



**TENDER
FOR**

Facility Management of IT Infrastructure

**In the
Office of the Development Commissioner (MSME),
Nirman Bhawan, New Delhi-108
Ministry Of MSME,
Government Of India**

Tender No. 71(7)/F M/SENET/2008, December 26th, 2008

SMALL ENTERPRISE NETWORK

Office of the Development Commissioner
(Micro, Small and Medium Enterprises)
Government of India
7th floor, 'A' wing, Nirman Bhawan,
Maulana Azad Road, New Delhi -110 108
Tel: 011/23062680

GOVERNMENT OF INDIA
OFFICE OF THE DEVELOPMENT COMMISSIONER
(MICRO, SMALL & MEDIUM ENTERPRISES)

NIRMAN BHAWAN, 7TH FLOOR, "A" WING,
MAULANA AZAD ROAD
NEW DELHI 110 108

“NOTICE INVITING TENDER”

The Office of the Development Commissioner (Micro, Small and Medium Enterprises), Government of India, invites sealed quotations, in two separately sealed bids, one technical and second commercial, for annual maintenance Contract for Facility Management of IT Infrastructure, in the O/o, Development Commissioner (MSME), Ministry Of MSME, Government Of India. The period shall be for a period of **one year**.

TERMS AND CONDITIONS:

A. General.

1. On behalf of President of India, Development Commissioner (MSME). Ministry of Micro, Small and Medium Enterprises, invites sealed bids under Two Bid System (Technical and Commercial Bid) from reputed / experienced Bidders those who have experience on successfully carried out the similar work. **There is no tender fee**, therefore tender Document can be downloaded from the website www.dcmsme.gov.in, www.smallindustryindia.com www.laghu-udyog.com

2. Details of Bid: -

- | | |
|--|--|
| a) Bid Reference | Tender No. 71(7)/F M/SENET/2008-09 |
| b) Date and time of receipt of bid | January 13, 2009, 14:00 Hrs. |
| c) Date and time for Opening of technical Bid | January 13, 2009, 15:30 hrs |
| d) Date and time for Opening of commercial Bid | January 15, 2009, 15:30 hrs |
| e) Place of receiving the bid | SENET Division, Room No. 737B
O/o Development Commissioner (MSME)
Govt of India, 7 th Floor,
A-wing, Nirman Bhawan
Maulana Azad Road, New Delhi-110108. |
| f) Address for communication: | O/o Development Commissioner (MSME)
Govt of India, 7 th Floor,
A-wing, Nirman Bhawan
Maulana Azad Road, New Delhi-110108.
Tel No-011-23062680,
Contact person; Sh S.V.Sharma,
Dy Director [SENET] |

3. Bidding Procedure

- a) Bids are invited in two Bid systems, (1) **Technical** and (2) **Commercial**. Which shall be sealed separately and enclosed in a single sealed envelope.
- b) Sealed Bids shall be received not later than **15:30** hrs on **January 13, 2009**. **No Bids will be accepted after this date & time under any circumstances**. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bids **must** contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Requirement of EMD is exempted from those bidders like State/Central PSUs; Government of India Societies (established under relevant Act) and those registered with NSIC, DGS&D, etc.
- d) Commercial Bid of only successful Technical Bids will be opened on pre scheduled date, time & venue.
- e) All the bids must be accompanied by a bid security of the amount of **Rs 50,000/- (Rupees Fifty Thousand)** in the form of a demand draft/banker's cheque issued by any commercial Bank in favour of PAO (MSME), payable at New Delhi.
- f) All bids must be delivered to the office of SENET Division, Room No. 737B, office of the DC (MSME), Nirman Bhawan New Delhi-110108.
- g) All relevant rules and regulation of Government of India will be final and applicable & binding on all bidders.

4. Eligibility/Qualification Criteria:

- a) The bidder shall preferably be a Government Department / organization / Society (registered under established relevant central Acts) or those who have been approved by any Government Department / organization.
- b) The bidder should have a minimum of **2-3 years** experience preferably in managing and providing support for facility management services in similar setup.
- c) The bidder should have preferably undertaken IT activities work in Govt./PSU/ etc. organizations & should be ISO 9000 certified.
- d) The bidder should have a minimum of **5-6 years** experience in IT field.
- e) The bidder shall have turnover more than Rs. **Eight crore**.
- f) All bidders must enclose copy of their VAT/Service/Income Tax Registration.
- g) The bidder shall have to provide services required at New Delhi / Delhi.
- h) The bidders who are registered/approved by any Government department/organization will be given preference.
- h) The firm may enclose sufficient documents regarding execution of Government work order, specifically managing Facility Management work of IT set up.
- i) The bid may be rejected on not meeting any one criteria mentioned above.
- j) If any issue like payment, EMS, Bank Guarantee, Show cause notice, deficiency of any parts/theft. etc is pending in this office then the concerned organization is not eligible to participate in tendering.
- k) Additional information (if any)

