



# **TENDER DOCUMENT FOR**

***Comprehensive Annual Maintenance  
Contract for IT Infrastructure at NCPOR***  
(Tender No. NCPOR/ICTD/2021-22/T-001)

**NATIONAL CENTRE FOR POLAR & OCEAN RESEARCH**

***(Ministry of Earth Sciences, Govt. Of India)***

**Headland Sada, Vasco-da-Gama**

**Goa - 403 804, INDIA.**

**Tel: 91- 832 2525515**

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**Website: [www.ncpor.res.in](http://www.ncpor.res.in)**

## Important Dates

Last date of tender submission	06 January 2022 at 15:00 Hrs
Date of Opening of bid	06 January 2022 at 16:00 Hrs
Optional Site visit dates	08 to 20 December 2021
Earnest Money Deposit (EMD)	Undertaking will be submitted. Refer Annexure - V
Type of Tender	Single Bid System

## Annexures Details

<b>Annexure</b>	<b>Description</b>
I	Compliance statement to be submitted by the Bidder
II	Questionnaire
III	Bank Guarantee Format
IV	Letter Comprising the Application for Pre-Qualification of Comprehensive AMC
V	Undertaking Format for EMD
VI	Price Bid Format

**Comprehensive Annual Maintenance Contract (AMC) for IT infrastructure at  
NCPOR**

<b>Sl.No</b>	<b>Tender No and Type</b>	<b>Description of the item</b>	<b>Qty</b>
<b>01</b>	NCPOR/ ICTD/ 2021-22 / T-001 and Single Bid System	Comprehensive Annual Maintenance Contract (AMC) / Facilities Management Services (FMS) for IT infrastructure at NCPOR	Refer Annexure-VI for Price Bid Format

The Tender Document (single bid System) to be downloaded from <http://www.ncpor.res.in/>.

## **1. PREAMBLE**

National Centre for Polar and Ocean Research (NCPOR) is India's premier R&D institution responsible for the Country's Research activities in the Polar and Southern Ocean realms. NCPOR, Goa has large size Local Area Network (LAN) with more than 500 working nodes providing all IT related services to its staff. NCPOR IT infrastructure consists of many servers connected to clients through fiber optic / UTP based local area network.

The Information Communication Technology - Polar Data Center (ICT-PDC) of the Institute is responsible for providing updated information and technology related facilities to NCPOR staff. The operations cover network, computing, software and end-user support. The ICT-PDC in-house and manages various critical servers and also provides security solutions. A campus LAN (Local Area Network) has been established at NCPOR providing seamless connectivity to over 500 computers in the Campus. The network utilizes a mixture of optical fibre, UTP cables, Wi-Fi and switches. Internet access is provided through the National Knowledge Network Internet connectivity at a speed of 1 Gbps. NCPOR's researcher and other staff use this IT services extensively for day to day activities such as accessing Internet, Intranet, FTP, NPDC, eOffice, SAP and many other applications. Hence, the IT infrastructure facilities are an essential backbone of the Institute's activity. Offers are invited for comprehensive annual maintenance contract on turnkey basis.

## 2. Eligibility Criteria

Sl.No	Eligibility Criteria	Copy of documentary evidence of bidder should be enclosed in the tender document
1	The bidder must be a legal entity registered with Government Agency in India	Copy of registration certificate
2	The bidder should have minimum two years' experience in maintaining following items in completed <b>comprehensive AMC / FMS</b> of Computer and IT peripherals contract. Each specified experience can be together or individual items in single or multiple AMC/FMS contracts. a) Minimum of 100 PCs, 20 Laptops, 20 Laser Jet Printers, LAN 150 nodes b) Minimum 7 Servers	Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract.
3	Three similar completed works costing of Rs. 8 Lakhs;  OR  Two similar completed works costing of Rs. 12 Lakhs;  OR  One similar completed work costing of Rs. 24 Lakhs	Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract
4	The bidder should have a minimum average annual turnover of Rs 20 lakhs for the last three financial years i.e. 2018-19, 2019-20 and 2020-21.	Copy of Audited Balance sheet or Profit & Loss account (Certified by chartered accountant) should be enclosed.

## 3. Scope of Work

NCPOR would to avail the services of a professional bidder to undertake Comprehensive Annual Maintenance Contract / Facilities Management Services (AMC / FMS) for IT infrastructure at NCPOR as given at Annexure-VI (Price Bid Format).

