the downtime, which considers the number of FM working days for resolution of the call beyond the first day of the complaint. Please note sufficient time is given for resolution of problem before downtime starts. The penalty would be calculated as per clause 3.3

Hardware problems of any client systems like PC, Printer and Laptops should be replaced from the standby stock and the faulty part should be

repaired/ replaced. The original hardware of the PCs / Printers /Laptops should be repaired / replaced with OEM. In case, the faulty unit is not repairable by the firm then the unit will be repaired with a third party and the cost of repairs will be deducted from party's bills.

Units accepted for the full comprehensive AMC in the beginning of the contract year will not be removed out off AMC within that year as irreparable. The contractor should maintain all systems at accepted rate and terms throughout the contract year.

If any system under AMC is to be discontinued due to genuine technical difficulties, it will be decided by the Competent Authority.

4.6. Duration

In general, the contract will be initially **valid for One Year** (likely from **January 2016** onwards) with yearly extension based on the review of the performance, scope of work and the total number of personnel required. Based on the review reports, the service contract shall be terminated if the terms and conditions of the contract are not fulfilled. Also either party has the option to terminate the contract with two months advance notice and without obligation to either side. The contract may further be renewed after the initial one year for a further period of **2 more years** based on the satisfactory performance and revised scope of the work with same rate. For any increased scope of work pro-rata rate shall apply.

4.7. Minimum Manpower requirements, qualifications and their terms & conditions

The interested company should depute suitably qualified personnel to work at NCAOR, Goa during this entire contract period likely to commence from January 2016 onwards. A minimum of **five persons** as specified below (points 3.7.1 to 3.7.3) should be deputed at all times. Additional staff if required in any category may be employed at company own costs to meet the contract terms. (Attach synopsis and detailed bio data of proposed personnel in technical bid).

Ref. No.	Designation	# of person	Qualification	Certifications	Exp. in yrs
3.7.1	Network Engineer	1	B.E./B.Tech in ECE/CSE/ IT discipline OR MCA / M. Sc (Elex / Comp Sci)	RHEL	2
3.7.2	Client Support Engineers	3	Three years diploma in electronics/ computers / Electronics & communication or any govt. course in hardware/ electronics/ computer/	NIL	2

			Electronics & communication engineering qualifications		
3.7.3	Help-desk coordinator	1	Graduate degree in science/arts/Commerce	Diploma certificate in Office Management course	2

4.7.1. Terms and conditions: All deputed personnel should

Provide their appointment orders (with terms and conditions) given by the parent company while reporting at NCAOR.

Provide services as indicated in the scope of the work and by maintaining confidentiality of data, conduct and discipline as required by NCAOR and changes made to it from time to time.

All deputed personnel working time will be from 0900 to 1730 hours on all working days (Monday to Friday)

One amongst network engineer and client support engineers on rotation will have extended working time from 1730 to 1900 hours on all working days. Minimum one personal should be available at office on 08:30 and also available on Saturdays including holidays from 08:30 to 1730 hours except on Sunday and also for any emergency requirements at any time. All deputed personnel under this contract will be considered under the shops & establishment act.

All maintenance, up gradation, backup services etc at server level which requires shutdown or service interruption should be carried out on holidays only with prior advance intimation to users.

Assistance in conference/ seminar/ meeting for presentation/printing as and when required.

NCAOR will provide suitable work place, all required computer resources, stationary and consumables related to the scope of work.

If a deputed person is on leave, the firm should suitably depute alternate person. Any failure in this respect, each man-day loss will attract a penalty @ SL-1 per day.

All the staff of the contractor will have an access to the existing institute's facilities like canteen, library, Internet during working hours.

All the staff of the contractor will have to make their own local transport and accommodation arrangements at all deputed locations and NCAOR will not provide any such facility to contract staff.

Personnel deputed by the contractor are not to be considered as NCAOR

employee and NCAOR does not have any obligations to any of them during or after the tenure of the contract term.

Any other task assigned by ICTD time to time

4.7.2. On expiry / termination of the contract, the contractor shall handover all the responsibilities with detailed documents and hardware mentioned under the contract over to NCAOR in good working condition, before the release of the last payment.

