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NIT No.: NIBMG/AMC ICT/2019-20/44,

Dated. 23.01.2020

## **Tender for Comprehensive Annual Maintenance Contract (AMC) of Information Communication Technology (ICT) related items in NIBMG, Kalyani**

The National Institute of Biomedical Genomics (NIBMG) is an Autonomous Institution established by the Government of India, under the aegis of the Department of Biotechnology. This is the first institution in India explicitly devoted to research, training, translation & service and capacity-building in biomedical genomics. It is located in Kalyani, West Bengal, India, about 50 km. from Kolkata.

Sealed quotations are invited from reputed vendors having office in Kolkata to undertake Comprehensive Annual Maintenance Contract (AMC) of Information Communication Technology (ICT) related items of the Institute. The tender document is also available on the Institute website: [www.nibmg.ac.in](http://www.nibmg.ac.in) which can be downloaded by the vendor.

The vendor willing to participate has to submit a Demand Draft of Rs.37000/- (Rupees Thirty-Seven Thousand only) as EMD along with the Technical Bid in the form of demand draft in favor of National Institute of Biomedical Genomics, payable at Kolkata. Bidders will not be allowed to participate without EMD. Bidder who is exempted from submission of EMD, must produce necessary certificates for availing the exemption. The Tender will be accepted in two bid system i.e. Technical Bid and Financial Bid. Incomplete or conditional applications submitted would be summarily rejected. The Director, NIBMG reserves the right to cancel any or all applications without assigning any reason thereof. Applications shall be opened in the presence of the applicants/authorized representatives, if any.

Tenders are liable to be cancelled, if any of the terms and conditions contained in the tender document are not complied with. Amendments/corrigendum, if any, in the tender document shall appear in the CPP portal and website of the NIBMG well before the last date of submission of the tender document.

Incomplete or conditional tenders submitted would be summarily rejected. The Director, NIBMG reserves the right to cancel any or all tenders without assigning any reason thereof. The date of opening of the price bids of technically qualified vendors will be announced only in the website of the Institute. Tenders shall be opened in the presence of the tenderers/authorized representatives, if any.

The duly filled tender along with all the required documents must reach the Manager (Administration), National Institute of Biomedical Genomics, (NIBMG), NSS, Kalyani, on or before Feb 24, 2020 by 02.00 p.m. and the technical bid will be opened on the same day at 03.00 p.m.

**Manager (Administration) NIBMG**

## **Tender for Comprehensive Annual Maintenance Contract of ICT related items.**

### **I) ELIGIBILITY CRITERIA:**

- A. The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies. Necessary papers must accompany the technical bid.
- B. The Firm/Company must be ISO 9001, ISO/IEC 20000-1 and ISO/IEC 27001 certified. Necessary papers must accompany the technical bid.
- C. The Firm/Company must have a registered head/branch office in Kolkata. Necessary papers must accompany the technical bid. Necessary papers must accompany the technical bid.
- D. The firm/company should be in existence for over 5 years in the trade as on 31.3.2019 with Annual maintenance Service contract turnover of more than Rs.10Cr per annum during the last 3 years ending 31<sup>st</sup> March 2019. Audited Report must be submitted in support of the same.
- E. The firm/company should have a previous experience in maintenance of such equipment with Government/Autonomous Bodies/Institutions/Public Sector Undertaking/Educational Institutions / Reputed Corporate of maintaining IT infrastructure with a minimum single order value of 30Lakh or above in last 3 Financial years . Necessary supporting papers must accompany the technical bid.
- F. The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, GST registration number, Income Tax, and any other Tax applicable etc.
- G. Bidder should have at least 25 (twenty-five) SKILLED MANPOWER stationed in the State of West Bengal under 'DIRECT PAY ROLL'
- H. Bidder should have their own test & repair centre in Kolkata
- I. Bidder should submit customer satisfaction letter of at least 5 customers in West Bengal
- J. NIBMG reserves the right to evaluate the Bidder's performance through the report from any Govt. Department/ Quasi Govt. Dept / PSU / Board of Council or similar organization at their own discretion or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria
- K. Any bidder failure to implement the NIBM's earlier project, is not eligible to participate in this Tender. If such type of information arrived to the Tender Committee even after opening of the Tender, The Tender Committee reserves the right to cancel its Bid at any time
- L. Bidder who has been blacklisted by any organization in the past is not allowed to submit their bid. The Bidder shall be required to give a declaration in their letter head

that they have never been blacklisted by any Academic institution/ Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.

