

**Tender for, Supply, Installation, Testing and Commissioning of
Computer Server, Desktops and Printers**

**INDIA INTERNATIONAL CENTRE
40, MAX MUELLER MARG
NEW DELHI 110003**

05th Feb. 2024

To

Sub: Supply, Installation, Testing and Commissioning of Computer Server, Desktops, Scanner and Printers at Main Centre, INDIA INTERNATIONAL CENTRE, 40, Max Mueller Marg, New Delhi 110003.

Sir,

Sealed offers are invited by the PO, INDIA INTERNATIONAL CENTRE, 40, Max Mueller Marg New Delhi 110003 for Design, Supply, Installation, Testing and Commissioning of Server at - Main Centre.

The offer should be sent to the Purchase Officer, INDIA INTERNATIONAL CENTRE on or before 1400 hrs, **15.02. 2024**

Offers should be submitted complete in all respects, along with EMD of Rs **50,000.00** which should be in form of bank guarantee/demand draft in favour of Secretary IIC.

The firms are advised to inspect the site, ground conditions to make themselves fully aware of the scope of work, terms and conditions as also the conditions under which the Computer Server, Computers, Printers and Scanners are to be installed. No claim for any extra payment of any kind on account of lack of information as to risks, contingencies and other circumstances which may influence or affect their offers shall be entertained after the award of the work.

The rates should be quoted neatly both in figures and in words. In case of discrepancy in the rates quoted in words and figures, rates quoted in words shall prevail.

The firm shall keep his offer open for acceptance for 90 days from the date it is opened.

A Firm who does not fulfill all or any of the instructions contained in the offer or any term or condition in this offer or conditions not covered and/or contemplated by the terms and conditions of this contract, shall be liable to be rejected.

IIC shall reserve the right to reject any or all the offers without assigning any reasons.
Thanking you,

Yours sincerely,
Purchase Officer, IIC

Encl: as above

SCOPE OF WORK

Supply, Installation, Testing and Commissioning of Computer Server, Desktops, Scanner and Printers at Main Centre, INDIA INTERNATIONAL CENTRE, 40, Max Mueller Marg, New Delhi 110003 as mentioned at Annexure - 4

Conditions of Contract

1. **Price Schedule:** The price quoted by the bidder should be complete in all respect and should be valid for the entire period of Supply, Installation, Testing and Commissioning of the equipment/system. No adjustment in the price shall be entertained on any account during the currency of the contract period.
2. **Taxes and Duties:** Quoted price should be inclusive of all the taxes and duties prevailing on the date of submission of the offer. Taxes should be shown separately any increase or decrease in the present taxes and structure by the Custom duty/state/Central/Local authorities will be borne by the bidder. Any levy, taxes, duties, octroi applicable at the time of accepting this work order is revised, reviewed, renamed, modified in any manner whatsoever till the time of execution and completion of work order, the variance will be exclusively borne by the bidder.
3. **Deductions:** All statutory deductions would be made from the bill of the bidder as applicable at the time of payment.
4. **Warranty and Maintenance:** The equipment and the material supplied by the bidder should carry warranty of **36** months for Server and **12** Months for all other equipment. from the date of commissioning of the system. The Maintenance should consist of regular examinations and any necessary adjustments and lubrications by the authorized representatives of the firm. During the warranty period the required supplies and parts will be furnished by the bidder. All maintenance works during the warranty period will be on site or it will be taken to work shop for major repair work as per the direction of Engineer in charge, all the expenses for this will be on account of Vendor. The System would be under defect liability for a period of **36** months from the date of handing over of the complete works.
5. **Delivery / Completion Period:** You shall deliver the material (Computer Server, Desktops, Scanner and Printers etc in the period of 1 weeks from the date of release of work order. The installation, testing and commissioning should be completed including OLVM, within **1** weeks thereof.
6. **Terms of Payment**

Payment or observations on bills would be processed within 15 days after receipt of the bills.

No advance payment.

- (a) 100 % on contract rate value will be paid after material (hardware and support) supplied and successfully installed at the IIC premises.

The Tax Invoice for supply of Goods & Services should be raised as per the provision of GST Act & Rules.

In case GST credit is delayed/denied to India International Centre, due to non/delayed receipt of goods and/or services/and/or tax invoice or expiry of timeline prescribed in GST Law for availing such ITC, or any other reason not attributable to the Centre, GST amount shall be recoverable from agency along with interest and penalty levied/leviable.

7. **Performance Security**

Performance Security i.e 2 % the contract amount shall be deposited in the form of Bank Guarantee/Demand draft within 7 days from the date of work order. This performance security will be released after completion of Defect liability period (DLP) of one year.

