

Government of Bihar, Water resources Department
Flood Management Improvement Support Centre
2nd Floor, Jal Sansadhan Bhawan, Block-A, Anisabad, Patna-800002

Short Invitation for Quotation (Detailed)

Letter No. FMISC-19/2023- 455

Patna/ Date :- 23/5/23

Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) of Workstations as per list provided below:-

S.NO.	ITEMS	Total QTY.	Estimated Cost (In Lakh.)	EMD Amount (In Lakh.)	Period of CAMC
01	Dell Workstation Computer Model : Dell Precision Tower 5810 (14 Nos.) Computer Model : Dell Precision Tower 7910 (02 Nos.)	16 Nos.	9.06	0.20	One (01) year.

Detailed specification of 2 types of Workstations are as follows:-

Type-1 Workstation (2 Nos.)

Computer Model : Dell Precision Tower 7910
BIOS Version : A34
Processor : Intel(R) Xeon(R) CPU E5-2695 v4 @ 2.10GHz
Clock Speed : 2.1Ghz
Memory : 128 GB DDR4 (16 GB*8)
Storage : SAS SSD 3 TB + 512 GB ATA SK Hynix SC300B
DVD DRIVE : HL-DT-ST DVD+-RW GHB0N
Display Adapters : NVIDIA Quadro M6000 24GB
Monitors : 27 INCH Monitor Model: DELL U2717D
Keyboard : USB
Mouse : USB

Type-2 Workstation (14 Nos.)

Computer Model : Dell Precision Tower 5810
BIOS Version : A28
Processor : Intel(R) Xeon(R) CPU E5-2630 v4 @ 2.20GHz, 2201 Mhz, 10 Core(s), 20 Logical
Clock Speed : 2.2 Ghz
Memory : 64 GB DDR4 (8GB*8)
Storage : SK hynix SC300B SATA 512GB + 1 TB WDC WD10EZEX-75WNYA0 + 1 TB WDC WD10EZEX-75WNYA0
DVD DRIVE : HL-DT-ST DVD+-RW GTA0N
Display Adapters : NVIDIA Quadro M5000 8 GB
Monitors : 27 inch DELL U2719D
Keyboard : USB
Mouse : USB

The authorized bidders/firms are requested to provide their offers in sealed envelope latest by 02/06/2023 03:00 PM (IST) to Joint Director, FMISC, 2nd Floor, Jal Sansadhan Bhawan, Block-A, Anisabad, Patna-800002, (Bihar).

The quotation must be submitted in sealed envelope superscript "Quotation for the CAMC of Workstations at FMISC, Patna.

Term & Conditions:-

1. Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids as to the nature of the ground, the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid.
2. Vendor will have to conduct monthly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC. Updated upgrades and patches by the vendor shall be applied as required.
3. Clean up all hardware(s), removing any spyware, adware, malware, viruses and general computer "clutter" that accumulates over time and slows down system's performance.
4. In case of software/hardware issue, vendor shall reinstall or install the software and hardware and reconfigure the device.
5. Hardware: Vendor will provide replacement of defective spares for all the hardware's covered under Comprehensive AMC.
6. In case of repair of parts/whole item, the parts being used shall be in original supplied by the OEM without interruption in the service. Normally, repair work shall be done at the FMISC location and in case repair is to be carried out in Service Centre/OEM, carry the equipment with prior permission of Joint Director, FMISC during the period, uninterrupted service shall be ensured by replacing with the equivalent item without any extra cost to FMISC.
7. The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration and original supplied by the OEM.
8. Vendor shall ensure proper functioning of workstations for an operational of 99.5%. Availability of service shall be worked out quarterly basis for the purpose of computing penalties. "Uptime" shall mean the time period for which the specified services / components with specified technical scope, are operational.

Uptime, in percentage, of any component can be calculated as:

$$\text{Uptime} = \left\{ 1 - \frac{[(\text{Downtime}) / (\text{Total Time} - \text{Downtime due to other failure} - \text{Planned Maintenance Time})]} \right\} * 100$$

Downtime (in hours) means the total time for which the system is non-operational.