Scope of the work includes:-

- i. To maintain the 99% uptime of the systems covered under AMC.
- ii. To repair / replace and make systems operational.
- iii. To maintain adequate spares to ensure 99% uptime of the systems.
- iv. The complaint reported system (downtime) should be repaired or replaced within 06hrs for normal system and 03 hours for critical servers, failing to repair / replace within the stipulated time, standby system has to be provided immediately.

- v. To perform health-checks of the available hardware, software and networking (Active, Passive components and structured cabling) infrastructure on a periodic basis and to submit the report.
- vi. To perform connectivity and standard checks pertaining to structured cabling at NCPOR on daily basis and to report to NCPOR on the points of concerns.
- vii. To install call logging software and to resolve the issues logged there-in.
- viii. Comprehensive Annual Maintenance Contract of computer systems includes overall system administration, operation (all kind updates or upgradation & etc.) and management of existing and future systems. It will cover the Windows, Mac, Linux, Web, NPDC, FTP, eOffice, VMWare environment and SAP Servers & its services and remote access service (wired and wireless), database storage, content filtering, antivirus, gateway- firewall, analog telephones, Tally and any other network troubleshooting service etc.
- ix. In addition to this, bidder is responsible for operating systems maintenance i.e. installation of OS, updating OS patches inclusive of all servers (at NCPOR) patches upgradation & rectifying any OS related problems etc. and also for extending support to users in installing any third party software/ tools.
- x. Software Subscription and Support for all the required hardware during the AMC is the responsibility of the bidder.
- xi. To log calls and to co-ordinate with OEM / Suppliers to get the systems repaired / replaced that are under Warranty.
- xii. Comprehensive support should include spare parts support at no extra charge. Replaced parts should be same OEM of the system.
- xiii. In case, if a hard-disk fails, the same should be replaced with a new one of similar Make, Model, Capacity, compatible with the system or any other compatible model and duly accepted by NCPOR. However, the old faulty hard-disk will not be returned to the bidder.

### **3.1. Minimum Manpower to be deployed at NCPOR Premises during the Contract period and their qualifications, terms & conditions**

The required manpower should be deployed at all times to work at NCPOR, Goa during this entire contract period likely to commence from 1<sup>st</sup> April 2022 onwards. The bidder should assess themselves the additional staff required in any category and to be deployed at bidder own costs to execute the contract as per the scope of work and terms & condition. (Enclose detailed bio data of proposed personnel in the bid).

Ref No	Designation	# of Person	Qualification	Exp. in Yrs
1	System administrator	01	B.E/B. Tech in CSE /IT/ OR MCA/ M.Sc.(CS/ IT)	Atleast four years working experiences in Linux System Administration at reputed organization/ Government/ PSU Institutions.

### 3. Contents of Bid

Bid should contain all the information as listed below:-.

- i. Documentary evidence for all the points listed under section 2 (as mentioned in Eligibility Criteria) including
- ii. Details of AMC / FMS projects (Hardware, Software and Networking) executed in the past, proof of work orders and client's testimonials.
- iii. List of on-going AMC / FMS projects with client side contact person details.
- iv. Qualification, experience, expertise details of system administrator proposed to be deployed onsite **as per Section 3.1 during** the AMC contract period.
- v. Compliance to the "Terms and Conditions" as mentioned in Section 5 and "Commercial Terms and Conditions" as mentioned in Section 7.
- vi. Bidders are requested to quote in Price Bid Format given at Annexure-VI, without that the offer will not be considered for further evaluation. Part/ In-complete quotations will not be accepted.
- vii. Financial quote should consists of item wise price details for ALL the items given in Annexure-VI without that offer will not be considered.
- viii. Financial quote should not be altered/ modified.

### 5. General Instruction

**5.1.** Eligible Bidders are required to submit their bid in a sealed envelope. Superscripting "Comprehensive Annual Maintenance Contract (AMC) / Facilities Management Services (FMS) for IT infrastructure at NCPOR" and to be dropped in the Tender Box or bid should be Addressed to following by superscripting on or before the due date & time

The Director,  
National Centre for Polar and Ocean Research,  
Headland Sada,  
Vasco-Da-Gama, Goa – 403804

Kind Attn: SIC, ICTD

**5.2.** The bid shall contain proof of meeting eligibility criteria, technical information of the tender, and all other supporting documents including Price Bid format duly filled. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.

