

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

Invitation for Quotation
(Detailed Version)

Letter No. FMISC/54/2017(Part-1) 434

Date:- 20/05/22

Quotations are invited for Annual Maintenance Contract (AMC) of IBM Server, Dell NAS & D-Link Switches as per list provided below:-

S.NO	DESCRIPTION	SERIAL NUMBER	QTY	REMARK'S
	SERVER			
1	IBM SERVER X3850 x5-7143-QQL	99B1043	1	WEB
2	IBM SERVER X3850 x5-7143-QQL	99B1058	1	Database
	NAS			
3	DELL POWER VAULT NX-NX3100	J8ZND2S	1	NAS
	MANAGED SWITCH			
4	D-LINK SWITHC-DGS-3100-24	QB492BSD00026	1	Switch
5	D-LINK SWITHC-DGS-3100-24	QB492BSD00027	1	Switch

The authorized bidders/firms are requested to provide their offers in sealed envelope) latest by 15:00 Hours (IST) on Tuesday, 7th, June 2022 to Joint Director, FMISC, 2nd Floor, Jal Sansadhan Bhawan, Block-A, Anisabad, Patna-800002, (Bihar). The quotation must be submitted in sealed envelope superscripted "Quotation for the AMC of IBM Server, Dell NAS & D-Link Switches at FMISC, Patna. This document is available on the website in Tender: - <https://fmiscwrdbihar.gov.in/fmis> and <https://wrd.fmiscwrdbihar.gov.in>

1. Scope of Work:-

- (i) Bidder 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. Upgrades updated and patches by the vender shall be applied as required.
- (ii) In case of software/hardware issue vendor shall reinstall or install the software and hardware and reconfigure the device.
- (iii) Hardware: Bidder will provide replacement of defective spares for all the hardware's covered under Comprehensive AMC. The experience certificate for the above work must be accompanied with quotation.
- (iv) The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration.
- (v) Since dust accumulates inside the system (preventing critical components from cooling properly), vender should physically clean the system as well.
- (vi) 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.

2. Qualification Criteria:-

- (i) The bidder should be registered as company/ Firm agency and should have at least 5 years of experience in Server, Network Attached Storage (NAS), Switches (Data Center) to the Government Department / Organization / Public Sector unit. Copy of registration

Certificate related to Company/Proprietorship/Partnership firm has to be submitted by the bidder.

- (ii) The bidder must have average turnover of 15 lac in the last three financial years (in each FY) of 2018-19, 2019-20, 2020-21.
- (iii) The bidder has to submit copy of income Tax Return for the Assessment year 2019-20, 2020-21, 2021-22 supported by audited account.
- (iv) The Agency shall have GST registration, should furnish GST Certificate.
- (v) Copy of PAN card shall be provided.
- (vi) Motorized copy of "No Blacklisted" from any Govt. Dept./Organization should be attached.

3. Term & Conditions:

- (i) Bidder should be forwarded by bidders under their original letter pad inter alia furnishing details like PAN/TAN number, GST number and complete postal & email address of their office.
- (ii) The Lowest bid will be decided upon the lowest price quoted by the particular bidder as per the price format specified in Annexure-I
- (iii) The lowest quoted bidders will be asked to Comprehensive Annual Maintenance as lowest Bid provided they consent for the same. In case of disagreement, the next Lower Bidder would be asked for the same on L-1 price.
- (iv) The service provider shall have to ensure uninterrupted functioning of the System hardware (Details in this Quotation) for Comprehensive Annual Maintenance (AMC) to the department. The Comprehensive Maintenance of System hardware shall be the responsibility of service provider party. Any breakdown of System hardware shall be visited with suitable penalties which will be deducted from their quarterly bills.
- (v) The service provider party will ensure that any complaint made must be resolved within maximum 12 hours failing which following penalty clause will apply:-
 - ▶ 5% of the value of quarterly bill for a delay up to 24 hours.
 - ▶ 15% of the value of quarterly bill for a delay up to 48 hours.
 - ▶ 25% of the value of quarterly bill for a delay up to 72 hours.
 - ▶ 100% of the value of quarterly bill for a delay exceeding 4 days
- (vi) In exceptional cases, the above penalty clause may be waived if the written request of the bidder is found justified by the Joint Director of FMISC, Water Resources Department, Patna.
- (vii) The service provider party should not have been blacklisted by any Government Department or Office. In this regard, an affidavit issued/attested within last 3 months from last date of bid submission, needs to be submitted along with Bid Document.
- (viii) 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.
- (ix) 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.
- (x) Vendor's agreement should be valid for the period of one year. However the actual amount payable will be for the duration of actual contract. i.e. from the date of SLA to the last day of current financial year.
- (xi) 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.
- (xii) Bidder should have fully functional office at Patna for immediate support.

- (xiii) 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 any stage besides liabilities towards prosecution under appropriate law.
- (xiv) Conditional quotation will not be accepted.
- (xv) The decision of the competent authority will be final and binding.
- (xvi) The undersigned reserved right to Modify/Cancel the Quotation at any stage without assigning any reason thereof.

4. EXPERIENCE OF SIMILAR NATURE SUCCESSFULLY COMPLETED

Outline of recent experience on assignments of similar nature:

Detail information regarding orders executed

- a) It is mandatory to appropriately fill each column. Use extra sheet if the space below is insufficient.
- b) Enclose certified copies of the office orders in order.

SN	REFERENCE TO ORDER NO WITH DATE	AMOUNT OF ORDER	NAME OF THE OFFICE/AUTHORITY BY WHICH ORDER WAS PLACED	DATE OF COMPLETION OF WORK	ANY REMARKS

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


 (Sharad Kumar)
 Joint Director
 FMISC/WRD

ANNEXURE-I

S.NO	DESCRIPTION	SERIAL NUMBER	QTY	QUOTED RATE INCLUDING GST(INR)	REMARK'S
	SERVER				
1	IBM SERVER X3850 x5-7143-QQL	99B1043	1		
2	IBM SERVER X3850 x5-7143-QQL	99B1058	1		
	NAS				
3	DELL POWER VAULT NX-NX3100	J8ZND2S	1		
	MANAGED SWITCH				
4	D-LINK SWITHC-DGS-3100-24	QB492BSD00026	1		
5	D-LINK SWITHC-DGS-3100-24	QB492BSD00027	1		

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20/5/2012