
	Government of Jharkhand
REQUEST FOR PRPOSAL	 झारखण्ड सरकार
	Request for Proposal for Comprehensive Annual Maintenance Contract of JAP-IT Data Centre (JDC) established at JAP-IT
	<p style="text-align: center;"> e-Tender Reference No. JAP-IT/JDC-AMC/02/2018 (Re-Tender) </p> <p style="text-align: center;"> https://jharkhandtenders.gov.in </p>
	<p> <u>Jharkhand Agency for Promotion of Information Technology</u> (An Autonomous body under Department of Information Technology, Govt. of Jharkhand) Ground Floor, Engineer's Hostel – I, Near Golchakkar, Dhurwa, Ranchi, Jharkhand Phone. 0651-2401041, 2401044, 2401067 Tele-Fax. - 0651-2401040 Website: http://japit.jharkhand.gov.in Email: japit_doit@rediffmail.com </p>

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1. Invitation for BID

Jharkhand Agency for Promotion of Information Technology (JAP-IT), hereinafter referred as “purchaser” invites online bid through e-Tendering Process on behalf of Government of Jharkhand from reputed IT firms/OEMs or authorized partners (hereinafter referred to as “Bidder” till the award of Contract and thereafter on award of contract, referred to as “Service Provider/Contractor/Supplier/Successful Bidder”) to provide Comprehensive Annual Maintenance Contract of JAP-IT Data Centre (JDC) established at JAP-IT, Dhurwa, Ranchi.

The bid shall be downloaded and submitted online in the Website <https://jharkhandtenders.gov.in> The bidder(s) should have necessary portal enrolment with their own Digital Signature Certificate:

2. Tender Schedule

1.	Name of Work	Comprehensive Annual Maintenance Contract of JDC infrastructure established at JAP-IT, Ranchi.
2.	Tender Ref No.	JAP-IT/JDC-AMC/02/2018 (Re-Tender)
3.	Cost of tender Document	Rs. 10,000/- (Rs. Ten Thousand only) in the form of Demand Draft in favour of CEO, JAP-IT payable at Ranchi
4.	Earnest Money Deposit (EMD)	Rs. 2,00,000 /- (Rs. Two Lakh only) in the form of BG/Demand Draft (Validity 90 days) in favour of CEO, JAP-IT payable at Ranchi.
5.	Availability of Tender Online for bidding	
A.	On-line bid submission period	From 19.04.2018 to 11.05.2018 (Friday) at 04:30 pm
B.	Technical Bid Opening	14.05.2018 (Monday) at 04:30 pm
B.	Financial Bid Opening	To be announced latter
C.	Place of Bid opening	Chief Executive Officer (CEO), JAP-IT, Ground Floor, Engineer's Hostel – 1, Dhurwa, Ranchi – 834 004 (Jharkhand).
D.	Verification of list of IT & Non-IT infrastructure of JDC, as mentioned in Annexure – 8.	Till 04.05.2018 (Friday) by 05:30 pm

- Cost of bidding document i.e. Rs. 10,000 (non-refundable fee) as indicated shall be in the form of demand draft drawn upon any Nationalized/Scheduled Bank in favor of CEO, JAP-IT, Ranchi payable at Ranchi.
- The Bidder shall furnish a bid security (EMD) amounting to Rs. 2,00,000.00 (Rs. Two Lakh only). The bid security shall be in favor of CEO, JAP-IT, Ranchi in any one form as specified in clause of Instruction to Bidder of the Standard bidding document.
- Cost of Tender Document and Bid Security (EMD) shall be deposited in the office of the CEO, JAP-IT, Ground Floor, Engineer's Hostel No.1, Near Golchakkar, Dhurwa, Ranchi on all working days latest by 11.05.2018 (Friday) either by registered post/Speed post or by hand. Only those applications will be entertained whose cost of Tender Document and Bid Security (EMD) is received latest by 11.05.2018 (Friday) at 05:30 pm. CEO, JAP-IT will not be held responsible for the postal delay, if any, in the delivery of the document or non-receipt of the same. Bidder should have to submit the hard copy of the 'Technical Bid' along with tender document cost & EMD for evaluation process only.
- Bids shall be submitted online on the website <https://jharkhandtenders.gov.in>
- Documents mentioned in Addendum (Instruction to bidders for Jharkhand SBD Contract) must be uploaded/ submitted according to Addendum).
- Authority reserves the right to reject any or all the tender(s) received without assigning any reason thereof.
- **Tender Document can be downloaded from <https://jharkhandtenders.gov.in>**
- In Case, bidder requires any assistance regarding online bidding process they may contact through helpline no. (0651-2400178)

Note: Bidders are advised to familiarize themselves adequately with the Jharkhand Government e-procurement website (www.jharkhandtenders.gov.in) well in advance, to avoid last minute technical glitches/errors preventing successful uploading of bid within specified time frame.

3. Introduction

JAP-IT Data Center (JDC) comes in existence in year 2005 and situated at JAP-IT premises. After inauguration of Jharkhand State Data Centre (JH-SDC), JDC is performing as a Near Site Data Centre (NDC) for Govt. of Jharkhand. JDC delivering most of the citizen centric services (**Financial, G2G, G2C services**) of Govt. of Jharkhand. JDC has the required infrastructure which makes it unique in-comparison with others, devices installed at JDC are under AMC and been properly maintained. Services are being delivered across the clock i.e. 24x7. Different levels of redundancy are being maintained whether it is power, cooling, fire fighting system and connectivity along-with equipment level redundancy.

JDC is one of the major pillars in executing the several computerization projects in the state. More than 100 eGov./mGov. Services are being delivered through JDC. JDC performs to ensure minimum downtime or minimal disruption in operations. Physical security is also being monitored through surveillance cameras and advanced biometric systems to prevent unauthorized entry.

Major functional areas of JDC are as under:

Cloud enabled infrastructure: JDC Cloud has been implemented in year 2017 and most of the services are being deployed on JDC Cloud environment.

Hosting of applications: After implementation of JDC cloud, all the applications are being hosted on JDC Cloud. JDC also discourages the stand-alone deployment of application/service.

Front-end & Back-end: Different flavors of front-end & back-end are being used in JDC.

Backups & Logs: As per standards backups of application, database and server logs are being taken and kept in other location.

Restoration of services: Restoration process are also being mocked within frequent time interval so that backups may be restored within minimum time span after any disaster.

Automatic switching of link: More than two ILL links are being used in JDC to deliver their services. Links are in auto switching mode.

Some of the critical services are as under:

- eNibandhan, MMPCT (JVAT), AEBAS, EoDB/SWS, Hunar, Shramadhan, File Tracker, PMSA, CM Dashboard, eOffice, GIS applications, JCECEB, JAC, Vidhi Portal, JSIC, Jan Samvad & many more.

4. Scope of Work

Scope of Work for Maintenance of JDC IT & Non-IT infrastructure such as Servers, Storage, Backup Systems (Computer Hardware/Software), UPS, Firewall & Security equipment, CCTV Camera, Laptop/Desktop, Fire Fighting Solution & Cooling Solution etc. installed at existing Data Centre & premises.

- a) Enterprise level Comprehensive Annual Maintenance Contract (CAMC) for JDC IT & Non-IT infrastructure such as Servers, Storage, Backup Systems (Computer Hardware/Software), UPS, Firewall & Security equipment, Camera, Laptop/Desktop, Fire Fighting Solution & Centralize Air Conditioning etc. shall be delivered directly by the Bidder (who will be referred as the 'Service Provider').
- b) The scope under CAMC shall cover to provide services as described below for all the IT Infrastructure (including hardware and system software) & Non-IT Infrastructure in this tender to ensure maximum uptime, performance levels and to meet the SLA.
- c) The Bidder shall be required to provide all the services based on standards and the best practices in the industry like ISO 9001:2012 (on-wards) & ISO/IEC 27001 or, ISO/IEC 27002 or higher certified to meet the SLA/MSA.
- d) Bidder must have to register call within 15 minute from the issue raised by JDC team & certified engineer deployed by Service Provider and action should be started within 45 minutes from the time of call log.
- e) Activity during AMC period shall cover the following:

To resolve all the concerned issue(s) should take a specified timeline to restore is/are as below:

- i. In case of issues related with System Software/Hardware Corruption/Raid Issues/Server Maintenance should not exceed for more than 06 Hours from the time of call log.
- ii. In case of Hardware Failure/Device Failure it should not be exceed for more than 12 Hours from the time of call log.
- iii. Repair/Replacement of Hardware and other allied items inclusive of all types of spare parts excluding those items which are declared as consumables as per the OEM's policy like batteries, plastic parts,

sprockets, glass items, picture tubes, print heads, etc. are in the list of consumables. However, it shall be Service Provider's responsibility to install and integrate them with the existing equipment.

