



भाकृअनुप-राष्ट्रीय कृषि अनुसंधान प्रबंध अकादमी  
राजेन्द्रनगर, हैदराबाद-500030, तेलंगाण, भारत  
**ICAR-National Academy of Agricultural Research Management**

(ISO 9001:2008 Certified)

Rajendranagar, Hyderabad-500030, Telangana, India

<http://www.naarm.ernet.in>; <http://www.naarm.org.in>

Phone No. 040-24581222/345/24015913 : Fax No.24581459 / 24015912



**NOTICE INVITING TENDERS**

**TENDER ENQUIRY FOR  
Comprehensive Annual Maintenance contract for IT infrastructure facilities**

**No. 5-246/16-17/PS**

**Dated 22<sup>nd</sup> March, 2017**

NAARM is a premier publicly funded Training and Research Management Organization under ICAR, DARE, Ministry of Agriculture, and Government of India. The Director, NAARM Rajendranagar, Hyderabad – 500 030, Telangana, India now Invites sealed tenders for **Comprehensive Annual Maintenance contract for IT infrastructure facilities & Services** for a period of Three years renewable on annual basis based on the performance of the firm, in **Two Bid** system (Technical Bid / Financial Bid) from the eligible Annual Maintenance Contract firms of Hyderabad/Secunderabad in the area of IT infrastructure.

Description of Item	EMD (Rs.)
<b>Comprehensive Annual Maintenance contract for IT infrastructure facilities &amp; Services</b>	1,50,000/-

**Eligibility:**

**Vendor should have**

1. Annual turnover of at least Rs. 3 crores in the past three financial years i.e., 2013-14, 2014-15 & 2015-16. Enclose certificate from Auditor/Company secretary indicating the turnover of the firm.
2. Maintained set of servers running on Windows and Unix /Linux platform , high end switches, network services management, Virtualization of Servers and Virtual Labs, having about 150 PCs or more under Network in a single contract in **at least two Govt./Public Sector units in the past three years at an annual value of more than Rupees Five Lakhs (with proof).**
3. The firm should have its own Local Service Support Center in Hyderabad / Secunderabad, and detailed list of certified service engineers in the support centre.

Raghu

## GENERAL TERMS & CONDITIONS

- 1 **Cost of Tender Document** : The cost of Tender Document is Rs.1000/- in the form of D.D. drawn from any commercial bank in favour of "ICAR Unit - NAARM A/c." payable at Hyderabad.
- 2 **Two Bid System**: The original copy of tender (duly signed) should be sent to this Office in a sealed cover in a double envelope. The tenderer must place the two sealed envelopes clearly marked 'TECHNICAL BID' and 'FINANCIAL BID' by indicating the Draft number, date & amount of EMD on the envelop of 'TECHNICAL BID', failing which the tender will not be opened. Financial Bid to indicate a warning "**DO NOT OPEN WITH THE TECHNICAL BID**". The outer cover should be super scribed Tender for "**Comprehensive Annual Maintenance contract for IT infrastructure facilities & Services**"
- 3 **Download** : Tender Document with full details can be downloaded from NAARM Website (<http://www.naarm.org.in/>) or the Government of India, Central Public Procurement Portal (<http://eprocure.gov.in/cpppp/>) from **22-03-2017** and in such cases, participation in the tender will be subject to remittance of the prescribed **Cost of tender document & EMD** along with the Bid.
- 4 **EMD** : EMD in the form of crossed Demand Draft/Bankers cheque drawn from any commercial bank *in favour of* "ICAR Unit – NAARM A/c.", payable at Hyderabad should be enclosed with the tender (technical bid) of each item quoted by the bidder(s). EMD is exempted only to the firms registered with Central Purchase Organization (CPO)/National Small Industries Corporation (NSIC), SSI units registered with NSIC or the concerned Ministry or Department. The unsuccessful bidders EMD will be returned soon after the finalization of Tender, where as the successful bidders EMD will be returned subject to furnishing the required **Performance Security**. No interest will be paid on Earnest Money for the period of retention in the NAARM. Tenders without EMD would be rejected.
- 5 **Security Deposit**: The successful bidder has to furnish an amount equivalent to **ten (10) per cent** of the order value as **Performance Security Deposit** which will be refunded / returned only after satisfactory completion of the contractual obligations. The Security Deposit should be in the form of Demand Draft, Fixed Deposit Receipt or Bank Guarantee from any commercial bank and on which no interest will be paid.
- 6 **Important Dates**:

