

To:

Gentlemen,

Sub: Invitation of bids for providing onsite comprehensive AMC support for Servers, Storage, Desktop PCs, Workstations, Laptops, Printers and network components.

Competitive quotations are invited from interested and experienced vendors for providing onsite comprehensive Annual Maintenance Contract support in terms of hardware and software maintenance for the listed items installed at various divisions/ offices of this Institute, P&PD and Rubber Training Institute. It is a two bid systems in which 1. Techno- commercial bid with EMD & 2. Financial bids are to be submitted in separate sealed envelopes.

<u>Sl. No.</u>	<u>Items</u>	<u>App. Qty.</u>
<u>Servers</u>		
01	Servers	2 nos.
02	Storage array	1 no.
03	Quantum super loader backup device	1 no.
04	Rack mountable console	1 no.
05	8 port KVM switch	1 no.
<u>PCs/Laptops/Printer</u>		
06	Desktop PCs	196 nos.
07	Workstations	7 nos.
08	Laptop Computers	43 nos.
09	WeP LQ DSI DMP	20 nos.
10	HP/Canon/Samsung LaserJet printers	100 nos.
<u>Network Components</u>		
11	CISCO L3 network switch	2 nos.
12	CISCO L2 Type – I switch(48Tx)	3 nos.
13	CISCO L2 Type – II switch(24Tx)	8 nos.
14	CISCO Wireless Access Points	8 nos.
15	D-Link DGS L2 switch-44Tx+4SFP switch	9 nos.

(see details in Annexure I)

Eligible bidders complying the listed terms and condition shall submit their quotation in the prescribed format in to the undersigned on or before **10.09.2014 3:00 PM**. The Techno-commercial bids having requested EMD will be opened on the same day at 3:30 PM in presence of the bidders present. Financial bids will be opened only after the technical evaluation.

Eligibility criteria for financial bid opening:

- a. Bidder should have minimum 2 year experience in providing AMC support to corporate offices (clientele list and customer satisfaction reports from 3 corporate customers to be attached).
- b. An amount of Rs. 10,000/- should be remitted as EMD in the form of demand draft from any of the nationalized banks drawn in favour of 'The Director, RRIL, Rubber Board' payable at Kottayam to be accompanied with the techno-commercial bid.
- c. Bidder should have a local office at Kochi/Kottayam area and must be able to support our outstation offices at Thiruvananthapuram, Kozhikode, Adoor, Moovattupuzha, Trissur, Kannur, Ranni(Pathanamthitta) and Mangalore.
- d. The bidder should maintain an onsite resident engineer with adequate qualification and skills at RRIL, Kottayam to look after daily complaints. Qualification of the resident engineer is 3 year diploma in computer hardware with minimum 2 years' experience in PC, Laptop trouble shooting (attach bio-data and experience of resident engineer) and Layer 3/ Layer 2 network switch configuration.
- e. The provider should have minimum 3 service engineers in their local offices to provide a substitute resident engineer.

Terms and conditions:

1. The bidder should be capable of providing 24 x 7 same business day service. Hardware and software support shall be provided with troubleshooting, installation, repairing, reinstallation, configuration, data migration, AV security policy setup, backup, restore etc.
2. The bidder should attend all service calls within 2 hours and rectify all reported complaints within 24 hours using genuine spares. The bidder should provide spare units of equivalent configuration of the same OEM/ MNC make in the event of a unit cannot be rectified within 24 hours. Non attending calls/ service defaults beyond 24 hours will attract a fine of Rs. 100/- per day per complaint.
3. The bidder should maintain minimum 5 spares of all components at RRIL to avoid delay in getting service. Excuses for spares beyond 24 hours not allowed.

