

COM(106)/AMC-Server/50/2015/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date: 06 November 2015

NOTICE INVITING QUOTATION

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 November 23, 2015**. 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. 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 except those who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry or Department
5. No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit with the Bureau.
6. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
7. Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
8. 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 / SCOPE OF WORK:

1. 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 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.

2. The **Comprehensive Annual Maintenance Contract (CAMC)** will cover maintenance of hardware items (excluding client end) **as per details at annexure-I** along with OS support, System / network administration, integration, software installation (required software will be provided by NCRB), configuration, creation of Active Directory, database installation & administration, installation of exchange server, backup / restoration 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.
3. 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/HCL 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.
4. Conducting unscheduled corrective and remedial maintenance / repair including supply and replacement of defective or unserviceable parts or components of these equipments.
5. CAMC includes essential servicing and repairs / fixing / replacement of all the electrical / electronic and mechanical components of the items put under CAMC. Therefore, the firm shall bear cost of all spare parts of related items or any other item necessary for proper operation of the original equipment. CAMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by this Bureau.
6. The network engineer deputed on site should be able to install networking cables from one location to another location and to install passive cabling as 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.
7. The Bureau shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the contractor has no right to remove any deputed personnel at site without prior approval of the Bureau, however, emergencies exempted.
8. The contractor shall also cover insurance for its personnel for personal accident, injury including death whilst performing the duties and the Bureau shall own no liability and obligation in this regard.
9. During the period of CAMC, the items under CAMC may be shifted at new premises at Mahipalpur, New Delhi. The successful bidder will have to dismantle the CAMC items (which include various devices like Servers, switches, racks etc.) and also install the same at new premises. For this activity, no extra charges would be paid by the Bureau. However, transportation will be arranged by the Bureau, itself.
10. The engineer deputed on site should also be able to perform following tasks – Provide system administration, integration, maintenance and user support on all supported servers and data storage systems, Install configure and maintain Windows Servers, RDBMS and clustering services, helping in database backup and recoveries, manage and monitor server configuration, performance and

activity of all servers, handle all aspects of server backup programs including running data restores as required, diagnose server services and operational problems and to develop effective solutions, maintain data integrity and security of server software, monitor server software products and tracks server performance, providing assistance in data replication and other related activities.

(C) ELIGIBILITY CONDITIONS FOR BIDDER:

1. The firm should be in existence **for over 5 years** in the trade with Annual Maintenance Contracts preferably in system integration, managing and providing support for Servers / Desktops, software and peripherals worth **more than Rs. 50 Lakhs** per annum during the last 2 years ending 31st March, 2015.
2. Audited balance sheet for last three years showing that the bidder has a **minimum per annum turnover of at least Rs. 10 Crore** should be enclosed.
3. The bidder should be an authorized service provider / business partner for at least one of the major IT vendors, like HP, HCL, Lenovo, Dell, IBM, Intel etc.
4. The bidder should have Cisco certified professionals for maintaining the services of network, e-mail, data integrity and security of NCRB servers.
5. The bidder should enclose **at least three documents** regarding **execution of work** done especially Server/Network in Government Sector.
6. The bidder should also enclose **at least three documents** from reputed clients regarding **proof of successful completion / performance statement** of Annual maintenance contract
7. 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).
8. The bidding firms should have their own Branches/ offices in NCT of Delhi.
9. The maintenance / repair work should be carried out at the NCRB Office premises only.
10. The bidder should be able to supply original spare parts of Server/Network components.
11. The bidder should have their own test and repair facility with certified engineers.
12. A copy of the VAT No. as well as the PAN number of the firm should be submitted.
13. The firm should submit an undertaking (Annexure – IV) that it has not been barred or blacklisted by any of the Central / State Government / Departments / Organization / Central or State PSU.
14. Successful bidder will have to sign an agreement with NCRB on a Rs. 100/- stamp paper as per the format provided by NCRB. Bidder shall bear the cost of stamp paper.
15. On completion of the contract period, the firm will have to hand over all the equipment under CAMC in perfect working condition to NCRB, failing which the amount spent on setting the

equipment repaired / in working condition from the open market will be deducted from the security deposit / bill amount of the firm.

16. DG, NCRB reserves the right to reject or accept any tender document without assigning any reason.
17. The equipment 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>.

