



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
ANY CONCERNED PARTY

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-P11-17

27/01/2012

Dear Sirs,

Subject - REQUEST FOR QUOTATION : Facility Management Service & Comprehensive AMC
DUE DATE : 15/02/2012

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
	Facility Management Service & Comprehensive AMC – Two Bid System Enquiry (DETAILS AS PER SHEET ATTACHED)	AS PER LIST ATTACHED

Copy to:

1. S. O. (S&P), NCL – for information
2. Despatch Section
3. Office Copy

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)

Sr N	Detailed specification of the Stores including summary of its function]	Quantity
1. Facilities management service for One Year for the following services :		One
<ul style="list-style-type: none"> i. Mail(postfix/qmail) ii. Web/Appli. Server iii. Network Services iv. Security-Firewall v. Oracle10g vi. Netbackup vii. NAS and SAN viii. AntiVirus ix. VMWare And Win2003/ 2008 /2K Servers with x. Antivirus xi. Oracle8i xii. MS SQL 		
2. Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)		
i. NAS Model QNAP 4300 with 4 X 250 GB HDD		1
ii. HP dc 7800 (Core 2 duo, 2.33 GHz, 2GB/160GB)		24
iii. HP dc 7600 (P IV 3.4GHz, 2GB/160GB) (25
iv. IBM thinkcenter (P-IV 3 GHz ; 80GB HDD ; 2GB Ram)		10
v. HP Workstation x2100		2
vi. HP Workstation x4300		2
vii. Dell OptiPlex GX 755 (core 2 Duo 2.66GHz, 2GB/160GB)		30
viii. Dell OptiPlex GX745 (PIV 1.8GHz, 1GB, 80GB)		5
ix. Dell Optiplex 7555		10
x. HP/Compaq laptops nx-series		2
xi. 3Com Switches SSii-1000		2
xii. 3Com Switches Ssii-3300 series		4
xiii. HP Laserjet Printers 8150dn		1
xiv. HP Laserjet Printers 2100M		1
xv. HP Laserjet Printers 4100n		1
xvi. HP Laserjet Printers 4050n		1
xvii. HP Laserjet Printers 1200		6
xviii. HP LaserJet 2420 DN		4
xix. EPSON DMP 1050		1
xx. HP Officejet Pro L7380		2
xxi. HP Scanjet 7450c		4
xxii. HP Scanjet 6300c		1
3. NON-Comprehensive AMC for following hardware's * (* number may vary from quarter-to-quarter in the year)		
i. IBM Blade Center & 3 HS20-Blades 2 Xeon3.0 ; 1GB ; 2x46 GB		1-3
ii. IBM X Series 346 Server 146 * 5 HDD ; Intel Xeon 3.2 GHz- Single Processor ; 4 GB Ram		2
iii. Dell Power vault NX 1950 / Dell San Storage MD 3000 (7*300GB) (1
iv. Dell Power Edge 2900 Server , 4GB, 5*300GB & 292GB		2
v. HP Proliant Server DN 380 G5, Xeon 3.0 Ghz, 4GB, 8*146GB		2

Note :

1. *There will be two-bid system for this enquiry. Vendor 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.***
2. *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 should be able to provide support and Service for products of various brands including IBM/HP/Dell/SUN/3Com/Cisco*
 - ii. *The vendor should attend hardware and software support within 2 hrs. from the time of the call lock.*
 - iii. *The firm should give tabular data of similar work-site (with at least 150 computers – 15 similar sized servers) client list of at least five clients. 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 / Copy of PO.*
 - iv. *The firm should provide tabular data regarding the details of available manpower referred for the five clients mentioned above (at least Ten service engineers and Ten 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. Vendor and their persons has to sign confidentiality agreement.*
 - v. *The vendor should give the list of references from Pune region with company name, contact person name, his/her address, telephone no, mobile number, e-mail address*
 - vi. *The tender with incomplete information will be rejected and no representation of any sort will not be accepted.*
 - vii. *The vendor should have experience on SAL based services and knowledge and experience on Managing IT infrastructure for at least Five years*
 - viii. *The vendor should have well trained and certified resources from global certification authorities with the backup provisioning against deputed resources.*

3. 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 Resident Engineer and one advanced level L2 resident engineer for server support for the various services as required in specified domain indicated above .**
- b. The scope of work includes
 - i. **One MCP Certified Resident engineer – with very good experience to support around 125 IBM/HP/Wipro/Dell desktop and workstations. The Engineer should have knowledge to support and trouble shoot Windows 7 / Vista/ XP / 2000 Professional, Anitvirusand other software, networking and troubleshooting and printer support, and scanners (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 and Windows OS for 6days/week for the services mentioned above.
- iii. on-site comprehensive / non-comprehensive annual maintenance services of computer hardware comprising computer servers and systems, printers, peripherals and network equipments (LAN and WAN) located at URDIP, Kothrud Pune as listed in above.
- iv. *Support at multiple different locations of URDIP office.*
- v. free replacement of defective parts and will be in accordance with the terms and conditions as mentioned below.
- vi. maintaining a list of all the machines at URDIP through inhouse software at URDIP.
- vii. Maintaining a list of all equipment's under warranty, and under AMC. Contacting the authorized vendors of the equipment's for troubleshooting of problems which are under warranty. Taking backend office support 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's 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.

4. Terms and Conditions:

- a. *The contract will be onsite and exhaustive to include servicing, repairing, and replacement of required components and posting of one Resident Engineer and deployment of advance level support experts 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.*
- c. *The vendor shall provide service as per the working hours of URDIP from 9am to 6pm for equipment's listed in above and beyond working hours when an emergency arises.*
- d. *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, then a charge of Rs. 500/- per day for absentee of desktop engineer and Rs. 850/- per day for linux engineer will be deducted.*
- e. *The vendor shall supply all spare parts required for repair. Spare parts removed from the system will be taken over by the vendor for reconditioning / repair only after alternative temporary replacement is done of the same type/model .*
- f. *The vendor has to maintain inventory of critical and routine spares for the equipments at URDIP Stores which will be decided at the beginning and will be strictly maintained. The same may be reviewed and revised as and when required.*
- g. *The vendor shall provide all normal tools, test equipment needed for maintenance of the system.*
- h. *If the equipment has to be taken out from the URDIP premises for repair, the transportation cost will be borne by the Vendor.*
- i. *The minor repair has to be completed within 24 hours and the major repair has to be completed within three working days, otherwise, a penalty of Rs. 300/- for PC and Rs.*

1000/- for Server, per day per call will be charged to the Vendor till the call is closed. Vendor has to give preventive maintenance periodically of PCs and Servers.

- j. 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.*
- k. The vendor cannot subcontract whole or part of the above mention services to any other party.*