4. The bidder should maintain back to back support with OEM like HP,CISCO,DELLetc for proprietary spare components(proof to be supported).
5. Bidders not having back to back support with OEMs will be a disqualification.
6. The bidder should attach profile, contact details and clear cut service escalation matrix with the quotation.
7. Toll free/ email based call login facility, landline contacts, complaint token issue, feed back processing and weekly consolidation of service from the monitoring cell.
8. Payment agreed is quarterly payment against satisfactory service.
9. Quotation should be valid for a period of 90 days from the last date of submission.
- 10.The AMC is called for a period of one year but likely to extend further without changing terms and rates.
- 11.All inclusive unit rate per items may be offered with tax components noted separately.
- 12.Board reserves the right to accept or reject any of the quotations which are not in compliance with our terms.
- 13.Reference of financial terms in technical bid will be a disqualification.
- 14.Incomplete/ partial bid documents without requested information will be rejected without further communication.

Preparation of bid:

Part-I: Techno-commercial Bid in the format attached as Schedule – A, super scribed as ‘Ref. no. 1/AMC/ Servers-PCs-Printers/2014-15/Res. - Technical Bid” with EMD outside

Part – II: Financial Bid in the format attached as Schedule - B, super scribed as ‘Ref. no. 1/AMC/Servers-PCs-Printers/2014-15/Res. - Financial Bid”

Part- I & Part –II are to be separately sealed and packed in a cover with the EMD
‘Ref. no. 1/AMC/Serves-PCs-Printers/2014-15/Res. - AMC of Computers”

Unit rate per year of items for one year comprehensive AMC coverage shall be prepared in serial order of the items in which rate and applicable taxes need to be shown precisely.

Including commercial rates in Technical bid will be a disqualification.

A copy of the tender notice need to be signed and submitted along with the techno commercial bid by the authorized signatory of the bidder with office seal.

Addressed to: **The Assistant Secretary, Rubber Research Institute of India,
Rubber Board, Kottayam, Kerala pin 686009**

Selection:

Opened Technical bids will be evaluated by a technical committee constituted by RRII from which technically responsive bidders will be short listed for financial bid opening based on the experience and satisfaction reports of customers in executing AMC of PCs, Laptops, Peripherals and CISCO network switch management.

Performance security:

On award of the contract, the successful bidder shall remit a performance security equivalent to 10% of the contract value along with the Service Level Agreement(SLA) to be executed. EMD of unsuccessful bidders will be refunded after award of the contract and execution of the SLA with the successful bidder.

Yours faithfully,

DEPUTY SECRETARY (ADMN)

01. Server - Dell Power edge 2850
DELL Power Edge 2850 rack mountable
Intel Xeon @ 2.8 GHz 2 x 2MB L2/
Dual Channel SCSI controller/
4GB @300 Mhz ECC 2R memory 1.44 MB/
15" LCD display/ 5 x 300GB Ultra 320 SCSI@10K RPM/
Windows 2003 R2 Server

Server - HP NAS Server
HP Proliant DL 380 G4 server
4GB RAM/ on Ultra 320 SCSI
2.7 TB storage on HP MSA 30 enclosure/
rack mountable with mounting kits etc.,
Windows 2003 Storage Server
02. HP MSA 30 enclosure/ rack mountable with mounting kits
13 x 300 GB Ultra 320 SCSI hot pluggable
drives with hot pluggable dual power modules
and cooling systems.
03. Quantum - backup tape library
Quantum Super loader/Robotic arm
LTO-3 tape drive with enclosure for 8 tapes/
VHDCI SCSI card/MGB SX1 Module
04. 1U console
rack mountable 17"LCD.Kbd/
Mouse integrated console
05. 8 port KVM switch
06. Desktop PC specification
 - a. HCL/Wipro/HP/Dell make
Intel Core 2 Duo/ higher processor
2 GB RAM, 160GB HDD, DVD writer
17" TFT Monitor
Integrated Gigabit Ethernet
Graphics card with 128/256 MB VRAM
Window XP/ Vista/ Window 7 Professional
 - b. HP Elite 8100 SFF PC
Intel Core i5 vPro processor
4 GB RAM
320 GB HDD, DVD Writer
18.5" HP TFT Monitor LE1851w model