4.7.3. The company should ensure and deliver the service in sincerity and by maintaining confidentiality. The company will ensure continuous service availability and will deploy backup personnel as and when required.

4.8. Review & Payment

4.8.1. Monthly review meetings will be held to discuss status of all the services mentioned in this tender as well as terms and conditions. Any pending issues/problems and suggestion for improvement / additional facilities/ services will be discussed in the weekly meetings. Also yearly review will be carried out to assess the scope of work and the total number of personnel required for the subsequent year.

4.8.2. Quarterly payments to the company will be made on or before 15th day of the following month after deducting penalties due to downtime, if any. The bills have to be certified by the reporting authority.

4.9. Intellectual property right:

All rights on developed technologies or applications in use / unused will be the property of NCAOR, Goa. NCAOR only has the exclusive and transferable license to use, market, store, distribute, reproduce, display, adapt, communicate, perform, translate, transmit and promote the Customized Site, Customized Programming and the Licensed Content, information (or any portion thereof) to other MoES organizations as per NCAOR's interest.

1.1. Eligibility Criteria

S.NO	Qualification Criteria	Copy of documentary Evidence should be enclosed in the tender document	Whether the requirement document is enclosed or not? (say YES/NO) and please specify page no
1	The bidder must be a legal entity registered with Government Agency in India having registered office and operations in India.	Copy of registration certificate	
2	Company should have ISO (9001:2008) certification for IT related services.	Copy of valid ISO certificate	
3	Experience in satisfactory completion of at least one Facilities Management (FM) Contract worth Rs 16 Lakhs or above during last three years	Copy of PO/WO/Completion Certificate issued by the client which clearly indicates the items covered under FMS/AMC, value of the project, period of the project and certification that the services provided was satisfactory.	
4	The bidder should have at least 10 years of experience as on 1st October 2015 in the field of Facility Management Services (FMS)/ AMC Services of IT infrastructure such as maintenance of minimum 100 PCs, 50 Printers, 5 Servers, LAN, WAN, and Network Components in any Central / State Government Ministry / Department/ PSU. The proof for the same is to be submitted.	Copy of experience showing experience more than 10 years in providing FMS/AMC services in maintenance of IT infrastructure	
6	Company should have experience in maintaining (a) Microsoft Exchange-	Copy of Certificate from client	

	2013 mail servers, DNS, different flavor of Linux Servers (b) SGI make machine(s) and also High-End HP servers such as HP- DL-580 or similar.		
7	The bidder should have a minimum annual turnover of Rs 60 lakhs during financial years 2012-13, 2013-14 and 2014-15.	Copy of Balance sheet	
8	Letter from the OEM (such as HP, Dell, Sharp, Canon, Kyocera, IMB, Lenovo and SGI etc) supporting the bidder for the entire AMC period including the extended period as per clause for supply of spares parts and necessary support to the bidder, if required by them, to upkeep the systems and network setup up in AMC.	Certificate / Letter from OEM	

1.2. Penalty Clause and Arbitration

- 1.2.1. Severity level (SL-1 to 3) mentioned in this tender should be strictly adhered during the entire contact period. Failing to fulfil the requirements will invite the deduction as penalty amount due in a month from the corresponding or subsequent quarterly payment.
- 1.2.2. All disputes and differences relating to the Development of Software shall be settled mutually as far as possible. In case mutual settlement of dispute is not possible, the matter shall be referred to sole Arbitration of a person to be nominated by Director NCAOR. The party invoking the Arbitration clause shall do the same in writing, listing out the disputes and differences that may arise. The provisions of Arbitrations and Conciliation Act 1996 will apply. The settlement of disputes (if any) will be within the jurisdiction of a Court in Goa.