1.	Start date of downloading the Tender Document	22-03-2017	1100 hrs
2.	Last date for down loading of Tender Document or any addendum / corrigendum	11-04-2017	1600 hrs
3.	Last date and time for submission of Tenders	12-04-2017	1400 hrs
4.	Date and Time for opening of Technical Bids	13-04-2017	1130 hrs

- 6 **Due Date**: Tenders received after due date and time will not be considered. Academy will not be responsible for postal delays.
- 7 **Duration**: The period of contract will be for Three years renewable on annual basis based on the performance of the firm. **The awarded work should be started within ten days from the date of issue of work order.**

*Rajhu*

- 8 Payment:** No advance payment is permissible. However , payment for satisfactory services provided in each quarter of the year on pro-rata basis, will be made within 30 days after the date of completion of each quarter of the year on receipt of bills in Triplicate by the Director NAARM , after the services duly certified by the OIC (Computers) . The vendor will have to submit the Bank details while entering into contract for transferring the quarterly AMC Charges to the bank account of the Vendor through RTGS.
- 9 Termination of Contract:** In case of non-performance, the services will be terminated with a notice period of two months. No correspondence in this matter will be entertained. The decision in this regard lies with the Director, ICAR-NAARM
- 10 Place of work :** National Academy of Agricultural Research Management, Rajendranagar, Hyderabad – 500 030, Telangana and report to Officer In-charge (Computers and Network Services).
- 11 Period of Validity:** The rates quoted shall be valid for a minimum period of **90 days** beyond the date of opening of tenders.
- 12 Enquiry's on tender:** Any enquiry's regarding the tenders will not be entertained once the tenders are opened.
- 13 Pre-bid meeting:** Pre-bid meeting will be held on 30-03-2017 in the committee Hall of the Administrative Building at 11:30 hrs for seeking any clarification.
- 14 Rejection of tenders:** Tenders not complying with the terms and conditions mentioned the document are liable to be rejected.
- 15 Acceptance of tender and Jurisdiction:** Director, NAARM reserves the right to accept or reject any of the tenders either in part or in full without assigning any reason thereof. Decision of the Director will be final and legally binding. All disputes will be subject to Hyderabad Jurisdiction only.

*N. Raghunath*  
22/3/17  
(Stores & Purchase Officer)



भाकृअनुप-राष्ट्रीय कृषि अनुसंधान प्रबंध अकादमी  
राजेन्द्रनगर, हैदराबाद-500030, तेलंगाण, भारत  
**ICAR-National Academy of Agricultural Research Management**

(ISO 9001:2008 Certified)  
Rajendranagar, Hyderabad-500030, Telangana, India  
<http://www.naarm.ernet.in>; <http://www.naarm.org.in>

Phone No. 040-24581222/345/24015913 : Fax No.24581459 / 24015912



**CHECK LIST**

Please give page numbers to the tender document and all enclosures and also verify the following documents before submission of the tender in the sequence listed below, to avoid rejection or disqualification of your tender.

