

**No. 21-13/2017-IT**  
**TELECOM REGULATORY AUTHORITY OF INDIA**  
*Mahanagar Doorsanchar Bhawan, J.L. Nehru Marg,*  
*Old Minto Road, New Delhi - 110002*

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR  
DESKTOPS/PRINTERS/LAPTOPS/SCANNERS ETC.**

**AND**

**FACILITY MANAGEMENT SERVICES FOR IT INFRASTRUCTURE  
INCLUDING HARDWARE, NETWORK, CLOUD**

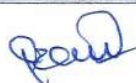
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**INTRODUCTION**

Telecom Regulatory Authority of India (hereinafter referred to as TRAI) is inviting bids for **'Comprehensive Annual Maintenance of Desktops/Printers/Laptops/ Scanners etc. And Facility Management Services for IT Infrastructure including Hardware, Network, Cloud'** at TRAI's Office at Mahanagar Door Sanchar Bhavan, (Old Minto Road) Jawaharlal Nehru Marg, New Delhi 110002, as per commercial details of this tender.

1. The Annual Maintenance Contract (hereinafter referred to as AMC) is for a period of two years which may be extended yearly by TRAI i.e. for a maximum period of four years at its own discretion.
2. The bidders shall submit their offer strictly in accordance with the enclosed formats.
3. The bidders shall accept all technical/commercial terms & conditions mentioned in the Bid Documents.
4. TRAI reserves the right to reject any or all the offers without assigning any reason thereof.
5. The "Technical Bid" shall contain company details and compliance statement of terms and conditions given in this tender document. The "Financial Bid" shall be submitted in the format prescribed in Annexure E".
6. Two sealed separate envelopes, one containing the EMD and Technical Bid and the other containing Financial Bid respectively should be put in one big envelope duly sealed and super scribed as **'Tender enquiry for Annual Maintenance Contract for 'Comprehensive Annual Maintenance of Desktops/Printers/ Laptops/ Scanners etc. and Facility Management Services for IT Infrastructure including Hardware, Network, Cloud' at Telecom Regulatory Authority of India (TRAI), New Delhi'**. The sealed tenders duly filled in and complete in all



respects shall be addressed to Sr. Research Officer (IT) and should reach the Reception Office of TRAI, either by Post/Courier/By Hand at the following address on or before **3:00 pm on 08<sup>th</sup> June, 2018.**

Sr. Research Officer (IT)  
Telecom Regulatory Authority of India  
Mahanagar Doorsanchar Bhawan  
Old Minto Road, J.L. Nehru Marg,  
(Next to Zakir Husain College)  
New Delhi - 110002.

7. TRAI shall not be responsible for any delays and will not entertain the bids received after due date and time. The bids received after the expiry of the prescribed period are liable to be ignored.

**Note:**      *Offers/ Counter offers submitted in any manner other than specified above shall not be considered valid.*

8. The Technical Bids will, as far as possible, be opened at **15:30 hrs. on the same day** (i.e. 08.6.2018) at TRAI Office at Mahanagar Doorsanchar Bhawan, Old Minto Road, J.L. Nehru Marg, Next to Zakir Husain College, New Delhi – 110002.
9. The Technical Bids shall be evaluated by a duly constituted committee. The Financial Bids of only those bidders who qualify in evaluation of Technical Bid shall be opened. The date, time and venue for opening of Financial Bids shall be communicated separately to the bidders who qualify in the Technical Bid.
10. The bidder qualifying in the technical evaluation and quoting the lowest price will be declared L1 for the purpose of awarding the work order.
11. The bidder must ensure that they meet all the qualifying criteria listed in this tender document.
12. It is the responsibility of bidders to read all terms & conditions of this tender carefully before filling the tender document. Incomplete tender documents or bids not in accordance with the terms and conditions of



tender document shall be rejected. TRAI reserves the right to split or reject any or all the bids without assigning any reason.

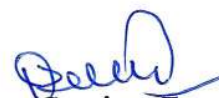
13. Any vagueness/incomplete details in the offer shall make it liable to be rejected as such shortcomings in the offer shall be interpreted as incompetence and disinterest or deliberate omission on the part of the bidder to meet tender requirements.

14. **Summary of Equipments:**

| S.No. | Equipments    | Quantity |
|-------|---------------|----------|
| 1     | Desktop       | 227      |
| 2     | Printers& MFP | 172      |
| 3     | Scanners      | 15       |
| 4     | Laptops       | 33       |
| 5     | MIS Servers   | 3        |
| 6     | IBM Servers   | 2        |

15. Furnishing false information will lead to rejection of bid.
16. No correspondence/enquiry after submission of bid will be entertained.
17. The tender document consists of total 47 pages including the covering letter and checklist.

Yours faithfully,

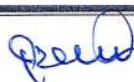


(Sanjay Tyagi)

Senior Research Officer (IT)

Ph: 011-23664120

14/05/2018



## **INSTRUCTIONS TO BIDDER**

Tender for the Comprehensive

- A. **Annual Maintenance of Desktops/Printers/Laptops/ Scanners etc.**
- B. **Facility Management Services for IT Infrastructure including Hardware, Network, Cloud'.**

The list of hardware equipment, etc., presently installed at TRAI's office at Mahanagar Doorsanchar Bhawan (Old Minto Road) Jawaharlal Nehru Marg, New Delhi 110002 and servers hosted at NIC data centre and cloud servers are placed at Annexure-D.

1. Offers submitted by fax or in any manner other than specified shall not be considered. The bids shall be submitted according to the prescribed formats. Modifications or rewording of formats shall not be accepted.
2. The bid in respect of the indicated items shall be submitted under two-bid system: (i) EMD & Technical Bid, (ii) Financial Bid in separate sealed covers super scribed accordingly. The two envelops shall be put in a bigger envelope and sealed. All sealed bids must be addressed to:-

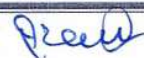
**Senior Research Officer (IT)**  
Telecom Regulatory Authority of India  
Mahanagar Doorsanchar Bhawan  
Old Minto Road, J.L. Nehru Marg,  
(Next to Zakir Husain College)  
New Delhi - 110002.

### **3 EARNEST MONEY DEPOSIT**

- 3.1 The Bidders are required to furnish Earnest Money Deposit (EMD) in the form of Demand Draft/Pay Order drawn on any Nationalized Bank favouring Telecom Regulatory Authority of India, New Delhi, payable at

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Signature of the Tenderer with seal




New Delhi for amount of **Rs.30,000/- (Rs. Thirty Thousand only)**, shall be submitted along with the bid.

- 3.2 The EMD of the bidder shall be forfeited if the bidder furnishes any false information or misleads TRAI during the course of evaluation of the bid. EMD shall also be forfeited, if the bidder does not accept the work order on being asked to do so.
- 3.3 The EMD of the unsuccessful bidders shall be released only after the selection of the successful bidder or six months whichever is earlier. The EMD of the successful bidder shall be released only after the Performance Bank Guarantee is received.

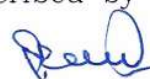
**Note:** Please note that offers not accompanied by the required EMD are liable to be summarily rejected.

#### **4 Qualifying Criteria:**

- i) Bidder shall accept all the Terms and Conditions and sign, stamp on each and every page of the tender document which shall be serially numbered and certified by the bidder that the bid contains \_\_\_ number of pages as token of acceptance.
- ii) The annual turnover of the Bidder shall not be less than **Rupees Ten Crore** out of which at least **Rupee One Crore** or more shall be in "ICT hardware Maintenance Service" only in the three preceding financial years. Turnover certificate from a qualified Chartered Accountant indicating that the turnover is from the above mentioned service shall be enclosed.
- iii) The bidder shall have presence in the National Capital Region (NCR). 



- iv) The firm should be in existence for over **7 years** in the trade. The bidder must furnish performance certificates of minimum Five years' experience (of which at least three year is with Government Organizations/PSUs).
- vi) The bidder shall furnish satisfactory certificate during last five financial years of maintenance of Desktop Computers (at least 200 nodes), Printers (Laserjet/Deskjet), Multifunctional Devices (printer-cum-fax-cum-scanner-cum-photocopier), Scanners & Laptops, Local Access Network (LAN), other audio video equipments and managing Servers & Cloud Management. The bidder shall provide the list of its customers along with their contact address and phone numbers (present and past) for verification if required.
- vii) The bidder shall furnish PAN/TIN/**Goods & Service Tax No. and** registration certificate along with the Audited Profit and Loss and Balance sheet for last three years.
- viii) The bidder shall furnish the copies of Acknowledgements for the last three years for Income Tax returns filed with the Income Tax Department.
- ix) The firm shall have adequate physical infrastructure based in Delhi & NCR to support this AMC project, such as in-house test cum repair centre and the bidder shall have more than 30 technical staff on their pay roll(Affidavit along with latest EPF/ESI submission copy is required).
- x) The in-house test and repair centre shall be inspected by TRAI, if required.
- xi) The bidder should have registered in Provident Fund/ESI Department of Centre/State Govt. and must be covered under New Pension Scheme (**The bidder is required to furnish quarterly statement of NPS/EPF/ESI submission copy**).
- xii) **The bidder must ensure that the engineers are paid in compliance with all GOI (Government of India) guidelines relating to labour policy/law.**
- xiii) The firm shall provide necessary support for maintaining VIRUS free LAN environment in TRAI in accordance with the guidelines prescribed by CERT-In and other GOI agencies.