(D) PAYMENT TERMS & CONDITIONS:

1. Payment of the CAMC will be made from the effective date of CAMC mutually agreed upon.
2. 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.
3. The Bureau at its discretion may exclude any items from CAMC due to its condemnation or any other reason. Such item will be deleted from CAMC list at that time, and payment will be made accordingly **on pro-rata basis**. Thus, the actual amount will depend on number of items covered under CAMC, during that period.
4. Payment of the CAMC charges will be made on quarterly basis only after completion of each quarter and after deducting penalty amount, if any. The fee payable towards services shall not be paid in advance. Taxes etc., if any, levied shall be deducted at source.
5. The Bureau shall have right to withhold any of the payments in full or in part subject to recovery of penalties and other dues, if any.
6. If at any time during CAMC period, it is observed that the services provided by the vendor are not satisfactory, the contract may be terminated by DG, NCRB or its nominated representative by giving 30 days' notice. **Any pending payment will not be paid if the agreement is terminated due to this reason.**

(E) PENALTY CLAUSE:

1. 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. Resident engineer will sign daily in attendance register for records purpose. **If the engineer does not turn up and substitute of engineer is not provided on time, then a sum of Rs. 1000/- per day will be deducted from the CAMC amount.**
2. 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 a maximum of two working days** of reporting the call. **If the firm fails to do so, a penalty @ 0.20% of total CAMC amount will be imposed for each day of delay beyond two working days** irrespective of such pending complaints. No request to waive this penalty will be entertained even though the equipment fault is resolved later on. Frequent occurrence of such negligence i.e. failure to resolve the complaints

within a maximum of two working days; would also lead to sufficient reason to terminate the CAMC contract from NCRB end.

3. Any problem reported an hour before / after the normal working hours, will be attended within three hours on the same / next working day, otherwise benefit of resolving / rectifying the problem reported within two working days shall be seized and penalty shall be calculated from the date of lodging such complaints.
4. 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 from CAMC payment.
5. In case, **if the vendor is not able to repair / replace the faulty equipment within 10 working days, NCRB reserves the right to get it repair / replace at its own level**, without intimating the firm. **The cost of the same would be deducted from the CAMC amount of the vendor.**

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
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? Give complete details.
13. Details of Manpower with Qualifications under following categories:

Hardware Engineer	Software Engineer	Network Engineer

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.

**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 to be enclosed.

Date :

Place :

(Signature of the authorized signatory)

Name

Office seal

UNDERTAKING

I / We M/s _____ hereby undertake that I / We have personally seen all the equipments to be put under CAMC including the ‘Polycom HDX 7002 HD’ VC system & its accessories installed in the Bureau and certify that I / We are in a position to take the CAMC and also supply original spare parts of the equipments under CAMC in case of any fault developed during CAMC. I / We also agrees to the terms & conditions of tender notice no. COM(106)/AMC-SERVER/50/2015/NCRB dated 06 November, 2015.

I/ We also undertake that our firm has not been barred or blacklisted by any of the Central / State Government / Departments / Organizations / Central or State PSU.

(Authorized Signature)

Stamp

LIST OF EQUIPMENTS TO BE PUT UNDER CAMC

Annexure – I

S.No.	Item	Description	Model	Qty	Remarks
	Servers / Workstation (26)				
1	Backup Server Xeon Machine	HCL Infinite GL	HCL Infinite GL	1	
2	DC Machine	HP Proliant ML150 Intel Xeon PIV	ML-150 X2 8/533 SCSI SP4083	1	
3	ADC Machine	HP Proliant ML150 Intel Xeon PIV	ML-150 X2 8/533 SCSI SP4083	1	
4	Vahan Samanvay Server	HP Proliant ML150 Intel Xeon PIV	ML-150 X2/533 SCSI SP4083	1	
5	OCIS Server	HP Proliant ML150 Intel Xeon PIV	ML-150 X2/533 SCSI SP4083	1	
6	Patch Mgmt. Server	HCL Xeon PIV	HCL Infinite Global Line	1	
7	Staging Server	HCL Xeon PIV	HCL Infinite Global Line 2700 BD2	1	
8	Proxy Server	HCL Server	HCL Infinity Global Line 1410	1	
9	MS-DB-Server 102	HCL (with combo LCD console)	Infiniti Globalline 2700HC	1	
10	Proxy Server 103	HCL	Infiniti Globalline 2700HC	1	
11	Anti Virus Server 101	HCL	Infiniti Globalline 2700HC	1	
12	Exchange Server	HCL (with combo LCD console)	Infiniti Globalline 2700HC	1	
13	Itanium Server (Ops2)	Rack Server	HCL Infinity GL 4800TG	1	
14	Itanium Server (Ops1)	Rack Server	HCL Infinity GL 4800TG	1	
15	Xeon Server	HCL Server	HCL Infinite Globalline	1	
16	Xeon Server (CCIS-MLe)	HCL Infinite GL	HCL Infinity GL2700BD	1	
17	Xeon Server (CCIS-MLe)	HCL Server GL 2700BD	HCL Inifinity GL2700BD	1	