PLEASE NOTE THAT ALL RELATED PHOTO COPIES MAY PLEASE BE ENCLOSED WITH THE TENDER DOCUMENT AS A PROOF

S.No.	List of the Documents to be enclosed with the Tender	Page No.	Enclosed (Yes/No)
1.	Cost of Tender Schedule: Rs.1000/- in the form of Demand Draft drawn in favour of "ICAR Unit – NAARM A/c."		
2.	Earnest Money of Deposit : EMD of Rs. 1,50,000/- should be drawn on any commercial bank as indicated in the notice inviting tenders in favour of "ICAR UNIT – NAARM A/c"  EMD D.D.No. _____ Dated: _____ for Rs. _____ ; Bank _____		
3.	Following documents as indicated in the tender document printed on the tenderer's letterhead with dated signature and seal.		
3 (a)	Tender Form		
3 (b)	Statement on Compliance of the Technical Specifications with deviations, if any		
3 (c)	Financial Bid		
3 (d)	The entire original tender document with seal and signature on each page at the time of submission of tender document(s) with in the due date.		
4	Document showing the firm/company's turnover be Rs. 3 crores per annum for the preceding three financial years i.e.2013-14, 2014-15 & 2015-16 certified by the Chartered Accountant		
5	Document regarding registration /Certificate of incorporation of the firm issued by the appropriate government to be enclosed.		
7.	Proof of work orders related to CAMC for IT Infrastructure from Government/PSU during the last three years costing more than Rs.5.0 Lakhs.		
8	Document showing the firm/ IT return for the preceding three assessment years i.e., 2014-15, 2015-16 and 2016-17		
9.	Document showing the firm is giving its own Local Service Support Center in Hyderabad / Secunderabad, and detailed list of certified service engineers in the support centre		
10.	NSIC/SSI certificates registered with NSIC (if applicable) to be enclosed		
11.	Any other document or information as required in the tender document.		
12.	Total pages of your entire Tender Document (Technical Bid) including Enclosures		
		No.of Total Pages :	

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

Signature and Seal of the Bidder: \_\_\_\_\_  
Business Address: \_\_\_\_\_

Rajhu

# TECHNICAL BID

## **Service Requirements**

### **Manpower services for Facility/Network Management**

To provide manpower for Comprehensive Network services Management involves including network services, server management, security and coordinating with other Service providers of the Academy.

Maintain IT Infrastructure as listed in this document on Comprehensive basis including preventive maintenance.

### **Scope of work**

#### **Manpower Requirements**

1. Network Engineer – 1 Number
2. Computer maintenance Engineers – 4 Numbers.

#### **Network Engineer Qualifications**

Engineering degree in Information Technology or Computers Science or Electronics Engineering with 3-year experience or Diploma in IT with minimum of 5 years, in the Server Management, Maintenance and ability to deploy any services on Windows / Linux platform and website maintenance and Maintenance of Virtualization

#### **Computer maintenance Engineer**

Engineering Degree/Diploma in Information Technology or Computers Science or Electronics Engineering or instrumentation with a minimum of one year experience in Network/computer hardware maintenance

All engineers must have proficient knowledge of the English Language

Bio-data of personnel posted at the Academy along with their employment details should be submitted.

Academy has right to ask for replacement of the personnel posted without assigning any other reasons.

#### **Scope of Manpower Requirements**

#### **Timings**

- Network Engineer 8.30 a.m. to 5.30 p.m. on all working days of the Academy.
- Out of 4 computer maintenance Engineer, one of them should be available on rotational basis from 8.00 a.m. to 8.00 p.m on all days including Sundays and Holidays. Other three should be available from 8.30 a.m. to 5.30 p.m. on all working days of the Academy.

*Rajhu*

## Hardware

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Network and Desktop services
- Troubleshooting and resolution of computer hardware problems
- Backup and restoration of data on servers as per backup policies
- Configuring and assisting Video Conferencing/Web Meetings
- Monitoring and troubleshooting LAN.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- Monitoring of inbound/outbound traffic for any security threats

## Software

- Website General Maintenance, updating/securing Windows Enterprise Servers, SQL Server, Exchange server Enterprise, Cluster installation, VM Virtualization, Anti-virus, data maintenance and generation of required reports.
- Scheduling of emails and ensuring stability of mail traffic including spam Monitoring etc.
- Problem diagnosis and rectification on Operating System and Network
- Installation & Reconfiguration , Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows / 7 /2010 from the original media provided by the Academy
- Configuration & management of accounts (Exchange, Active Directory)
- Maintaining e-mail backups of user accounts and other system backups etc.

## Back Office Support

- Escalated support available from certified professional, in case resident engineer is unable to complete the task or in case of exigencies.
- Technical specialists available for telephonic/onsite support on complex problems.

## Vendor Co-ordination

- Coordinate various other vendors of the Academy who have provided Application software, Website developer, Warranty service providers etc.) to get the problems resolved.

## Comprehensive Maintenance of IT Hardware

The contract will be for Comprehensive on-site maintenance of hardware listed in the tender document including breakage / damage of all cables like OFC, power cards / cables, and all movable and immovable plastic and other parts. However, this does not include consumables if any.