- iv. Installation/Re-Installation/Maintenance of System Software, pre-installed application software etc.
- v. Installation of System Patches, Upgrades Service Packs etc. which will be made available by JAP-IT.
- vi. Any change in the IP Scheme, if required, limited to all the equipment's installed at JDC should be done in consultation with Project In-Charge and Network & Security Administrator, JDC.
- vii. The item which are already in AMC will be covered under AMC after expiry of OEM's warranty.

a) Helpdesk Services:

IT Help Desk Management System to be developed/customized by Service Provider with detailed descriptions as mentioned below:

IT Help Desk Management System	
Specification Description	Compliance
Self-Service Portal	Yes
Should enable multi SLA management	Yes
Should have availability management to auto calculate the SLA violations within specific period	Yes
Help Desk Reports	Yes
Help Desk Notifications	Yes
The CMDB (Configuration management database) shall provide visualization (graphical view).	Yes
The system shall provide categorization, as well as routing and escalation workflows that can be triggered based on criteria such as Service Level Agreement, impact, urgency, location or customer.	Yes
Must be able to relate and link problems to specific incidents.	Yes
The system shall provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation.	Yes
The tool shall automatically alert the responsible persons when a maintenance task is due or a scheduling conflict arises.	Yes

The product must monitor SLAs against Service, Problem, and Change Management.	Yes
To monitor Outside and inside threat (through CCTV & tools)	Yes

- b) JAP-IT Data Centre's IT & Non-IT Infrastructure as detailed in the ANNEXURE – 8, shall be comprehensively maintained directly by the Bidders (who will be referred as the 'Service Provider').
- c) Bidders have to maintain a Ware-House at JAP-IT Premises, includes spare components related to JAP-IT Data Centre's IT & Non-IT Infrastructure, as detailed in the ANNEXURE – 9.
- d) Bidders will provide Enterprise level support directly, during the CAMC period including, the posting of the Certified Engineer and maintenance of JDC IT & Non-IT Infrastructure etc. for an initial period of 03 years.
- e) Major services/activities are being made by JAP-IT Data Centre team and during the contract period Service Provider have to provide necessary support in the said services/activities, which are as under:
- i. System Management:
- Monitoring, logging and reporting of the equipment operation.
 - Periodic health checks of the systems and implementing proactive preventive maintenance measures.
 - Troubleshooting Servers, OS, SAN and backup related issues.
 - All required device drivers shall be provided by the supplier. The supplier shall also keep a copy of all device drivers.
 - Analyzing and reporting all System related issues.
 - Managing users, roles and passwords of all the relevant subsystems, including and limited to Servers, OS, Storage, Applications etc.
 - Repair / Replacement of Hardware and other allied items inclusive of all types of spare parts excluding those items which are declared as consumables as per the OEM's policy like batteries, plastic parts, sprockets, glass items, Picture tubes, Print Heads, etc. are in the list of consumables. However, it shall be bidder's responsibility to install and integrate them with the existing Equipment.
 - Liaison with various vendors, OEMs, agencies and service providers for equipment maintenance & related work.

- All incidents must be documented and logged as per the format mutually agreed upon.
- Maintain and record compliance against IT policy
- ii. Server Administration: Server Administration Functions include following activities:
 - Server Administration and tuning.
 - Operating System and other System Software Re-installation/re-store in the event of System crash/failures without any data loss.
 - Configuring File Systems, Volumes and apportioning disk space.
 - Installation of System Patches, Upgrades, Service Packs, Antivirus patches etc., made available by JAP-IT.
 - File System creation, extension and modification as and when required.
 - Ensure proper configuration of Server parameters.
 - Periodic system performance tuning based on the SLA performance and accordingly changes the partition, if required.
 - Ensure backup of server logs as per standards.
 - Addition, deletion, re-configuration of devices, additional users and printers etc.
 - Implementing security patches on Servers at all levels.
 - Orderly start-up and shutdown of Servers as per laid down procedures.
 - Periodic system performance tuning of JAP-IT cloud, as the process of enablement of JAP-IT cloud is under process.
- iii. Security management – Configuring account policy, access rights, password control as per purchaser's security policy
 - Ensure all critical services are running properly on the Servers. Schedule and optimize these services.
 - Maintain lists of all system files, root directories and volumes.
- iv. Performance Monitoring and Reporting:

- Ensure regular monitoring and maintain a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, Central Storage etc.
- Ensure regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications etc.
- Undertake appropriate actions in accordance with the results of the log analysis to ensure optimal performance.

v. Storage Administration:

- Management of storage environment to maintain performance at optimum level.
- Must take regular and proper backups of all Servers & Storage to protect against data losses.
- Management of the storage solution including, but not limited to, management of space, volume, RAID configuration, configuration and management of disk array, SAN fabric / switches, tape library etc. as per mutually agreed storage management policy.

vi. Backup and Restore:

- 24x7 support for file and volume restoration requests.
- Must take regular Backup of operating system, database and application as per stipulated policies and time schedule.
- Must conduct periodic restore operations of backed up data.
- Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Shall ensure prompt problem resolution in case of failures in the backup processes.
- Regular maintenance of all the media and the backup/storage devices.
- Provide MIS reports such as weekly reports on backup and restoration (failed reasons), monthly report on planned backup & backups actually taken and Quarterly report on number of restoration drill performed and percentage of success, health status of media and drive.

vii. The Bidders should have also offline support which should have:

- 24x7 national telephonic supports through toll-free number and email (support desk of Service Provider).
 - Access to raise technical assistance request at Service Provider's website.
 - Call logging procedure:
 - 1) Call logging procedure for IT & Non-IT Infrastructure related incidents should be clearly defined with escalation matrix
 - 2) The phone nos., email ids and escalation matrix should be mapped properly
- viii. Scope of Work shall also cover other Allied Equipment Installed at Data Centre like all the installed Equipments/Systems like AC's, CCTV & Access Control etc. to provide comprehensive maintenance.
- ix. JDC has established its own cloud, thus only assistance & support are required through the bidder for successful operation of JDC Cloud.
- x. Any other job assigned as & when provided by the higher officials of the JAP-IT, Ranchi.
- f) The Bidders shall be required to provide all the services based on standards and the best practices in the industry like valid ISO 9001:2008 (on-wards) & ISO/IEC 27001 or, ISO/IEC 27002 or higher certified to meet the SLA.
- g) On Site Certified Engineer:
- Bidders have to depute a dedicated on-site Certified Engineer at JDC, Certified Engineer must have a sound knowledge & relevant working experience of Data Center environment.

Minimum Required Experience:

- (S)He should have a minimum of 2 years' experience working in a Data Centre environment.
- (S)He should have the technical expertise to monitor various devices/tools such as Server/Storage device/Backup Device/Network & Security device.

Deployment of on-site Certified Engineer ((S)He should have a valid MCSA/RHCA certified) to provide support during prime period i.e. 09:00 am to 06:00 pm, six days in a week, to manage JDC's IT & Non-IT Infrastructure such as Servers, Storage, Network and Backup Systems. The

Manpower should always be available on-site during prime hours i.e. between 09:00 am to 06:00 pm to provide CAMC support. On-site Certified Engineer has to put his/her attendance through AEBAS (AADHAR Enabled Biometric Attendance System).

For rest of the period (during off-days), the said manpower has to be available on Telephone/Mobile. During non-office hours the manpower should reach the site within one hour of call intimation, if required. Only 09 casual leave will be allowed to On-site Certified Engineer, in case of more than 09 leaves Service provider have to deploy a replacement of existing Certified Engineer otherwise penalty will be impose as per penalty clause. List of festival holidays (duly signed) have to share by Service Provider, so that festival leave may be allowed to Certified Engineer deployed at JDC.

h) Activities (Role & Responsibilities) to be done by the on-site Certified Engineer:

- ✓ Issues Preventive majors for H/W Infrastructure.
- ✓ Installation & Review Patches.
- ✓ Proper Dusting & Cleaning at regular time interval.
- ✓ Analysis and appropriate action of services for each server.
- ✓ Explore & Introduce standard security policies of server.
- ✓ Ensure Updating of antivirus for each server.
- ✓ Ensure LAN connectivity at JDC.
- ✓ Immediate reporting on malicious & Suspicious activity on servers
- ✓ Assists in installation of H/W infrastructure.
- ✓ Introduction of Standard password policy for each concern hardware.
- ✓ Appropriate knowledge of various O/S.
- ✓ Sound working Knowledge/Experience on Virtualization and Implementation.
- ✓ Proper Documentations for each hardware infrastructure.
- ✓ Follow any concerns instruction from higher officials.

i) Escalation Matrix:

Bidders should provide the escalation matrix to resolve the issues, if the issues are not being resolved by on-site Certified Engineer deputed at JDC. Bidders should provide the modes operandi with proper escalation matrix. Escalation matrix should be updated in each quarter and should be submit with invoice.

