



सी एस आई आर सूचना उत्पाद अनुसंधान एवं विकास यूनिट

(विज्ञान तथा प्रौद्योगिकी मंत्रालय, भारत सरकार के अधीन स्वायत्त संगठन)

"जोपासना" 85/1, पौड रोड, कोथरुड, पुणे - 411 038

URDIP

CSIR UNIT FOR RESEARCH & DEVELOPMENT OF INFORMATION PRODUCTS

(Council of Scientific & industrial Research)

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ENQUIRY

To,	All Communications are to be addressed to The Director CSIR UNIT FOR RESEARCH & DEVELOPMENT OF INFORMATION PRODUCTS Attn. : Stores & Purchase Officer	
	Tender Enquiry No.	Date
	41/URDIP/P17/04	20/06/2017

Dear Sirs,

Subject - REQUEST FOR QUOTATION : FMS – AMC

DUE DATE : 10/07/2017

Please send your/obtain and send your Principal quotation in a sealed cover for the following items with complete specifications and literature showing delivery period, on or before due date to reach this office.

SL. No.	Description of Material	Approximate Quantity
	<p>Facilities Management Service for a period of One Year Detail specification as per sheet attached.</p> <p>EMD of Rs. 80,000/- may be submitted alongwith your offer by way of Demand draft issued by any Nationalised Bank drawn in favour of The Head, URDIP, payable at Pune, failing which your offer will be rejected.</p> <p>Successful bidder has to submit the Performance Bank Guarantee For 14 months, within 21 days from the date of award of the contract amounting to 10% of the value of the order in our prescribed format failing which your EMD will be forfeited.</p> <p>Due date for submission of quotation - 10/07/2017 upto 1.00pm Quotation opening date - 10/07/2017 at 2.30pm</p> <p>Your Offer may be submitted to The Head, URDIP, 'Tapovan' Survey No. 113 & 114, NCL Colony, Pashan Pune - 411008</p>	1

IMPORTANT

1. Quotation received after due date will not be considered at all
2. Fax/Telex Quotation will not be considered.
3. Our enquiry No. and due date as above must be superscribed on the envelope containing your quotation.
4. We normally do not accept the advance payment term or payment through bank against documents.

Yours Faithfully,

Section Officer (Stores & Purchase)

20/6/17

TERMS AND CONDITION

1. Break up of individual cost of items.
2. We are prepared to consider offer for material either of indigenous manufacture, or of foreign make available from ready stock. Any offer to supply on forward Delivery Basis under supplier's own import quota license will also be considered.
3. The price quoted may be indicated below in clause (a) for outstations firms and (b) for local firms. (a) F.O.R. Pune/URDIP/Dispatching station of goods/pasenger train/road. (b) For free delivery at URDIP, Pune
4. Your rate include packaging and forwarding charges. In case of quotation F.O.R. destination insurance should also be covered. The goods should be insured in your favor against theft, loss, damage or breakage during transit. The insurance charges should not exceed 3% of the material supplied.
5. Your offer should be valid for a period of 60 days from the date of opening of the quotations/tenders.
6. The RATE OF VAT and other TAX Should be clearly indicated wherever changeable. This office is not eligible to issue C or D forms.
7. Specific mention should be made whether delivery will be ex-stocks or stores will have to be imported or obtained from the works and how much time will be required for delivery after receipt of the order. The Delivery time will have to be strictly adhered to in case an order is placed against your offer.
8. In case any of the items mentioned overleaf is on the current rate-running contract list, please quote the DGS&D rate, the contract reference and also send the copy of the rate contract.
9. Each quotation sent by post is to be enclosed in double cover. The inner cover should be SEALED WITH WAX AND SUPERSCRIBED as quotation for _____
Your No. _____ Dated _____ and due date _____
The outer cover should bear only the address of office without indicating that there is a quotation within. The quotations will be accepted only upto 5.00 p.m.
10. The quotations will be opened in the presence of the representatives, if any, of the quoting firm at 2.00 p.m. on the next working day of the due date.
11. Payments for supplies will be made direct to suppliers by crossed cheque on the State Bank of India Pune only after receipt of the stores in good condition/bill, within 30 days.
12. Printed condition of the tenders/quotations shall not be binding on us.
13. The acceptance of the quotation will rest with the Head, URDIP, Pune who does not bind himself to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all the quotations received without assigning any reason.
14. The quotations are liable to be rejected if any of the above condition are not complied with
15. Incomplete, conditional and unsigned tenders shall not be accepted.
16. The Supplier warrants that all the Goods are brand new and unused and of the most recent or current models, and they incorporate all recent improvements in design and materials, unless provided otherwise in the contract.