The selected firm at their own cost should have back-to-back support agreement with OEM(s) of equipments if required to replace parts all equipments. Before replacing, the firm should provide product details such as serial numbers to the Academy. No local item will be allowed for replacement in place of original OEM items.

*Raghu*

## Hardware

- Management and comprehensive maintenance of IT infrastructure.
- Resolution of user calls related to Network and Desktop services
- Troubleshooting and resolution of computer hardware problems
- Backup and restoration of data on servers as per backup policies
- Configuring and assisting Video Conferencing/Web Meetings
- Monitoring and troubleshooting LAN.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- Monitoring of inbound/outbound traffic for any security threats

## Software

- Website General Maintenance, updating/securing Windows Enterprise Servers, SQL Server, Exchange server Enterprise, Cluster installation, VM Virtualization, Anti-virus, data maintenance and generation of required reports.
- Scheduling of emails and ensuring stability of mail traffic including spam Monitoring etc.
- Problem diagnosis and rectification on Operating System and Network
- Installation & Reconfiguration , Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows / 7 /2010 from the original media provided by the Academy
- Configuration & management of accounts (Exchange, Active Directory)
- Maintaining e-mail backups of user accounts and other system backups etc.

## Back Office Support

- Escalated support available from certified professional, in case resident engineer is unable to complete the task or in case of exigencies.
- Technical specialists available for telephonic/onsite support on complex problems.

## Vendor Co-ordination

- Coordinate various other vendors of the Academy who have provided Application software, Website developer, Warranty service providers etc.) to get the problems resolved.

## Comprehensive Maintenance of IT Hardware

The contract will be for Comprehensive on-site maintenance of hardware listed in the tender document including breakage / damage of all cables like OFC, power cards / cables, and all movable and immovable plastic and other parts. However, this does not include consumables if any.

The selected firm at their own cost should have back-to-back support agreement with OEM(s) of equipments if required to replace parts all equipments. Before replacing, the firm should provide product details such as serial numbers to the Academy. No local item will be allowed for replacement in place of original OEM items.

*Rajhu*

The firm should provide necessary tools/equipments to the service engineers to carry out preventive maintenance or minor works at the academy. The firm should also keep sufficient inventory of spare parts to reduce the delay in repairing/replacing defect items.

In case of failures in hard disks, the firm shall make all attempts possible to retrieve the data. In case all attempts to recover the data fail, old hard disk should be returned to the academy and replaced with new.

The firm should periodically do preventive maintenance and identify obsolete items to the notice of Academy.

All plastics parts, wires, cords, breakdowns due to power conditions, rodents, monkeys etc. are covered under the scope. The bidder has to rectify all such problems or replace all the parts/components. In case of severe physical damage to the systems resulting in its complete breakdown, due to causes not attributable to the firm, the firm shall not be liable for repair/ replacement of the same. However, the decision of the Academy regarding the liability of the firm shall be final and the firm shall not have any claim in this regard.

Academy has warranty on some of the equipments from OEM. These items will be brought under this to the selected firm as and when its warranty or AMC expires or completed with the current service provider.

The firm shall create a process document for carrying out the FMS and submit the same to the Academy within one month of the award of the contract. This document shall define all the processes to be undertaken by the firm and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLA.

The firm should carry out onetime maintenance of all IT hardware and submit a report to the Academy of the status of the equipment. The firm should also bring out to the notice of the academy regarding obsolete items.

### **Service Level Agreement (SLA)**

No service engineer shall remain absent for more than one day without prior information to the Head ICM / OIC Computers. In case of long-leave/extra-ordinary conditions, backup manpower is to be provided during that period.

Network services (including LAN, Wifi, Servers etc.) should not be down for more than two hours in case the problem is related to configurations/software related issues. In case of hardware related, the maximum downtime allowed is one working day. However, the firm is allowed to keep standby device until the original device is repaired.

For other devices, in case of minor hardware faults, the maximum time allowed is two working days.

*Rajhu*

To avoid downtime, the firm is also required to keep the following items as stand-by.