- xiv) The bidder shall provide cover insurance for its personnel for personal accident, injury including death whilst performing the duties and TRAI shall own no liability and obligation in this regard.
- xv) Firm should be ISO 9001:2008, ISO 20000-1: 2005 & 27001: 2005 certified for servicing.
- xvi) Firm should be an authorized supplier of at least any one of the companies like HP/Lenovo/Dell/etc. The vendor shall be required to liaison with the O.E.M for maintenance of these computers /servers etc.
- xvii) Firm should be an authorized warranty service provider of any one of the companies like HP/Lenovo/Dell etc. & certified copy of the same has to be submitted against this tender.

**5. Technical Bid:**

**The Technical Bid** shall be in a sealed envelope with the EMD, super scribed as “EMD & Technical Bid for ‘**Comprehensive Annual Maintenance of Desktops/Printers/Laptops/ Scanners etc. and Facility Management Services for IT Infrastructure including Hardware, Network, Cloud**’, at Telecom Regulatory Authority of India (TRAI), New Delhi”.

**6 The Technical Bid must contain:**

- 6.1 Duly signed Tender document (Part-1, Part-2 and Part-3 of tender document and Annexure A to D and F).
- 6.2 Annual financial statements viz. Balance Sheet, Profit & Loss Account together with Income-tax Return of the company for the last three financial years.
- 6.3 Turnover certificate from a qualified Chartered Accountant.
- 6.4 Copies of Income Tax PAN Card, GST Registration and TIN.
- 6.5 Performance Certificate & Satisfactory Certificate during last five financial years along with list of customers and their contact address and phone number (present and past).





- 6.5 Affidavit (notarized) stating that in the last three years, the firm has not been blacklisted by any firm/organization/PSU.
- 6.6 Proof of 30 technical staff on payroll (Affidavit along with latest EPF/ESI submission copy of the employees).
- 6.7 Copy of ISO certificate for servicing.
- 6.8 Copy of Authorized Supplier Certificate & Authorised Warranty Service Provider Certificate/Letter of any one of the companies like HP/Lenovo/Dell etc.
- 6.9 Proof of having presence in the National Capital Region (NCR) area.

**7. Financial Bid:**

- 7.1 The Financial Bid shall contain only the rates as per the format enclosed as **Annexure 'E'**. The bidders are advised to use the prescribed format, failing which the Financial Bid shall be summarily rejected.
- 7.2 Terms and conditions, technical deviations or any other amendment shall not be included in the Financial Bid. Any additional options, terms, etc. shall be ignored while evaluating the Financial Bid.
- 7.3 No bid shall be accepted after the prescribed last date and time. Bids received after the prescribed last date and time shall be summarily rejected.
- 7.4 The Technical Bids will, as far as possible, be opened at 03.30 p.m. on the same day (*i.e. the last date for tender submission*) in TRAI Office at Mahanagar Doorsanchar Bhawan, Old Minto Road, J.L. Nehru Marg, Next to Zakir Husain College, New Delhi – 110002.
- 7.5 Financial Bids of only those bidders who qualify in technical evaluation shall be opened.
- 7.6 The successful bidder shall be required to enter into a performance contract agreement with TRAI. The contract that may eventuate from the tender document shall be governed by the conditions detailed in the contract.
- 7.7 All documents shall be in English.
- 7.8 Bids should be filled with neat, legible and correct entries. Indistinct figures, erasures and alterations shall not accepted in the bid.



- 7.9 Failure to comply with any condition mentioned in the tender will render the bid void. The firm shall cross out any mistakes, re-write the same and countersign.
- 7.10 Incomplete bids, amendments and additions to tender terms and conditions after opening and late bids are liable to be rejected.
- 7.11 In the event of space in any particular schedule being insufficient for the required purpose, additional pages may be added. All such additional pages in each schedule must be numbered consecutively, and duly signed (with full signature on each page) by the bidder. In such cases, reference to the additional pages must be made at appropriate places.
- 7.12 Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration/presentation, etc. shall be borne by the bidder.



**TERMS AND CONDITIONS**

**1. VALIDITY OF THE OFFER:**

The offer shall be valid for a period of three months from the date of receiving of bids; it can be further extended for a period of three months at the discretion of TRAI.

**2. SERVICE AND SUPPORT:**

2.1 The bidder shall make available the following manpower requirements:-

- a) One full time on-site System Engineer having Microsoft Certified Solutions Expert /MCA/ Red Hat Certified Engineer (RHCE) or equivalent qualification with antivirus certification and he/she should have minimum 6 years experience in computer networking and maintenance of overall system. Further he/she should have complete idea about Firewall Security Policy and maintenance of computer/server/laptops/printers antivirus protection and internet security software.
- b) Two full time on-site **Support Engineer having CCNA / B-Tech** (electrical/electronic engineering), specialized in computer networking and maintenance of overall system with 2 years working knowledge & experience of computer/server/laptops/ printers maintenance.
- c) One full-time on-site Engineer with Certified **Network Engineer** and diploma in Computer Hardware and Networking and cloud management/ Linux/ Unix servers. He shall have minimum 3 years relevant experience of working in maintenance of Networking & Server Administration on in-house data centre/cloud.

2.2 The bidder shall ensure that the maintenance services are available from **'8:45 AM to 6:00 PM'** from Monday to Friday. Bidder shall also make

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Signature of the Tenderer with seal





available required additional manpower on Saturday, Sunday, holiday and beyond office hours on working days as and when their services are required by TRAI without any extra remuneration. Bidder shall ensure that all such persons are accessible at all times on mobile phone and he/she should have his/her own vehicle for meeting emergency needs.

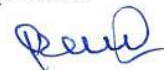
- 2.3 The bidder shall provide Bio-data of eligible professionals/representatives, who may be deputed for undertaking the work, along with their certificates and experiences. The eligible candidate will be short-listed on the basis of his/her merit, skills and knowledge. The names, addresses and the telephone numbers of the representatives shall be provided to TRAI.
- 2.4 If any of the aforementioned representatives are not available, suitable substitute shall be provided by the bidder.
- 2.5 The bidder shall provide details of the said four representatives along with their certificates & experience. In no case, the bidder shall change the representatives without prior approval of TRAI. In case it is unavoidable, the bidder shall get prior approval from TRAI. If after awarding of contract, the bidder fails to provide manpower to the satisfaction of TRAI, penalty shall be imposed in terms of clause 8.
- 2.6 Bidder shall arrange to get the character and antecedents of the Engineers verified from Police authorities before their deployment in this office and their full particulars shall be furnished to TRAI.
- 2.7 The bidder shall be responsible for compliance of all statutory provisions relating to minimum wages, Provident Fund/ESI/bonus etc as applicable, in respect of the persons deployed by him/her in TRAI.
- 2.8 TRAI shall not be responsible for any damage, losses, claims, financial or other injury to any person deployed by service providing agency/bidder

in the course of their performing the functions/duties, or for payment towards any compensation.

3. **Comprehensive Maintenance:** The rates quoted should cover the replacement of the **faulty parts**, maintenance of hardware peripherals, operating system, software installation, installation of patches, virus checking/removal, configuration of e-mail/ internet, configuration of applications, e.g., file tracker (client/server application), server configuration, maintenance of various servers and client applications, connection of computers to projector for presentations and any other work which may be assigned by TRAI under the Scope of Work at **Annexure-C** .

4. **MAINTENANCE:**

- 4.1 The successful bidder shall provide maintenance services from '8:45 AM to 6:00 PM' from Monday to Friday. Bidder shall also make available required manpower on Saturdays, Sundays, holidays and beyond office hours on working days as and when their services are required by TRAI without any extra remuneration.
- 4.2 The System Administrator and Network Engineers are required to be present in office on Saturdays and complete all the troubleshooting & maintenance of LAN components including servers etc.
- 4.3 The bidder shall fulfil all the responsibilities as per the tender document including liaising for troubleshooting & maintenance of LAN components including Servers, Computers and peripherals including their interworking with other equipments, coordination with OEMs for troubleshooting of the computer and other peripherals under warranty. The AMC shall be comprehensive.
- 4.4 Preventive maintenance of all the items covered under AMC (as per **Annexure-D & E**) would be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to IT Section of TRAI, failing which an appropriate penalty would be imposed.





