Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date: 22/10/2013

<u>Limited Tender Notice</u>

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.**

(A) BIDDING PROCEDURE:

1. 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 Director General, NCRB, East Block-7, R K Puram, New Delhi-66. The financial bid of CAMC should be sealed separately.
2. Sealed quotations shall be received not later than **15:30 hrs on October 30, 2013**. 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.
3. Technical Bids must contain the EMD for specified amount, along with complete technical details as desired by this tender.
4. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
5. Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
6. 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

(B) 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 software 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 between NCRB and NIC 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 Firewall, Router and Cisco/DAX Switches etc. to protect the server machines kept in DMZ and to connect the NCRB network with other external agency like BSNL, 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 / Linux / Solaris environment and utilize the Microsoft software at OS & RDBMS level / various open source RDBMS and Net-vault backup s/w.

The equipments are 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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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 at least 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.8 Crores 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. The bidder should provide details of his major projects of similar kind of work undertaken in recent past as per the enclosed formats of technical bid. (Annexure – II & III).

13. Performance statement /letter from minimum three reputed clients should be enclosed with technical bid.

14. The maintenance / repair work should be carried out at the NCRB Office premises only.

15. Successful bidder will have to sign an agreement with NCRB on a stamp paper as per the format provided by NCRB.

16. One 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. If the engineer does not turn up and substitute of engineer is not provided on time, then a sum of Rs. 500/- per day will be deducted from the CAMC amount.

17. The selected firm has to ensure that the problem reported and or equipment fault developed in the items under CAMC is resolved / rectified promptly within two working days of reporting the call. If the firm fails to do so, a penalty of Rs. 1000/- per day will be imposed for each day of delay subject to a maximum of 30% of the awarded contract value.

18. The selected firm has to perform timely preventive maintenance of all the Servers & Networking equipments once in a period of three months. Failing to perform preventive maintenance, a penalty of Rs. 5000/- per quarter will be deducted.

19. 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 w.e.f. signing the CAMC contract with NCRB.

20. The CAMC also includes all the 'faulty cables / spare parts' of the Servers & networking equipments. The network engineer deputed on site should be able to install networking cables from one location to another location and to install passive cabling because on some occasions the deputed engineer may be required to perform such jobs as per requirement. However, for this purpose the required cables shall be provided by NCRB.

21. Contract can be terminated by the NCRB at 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, Ltd, 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 address
4. Former name of firm (if any)
5. Office address in NCT of Delhi:
        a) Postal
        b) Fax No.
        c) Contact person's Name, Telephone No, e-Mail address
6. Year of establishment in IT sector :
7. Relevant Experience (No. of years)
8. Please enclose copies of:
        a) Certificate of Registration No.
        b) PAN/TAN
        c) Service Tax
        d) Sales Tax
9. Address of workshop/ service centre **(**if any)
10. Details of EMD deposited :
        a) Draft No.
        b) Bank details :
        c) Amount :
        d) Validity :
        e) payable to :
11. Period of validity of the offer:
12. Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.
13. Details of Manpower with Qualifications under following categories:
        a) Hardware Engineers
        b) Software engineer
        c) Network engineer
        d) Other Staff
14. How many projects you were imposed penalties for delay/unsatisfactory performance.
15. Satisfactory service certificates from previous customers.
16. Any Quality certification attained by the firm? (if yes, enclose copy)
17. 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

1. Hardware / Network maintenance support :

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

2. Software installation / functioning support

Sr. No.	Name of Organization	Contract period		Value of Contract	Name of Resident Technical personnel (if any)
		From	To		

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

Date :
Place :   (Signature of the authorized signatory)
                                              Name
                                              Office seal.