5. Period of validity of bid:

The bid shall remain valid for 60 days after the date of bid opening. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security absolutely.

l) **Submission of Bids / Opening of Bids:**

- a) The first envelope shall be super scribed with the name of work and the words "**Technical Bid**" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The **Bid Security** shall be enclosed with the envelope marked "**Technical Bid**".
- b) The second envelope shall be super scribed with the name of work and the words "**Price Bid (Commercial Bid)**" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- c) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- d) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,
- e) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "**Price Bid (Commercial Bid)**", if the opening of commercial bid could not conducted on the scheduled date and time.
- f) All offers shall be made available in **hard and soft** copies as specified in the technical specifications and should be **signed by the authorized signatory** of the firm on **all pages of the hard copy and must have page numbers on each page properly.**
- g) All prices and other information in this regard having a bearing on the **price** shall be written **both in figures and words** in the prescribed offer form.
- h) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid
- i) Late bids will be rejected.
- j) No modification in the bid shall be allowed after the deadline for submission.
- k) Bidders shall furnish clause-by-clause commentary on all clauses of Bid Document including Technical Specifications and **must specify the reference page number.**
- l) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending of work, technical, financial issues etc.
- m) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

7. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Purchaser with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted,

8. Evaluation of Bids:

a) The Purchaser will examine the bids to determine whether:

- I. They are complete
- II. Required EMDs etc have been furnished,
- III. The documents have been properly signed; and

b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.

c) The Purchaser will examine the bids to determine

I. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.

II. The substantial responsiveness of each bid to the bidding. For purposes of these clauses, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

III. Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Supplier does not accept the correction of errors, its bid will be rejected.

If there is a discrepancy between words and figures, the amount whichever is lower will prevail,

a) Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

b) Purchaser reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract,

c) Purchaser may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

d) The purchaser may seek clarification in writing from bidder by fax. Bidder shall be promptly reply by fax within the time limit specified in the clarification letter from the purchaser,

e) **The comparison shall be of total price offered inclusive of all taxes.** [No comparison of price shall be made w.r.t price quoted in break mode] as per financial bid procedure.

9. Purchaser's right to accept or reject any or all bids:

a) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

b) The acceptance offender, will rest with DC (MSME) who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders receive without the assignment of any reason? All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

c) The DC MSME does not bind himself to accept the lowest or any tender and reserve to himself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.

d) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

10. Prices:

Price charged by the bidder for services under the Contract should be inclusive of all taxes and shall not vary from the prices quoted by the Supplier in its bid.

11. Termination by default:

a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:

I. If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser,

II. If the Supplier fails to perform any other obligation(s) under the Contract.

b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to Pan 12.1, the Purchaser may procure, upon such terms and in such manner, as it deem appropriate, goods similar to those undelivered for any excess costs for such similar goods. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

c) This office has the right to cancel the Bid (Tender)/contract fully or partially at any point of time (before or after awarding the contract), with in two months prior notice without assigning any reason.

12. Resolution of Disputes

a) The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

b) If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms

specified in the Special Conditions of Contract. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national forum. The mechanism shall be specified in the Special Condition of Contract.

13. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

14. Notices

- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing or by fax / telex / cable and confirmed in writing to the address specified for that purpose in the Special Conditions of Contract.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

15. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Purchaser. **No tax or duty will be payable by the purchaser.**

16. General

The following Special Conditions of Contract shall supplement the General Conditions of Contract, whenever there is conflict provisions herein shall prevail over those in the General Conditions of Contract.

17. Payment

The payment to the successful bidder under the Contract will be on monthly/ quarterly / half yearly basis as per Government of India rules. **Successful bidder have to submit a bank guarantee as per the Government of India rules.**

18. Notices

For the purposes of all notices, the following shall be the address of the Purchaser and Supplier:

Purchaser: Development Commissioner (MSME)

Ministry of Micro, Small and Medium Enterprises Govt of India

7th floor, A-wing, Nirman Bhawan, New Delhi-110 108

Supplier: (To be filled at the time of Contract Signature)

B. TECHNICAL: - SCOPE OF WORK

1. OFFICE AUTOMATION APPLICATION: -

S#	Name of Work
1	Budget
2	Parliament Questions
3	Publicity
4	Audit Para
5	Entrepreneurial Training
6	Meetings (ISO)- Connected to web site
7	Statistics
8	Monthly Progress Report of MSME-DIs
9	Project Profile
10	TAMS-01 (Biometric Attendance software)
11	Any other new/ up-gradation in the software (if required), including PPT.