## **II) SCOPE OF WORKS:**

- 1) The contract would be onsite, comprehensive i.e including service charges and replacement of parts of Original Equipment Manufacturer (OEM) or equivalent for all ICT related items.
- 2) In case of spare unavailability of the model, vendor needs to provide an equivalent or higher model of the spare or whole equipment from the same OEM.
- 3) The Vendor must extend support to carry out the replacement/installation for the following cases under this scope free of cost.
  - i NIBMG will provide the spare parts/whole equipment, for the equipment where the Spare parts/whole equipment which are not covered under warranty/AMC:
  - ii All consumable items like Laptop battery, toner, ribbon and printer head of dot matrix Printers,
  - iii Replacement of physically damage devices,
  - iv Renewal of software licenses.
  - v Items damaged under Force Majeure.
- 4) The list of Servers, Workstations, Computers, Printers, UPSs, Networking hardware etc. is attached as in the Technical Bid. However, new equipment purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipment. NIBMG reserves the rights to add/remove any item from AMC during the contract period with prorated effect from the next quarterly invoice.
- 5) Coordination with OEMs/ Vendors for troubleshooting of the computer and other peripherals under warranty/AMC of respective OEM/Vendor.
- 6) The firm shall maintain the equipment as per manufacturer's guidelines and shall use genuine OEM components or equivalent for replacement.
- 7) Any other maintenance work to be undertaken related to the ICT items mentioned in the list.

## **III) THE OTHER TERMS AND CONDITIONS FOR AWARDING THE AMC SHALL BE AS UNDER:**

1. The vendor willing to participate has to submit a Demand Draft of Rs.37000/- along with Technical Bid as Earnest Money Deposit (EMD). Bidders will not be allowed to participate without EMD. Bidder who is exempted from submission of EMD, must produce necessary certificates for availing the exemption.

2. The bids will be accepted in two bid system i.e. **Technical Bid and Financial Bid**. All pages of Technical bid shall be signed by the bidders. Incomplete or conditional applications submitted would be summarily rejected. The Director, NIBMG reserves the right to cancel any or all applications without assigning any reason thereof.
3. Machine serial numbers for each item will be provided to the AMC vendor along with Work order.
4. The AMC vendor shall furnish performance security to the NIBMG for an amount of 10% of contract value in the form of Bank Guarantee from any nationalized bank within 15 days of Service Providers receipt of the AMC order. The Performance Guarantee will be for a period of 14 months. If the AMC order is not accepted, then the bid security will be forfeited. In case of extension of AMC Tender, the performance security is to be extended correspondingly.
5. The Performance Security Bond will be discharged by the NIBMG after completion of the AMC vendor's performance obligations under the contract.
6. The vendor will provide an on-site service engineer with experience of at least five years in maintaining windows, Linux, Networking related hardware and software. The on-site service engineer should present in the institute during Monday to Saturday from 9.00 AM to 6.00 PM for attending and redress of complaints. The engineer shall also be available on holidays as per requirement of NIBMG if needed. The engineer shall be equipped with mobile phone to ensure their availability. The Director, NIBMG shall have the right to deduct the penalty of Rs.1000/- per day from the quarterly payment, if the Service Engineer remains absent/leave without providing substitute which will be deducted from the quarterly bill submitted by the vendor. The on-site service engineer must be an employee of the firm and in the pay-roll of the company.
7. The firm/company may visit NIBMG for ensuring the condition of the all ICT equipment mentioned in the Technical Bid prior to the last date of submission of the tender.
8. Rates shall be quoted inclusive of all charges and levies etc. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
9. The AMC can be extended, if so desired by the NIBMG, based on the performance of the service provider.
10. Unit wise AMC charges for all the items must be quoted separately but selection of the vendor will be based on total tender amount. NIBMG would like to have single point of contact for all kinds of IT related services.
11. At any point of time during the contract period, NIBMG may include or exclude any item from the list mentioned in the contract. Payment for these items will be made on pro-rata basis.
12. Call must be attended within 30 minutes of reporting a call by the end users during Monday to Saturday from 9 am to 6 pm and same must be solved within 24 hours. In case of delay in solving problem within 24 hours, a standby device needs to be installed within 24 hours of reporting the call for the items listed in the Technical Bid.

13. In case of failure of adhering to the time schedule mentioned above, The Director, NIBMG shall have the right to deduct the penalty of Rs.1000/- per day per call basis from the quarterly bill submitted by the vendor.
14. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be rectified/paid by the firm.
15. It may also be noted that in case of contractor backing out in mid-terms without any explicit consent of NIBMG, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by NIBMG on maintenance of machines for the balance period of contract through alternative means.
16. The above act of backing out would be automatically debar the firm from any further dealing with NIBMG and EMD/performance guarantee amount would also be forfeited.
17. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
18. The initial period of contract will be for one year from the date of award of contract. The contract may be renewed, if the services provided by the agency found to be satisfactory and unit rates of AMC for all the items are remain same.
19. The tender is not transferable.
20. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition and is not more than six years old. Equipment which is more than six years old may be brought under contract by mutual agreement.
21. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis include repairs and replacement of spare parts without extra payment.
22. NIBMG reserves the right to accept or reject any or all tenders without assigning any reasons.
23. No subletting of contract shall be allowed at any point of time of contract.
24. All disputes in this connection shall be settled in Kolkata jurisdiction only.
25. The agency must keep some spare parts (Hard disk, power supply unit, Fan etc.) for the servers, server chassis and networking equipment in the Data centre of the Institute.

