

COM(106)/AMC-Server/50/2011/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date: 24/04/2012

Limited Tender Notice

Sealed quotations are invited from reputed vendors for **Comprehensive Annual Maintenance Contract (CAMC) of high-end server machines and local area network along with software service support.**

BIDDING PROCEDURE:

- a. Quotations are invited in two Bid systems, (1) Technical and (2) Commercial. Quotations for **Technical and Financial bids** should be sealed separately and enclosed in single sealed envelope clearly indicating "Quotations for servers and LAN" and addressed to DG, NCRB, East Block-7, R K Puram, New Delhi-66. The financial bid of CAMC should be sealed separately.
- b. Sealed quotations shall be received not later than **15:30 hrs on May 8, 2012**. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. Technical Bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
- d. All bids must be delivered to the Data Centre and Technical Branch, National Crime Records Bureau, East Block-7, R K Puram, New Delhi-110066

DESCRIPTION OF WORK:

This Bureau is having high end servers, security components like Firewall, Router, IPS etc and approximately 200 clients, which are connected to the LAN.

The **Comprehensive Annual Maintenance Contract (CAMC)** will cover maintenance of hardware items (excluding client end) as per details at annexure-I along with system/network administration, integration, software installation (required softwares will be provided by NCRB), configuration, e-security, database administration, assistance in backup/restore and availability of various services like clustering, load balancing, **replication of database** etc for **one year** from the date of awarding the contract.

NCRB servers are protected from outside/inside malicious users. However, whenever required the selected vendor has to diagnose the external/internal security threats, risk, vulnerable ports, routes and protect the NCRB network and its resources from any external/internal threat & vulnerabilities. Protecting NCRB network may require configuring of Cisco Pix Firewall, Cisco Router and Cisco/DAX Switch etc to protect the server machines kept in DMZ and to connect the NCRB network with other external agency like NIC etc. Selected vendor has to extend service support to smoothly run the e-mail, Internet and database services.

The clients are connected to the LAN under windows environment and utilize the Microsoft software at OS & RDBMS level and Net-vault backup s/w. The equipment is located at NCRB East Block-7 and 9, R. K. Puram, New Delhi and can be inspected during any working day between 2.00 pm to 5.00 pm with prior appointment to JAD(DCT). The details are also available on NCRB website <http://ncrb.nic.in>.

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Annexure - I

List of Equipments

Sr. No.	Item	Model	Sr.No.	Qty
1	DC Machine	HP Proliant ML150 Intel Xeon PIV	105BMHXX38	1
2	ADC Machine	HP Proliant ML150 Intel Xeon PIV	104AMHXX38	1
3	IPS Machine	HP Proliant ML150 Intel Xeon PIV	102BMHXX3W	1
4	Patch Management Server	HCL Xeon PIV	2063A1050929	1
5	Proxy Server	HCL Infinity Global line 1410	9033A1081549	1
6	Itanium Server	HCL Infinity GL 4800TG	8053A1167815, 8053A1167816	2
7	Xeon Server	HCL Xeon PIV HCL Server HCL Infinite GL HCL Server GL 2700BD	2063A1050928 3063A1076662 3053A1067333 3053A1067334	4
8	SAN Storage	Storagetek FLX 280	493000002391	1
9	Automated Tape library (basic 2 drive/20 slot)	Storagetek L-40	468000105358	1
10	Host Based Adapter	LSI Logic 409190	P054744304, P055294303, P053474304, P055284304, P053864304, P054794304	6
11	LVD Router	Storage Tek Model 3300	A020YS- 903000810263	1
12	8-port KVM Switch	ATEN CS 9138	Z8550008LPU003, O3540052NPY0186	2
13	8-port SAN Switch	Brocade 3250	903007301164, 903007301161	2
14	VC Equipments	Polycom	8210130C88E0CN	1
15	Firewall	Cisco Pix 515 E	CNM7Y3PBRA	2
16	Switch	Cisco-2950-L2 HCL-24TM-L2 3Com -L2 HCL 24 port DAX Switch	GOSW7710B30000132	1 3 3 2
17	Network converter	Dlink		4
18	Hub	Dlink		5
19	Router	Cisco1841 Zyxel	FHK093411AJ IPMNN10DRA	2 1