**5.3.** Bidder is required to submit the complete bid along with Annexures and Brochures etc. The bid has to be signed in original by the authorized representative of the Bidder.

- 5.4. The bid shall be exactly according to the presented formats given in the TENDER documents.
- 5.5. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered.
- 5.6. Any additional information should be enclosed separately. Modification / rewording of formats shall not be acceptable.
- 5.7. Each page of proposal documents is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
- 5.8. Bidder must submit all necessary technical brochures with the proposal. No column should be marked as “NIL” or Zero, “0” etc. Where no price is proposed to be charged for any item or its parts which is required to be supplied, it should be clearly mentioned in so many words.
- 5.9. The Bidder is expected to read and examine carefully all instructions, forms, terms and specifications in the TENDER document. Failure to furnish all information required in the TENDER document or submission of a proposal not substantially responsive to the TENDER document in every respect will be at the Bidder risk and shall result in rejection of the proposal.
- 5.10. The bidder should be complying with all the applicable labour laws and other relevant laws related to operations of the bidder.
- 5.11. **Bidders are requested to visit NCPOR for better understanding of existing IT Infrastructure and to understand the scope of the work more clearly before they submit their offers.**
- 5.12. Late and incomplete tenders shall be summarily rejected.
- 5.13. The tender bid should be valid for a minimum period of **120 days** from the date of opening the tender.
- 5.14. In the event of the date specified for bid receipt and opening happens to be a holiday, the bids will be accepted and opened on the next working day at the same time. The bidder or any of his authorized representatives may remain present at the time of opening of bids if they wish so.
- 5.15. The decision regarding acceptance or rejection of the full tender / quotation(s) will rest with the Director, NCPOR, Goa, who does not bind himself to accept the lowest quotation and reserve the right to reject or partly accept any or all the quotations received without assigning any reason.
- 5.16. If a system or peripheral is not supported by OEM for the reason that the system or peripheral is End-of-Support, the same is to be intimated to NCPOR in writing.
- 5.17. Any system or peripheral may be discontinued from Comprehensive AMC with one month prior notice.
- 5.18. The work order issued to successful bidder shall include all the clauses of Tender.



**5.19.** On expiry / termination of the contract, the contractor shall handover all the responsibilities with detailed documents and hardware mentioned under the contract over to NCPOR in good working condition, before the release of the last payment.

**5.20.** The bidder should ensure and deliver the service in sincerity and by maintaining confidentiality. The bidder will ensure continuous service availability and will deploy backup personnel as and when required.

#### **5.21. Duration**

The FMS / Comprehensive AMC will be entered initially for the period of one year. Yearly extension may be considered based on the review of the performance by NCPOR for maximum two years with same rate, terms and conditions. During the extension of the contract period any increase or decrease in the scope of work pro-rata rate shall apply.

#### **5.22. Termination**

Based on the review reports, the service contract shall be terminated by NCPOR if the terms and conditions of the contract are not fulfilled by giving two months' notice period. The party has the option to terminate the contract by giving two months advance notice to NCPOR, in such a case, the security deposit will be forfeited or performance Bank Guarantee will be invoked.

#### **5.23. Intellectual property right**

All rights on developed technologies or applications in use / unused will be the property of NCPOR, Goa. NCPOR only has the exclusive and transferable license to use, market, store, distribute, reproduce, display, adapt, communicate, perform, translate, transmit and promote the Customized Site, Customized Programming and the Licensed Content, information (or any portion thereof) to other MoES organizations as per NCPOR's interest.

#### **5.24. Legal**

In case of any dispute on any matter the same will be referred to Director, NCPOR and his decision will be final and binding on all the parties. During the currency of contract, if any legal disputes arise, will be subject of jurisdiction of State of Goa only.

#### **5.25. Optional Site visit to NCPOR, Goa**

NCPOR proposes optional site visit, which could provide clear understanding of the existing IT infrastructure and working environments. The participation of interested parties in this site visit is in their own interest and expenses.