8. **Safety Precaution**

Safe means of access shall be provided to all working platforms and other working places. Every ladder shall be securely fixed. Adequate precautions shall be taken to prevent danger from electrical equipment. No materials on any of the sites shall be so stacked or placed as to cause danger or insolvencies to any person or the public. The Contractor shall provide all necessary fencing and lights to protect public from accidents and shall be bound to bear expenses of defense of every suit, action or other proceedings at law that may be brought by any person for injury sustained owing to neglect of the above precautions and to pay any damage and costs which may be awarded in any such suit, action or proceedings to any such person or which may with the consent of the Contractor be paid to compromise any claim by any such person.

9 **Insurance**

The equipment & material involved in the execution of this contract will be covered against risks during transit, storage & erection at site by a Marine-cum-erection policy period for the period of 10 weeks (Supply, Installation, Testing & Commissioning).

- 10 The cost will be inclusive of all hardware, software, licence etc. and the vendor will provide full onsite support for the functioning of entire system during the warranty period as well as replacement of spare parts.
- 11 Tender which is incomplete or obscure is liable for rejection.
12. Bidder shall be 7 or more years in the similar business. The valid ISO 9001, ISO 27001, MSME Certificate, is desirable.
- 13, Bidder shall have turnover more than 10 Cr in last 3 years. The complete set of audited Financial Statements of last 3 FY shall be attached. Net Worth of the Bidder in each of the last three Financial Years should be positive. Annual Audited Financial Statements of last 3 FY shall be required. The Bidder should not be blacklisted by any Central Govt/State Govt/PSU. Self-declaration on bidder's letter head signed by authorized signatory shall be submitted along with BID. Bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt.
- 14, The bidder must have experience of supply of similar products within last five (5) years in India as a having total value of 30 Lakh or more in a single project to the PSU/Any Govt. Utility/Public Listed Company. Work Order or LOI & Copy of Contract or Project Completion Certificate to be enclosed. Apart from the OEM the bidder shall have their own support centre in Delhi with Dedicated Telephone No. & mail id for 1st level of Service Support. The Bidder has to provide complete escalation matrix product wise to the purchaser.
15. The Bidder shall have own team of technical graduates / trained engineers to provide the L1 support/trouble shooting support on IT products. The Bidder shall take the ownership of implementing, configuring & trouble shutting OLVM setup on IIC Server.

General Conditions of the Contract

TESTING AND COMMISSIONING

GENERAL

Installation will be complete when OLVM along with VM and Windows Server is installed successfully in the Servers successfully. Testing shall mean providing that all of the systems efficiently meet the performance specified while in operation. The systems shall be tested in the presence of the HEAD IT DEPARTMENT who requires at least two full working days prior notice to enable him to attend.

The Contractor shall arrange for representatives of any of his own sub-Contractor to be in attendance.

It shall be the responsibility of the Contractor to supply all necessary testing equipments. Provision of all testing equipment and the appropriately skilled labour shall have been included in the Tender Price.

Should anyone of the tests reveal a fault, the Consulting HEAD IT DEPARTMENT will order that the fault be corrected and re-tested prior to acceptance. All fees connected with testing of equipment payable by Contractor to any of the relevant Government Authority shall be borne by the Contractor.

COMMISSIONING TEST

The complete installation or any part thereof shall be tested, both before and after being commissioned to check the performance in operation. All fees connected with testing of equipment payable by the Contractor to any of the relevant Government Authority or expert from the Supplier shall have been included in the Tender Sum.

The contractor shall be represented by a competent person approved by the HEAD IT DEPARTMENT during the whole of the period required for the tests.

All materials and equipment supplied or erected under this Contract which fail the tests shall be replaced or rectified at once by the Contractor without cost to the EMPLOYER.

The Contractor shall supply all necessary instruments, apparatus, connections, skilled and unskilled labour required for the tests to be conducted in the presence of the HEAD IT DEPARTMENT.

OPERATING MANUALS

The Contractor shall prepare three (3) copies of an operating manual, in a stiff-covered ring binder two (2) for the EMPLOYER -HEAD IT DEPARTMENT, describing the operation and maintenance of the whole system and including: -

- a) Operating instruction for all equipment
- b) Catalogues for all equipment.
- c) List of spares recommended;
- d) Schedule of Recommended Maintenance.

Practical completion will be certified after the receipt of the above operating manual by the HEAD IT DEPARTMENT.

TRAINING

Upon commissioning and final handover of the installation, the Contractor shall submit 3 copies of operating instructions, maintenance and service manuals, part lists and all final drawings and diagrams, indexed and bound together in hard cover ring binder.

The Contractor shall conduct a training programme of IT and Library cell of IIC. These courses shall be carried out during normal office hours. The date of commencement of training shall be mutually agreed upon and, in any case, shall be within two weeks of handover of installation. System Analyst of IIC would be officer in charge for conduct of training.

The training programme shall cover all operating and maintenance aspects of the system, inclusive of detailed explanation and demonstration of each and every piece of equipment and an overview of the system network.

The training programme shall consist of both handouts and classroom training at the job site or at location agreed upon by the EMPLOYER.