1.3. EMD (Earnest Money Deposit)

- 1.3.1. All Bidders are required to deposit EMD in accordance with tender notice in the form of Demand Draft from any Scheduled Bank in favour of the Director, National Centre for Antarctic and Ocean Research, Goa payable at Vasco–GOA (India). No cash or Cheques from the party shall be accepted.
- 1.3.2. EMD should be enclosed in the Technical Bid only and not in Financial Bid, failing which the offer shall be liable for rejection.
- 1.3.3. EMD may be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form.
- 1.3.4. All tenders received without EMD shall be summarily rejected.
- 1.3.5. EMD of the unsuccessful bidders will be returned immediately after the award of work. EMD of successful bidder shall be returned after the receipt of performance Bank Guarantee as per clause 3.13 below. The EMD of the successful bidder shall be forfeited in case it fails to furnish the requisite PBG within 21 days of issue of award.

1.4. Performance Bank Guarantee

A bank guarantee of the 10% value of the work order should be provided by the maintenance agency for due fulfilment of the work order as per text prescribed by NCAOR within 21 days from the date of awarding the work order failing which work order is liable for cancellation of EMD.

1.5. Mandatory Site visit to NCAOR, Goa

NCAOR proposes mandatory site visit between **10:30 Hrs 14th October 2015 to 17:00 Hrs, 16th October 2015** which could provide clear understanding of the existing IT infrastructure and working environments. If required, any additional details of hardware shown in Annexure-I will also be provided during this time. The participation of interested parties in this pre-bid meeting and mandatory site visit is in their own interest and expenses.

- 1.6. Any time prior to the deadline for submission of bids, NCAOR may for any reason whether at its own initiative or in response to clarifications received, requested by prospective bidders, modify the bidding documents by amendment(s). All prospective bidders will be notified of the modifications to the Tender documents and all other such similar issues including extension of due date etc. All such notifications shall be hosted on the NCAOR Website. Bidders are advised to visit website as frequently as possible where information is made available instantly, 24 x 7 days.

QUESTIONNAIRE

- a) Name of the Company / Organization / Firm
- b) Full postal address with Telephone, Telefax, Email
- c) Please specify whether public Limited, Company, Private Organisation or Partnership Firm
- d) Nature of the Business
- e) Date of Establishment
- f) Present Turnover
- g) Permanent Income Tax Ref. No.
- h) C.S.T./ S.T./VAT NO
- i) PAN No:
- j) Service Tax Registration No.
- k) Address & Telephone Nos. Of your branch office in GOA (please specify whether Distributing / Servicing / Marketing the products
- l) Reference of reputed Customers
- m) Details of the highest order executed and value for Facility Management and services
- n) E.M.D. attached with TECHNICAL BID
- o) Details of related work carried out / Literature / Brochure to be attached
- p) Furnished all information required by the tender document.

Name & Signature of the Bidder

PROFORMA 'C'

PRICE-BID FORMAT

Sl.No	Description of requirement	Qty	Amount/month in INR	Total amount/month in INR	Total amount /year in INR
		1	2	1x2=3	4
1	Personnel				
1.1	Network Engineer as per 3.7.1	1			
1.2	Client Support Engineers as per 3.7.2	3			
1.3	Help-desk coordinator as per 3.7.3	1			
2	Total (1.1+1.2.+1.3)				
3	Please indicate quoted taxes on Sl.No. 2, if any				
4	Net Total (2+3)				
5	All services as per tender specification and Full Comprehensive hardware maintenance rate for items shown in the Annexure-I (Give here the total value calculated as per the hardware list and attach the rate per unit details separately)	lump sum			
6	Please indicate quoted taxes on Sl.No. 5, if any				
7	Net Total (5+6)				
8	Grand Total (4+7)				

Dated this _____ day of _____ 20__.

Signature & Name

In the capacity of _____ duly authorized to sign the bid for and on behalf of
_____.