Escalation matrix should be clearly visible in Service Provider's website and IT Help Desk Management System developed/customized for JDC. Failure of escalation matrix may lead to a penalty as applicable for on-site Certified Engineer.

5. Comprehensive On-Site Warranty and Maintenance

The bid proposal shall be inclusive of initial **03 years** of Comprehensive on-site warranty (further CAMC may be extended for maximum of 02 years, year on year basis extension on the basis of successful completion of work during initial period), applicable from the date of start of initiation of JDC AMC. The bidder shall maintain AMC of JDC as described under Scope of Work of this RFP.

Services:

The bidder shall provide the following services during the AMC to keep the system and peripheral in good working condition:

- i) Unscheduled on call, corrective and remedial maintenance service to set right the malfunctioning of the system as per the following timeline: -
 - a. Activities, like resolving of OS/Raid/Basic IT infrastructure Issues should be resolved within 06 hours.
 - b. Activities, like resolving of hardware failure should be resolved within 12 hours

Replacement of Parts:

- ii) Unserviceable parts will be replaced by either new parts or equivalent in performance to new parts. The defects will be attended to and rectified within **12 hours** of filing of complaints.
- iii) Failure of the same i.e. not within 12 hours, penalty will impose as mentioned in Penalty Clause in the RFP.

Note: AMC will be started from 01.04.2018 for those who's AMC being expiring on 31.03.2017. For warranty of other items will be started after expiring of respective AMC (mainly for Non-IT Infrastructure) and after completion of OEM warranty. Details provided in ANNEXURE – 8 in the RFP.

6. Terms and Condition

1. Bidders are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully in the tender document. Failure to furnish all information required in the Request for Proposal (RFP) Document or submission of a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in the rejection of the bid. **It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract.**
2. Outsourcing and Subcontracting is not allowed at any stage of the project, if found related/concerned legal procedures may be initiated **[Self-certificate to be submitted in this regard].**
3. Consortium may be allowed and declaration of prime bidder shall be done by the consortium. **[Agreement have to be submitted for the same].**
4. Sealed offers prepared in accordance with the procedure enumerated in the RFP document should be submitted to CEO, JAP-IT, not later than the date and time laid down, at the address given in the schedule for invitation for BID.
5. All bids must be accompanied by a non-refundable **Tender Cost Rs. 10,000/ (Rs. Ten Thousands)**- in form of Bank Draft and **Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rs. Two Lakh only)** in the form of BG/Bank Draft with a Validity of 03 months (from the date of submission) drawn from a scheduled/Nationalized bank in favor of CEO, JAP-IT, payable at Ranchi. **Bidder's not accompanied by earnest Money and Tender Cost or incomplete in any respect will be rejected outright.**
6. The draft(s) must be in a separate sealed envelope indicating the amount, tender notice number, and due date enclosed with the bid.
7. The tenders will be opened on the date and time indicated in the presence of Bidders if any present on the occasion. If the date of opening is declared to be a holiday the tenders will be opened on the next working day or as decided by Purchaser.
8. The Bidder must provide the list of equivalent technical manpower (enrolled with bidder since last one year) as described in this document **[at-least 05 resumes to be uploaded for the same with technical bid].**
9. **This tender document is not transferable in any of the condition.**

7. Evaluation Process

The bid document is not transferable. The selection of the bidder under this RFP will be effected on a three stage evaluation process (i) Pre-qualification criteria (ii) Technical Bid and (ii) Financial Bid.

Evaluation of Pre-qualification criteria

Criteria mentioned in the pre-qualification should be matched by each of the bidder, only those bids were technically evaluated who will match the pre-qualification criteria.

Evaluation of Technical Bid

The evaluation of the Technical bids will be carried out in the following manner:

The bidders technical bid will be evaluated as per the technical qualification criteria specified in the RFP. JAP-IT reserves the right to ask for any other supporting document or testimonial at any Point of time, during the evaluation of the Bid.

Evaluation of Commercial Bid

After opening of the technical bids, those bidders, who are technically found eligible (i.e. who satisfy the all the eligibility criteria) and have submitted all the required documents mentioned in technical qualification criteria, the financial bids of the only those technically qualified bidders will be opened.

The Tendering Authority will award the work to the Successful bidder whose bid has been determined as the **lowest evaluated bid i.e. L1** as per the bid price form.

8. Qualification Criteria

The Bidding is open to all qualified Bidder who fully meet the following qualifying requirements: -

A. Pre-qualification Criteria:

1. The bidder should be a company registered under the Indian Companies Act 1956/2013, **[Documentary Proof: Certificate of incorporation/Company registration certificate.]**
2. The Bidder should have submitted Rs. 10,000/- (Rs. Ten Thousand only) towards the cost of the Tender Document. **[Submit DD for the same in favour of CEO, JAP-IT Payable at Ranchi.]**
3. The Bidder should have furnished the EMD of Rs. 2,00,000 /- (Rs. Two Lakh only). **[Submit DD/BG for the same in favour of CEO, JAP-IT Payable at Ranchi]**
4. The bidder or, prime bidder (in case of consortium) should have a minimum annual turnover of Rs. 50 Crore in last three financial years i.e. 2014-15, 2015-2016 and 2016-17 and at-least Rs. 20 Crore in two financial years **[Submit audited Balance Sheet with duly signed and stamped and CA Certificate].**
5. The Bidder should submit valid GST certificates along with latest GST Return Certificate **[submit documents].**
6. Outsourcing and Subcontracting is not allowed at any stage of the project **[Submit a Self-certificate in this regard].**
7. Consortium may be allowed and declaration of prime bidder shall be done by the consortium. **[Agreement have to be submitted for the same].**
8. The Bidders should directly provide the services to JAP-IT **[Declaration in this regard by the authorized signatory of the bidder should be attached with the bid document].**
9. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies in last three years **[Declaration in this regard by the authorized signatory of the bidder should be attached with the bid document].**

10. At the time of signing of agreement of the bidder must have local presence in Jharkhand. **[Declaration in this regard by the authorized signatory of the bidder should be attached with the bid document].**
11. **The bidder must provide the details of complaint redressal system module along with toll free number with three level of escalation.** The bidder shall open an office in Jharkhand with dedicated technical experts. The bidders are supposed to redress the grievances as per SLA/MSA **[Submit a Self-Declaration].**

B. Technical Qualification Criteria:

1. The bidder should have successfully completed/on-going similar services like Data Centre maintenance, server farm maintenance, IT & Non-IT infrastructure maintenance in context of Data Centre to any clients in Govt. or Semi Govt. organization with a single order value of Rs. 50 lakh or above **[at-lest two such type of work with relevant support document enclosed with the bid document]** (delivery/supply of IT & Non IT infrastructure for Data Centre will not be entitled for qualification in the bids). The Bidder must enclose the relevant work order and relevant proof for service/Certificate of satisfactory service delivery for such order **[Submit Details as per Annexure 11].**
2. The Bidder should have Valid ISO 9001:2008 (onwards) level certification in the domain of providing IT or ITES Services **[A valid copy of the certificate needs to be attached along with the bid document].**
3. The Bidder should have Valid ISO/IEC 27001 or ISO/IEC 27002 certification in the domain of Information Security Management Standards **[A valid copy of the certificate needs to be attached along with the bid document].**
4. The Bidder must provide the list of equivalent technical manpower (enrolled with bidder since last one year) as described in this document **[at-least 05 resumes to be uploaded for the same with technical bid].**

Note: JAP-IT reserves the right to verify, if it so desires, the correctness of documentary evidence furnished by the bidder. (In the absence of the above documents along with Annexure as per the RFP, the bid is likely to be rejected.)

9. Instruction to Bidders

1. Detailed instruction & documents to be furnished for online bidding

- Guidelines for online submission of bids can be downloaded from the website <https://jharkhandtenders.gov.in>
- Bidders in order to participate in the bidding process have to get 'Digital Signature Certificate (DSC)' as per Information Technology Act, 2000 to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get the above mentioned digital signature certificate from any approved vendors (CA). Bidders, who already possess valid Digital Certificate, need not procure new Digital Certificate.
- **Bidders have to submit their bids online in electronic format with digital Signature. Bids without digital signature will not be accepted. The bidders are also required to submit the hardcopy (seal and signed) of the technical bid documents only, latest by the last date and time of submission of online bids. In case of any discrepancies in the submitted documents (hard copy), JAP-IT will accept the online bid documents as authentic and final. This shall be binding to all parties.**
- Bids will be opened online as per time schedule mentioned in the Invitation for Bids (IFB) and tender schedule.
- Bidders should be ready with the scanned copies of cost of tender documents & bid security (EMD) as specified in the tender document. Before submission of bids online, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- Bidders have to submit original Demand Draft towards tender cost & bids security (EMD) as mentioned in the RFP during the period & time as mentioned in the RFP failing which bid will not be accepted. The details of cost of tender, bid security (EMD) specified in the tender documents should be the same as submitted online (scanned copies), otherwise bid will summarily be rejected.
- EMD of the un-successful bidder will be refunded to respective bidders after completion of tendering process and 15 days after awarding the work/contract on submission of request/authorization letter.