## 6. Penalty Clauses

6.1. The following penalties will be imposed for each and every short coming during execution of work as below:-

Sl.No	Point	Penalty
1	Within 24 hours of downtime (1 day) as mentioned in scope of work	In case a standby system, whose configuration is similar / higher and duly accepted by NCPOR, which is arranged and put in operations. Failing, which 0.5% of total monthly AMC charges will be imposed. If it is a server system then the penalty is 5% of total monthly AMC charges will be imposed.
2	Between 24 hours to 72 hours of downtime for the scope of work	In case a standby system, whose configuration is similar / higher and duly accepted by NCPOR, which is arranged and put in operations. Failing, which 1% of total monthly AMC charges will be imposed. If it is a server system then the penalty is 15% of total monthly AMC charges will be imposed.
3	Between 72 hours to 7 Days of downtime for the scope of work	In case a standby system, whose configuration is similar / higher and duly accepted by NCPOR, which is arranged and put in operations. Failing, which 5% of total monthly AMC charges will be imposed. If it is a server system then the penalty is 30% of total monthly AMC charges will be imposed.
4	Beyond 7 days of downtime for the scope of work	Failing to bring back the system including server system in operations, then NCPOR shall repair and make the system in operation including the replacement by procurement, etc. then entire cost incurred for the same will be deducted from total monthly AMC charges.
5	Absence of System Administrator as per scope	Absence of system administrator for any day will lead to penalty charges of that day salary will be imposed.

- 6.2. The deployed staff should show their valid ID card and follow security and other guidelines of NCPOR in practice
- 6.3. In the event of system administrator (AMC/ FMS) availing leaves during any working day (Monday to Friday), the same has to be reported to NCPOR in advance and a suitable standby engineer accepted by NCPOR has to be provided, failing which appropriate charges will be arrived from AMC / FMS charges and deducted.
- 6.4. Unauthorized absence of system administrator will lead to penalty charges as mentioned above.
- 6.5. In event of resignation / termination of services of System Administrator, alternate arrangement should be carried out in advance and place a suitable engineers accepted by NCPOR so as not to interrupt the smooth flow of activities, failing which 2% of the monthly work order on manpower charges will be deducted.
- 6.6. The bidder is responsible for credentials of all the onsite engineers and NCPOR do not undertake any responsibility with respect to their engineers.
- 6.7. Consumables or any other items not covered under AMC / FMS, if any should be identified and intimated to NCPOR in advance for further necessary action.

## 7. Commercial Terms & Conditions

- i. The contractor shall comply with all the provisions as required under the appropriate acts of Government and also statutory requirements as applicable.
- ii. The quoted rate should be inclusive of all cost.
- iii. **Price Bid Format** (refer **Annexure - VI**)

### iv. **Payment**

Payment will be made on monthly basis within 30 days on submission of entire bill for the previous month within 10<sup>th</sup> of the succeeding month, failing to submission of bill(s) will lead to forfeiture of payment of that month. The statutory deductions & penalties, if any, will be applied before making the payment. The bill should be submitted as per price bid format.

### v. **Security Deposit**

Successful Tenderer is to submit 10% of the Order value towards Security Deposit by means of Demand Draft drawn in favour of Director, NCPOR payable at Goa or Bank Guarantee from any Nationalized Bank valid for a period of 14 months.

## Compliance Statement to be submitted by Bidder

Sl.No	Description	Complied or Not Complied, please indicate	Please specify the page no for the provided documentary evidence
1	Bidder should submit the bid duly signed and stamped in all pages.		
2	Bidder should submit price bid as per Annexure - VI (Price Bid format)		
3	The bidder must be a legal entity registered with Government Agency in India. Enclose copy of certificate		
4	<p>The bidder should have minimum two years' experience in maintaining following items in completed comprehensive AMC / FMS of Computer and IT peripherals contract. Each specified experience can be together or individual items in single or multiple AMC/FMS contracts.</p> <p>i. Minimum of 100 PCs, 20 Laptops, 20 Laser Jet Printers, LAN 150 nodes</p> <p>ii. Minimum 7 Servers</p> <p>Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract to be enclosed.</p>		
5	<p>a. Three similar completed works costing of Rs. 8 Lakhs;</p> <p style="text-align: center;">OR</p> <p>b. Two similar completed works costing of Rs. 12 Lakhs;</p> <p style="text-align: center;">OR</p> <p>c. One similar completed work costing of Rs. 24 Lakhs;</p> <p>Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract to be enclosed.</p>		

6	<p>The bidder should have a minimum average annual turnover of Rs 20 lakh for the last three financial years i.e. 2018-19, 2019-20 and 2020-21.</p> <p>Copy of Audited Balance sheet or Profit &amp; Loss account (certified by chartered accountant) should be enclosed.</p>		
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**ANNEXURE - II**