#### **IV. Bid Evaluation Method.**

1. In the first stage, quality points shall be assigned to each response against different Quality aspects of importance. Maximum attainable Quality points shall be 100, as tabulated as below.
2. NIBMG will carry out a detailed evaluation of the technical bid in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding document in order to reach such a determination, NIBMG will examine the information supplied by the bidders and other requirements in the bidding documents taking into account the criterion mentioned.
3. The bid will be summarily rejected, if any of the bidding documents found to be false during the verification process.
4. The evaluation of Financial Bids shall be carried out only for the top 3 scorers as per points received in the “Quality Points Table”. These 3 bids will be considered as technically qualified and financial bids of these 3 bidders will only be opened.
5. No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected. All Quotes in the price Bid shall be in Indian Rupees only.
6. The method of final evaluation of the bids shall be considered on L1 basis.
7. In case two bidders have submitted the same price and become L1, the bidder having higher Technical score would be considered for award of the contract.

<b><u>Quality Points Table</u></b>			
<b>Sl.</b>	<b>Item</b>	<b>Marks</b>	<b>Max marks</b>
1	ISO Certification as prescribed 10 points	10	10
	Only 9001	5	
2	Experience in Computer maintenance		10
	5 yrs.	5	
	10yrs and above	10	
4	<b>Bidder's average Turnover in last 3 year</b>		10
	10Cr.	5	
	Greater than 10Cr.	10	
5	<b>Value of AMC Services in Government or PSUs, in last 3 financial years (Work Order copies and completion certificates are to be submitted)</b>		30
	a. One order of value > Rs. 30L and < 50L	20	

	<b>b. One order of value &gt; Rs. 50L</b>	30	
6	<b>Technical Manpower in own payroll</b>		10
	<b>25 people</b>	4	
	<b>&gt;25 and &lt;50</b>	6	
	<b>&gt;50</b>	10	
7	<b>Documentation and Project execution approach methodology</b>	30	30

**Part-A: TECHNICAL BID**

**National Institute of Biomedical Genomics, Kalyani**

**Form for Submission of Tender for AMC of ICT related Items**

NIT No.: NIBMG/AMC ICT/2019-20/44,

Dated. 23.01.2020

1	Name of firm		
2	Address of registered head/branch office in Kolkata of the Firm		
3	Statutory Trade Licence/Registration Nos.		
	Income Tax PAN		
	Any other No., Please specify		
	GST registration No.:		
4	Name of the authorized signatory		
5	Specimen Signature of the Authorized signatory.		
6	Telephone Number and email address of The authorized signatory and other Telephone Number of the firm.		
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.		
8	Financial Details: Annual maintenance contract (AMC) turnover F.Y 2016-17, 2017-18, 2018-19.	Year	Rs.
		2016-17	
		2017-18	
		2018-19	
9	Details of the Government/Autonomous Bodies/Institutions/Public Sector Undertaking/Educational Institutions/ Reputed Corporate of maintaining IT infrastructure.		

10	Whether proof/copies of work order on items at Sl. No. 8 & 9 enclose (Yes/No)	
11	Whether proof/copies ISO certificates has been enclosed (Yes/No)	
12	List of copies of documents enclosed to support eligibility criteria.	
13	List of copies of documents enclosed in support of Quality Points Table.	

I confirm that:-

- 1) I, \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ Proprietor/Director/Partner/Manager Resident of \_\_\_\_\_, authorized signatory of the Agency/Firm, \_\_\_\_\_, am competent to sign this Declaration and execute this application document.
- 2) No employee or direct relation of any employee of NIBMG is in way connected as Partner /Shareholder/Director/Advisor/Consultant/Employee etc. with the Company.
- 3) The information furnished is correct to the best of my knowledge and belief.
- 4) I have read and understood the general instructions to vendors and undertake to abide by the same.

.....  
(Signature of Proprietor/Partner/Chief Executive/Authorized Signatory)

Name .....

(In Capital Letters)

Place: .....

(Seal of Vendor)

Date: .....