S.No.	Item	Qty
i.	Complete set of Computers	2
ii.	Printers (cartridges and configuration are same as of NAARM printers list)	2
iii.	Keyboards & SMPS	5 each
iv.	Network cards, display cards, HDD(160/80gbs), DVD drive	5 each
v.	Power cables, RJ45 connectors, Patch/cross cables (CAT 5) Optical Mouse / I/O boxes	10 each
vi.	Switch 24 port & 8 Port switch	1 each
vii.	OFC SC to ST / SC converters	4 each
viii.	Printer cables (Parallel / USB). FDD, RAMs, Power adopters	2 each

These items shall be made available with one month of acceptance of the contract. The firm can take back their inventory at the end of the contract period.

The firm should submit a monthly report consisting of the following details:

- (i) Attendance of service engineers
- (ii) Network/Services availability
- (iii) Number of calls received and attended and
- (iv) Number of calls/work pending

#### Penalty

The following penalty rates would apply in case of violation in SLA

Service	Penalty
Manpower	Rs. 500/- per day per person
Network Services	Rs. 500/- per occurrence and in case the service is not restored within next working day, Rs. 1000/- per day will be imposed
Network Hardware	Rs. 1000/- per day per item
Other hardware	Rs. 500/- per day per item

However, a maximum of Rs. 50000/- penalty per quarter will be imposed. In case, a firm has been penalized maximum penalty for two consecutive quarters, it would be considered as deficiency in service and the Academy has the right to cancel the contract with a stipulated notice period and withheld the Bank Guarantee and blacklist the firm.

*Rajhu*

### List of Current Services being currently running

Name of the Service	Make/Model or Platform
Firewall	Cyberoam 300 ing
Web services	Website (IIS, Wordpress) E-Learning website (Linux, Moodle) MS-SQL Server Active Directory for authentication
Mailing Services	Microsoft Exchange Zimbra (to be phased out)
Virtualization	VMWare (both server virtualization and desktop virtualization)

### List of items to be brought under AMC

S.No.	Make	Equipment Name	Qty
<b>Servers</b>			
1.	HP	DL 380e Gen 8	1
2.	Sun Microsystems	Sun Blade X6250, 2xIntel Xeon E5420	1
3.	Sun Microsystems	Sun Blade X6250, 2xIntel Xeon E5420	1
4.	Sun Microsystems	Sun Blade X6270 , M2 server module 2xIntel Xeon E5420	1
5.	Sun Microsystems	Sun Blade X6270 ,M2 server module 2xIntel Xeon E5420	1
6.	Sun Oracle	Blade Server Chassis	1
7.	Aten KVM Switch	Aten KVM Switch 8 port	1
8.	HCL	Infiniti Global Line 4700 FC, Intel Xeon E7310	1
9.	Fujitsu	Primergy TX 300 S7	1
10.	Dell	POWER EDGE 2900, Intel Xeon E5405	1
11.	DELL	POWER EDGE 2900, Intel Xeon E5405	1
<b>Total Servers</b>			<b>11</b>
<b>Storage Area Network</b>			
12.	Dell	SAN MD3820i	1
13.	EMC <sup>2</sup>	AX4-5i 10 TB storge	1
<b>Total Storage Area Network</b>			<b>2</b>
<b>GIS Workstations</b>			
14.	Dell	DELL PRECISION T1650 with 17" LED Monitor	10
<b>Total Workstations</b>			<b>10</b>
<b>Desktop Computers</b>			
15.	Dell	DELL STUDIO XPS 8100	40
16.	Dell	DELL OPTIPLEX 780	10
17.	Dell	DELL OPTIPLEX 7010	8