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List of Equipments

Annexure - I

Sr. No.	Item	Description	Model	Qty	Special Remarks
	Servers (16)				
1	DC Machine	HP Proliant ML150 Intel Xeon PIV	ML-150 X2 8/533 SCSI SP4083	1	
2	ADC Machine	HP Proliant ML150 Intel Xeon PIV	ML-150 X2 8/533 SCSI SP4083	1	
3	IPS Machine	HP Proliant ML150 Intel Xeon PIV	ML-150 X2/533 SCSI SP4083	1	
4	Xeon Server	HP Proliant ML150 Intel Xeon PIV	ML-150 X2/533 SCSI SP4083	1	
5	Backup Server	HCL Xeon Server	HCL Infinite GL	1	
6	Patch Mgmt. Server	HCL Xeon PIV	HCL Infinite Global Line	1	
7	Xeon Server	HCL Xeon PIV	HCL Infinite Global Line 2700 BD2	1	
8	Proxy Server	HCL Server	HCL Infinity Global Line 1410	1	
9	Xeon Server	HCL Server	HCL Infinite Globalline	1	
10	CCTNS MS Database Server	HCL (with combo LCD console)	Infiniti Globalline 2700HC	1	To be put under CAMC w.e.f. 15.07.2014 till the completion of CAMC period.
11	Threat Mgmt.Gateway Server	HCL	Infiniti Globalline 2700HC	1	
12	Anti Virus Server	HCL	Infiniti Globalline 2700HC	1	
13	Itanium Server	Rack Server	HCL Infinity GL 4800TG	1	
14	Itanium Server (Ops1)	Rack Server	HCL Infinity GL 4800TG	1	
15	Xeon Server (CCIS)	HCL Infinite GL	HCL Infinity GL2700BD	1	
16	Xeon Server (CCIS)	HCL Server GL 2700BD	HCL Inifinity GL2700BD	1	
	Storage (8)				
1	SAN Storage		Storagetek FLX 280	1	

2	Automated Tape Library	Basic 2 drive / 20 slot	StoragetekL-40	1	
3	Host based Adapter		LSI Logic 409190	1	
4			LSI Logic 409190	1	
5			LSI Logic 409190	1	
6			LSI Logic 409190	1	
7			LSI Logic 409190	1	
8			LSI Logic 409190	1	
	Firewall (2)				
1	CISCO PIX 515E		CISCO PIX 515E	1	
2		Failover fiirewall	CISCO PIX 515E	1	
	KVM Switch (4)				
1	8 port KVM Switch	ATEN CS 9138 Master View	CS 9138	1	
2		ATEN CS 9138 Master View	CS 9138	1	
3		Databay 8 port KVM Switch	KV-U00801	1	
4		8 Port USB KVM Switch	KV-U00801	1	
	SAN Switch (2)				
1	8 port SAN Switch		Brocade 3250	1	
2			Brocade 3250	1	
	Router (3)				
1	LVD Router	Storage Tek Model 3300	SNFCS03	1	
2	CISCO 1800 Series		CISCO 1841	1	
3	CISCO 1800 Series		CISCO 1841	1	
	Wireless Access Point (2)				
1	Zyxel	WAP3205		1	
2	Zyxel	WAP3205		1	
	Switch (16)				
1	D-link DGS 3100-24	24 Ports Managed Switch		1	
2	D-link DGS 3100-24	24 Ports Managed Switch		1	
3	CISCO 2950-L2	CISCO catalyst switch	2950 L2	1	
4	CISCO 2960 L2		2960 L2	1	

#				#	
5	HCL 24 Ports	Managed Routing Swtich		1	
6	HCL 24 Ports	Managed Routing Swtich		1	
7	HCL-24TM-L2			1	
8	HCL-24TM-L2			1	
9	HCL-24TM-L2			1	
10	HCL-24TM-L2			1	
11	HCL 24 Ports			1	
12	HCL 24 Ports			1	
13	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
14	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
15	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
16	DAX Switch			1	
	UTP Patch Panel (2)				
1	UTP Patch Panel	Digilink CAT6 G600	24 Ports	1	
2		Digilink CAT6 G600	24 Ports	1	
	Converter (6)				
1	Make - Others		Anada Telecom	1	
2			MX-M2SC	1	
3	Make - Dlink		Dlink	1	
4			Dlink	1	
5			Dlink	1	
6			Dlink	1	
	Hub (19)				
1	Dlink / various makes	8 ports / 16 ports / 24 ports	Dlink / various makes	19	