Sr N	Detailed specification of the Stores including summary of its function]	Quantity
1. Facilities management service for a period of One Year for support of the following services :		One
Support on Linux and Win 2003/ 2008 /2K Servers for the following services		
<ul style="list-style-type: none"> i. Network Services ii. Anti-Virus iii. VMWare iv. Web Servers v. Oracle8i vi. MySQL and MS SQL vii. Storage (NAS & SAN) 		
2. Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)		
<ul style="list-style-type: none"> i. HP dc 8000 elite ii. HP dc 8100 iii. HP dc 8300 elite iv. HP Workstation XW4550 v. HP Workstation XW 4300 vi. HP Workstations Z 200 vii. HP workstation Z 400 viii. Lenovo Laptops 7734A17 ix. HP Laptop Pro book x. HP mobile WS HP GW680AV xi. HP EliteBook 2170p xii. DELL INSPIRION 5547 xiii. HP Color Laserjet CP 5225 xiv. HP Color LaserJet CM6030 MFP xv. HP Laserjet 1505 xvi. HP Laserjet 2420 dn xvii. HP Laserjet P3015 xviii. EPSON DMP 4Q2180 xix. HP Officejet Pro L7380 xx. HP Scanjet 7000 xxi. HP Laser Jet CP 2025 xxii. HP Scanjet 8270 xxiii. HP Scanjet Enterprise flow 7000s2 		30 30 50 5 1 5 1 6 5 2 1 2 1 4 4 6 2 1 1 2 1 2 3
3. Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)		
<ul style="list-style-type: none"> i. IBM X Series 346 Server 146 * 5 HDD ; Intel Xeon 3.2 GHz- Single Processor ; 4 GB Ram ii. HP Proliant Server DN 380 G5, Xeon 3.0 Ghz, 4GB, 8*146GB 		2 2

Note :

1. In all the above cases, whenever necessary, all the parts and components should be replaced free of cost. (only replacement / no repairs)
2. The quotation should be for the entire package as listed above.
3. Contract should be undertaken for all the items on "As is where is" basis.
4. Old parts replaced with new ones will be property of the contractor (Bidder).
5. Spares to be used during maintenance of IT assets must be genuine ones and of the same make by ensuring their compatibility with our assets.
6. There will be a two-bid system for this enquiry. Vendor (Bidder) has to submit one bigger envelope containing two smaller envelopes - I & II. Smaller envelope I - marked as Technical-bid will contain the technical proposal satisfying all the terms and conditions as well as the eligibility criteria for the Vendor as per the enquiry. Small envelope II will be marked as 'Financial-bid' indicating only the prices per item as indicated in the enquiry and a final total cost after including all the applicable taxes. No modification in the price and tax structure will be accepted and **the price quoted will be firm and final.**
7. The vendors (Bidder) need to quote for each item/sub-item separately as mentioned in Annexure A. Otherwise the offers would not be considered and no communication in this regard will be entertained.
8. Eligibility criteria for the vendor:
 - a. Please submit supporting documents for each of the following. If the supporting documents are not submitted, that corresponding claim in the quotation will not be considered and **the quotation may likely be rejected.**
 - i. The Vendor (Bidder) should have a registered office in India and have an authorized office/service center in Pune operating for atleast last 5 years.
 - ii. The vendor (Bidder) should not any record of having been black listed by any Govt or Public Sector Organisation in last Three years. The vendor should provide a self declaration in this regard on their letter head.
 - iii. The Vendor (Bidder) should provide the copies of relevant documents / certificates / registrations from the concerned Govt / Statutory authorities of the applicable laws related to the Goods and Services they are providing, viz Company registration, Service Tax, Income Tax, CST/LST/Service Tax, VAT, MVAT etc.
 - iv. The vendor (Bidder) should be able to provide support and Service for products of all major brands / OEMS namely IBM/Lenovo/HP/Dell/Cisco/Oracle(SUN) etc.
 - v. The firm (Bidder) should give tabular data of similar work-site (with at least 200+ computers and 30 similar sized servers) or higher, client list of at least ten clients in the last five years. The client should include at least one govt/semi-govt/autonomous organization and one software organization. The table should contain the description of services/AMC offered with details of number of Servers-PCs-and Services maintained and supported , engineers and application and

domain expert deployed , service period and renewal if any. Please submit supporting documents / Copies of POs.