## **5. RESPONSIBILITIES OF THE BIDDER:**

- 5.1 The bidder shall be responsible for total Hardware maintenance including repair and replacement of faulty parts (including printer Teflon/head replacement, change of **I/O box**, LAN Nodes etc), (Please refer to items mentioned in Annexure-D&E) excluding consumable items.
- 5.2 The bidder shall be responsible for taking backup data and programme available on PCs/Laptop/Server before attending to the fault and shall also be responsible for reloading the same. The backup copies shall be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the bidder. Even in case of hard disc failure or virus infection, the bidder shall make all the attempts to recover the data wherever possible.
- 5.3 The bidder shall have the required drivers (CD/DVD/Hard disc etc) for maintaining the PCs and peripherals for configuring them. Details of items kept for this purpose shall be informed to IT Section in writing.
- 5.4 Preventive Maintenance of hardware devices, etc., as per **Annexure D & E** shall be carried out on quarterly basis and report thereof be submitted to IT Section. The bill for a quarter will be paid only after the bidder submits preventive maintenance report to the satisfaction of TRAI.
- 5.5 The bidder shall provide necessary support for maintaining VIRUS FREE LAN environment in TRAI and help in upgrading the software's Virus Detection Mechanism in accordance with guidelines prescribed by Cert-in.
- 5.6 The bidder shall be responsible for proper maintenance, on daily basis, of various Portals & Mobile apps deployed by TRAI on in-house servers and Cloud Platforms.
- 5.7 The bidder shall be responsible for installation of anti-virus software, regular upgradation of software, updating virus definitions and virus cleaning of desktops and laptops mentioned in **Annexure D& E**.





- 5.8 The bidder shall be responsible for total software maintenance, i.e., application loading on the servers and patching up the operating systems for keeping them up-to-date and vulnerability free.
- 5.9 The bidder shall be responsible for maintaining a dust free environment with proper arrangement and lacing of connected wires etc in the server room.
- 5.10 The bidder shall be responsible for re-installation of servers, routers, switch as and when required by TRAI.
- 5.11 Network operations:
- (a) Providing assistance for upkeep of Network Switches if required.
  - (b) Providing assistance for upkeep of Router if required.
  - (c) Troubleshooting user terminals of Network related problems
  - (d) Providing assistance for addition / alteration of network points
  - (e) Upkeep of applications for proper and smooth functioning of TRAI's e-mail and e-mail configuration through 'outlook', etc.
  - (f) The bidder shall be responsible for putting addition, alteration and upkeep of IO points including maintenance and laying of additional cabling between switches-IO points-desktops. The requisite materials for this purpose will be provided by TRAI. The labour charges, if any, shall be borne by the bidder.
  - (g) Any other work as may be assigned by TRAI related to scope of work for maintaining TRAI system.
- 5.12 Proper operations and upkeep of security system, i.e., checkpoint firewall installed with the server.
- 5.13 Quarterly preventive maintenance also includes regular cleaning of individual Desktop Computers, Printers, Multifunctional Devices, Scanners, and Laptops including their interworking with other equipments.



- 5.14 Regular virus cleaning of all Desktop Computers/Servers as per requirement of TRAI.
- 5.15 Shifting and reinstallation of Desktop Computers/Printers, etc., as and when required by TRAI.
- 5.16 Monitoring speed of lease line and liaison with service providers.

**6. PART REPLACEMENT:**

Bidder shall keep with him sufficient stock of spares for each item taken under AMC at the beginning of the contract period. In case at any point of time during contract, the vender is unable to repair any item under contract due to non-availability of parts or item declared obsolete by the OEM, the charges paid by TRAI for that particular item, since the beginning of the contract would be deducted from next quarterly payment to the vendor. In addition, a penalty of 10% of the cost value of item would also be deducted from next quarterly payment.

**7. FAULT REPAIR AND UP-TIME:**

- 7.1 The bidder shall install "Electronic call logging software" in TRAI office to register day-to-day complaint records. Regular review of reporting call to logs. The bidder shall provide the Software free of cost (Complaint Monitoring Software). The software shall be installed within 15 days from the date of entering into contract. In case the same is not provided within the stipulated time, a **penalty of Rs.500/- per day will be charged.**
- 7.2 The fault reported shall be attended immediately by the service engineers of the bidder. The repairs shall be carried out on-site itself. However, in case the equipment (viz. server, router, switch, etc.) is required to be taken to the workshop of the bidder, prior approval of TRAI shall be required. The bidder shall provide stand-by equipment equivalent to repairable machine in complete working order till such repair is carried out.





- 7.3 The bidder shall provide complaint escalation mechanism.
- 7.4 List of Pool of Engineers comprising of skill set (at least 10 engineers) shall be provided by the bidder in case in-house engineer fails to rectify the fault.
- 7.5 The bidder shall submit monthly report on any virus detection, prevention and in case of any cyber attack, the bidder shall deploy early response for rapid preventive action.
- 7.6 The successful bidder will provide following stand by items :
- (i) Two **Desktop Computers (i7 system** with minimum 4 GB RAM and DVD writer, preferably HP/DELL system)
  - (ii) One Laptop (i7 system with minimum 4 GB RAM and DVD writer, preferably HP/DELL system)
  - (iii) One MFP (**Multi Functional Printer-Cum-Scanner Color**) HP Color Printers (preferably Model HP MFP 476/477)
  - (iv) Two HP Laser Jet Printers (preferably Model HP 1007)

**In case the above items are not provided within the stipulated time, a penalty of Rs. 500/- per item/per day will be charged.**

- 7.7 The above items shall be provided by the bidder as standby in TRAI premises to meet any emergent situations. Such equipments shall be made available at TRAI premises within **20 days of start of the Contract**. In case the above items not provided within the stipulated time, **penalty of Rs.500/- per item per day will be charged.**
- 7.8 Vendor will be allowed to deploy further standby equipments to meet any emergencies but the total standby equipment will be limited to 5 equipments in each case. Additional deployment of standby equipments, if required, shall be with the prior approval of TRAI.
- 7.9 Adequate inventory of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (excluding Network Cables), etc. shall be kept in stock on-site in advance.
- 7.10 Those hardware items which are in the warranty shall be included in CAMC w.e.f. expiry of warranty. Similarly, if any hardware item warrants



condemnation, that item shall be deleted from CAMC list at that time, and payment shall be made on **pro-rata basis**. Accordingly the amount paid may increase or decrease from the total amount of the agreement, depending on the items added or removed from the AMC.

- 7.11 Taxes, if any, to be paid need to be duly indicated in the bid otherwise no extra payment would be made for this purpose. The responsibility of payment of taxes to the concerned authorities will be of Contractor.

## **8. PENALTY:**

- 8.1 The bidder shall ensure the availability of personnel as mentioned in para 2.1 hereinbefore. In case of failure to provide such personnel as mentioned in para 2.1 hereinbefore, the penalty at the following rates, shall be imposed on the bidder:-

- |   |   |
|---|---|
| a) Network Engineer with Hardware maintenance experience        | - <b>Rs. 1,000/-</b> per day of absence |
| b) System Engineer with Hardware maintenance experience         | - <b>Rs. 1,000/-</b> per day of absence |
| c) Server/ cloud management engineer                            | - <b>Rs. 1,000/-</b> per day of absence |
| d) Certified Supporting Engineer & Diploma in Computer Hardware | - <b>Rs. 1,000/-</b> per day of absence |

- 8.2 In case, the bidder fails to ensure the availability of personnel as mentioned in para 2.1 hereinbefore, a penalty payable as per para 8.1 for that quarter for that particular reason shall be recovered from the unpaid/subsequent bill.

- 8.3 The down-time penalty charges if not rectified within 48 working hours or not replaced by stand-by equipment within 72 hours or shall be as follows:



| Sl. No. | Items  | Penalty Amount in Rs. Per day |
|---------|--|-------------------------------|
| 1       | Diagnose the external/internal security threats, risk, vulnerable ports, routes and protect the TRAI network and its resources from any external/internal threat & vulnerabilities. Protecting TRAI network may require configuring of Firewall, Router and Cisco Switches etc. to protect the server machines kept in connected TRAI network with other external agency like BSNL, NIC etc. | 800.00                        |
| 2.      | Server/Desktop including operating system, key board, mouse etc. <b>(If the keyboard or mouse not repairable same may be replaced with new by the vendor on same day.)</b>   | 500.00                        |
| 3.      | Non-managing of Auditorium, video conference, managing cloud server, network threat etc.   | 500.00                        |
| 3.      | Printer  | 400.00                        |
| 4.      | Scanner  | 150.00                        |

#### 8.4 **Penalty on non-completion of Preventive Maintenance in time**


The preventive maintenance shall be completed within the particular quarter and any non-adherence shall attract a penalty of 3% of the annual contract amount per quarter.