Gigabit Ethernet, HP Kbd, HP Mouse
Windows 7 Professional

07. Dell Precision Workstations

Intel Xeon processor
4/8GB/RAM
1.2/ 2 TB SATA on RAID
Graphics card with 2GB VRAM
DVD writer, 17" LCD monitor
Windows XP Professional

08. Laptops

Dell Latitude D630/ HP Probook/ HCL ME 74/
Dell Latitude XT make
Intel Core 2 Duo/ Intel Core i3/i5 processor
2GB/4GB RAM
320 GB HDD/ 13.3 LED backlit TFT
Webcam/ DVD writer/ Wi-Fi/Bluetooth
Windows Vista/ Windows 7 Prof.
(with battery coverage in AMC)

09. Dot matrix Printer

WeP LQ DSI 5235 24 pint 136 column printer

10. LaserJet Printer

Canon LBP 2900/
HP 1020/ 1010/1015/M2727/3390/1320
Samsung ML2245/ SCX 6225/2570/2580 make
A4 size LaserJet printer

11. Layer 3 network switch

Manageable CISCO L3 switch
CISCO Catalyst 3750 SERIES 12 S
12 SFP PORTS
8 nos. - MM GLC SX modules
4 nos. - SM GLC LH modules

Switch with -24 Fx MTRJ ports
2 nos. – SM/MM SFP based gigabit ports

12. Layer 2 network switch – Type -1

a. Manageable CISCO L2 switch
CISCO Catalyst 2960 series
48 Gigabit ports
2 SFP MM GLC SX modules

b. Layer 2 network switch Type – II
Manageable CISCO L2 switch
CISCO Catalyst 2960 series
24 Gigabit ports
2 - SFP MM GLC SX

c. Layer 2 network switch Type – II
Manageable CISCO L2 switch
CISCO Catalyst 2950 series
24 Gigabit ports
2 – MTRJ ports

13. Wireless Access Points
CISCO AIR 3110 G WAP
With power adapter

14. D-link DGS 3100-48 manageable L2 switch
48 Gigabit TX ports
4 SFP combo ports with
1 nos. SM 1000 LC Lx modules
1 nos. MM 1000 LC Sx modules

Part – I: TECHNICAL - BID

Qtn Ref. No.	Date:	Due date	AMC of Computers
1/AMC/Servers-PCs-Printers/2014-15/Res.	20.08.2014	10.09.2014	
1. Name of the Firm (in block letters):			
2. Postal Address (in block letters) : PIN Code:			
3. (a) Telephone No. (b) Fax and e-mail id (c) PAN/GIR / CST/GST Reg. No.	NSD: Telephone No.: Fax: e-mail : Website:		
4. Constitution of the Firm(Profile) (b) Details of Partners, Directors, Proprietors, etc., in case of Private Ltd., / Proprietary firms – name, designation, nationality, address, ownership status (c) Year of establishment (d) Business Domains (e) Affiliates, Subsidiaries, if any			
5. Name, Designation, Contact No. & e-Mail id of two responsible officials			(1) Name: Designation: Contact No. e-mail:
			(2) Name: Designation: Contact No. e-mail:

<p><i>Authorised signatory</i></p>	<p>Name:</p> <p>Designation:</p> <p>Contact No.</p> <p>e-mail:</p>
<p><i>6. Particulars of EMD (Amount, DD No., Date, Name of Bank & Branch):</i></p>	<p><i>Amount: Rs. 10,000/-</i></p> <p><i>Bank & Branch:</i></p> <p><i>DD No.: Date:</i></p>
<p><i>7. Corporate clientele (Name, contact person, Contact details, No. of units supported – attach service satisfaction reports)</i></p>	<p>1.</p> <p>2.</p> <p>3.</p>
<p><i>8. Validity of the tender</i></p>	<p><i>90 days from 10.09.2014</i></p>
<p><i>9. Service Escalation matrix with contact details (Toll free no. based call login, telephone no. email call login, feed back processing, follow up contacts-landline numbers)</i></p>	
<p><i>10. Resident Engineer details: No. of service engineers in the organisation, Qualification, experience and standby support to manage absence (attach bio-data of service engineer)</i></p>	
<p><i>11. Standby arrangements (make and configuration agreed)</i></p>	