2. Web-mastering & Computing Environment's maintenance Co-ordination.

3. Reporting and Reviews.

4. Other Ancillary Support Services Like: -

S#	Name of Work
1	Helpdesk services
2	Desktop Support Services
3	Maintenance of Application Software
4	Network Management, including installation of anti-virus.
5	Software configuration Management & Database
6	System and OS Administration
7	Trouble Shooting
8	Security
9.	Work management of Plasma, LCD, scanning, color, photocopy etc installed in the office

5. The details of hardware/software to be managed during the AMC of Facility Management are as below:

1. **Hardware/Software/Network:**

Sl. No.	Items	Nos.	Make/Configuration/Platform
1	Servers (Hardware)		
<u>As per Annexure –A</u>			
2	Servers (Software)		
2.1	Anti Virus		Macafee Virus Enterprise + Antispyware Enterprise 8.5.0i
2.2	Database		Website Database Oracle 8.0i Local Database Oracle 8.0i
2.3	Web		Two SunFireV250 Server/Solaris/Planet Web-Server 6.0, I-Planet Web Connector 6.0
2.4	Application		Two Sun Ultra Enterprise 450 Server Iplanet Application Server 6.0, Iplanet Directory Server 5.0, Sun Cluster 2.2 with Verities Volume Manager
3	Network Devices		
3.1	Routers	2	Cisco-2600, Cisco-1700
3.2	L3 Switches		
3.3	L2 Switches	15	Three Cisco Catalyst 3500 Six Cisco Catalyst 2950 Four Cisco Catalyst 2900 Two D-Link DES 1024
3.4	Hubs		
3.5	Firewall	1	Cisco secure 525/ Version 5.2(9)
3.6	IDS	1	Cisco IDS 4215
3.7	Modems	4	Two D-link DLM-2000 One Tellabs 8110 One Martis DXX STU-2304

i.i. Number of Nodes in DC-MSME-HQ (SENET Nirman Bhavan) – 150-160

i.iii. Number of Nodes at AGCR,ITO, New Delhi – 15

i.iv. Number of Nodes at SISI Okhla, New Delh –20

i.v . Type of Link from DC-MSME-HQ to AGCR (Leased) –MTNL Fibre optics Cable

i.vi. Type of Link from DC-MSME-HQ to SISI Okhla (Leased)- MTNL Fibre optics Cable

6. The Successful bidder shall have to provide the following personnel for managing the above-mentioned activities: -

S.No.	Personnel	No. of Persons	Work	Remarks
a.	Network Administrator	01	Network management	
b.	Network Engineer	01	To maintain the internet connectivity at desktop level etc.	Total 204 Users
c.	Software Engineer	02	Maintenance/updation of Software's used and development of new S/W (if required) etc.	As per list of scope of work
d.	Data Base Engineer	01	To maintain, upload & up-gradation of website database on servers including data entry work etc etc work	As per list of scope of work
e.	Office Asstt.	01	Supporting to staffs	

7. Each Network Administrator/Software Engineer shall have to take the responsibility to manage the IT set up in case of absent of any deputed engineers mutually.

8. The engineers will be responsible to handle any other work related to SENET division time to time as per the need.

9. The deputed engineers should have to run the IT set up in 24X7 mode continuously.

10. The successful bidder shall have to provide trained software expert immediately as and when required by the office and in case of any fault, which could not be rectified/difficulties faced by the deputed resident engineers.

11. The work linked with this office's website shall have to be coordinated with the software developers working for maintenance of this office's website.

12. The deputed engineers shall have to ensure the safety and security of the IT equipments.

13. The successful bidder shall have to take over the charge of Facility management work from the existing service provider with all Software's /Hardware details/Password/IP details/vendor details/Architecture of IT set up/books/manuals/CDs/Drivers/OS details/any other related works.

14. The contract will be cancelled at any time by this office, if the work is not satisfactory. further the service provider shall have to work any other modules/software/data entry or any other work etc etc assigned from time to time as per the requirement of the office.

15. The Bidder can have **pre-bid clarifications (if any)** by visiting this office's IT set up on the above tender work in any working day from 09.00AM to 05.30PM before participating in the Bid. The contact officer is Sh. S.V.Sharma, Dy. Director (SENET). RoNo.737, DC (MSME), Nirman Bhawan, N.Delhi-108.Tel.011-23062680, E mail:- svsharma@dcmsme.gov.in

16. If any issue related with finance/EMD/BG/ services etc is pending with this office of any company, the company is not liable to participate in present bidding.