- Uploaded documents of successful bidder will be verified with the original before signing the agreement. The successful bidder has to provide the originals to the concerned authority.
- **The JAP-IT will not be responsible for delay in online submission of bids due to any reason, what so ever.**
- All required information for bid must be filled and submitted online.
- Uploaded documents should be digitally signed by the bidders.

2. Details of documents to be furnished for online bidding

- Scanned copies of the following documents to be up-loaded in. pdf format only on the website <https://jharkhandtenders.gov.in> in **technical envelop/folder**. All the submitted documents should be properly arranged & tagged for evaluation.
 - i. DD towards Tender fee.
 - ii. DD or Bank Guaranty towards EMD.
 - iii. Pre-qualification & technical qualification should be properly uploaded through on-line and same has to be submitted in hardcopy to JAP-IT before opening of technical bid.
 - iv. Technical Qualification information and supporting documents as specified in Technical Evaluation Criteria.
 - v. Certificates, undertakings, affidavits as required in 'Technical Qualification Criteria'.

And following:

Annexure-1, Annexure-2, Annexure-3, Annexure-4, Annexure-5, Annexure-6, Annexure- 7 & Annexure-11

- Scanned copies of the following documents to be up-loaded on the website <https://jharkhandtenders.gov.in> in **financial bid envelop/folder**.
 - i. Duly filled in & digitally signed BOQ (Will be available online in the portal) as per **Annexure-12**
 - ii. Hard copy of the financial/commercial proposal need not to be submitted in hard copy.

3. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and JAP-IT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Taxes & duties, as applicable should be clearly mentioned in the bid.

4. Composition of the RFP

The required AMC of IT & Non-IT Infrastructure, bidding procedures, and contract terms are prescribed in the RFP document. In addition to the Invitation for Bids, the RFP document includes:

- Instructions to Bidders
- Terms and Conditions
- Technical Qualification & Criteria
- Scope of work
- Annexure
- Any other documents, as required in the RFP

The Bidder is expected to examine all instructions, forms, terms and condition in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a Bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

5. Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document. Such amendments will be published on the website <https://jharkhandtenders.gov.in> such publication will be considered as adequate notice to all prospective bidders.
- b. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

6. Preparation of Bids

a. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in English only.

b. Bid Currency

Prices shall be quoted in Indian National Rupees only (exclusive of taxes & duties). Bidder or, Prime bidder (in case of consortium) have to submit their bids with existing taxes & duties, as applicable. In case of fluctuation of taxes & duties same will be liable during the submission of invoices and payment in this regard.

c. Technical bid

The technical proposal should address all the areas/sections as specified in the Qualification Criteria as specified in this RFP. The technical proposal should demonstrate how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, beyond what has been explicitly asked for, please mark it as "supplemental" to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

d. Financial Bid

Unless explicitly indicated, bidder shall not include any technical information regarding the services in the financial proposal. Conditional price bid would not be acceptable to Tendering Authority.

7. Submission of Bids

a. Sealing and Marking of Bids (For hardcopy)

The Bidder shall also furnish a hard copy, except financial bid and seal the said and be addressed to:

The CEO, JAP-IT, Engineers Hostel NO. 1, Near Golchakkar, Dhurwa, Ranchi-4

The envelope shall bear the words:

“Request for Proposal for “Comprehensive Annual Maintenance Contract of JAP-IT Data Centre (JDC)” and Envelope shall indicate the name and address of the Bidder also.

b. Sealing and Marking of Bids (For hardcopy)

1. Bids must be received by The Tendering Authority at the address, not later than the time and date specified in the RFP in the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the bids will be received up to the appointed time on the next working day.
2. The Tendering Authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of The Tendering Authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

c. Late Bid

Any bid received by the Tendering Authority after the deadline for submission of bids prescribed by the Tendering Authority, will be rejected. No communication/clarification will be made in this connection for such late bids.

8. Bid Opening and Evaluation of Bids

- I. Bids will be opened in the presence of Tender Committee of the purchaser/tendering authority as well as Bidders or their representatives who chose to attend on the specified date and time for opening of bids.
- II. After opening of the technical bids, those bidders, who are technically eligible (i.e. who satisfy the Qualification criteria) and have submitted all the documents mentioned in Qualification criteria, the financial bids of the technically qualified bidders will be opened. The date of this meeting shall be announced later.
- III. The Bidder's representative who is present shall sign an attendance. In the event of the specified date of bid opening being declared holiday for the tendering authority, the bid shall be opened at the appointed time and location on the next working day.

9. Clarification of Bids

During evaluation of bids, Tendering Authority may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

10. Contacting The Tendering Authority

- a) No Bidder shall contact the Tendering Authority on any matter relating to its bid, from time of opening to the time the contract is awarded. If he wishes to bring additional information to the notice of the Tendering Authority, he should do in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.
- b) Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

11. Period of Validity of Bids

Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected by the tendering authority as non – responsive. In exceptional circumstances, the Tendering Authority may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.

12. Award of work

- a. The finalization of the tenders will be done by a committee constituted by the Tendering Authority for this purpose.
- b. The Tendering Authority will award the work to the Successful bidder whose bid has been determined as the lowest evaluated bid provided further that the bidder is found technically eligible.

13. Signing of Contract

At the same time as the Tendering Authority notifies the successful Bidder that its bid has been accepted, the Tendering Authority will send the Bidder the Contract Form provided by this office. Within 15 days of receipt of the Contract Form, the successful Bidder shall sign the contract and

return to the authority. **The validity of bank guarantee shall be 03 Years and six months.**

14. Performance Bank Guarantee

Within 15 days after receipt of notification of award of the work/contract from the JAP-IT, the successful bidder shall furnish performance guarantee bond to the JAP-IT, which shall be equal to ten (10) percent of the value of the total contract value and shall be in the form of a Performance Bank Guarantee from a Nationalized/scheduled Bank having validity of three (03) years and six (06) months as per the Performa given in **Annexure 4**.

15. Corrupt or Fraudulent Practices

The Tendering Authority requires that the Bidders/suppliers/ contractors under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tendering Authority:

- a.** Defines for the purposes of this provision, the terms set forth as follows:
 1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and
 2. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to the detriment of the Tendering Authority, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Tendering Authority of the benefits of the free and open competition.
- b.** The tendering Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- c.** The tendering Authority will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.
- d.** The past performance of the Bidder will be crosschecked if necessary. If the facts are proven to be dubious, the Bidders tender will be ineligible for further processing.

16. Interpretation of the clauses in the Tender Document/Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

17. Decision Taken

The decision taken by the Tender Committee in the process of Tender evaluation will be full and final. Bidders are not allowed to make any further communication in this regard.

18. Delivery of Services

The Service Provider shall be responsible for delivery of services at the site i.e. at JDC from 01.04.2018, 15 days' time will be provided for Knowledge Transfer (KT), which will be shared by existing 'Service Provider'.

19. Tenure of the Contract

Initial contract period is of 03 years which may be extended for next 02 years (year on year basis, on successful completion of work for each year) on the basis of successful completion of the initial contract period.

20. Knowledge Transfer (KT)

Knowledge transfer have to be done by existing 'Service Provider' to new 'Service Provider'. The period of KT is fifteen (15) days, within this period both of the Service Provider (existing & new) have to mutually signed & issues a self-certificate and submit to JAP-IT.

21. Exit Management

After successful completion of contract period, 'Service Provider' have to hand over all the valid credentials related to IT & Non-IT infrastructure of JDC along-with all the updated technical documentation. Existing 'Service Provider' have to provide KT to new 'Service Provider' within 15 days after successful completion of contract period. No additional fund/fee/charges will be paid to existing 'Service Provider'.

22. Delays in the Bidder's performance

Performance or the Contract shall be made by the Bidder in accordance with the time schedule specified by the JAP-IT as indicated in tender document.

An unexcused delay by the Bidder in the performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:

- i. Forfeiture of its performance security;
- ii. Termination of the Contract for default.

As soon as practicable, after receipt of the Bidder's notice, the JAP-IT shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract.

23. Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Provider. If the Provider becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Tendering Authority.

24. Force Majeure

1. For purposes of this clause, "Force Majeure" means an event beyond the control of the Provider and not involving the Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
2. If a force Majeure situation arises, the Provider shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Provider shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

25. Resolution of Disputes

The matter regarding any dispute shall first be sorted out at the level of CEO, JAP-IT. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and

Conciliation Act, 1996. The arbitrator will be the Secretary of Department of Information Technology & governance, Government of Jharkhand.

26. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Ranchi courts only.