- vi. Client satisfactory/experience certificate of atleast 5 clients should be attached.
- vii. The firm (Bidder) should provide tabular data regarding the details of available manpower including for the 10 clients mentioned above (at least 5 service engineers and 5 application support experts (L2 and L3) on their Pay-roll) to provide FMS-Comprehensive AMC Services indicating their names, qualification, certification, total experience in years, experience with existing organisation, and list of client served. The supporting documents for this information will be verified before finalising the purchase order.
- viii. The vendor (Bidder) should give the list of references including the above ten clients with company name, contact person name, his/her address, telephone no, mobile number, e-mail address.
- ix. The tender with incomplete information will be summarily rejected and representation of any sort will not be accepted.
- x. The vendor (Bidder) should have experience on SLA based services and knowledge and experience on Managing IT infrastructure for at least Five years
- xi. The vendor (Bidder) should have well trained and certified resources from global certification authorities with the backup provisioning against deputed resources.

9. Scope of Work :

- a. **URDIP intends to engage specialist agencies for Comprehensive Annual Maintenance of Computer Hardware including Software support and FMS service by providing ONE experienced MCP Certified L1 Resident Engineer for Desktop support and ONE RHEL certified advanced level L2 resident engineer for server and VMWare administration for the various services as required in specified domain indicated above .**
- b. The scope of work includes
 - i. One L1 Level MCP Certified Resident engineer – with very good experience to support around 200 IBM/HP/Wipro/Dell desktops and workstations. The Engineer should have knowledge to support and trouble shoot Windows 10 / 8 / 7 / Vista / XP / 2000 Professional, Antivirus and other software, networking and troubleshooting and printer and scanner support (6days/week)
 - ii. One L2 Level Linux certified resident engineer (with advance level support backup from their NOC / back office team which is available 24 X 7 basis for consultation to resident support) for support, configuration, installation and maintenance of Sun/Dell/IBM/HP Servers with RHEL 3, 4, 5, CentOS, SUSE, Windows OS, VMWare, NAS and SAN devices for 6 days/week (and any time in emergency) for the services mentioned above.
- iii. On-site comprehensive annual maintenance services of computer hardware comprising computer servers and systems, printers, peripherals and network equipments (LAN and WAN) located at multiple URDIP buildings in NCL Campus, as listed above.

- iv. Support at multiple different locations of URDIP offices in NCL Campus (i.e. Tapovan building, B-7 Bungalow and Hall of Residence 4).
- v. Free replacement of defective parts with original parts and will be in accordance with the terms and conditions as mentioned below. Defective parts should be replaced and not repaired.
- vi. Maintaining a list of all the software inventory at URDIP through inhouse software at URDIP.
- vii. Maintaining a list of all IT equipment's under warranty, and under AMC. Contacting the authorized OEM of the equipment's for troubleshooting of problems which are under warranty. Taking backend technical L2 / L3 support of bidder organization for troubleshooting of problems of the equipment's which are in AMC.
- viii. Maintaining a list of all the services running in the datacenter and checking status of all the services at least three times a day.
- ix. Updating all OS / software / firmware / applications from time to time.
- x. Maintaining a database of all the software's used at URDIP and ensuring software licenses are renewed and no unauthorized use of software is done.
- xi. Addressing any current problems and proposing solutions.
- xii. Trouble shooting of hardware and software problems and proposing solutions.
- xiii. Documenting all issues and their steps to troubleshoot.
- xiv. Quarterly preventive maintenance of all IT infrastructure at URDIP. Preventive maintenance also as and when required.
- xv. Daily, Weekly and Monthly reports on the activities carried out to be maintained and handed over to the designated person from URDIP

10. Terms and Conditions:

- a. The contract will be onsite and exhaustive to include servicing, repairing(in certain conditions), and replacement of required components and posting of atleast One Resident Desktop Engineer and deployment of atleast One advance level L2 support Linux and VMware expert in the specified domain as required.
- b. The vendor shall maintain a daily call register and submit a daily, weekly and monthly analysis report on the equipment listed above covered in the contract and take signature of authorised officers. Alternately the vendor needs to install and make use of open source inventory and complaint software for the same. Required Hardware for the same will be provided by URDIP.
- c. The vendor shall provide service as per the working hours of URDIP from 9am to 6pm, Monday to Saturday, for equipment's listed above and beyond working hours when an emergency arises even on holidays.
- d. The vendor should attend hardware and software support within 2 hrs. from the time of the call lock.
- e. No absentee of the Service Engineer is allowed. A substitute Resident Engineer of similar experience and expertise has to be sent who is aware of the URDIP site conditions and

functioning. If no substitute engineer is available at URDIP site or an uncertified engineer is substituted, then a charge of Rs. 1000/- per day for absentee of desktop L1 support engineer and Rs. 3000/- per day for linux L2 level support engineer will be deducted as penalty.