Company Seal:

ANNEXURE-I: Summary of IT Infrastructure and client systems

S.No	Particulars	Presently Under Warranty with Vendor (rate for Services only) refer Clause 3.4.10 QTY	Qty	Annexure - I
				AMC rate per unit per month
		SERVICES ONLY	AMC	
		1	2	3
1	Desktop Systems & Laptops			
1.1	Desktop computer	52	145	
1.2	Laptop	14	31	
	Total	66	176	
2	Printers, Scanners, MFD's & Plotters			
2.1	DMP	0	1	
2.2	Deskjet/Inkjet	0	5	
2.3	Laserjet Black	1	35	
2.4	Laserjet Color	1	19	
2.5	Scanner	0	5	
2.6	Barcode Scanner	0	1	
2.7	Barcode Printer	0	1	
2.8	HP Designjet Scanner 4200	0	1	
2.9	MFD	3	15	
2.10	MFD Medium	1		
2.11	MFD Heavy	1		
2.11	Panasonic FAX Machine	0	2	
2.12	HP Plotter Designjet 5500ps	0	1	
2.13	HP Plotter Designjet 800	0	1	
	Total	7	87	
3	Network Maintenance			
3.1	Single mode Media Converter with LIU	0	2	
3.2	FO Transciever Module	0	4	
3.3	Wireless Access Point	47	0	
3.4	L2 Managed Switch	18	0	
3.5	L3 Managed Switch	13	0	
3.6	WiFi Controller	1	0	
3.7	KVM Switch	0	1	
	Total	79	7	
4	Storage and Backup Devices			
4.1	HP- NAS 2000S fo 10 TB & its accessories	0	1	
	Total	0	1	
5	Servers & Workstations			
5.1	HP Proliant DL580 G7	0	7	
5.2	HP Proliant DL580G5	0	4	
5.3	HP Proliant ML570	0	3	
5.4	Wipro Net Power	0	2	
5.5	HCL 2700 EP Server	0	1	
5.6	Workstation	7	13	
	Total	7	30	

6	SGI workstation			
6.1	SGI Octane 2	0	1	
	Total	0	1	
7	Biometrics, Professional Display & Projectors			
7.1	Biometrics Device	0	6	
7.2	Professional Display 32"	0	8	
7.3	Professional Display 42"	0	2	
7.4	Professional Display 55"	0	1	
7.5	Digital Canves TFT (Touch Screen) INTELLIGENTE	0	1	
	Total	0	18	
	Grand Total (1+2+3+4+5+6+7)	159	320	

Note: The actual number of any of these items will be known before the start of the contract.
We expect the number may not vary beyond +/- 5 for PCs / Printers / Scanners etc.

Signature and Company Seal

Check List for Bidder

S.No	Description	Please specify the page no for the provided documentary evidence
1	Bidder should submit the Technical Proposal	
2	Bidder should submit an Un Price Bid Format Offer, which will ensure that bidder is not altering the Price Bid Format while submitting Commercial Proposal	
3	Bidder should submit EMD	
4	Bidder should submit Tender Fee	
5	Bidder should submit price bid as per PROFORMA-C	
6	Bidder should possess good performance record in the FM services specified in this tender and should attach suitable documents in technical bid to substantiate the claim. Also a “Self Declaration” on stamp paper (Rs 50/-) of not being black listed by any Govt./Public sector organizations in the last 5 years should be attached.	
7	The bidder should have a fully functional service center and qualified engineers to provide quality service support as and when required by NCAOR. List of the personnel with qualification, work experience and no. of years in the company must be given clearly.	
8	Bidders should submit all required documents as per eligibility criteria (PROFORMA- A)	
9	The bidder should be complying with all the applicable labour laws and other relevant laws related to operations of the bidder. An affidavit is to be submitted in this regard	

BANK GUARANTEE FORMAT FOR FURNISHING EMD

To

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH
Headland Sada, Vasco-da-Gama, GOA 403 804, INDIA

Whereas _____

(Hereinafter called the “Bidder”

has submitted their offer dated _____

for the supply of _____

(Herein after called the “tender”

WE _____ of having our registered office

At _____ are bound unto the NATIONAL

(Hereinafter called the Bank)

CENTRE FOR ANTARCTIC & OCEAN RESEARCH, Ministry of Earth Sciences, Govt. Of India having its office at Headland Sada, Vasco Goa 403 804, India (herein after called NCAOR which expression shall unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assigns) in the sum of _____ for which payment will and truly to be made to. NCAOR, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____ 2016.