27. Taxes and Duties

Taxes & duties should be clearly indicated in the Financial/Commercial bids. The rates quoted shall be in Indian Rupees and shall be exclusive of all taxes and duties as applicable up to the completion of the contract. Any increase/decrease in the rates will be allowed and quarterly invoices may be raised accordingly.

28. Binding Clause

All decisions taken by The Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all concerned parties.

29. The Decision regarding acceptance of Tender by the Tendering Authority will be full and final.

30. Conditional tenders shall be summarily rejected.

31. The Tendering Authority is free to phase out the work if it feels it is necessary.

32. The Service Provider should be in a condition to fulfill the repeat orders, if asked to do so.

33. Bank Guarantee/Performance Bank Guarantee (BG/PBG)

The BG/PBG should be from a nationalized/scheduled bank and should be drawn at a local branch of Ranchi. The value of the BG/PBG will be of 10% of the contract value and should be valid for 03 years & 06 months from the date of award of work. Validity of BG/PBG may be extended for next 01 year, as extension of services may be extended (for maximum of two years). In case of EMD validity of BG should be of 180 days.

34. Payment Terms

Payment will be made quarterly, on submission of concerned quarterly invoice by Service Provider. Deducting all the related penalties, if applicable. Invoice will be raised/submitted only after successful

completion of Comprehensive Annual Maintenance Contract (CAMC) work for a concerned quarter.

35. Penalty Clause

The reported failure/malfunctioning of equipment must be taken into action within 06 Hours for Critical & other equipment & must be resolved within 12 hours for Non-Critical equipment from the time of login. If the failure/ malfunctioning is not resolved by the selected bidder within 12 hours from the time of call log, the following would apply:

- a. The penalty factor will be applied @ Rs. 50.00 per hour for Non-Critical Equipment's like Non-IT infrastructure excluding cooling system.
- b. The Penalty Factor will be applied @ Rs. 100.00 per hour for Equipment's like Switches other than Data Centre Switch mentioned under IT infrastructure, replacement of spare parts in case of only hardware/device failure and spare is not available as per Annexure 9 of the document and cooling system.
- c. The Penalty Factor will be applied @ Rs. 250.00 per hour for Critical Equipment's like Server, Storage, Router, Data Centre Switch, Firewall under IT infrastructure.
- d. There will a penalty charge which will be adjusted from quarterly payable invoices.
- e. If on-site Certified Engineer avail more than allotted leave or, replacement may not be made by Service Provider than a penalty of Rs. 2,500.00 per day will be chargeable. Pro-rata deductions will be made for the each of the quarter period. Failure of escalation matrix may also lead to the same penalty factor.

The maximum celling is 05% of the contract value for each quarter.

10. Service Level Agreement (SLA)**PREAMBLE:**

This agreement is made on <DATE> between Jharkhand Agency for Promotion of Information Technology, Govt of Jharkhand, Ranchi, herein after referred to as '**JAP-IT**' (which expression shall unless be excluded by or repugnant to the context be deemed to include his successor in office or assignee(s) of the one part & <Successful Bidder> herein after referred to as 'Service Provider' (which expression shall unless be excluded by or repugnant to the context be deemed to include his successor in office if assignee(s)) of the other part. The SLA executed with effect of

WHEREAS:

JAP-IT is desirous of entering into a Service Level Agreement (hereinafter referred to as 'SLA') with Service Provider for comprehensive Annual Maintenance Contract (CAMC) including servers, switches, firewalls, routers and other equipments installed as clarified in the 'ANNEXURE – 8 in the RFP' (hereinafter referred to as 'IT & Non-IT Infrastructure') being maintained & under CAMC by Service Provider throughout the contract period.

AND WHEREAS:

Service Provider agrees to maintain & provide CAMC to the entire IT & Non-IT Infrastructure as per the scope of the work mentioned in the tender document in accordance with the provisions laid down in this tender for the contract period.

AND WHEREAS:

Service Provider has adequate service infrastructure and spares of its own (as per Annexure – 9 in the RFP) in the state of Jharkhand to provide the quality of service as desired by JAP-IT through this SLA.

Therefore both the parties have agreed as below:

SCOPE AND SERVICES:

Service Provider will have to respond to the IT & Non-IT Infrastructure as mentioned in the tender documents in a time-bound manner so that JAP-IT is able to carry on its functions smoothly, Role and Responsibility of on-site

Certified Engineer (Level-I) as detailed in RFP. The details of the IT & Non-IT Infrastructure for Ware-House is attached as per the list given in ANNEXURE – 9 in the RFP (provided through <Successful Bidder>). The Response Time of the Service Provider will have to be in consonance with the sensitivity of the problems/Defects as mentioned below:-

- Severity Level I — A Monitoring Fault/Problem in the equipments which affects the customer's business objective IT/critical infrastructure, problems in IT & Non-IT Infrastructure should be resolved in next 06 Hours after intimation.
- Severity Level II — If any spare replacement is required for rectifying a problem/fault in Non-IT/Non-Critical Infrastructure it has to be done within 12 Hours after intimation of such problem.

The services/replacement of parts/deleverables will be provided by Service Provider other wise penalties will be deducted as per the termes & conditions mentioned under tender document. Apart from that for failing to resolve the Severity level I & II, a penalty will be imposed as per penalty clause mentioned in RFP.

The above response time will be maintained for all Hardwares and in case the Hardware is not repairable within agreed resolution time, the Service Provider will provide standby equipment of workable configuration in all cases without fail. In case of non-execution of work within the committed time and no standby equipment is provided the penalty clause shall apply.

Whenever the system cannot be repaired on site within the specified limits, the Service Provider will have the option to provide an alternate equipment of matching specification otherwise penalty clause shall be applied as mentioned in the tender.

The office will keep record of machine failure included the nature of failure, date and time of booking the complaint. This record will be signed by Service Provider's service engineer and respective department represntatives. Format for keeping these records will be as fallows. This can be done either through the complaint MIS or through complaint resgister. The Service Provider's escalation matrix will be provided by Service Provider to JAP-IT with execution of the SLA.

ADDRESS :

MONTH & DATE :

SN	Failure Date/Time	Complaint Date/Time	Booking Complaint Registration No. by Service Provider	Attended Date/Time	Repaired Date/Time	Down Time in Days	Engr. Name & Sig	Remark

General Provisions:

The above offer is made taking into account the following considerations:

1. There is no physical abuse of mishandling of the systems.
2. The systems shall not be shifted to an alternate site and installed without prior intimation.
3. Appropriate environmental conditions such as those relating to space, temperature, power supply, dust with permissible limit for running of systems environmental conditions are excluded from the scope.
4. This includes operating systems and other systems software also.

Force Majeure:

The Service Provider shall not liable for delay in performing obligations if it results from any of the following force majeure, Act of God, or any Government act, fire earthquake, explosions, accident, industrial dispute, civil commotion or anything beyond our control.

Arbitration Clause:

In case of any dispute, following arbitration clauses will apply:-

Any question, dispute or difference arriving under the contracts, shall be referred to Chairman, JAP-IT, Govt of Jharkhand. The awards of the arbitrators shall be final and will be binding of the parties of the parties of this contract.

The arbitrator shall be entitled to extend the time of arbitration and awards with the consent of the parties from time to time. The venue of the arbitration shall be Ranchi and expense of the arbitration will be discretion of the arbitrotors. Subjects as aforesaid, the Arbitration Act. 1996 and the rules thereunder, any statutory modification thereof for the time being in force shall be deemed to apply to the artibration proceedings under this condition.

The Tender document/RFP will be the integral part of this agreement.

ANNEXURES

ANNEXURE 1: BIDDER PROFILE

S. N.	Particulars	Details to be Furnished
Details of the Bidders(Firm/Company)		
1.	Name	
2.	Address	
3.	Telephone :	Fax:
4.	Email:	Website:
Details of Authorized Person		
5.	Name	
6.	Address	
7.	Telephone:	Email:
Information about the company		
8.	Status of company (Public Ltd/Pvt. Ltd) (Provide Ref e.g. Roc Ref#)	Date:
		Ref#:
9.	Number of Professionals	
10.	Location and Address of Offices(in Jharkhand and India (Head office))	
11.	Service Tax Registration Number	
12.	Income Tax Registration Number (PAN)	
13.	Sales Tax Registration Number (VAT)	

ANNEXURE 2: BID PROPOSAL SHEET

Bidders Proposal Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Designation:

Telephone No(s):

Telex No.:

Fax No.:

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL –1
Dhurwa, Ranchi – 834 004**

Subject: Request for Proposal for Comprehensive Annual Maintenance Contract of JDC established at JAP-IT, Ranchi

Sir,

1. We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents as specified in the Bidding documents No. < _____>.

2. Price and Validity

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes including Income Tax and Professional Tax.