**QUESTIONNAIRE to be filled by Bidder**

- a) Name of the Bidder / Organization / Firm
- b) Full postal address with Telephone, Telefax, Email
- c) Please specify whether public Limited, Private Organization or Partnership Firm
- d) Nature of the Business
- e) Date of Establishment
- f) GST NO
- g) PAN No (copy of PAN of the bidder to be enclosed)
- h) Service Tax Registration No.
- i) Address & Telephone Nos. of your branch office in Goa (please specify whether Distributing / Servicing / Marketing the products
- j) Reference of reputed Customers
- k) Details of related work carried out

**Name & Signature of the Bidder**

BANK GUARANTEE FORMAT

To

**NATIONAL CENTRE FOR POLAR & OCEAN RESEARCH**

**Headland Sada, Vasco-da-Gama, GOA 403 804, INDIA**

Whereas \_\_\_\_\_  
(Hereinafter called the “Bidder”

has submitted their offer dated \_\_\_\_\_  
for the supply of \_\_\_\_\_  
(Herein after called the “tender”

WE \_\_\_\_\_ of having our registered office at  
\_\_\_\_\_ are bound unto the NATIONAL  
(Hereinafter called the Bank)

CENTRE FOR POLAR & OCEAN RESEARCH, Ministry of Earth Sciences, Govt. Of India having its office at Headland Sada, Vasco Goa 403804, India (herein after called NCPOR which expression shall unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assigns) in the sum of for which payment will and truly to be made to. NCPOR, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this

\_\_\_\_\_ Day  
of \_\_\_\_\_ 20\_\_\_\_\_. THE

CONDITIONS OF THIS OBLIGATION ARE:

- 1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the Bidder having been notified of the acceptance of his tender by NCPOR during the period of its validity.
  - 2.a) If the Bidder fails to furnish the Performance security for the due performance of the contract.
  - 2.b) Fails or refuses to execute the contract

We undertake to pay NCPOR up to the above amount upon receipt of its first written demand, without NCPOR having to substantiate its demand, provided that in its demand the NCPOR will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_ 20\_.

Signature of the bank

Letter Comprising the Application for Pre-Qualification of Comprehensive AMC

Dated:

To,  
The Director  
National Centre for Polar and Ocean Research  
Headland-Sada  
Vasco-Da-Gama  
GOA, India

Sub: Application for Comprehensive Annual Maintenance Contract

Dear Sir,

With reference to your tender document date \_\_\_\_\_, I/We, having examined the document and understood its contents, hereby submit my/our Application for Qualification for the aforesaid project. The Application is unconditional and unqualified.

1. All information provided in the Application and in the Annexures of tender is true and correct and all documents accompanying the Application are true copies of their respective originals.
2. This statement is made for the express purpose of qualifying as a Bidder for providing the services for the aforesaid Project.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
4. I/ We acknowledge the right of the Authority to reject our Application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three years, I/we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
6. I/ We declare that:
  - (a) I/ We have examined and have no reservations to the tender document, including any Addendum issued by the Authority.
  - (b) I/ We do not have any conflict of interest in that affects the qualification process of the tender document; and
  - (c) I/We have not directly or indirectly or through an agent engaged



or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- (d) I/ We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. I/ We understand that you may cancel the Bidding Process at any time without assigning any reasons thereof.
  8. I/ We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
  9. I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
  10. I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
  11. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
  12. I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
  13. I/we agree and undertake to abide by all the terms and conditions if any of the tender document.

In witness thereof, I/We submit this application under and in accordance with the terms of the tender document.

Yours faithfully,

Date: (Signature of the Authorized Signatory)  
Place: (Name and designation of the Authorized Signatory)

### **Annexure – V: Undertaking Format for EMD**

I/ we hereby understand and accept that if I/ we withdraw or modify my/ our bids during the period of validity, or if we are awarded the contract and on being called upon to submit the performance security/ Security Deposit, fail to submit the performance security/ Security Deposit before the deadline defined in the request for bid document Notice Inviting Tender, we shall be debarred from exemption of submitting Bid Security/ Earnest Money Deposit for a period of 6 (six) months, from the date we are declared disqualified from exemption from submission of EMD, for all tenders for procurement of goods issued by NCPOR published during this period.