THE CONDITIONS OF THIS OBLIGATION ARE:

- 1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the Bidder having been notified of the acceptance of his tender by NCAOR during the period of its validity.
 - 2.a) If the Bidder fails to furnish the Performance security for the due performance of the contract.
 - 2.b) Fails or refuses to execute the contract

We undertake to pay NCAOR up to the above amount upon receipt of its first written demand, without NCAOR having to substantiate its demand, provided that in its demand the NCAOR will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee is valid until the _____ day of _____ 2016.

Signature of the bank

Letter Comprising the Application for Pre-Qualification of AMC

Dated:

To,
The Director
National Centre for Antarctic and Ocean Research
Headland-Sada
Vasco-da-Gama
GOA, India

Sub: Application for Annual Maintenance Contract

Dear Sir,

With reference to your tender document dated / /2015, I/We, having examined the document and understood its contents, hereby submit my/our Application for Qualification for the aforesaid project. The Application is unconditional and unqualified.

1. All information provided in the Application and in the Annexures of tender is true and correct and all documents accompanying the Application are true copies of their respective originals.
2. This statement is made for the express purpose of qualifying as a Bidder for providing the services for the aforesaid Project.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
4. I/ We acknowledge the right of the Authority to reject our Application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three years, I/we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
6. I/ We declare that:
 - (a) I/ We have examined and have no reservations to the tender document, including any Addendum issued by the Authority.
 - (b) I/ We do not have any conflict of interest in that affects the qualification process of the tender document; and
 - (c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- (d) I/ We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. I/ We understand that you may cancel the Bidding Process at any time without assigning any reasons thereof.
 8. I/ We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
 9. I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
 10. I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
 11. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
 12. I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
 13. I/we agree and undertake to abide by all the terms and conditions if any of the tender document.

In witness thereof, I/We submit this application under and in accordance with the terms of the tender document.

Yours faithfully,

Date:

(Signature of the Authorised Signatory)

Place:

(Name and designation of the Authorised Signatory)

				Appendix - A
Sl.No	Item Description	Make	Configuration	Qty.
1	Desktops with Legal OS	HP/DELL	Processor i5/i7, 500 GB HDD, 4 GB RAM, DVD Writer with 19" TFT Monitor	3
2	Laptops with Legal OS	HP/DELL	Processor i5/i7, 500 GB HDD, 4 GB RAM, DVD Writer	2
3	Laserjet Printers with USB and LAN Support	HP Mono Laserjet	Print speed: 12 pages per minute for A4 and letter-size paper Print resolution: 600 x 600 dpi with HP Resolution	2
		HP MFD Laser Printers	Duplex Printing and Networking	2
		HP Colour Laserjet	Duplex Printing and Networking	2
4	MOTHERBOARD	Intel® Q67 Express Chipset	i5 Processor Support	3
		TQ 965 MK	which supports HP Compaq DX7380 MT HP Desktop	2
		945 GM	which supports HP Compaq DX2280 MT HP Desktop	2
		G41	which support Dual core Processor	2
		865 motherboard		2
5	RAM	512 MB DDR1		2
		1GB DDR1		2
		1GB DDR2		2
		2GB DDR2		2
		2GB DDR3		3
		1GB DDR3		3
6	Hard Disk	80 GB IDE		2
		160 GB SATA		2
		500 GB SATA		4
		320 GB SATA		2
7	SMPS	Dell SMPS MODEL: D250ED-OO	Which support Dell Optiplex 990 Desktop	2
		SMPS with SATA Power Supply	Which Support for Latest Desktops	6
8	Keyboard	PS2		2
		USB Keyboard		2
9	Mouse	PS2		2
		USB Optical		2
10	LAN Card	10/100/1000		3
11	DVD R/W	HP/DELL	IDE and SATA	2
12	CPU FAN	945 and H61 motherboard cpu fan		2
13	Desktop Accessories	Printer USB Cable of 1.5 meter, Sata Power & Data Cable, VGA Cable, IDE Cable, CMOS Battery, Power Chords for Desktops	two qty of each item	12