*Raphu*

S.No.	Make	Equipment Name	Qty
18.	Lenovo	LENOVO THINK CENTER	20
19.	Wipro	WIPRO SUPER GENIUS	18
20.	HCL	HCL INFOSYSTEM INFINITI MA380TRU	30
21.	HCL	HCL INFOSYSTEM INIFINITI PRO BL 1295	44
22.	HP	HP COMPAQ ELITE 8300 SMALL FORM FACTOR	20
23.	Acer	ACER VERITON	31
24.	Lenova	THINKCENTER M73	10
25.	HP	HP Pro 3330 MT	2
<b>Total Desktop Computers</b>			<b>233</b>
<b>CD/DVD Duplicator</b>			
26.		Multi CD/DVD duplicators	2
<b>Total CD/DVD Duplicator</b>			<b>2</b>
<b>Fully Loaded Network Switches along with Patch Panels</b>			
<b>Network Fiber Switches with all SFP Modules</b>			
27.	CISCO	Catalyst 3055	1
28.	CISCO	Catalyst 2900	1
29.	DELL	Dell 3024F	1
<b>Total Network Fiber Switches</b>			<b>3</b>
<b>Network Switches with SFP / UTP Uplink Modules</b>			
30.	CISCO	Catalyst 1900	10
31.	CISCO	Catalyst 2900	1
32.	CISCO	Catalyst 2950	7
33.	CISCO	Catalyst 2960	3
34.	CISCO	Catalyst 2960 G	6
35.	CISCO	Catalyst 300	1
36.	CISCO	Catalyst 4503	1
37.	CISCO	Catalyst CE 500 Series	1
38.	CISCO	Catalyst Ws-C500 G	1
39.	DELL	Dell-N-2024	3
40.	DELL	Dell-N-2048	13
41.	DLINK	Dlink DGS 300-6TC	1
42.	NETGEAR	Net Gear 7252PS	2
<b>Total Network Switches with SFP / UTP Uplink</b>			<b>50</b>
<b>Total Number of Switches with Patch Panels</b>			<b>53</b>
<b>Wireless LAN Equipment</b>			
43.	RUKUS	Access Point	02
<b>Total Wireless LAN Equipment</b>			<b>02</b>
<b>Fiber Patch Cables</b>			
44.	Cables	Fibre Patch Cables Single Mode	30
<b>Total Fiber Patch Cables</b>			<b>30</b>

*Rajhu*

Fibre Distribution Panels			
45.		Fibre Distributions Panel	14
<b>Total Fibre Distribution Panels</b>			<b>14</b>
Other Network Passive Components			
46.	Network Passive Accessories (Including all Cables, N/W Connectors, V.35 interface, Information outlets 300 nos., UTP cabling, OFC Cabling, Patch Panels, Distribution panels, UTP converters, (OFC / UTP/Power cables), Hardware Items, SC to ST, ST/SC connectors, wire managers in entire NAARM campus passive material, etc.,,		One Lot
<b>Network Passive Components</b>			<b>One Lot</b>

**Items to be brought under AMC after Warranty**

S.No.	Make	Model	Qty	Warranty Upto
<b>Servers</b>				
1.	Dell	DELL Power edge R720 Server	1	March 6, 2018
2.	Dell	DELL Power edge R720 Server	1	March 6, 2018
3.	Dell	DELL Power edge R720 Server	1	March 6, 2018
4.	Cyberoam	Cyberoam 300ing	1	April 30, 2018
<b>Desktop Computers</b>				
5.	Lenovo	M93z All-in-One (ThinkCentre)	17	February 2, 2019
6.	HP	hp elite one g2 800 non touch	50	Feb 17, 2019
7.	Lenovo	LENOVO M900Z	5	April 26, 2019
8.	HP	HP Z240 SFF WORKSTATION	20	Apr 28, 2019
9.	Dell	Dell Precision	20	February 14, 2020
10.	Lenovo	CPU:TELAGE LENOVO M900Z	6	February 20, 2020
<b>WI-FI Equipment</b>				
11.	CISCO	CISCO 5508 Series Wireless Controller with Redundant Power	1	August 4, 2017
12.	CISCO	CISCO Catalyst 3560 CX 12 Port PoE IP Based Switches with Console Cable	2	August 4, 2017
13.	CISCO	CISCO Catalyst 2960 CX 8 Port PoE IP Based Switches with Console Cable	4	August 4, 2017
14.	CISCO	AIR -CAP-2702I-D-K9 Access Points	52	August 4, 2017
15.	CISCO	Power Injectors	13	August 4, 2017
16.	CISCO	CISCO Catalyst 3560 CX 12 Port PoE IP Based Switches with Console Cable	5	January 24, 2018
17.	CISCO	Power Injectors	10	January 24, 2018
18.	CISCO	AIR -CAP-2702I-D-K9 Access Points	42	January 24, 2018

*Rajhu*