17. Downtime will not be considered under the following conditions:

- a) Repair time due to machine failure caused by confirmed environmental conditions.
- b) Repair time due to machine failure caused by usage of non-standard consumables.

18. Service warranty:

- a) The bidder should cover services during the period of contract. The successful bidder will not be allowed for frequently change the engineers.
- b) In case of any fault, the service engineers deputed at the site are liable to work on Saturday/Sunday including holiday (if any).
- c) It is observed from the past experience that service provider usually change the manpower frequently as per their convenience / company's need. This switch over creates the gap of losing trained manpower at this office site and the new person deputed at this site usually newly appointee and untrained. It is highly objectionable and amount of **Rs.25000/-** will be deducted from the AMC amount in each case except any genuine cause.

Note: Fax/Telex and incomplete offers will be rejected. The O/ DC (MSME) Ministry of Micro, Small and Medium Enterprises, Gov of India has the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever (Before or after awarding of the contract).

CHECK LIST

Facility Management of IT Infrastructure in O/o, Development Commissioner (MSME)

S#	Name of the document	Yes/No	Page Nos.		Remarks
			From	To	
1	EMD of Rs. 50000/-				
2	Documents related to undertaking facility management work in similar set up for minimum 2-3 years.				
3	Documents related to undertaking IT activities in Govt./PSU/ etc organizations.				
4	Document related to a minimum of 5-6 years experience in IT field.				
5	Document of Annual Turnover of more than Rs. 8 crore.				
6	Copy of VAT/Service/Income Tax Registration.				
7	Additional information (if any)				

Letter Head of the Bidder.

FORMAT FOR SUBMITTING THE FINANCIAL BID

Facility Management of IT Infrastructure in O/o, Development Commissioner (MSME),
For one year (2009-2010)

Name of Work: Facility Management of IT Infrastructure (As mentioned in scope of work)

SI #	Name of work	Price Quoted	Monthly Price	BID price for one Year	Remark If
A	Network Administration & LAN Connectivity	Basic Price			
		Taxes, duties etc @ current rate			
		*Sub Total (A)			
B	Maintenance/updation of Software's used and development of new S/W (if required).	Basic Price			
		Taxes, duties etc @ Current rate			
		*Sub Total (B)			
C	To maintain & up-gradation of website database on servers.	Basic Price			
		Taxes, duties etc @ Current rate			
		*Sub Total (C)			
	Grand Total (Cost) *	SUM of (A) + (B) + (C)			

* Taxes and duties are to be strictly included in the Total Monthly Cost & Annual Cost

NOTE:

1. The comparison of the financial bid shall be strictly followed as per the total annual price (inclusive of taxes etc) quoted by the bidder.
2. No comparison will be made on the break up price A,B,C quoted price by the bidder.

Signature with designation and office seal

Annexure –A

S. No.	Name of Server	OS Installed	Function	Model
1	Web-1, PDC&DNS	Win 2003, SP2	Domain Controller (laghu-udyog.com)	WIPRO Net Power
2	Web-2, OA+App ⁿ	Win 2003, SP2	Additional Domain Controller\Oracle database	WIPRO Net Power
3	OAS	Win 2000, SP4	Local Database\Testing server for deploying existing applications i.e. OA online & ISO Application Status	WIPRO Net Power
4	Web-5, Hindi Website	Win 2000, SP4	Hindi website server (laghu-udyog.com)	WIPRO Net Power
5	Network Mgmt.	Win 2000, SP4	To manage Networking devices	COMPAQ Prolient ML330
6	DMIS Backup	Win 2000, SP4	NIC Server	COMPAQ Prolient ML330
7	Antivirus Mail Gateway	Win 2000, SP4	Mail Gateways SonicWall	COMPAQ Prolient ML330
8	Antivirus	Win 2003, SP2	Antivirus server to manage all the client's systems centrally like Updation etc.	IBM e-Server X-Series206
9	Websense	Win 2000, SP4	To control the use of unnecessary websites	IBM e-Server X-Series206
10	DMIS	Win 2000, SP4	NIC Server	IBM e-Server X-Series206

List of Servers (Solaris Based)

S. No.	Name	OS Installed	Function	Model
1	Web-3	Solaris 5.8	English website server (laghu-udyog.com)	SUN FireV250
2	Web-4	Solaris 5.8	Standby English website server (laghu-udyog.com)	SUN FireV250
3	Cluster-1	Solaris 5.8	Clustering in DataBase	SUN Ultra Enterprise 450
4	Cluster-2	Solaris 5.8	Clustering in DataBase	SUN Ultra Enterprise 450
5	Cluster-3 (Staging Server)	Solaris 5.8	Testing Purpose	SUN Ultra Enterprise 450
6	Sun Blade 100	Solaris 5.8		