- f. The vendor shall supply all spare parts required for changing. The Vendor should change the spare parts and not repair. Spare parts removed from the system will be taken over by the vendor for reconditioning / repair only after alternative replacement is done of with the same original brand, type and model.
- g. The vendor has to maintain inventory of critical and routine spares for the equipment's at URDIP premises which will be decided at the beginning and will be strictly maintained. The same may be reviewed and revised as and when required.
- h. The vendor shall provide all normal tools, test equipment's needed for maintenance of the system.
- i. If the equipment has to be taken out from the URDIP premises for repair, the transportation cost will be borne by the Vendor.
- j. The minor repair has to be completed within 24 hours and the major repair has to be completed within three working days for desktops, otherwise, a penalty of Rs. 500/- per day per call will be charged to the Vendor till the call is closed.
- k. The minor repair has to be completed within 3 hours and the major repair has to be completed within 24 hours for servers, otherwise, a penalty of Rs. 2500/- per day per call will be charged to the Vendor till the call is closed.
- l. The engineer deployed at the URDIP site should be residing locally and available after office hours in case of emergent needs.
- m. Vendor has to give preventive maintenance and updation atleast quarterly for PCs, and Servers.
- n. The vendor should do servicing of all printers, scanners and IT peripherals quarterly.
- o. The vendor cannot subcontract whole or part of the above mention services to any other party.
- p. The payment will be made per quarter upon satisfactory completion of services. The vendor needs to furnish the attendance report of the engineers along with the bill.
- q. The number of items mentioned above may increase or reduce per quarter. This would be intimated to the vendor atleast 1 month before the start of a quarter.
- r. In case of unsatisfactory work and services, contract may be terminated with one months' notice.
- s. The contract will be for the duration of one year but is likely to get renewed on the same terms and conditions of the enquiry for one more year.
- t. Vendor needs to coordinate with the existing AMC vendors and management of existing ~~AMCs until expiry of contract with the existing vendor.~~
- u. Vendor should coordinate with the newly joined AMC vendors and management of existing AMCs until commencement of the contract or till last date of the contract.
- v. The vendor (bidder) need to pay EMD along with the quote.

- w. If the contract is awarded, the bidder needs to provide a PBG after receiving of the contract if any.
- x. The vendors - engineer and employees deployed at the URDIP site will sign a Non Disclosure Confidentiality agreement with URDIP about Confidential information. The vendor or their engineer
 - i. Shall not use or disclose to any third party the terms and Conditions as well as any confidential information relating to URDIP.
 - ii. Shall not, without prior written consent from URDIP, disclose the Contract, or any provision thereof, or any information furnished, to any person other than a person employed by Vendor in the performance of the Contract.
 - iii. Shall not, without prior written consent of URDIP, make use of any document or information made available for the project, except for purposes of the Contract

Annexure A

List of IT infrastructure assets (h/w, s/w) to be considered for AMC / FMS

Sr N	Detailed specification of the Stores including summary of its function]	Quantity	cost [Rs.]	Amount [Rs.]
1.	Facilities management service for a period of One Year for support of the following services :	One		
	Support on Linux and Win 2003/ 2008 /2K Servers for the following services i. Network Services ii. Anti-Virus iii. VMWare iv. Web Servers v. Oracle8i vi. MySQL and MS SQL vii. Storage (NAS & SAN)			
2.	Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)			
	i. HP dc 8000 elite	30		
	ii. HP dc 8100	30		
	iii. HP dc 8300 elite	50		
	iv. HP Workstation XW4550	5		
	v. HP Workstation XW 4300	1		
	vi. HP Workstations Z 200	5		
	vii. HP workstation Z 400	1		
	viii. Lenovo Laptops 7734A17	6		
	ix. HP Laptop Pro book	5		
	x. HP mobile WS HP GW680AV	2		
	xi. HP EliteBook 2170p	1		
	xii. DELL INSPIRION 5547	2		
	xiii. HP Color Laserjet CP 5225	1		
	xiv. HP Color LaserJet CM6030 MFP	4		
	xv. HP Laserjet 1505	4		
	xvi. HP Laserjet 2420 dn	6		
	xvii. HP Laserjet P3015	2		
	xviii. EPSON DMP 4Q2180	1		
	xix. HP Officejet Pro L7380	1		
	xx. HP Scanjet 7000	2		
	xxi. HP Laser Jet CP 2025	1		
	xxii. HP Scanjet 8270	2		
	xxiii. HP Scanjet Enterprise flow 7000s2	3		
3.	Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)			
	i. IBM X Series 346 Server 146 * 5 HDD ; Intel Xeon 3.2 GHz- Single Processor ; 4 GB Ram	2		
	ii. HP Proliant Server DN 380 G5, Xeon 3.0 Ghz, 4GB, 8*146GB	2		