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TERMS AND CONDITIONS

- (1) The bidder should have 10-12 yrs experience in IT, preferably in System integration, managing and providing support for servers, software and peripherals.
 - (2) The bidder should have Cisco certified professionals for maintaining the services of network, e-mail, data integrity and security of NCRB server.
 - (3) The bidder should enclose atleast three documents regarding execution of work done especially Server/Network in Government Sector.
 - (4) The duly filled bids should be, enclosed in a common cover along with EMD (refundable) either by Bank Draft or Pay Order in the name of the AO, PAO, DCPW payable at New Delhi of Rs.25,000/- (Rupees Twenty Five Thousand only). Technical bid without EMD will be summarily rejected.
 - (5) The bidding firms should have **their own** Branches/ offices in NCT of Delhi.
 - (6) The bidder should have an average annual turnover of Rs.15 Crores only from **IT services** in the last three financial years. The bidder should submit the certified/authentic copies of the Balance Sheet for last three years.
 - (7) The bidder should be able to supply original spare parts of Server/Network components.
 - (8) The bidder should have handled at least two multi-location service contracts of similar type worth minimum Rs.5 lakhs for each project. Proof of successful completion of such contracts should be enclosed.
 - (9) The bidder should be an authorized service provider/business partner for major IT vendors, like HCL, IBM, Intel, HP, Wipro etc.
 - (10) The bidder should have their own test and repair facility with certified engineers.
 - (11) A copy of the VAT/ST/CST No. as well as the PAN number of the firm should be submitted.
 - (12) Latest income tax clearance certificate should be enclosed with the technical bid.
 - (13) The bidder should provide details of his major projects of similar kind of work undertaken in recent past as per the enclosed format of technical bid.
 - (14) Performance statement /letter from minimum three reputed clients should be enclosed with technical bid.
 - (15) The maintenance / repair work should be carried out at the NCRB Office premises only.
 - (16) Successful bidder will have to sign an agreement with NCRB on a stamp paper as per the format provided by NCRB.
 - (17) On resident engineer shall be available in NCRB on all working days from 09.30 hrs to 1800 Hrs daily for maintaining all applications/database/services running in NCRB and rectifying the hardware/network/database problem, if any. Engineer will sign in the attendance register for records purpose. If the engineer does not turn up, then a sum of Rs. 500/- per day will be deducted from the CAMC amount.
 - (18) Penalty of Rs.500/- per day will be imposed if the problem/equipment is not rectified/repared within two working days of reporting the call.
 - (19) Preventive Maintenance will be done once in three months. In case, if the same is not done then penalty of Rs.5000/- per quarter will be imposed and the amount will be deducted from CAMC payment.
- Continue page 2/-
- (20) Successful bidder will have to deposit a performance linked irrevocable Bank Guarantee equivalent to 10% of the total bid amount. Validity of the bid should cover entire CAMC period plus three months beyond that period.
 - (21) Contract can be terminated by the NCRB any time by giving fifteen-days notice.
 - (22) DG, NCRB reserves the right to reject or accept any tender document without assigning any reason.

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Annexure - II

TENDER PROFORMA For TECHNICAL BID

- 1. Name of the Bidder :**
- 2. Type of Firm(Proprietary, Pvt. Ltd., PSU,others)(Give Details)**
- 3. Head / Regd. Office address :**
 - a) Postal
 - b) Fax No.
 - c) Contact person's Name, Telephone No, e-Mail
- 3. Former name of firm (if any)**
- 4. Office address in NCT of Delhi:**
 - a) Postal
 - b) Fax No.
 - c) Contact person's Name, Telephone No, e-Mail
- 5. Year of establishment in IT sector :**
- 6. Relevant Experience (No. of years)**
- 7. Please enclose copies of:**
 - Certificate of Registration No.
 - PAN/TAN
 - Service Tax
 - Sales Tax
 - Income Tax clearance certificate
- 8. Address of workshop (if any)**
- 9. Details of EMD deposited :**
 - Draft No.
 - Bank details :
 - Amount :
 - Validity :
- 10. Period of validity of the offer:**
- 11. Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.**
- 12. Details of Manpower with Qualifications:**
 - Hardware Engineers Software engineer Network engineer Other Staff
- 13. How many projects you were imposed penalties for delay/unsatisfactory performance.**
- 14. Satisfactory service certificates from previous customers.**
- 15. Any Quality certification attained by the firm? (if yes, enclose copy)**
- 16. Whether details of past experience furnished in the required Performa (Annexure-III)**

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

Date :

Place :

(Signature of the authorized signatory)

Name

Office seal.

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Annexure - III

**Details of Comprehensive Annual Maintenance Contracts
Executed in Past three years**

Hardware/network maintenance support

Sr. No.	Name of Organization	Contract Period		Value of CAMC	Name of Resident Technical Personnel (if any)
		From	To		

Software installation/functioning support

Sr. No.	Name of Organization	Contract Period		Value of Contract
		From	To	

Performance certificate from at least three Govt. organizations/PSU (only top three) enclosed.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.