



Government of India
Ministry of Statistics & Programme Implementation
NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION
Plot No. 22, Knowledge Park-II, Greater Noida, Gautam Budh Nagar– 201308
(U.P.)

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Tender No. Q-11011/17/2010-Trg (Pt. II)
Dated: 30th May, 2011

Quotation of on-site Annual Maintenance Contract (AMC) for servers, computers, laptops, printers, UPS, SAN storage system, UTM Fire wall box based checkpoint security system, Forefront security suite, LAN (including Network Equipments) and software system

General Information

a) Last Date and Time of Receipt of Quotation	20 th June, 2011 up to 3.00 pm
b) Date and Time of Opening of Quotation	20 th June, 2011 at 4.00 pm
c) Place of Quotation Deposit/Opening	National Academy of Statistical Administration, Plot No. 22, Knowledge Park-II, Greater Noida, Gautam Budh Nagar, Uttar Pradesh-201308.

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Tender No. Q-11011/17/2010-Trg (Pt. II)
Government of India
Ministry of Statistics & Programme Implementation
Central Statistics Office
National Academy of Statistical Administration (NASA)

Plot No. 22, Knowledge Park – II,
Greater Noida, Uttar Pradesh – 201308.

Dated: 30th May, 2011

TENDER NOTICE

1. Sealed quotations are invited under Two Bid System i.e. (Technical Bid and Financial Bid) from well established, reputed, experienced and financially sound firms (Vendors) located or having branch office in the NCR of Delhi (On official letter heads) duly filled-in Annexure-V & VI to award on-site Annual Maintenance Contract (AMC) of desktop computers, laptops, printers, 10 KVA UPS, IT setup comprising of servers, SAN storage system, switches, router, modem, UTM-1 fire wall box based checkpoint security system, forefront security suite, LAN (including networking equipments) and system software on 24x7 basis (365 days including holidays). Most of the hardware and software items as indicated in Annexure-II are under warranty period as per DGS&D Rate Contract.

2. The Tender document can be obtained from NASA, Plot No. 22, Knowledge Park-II, Greater Noida, Uttar Pradesh-201308. The same can also be downloaded from the website of <http://www.mospi.gov.in> and www.tenders.gov.in.

3. Interested Vendor who meets the technical eligibility criterion may put the sealed quotation complete in all respects in the tender box placed at Administrative Block of NASA. The Earnest Money (EM) of Rs. 75,000/- (Rupees Seventy Five Thousand only), refundable without interest, in the form of Demand Draft/Pay Order drawn in favour of Pay & Account Officer, M/o Statistics and Programme Implementation, New Delhi, must be submitted along with the quotation. The last date of receipt of quotation is 20th June, 2011 up to 3.00 pm. Quotations received after due date and time will not be accepted.

4. The technical bids shall be opened on the same day at 4.00 pm in the presence of the representatives of Vendors who wish to be present. At the first instance the technical bids shall be analysed by tender evaluation committee constituted for the purpose. At the second stage financial bids of only technically acceptable offers shall be opened at later date. The scheduled date/time and venue for opening of the financial bids will be communicated to only those Vendors who will be qualified in technical bids.

(Deepak Goyal)
Director (NASA/Trg.)

Telephone: 0120-2328906, 0120-2328905 (Fax)

Note: The NASA reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason, thereof.

A. TECHNICAL ELIGIBILITY CRITERIA:

The Vendor should meet the following 9 technical eligibility criteria:

- i. The Vendor must be established or have branch office in the NCR of Delhi and also must have sound financial standing with annual turnover of at least Rs. 10.00 crore during each of the last three years.
- ii. The Vendor must be a registered company with valid registration No. from the registering authority.
- iii. The Vendor must be in possession of PAN/TIN No. and Service Tax/VAT Registration No.
- iv. The Vendor should be an ISO 9001:2000 certified for serving.
- v. The Vendor must have expertise in Local Area Network (LAN) Administration Services including remedial steps for upkeep of the entire Network with the optimum level performance by fine tuning various parameters of different S/W and H/W.
- vi. The Vendor must have at least three years experience of maintenance of Server based IT set up, Computers, Laser printers & peripherals, LAN (including Network Equipments) and Systems software, other hardware parts & accessories, etc in Offices and Organizations of the Central/State Government and/or Public Sector Undertakings.
- vii. The Vendor should be authorised service provider for any one of the renowned companies such as IBM, HP, Microsoft, etc.
- viii. The Vendor should be competent to provide two resident engineers having minimum qualification of diploma in engineering with CCNA and/or MCSE (upgradable to MCITP or MCTS) qualified with 3-4 years experience in maintenance of IT Hardware items, LAN/Network and Server troubleshooting.
- ix. The Vendor should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State government ministry/affiliate or Public sector undertaking.

B. ITEMS DETAIL AND SCOPE OF WORK/SERVICE

B1. ITEMS DETAILS

1. National Academy for Statistical Administration (NASA), an attached office of the Ministry of Statistics and Programme Implementation, Government of India, is a premier organization that provides training on concepts, best practices and current tools & techniques on statistics and related fields to personnel from the Central Government Ministry, State Government Ministry and other related bodies. NASA also provides international training to personnel from similar organizations from other countries.