Quarterly maximum limit of all the penalties taken together shall be limited to be of ten per cent (10%) of the Annual contract amount

#### 8.5 **Non-Compliance of Clause 7.1, 7.6 &7.7, as stated a penalty of Rs. 500/- per item per day will be charged without discretion.**

#### 9. **POWER OF ATTORNEY/AUTHORIZATION**

The bidder shall provide the power of attorney or valid authorization, as the case may be, to the person who signs the tender on behalf of the bidder.



Signature of the Tenderer with seal



## 10. PRICES:

10.1 The bidder shall quote the rates in figures as well as in words. The amount must be filled in the respective columns in the schedule **(Annexure 'E')**. The figures should be clearly written and there should be no overwriting. In case of any difference in the two amounts, the amount mentioned in words shall be considered final. The bid amount will be calculated by multiplying the rate per machine quoted by the bidder by the number of machines of each type and then adding up. Further the bidders are advised to quote price before Tax, percentage of Taxes and Price after tax, separately.

10.2 **Bid Evaluation criteria:** The bid amount "inclusive of all taxes, if any" shall be taken into account for selecting the L1 bidder.

10.3 Taxes shall be on actual, any decrease or increase in the taxes shall be passed on to TRAI.

## 11. PAYMENT TERMS:

11.1 After the end of every quarter, the contractor shall submit a report for the work executed during the quarter, proof of timely payment of salary to its employee and proof of NPS/EPF deposit. The payment will be made on quarterly basis, i.e., 25% of the annual charges for each completed quarter, subject to the completion of work to the satisfaction of TRAI and only after verification of bills complete in all respects. ***If the work has not been performed to the satisfaction of TRAI, payments will not be made till the remedial measures are taken.***

11.2 Due to administrative reasons, any hardware items specified in Annexure "D" may be withdrawn from the contract by TRAI. In such cases, payment for those items will be made to the bidder only up to the period the same was kept under AMC.





11.3 Tax at prevailing rates as per Income Tax Act will be deducted at source.

**12. PERIOD OF CONTRACT:**

12.1 The initial contract shall be valid for a period of two years. Subject to satisfactory fulfilment of the obligations under the contract, TRAI may, at its discretion renew/extend the contract on the same terms and conditions on yearly basis for a maximum period of four years.

12.2 Comprehensive AMC shall include essential servicing and repairs/Fixing replacement of all the electrical/electronic and mechanical components of the equipment. Therefore, the firm shall bear cost of all spare parts of related items including all the plastic, rubber equipment's knobs, Teflon, movable/rotational parts or any other item necessary for proper operation of the original equipment.

**13. PERFORMANCE BANK GUARANTEE:**

13.1 The successful bidder is required to submit a Performance Bank Guarantee from a Nationalized Bank in favour of the Telecom Regulatory Authority of India, New Delhi for an amount equal to ten per cent (10%) of the contract value, valid for a period of thirty months (30 months) from the date of order.

13.2 The Performance Bank Guarantee (PBG) shall be submitted within 15 (fifteen) days of release of the offer letter. In case the PBG is not received within this period, TRAI reserves the right to cancel the order and forfeit the EMD.

13.3 In case the duration of contract is extended for a further period as provided in Para 12.1, the bidder shall extend the Performance Bank Guarantee which shall have validity up to six months beyond the extended period of the contract.



#### **14. SPARES AND TOOLS:**

The bidder shall keep tools to facilitate uninterrupted working condition of the equipments under lock and key in the space to be provided by TRAI for day-to-day maintenance activity.

#### **15. SIGNING OF TENDER:**

15.1 The individual signing the tender (or the documents in connection with it) must specify whether he/she is signing as:

- a) A sole proprietor of the firm, or a constituted attorney of such a proprietor and enclose the proof of sole proprietorship;
- b) A partner of the firm, if it is a partnership, in which case he must have the authority to refer to arbitration, disputes if any, concerning the business of the partnership, either by virtue of the partnership agreement or by virtue of a power of attorney and enclose a copy of partnership deed.
- c) Authorized signatory of the company, if it is a company (a valid letter of authority in this respect along with memorandum and articles of association of the company must be enclosed along with the bid).

15.2 A person signing the tender form or any part thereof, on behalf of another, shall be deemed to warrant that he has the authority to bind the other and if, on inquiry, it appears that the person so signing has no authority to do so, TRAI may, without prejudice to other civil and criminal remedies available to it under the law, cancel the contract and hold the signatory liable for all costs and damages.

15.3 ***Each and every page of the tender document shall be signed and stamped.***





**16. RESULTS OF THE TENDER:**

Acceptance of the tender shall be communicated by TRAI through fax/courier in the form of offer of letter of the successful bidder. The successful bidder shall give the acceptance of offer letter in writing to TRAI within seven (7) days from the date of issue of the *offer letter*. Failing this, TRAI reserves the right to cancel the *offer* and place the order on the next eligible bidder.

**17. TERMINATION CLAUSE:**

TRAJ reserves the right to terminate the contract by giving one month's advance notice to the bidder without assigning any reason. If during the validity period of the contract, the services of the bidder are not found to be satisfactory, TRAI may, at any time, terminate the contract by giving a notice of one month and also make deductions, for such unsatisfactory service as per the relevant penalty clauses of the agreement including the cost incurred by it for getting the work done from any other party, from the bills of the bidder or from the performance bank guarantee without prejudice to remedies available to the TRAI, under law.

TRAJ shall have the right, to have any personnel removed who is considered to be incompetent or otherwise and similarly the Contractor has no right to remove any personnel without prior approval of TRAI, emergencies exempted.

**18. ARBITRATION:**

In the event of any dispute arising between TRAI and the bidder, the matter shall be referred to the Pr. Advisor (IT)/Advisor(IT), TRAI, who may himself act as sole arbitrator or may name as sole arbitrator an officer of TRAI notwithstanding the fact that such officer has been directly or indirectly associated with the tender process or the contract between the parties. The bidder shall not be entitled to raise any objection to the appointment of such officer of TRAI as the sole arbitrator. The award of the arbitrator shall be final



and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under, for the time being in force. The arbitration proceedings shall be held at New Delhi. The language of arbitration shall be English.

**19. JURISDICTION:**

In case any party wants to take any dispute to a court of law after arbitration award as aforesaid, only courts in Delhi/New Delhi shall have jurisdiction.

**20. CONFIDENTIALITY:**

The Contractor shall maintain absolute confidentiality about all data/information etc., made known or revealed to the Contractor or such data, information, etc., to which the Contractor or its employees have access during the course of execution of this agreement. The Contractor shall be liable to fully compensate TRAI for any breach of this condition on the part of its employees. The decision of TRAI as to the quantum of compensation to be recovered from the Contractor for any such breach of confidentiality shall be final and binding on the Contractor and the recovery of such compensation shall be without prejudice to any action which may be taken by TRAI against the Contractor and / or his employees jointly or severally, in accordance with law. If, during the contract period, TRAI has reasons to believe that the Contractor has failed to maintain absolute confidentiality about the data or information made known to the Contractor or revealed to the Contractor during the course of execution of this agreement, without prejudice to the other legal remedies available to TRAI under any other law for the time being in force for such breach, TRAI reserves the right to terminate the agreement without giving any advance notice to the Contractor of such termination.



**UNDERTAKING FROM THE BIDDER**

(In the firms/company's letter pad)

We hereby accept all terms and conditions (tender document as a whole) mentioned in 'Tender enquiry for **'Comprehensive Annual Maintenance of Desktops/Printers/Laptops/ Scanners etc. and Facility Management Services for IT Infrastructure including Hardware, Network, Cloud'** at office of Telecom Regulatory Authority of India at Mahanagar Doorsanchar Bhavan, Old Minto Road, J.L. Nehru Marg, New Delhi - 110002'.