S.No.	Item	Description	Model	Qty	Remarks
18	Xeon-6 Core	HP		1	To put under CAMC wef 02.10.2016 onwards
19	Intel Xeon E5-1620	Dell		1	To put under CAMC wef 02.10.2016 onwards
20	Intel Xeon E5-1620	Dell		1	To put under CAMC wef 02.10.2016 onwards
21	Intel Xeon E5-1620	Dell		1	To put under CAMC wef 02.10.2016 onwards
22	Intel Xeon E5-1620	Dell		1	To put under CAMC wef 02.10.2016 onwards
23	Proliant ML570 G2	HP		1	To put under CAMC wef 02.10.2016 onwards
24	Proliant ML570	HP		1	To put under CAMC wef 02.10.2016 onwards
25	Xeon (TC 2120)	HP		1	To put under CAMC wef 02.10.2016 onwards
26	Xeon (Proliant ML150)	HP		1	To put under CAMC wef 02.10.2016 onwards
	Storage / HBA (9)				
1	SAN Storage		Storagetek FLX 280	1	
2	SAN Storage		HP MSA 1000	1	To put under CAMC wef 02.10.2016 onwards
3	Automated Tape Library	Basic 2 drive / 20 slot	StoragetekL-40	1	
4	Host based Adapter		LSI Logic 409190	1	
5	Host based Adapter			1	
6	Host based Adapter			1	
7	Host based Adapter			1	
8	Host based Adapter			1	
9	Host based Adapter			1	
	Firewall (2)				
1	CISCO PIX 515E		CISCO PIX 515E	1	
2	CISCO PIX 515E	Failover firewall	CISCO PIX 515E	1	

S.No.	Item	Description	Model	Qty	Remarks
	KVM Switch (4)				
1	8 port KVM Switch	ATEN CS 9138 Master View	ATEN CS 9138 Master View	1	
2	8 port KVM Switch	ATEN CS 9138 Master View	ATEN CS 9138 Master View	1	
3	8 port KVM Switch	Databay 8 port KVM Switch	KV-U00801	1	
4	8 port KVM Switch	8 Port USB KVM Switch	KV-U00801	1	
	Fibre Optics SAN Switch (2)				
1	8 port SAN Switch	8 ports	Brocade 3250	1	
2	8 port SAN Switch	8 ports	Brocade 3250	1	
	Routers (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 Equipment (2)				
1	Zyxel	Wireless Access Point	WAP3205	1	
2	D-Link	Wireless N 300 Router	DIR-615	1	
	Switch (22)				
1	CISCO WS-C 3750X-48T-L	Catalyst 3750X 48 Port Switch	CISCO-3750	1	To put under CAMC wef 04.07.16 onwards
2	D-link DGS 3100-24	24 Ports Managed Switch		1	
3	D-link DGS 3100-24	24 Ports Managed Switch		1	
4	D-Link DES 1016D	16 Ports Unmanaged Switch		1	
5	D-Link DES 1024D	24 Ports Unmanaged Switch		1	
6	CISCO 2950-L2	CISCO catalyst switch	2950 L2	1	
7	CISCO 2960 L2		2960 L2	1	

S.No.	Item	Description	Model	Qty	Remarks
8	CISCO WS-C2960-24TC-L	Catalyst Switch		1	To put under CAMC wef 08.01.16 onwards
9	CISCO WS-C2960-24TC-L	Catalyst Switch		1	To put under CAMC wef 19.02.16 onwards
10	CISCO WS-C2960-24TC-L	Catalyst Switch		1	To put under CAMC wef 19.02.16 onwards
11	HCL-24 Ports Managed Routing Switch	HCL 24 Ports	-	1	
12	HCL-24 Ports Managed Routing Switch	HCL 24 Ports	-	1	
13	HCL-24TM-L2			1	Make & Model of this switch is subject to change with similar specification.
14	HCL-24TM-L2			1	
15	HCL-24TM-L2			1	
16	HCL-24TM-L2			1	
17	HCL 24 Ports			1	
18	HCL 24 Ports			1	
19	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
20	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
21	3Com-L2	24 Ports	SUPER STACK 2 SWITCH 610	1	
22	DAX Switch			1	
UTP Patch Panel (2)					
1	UTP Patch Panel	Digilink CAT6 G600	24 Ports	2	
Converter (6)					
1	Network Converter		Anada Telecom	1	
2	Network Converter		MX-M2SC	1	
3	Network Converter		Dlink	1	
4	Network Converter		Dlink	1	
5	Network Converter		Dlink	1	
6	Network Converter		Dlink DFE-855Mi	1	

S.No.	Item	Description	Model	Qty	Remarks
	Hubs (22)				
1	D-link / various makes	8 / 12/ 16 / 24 ports		22	
	Video Conferencing Equipment (1)				
1	VC equipment & its accessories	Polycom HDX 7002 HDVC System & its accessories		1	