2. The IT set up of NASA is equipped with the Hardware and Software items, purchased from reputed companies of M/s. IBM, M/s. Checkpoint Systems, M/s. Microsoft, etc. The Architectural diagram of the IT set up of NASA is given at **Annexure I**. The Brief in respect of these HW/SW items is given below:

2.1. Hardware

Server related

- a) Router & Modem from BSNL along with 16 Mbps lease line
- b) Checkpoint[§] UTM-1 2076 Total Security (CPAP-SG2076)
 - 1) Collaborative Enterprise Support-Standard (CPAP-SG2076) for 3 years
 - 2) Checkpoint Total Security Package (for 2nd Year)
 - 3) Checkpoint Total Security Package (for 3rd Year)
- c) A pack of Five Blade servers with chassis scalable to six blade servers from IBM
- d) Four Ordinary servers
- e) San Storage system from IBM

Client related

Local Area Network (LAN) comprises of the following items:

- a) 60 HP Desktop Computers
- b) 25 Laser Jet Printers
- c) 5 multifunctional printers and 3 Colour Laser Jet Printers

2.2. Software

Following software are installed in the IT set up of NASA:

Detail of Software:	Quantity
1. Windows Svr. Ent. 2008 R2 English MOPL with Media & SA	5
2. Windows 2008 Client Access License (CAL) and SA	207
3. Exchange 2007 Server Enterprise MOLP with Media and SA	1
4. Exchange Enterprise CAL MOLP and SA	207
5. Office SharePoint Client Access Licence (CAL) 2007 English Lic and SA	207
6. SQL Server Enterprise Edition 2008, 1 P MOLP	1
7. System Centre Configuration Manager Server 2007 R2	1
8. System Centre Configuration Manager Server 2007 R2 Media	1
9. System Centre Configuration Manager Server Management Licence standard	5
10. System Centre Configuration Manager Client Management Licence	207
11. Share Point Internet Connector Licence	1
12. Share Point Server Media	1
13. Windows External Connector Licence	1
14. Forefront Security Suite (integrated Antivirus/Anti-spam for Desktop, SharePoint, Exchange and Web Filtering tool for 3 years	212

2.3. Others:

1. 10 KVA UPS
2. Five Laptops from HP

§: Check Point Security Appliances are integrated hardware devices that are pre-installed with essential software blades to produce a comprehensive, turnkey security gateway solution.

The details in respect of the above items namely Servers/SAN system/UMT-1 Fire Wall Box/Computers/Laptop/Printers/UPS, etc., are given at **Annexure-II**. Following items are proposed to be included in the set up. The maintenance charges for these items will

be calculated on the basis of the existing items quoted by the Vendor, whom contract is awarded.

- (i) Ninety Desktop Computers equipped with Windows 2007/2010 and MS Office 2010.
- (ii) Six HP Laser Printers (Dual purpose) and two HP Multifunctional printers.

3. Warranty:

(i) **Blade Server Systems, Ordinary Servers and SAN Storage System:** All Blade Server Systems items will be covered by onsite warranty for a period of 3 years from the date of commissioning.

(ii) **Servers software:** All Servers software will be covered by onsite warranty for a period of 3 years from the date of commissioning.

(iii) **HP Desktop Computers & Printers:** All Desktop Computers will be covered by onsite warranty for a period of 3 years and other items i.e. peripherals items such as printer, scanner etc., for one year from the date of commissioning.

(iv) **Laptops & UPS:** The warranty terms for Laptops are 12 months from date of delivery and acceptance of stores.

Note: Any component required to be replaced within the warranty period will be a totally new component and not reconditioned or repaired component.

B2. SCOPE OF WORK/SERVICE

The Vendor will provide the following services under the contract to keep the Server based IT set up, Local Area Net work, computer systems & peripherals, laptops and UPS in good working order:

- i. **Resident Engineer:** The Vendor will provide two resident engineers having minimum qualification of diploma in engineering, CCNA and/or MCSE (upgradable to MCITP or MCTS) qualified with 3-4 years experience in maintenance of IT Hardware items, who would be at NASA on all the working days from 9.00 am to 6.00 pm and whenever required even on holidays/Saturday/Sunday. The engineers would be equipped with mobile phones to ensure their availability at NASA on 24x7 basis.
- ii. The resident engineer will be responsible for installation and commissioning of all the IT set up Hw/Sw items, procured through various agencies and will coordinate with the respective companies and will report to a designated officer of NASA. He would also apprise the progress of the work done/get necessary work done every day and will also be responsible for record/ log books etc.
- iii. Presently, all the items (Hardware & Software) are covered by on-site warranty for a period of either one year or three years as per the details given at Para '3' of Section 'B' of the tender document. Under the warranty, any component required to be

replaced will be a totally new component. The Vendor will be required to make liaison with the OEM for maintenance of these items.