We have studied the Clause relating to Service Tax and hereby declare that if any Income Tax, Surcharge on Income Tax, Professional Tax and other Corporate Tax is altered under law, we shall pay the same.

1. Unit Rates

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in

case of any increase to/decrease from the Scope of Work under the contract.

2. **EMD**

We have enclosed a BG/Demand Draft in favour of Principal Secretary cum CEO, JAP-IT for a sum of Rs. Two Lakh only (**Rs. 2,00,000.00**). This EMD is liable to be forfeited in accordance with the provisions of Bid documents.

We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

3. **Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in Bidding documents.

4. **Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in **Annexure 12** attached with our proposal as part of the Commercial Bid.

7. **Contract Performance Guarantee**

We hereby declare that in case the Contract is awarded to us, we shall submit the Contract Performance Guarantee Bond in the form prescribed at **Annexure 4**.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature & Seal)

Printed Name and Designation

Business Address:

Date:

Place:

.....

ANNEXURE 3: BIDDER'S AUTHORISATION CERTIFICATE

To,
CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – 1
Dhurwa, Ranchi – 834 004

<Bidder's Name>....., <Designation>
..... is hereby authorized to sign relevant documents on behalf of the company in dealing with Tender of reference <Tender No. & date> He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory.

<Company Name>

Seal

ANNEXURE 4: PROFORMA OF PERFORMANCE BANK GUARANTEE

Ref:

Date:

Bank Guarantee No.:

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – I
Dhurwa, Ranchi – 834 004**

Against Contract vide Advance Acceptance of the Tender No.:

Dated: of the JAP-IT covering the **Comprehensive Annual Maintenance Contract of JDC established at JAP-IT, Ranchi** Govt. of Jharkhand (Hereinafter called “The Said Contract”) entered into between the JAP-IT and the (Hereinafter called the “The Bidder”), this is to certify that at the request of the Bidder, Bank are holding in trust in favour of the client, the amount (write the sum here in words) to indemnify and keep indemnified the department against any loss or damage that may be caused to or suffered by the JAP-IT by reason of the said Contract and / or in the performance thereof. We agree that the decision of the JAP-IT, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the JAP-IT shall be final and binding on us and the amount of the said penalty, loss or damage shall be paid by us forthwith on demand and without demur to the JAP-IT.

We Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder i.e. till (viz. The date up to 66 months after the date of successful

implementation) hereinafter called the said date and that if any claim arises against us Bank by virtue of this guarantee before the said date, the same shall be enforceable against us Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the JAP-IT.

It is fully understood that this guarantee is effective from the date of the said Contract and that we Bank undertake not to revoke this guarantee during its currency without the consent in writing of the JAP-IT.

We undertake to pay the JAP-IT any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge or our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We Bank further agree that the JAP-IT shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the JAP-IT against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said Contract and we, Bank shall not be released from our liability under these guarantee by reason

of any such variations or extension being granted to the said forbearance and / or omission on the part of the JAP-IT or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs. (In figures Rs.).

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

DATE:

PLACE:

SIGNATURE:

WITNESS:

PRINTED NAME:

(BANK'S COMMON SEAL):

ANNEXURE 5: SELF-DECLARATION

Ref:

Dated:

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – I
Dhurwa, Ranchi – 834 004**

In response to the tender No.: dated:
..... of Ref.: As an
owner/partner/Director of I / We
hereby declare that our Agency Is
having unblemished past record and was not declare ineligible for corrupt &
fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Company: -

ANNEXURE 6: CERTIFICATE OF CONFORMITY

Ref:

Dated:

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – I
Dhurwa, Ranchi – 834 004**

C E R T I F I C A T E

This is to certify that, the service for ‘maintenance of JDC IT & Non-IT Infrastructure’ which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work & other terms & conditions mentioned in the Tender document.

I also certify that the price I have quoted as per ‘Financial/Commercial Proposal’ is inclusive of all the cost factors (excluding taxes & duties) involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name:

Designation:

Seal:

ANNEXURE 7: SERVICE AUTHORIZATION DECLARATION

Ref:

Dated:

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – I
Dhurwa, Ranchi – 834 004**

In response to the tender No.: dated:
..... of Ref.: as an
owner/partner/Director of I / We
hereby declare that our Agency is an
authorized service partner for

.....
.....
(OEM Name), bidders have to submit at-least two supportive document
referring/indication organization/agency is a valid authorized service partner
for respective OEM, as mentioned above. Bidder have the responsibility to
meet the concerned SLA/MSA.

Name of the Bidder: -

Signature: -

Seal of the Company: -

**ANNEXURE 8: LIST OF IT & NON-IT INFRASTRUCTURE TO BE COVERED
UNDER COMPREHENSIVE AMC**

S N	Make	Model	Serial Number/Service Tag Number	Working Status	Status of AMC
1	IBM SYSTEM STORAGE	DS5020	13D05W5	Yes	Under AMC till 31/03/2018
2	IBM EXP	EXP520	13D05ZF	Yes	
3	HP SWITCH	V1910-16G	CN43BX103Q	Yes	
4	SAN SWITCH	DS-C9124-K9	JAF133711Z6	Yes	
5	HCL SERVER	INFINITI GL2700	5053A1112858	Yes	
6	HP PROLIANT	DL360G7	SGH145XK3X	Yes	
7	IBM LTO	TS3310	1321764	Yes	
8	DELL SERVER	POWER EDGE R530	ST:5HL2HL2	Yes	
9	HCL (104)		QSDH8090238	Yes	
10	HCL (9)		9121AG345147	Yes	
11	HCL (16)		1131AG405988	Yes	
12	HCL (61)		9121AG345146	Yes	
14	HP SWITCH	V1910-16G		Yes	
15	CISCO SAN SWITCH	DSC9148-16P-K9		Yes	
16	HP PROLIANT	ML 330 G6	SGH2122CA5	Yes	Manufacturer Warranty
17	EMC (SAN)	VNX5200	CF2G8164200118	Yes	
18	EMC (SAN)	VNX5200	AC718155006167	Yes	
19	EMC (SAN)	VNX5200	CF2U6171000023	Yes	
20	EMC (SAN)	VNX5200	CF2U6161700050	Yes	
21	CISCO	UCS C460 M4	FCH2111W02D	Yes	Under AMC till 31/03/2018
22	DELL	POWER EDGE R820	SERV TAG : 4ZG2GY1	Yes	
23	DELL	POWER EDGE R810	SERV TAG : 2ZMSB2S	Yes	
24	DELL	POWER EDGE R830	SERV TAG : 4D18HJ2	Yes	Manufacturer Warranty
25	DELL	POWER EDGE R830	SERV TAG : 4D29HJ2	Yes	
26	HP PROLIANT	DL180 G5	SGH9243WM0	Yes	Under AMC till 31/03/2018
27	HP PROLIANT	DL180	SGH839XLM2	Yes	
28	DELL	POWER EDGE R830	SERV TAG : 4D1GHJ2	Yes	Manufacturer Warranty
29	DELL	POWER EDGE R830	SERV TAG : BMF8HJ2	Yes	
30	HP STORAGE WORKS	HSV300	SGA8280047	Yes	Under AMC till 31/03/2018
31	HP EXP	P/N-AG638A	SGA827015L	Yes	
32	HP EXP	P/N-AG638A	SGA8290072	Yes	
33	HCL		QSDH8090241	Yes	
34	HP PROLIANT (CYBER LOG)	ML150		Yes	