**(Authorized Signatory)**

(Company Seal)

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Date: \_\_\_\_\_

**Compliance Statement**

| <b>No.</b> | <b>Description</b>  | <b>Accepted<br/>(Yes/No)</b> |
|------------|---|------------------------------|
| 1.         | Validity of the offer: 3 months   |                              |
| 2.         | Whether Tender Document signed with company seal on all pages (Part 1, 2, 3 and 'Annexure A to E')                    |                              |
| 3.         | <i>Responsibilities:</i>  |                              |
| (a)        | Total Hardware maintenance as per the enclosed schedule (Please refer items mentioned in Annexure- <b>D &amp; E</b> ) |                              |
| (b)        | Scope of Work - Annexure-C  |                              |



**SCOPE OF WORK FOR AMCCOMPUTER PERIPHERIALS**

The bidder who is awarded the work shall be responsible for:-

1. Receiving of all complaints with respect to Desktop Computers, Printers, Multifunctional Devices, Scanners, Laptops, including their interconnectivity with other equipments and installed in the office of TRAI and office at the residence of Authority Members and officers of TRAI **or** provide any other service as may be instructed by TRAI, issue docket numbers and monitor the rectification of lodged complaints so that the complaints lodged are attended within twenty four (24) hours.
2. Hardware maintenance which includes repair / replacement of all the parts/items of Servers, Desktop Computers, Printers, Multifunctional Devices, Scanners, LAN equipment (router, switches), Laptops and Wi-Fi Access Points, etc., in totality.
3. Ensuring server room is maintained in neat and tidy condition with proper cable work so that there are no loose wires, LAN cables etc.
4. Loading of Anti-virus software in Desktop Computers, Server, web server and daily updating (including Live-update) of Anti-virus software up to client level (PC/Laptop/Detachable HDD/Pen drive etc.) and virus cleaning (daily basis w.r.t. PC, HDD, Pen drives, etc). Installation of anti-virus and drivers shall be carried out as and when required on all Desktop Computers, Laptops of users (including official cum residential equipments provided by TRAI to its Authority Members and officers). TRAI will make suitable arrangement for visiting of bidder's representatives to the residences of Authority Members and officers of TRAI).
5. Managing and installing and re-installation of important LAN services such as DHCP, Proxy etc., if required.
6. Maintenance and operation of Leased Lines, Servers, Routers and Switches, etc.
7. Assisting officers and staff of TRAI for taking back-up of data into the external media.
8. Updating the users by rendering assistance if there is any software upgradation, introduction of new software (e.g. MS Office, configuration of e-mail accounts in Outlook, etc.)
9. Assisting the officers and staff of IT Division of TRAI in maintaining and updating records in Excel, of all the Hardware and Software items installed, kept spare (including Servers, Routers, Switches, Desktop Computers, Printers, Multifunctional Devices, Scanners, Laptops including their interconnection with other equipments with 100% accuracy.
10. Quarterly preventive maintenance of hardware devices (as per list attached). This includes removing of Temp files/weakly running of Anti virus software, checking of printers on monthly basis and cleaning of dust



from the hardware items mentioned in Annexure-D, etc. The report of preventive maintenance shall be got signed by the IT in-charge, TRAI. The Schedule of Preventive maintenance shall be submitted to TRAI within 15 days of the beginning of the Quarter so that the preventive maintenance will be completed preferably during second month of the quarter. The preventive maintenance shall in any case may be completed within the particular quarter and any slippage in this will attract a penalty of 3% of the annual contract amount

11. Shifting of server from one place to another and in the event of shifting of the office premises of TRAI from the present location, the bidder shall be responsible for re-installation of jack panels, switches, IO points, servers, routers, etc. in such new place or new premises, as the case may be, without any additional payment by TRAI.
12. Rendering any other associated work as may be assigned by TRAI from time to time such as Data back-up of servers and desktops/laptops assigning and maintaining IP address scheme, testing of internet lease line speed and coordination with service provider, etc.
13. Warranty Management Programme: For equipment that is under warranty, the bidder shall provide assistance required by TRAI for rectification of faults /trouble shooting/lodging of the complaint with customer care unit of the supplier (of Servers, Desktop Computers, Printers, Multifunctional Devices, Scanners & Laptops), including their interworking with other equipments including office equipments provided by the office at the residence of Authority Members and officers of TRAI. TRAI will make suitable arrangement for visiting of representatives of the bidder to the residences of Authority Members and officers of TRAI. In case of any other IT peripherals under warranty, the vendor shall coordinate with the Original Equipment Supplier, until or unless the problem of the system/equipment is rectified.
14. The selected vendor will cover maintenance of hardware items (excluding client end) **as per details at annexure-D** along with OS support, System/network administration, integration, software installation (required software will be provided by TRAI), 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 TRAI and NIC etc).
15. The Network Engineer is also required to look into various seminars/discussions and video conferencing of TRAI through Skype, IP based etc.
16. Conducting unscheduled corrective and remedial maintenance / repair including supply and replacement of defective or unserviceable parts or components of any network equipments which is not covered under any warranty.
17. The AMC includes essential servicing and repairs / fixing / replacement of all the electrical / electronic and mechanical components of the items put under AMC (as per **Annexure-D**). 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. The AMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by this TRAI. Replacement should be of the same as that of original. If original part is not available in market, same is to be informed in writing & prupoer substitute may be provided after approval from T.O.



**FACILITY MANAGEMENT SERVICES FOR IT INFRASTRUCTURE  
INCLUDING HARDWARE, NETWORK, CLOUD**

**Support Service**

1. Upkeep and proper coordination with all the Leased Line service provider, along with the respective vendors for smooth functioning of the network, i.e., from Service provider end-via Server-user's end (e.g. connectivity between various lease line and NIC/Any other-last mile connectivity-Server-Desktop.
2. Integration and testing of complete system (viz. Servers like MRTG/Web server, Router, etc.) shall be done as and when required. The personnel deployed should be capable and fully aware of servers, routers, switch commands, installation and re-installation of servers and any other associated work, etc.
3. Maintenance of Software Firewall which is having Checkpoint software (or any other software as the case may be). The personnel deployed should be able to set various policies as and when required for the smooth functioning of the firewall.
4. Maintenance of Oracle server and Web sphere application server, presently being used for Office Applications and PKI solutions. The personnel deployed should be capable of installing, re-installing and taking daily back-up of the servers /applications of Office Application System and should be able to configure various policies as and when required for the smooth functioning. Software support of the Oracle and Web sphere application servers shall be provided by the bidder from day one of the proposed AMC with TRAI.
5. Ensuring of proper coordination with NIC and Internet Service Providers regarding un-interrupted connectivity of office application, TRAI LAN and Website with NIC with respect to uploading contents on TRAI Website with NIC with respect to TRAI website, etc.
6. Managing and installing and re-installation of important LAN services such as DHCP, Proxy etc., if required. Managing desktop settings from server with respect to freezing of administrative desktop settings like IP settings, blocking of certain websites, etc.
7. Preparation and regular updation of wiring diagram with respect to (i) Leased Line to Server; (ii) Server to Switch; (iii) Switch to end user, etc.



8. LAN cable network connectivity up to desktop level (each user) in the existing set-up including the laying of additional network cables / replacement of faulty network cable (including RJ-45 connector/IO boxes), removal and re-installation of jack panels, switches as and when required. In order to ensure smooth internet connectivity (addition/alteration) up to user end.
9. The bidder shall be responsible for putting addition/alteration/upkeep of IO points including maintenance/laying additional cabling between switches-IO points-desktops. *The requisite material will, however, be provided by TRAI*
10. Providing all services relating to installation/operation of new/additional Device/server/router/hardware, etc.
11. Maintenance and operation of Leased Lines, Servers, Routers and Switches, etc.
12. Updating the users by rendering assistance if there is any software up gradation, introduction of new software (e.g. MS Office, configuration of e-mail accounts in Outlook, etc.)
13. Managing desktop settings from server with respect to freezing of administrative desktop settings like IP settings, blocking of certain websites, etc.
14. Shifting of server from one place to another within premises of TRAI at present location, the bidder shall be responsible for re-installation of jack panels, switches, IO points, servers, routers, etc. without any additional payment by TRAI.
15. Support in setting up of smooth video conferencing with the video conferencing equipments in Auditorium/Conference Hall/Committee Room/ or any other room in jurisdiction of TRAI, Delhi etc.
16. Co-ordination with NIC and other vendors for smooth access of online applications hosted in NIC Data Centre.

#### **Network Support**

17. 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.

18. 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 TRAI.
19. TRAI 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 TRAI, however, emergencies exempted.
20. The bidder should be an authorized service provider / business partner for at least one of the major IT vendors, like HP, HCL, Lenovo, Fujitsu, Dell, IBM, Intel etc.
21. The bidder should have Cisco certified professionals for maintaining the services of network, e-mail, data integrity and security of TRAI servers.
22. The bidder should be able to supply original spare parts of Server/Network components.
23. The bidder should have their own test and repair facility with certified engineers.
24. TRAI is having high end servers, security components like UTM Device, Firewall, Router, IPS etc. and approximately 230 clients, which are connected to the LAN. The clients are connected to the LAN under Windows/Linux environment and utilize the Microsoft software at various open source end.
25. TRAI 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 TRAI network and its resources from any external/internal threat & vulnerabilities. Protecting TRAI network may require configuring of Firewall, Router and Cisco Switches etc. to protect the server machines kept in NIC and to connect the TRAI network with other external agency like BSNL, NIC, TCS etc. Selected vendor has to extend service support to



smoothly run the e-mail, Internet and database server & maintain all networking services of TRAI.