- iv. The vendor will be responsible for overall maintenance and upkeep of the entire IT system in NASA and ensure that all subsystems function in an optimum manner. The Vendor will devise a mechanism for weekly data backup of the servers through **SAN STORAGE SYSTEM**.
- v. Scheduled Preventive Maintenance (SPM) at least once in three months as detailed in **Annexure-III & IV**. SPM can be clubbed with corrective maintenance. The Vendor would submit these call sheets/SPM reports to NASA. In case, Vendor fails to submit SPM reports, the matter will be taken up with the Vendor by NASA.
- vi. Unscheduled, on-call corrective and remedial maintenance service to set right the malfunctioning of the system. This includes replacement of unserviceable parts, in case item is not under warranty. The parts replaced will either be new parts or equivalent in performance to new parts subject to availability. Whether a defective item or components to be replaced or repaired shall be at the sole discretion of the Vendor. In the case of replacement of parts, the defective part removed from the system will become the property of the Vendor. The Vendor will attend to any problems related to Devices; Drivers under Operating Systems are part of the Systems Hardware.
- vii. Data recovery from crashed hard disc drives from specialized agency; all expenditure, in this regard, shall be borne by the Vendor.
- viii. The Vendor shall be responsible for taking backup of data and programme available in the computer, before attending the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users.
- ix. If the equipment is required to be transported to the firms/manufacturer service workshop for repairs, the same shall be undertaken at the risk and cost of the Vendor.

C. TERMS AND GENERAL INSTRUCTIONS FOR VENDORS

- a) Initially, the contract will be for period of one year from the date of award of the contract. The contract may be renewed for further period of one year with same terms and conditions, provided NASA is satisfied with the services of Vendor. Either party can terminate the contract at any time after giving notice of one month in writing.
- b) The rates quoted will remain enforce for the full period of the contract. No. demand for revision of rates on any account shall be entertained during the contract period.

- c) Those computer systems, printers and LAN system that are non-functional should be repaired first and then it can only be taken under AMC. The cost of repairing to make these systems, printers etc., functional is not included in AMC and will be paid extra by the NASA or concerned authority.
- d) Equipment maintenance charges shall not include the cost of consumables and supply items such as Ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes/pen drive, printer head, computer stationary, CD, etc.
- e) In case of items not under WARRANTY, this maintenance contract will be comprehensive for those items. The comprehensive maintenance contract involves the replacement of the items of equipments which includes major parts such as TFT Monitor, Printers part, Print heads, Adopter of Printers, HDD, CPU, SMPS, Motherboard, Multimedia kit, Keyboard, Mouse, CD ROM/DVD and supporting ports but excluding consumables such as computer stationery, ribbon ink cartridges, etc. The replacement of the above components shall be free of charges.
- f) For down time calculation, the day on which call is closed will not be taken as part of downtime.
- g) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the computer systems and peripherals will be treated as continuously down.
- h) This contract extends only to problems arising out of normal functioning of equipment and the contract will not cover break down or services or spares cost, arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.
- i) The NASA will keep record of machine failure including the nature of failure, date and time of booking the complaint (at mutually agreed location) when the machine was made up and the total downtime. The service engineer and NASA representative will sign this record. Format for keeping these records will be as per the **Annexure-III & IV**. This can be done either through the complaint MIS or through complaint register.
- j) NASA personnel will be responsible for operating the systems, printers and LAN system. During the period of contract, NASA will restrict to operational activities only and will not repair/maintain any equipment.
- k) The equipment will be handed over back to NASA after the AMC period, in good working condition.
- l) Any new hardware will be brought into maintenance through a written intimation or addendum. Vendor will inspect the new hardware and its maintenance will be taken up after acceptance of the same. In case NASA decides to upgrade any hardware, the

same would be taken out of comprehensive AMC contract with minimum one-month's notice.

- m) Any damage to the servers, computer systems and peripherals when the system gets burnt due to site problem would not be covered under this contract and it will be discussed mutually on case-to-case basis.

D. SERVICE ASSURANCES

D1 FOR ALL EQUIPMENT:

Maximum acceptable downtime will be of two days excluding holidays. However, the maximum delay in fault rectification averaged over three months for all the machines should not exceed two working days.

D2 PENALTY:

Penalty for completing the calls after the time limit, as indicated in Service Assurance will be Rs. 100/- per working day for Servers/LAN/Computer systems/Printers. Whenever the Servers/LAN/Computer systems/Printers cannot be repaired on-site within the specified limits, Vendor will have the option to provide temporary an alternate equipment of matching specification which will be replaced within the period of maximum 60 days after repairing the original equipment. Failure to comply with this condition will attract the penalty clause.

D3 PAYMENT TERMS:

The payments to the Vendor will be made on expiry of each quarter on submission of invoice and will be subject to the conditions laid down in this contract after deducting for penalties, if any.

D4 SECURITY DEPOSIT (SD):

The successful Bidder shall furnish Security Deposit worth 10% of the total contract value to NASA. The Security Deposit should be deposited on receipt of the work order in the form of Bank Guarantee in the name of Pay & Account Officer, M/o Statistics and Programme Implementation, New Delhi. No interest will be paid to the Vendor for the amount of SD during the period of contract. Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the Vendor shall forfeit the Earnest Money Deposit.