<p>12. Service completion time agreed against reported complaints</p>	<p>Servers hours Backup device hours Desktops hours Laptops hours Workstations hours Printers hours CISCO n/w components hours D-Link n/w switcheshours</p>
<p>13. Spare component arrangements at RR/II</p>	<p>Mother Boards nos. LCD monitors nos. RAM nos. HDD nos. PCs nos.</p>
<p>14. back to back support arrangements with OEMs for spares</p>	<p>1. Dell Status 2. HP Status 3. HCL Status 4. Wipro status..... 6. Cisco Status 7. (Bidders having back to back agreement with OEM for spares may only apply)</p>
<p>15. Attachments</p>	<p>1. 2. 3. 4.</p>
<p>Declaration:</p> <p>I in the capacity of Hereby declare that the information provided in the quotation is true to the best of my knowledge and the quote submitted is fully complying with the tender terms.</p> <p style="text-align: center;">Office Seal Authorised Signatory</p> <p>Place: Date:</p>	

Part – II: FINANCIAL - BID

<i>Qtn Ref. No.</i>	<i>Date:</i>	<i>Due date</i>	AMC of Computers
1/AMC/Servers-PCs-Printers/2014-15/Res.	20.08.2014	10.09.2014	
2. <i>Name of the Firm</i> <i>(in block letters):</i>			
3. <i>Postal Address</i> <i>(in block letters) :</i>			
<i>PIN Code:</i>			
4. (a) <i>Telephone No.</i>			NSD: Telephone No.:
(b) <i>Fax and e-mail id</i>			Fax: e-mail :
(c) <i>PAN/GIR / CST/GST Reg. No.</i>			Website:
5. <i>Name, Designation, Contact No. & e-Mail id of two responsible officials</i>			(1) <i>Name:</i>
			<i>Designation:</i>
			<i>Contact No.</i>
			<i>e-mail:</i>
			(2) <i>Name:</i>
			<i>Designation:</i>
			<i>Contact No.</i>
			<i>e-mail:</i>
6. <i>Validity of the BID</i>			90 days from 10.09.2014
7. <i>Spare component arrangements at RRII</i>			<i>Mother Board nos.</i> <i>SMPS nos.</i> <i>LCD monitors nos.</i> <i>RAM nos.</i> <i>HDD nos.</i> <i>PCs nos.</i> <i>N/W SWITCHES nos.</i> <i>Printersnos.</i> <i>.....</i>

<p>8. Rate per unit per year in Rs.</p>	<table border="1"> <thead> <tr> <th>Item</th> <th>Serv..tax</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>01</td><td>+</td><td>=</td></tr> <tr><td>02</td><td>+</td><td>=</td></tr> <tr><td>03</td><td>+</td><td>=</td></tr> <tr><td>04</td><td>+</td><td>=</td></tr> <tr><td>05</td><td>+</td><td>=</td></tr> <tr><td>06.....</td><td>+</td><td>=</td></tr> <tr><td>07.....</td><td>+</td><td>=</td></tr> <tr><td>08.....</td><td>+</td><td>=</td></tr> <tr><td>09.....</td><td>+</td><td>=</td></tr> <tr><td>10.....</td><td>+</td><td>=</td></tr> <tr><td>11.....</td><td>+</td><td>=</td></tr> <tr><td>12.....</td><td>+</td><td>=</td></tr> <tr><td>13.....</td><td>+</td><td>=</td></tr> <tr><td>14.....</td><td>+</td><td>=</td></tr> <tr><td>15.....</td><td>+</td><td>=</td></tr> </tbody> </table>	Item	Serv..tax	Total	01	+	=	02	+	=	03	+	=	04	+	=	05	+	=	06.....	+	=	07.....	+	=	08.....	+	=	09.....	+	=	10.....	+	=	11.....	+	=	12.....	+	=	13.....	+	=	14.....	+	=	15.....	+	=
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