26. **Warranty Management Programme:** For equipment that is under warranty, the bidder shall provide assistance required by TRAI for rectification of faults /trouble shooting/lodging of the complaint with customer care unit of the supplier of Servers, **Local Access Network (LAN) including their interworking with other equipments and operation of auditorium/ conference hall equipments** provided by the office at the residence of Authority Members and officers of TRAI. TRAI will make suitable arrangement for visiting of representatives of the bidder to the residences of Authority Members and officers of TRAI In case of any other IT peripherals under warranty, the vendor shall coordinate with the Original Equipment Supplier, until or unless the problem of the system/equipment is rectified.

### **Cloud Support**

1. TRAI has various Portals & Mobile apps which are deployed on in-house servers and Cloud Platforms. Presently TRAI is using cloud services of NIC and AWS. Following are the information about the Servers/ VMs/OS in cloud currently available as part of IT infrastructure.

TRAI presently is having NIC & AWS cloud servers with their respective Operating System (OS). Number of Virtual Machines (VMs) can be decreased or increased time to time. Details of VMs are as follows:

| <b>Virtual Machine Details</b> | <b>No. Of VM</b> |
|--------------------------------|------------------|
| CENTOS                         | 17               |
| WINDOWS                        | 7                |
| REDHAT                         | 9                |
| UBUNTU                         | 2                |
| IBM AIX                        | 40               |

2. Cloud administrators will have two primary responsibilities, configure the Cloud services, monitor and manage the services.
3. The cloud management engineer deputed on site should perform the following tasks to manage the servers & cloud service:
- Install and configure the Cloud Management application for the provider (for example, AWS, NIC, or VMware etc)
  - Set properties for Cloud Management
  - Run Discovery on the cloud resources

- Obtain templates and approve some templates to be used to create catalog items
- Define catalog items for both VMs and more complex offerings
- Configure default lease settings
- Set pricing for the catalog items
- Define and activate provisioning rules
- Define and activate tagging rules
- Define change control parameters for cloud resources
- Customize the user experience: Provisioning rules and UI policies
- Define the schedule for downloading billing data
- Typical day-to-day tasks of a cloud administrator:
- Approve change requests associated with modifications to cloud resource
- View pending approvals for cloud resources
- View and analyse summary data on cloud resource deployments
- Monitor requests and key metrics for cloud resources

4. **The TRAI Cloud Management & Support activity broadly categorized under following major activities (not limited to this).**

**Support & Administration Activity**

- 24 x 7 Technical Assistance
- VM management including server performance
- System software management on VMs
- Integration/installation of patches on VMs provided by NIC-CMF team / respective vendors
- Addressing Server related issues to ensure website uptime by coordinating with NIC data centre e.g. domain name renewal, server failure, increase in storage space or database space etc.
- Patch Deployment on Production Server
- Application Server Re-start
- Source Code deployment, Database Management, Server Backups and Documents Storage backups
- Maintain the different setup for development and staging

Note:- For performing the task under this tender document, the bidder shall make available the following manpower:-

- d) One full time on-site System Engineer having Microsoft Certified Solutions Expert /MCA/ Red Hat Certified Engineer (RHCE) or



equivalent qualification with antivirus certification and he/she should have minimum 6 years experience in computer networking and maintenance of overall system. Further he/she should have complete idea about Firewall security policy and maintenance of computer/server/laptops/printers antivirus protection and internet security software.

- b) Two full time on-site **Support Engineer having CCNA / B-Tech** (electrical/electronic engineering), specialized in computer networking and maintenance of overall system with 2 years working knowledge & experience of computer/server/laptops/ printers maintenance.
- c) One fulltime on-site Engineer with Certified **Network Engineer** and diploma in Computer Hardware and Networking cloud management/ Linux/ Unix servers. He should have minimum 3 years relevant experience of working in maintenance of Networking & Server Administration on in-house data centre / cloud.

System Administrator should have the knowledge of using tools for Data Recovery activities under Desktop/Laptop/Servers environment.

We hereby declare that we have read and fully understood the above stated Scope of Work in letter and spirit

.....  
Authorized Signatory(ies)

(Name with Designation.....

. Place & Date ..... )

Seal of the company



**List of Hardware and Software****I. HARDWARE****A) DESKTOPS**

| Sl.No | Type                                      | Qty. |
|-------|---|------|
| 1.    | Processor: i3, i5 & i7 (includes HP/Dell) | 151  |
| 2.    | Dell (Optiplex) Core2 Duo                 | 62   |
| 3.    | Dell All in one 9030                      | 12   |
| 4.    | Apple i7                                  | 2    |

**B) PRINTERS**

| Sl. No. | Make / Model                | Qty. |
|---------|-----------------------------|------|
| 1       | HP MFP 476/477              | 7    |
| 2       | HP CP 1025 Colour Laser Jet | 2    |
| 3       | HP 1007                     | 69   |
| 4       | HP 1108                     | 8    |
| 5       | HP 1020                     | 51   |
| 6       | HP 1005                     | 5    |
| 7       | HP CM1525                   | 2    |
| 8       | HP 2600n                    | 2    |
| 9       | HP 8500                     | 3    |
| 10      | Canon 4450                  | 2    |
| 11      | HP 1012                     | 3    |
| 12      | HP BJ 1200                  | 2    |
| 13      | HP CP1515                   | 1    |
| 14      | HP MFP-128                  | 6    |
| 15      | HP MFP 425/400              | 2    |
| 16      | HP LJ M227 FDW              | 1    |
| 17      | HP Office Jet Pro 8610      | 1    |

**C) SCANNER (Provisional)**

| S.No. | Make/Model      | Qty. |
|-------|-----------------|------|
| 1.    | HP Scanjet 2400 | 7    |
| 2.    | HP Scanjet 2410 | 8    |

**D) LAPTOP(Provisional)**

| Sl.No. | Make / Model                    | Qty. |
|--------|---------------------------------|------|
| 1.     | Dell Vostro 3458 Intel Core i-3 | 5    |
| 2.     | HP Probook                      | 10   |
| 3.     | Fujitsu Lifebook                | 1    |
| 4.     | Sony Vaio                       | 1    |
| 5.     | Acer TravelMate Intel Core i7   | 16   |

Signature of the Tenderer with seal





**E) Servers placed at NIC Data Centre, Shastri Park**

**i. Server 1 : 8205 Model E6B (IBM)**

| Machine / Feature | Server 1:8205 Model E6B   | Qty |
|-------------------|---|-----|
| 8205-E6B          |   | 1   |
|                   | AIX Partition Specify   | 10  |
|                   | Quad-port 1 Gb HEA Daughter Card                                | 1   |
|                   | 300GB 10K RPM SFF SAS Disk Drive                                | 2   |
|                   | Primary OS - AIX  | 1   |
|                   | 16GB (2x8GB) Memory DIMMs, 1066 MHz, 2Gb DDR3 DRAM              | 6   |
|                   | PowerVM Standard Edition  | 9   |
|                   | PCIe LP 8Gb 2-Port Fibre Channel Adapter                        | 4   |
|                   | System AC Power Supply, 1725 W                                  | 2   |
|                   | Memory Riser Card   | 1   |
|                   | PCIe Riser Card (Gen1)  | 1   |
|                   | Storage Backplane -- 6 SFF Bays/ SATA DVD/HH Tape               | 1   |
|                   | 4-Port 10/100/1000 Base-TX PCI Express Adapter                  | 2   |
|                   | SATA Slimline DVD-RAM Drive                                     | 1   |
|                   | PCIe Dual-x4 SAS Adapter  | 1   |
|                   | Power Cable -- Drawer to IBM PDU, 14-foot, 250V/10A             | 2   |
|                   | IBM Rack-mount Drawer Bezel and Hardware                        | 1   |
|                   | IBM/OEM Rack-mount Drawer Rail Kit                              | 1   |
|                   | 8-core 3.55 GHz POWER7 Processor Module                         | 2   |
| 7216-1U2          | Multi-media Enclosure   | 1   |
|                   | DVD-RAM Sled w/ 1 DVD-RAM SAS Drive                             | 1   |
|                   | Quad External SAS Cable   | 1   |
|                   | DAT160 SAS Tape Drive   | 1   |
|                   | 2.8 m (9 ft) Power Cords - 250V, 10A, India                     | 1   |
|                   | Rack Device to PDU Cord   | 1   |
| 5662-H23          | IBM PowerHA Standard Edition                                    | 1   |
| 5765-PVS          | PowerVM Standard Edition  | 1   |
| 5773-SM3          | Software Maintenance for AIX,                                   | 1   |
| 7042-CR6          | HMC 1:7042-CR6 Rack-mounted Hardw.Mgmt.Console                  | 1   |
|                   | Hardware Management Console Licensed Machine Code v7            | 1   |
|                   | 8GB Pluggable USB Memory Option                                 | 1   |
|                   | HMC CR5/CR6 Redundant Power Supply, 675 W                       | 1   |
|                   | Power Cable -- Drawer to IBM PDU, 14-foot, 250V/10A             | 2   |
|                   | Ethernet Cable, 15m, Hardware Management Console to System Unit | 1   |
|                   | HMC/Server Order Linkage Indicator                              | 1   |
| 7316-TF3          | IBM 7316-TF3 Rack-Mounted Flat Panel Console Kit                | 1   |

|  |   |   |
|--|---|---|
|  | 6 Foot Extender Cable for Displays                          | 1 |
|  | Space Saver 2 Keyboard, US English                          | 1 |
|  | Power Cord (3M),Drawer to PDU (200-240V,10A) C19 connectors | 1 |