D5 CALL REGISTRATION AND COMPLETION:

NASA has to register complaint to the Vendor address by phone, mobile, fax or email for faulty computer systems and peripherals. NASA will certify completion of call. The Vendor will prepare the call service slip in triplicate. NASA & the Vendor will sign these call service slips. One copy will be given to the user and one will be submitted to the NASA. Third copy will be retained by the Vendor. No other documents will be used to work out downtime for penalty calculations.

D6 FORCE MAJEURE:

The Vendor shall not be liable or deemed to be in default of any delay or failure in performance stated herein under resulting directly or indirectly from causes beyond its reasonable control and if the Vendor is prevented from performing its function under this instrument for a period longer than six months, the Vendor liability ceases under this contract and then both the parties shall discuss the courses of action to be taken after wards.

D7 CHANGE OF OWNERSHIP:

The obligation of the Vendor under this contract shall cease forthwith if the National Academy of Statistics Administration ceases to be the owner of the machine.

E. SUBMISSION OF BIDS

The interested Vendor may submit sealed quotation under two-bid system (Technical Bid and Financial Bid) as per the proforma given at **Annexure V & VI**).

E1. The Technical Bid should be placed in lacquer sealed Envelope 1 clearly marking “**Technical bid**” on top most right hand side of the envelope along – with Tender No and date. The financial bid should be placed in separate lacquer sealed Envelope 2 clearly marking “**Financial bid** – do not open with technical bid”. Both the Envelopes should be placed in the **3rd Envelope**, which shall also be appropriately lacquer sealed and marked as “**Tender for AMC of server, computer, printer, LAN system and UPS**”.

E2. The bids, complete in all respect should be deposited in the box placed at the reception of the NASA at Plot No. 22, Knowledge Park-II, Greater Noida, Uttar Pradesh-201308.

E3. The technical bids will first be opened on 20th June, 2011 at 4.00 pm. After scrutiny and satisfactory technical bidding specifications, the same will be shortlisted for opening of sealed “financial bid”.

E4. The date and time for opening of the financial bid will be intimated to the Vendors who will qualify in the technical bid in due course through e-mail/telephone or registered post letter. If interested, the Vendor’s representative may be present at the time of opening of “technical” and “financial” bid quotations on the given dates and time.

E5. Earnest Money: The earnest money of Rs. 75,000/- (Seventy five thousand only) through a demand draft of any scheduled bank in Delhi/ New Delhi drawn in favour of Pay & Account Officer, Ministry of Statistics and P.I. Govt. of India, New Delhi must accompany with the “Technical Bid” Quotation letter. Earnest money received from the Vendor will be returned without interest immediately after the process of selecting the awardees is over.

E6. Bids received after due date and time as well as those received without separate sealed covers and without Earnest Money draft will not be accepted and will be rejected.

F. EVALUATION CRITERIA AND AWARD OF CONTRACT

I. Technical Evaluation:

The technical evaluation will be done by the Tender Evaluation Committee and it will be based on the following technical criteria and breakdown of marks:

S. N.	Parameters	Marks
1.	Past Performance of the Vendor:	45
1.1	No. of AMC contracts executed (on standalone PCs, Laptops, printers and other peripherals) by the Vendor for Government Sector during 2008-09, 2009-10 and 2010-11	15
1.1.1	1-5 contracts	10
1.1.2	>5 contract	15
1.2	No. of AMC contracts executed (on standalone PCs, Laptops, printers and other peripherals) by the Vendor for other than Government Sector during 2008-09, 2009-10 and 2010-11	15
1.2.1	1-5 contracts	10
1.2.2	>5 contract	15
1.3	No. of AMC contracts executed (on Network servers having at least 50 clients)by the Vendor for Government Sector and others during 2008-09, 2009-10 and 2010-11	15
1.3.1	1-5 contracts	10
1.3.2	>5 contract	15
2.	Experience of Service Engineers:	30
2.1	No. of years of experience in computers & peripherals maintenance	15
2.1.1	> 4 years and up to 7 years	10
2.1.2	more than 7 years	15
2.2	No. of years of experience in server based IT setup maintenance and LAN troubleshooting	15
2.2.1	> 4 years and up to 7 years	10
2.2.2	more than 7 years	15
3.	The Vendor should be authorised service provider for any one of the renowned companies such as IBM, HP, Dell, Acer, Microsoft, etc.	15
	Either HP or IBM or Dell or Acer or Microsoft	5
	Any two (HP, IBM, Dell, Acer and Microsoft)	10
	More than two (HP, IBM, Dell, Acer and Microsoft)	15
4.	Annual turnover during 2008-09, 2009-10 and 2010-11	10
	At least Rs. 10 crore	5
	More than Rs. 10 crore	10

Note: Only those bidders who score at least 60 marks will be considered for financial evaluation.