Total Time means the Time Period (in hours) for which the system is used.

Downtime due to other failures means the time (in hours) for which the system is down due to reasons other than component (HW/SW) failure.

Planned maintenance Time means the time (in hours) for which the system has been made non- operational due to maintenance, by taking prior permission from competent authority.

Fault of duration up to 2 hrs. at a stretch in a week shall be excluded from fault duration for the purpose of calculating availability (operation) of the Workstations.

Any fault duration (i.e. downtime) shall be calculated after subtracting 2 hrs. at a stretch in a week.

A fault docket number shall be provided to FMISC, Patna from Bidder on booking of fault. The system shall be kept for 48 hours for trouble free operation after which the system shall be deemed to be commissioned. The date and time of commissioning shall be jointly signed by FMISC, Patna and Bidder.

Table – Initial Response/Issue Resolution Time

Description of business Hours	Initial Response Time	Issue Resolution Time
During Prime Business Hours (07:00 AM to 9:00 PM)	4hrs	8hrs

9. Penalty Terms: Not meeting the 99.5 percent uptime over a three month span will result in a 10 percent penalty of the total cost.
10. Payment Terms: No advance payment will be admissible. Payment will be made on quarterly basis after the submission of invoice at the end of quarter.
11. Since dust accumulates inside the system (preventing critical components from cooling properly), vendor should physically clean the system as well.
12. Period of Contract: The contract will be valid for one year from date of work order/SLA. FMISC can terminate the work order by giving one month prior notice to the service provider.
13. Bidder should have fully functional office at Patna for immediate support.
14. Bidder must submit a copy of similar experience in a Govt. Ministry or Department/Public Sector company/Government autonomous body (Self-attested copies of work orders) for at least one year.
15. Bidder must submit the self-attested copy of GST registration, PAN and Authorization of OEM.
16. The bidder shall be required to submit a sum of Rs. 20000/- (Twenty Thousand Only) as Earnest Money Deposit (EMD).
The Earnest Money Deposit should be in the shape of Unconditional Bank guarantee issued from any schedule Indian bank in favour of Joint Director, FMISC, Patna payable at Patna valid for at least 1 year plus 45 days after the last date of issue of quotation/ Fixed deposit receipt of a schedule bank and that should be valid for 1 year plus 45 days after the last date of issue of quotation in favour of Joint Director, FMISC, Patna payable at Patna/Post Office Saving Bank Passbook / one, two or three years Post Office time deposit / NSC issued within state / 5 years National Development bond / State Development loan certificate or in any other form as prescribed in Bihar Public Works Department Code / Bihar Financial Rule.
17. The EMD of the unsuccessful bidders shall be returned to them within one month of issue of LOA to the successful bidder. FMISC is not liable to pay any interest thereon.
18. The Security deposit for the performance of the contract will be 5 (five) Percent of the agreement amount including the earnest money.
19. The affidavit regarding correctness of information/document to be furnished along with the quotation. If found any false information/ fabricated document would lead to rejection of tender at any stage besides liabilities toward prosecution under appropriate law.
20. Taxes: Taxes (GST) if applicable to be included in the cost. However, the bidder should clearly mention the basic price, tax applicable and total price per unit in the quotation.

21. Conditional quotation will not be accepted. The decision of the competent authority will be final and binding.

Note: - This notice also available on website
<https://www.fmiscwrdbihar.gov.in/fmis> and <https://wrd.fmiscwrdbihar.gov.in>

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23/5/23
(Sharad Kumar)
Joint Director

Letter No. FMISC/19/2023- 455

Patna/ dated :- 23/5/23

Copy to: Public Relation Officer, Water Resources Department, Sinchai Bhawan, Patna for information and publication in daily Newspapers.

Enclosure: Hard Copy (7Nos.) and Soft Copy (CD)

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23/5/23
(Sharad Kumar)

Joint Director