**ii. Server 2 : 8205 Model E6B (IBM)**

| Machine / Feature | Server 2 : 8205 Model E6B                           | Qty      |
|-------------------|---|----------|
| <b>8205-E6B</b>   |   | <b>1</b> |
|                   | AIX Partition Specify                               | 10       |
|                   | Quad-port 1 Gb HEA Daughter Card                    | 1        |
|                   | 300GB 10K RPM SFF SAS Disk Drive                    | 2        |
|                   | Primary OS - AIX                                    | 1        |
|                   | 16GB (2x8GB) Memory DIMMs, 1066 MHz, 2Gb DDR3 DRAM  | 8        |
|                   | PowerVM Standard Edition                            | 10       |
|                   | PCIe LP 8Gb 2-Port Fibre Channel Adapter            | 4        |
|                   | System AC Power Supply, 1725 W                      | 2        |
|                   | Memory Riser Card                                   | 1        |
|                   | PCIe Riser Card (Gen1)                              | 1        |
|                   | Storage Backplane -- 6 SFF Bays/ SATA DVD/HH Tape   | 1        |
|                   | 4-Port 10/100/1000 Base-TX PCI Express Adapter      | 2        |
|                   | SATA Slimline DVD-RAM Drive                         | 1        |
|                   | PCIe Dual-x4 SAS Adapter                            | 1        |
|                   | Power Cable -- Drawer to IBM PDU, 14-foot, 250V/10A | 2        |
|                   | IBM Rack-mount Drawer Bezel and Hardware            | 1        |
|                   | IBM/OEM Rack-mount Drawer Rail Kit                  | 1        |
|                   | 8-core 3.55 GHz POWER7 Processor Module             | 2        |
| 7216-1U2          | Multi-media Enclosure                               | 1        |
| 1420              | DVD-RAM Sled w/1 DVD-RAM SAS Drive                  | 1        |
| 5619              | DAT160 SAS Tape Drive                               | 1        |
| 9845              | 2.8 m (9 ft) Power Cords - 250V, 10A, India         | 1        |
| 9848              | Rack Device to PDU Cord                             | 1        |
| 5648-F47          | IBM XL C/C++ FOR AIX SW S&S                         | <b>1</b> |
| 5724-X13          | IBM XL C/C++ FOR AIX, V11.1                         | <b>1</b> |
| 5662-H23          | IBM PowerHA Standard Edition                        | 1        |
| 5765-PVS          | PowerVM Standard Edition                            | 1        |
| 5773-SM3          | Software Maintenance for AIX                        | 1        |

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iii. **Server 3:8205 Model E6B (IBM)**

| Machine / Feature | Server 3:8205 Model E6B                             | Qty      |
|-------------------|---|----------|
| <b>8205-E6B</b>   |   | <b>1</b> |
|                   | AIX Partition Specify                               | 10       |
|                   | Quad-port 1 Gb HEA Daughter Card                    | 1        |
|                   | 300GB 10K RPM SFF SAS Disk Drive                    | 2        |
|                   | Primary OS - AIX                                    | 1        |
|                   | 16GB (2x8GB) Memory DIMMs, 1066 MHz, 2Gb DDR3 DRAM  | 8        |
|                   | PowerVM Standard Edition                            | 11       |
|                   | PCIe LP 8Gb 2-Port Fibre Channel Adapter            | 4        |
|                   | System AC Power Supply, 1725 W                      | 2        |
|                   | Memory Riser Card                                   | 1        |
|                   | PCIe Riser Card (Gen1)                              | 1        |
|                   | Storage Backplane -- 6 SFF Bays/ SATA DVD/HH Tape   | 1        |
|                   | 4-Port 10/100/1000 Base-TX PCI Express Adapter      | 2        |
|                   | SATA Slimline DVD-RAM Drive                         | 1        |
|                   | PCIe Dual-x4 SAS Adapter                            | 1        |
|                   | Power Cable -- Drawer to IBM PDU, 14-foot, 250V/10A | 2        |
|                   | IBM Rack-mount Drawer Bezel and Hardware            | 1        |
|                   | IBM/OEM Rack-mount Drawer Rail Kit                  | 1        |
|                   | 8-core 3.55 GHz POWER7 Processor Module             | 2        |
| 7216-1U2          | Multi-media Enclosure                               | 1        |
|                   | DVD-RAM Sled w/1 DVD-RAM SAS Drive                  | 1        |
|                   | DAT160 SAS Tape Drive                               | 1        |
|                   | 2.8 m (9 ft) Power Cords - 250V, 10A, India         | 1        |
|                   | Rack Device to PDU Cord                             | 1        |
| 5662-H23          | IBM PowerHA Standard Edition                        | 1        |
| 5765-PVS          | PowerVM Standard Edition                            | 1        |
| 5773-SM3          | Software Maintenance for AIX                        | 1        |

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**iv. San Storage**

| Machine / Feature | Description   | Qty |
|-------------------|---|-----|
| 2076-124          | IBM Storwize V7000 Disk Control Enclosure             | 1   |
|                   | Storage Engine Preload                                | 1   |
|                   | 600 GB 2.5 in. 10k HDD                                | 24  |
|                   | Cache 8 GB  | 2   |
|                   | AC Power Supply                                       | 2   |
| 5639-SM3          | IBM Storwize V7000 Software 3Yr SW Maint Registration | 1   |
| 5639-VM1          | IBM Storwize V7000 Software V6                        | 1   |
| 2076-224          | IBM Storwize V7000 Disk Expansion Enclosure           | 3   |
|                   | 600GB 2.5 in. 10k HDD                                 | 32  |
|                   | 1 m 6 Gb/s external mini SAS                          | 6   |
|                   | AC Power Supply                                       | 6   |

**v. SAN Switches**

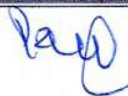
| Product  | Description                         | Qty |
|----------|-------------------------------------|-----|
| 2498-B24 | IBM System Storage SAN24B-4 Express | 2   |
|          | 8 Gbps SW SFP Transceiver 8-Pack    | 6   |
|          | Fibre Cable LC/LC 25m multimode     | 48  |
|          | 8-Port Activation                   | 4   |

**II. SOFTWARE**

**a) Server end**

- 1) MS Windows Advanced Server 2003
- 2) MS Windows Advanced Server 2007
- 3) Linux Enterprise Server
- 4) UTM Cyberoam [200iNG].
- 5) Internet Sharer Application Software (Proxy) 5.6 /
- 6) Antivirus
- 7) Web security Proxy Server 5.6
- 8) Adobe Acrobat Reader / Write
- 9) Tableau Software
- 10) WinZip
- 11) Java
- 12) IBM Web Sphere
- 13) Multi Router Traffic Grapher (MRTG) Server with local Website Server
- 14) Mail Server
- 15) Various Server side Tools/Applications

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b) **User end**

- 1) MS Windows XP, Windows-7, Window- 8.1 & Window -10
- 2) Linux OS/iOS
- 3) Android Support
- 4) MS Office 2003 / 2007 / 2010/ 2013
- 5) Printer/Scanner Support
- 6) Antivirus End point security
- 7) Adobe Acrobat Reader
- 8) Various Desktop Tools/Applications