II. Evaluation of Financial Bid:

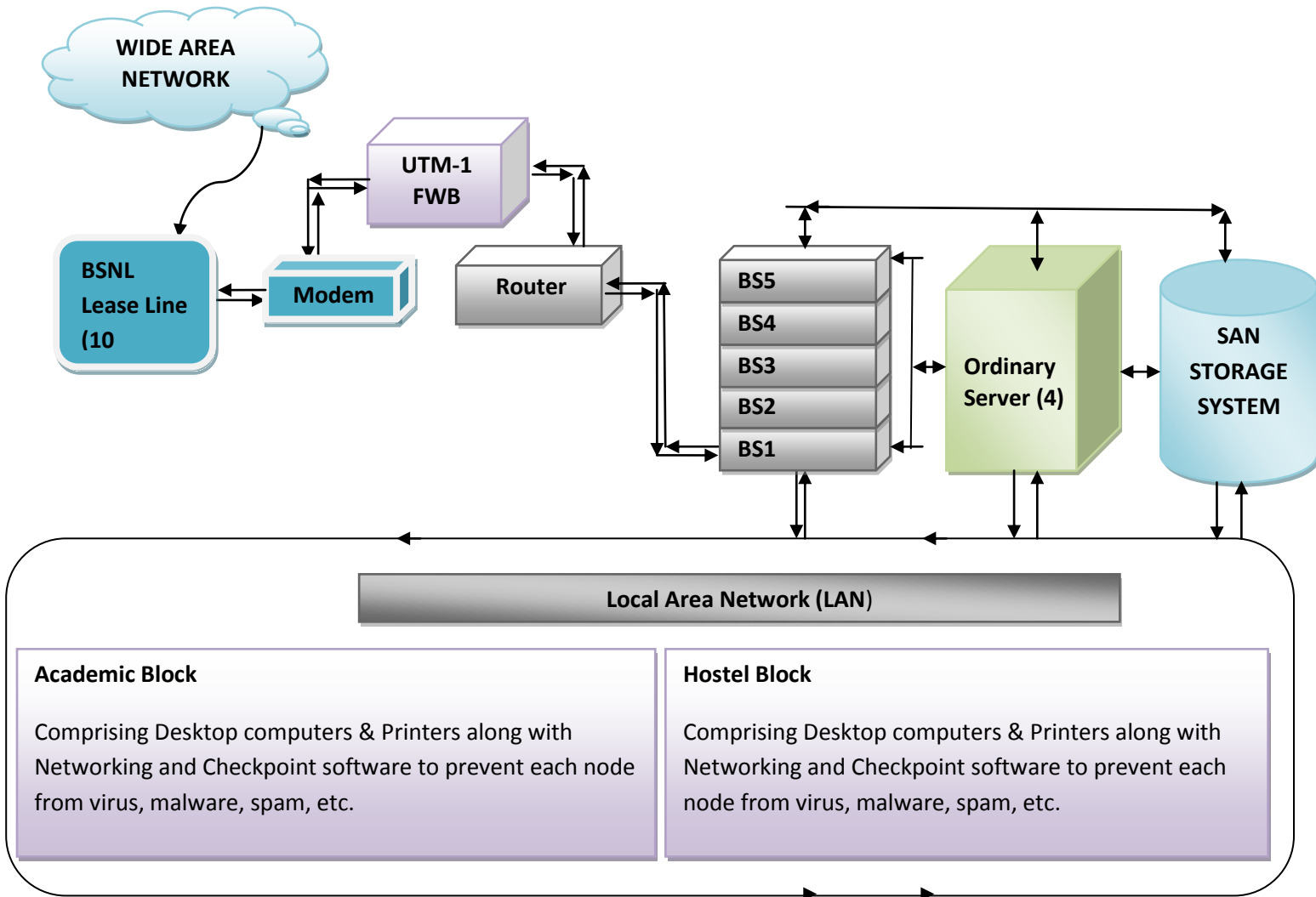
1. Only those bidders who have obtained the at least 60 marks in the technical evaluation will be considered for financial proposal evaluation. No Weight-age will be given to those bidders who score more than 60 marks in the technical bid
2. The commercial evaluation will be based on lowest cost basis (L1).

3. The bidder who quotes the lowest lump sum cost will be declared the successful bidder and will be issued the **Letter of Intent** (LoI).

III. Award of Contract:

NASA will notify the successful bidder in writing. The firm will sign a Contract Agreement that will be furnished to the successful bidder within 21 days of the receipt of the Letter of Intent. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