35	CISCO	UCSC460M4	FCH2052W02P	Yes	Manufacturer Warranty
36	CISCO	UCSC460M4	FCH2028W02E	Yes	
37	CISCO SWITCH	WSC2960-24TT	FOC1246V1QQ	Yes	Under AMC till 31/03/2018
38	DELL	POWER EDGE R830	SERV TAG : 4DMR9M2	Yes	Manufacturer Warranty
39	DELL	POWER EDGE R830	SERV TAG : 99XWCK2	Yes	
40	HP PROLIANT	DL 560 G8	SGH339518Y	Yes	Under AMC till 31/03/2018
41	HP PROLIANT	DL 560 G8	SGH339518T	Yes	
42	HP PROLIANT	DL 380E G8	SGH352A7BW	Yes	
43	HP PROLIANT	DL 380E G8	SGH352A7BY	Yes	
44	CISCO	UCSC460M4	FCH2111W00E	Yes	Manufacturer Warranty
45	CISCO	UCSC460M4	FCH2111W02S	Yes	
46	D-Link	WiFi Access Point	RZ4G2F2000093	Yes	Not in AMC
47	NAS	RN 31600	3WL55BEP0005C	Yes	Under AMC till 31/03/2018
48	NAS	RN 31600	3WL55BEU0006E	Yes	
49	HP NAS	1640 STORAGE	SGH510YJ5B	Yes	
50	CYBERROAM	CR2500INGXP		Yes	Manufacturer Warranty
51	CYBERROAM	CR2500INGXP		Yes	
52	CISCO ROUTER	2800 SERIES (2851)	FHK1424F28E	Yes	Under AMC till 31/03/2018
53	CISCO ROUTER	1900 SERIES	FGL172120LX	Yes	
54	CISCO SWITCH	2960-X SERIES	FCW1815B070	Yes	
55	HP SAN SWITCH			Yes	
56	KVM SWITCH		5CW2420PNJ	Yes	
57	HP PROLIANT	DL380E G8	SGH325XYX5	Yes	
58	HP PROLIANT	DL560 G8	SGH617XSB5	Yes	
59	HCL		3083A1379560	Yes	
60	HCL		3083A1379559	Yes	
61	HP KVM	P/N-612371-B31	2C42455GDN	Yes	
62	HP PROLIANT	DL 560 G8	SGH417FJNW	Yes	
63	HP PROLIANT	DL 380E G8	SGH3436T8F	Yes	
64	HCL		1131AG398757	Yes	
65	HP PROLIANT	DL 180 G6	SGH248H3W3	Yes	
66	HP PROLIANT	DL 180 G6	SGH248H3HT	Yes	
67	HCL		5083A1455354	Yes	
68	HP STORAGE WORKS 8/40 SAN SWITCH	P/N-AM869B	USB324V06N	Yes	
69	CISCO SWITCH	2960-S SERIES	F0C1719X0LJ	Yes	
70	HP PROLIANT	DL 380E G8	SGH310P0FC	Yes	
71	HP PROLIANT	DL 380E G8	SGH310P0FM	Yes	
72	HP PROLIANT	DL 380E G8	SGH310P0FK	Yes	
73	HP STORAGE	DRIVE SHELF M6710	CT:5CQLRA1434KSB1	Yes	
74	HP STORAGE	3PAP STORAGE SERV 7400	CT:5CQLQA1434G14J	Yes	

75	HP STORAGE	3PAP STORAGE SERV 7400	CT:5CQLQA1434G11N	Yes	
76	HP STORAGE	DRIVE SHELF M6710	CT:5CQLRA1434KRJN	Yes	
77	HP PROLIANT	DL 360E G8	SGH32302XT	Yes	
78	CISCO SWITCH	2960-S SERIES	FOC1618X2UX	Yes	
79	CISCO SWITCH	C3KX-NM-10G	FDO1829Z1ZX	Yes	
80	CISCO ROUTER	1921 (1900 SERIES)	FGL163921LR	Yes	
81	CISCO SWITCH	4500-X SERIES		Yes	
82	CISCO SWITCH	4500-X SERIES		Yes	
83	HP PROLIANT	DL 360P G8	SGH310POFH	Yes	
84	HP PROLIANT	DL 180 G6		Yes	
85	HP PROLIANT	DL 180 G6		Yes	
86	D LINK SWITCH	DGS 3200-24	P4MW19C000028	Yes	
87	D LINK SWITCH	DGS 3200-24	P4MW19C000042	Yes	
88	KVM SWITCH		A17AN278BAA0034	Yes	
89	HP SAN SWITCH 1 (8/8)			Yes	
90	HP SAN SWITCH 2 (8/8)			Yes	
91	HP STORAGE WORKS	EVA 4400	SSGA92800YZ	Yes	
92	HP STORAGE BAY		SGA92702WD	Yes	
93	HP PROLIANT	DL 370 G6	SGH009XBMW	Yes	
94	HP PROLIANT	DL 370 G6	SGH009XBML	Yes	
95	HP PROLIANT	DL 370 G6	SGH009XBMJ	Yes	
96	HP PROLIANT	DL 370 G6	SGH009XBMT	Yes	
Switch Details installed at Nepal House & Associated Building					
97	D-Link	DGS-3200-24	P4MW19C000038	Yes	Manufacturer Warranty
98	D-Link	DGS-3200-24	P4MW19C000032	Yes	
99	D-Link	DGS-3200-24	P4MW19C000043	Yes	
100	D-Link	DGS-3200-24	P4MW19C000039	Yes	
101	D-Link	DGS-1210-28		Yes	
102	D-Link	DGS-1210-28	F3XZ4F50000448	Yes	
103	D-Link	DGS-1210-28	F3XZ4F50000430	Yes	
104	Nortel	Baystack 350T		Yes	Not in AMC
105	HP	HP V1910-24G	CN37BX28JX	Yes	
106	Cisco	WS-C2950-24T	FOC1118Y11K	Yes	
107	Cisco	WS-C2950-24T	FOC0932ZC0T	Yes	
108	HP	HP V1910-24G	CN40BX20XQ	Yes	
Switch Details installed at Project Building & Associated Building					
109	D-Link	DGS-1510-28	RZC52H5000823	Yes	Manufacturer Warranty
110	D-Link	DGS-1510-28	RZC52H5000825	Yes	
111	D-Link	DGS-1210-28	S30Q1GC001527	Yes	
112	D-Link	DGS-1210-28	S30Q1GC001529	Yes	
113	D-Link	DGS-1210-28	S30Q1F8000094	Yes	

114	D-Link	DGS-3200-24	P4MW19C000047	Yes	Manufacturer Warranty
115	D-Link	DGS-1210-28	S30Q1GC001530	Yes	
116	D-Link	DGS-3200-24	P4MW19C000046	Yes	
117	D-Link	DGS-1210-28	P4MW19C000040	Yes	
118	D-Link	DGS-1210-28	S30Q1GC00159	Yes	
119	D-link	DGS-1210-28	S30Q1GC001528 MAC-10-62-EB-46-29-BA	Yes	
120	D-Link	DGS-3200-24	P4MW19C000029	Yes	
121	D-Link	DGS-1210-28	P4MW19C000029	Yes	
122	D-Link	DGS-1210-28	S30Q1GC001034 MAC-10-62-EB-45-CD-1A	Yes	
123	D-Link	DGS-1210-28	S30Q1GB000672	Yes	
124	D-Link	DGS-1210-28	S30S1G9000640	Yes	
125	D-Link	DGS-1210-28	RZW31G4000819	Yes	
126	D-Link	DGS-1210-28		Yes	
127	D-Link	DGS-1210-28		Yes	
128	D-Link	DGS-1210-28		Yes	
129	D-Link	DGS-1210-28		Yes	
130	D-Link	DGS-1210-28	RZC52H5000104	Yes	
131	D-Link	DGS-1210-28	RZC52H5000105	Yes	
132	D-Link	DGS-1210-28	S30Q1GC001531	Yes	
133	D-Link	DGS-1510-28	RZC52H5000824	Yes	
134	D-Link	DGS-1510-28	RZC52H5000824	Yes	
135	D-Link	DGS-1510-28	RZC52H5000824	Yes	
136	D-Link	DGS-1510-28	RZC52H5000824	Yes	
137	HP	HP V1910-24G	CN40BX2CJR	Yes	
138	Nortel	Baystack-350-24T	Model:-Baystack-350-24T MAC:-00-04-38-c8-c1-40	Yes	Not in AMC
139	Nortel	Baystack-350-24T		Yes	
140	Nortel	Baystack-350-24T		Yes	
141	Nortel	Baystack-350-24T	Model:-Baystack-350-24T MAC:-00-04-38-C8-56-60	Yes	
142	Cisco	WS-C2960-24TT-L	Motherboard:FOC11173VWF System:FOC1117Z9K4	Yes	
143	HP	HP V1910-24G	CN49BX23V0	Yes	
144	Cisco	WS-C2950T-24TT	Motherboard:FOC083226C9 System:FOC0832X2FL	Yes	
145	HP	HP V1910-24G	CN40BX20T9	Yes	
146	Cisco	WS-C2950T-24	Motherboard:FOC10072NL4 System:FOC1007Z8BA	Yes	
147	Cisco	WS-C2950T-24	Motherboard:FOC10072NJC System:FOC1007Z955	Yes	
148	Cisco	WS-C2950T-24	Motherboard:FOC0952217U System:FOC0952ZANG	Yes	
149	Cisco	WS-C2950T-24	Motherboard:FOC09320DX6 System:FOC0932ZC1Y	Yes	