**FINANCIAL BID****(To be submitted a separate sealed envelope)****A) MAN POWER**

| <b>Sl. No.</b>   | <b>Details</b>  | <b>Qty</b> | <b>Amount Per Month (in Rs.)</b> | <b>Amount/ Annum (in Rs.) (before tax)</b> |
|------------------|---|------------|----------------------------------|--|
| 1.               | One full time on-site System Administrator having Microsoft Certified Solutions Expert/MCA/Red Hat Certified Engineer (RHCE) or equivalent qualification with antivirus certification with 6 years working knowledge & experience of computer networking & maintenance of overall system. | 01         |                                  |  |
| 2.               | Two full time on-site Network Engineer having CCNA/B.Tech, specialized in network security management with 2 years working knowledge & experience of server maintenance   | 02         |                                  |  |
| 3.               | One fulltime on-site Engineer with Bachelor/Master degree in any discipline with 4 years working knowledge & experience in cloud management/ Linux/ Unix servers and have minimum 3 years relevant experience of working in AWS/ Azure/ NIC cloud.  | 01         |                                  |  |
| <b>Total (A)</b> |   |            |                                  |  |





**B) DESKTOPS**

| Sl.No.           | Type                                     | Qty.                             | Price per unit/per year | Total Price per year (before tax) |
|------------------|--|----------------------------------|-------------------------|-----------------------------------|
| 1.               | Processor: i3,i5 & i7 (includes HP/Dell) | 151<br>(Both Hardware+ Software) |                         |                                   |
| 2.               | Dell (Optiplex) Core2 Duo                | 62<br>(Both Hardware+ Software)  |                         |                                   |
| 3.               | Dell All-in-One 9030                     | 12                               |                         |                                   |
| 4.               | Apple i7                                 | 2                                |                         |                                   |
| <b>Total (B)</b> |  |                                  |                         |                                   |

**C) PRINTERS**

| Sl. No.          | Make / Model           | Qty. | Price per unit/per year | Total Price per year (before tax) |
|------------------|------------------------|------|-------------------------|-----------------------------------|
| 1                | HP MFP 476/477         | 7    |                         |                                   |
| 2                | HP CP 1025 Colour LJ   | 2    |                         |                                   |
| 3                | HP 1007                | 69   |                         |                                   |
| 4                | HP 1108                | 8    |                         |                                   |
| 5                | HP 1020                | 51   |                         |                                   |
| 6                | HP 1005                | 5    |                         |                                   |
| 7                | HP CM1525              | 2    |                         |                                   |
| 8                | HP 2600n               | 2    |                         |                                   |
| 9                | HP 8500                | 3    |                         |                                   |
| 10               | Canon 4450             | 2    |                         |                                   |
| 11               | HP 1012                | 3    |                         |                                   |
| 12               | HP BJ 1200             | 2    |                         |                                   |
| 13               | HP CP1515              | 1    |                         |                                   |
| 14               | HP MFP-128             | 6    |                         |                                   |
| 15               | HP MFP 425/400         | 2    |                         |                                   |
| 16               | HP LJ M227 FDW         | 1    |                         |                                   |
| 17               | HP Office Jet Pro 8610 | 1    |                         |                                   |
| <b>Total (C)</b> |                        |      |                         |                                   |

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**D) SCANNER** (Provisional list)

| S.No.            | Make/Model      | Qty. | Price Per Unit/per year | Total Price per year (before tax) |
|------------------|-----------------|------|-------------------------|-----------------------------------|
| 1.               | HP Scanjet 2400 | 7    |                         |                                   |
| 2.               | HP Scanjet 2410 | 8    |                         |                                   |
| <b>Total (D)</b> |                 |      |                         |                                   |

**E) LAPTOP**(Provisional list)

| Sl.No.           | Make / Model     | Qty. | Price per unit/per year | Total Price per year (before tax) |
|------------------|------------------|------|-------------------------|-----------------------------------|
| 1.               | Dell Vostro 3458 | 5    |                         |                                   |
| 2.               | HP Probook       | 10   |                         |                                   |
| 3.               | Fujitsu Lifebook | 1    |                         |                                   |
| 4.               | Sony Vaio        | 1    |                         |                                   |
| 5.               | Acer             | 16   |                         |                                   |
| <b>Total (E)</b> |                  |      |                         |                                   |

**F) MIS Servers placed at NIC Data Centre at Shastri Park**

**(Details at Annexure 'D')**

| Machine / Feature | Description                    | Price per year (before tax) |
|-------------------|--------------------------------|-----------------------------|
| 8205-E6B          | Server 1 :8205 Model E6B (IBM) |                             |
| 8205-E6B          | Server 2 :8205 Model E6B (IBM) |                             |
| 8205-E6B          | Server 3:8205 Model E6B (IBM)  |                             |
| 2076-124          | San Storage                    |                             |
| 2498-B24          | SAN Switches                   |                             |
| <b>Total (F)</b>  |                                |                             |

Signature of the Tenderer with seal





g) **Total of A+B+C+D+E+F (before tax)** Rs. \_\_\_\_\_

h) **Taxes**, if any (**rate of tax** \_\_\_\_\_ %) Rs. \_\_\_\_\_

*(If the bidder is exempted from payment of applicable taxes, he shall provide certificate for such exemption from the competent authority).*

i) **Grand Total (including taxes)** Rs. \_\_\_\_\_

j) Grand Total Rupees in words (Rupees .....  
.....)

**Note :**

- (1) Any Hardware item can be withdrawn from AMC (due to administrative reasons) at any time and payment will be made only for the part period till such withdrawal.
- (2) The Financial Bid shall contain **nothing but prices** only.
- (3) Bidders are requested to ensure that after quoting the prices this Annexure is duly signed with company seal. **Financial bid submitted without sign and company seal will not be accepted / considered.**

Authorized Signatory \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Company Seal \_\_\_\_\_



**CHECK - LIST**

| <b>Particulars</b>  | <b>Y/N</b> | <b>Page No.</b> |
|---|------------|-----------------|
| Tender document signed with company seal in all pages (Part-1, Part-2 and Part-3 of tender document and Annexure A to D and F)  |            |                 |
| Annexure-E (Financial Bid <i>in a separate sealed cover</i> )   |            |                 |
| Balance Sheet, Profit & Loss Account and Income-tax Return of the company for the last three financial years.   |            |                 |
| Turnover certificate from Chartered Accountant  |            |                 |
| Copies of Income Tax PAN Card, GST Registration and TIN   |            |                 |
| Performance Certificate&Satisfactory certificate during last five financial years along with list of customers along with their contact address and phone number (present and past) |            |                 |
| An affidavit (notarized) stating that during last three years the firm have not been blacklisted by any firm/organization/PSU.  |            |                 |
| Proof of 30 technical staff on payroll (Affidavit along with latest EPF/ESI submission copy of the employees).  |            |                 |
| Copy of ISO certificate for servicing.  |            |                 |
| Copy of Authorized Supplier &Authorised Warranty Service Provider of any one of the companies like HP/Lenovo/Dell etc.  |            |                 |
| EMD amount  |            |                 |
| Proof of having presence in the National Capital Region (NCR) area.   |            |                 |





### Items Under Warranty

#### List of Network Equipment :-Warranty till May 2020

| S.No. | Items                         | Description | Model    | Qty |
|-------|-------------------------------|-------------|----------|-----|
| 1     | Cyberoam 200ing<br>UTM Device | Firewall    | CR200ing | 1   |

| S.No. | Items                                     | Description  | Model                               | Qty |
|-------|---|--|-------------------------------------|-----|
| 1     | <b>Cisco ISR<br/>2921 / K9<br/>Router</b> | Cisco Router   | Cisco 2921                          | 2   |
| 2     | <b>Cisco WS-<br/>C4500X</b>               | Cisco L3 switch 32<br>port<br><br>Cisco 10GSR<br>supported | Cisco WS-C4500X                     | 1   |
| 3     | Cisco prime<br>infrastructure             | Cisco Prime<br>Infrastructure<br>2.2.0                     | PI-UCS-APL-K9                       | 1   |
| 4     | Cisco 2960<br>layer 2 Switch              | Cisco 2960 Switch 48<br>ports                              | Cisco Catalyst<br>2960S-<br>48LPD-L | 11  |
| 5     | Cisco 2960<br>layer 2 Switch              | Cisco 2960 Switch 24<br>ports                              | Cisco Catalyst<br>2960S-24PD-L      | 4   |
| 6     | Dlink / DAX<br>Switch                     | 24 ports   | DES 3028                            | 4   |
| 7     | Patch panels<br>RJ                        | 24 ports   | 24 ports jack panels                | 30  |
| 8     | Patch panels<br>FTTD                      | 12 ports   | 12 ports FTTD Panels                | 16  |
| 9     | Media convertor                           | Dlink  |                                     | 28  |
| 10    | WiFi Access<br>Point                      | Dlink N300 / Netgare<br>/Linksys                           | N 300 series                        | 22  |
| 11    | LAN Nodes                                 | I/O Box (RJ)   | I/O Box (RJ)                        | 613 |
| 12    | LAN Nodes                                 | I/O Box (FTTD)   | I/O Box (FTTD)                      | 28  |

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