Architecture of the IT Set up of National Academy of Statistical Administration



LIST OF HARDWARE & SOFTWARE ITEMS INSTALLED IN NATIONAL ACADEMY OF STATISTICAL ADMINISTRATION

S. N.	ITEM DESCRIPTION	QTY.
Hardware: Server related		
1.	<p>Server Blade Server Chassis with storage on blade, Brand: IBM Blade Server for 6/10/16 Blade Chassis – Intel Xeon Quad Core Max. No. of Blades: 6, No. of blades populated: 5 Blade Configuration: CPU: L5506 (2.13 GHz, 6MB L2 Cache, 4.80 GT/s QPI, 60W), Motherboard: OEM Mother Board with the Chipset providing 4.80GT/s QPI, Memory: 32 GB PC2-5300 Fully Buffered DIMMs at 667 MHz, Hard Disk Drive: 2 x 146 GB 10K rpm SFF SAS Hot Plug, Hard Disk Controller: SAS based supporting RAID 0/1, Multifunction Ports: 2 Gigabit Ports, Fibre channel ports: 2 Ports 4 Gzb/s, Management: OS Independent hardware health status, Keyboard: Virtual KVM based remote control, Power Management: Remote Power Control</p>	1
2.	<p>Ordinary Server, Brand: RPTECH Server Intel Xeon Two Processor Quad Core, Rack Mounted Configuration: CPU: Intel Xeon E 5504, 2.0 GHz, 4MB L3 Cache 800 MHz, Chipset Motherboard: Intel 5500 or better in Intel or equivalent OEM, Slots: 2 PCI / PCI Express, Memory: 2x4 GB 1067 / 1333 MHz DDR3 RAM Expandable to 24GB, Hard Disk Drive: 3 x 146 GB, 10,000 rpm SAS, RAID Controller: Minimum 3 Ports SAS Controller with 128 MB cache, Monitor: 43.2 cm (17”) TFT/wide TFT, TCO – 03 or TCO – 99 certified, Video Controller: to support VGA or above resolution, Keyboard: 101 Keys keyboard, Mouse: Optical Mouse, Bays: Minimum two Internal, Ports: 3 USB Port, 1 Serial Port, Cabinet: Rack Mounted, Certifications: Window, Red Hat or Novell certified, Compliance & Support, DVD ROM: 8 x or better DVD ROM Drive, Power Supply: Redundant Power Supply, Networking: Dual LAN (10/100/1000) Network Card with asset Feature tracking and security management, remote wake up, Power Management: Screen blanking, hard disk and system idle mode in power</p>	4
3.	<p>SAN Storage System, Brand - IBM SAN System 3TB Usable Capacity on 15 K RPM Fibre Channel (FC) Disc Array Min. Front end ports: 6, Min. Back end ports: 2, Cache Total Config. (GB): 4, Min. Scalable to Drive Slots: 64, Add on items for Data Back Up & SAN System Item: Fiber Cable with LC-LC connector additional, one 5m length, Add-on items for Blade Server Console Item: SAN Switch Cisco 4GB 10 Port for 6 Blade System</p>	1 4 2
4.	<p>UTMD Firewall Box Checkpoint UTM-1 2076 Total Security (CPAP- SG 2076) along with collaborative enterprise support –Standard (CPAP- SG 2076) for three years Checkpoint Total Security Package (for 2nd Year) Checkpoint Total Security Package (for 3rd Year)</p>	1
5.	Router & Modem	1 each

S. N.	ITEM DESCRIPTION	QTY.
6.0	Hardware & Software: Client related in Local Area Network (LAN)	
6.1	Intel v Pro Configuration: Brand-HP CPU: Intel Core 2 Duo 8400, 3GHz, 6 MB L2 cache and 1333 MHz FSB, Memory: 2 GB 667 MHz DDR 2 RAM expendable to 8 GB, HDD: 250 GB 7200 RPM SATA HDD, Monitor: 43.2 cm (17 inch) TFT Digital Colour Monitor, Keyboard: 104 Key, Mouse: Optical Ports: 6 USB Ports, Cabinet: Mini Tower.	60
6.2	Printers: HP Laser Jet M1522 nf, HP Laser Jet P3005dn, HP Laser Jet M9040 MFP HP Color Laser Jet CP2025	11 14 5 3
6.3	Windows Vista OS and MS Office 2007	60
7.0	Other items	
7.1	Laptop , Brand - HP Processor: Mobile Intel Core 2 Duo Processor P8700, 2.53 GHZ with 3 MB L2 cache 1066 MHZ FSB or better, Chipset & Motherboard: GM 45 or higher chipset on OEM Mother Board, Memory: 1 x 2GB DDR2 RAM expandable up to 4 GB, HDD: 250GB 5400 rpm (min.) SATA, Display Screen: 14 " (35.6 cm) or above (TFT) active Matrix wide, Resolution: 1280x768 WXGA or higher, Video Controller: Integrated GMA 4500 series with 128 MB Shared Memory, Wireless Connectivity: Integrated wireless Intel 802.11 a/b/n, Integrated Bluetooth, DVD Writer speaker: Integrated DVD, Writer 8x and Integrated stereo, Keyboard: Key Board with touchpad, Expansion Port: 3 USB, 10/100 Ethernet card, RGB or S-Video or VGA, PCMCIA/PCT Express slot, 3 in one card reader, Microphone : Stereo headphone & other standard features, Operating System Norton: Microsoft Windows Vista Business preinstalled & McAfee / e-trust & other software, Antivirus Software latest version with 60 days license. Power Supply 4 hrs: 230V, 50 Hz AC Supply with rechargeable battery pack comprising of LI-ION battery suitable for approx. Carry case: Included	5
7.2	UPS: 10 KVA On-line UPS with isolation transformer suitable for three phase AC Input and Single phase AC output, Floor mounted type	1
8.0	Software	
8.1	Windows Svr. Ent. 2008 R2 English MOPL with Media & SA Windows 2008 Client Access License (CAL) and SA	5 207
8.2	Exchange 2007 Server Enterprise MOLP with Media and SA Exchange Enterprise CAL MOLP and SA	1 207
8.3	Office SharePoint Client Access Licence (CAL) 2007 English Lic and SA	207
8.4	SQL Server Enterprise Edition 2008, 1 P MOLP	1
8.5	System Centre Configuration Manager Server 2007 R2 System Centre Configuration Manager Server 2007 R2 Media	1 1
8.6	System Centre Configuration Manager Server Management Licence standard	5
8.7	System Centre Configuration Manager Client Management Licence	207
8.8	Share Point Internet Connector Licence Share Point Server Media	1 1
8.9	Windows External Connector Licence	1
8.10	Forefront Security Suite (integrated Antivirus/Anti-spam for Desktop, SharePoint, Exchange and Web Filtering tool for 3 years	212