**Please sign each and every page of the tender document and the declaration mentioned in this page as a token of having accepted the terms and conditions mentioned therein.**

**I/we submit this tender after reading the tender notice and instructions, contained herein and accepted by me/us.**

**Signature of the Authorised Signatory**

(with seal)

Date:

Place:

Name:

Address:

Mobile Number:



**Part B: FINANCIAL BID**

(To be submitted in a separate envelope)

National Institute of Biomedical Genomics, Kalyani

Form for Submission of Tender for AMC of ICT related Items

NIT No.: NIBMG/AMC ICT/2019-20/44,

Dated. 23.01.2020

SL. NO.	MODEL	PRODUCT NO./ MANUFACTURER	QTY.	Unit Price without GST	Total Price without GST
<b>A</b>	<b>DESKTOP &amp; WORKSTATION</b>				
1	COMPAQ 6000 PRO MICRO TOWER PC	AT489AV	34		
2	HP CONPAQ 6000 PRO BASE SMALL FORM FACTOR PC	AT492AV	10		
3	HP COMPAQ DX2480 MICRO TOWER PC	VP563PA	2		
4	HP PRO 3090 MICRO TOWER PC	WM386PA	5		
5	HP PRO 3090 MICRO TOWER PC	WM389PA	10		
6	HP PRO 3335 MICRO TOWER PC	QT038AV	15		
7	HP Z400 WORKSTATION	VS933AV	2		
8	HP Z800 WORKSTATION	FF825AV	1		
<b>B</b>	<b>PRINTER &amp; SCANNER</b>				
1	HP COLOR LASERJET CP2025DN	CB495A	1		
2	HP LASERJET PRO M1536DNF	CE538A	3		
3	HP LASERJET P 2055DN	CE459A	8		
4	HP P 4015X	CB511A	2		
5	HP SCANJET G2410	L2694A	1		
6	HP M1522NF	CB534A	1		
7	HP P1007	CC365A	1		
<b>C</b>	<b>LAPTOP</b>				
1	Toshiba Satellite L740-X4210	PSK0YG-02900Q	3		
2	Toshiba Portege R700	PT310G-01M01N	1		
3	Toshiba Portege	Z930-X0434	1		
4	Toshiba L40-A-X0110	PSKHAG-01500M	1		
5	Sony VIO PCG-31111W	VPCZ126GG/B	1		
6	Sony VIO PCG-61212W	VPCEA15FG	3		

7	Sony VIO PCG-61312W	VPCEG25EN	1		
8	Sony VIO PCG-31111W	VPCZ126GG/B	1		
9	Sony VIO PCG-61A11W	VPCEG22EN	1		
10	HP 240 CI3	K1C63PA	2		
11	HP 240 G4	T0J19PA#ACJ	1		
<b>D</b>	<b>UPS</b>				
1	APC ES 650va	APC	25		
2	APC RS 550	APC	3		
3	Smart UPS RT 5000	APC	1		
4	UPS RS 1100	APC	2		
5	Smart UPS 2200	APC	4		
<b>E</b>	<b>NETWORKING EQUIPMENT</b>				
1	Internet Load Balancer (Peplink)	Peplink 1350	1		
2	Network Router (Mikrotik)	Mikrotik 1200	1		
<b>F</b>	<b>SERVER</b>				
1	Hp BL 460c G6 Server	HP	8		
2	Hp BL 460c G6 Server Chassis	HP	1		
3	Hp BL 465c G8 GB Server	HP	4		
4	Hp BL 465c G9 GB Server	HP	4		
5	Enclosure BladeSystem c7000 Enclosure G3	HP	1		
6	BL460c Gen9	HP	4		
7	DL 580 Gen 8 CTO Svr	HP	1		
8	HP DL 580 G7	HP	1		
9	HP ML350T06	HP	3		
10	HP Proliant DL 380 G6	HP	1		
11	Proliant DL360 G7 (DC)	HP	1		
12	Storage Workstation X1800 (NAS) (SL.NO. SGH014XW4Y)	HP	1		
	<b>All total without GST</b>				
	<b>Goods and Service Tax (GST) _____%</b>				
	<b>All Total with GST</b>				
<b>Amount in rupees (Inclusive of all charges, levies etc.):</b>					
I/We have read and understood the general instructions to vendors and undertake to abide by the same.					

.....  
(Signature of Proprietor/Partner/Chief Executive)

Name.....

(In Capital Letters)

Designation

Place: .....

(Seal of Vendor)

Date: .....

**N.B:-** Price should be entered in the above format only & do not attach any other sheet along with this format. This document should be submitted in the letterhead of the vendor and submitted in a separate sealed envelope superscribed “FINANCIAL BID FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF INFORMATION COMMUNICATION TECHNOLOGY (ICT) RELATED ITEMS AT NIBMG, KALYANI, Tender Notice No. NIBMG/AMC ICT/2019-20/44, Dated. 23.01.2020”

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