All instruction manuals, tools, transportation, etc. association with the training programme shall be provided by the Contractor. Such cost shall be deemed to have been included in the CONTRACTOR programme.

GUARANTEE

The Contractor shall guarantee that all equipment shall be free from any defect due to the defective materials and bad workmanship and that the equipment shall operate satisfactorily and the performance and efficiencies of the equipment shall be not less than the guarantee values.

The guarantee shall be valid for a period of 36 months for server and 12 months for all other equipment after taking over and any parts found defective shall be replaced free of all costs by Contractor. The services of successful Contractor's personnel if requisitioned by the IIC during this defects liability period for such work shall be made available free of any cost.

The Contractor shall without any extra cost carry out for a period of 36 (Thirty six) months for Server and 12 (Twelve) months for all other equipment's after the installation is taken over, all routine and special maintenance of the equipment and attends to the defects that may arise in the operations of the equipment.

One month before the end of the defect liability period (DLP), the Contractor shall notify the Head of the IT Department IIC of the required inspections for all equipment and facilities including specific energy consumption.

MAINTENANCE IN WARRANTY PERIOD

The CONTRACTOR shall furnish warranty for the entire system for a defect liability period (DLP) of twelve (36) months for Server and 12 months for all other equipment's. after the final official hand over date of the installation duly approved by the HEAD IT Department, IIC. This period shall include maintenance replacement of parts, regular periodic visit by qualified personnel of the CONTRACTOR and attending to emergency call at short notice.

The CONTRACTOR shall furnish the list of recommended spares along with quantity and unit price schedule to the EMPLOYER along with the bid.

Annexure - 4			
FINANCIAL OFFER The bidder is requested to quote their rates keeping in view, the scope of work (Annex-1,) Conditions of contract (Annex-2) General Condition of the Contact (Annex-3).			
Computer hardware and Software requirement			
#	Requirement	Suggested Model / Configuration	Quantity
1	Desktop Computers		
	a. Lenovo Desktops - With LED Monitor	Gen 3/i3-12100 /8GB /512 GB SSD M.2 2280 PCIe Gen4 TLC Opal/W11 Pro/Integrated Graphics/Integrated Ethernet/KYB/Mouse/3Y Premier Support/19.5	8
	b. Lenovo Desktops - <u>Without LED Monitor</u>	Gen 3/i3-12100 /8GB /512 GB SSD M.2 2280 PCIe Gen4 TLC Opal/W11 Pro/Integrated Graphics/Integrated Ethernet/KYB/Mouse/3Y Premier Support/No Monitor/ LED	7
	c. Lenovo Point of Sale machines / All in One	i3/8GB /256 GB SSD/USB KYB/USB Mouse/W11Pro/3Y Premier Support/19.5 (without touch)	12
3	Tablets		
	a. For Kitchen Order Tickets in Point of Sales	Samsung Galaxy A8 - Android/3Gb/32Gb/10.5"/SM-X200 NZ AA - With flip cover and Tempered glass	16
4	Printers – Laser for billing		
	a. For printing invoice at Point of Sale	HP LaserJet Pro 4004DN with ethernet port	11
	b. For printing invoice and scanning feature with API integration.	HP LaserJet MFP Pro 4104 DW with ethernet port with assistance on API integration of printer customised application software.	8
	c. For Kitchen Order Tickets (KoT)	Epson TM82 with ethernet port	7

5	Scanners	Fujitsu ScanSnap iX1600 Scanner	1
8	Smart Card Readers		
	a. Smart Cards Reader - (4 K)	Secureye S-AR9	10
9	Server and Operating System		
	a. Upgradation of existing Server by adding 64 RAM and a Processor -	System Model - ProLiant DL380 Gen10 Processor Intel® Xeon® Silver 4208CPU @ 2.10GHZ, 2095 Mhz,8Core(s), 16 Logical Process(s)	1
	b. New HPE ProLiant DL380 Gen10 Plus 4309Y 2.8GHz 8-core 1P 64GB-R MR416i-a NC 8SFF 800W PS Server	Description (HPE SERVER) RAM - 256, SSD- 4 (3.8x4) , RPS, 2 Processors with heat sink kit 3 years 24x7 onsite warranty	1
	INT Xeon-S 4309Y CPU for HPE - 1		
	HPE 3.84TB SATA RI SFF BC MV SSD - 3		
	HPE 64GB 2Rx4 PC4-3200AA-R Smart Kit - 4		
	HPE 800W FS Plat Ht Plg LH Pwr Sply Kit - 3		
	HPE DL380 Gen10+ Stnd Heat Sink Kit - 1		
	HPE 3 Years TC Ess DL380G10+ SVC - onsite - 1		
	c. Operating System - Windows Server 2022 Standard - Paper Licenses		2
10	OLVM (Oracle Linux Virtualization Manager) Installation in two Server machines with one year annual support	Servers are to be configured with OLVM related virtual machines and Windows Server operating system.	1