**PREVENTIVE MAINTENANCE OF EQUIPMENT INSTALLED AT NATIONAL ACADEMY OF
STATISTICAL ADMINISTRATION**

VENDOR NAME

LOCATION

OFFICE IN CHARGE

QUARTER

DATE

ACTION TAKEN

ENVIROMENTAL CONDITION

DUST LEVEL

TEMPERATURE

DRY

WET

HUMID

VOLTAGE

LINE NEUTRAL

LINE EARTH

NEUTRAL EARTH

GENERAL LAYOUT

SUGGESTIONS

REMARKS

NAME OF OFFICER INCHARGE

NAME OF ENGINEER

SIGNATURE

(OFFICER INCHARGE)

(ENGINEER)

**CALL SHEET FOR CORRECTIVE MAINTENANCE OF EQUIPMENT INSTALLED AT NATIONAL
ACADEMY OF STATISTICAL ADMINISTRATION**

Sl. No.	Failure Remarks	Date/Time of the					Engineer Name & Signature
		Complaint	Booking	Attended	Repaired	Down	
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							

VENDOR MAY INDICATE THE FOLLOWING IN CONNECTION WITH DOCUMENTARY PROOF AS SUBMITTED IN TECHNICAL BID

S. N.	Description	Remarks
1.	Whether documentary proofs in respect to Name & Address (As per Sl. 1 to 6 of the Technical Bid) of the Vendor are attached?	(Yes / No)
2.	Whether the certificates in respect of 1. Registration No., 2. PAN/TIN/VAT No.(s) and 3. ISO 9001:200 are attached (As per Sl. 7 to 9 of the Technical Bid) in the Technical Bid?	(Yes / No) (Yes / No) (Yes / No)
3.	Whether certified photocopies of the supporting documents in respect of Financial Turnover of the Vendor of the 2008-09, 2009-10 and 2010-11 are attached? (As per Sl. 10 of the Technical Bid)	(Yes / No)
4.	Whether the details of maintenance contracts executed by the Vendor during 2008-09, 2009-10 and 2010-11 are attached? (As per Sl. 11 of the Technical Bid)	(Yes / No)
5.	Whether details of service engineers as per Evaluation criteria are attached? Whether documentary evidences in respect of minimum qualification of diploma in engineering, CCNA and/or MCSE (upgradable to MCITP or MCTS) are attached? (As per Sl. 12 of the Technical Bid)	(Yes / No) (Yes / No)
6.	Whether the documentary evidence showing that Vendor is authorised service provider for any one of the renowned companies such as IBM, HP, Dell, Acer, Microsoft, etc. (As per Sl. 13 of the Technical Bid)	(Yes / No)
7.	Whether documentary proof that firm is specialized in server based IT setup and LAN trouble shooting, is attached? (As per Sl. 14 of the Technical Bid)	(Yes / No)
8.	Whether the Vendor has been blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State government ministry/affiliate or Public sector undertaking? (As per Sl. 15 of the Technical Bid)	(Yes / No)

Signature & Full Address of the Tenderer

PROFORMA FOR TECHNICAL BIDTender No. Q-11011/17/2010-Trg (Pt. II), dated: 30th May, 2011**TECHNICAL BID (To be submitted on the letterhead of bidder)**

Subject: Technical Bid for AMC of Servers/Computers/ Laptops/Printers/SAN storage system/ UPS, UTM Fire wall box based checkpoint security system/Forefront security suite and LAN system

Dear Sir/Madam,

The subject bid is placed below:

1.	Name of the Firm/Company	:	
2.	Name of Proprietor/Director of the Firm/Company	:	
3.	Full Address of Registered Office	:	 ----- ----- -----
4.	Telephone No. Fax N. E-mail Address		
5.	Full Address of Operating/ Branch Office	:	 ----- ----- -----
6.	Telephone No. Fax N. E-mail Address		
7.	Registration No. of Firm/Company from Registrar of Companies. (Pl. attach attested copy of the certificate)		
8.	PAN/TIN/VAT No(s). (Pl. attach attested copy of the		

	certificate)	
9.	Certificate No. of ISO 9001:2000 (Pl. attach attested copy of the certificate)	

10.	Financial turnover of the Firm/Company of the last 3 Financial Years. Also attach certified photocopies of the supporting documents.	
	Financial Year	Amount (Rs. Lakh)
	2008-09	
	2009-10	
	2010-11	
		Remarks, if any

11.	Performance details: Please provide the details of maintenance contracts executed by the Firm/ Company during 2008-09, 2009-10 and 2010-11. Specifically, highlight those in the Government Sector.				
S. N.	Name and address of the agency	Details of equipments and numbers (Network servers and clients) and standalone PCs, Laptops, printers, other peripherals	No. of resident engineers provided	Period of contract	Contract value (Rs. Lakh)

12.	Details of service engineers:			
S. N.	Name	Technical qualification	No. of years of experience in computers maintenance	No. of years of experience in server based IT setup maintenance and LAN troubleshooting

13.	Indicate whether the firm/company is the authorized service provider for branded computers, printers, servers? If yes, please attach certified photocopies of all the supporting documents. 1. 2.
14.	Indicate whether the firm/company has expertise and experience in maintenance of server based IT set up & LAN and its trouble shooting? If so, please attach supporting documents. 1. 2.
15.	Indicate whether the firm/company has been blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State government ministry/affiliate or Public sector undertaking? If so, please attach supporting documents.