150	Cisco	WS-C2950T-24	Motherboard:FOC09321E8G System:FOC0932ZC0L	Yes	
151	HP	HP V1910-24G	CN40BX20YK	Yes	
152	Cisco	WS-C2950T-24	Motherboard:FOC092027KY System:FOC0921Z37H	Yes	
153	Nortel	Baystack-350-24T		Yes	
154	HP	HP V1910-24G	CN40BX20TS	Yes	
155	Nortel	Baystack-350-24T		Yes	
156	Cisco	Cisco		Yes	
157	HP	HP V1910-24G	CN40BX20T7	Yes	
158	IP Camera JAP-IT Data Center	Intellisec Water Proof		Yes	
159	IP Camera JAP-IT Data Center	Intellisec Water Proof		Yes	
160	IP Camera JAP-IT Data Center	Intellisec Water Proof		Yes	
161	IP Camera JAP-IT Data Center	Intellisec Water Proof		Yes	
162	IP Camera JAP-IT Premises	Hikvision PTZ Dom Camera		Yes	
163	IP Camera JAP-IT Premises	Hikvision PTZ Dom Camera		Yes	Under AMC till 04/01/2019
164	UPS	40 KVA Numeric		Yes	
165	UPS	20 KVA Numeric		Yes	
166	UPS	20 KVA Numeric		Yes	
167	UPS	20 KVA Uniline		Yes	
168	UPS	10 KVA Numeric		Yes	
169	UPS	10 KVA Numeric		Yes	
170	UPS	05 KVA Numeric		Yes	
171	UPS	05 KVA Numeric		Yes	Not in AMC
172	Camera JAP-IT Indoor	IP DOM Camera		Yes	
173	Camera JAP-IT Indoor	IP DOM Camera		Yes	
174	Camera JAP-IT Indoor	IP DOM Camera		Yes	
175	Camera JAP-IT Indoor	IP DOM Camera		Yes	
176	Camera JAP-IT Indoor	IP DOM Camera		Yes	
177	Laptop	Dell Core i7 Inspiron 15 3000 Series		Yes	
178	Laptop	Dell Core i7 Inspiron 15 3000 Series		Yes	
179	Laptop	Acer Core i7 TMP246 i7 5500U		Yes	

180	Laptop	Acer Core i7 TMP246 i7 5500U		Yes	
181	Laptop	Acer Core i7 TMP246 i7 5500U		Yes	
182	Plasma TV	LG		Yes	
183	LED TV	LG		Yes	
184	Biometric EM Door Lock	ESSL		Yes	
185	Biometric EM Door Lock	ESSL		Yes	
186	11 Ton Commercial Ductable AC	Blue Star		Yes	Under AMC till 14/03/2020
187	11 Ton Commercial Ductable AC	Blue Star		Yes	
188	2 Ton Split AC	Blue Star		Yes	
189	2 Ton Split AC	Blue Star		Yes	
190	2 Ton Split AC	Blue Star		Yes	
191	Commercial Fire Extinguisher	Cease Fire		Yes	Under AMC till 14/09/2019
192	Commercial Fire Extinguisher	Cease Fire		Yes	
193	Commercial Fire Extinguisher	Cease Fire		Yes	
194	DG Set 125 KVA	Kirlosker		Yes	Under AMC till 20/03/2018
195	DG Set 200KVA	Jakson-Cummins		Yes	Manufacturer Warranty
196	Wipro	NetPower Z2501R	069JAPC9900002-1079942	Yes	Under AMC till 31/03/2018
197	Wipro	NetPower Z2501R	07179040500002-1058986	Under repair	
198	UL Listed	SR6850HW4/M	AZH67044057	Yes	
199	UL Listed	SR6850HW4/M	AZH68032008	Yes	
200	Uniline	5 KVA	ULP-7L-03	Yes	AMC Expired
201	HCL	Desktop	2143AA809102	Yes	
202	HCL	Desktop	1086A4112879	Yes	
203	HP	Desktop	INI51107NX	Yes	
204	HP	Desktop	INA403R4BC	Yes	
205	Wipro	Desktop	06D4900240001	Yes	
206	HP	Desktop	INA738YVDM	Yes	Manufacturer Warranty
207	HCL	INFINITY	2103A1294398	Yes	Under AMC till 31/03/2018
208	HCL	INFINITY	5131AG452598	Yes	
209	HCL	INFINITY	5131AG452597	Yes	
210	HCL	INFINITY	C063A1258769	Yes	
211	HCL	INFINITY	C063A1258770	Yes	

212	D-Link Switch	16 Port	06 Qty.	Yes	AMC Expired
213	D-Link Switch	24 Port	02 Qty.	Yes	
214	Nova	10 KVA on-line UPS	01 Qty.	Yes	Manufacturer Warranty

Note: Bidders have to be checked & verify the above said IT & Non-IT infrastructure by 05:30 pm till 04.05.2018. The items mentioned above which are either in manufacturer warranty or, under AMC will exclude from penalty till completion of existing warranty/AMC. Pro-rata basis calculation will be impose thereafter.

ANNEXURE 9: LIST OF HW TO BE PROVISIONED FOR WARE-HOUSE

S N	SPARE ITEMS	SUB-ITEMS/MODEL NO.	QTY.	Remarks
1.	RAM (Memory)	16 GB 2RX4 PC 3	03	
		08 GB DDR3 1866MHZ DRAM	03	
		16 GB RDIMM1600MHZ	03	
		08 GB 1333MHZ	03	
2.	Mother Board	DELL POWER EDGE R830	01	
		HP Proliant DL380e G8	01	
		HP Proliant DL560 G8	01	
3.	HBA Card	PCI HBA CARD STANDARD	03	
4.	Switch	D-Link - DGS-1210-28	03	
		Cisco - WS-C2950T-24	02	
5.	Router	Cisco - 1921 (1900 SERIES)	01	
6.	Network Card	PCI NETWORK CARD 10/100/1000	05	
7.	Power Strip	15 AMP with 20 Socket	05	
8.	HDD	1.2 TB 10K SAS	02	
		1.8 TB 10K SAS (2.5)	02	
		600 GB 10K SAS	02	
		900 GB 10K SAS	02	
		300 GB 10K SAS	02	
		73 GB 15K SAS	02	
9.	NAS	Capacity: 10 TB or more	01	
10.	SMPS for Server	Cisco 1400 W PSU2V2	01	
		HP 1200W CS Hot Plug Power Supply HP DL560 G8 SERVER	02	
		HP 750W CS Hot Plug Power Supply FOR HPDL380eG8 SERVER	02	
		750 W DELL POWER EDGE R830	02	
11.	Necessary peripherals for Desktops			
12.	Necessary peripherals for Non-IT Infrastructure			

Note: List and quantity is indicative and bidders may choose to maintain extra items/quantity after due deliberation.

Above items have to be stored as a Ware-House so, that same may be utilized on immediate basis to handle critical situation. Those items which may not be used during the AMC period, successful bidder may take back the same after completion of AMC period.

ANNEXURE 10: FORMAT FOR LOG OF ISSUES

Ref:

Dated:

S N	Date & time of Query Logged	Nature of query	Query logged by	Resolution Provided	Date and Time of Resolution Call
1.					
2.					
3.					
4.					
5.					

Date: _____

Place: _____

Signature of the Bidder: _____

Note: Logs should be properly signed by on-site Certified Engineer along with the signature of JDC Engineer, which should be properly signed by Project In-Charge, JDC, JAP-IT. Duly signed quarterly logs should be submitted with invoice.

ANNEXURE 11: EXPERIENCE DETAILS

Ref:

Dated:

Name of the firm

Address:

Period from to

Sl. No.	Order Number and date	Order Placed by (full contact address of such organizations)	Items Supplied (All in One Desktop & Accessories)	Value of order in Rupees	Date of completion		Remarks indicating reasons for delay, if any
					As per contract	Actual	
1.							
2.							
3.							
4.							
5.							

Note: The Bidder must enclose the relevant work order and relevant proof of satisfactory completion of concerned maintenance work (certificate from authority will suffice the same) for each such order.

ANNEXURE 12: BID PRICE FORM**(Upload in Financial/Commercial bid envelope)**

Request for Proposal for Comprehensive Annual Maintenance Contract of JDC established at JAP-IT, Ranchi

Bidder's Name & Address

To,

**CEO, JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL - I
Dhurwa, Ranchi – 834 004**

Format for Financial/Commercial Proposal

Sl. No.	Description (as per Scope of Work mentioned in this tender document)	Price exclusive of all taxes & duties	
		CAMC for each quarter (Rs.)	Total CAMC cost (for 03 years) (Rs.)
1.	Comprehensive AMC of IT Infrastructure installed at JDC		
2.	Comprehensive AMC of Non-IT Infrastructure installed at JDC		
2.1	Comprehensive AMC of On-line UPS excluding batteries		
2.2	Comprehensive AMC of Cooling System		
2.3	Comprehensive AMC of Fire Fighting System		
2.4	Comprehensive AMC of DG Set		
2.5	Comprehensive AMC of other items such as CCTV Camera, Desktop, Large Format Display (LFD screen), EM Door Lock etc.		
3.	Taxes & Duties as applicable		
Total value of the Commercial Bid: Total Amount in Rupees (In figures) _____ (In Words) _____ _____			

Company's Name & Seal:

Bidder's Signature: _____

Seal: _____

Date: _____

**NOTE: ANNEXURE – 12 should only be uploaded in Financial bid envelope.
Warranty will be started after expiring of respective AMC (mainly
for Non-IT Infrastructure) and after completion of OEM warranty.**