	1.
	2.

Yours faithfully,
(Signature of the authorized Signatory)
(Name and Designation of the Authorized signatory)
Name and seal of Bidder/ Lead Firm

Date:

Place:

PROFORMA FOR FINANCIAL BIDTender No. Q-11011/17/2010-Trg (Pt. II), dated: 30th May, 2011**FINANCIAL BID (To be submitted on the letterhead of bidder)**

Subject: Technical Bid for AMC of Servers/Computers/ Laptops/Printers/SAN storage system/ UPS, UTM Fire wall box based checkpoint security system/Forefront security suite and LAN system

Dear Sir/Madam,

With reference to tender document for AMC of Servers/Computers/ Laptops/Printers /SAN storage system/UPS, UTM Fire wall box based checkpoint security system/Forefront security suite and LAN system, we submit our financial bid as under:

Sl. No.	Make	Model/Specification	Qty.	Whether under Warranty period (Yes/No)	Rate per unit per Annum	Total Amount (Rs.)
1.	IBM	Blade Server for 6/10/16 Blade Chassis - Intel Xeon Quad Core Max. No. of Blades: 6, No. of blades populated: 5 Blade	1	Yes		
2.	Others	Ordinary Server Intel Xeon Two Processor Quad Core Rack Mounted	4	Yes		
3.	IBM	SAN System 3TB Usable Capacity on 15 K RPM Fibre Channel (FC) Disc Array Min. Front end ports: 6, Min. Back end ports: 2, Cache Total Config. (GB): 4, Min. Scalable to Drive Slots: 64	1	Yes		
4.	Checkpoint	Checkpoint UTM-1 2076 Total Security (CPAP-SG2076)	1	Yes		
5.	Unspecified	Router & Modem	1	No		
6.	HP	HP Desktop computer system	60	Yes		
7.	HP	LaserJet Printers P3005 dn	17	No		
8.	HP	LaserJet Printers M1522 nf	11	No		
9.	HP	Color LaserJet Printers CP2025n	3	No		
10.	HP	Laser Jet M9040 MFP	5	No		

Sl. No.	Make	Model/Specification	Qty.	Whether under Warranty period (Yes/No)	Rate per unit per Annum	Total Amount (Rs.)
11.	HP	Pro-book: Computer Notebook Laptop	5	Yes		
12.	Microsoft	Windows Vista OS and MS Office 2007 with Media (Non Academic)	60	Yes		
13.	Microsoft	Windows Svr. Ent. 2008 R2 English MOPL with Media & SA Windows 2008 Client Access License (CAL) and SA	5 207	Yes Yes		
14.	Microsoft	Exchange 2007 Server Enterprise MOLP with Media and SA Exchange Enterprise CAL MOLP and SA	1 207	Yes Yes		
15.	Microsoft	Office SharePoint Client Access License (CAL) 2007 English Lic and SA	207	Yes		
16.	Microsoft	SQL Server Enterprise Edition 2008, 1 P MOLP	1	Yes		
17.	Microsoft	System Centre Configuration Manager Server Management License standard	5	Yes		
18.	Microsoft	System Centre Configuration Manager Client Management License	207	Yes		
19.	Microsoft	Share Point Internet Connector License Share Point Server Media	1 1	Yes Yes		
20.	Microsoft	Windows External Connector License	1	Yes		
21.	Microsoft	Forefront Security Suite (integrated Antivirus/Anti-spam for Desktop, SharePoint, Exchange and Web Filtering tool for 3 years)	212	Yes		
22.	UniLine	10 KVA On-line UPS with isolation transformer suitable for three phase AC Input and Single phase AC output, Floor mounted type	1	Yes		

1. I/ We hereby submit our financial bid of Rs. ----- AMC of Servers/Computers/ Laptops / Printers /SAN storage system/UPS, UTM Fire wall box based checkpoint security system/Forefront security suite and LAN system and provide other related services.

2. Offer price is inclusive of all not specifically mentioned in the specification but essential for successful running of the AMC.
3. I /We agree to keep this offer valid for 90 (Ninety days) days from the Bid Due date (last date of submission of Bid) specified in the bid document. We shall also be agreeable to extent the validity of the bid, if so desired by the NASA.
4. I / We agree and undertake to abide by all the terms and conditions of the bid document. In witness thereof, I/We submit this Bid under and in accordance with the terms of the bid document.

Yours faithfully,
(Signature of the authorized Signatory)
(Name and Designation of the Authorized signatory)
Name and seal of Bidder/ Lead Firm

Date:

Place: