



**NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769 008, ORISSA**

Advertised/Open Tender Enquiry

Department: Computer Center

Enquiry No: NITR/CC/HOD/2012/L/ 707

Date: 03-08-2012

Important Dates



Event	Date	Time
Pre-bid Conference	NA	NA
Last Date of submission of quotation	17-09-2012	3PM
Quotation Opening date	17-09-2012	3.30PM

Dear Sir,

We intend to purchase the commodities specified below and invite quotations in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly send your offer with prices and complete terms within the time mentioned above.

Please send your quotation to:

Head, Department of
Computer Center
Attn.: Prof. B. Subudhi
NATIONAL INSTITUTE OF TECHNOLOGY
ROURKELA – 769 008, ODISHA
eMail: bidyadhar@nitrkl.ac.in
hod-cc@nitrkl.ac.in

Yours sincerely,

Prof. B. Subudhi
Head, Computer Center

Encl :

- (1) Schedule of requirement, specifications, dates etc.

1. Schedule of requirements

Sl. No.	Description of Goods/Service	Quantity
1.	Providing Software Maintenance support and Help-desk support at NIT, Rourkela	(approx)

2. Specifications and allied Technical Details

As per Enclosed Annexure-A to Annexure-D below

3. Format of Quotation (tick appropriate box)

- It is a single bid; please give all technical specifications and price bid in one envelope.
- It is a two-part bid with separate Techno-commercial bid and Price bid. Please see item 1.12 of instructions for method of bidding.

4. The main bid cover containing two separate envelopes should be super-scribed with

Bid for "Providing Software Maintenance support and Help-desk support at NIT, Rourkela" vide Enquiry No. NITR/CC/HOD/2012/L/707" dated 03-08-2012.

5. Quotations should be valid for a period of **60** days from the closing date of the bid.

6. Some important dates:

- | | | |
|---|------------------|---------------|
| i. Pre-bid Conference: | Date: NA | Time: NA |
| ii. Last date for receipt of quotation: | Date: 17-09-2012 | Time: 3 PM |
| iii. Opening of techno-commercial bid: | Date: 17-09-2012 | Time: 3:30 PM |
| iv. Opening of commercial bid | Date: 17-09-2012 | Time: 4:30 PM |

7. Warranty:

8(a) Excise Duty: The Institute is exempt from Excise Duty. Please state applicable excise duty as a separate item.

8(b) VAT/CST: The Institute is not authorized to give C or D form. CST or VAT should be charge according to applicable rates.

8(c) Entry Tax: The State of Orissa charges entry tax on all goods entering the State. Please include it in your quotation as a separate item. Entry Tax will be reimbursed on production of proof of payment.

9. Bid Security (See Item 2.8 of instructions): **NIL**

10. Performance Security (See Item 2.10 of instructions): **NIL**

11. Please go through the enclosed "bid document" carefully for other bidding instructions.

12(a) Please send your quotations by Registered/Speed Post/Courier Service:

Head, ComputerCenter
Attention: Prof. B. Subudhi
National Institute of Technology, Rourkela – 769 008

OR (b) Drop the quotation in the Tender Box kept in the office of the Department during the normal working hours of the Institute. Please do not hand over the quotation to any person by hand.

13. For technical details, you may contact

Prof. B. Subudhi
Head, ComputerCenter
National Institute of Technology, Rourkela – 769 008
Phone: 0661 – 2462416
E-mail: bidyadhar@nitrkl.ac.in
hod-cc@nitrkl.ac.in



NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA – 769 008, ORISSA

BID DOCUMENT

1. Instructions to the bidders

- 1.1 Sealed bids are invited on behalf of the Director, National Institute of Technology (NIT), Rourkela – 769 008, Orissa, from the intending bidders for supply of the goods/stores/ equipments for the Institute as detailed in the enquiry letter.
- 1.2 The bidders should quote their offer/rates in clear terms without ambiguity.
- 1.3 The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature. However, no over-writing is permissible. Manufacturer's price-list, where applicable, should be submitted along with the bid.
- 1.4 In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
- 1.5 The last date for receipt of the bid is marked in the enquiry. In case the above date is declared a holiday for NIT, Rourkela, and the bids will be received up to the appointed time on the next working day.
- 1.6 There may be a pre-bid conference in the office of the Department as per schedule given under at the top of the document. NIT, Rourkela for clarifying issues and clearing doubts, if any, about the specification and other allied technical details of the plant, equipment and machinery projected in the bidding document. The prospecting bidders may attend this pre-bid conference at the appointed date, time and place. In case the said date is declared a holiday for the NIT, Rourkela, the pre-bid conference shall be held at the appointed time and place on the next working day (Pre bid meeting is scheduled as per SI no.6, page no.2. Specification can be modified till financial bids are opened. In such case bidders will be given an option to resubmit financial bid).
- 1.7 The bids may be sent by registered or speed post or by courier service, so as to reach the concerned department before the last date of receipt, or alternatively, be dropped in the tender box kept at the Department office. The name of the Department is mentioned in the Enquiry.
- 1.8 The bidder may modify his bids before the last date appointed for receipt of the bids by sending an amendment to the bid. No bid shall be modified after the deadline for receipt of the bids.
- 1.9 If a prospective bidder requires any clarification in regard to the bidding documents, he may make a request the concerned officer or faculty member at least 15 days before the deadline for receipt of bids. The specification for the Notebook computers to be purchased can be modified at Pre-bid meeting.
- 1.10 Bids received after the deadline of receipt indicated in para 1.5 above, shall not be taken in to consideration.
- 1.11 Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive.

- 1.12 The bids must be submitted in two parts, viz., Techno-commercial bid and financial bid. The above two bids may be sealed by the bidder in separate cover duly super-scribed and both these sealed covers are to be put in a bigger cover which should also be sealed any duly super-scribed. The bidding format is specified in the quotation enquiry.
- 1.13 The cover containing the bids must be sealed and super-scribed “**Bid for Providing Software Maintenance support and Help-desk support at NIT, Rourkela**” No. **NITR/CC/HOD/2012/L/707** dated **03-08-2012**”.
- 1.14 The bids shall be opened in the Departmental office at the date and time given on the top of the document. The bidders may send their authorized representatives to attend the bid opening, if they so desire. In the event of the above bid opening date being declared holiday for the NIT, Rourkela, the bids will be opened at the appointed time and place on the next working day.
- 1.15 The bidder has to sign in full at all pages of the bidding document.
- 1.16 Detail specification of model quoted and the printed specification sheet of OEM should be enclosed.

2. Conditions of the bid

- 2.1 The rates quoted should preferably be net, inclusive of all taxes and duties, packing, forwarding, freight, Insurance and all other incidental charges. In case these charges are quoted extra in addition to the quoted rates, the amount thereof or advalorem rate must be specified. Packing, forwarding, freight, entry tax etc., when quotes separately are reimbursable at actuals. If external agencies are employed, their receipts must be enclosed with the invoice.
- 2.2 Duties and Taxes are to be quoted separately. Advalorem rates thereof should be clearly indicated with reference to the relevant Acts and Rules. Entry Tax, if any paid, shall be reimbursed on production of proof. Entry Tax should be shown as a separate component.

It may be noted that the Institute is exempt from paying Excise Duty vide Government Notification No. 10/97 dated 01.03.1997 [Registration No.: TU/V/RG-CD(227)/2001, dated 10.12.2001]. The Institute is not authorized to issue C or D forms. CST and VAT may be charged at applicable rates.
- 2.3 The helpdesk support service required to be started within 30 days from the date of placement of the order under the risk and arrangement of the bidder and offers with commencement of service beyond the above period shall be treated as unresponsive. In case the commencement of service is higher, the same must be mentioned clearly in the quotation.
- 2.4 The bid should remain valid for a period of 60 days from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation.
- 2.5 Conditional discount, if any, offered by the bidder shall not be considered at the time of evaluation.
- 2.6 The goods/services offered should strictly conform to the specification and technical details mentioned in Annexure-A below.
- 2.7 The Institute may like to conduct pre-dispatch inspection of goods, where applicable.

- Desktops: There are 90 PCs with Windows XP OS and 90 thin clients with ROM based Linux GUI installed at computer centre labs. Many educational software has to be loaded on the PCs for educational purposes and Thin clients are to be connected to LINUX server via institute LAN for carrying out C and C++ programming. Along with these there are around 600 desktop with either Windows XP/ Windows 2007/ Linux installed in various offices and departments on which application software are being run.
- IPaddress management, switch port mapping and rouge detection etc are managed by OPutils v5.
- EMS software from DLINK to manage single-port and 4-port ADSL modem.

Scope of Work

Annexure – B

The scope of work related to software maintenance and help desk support is as follows:

1. Software Maintenance
 - Administration of the computer centre servers and operating systems
 - Install and test new software in the campus LAN
 - Managing the license server to manage licenses of different application
 - Manage the software vault for distribution of software in the campus
 - Provide helpdesk support for students and staff of NIT regards to installation of newly procured software on computers.
 - Manage the antivirus server and provide support for antivirus updates.
 - Download and install freeware application as per need of NIT, Rourkela.
 - Manage Sony Video Conferencing systems of the institute.
 - Any other miscellaneous software maintenance related work as and when assigned by head, Computer centre or by responsible officer.
2. Helpdesk support
 - To provide help desk assistance for software maintenance of desktop installed inside academic campus. There are around 1000 desktops and 200 printers in computer centre, department labs, institute offices, faculty rooms and lecture hall complex. The work includes OS installation, software installation, software tuning, antivirus installation, fixing of institute label on desktops and day to day preventive maintenance for proper functioning of PCs excluding any hardware maintenance.
 - This service should be available from 8 AM to 5 PM, 6 days a week. The service personnel should in the NIT campus during these hours.
 - Register the Laptops of Students and staff staying in Halls for institute network access.
 - Install operating system and other application software when new PCs are procured by the institute.
 - Manage the ADSL units installed at residences of staff in NIT campus.
 - Manage the running of the computer centre backup generator on 24/7 basis.

Requirement of personnel for above services: **Annexure-C**

The above listed services will be provided by the service provider by recruiting suitable personnel to take up the work at the institute. The personnel will be of following categories:

- I. Software Maintenance Engineer: Considering the nature of work the firm should depute/post 1 software maintenance engineer at the institute. This person should posses B.Tech./ BE/ MCA qualification with experience in software development, application & system software installation and trouble shooting. The person need to have some knowledge on software installation and maintenance on similar platforms like NIT, Rourkela.
- II. Helpdesk Assistant: The job required 7 nos. of helpdesk assistants. The help desk assistants should be Diploma in Electronics/Computers/IT or B.Sc. in Computer

Sc./IT with experience in software installation and trouble shooting. They will be responsible for handling helpdesk and managing helpdesk on 24x7 basis in 3 shifts per day.

General instruction for the service provider:

Annexure-D

- In order to attract quality manpower the service provider must spend at least 75% of the bill mount in the form salary paid to the staff posted at NIT, Rourkela. Proof in this regard should be presented in the form of salary statement, contribution towards EPF/ESI, while submitting monthly bill for payment.
- The number of personnel to be posted is a suggestive minimum requirement for proposed work, based on our experience. However, the service provider has the liberty to depute more manpower than mentioned.
- Past experience in similar work with institution of repute will be an added advantage.
- The personnel posted at the institute can avail leave as per the parent company rules limited to 30 days per year. If the period of leave is more than 7 continuous days, the service provider must provide substitute emergency staff.
- In case of institute holidays (except Saturdays & Sundays), staff can avail extra leave of their choice in lieu for working on such holidays.
- The minimum required number of staff need to be present at their respective seats on any given day irrespective of holidays.
- Bachelor accommodation in student hostel and married accommodation in married hostel will be provided to personnel posted at NIT, Rourkela on payment basis subject to availability of rooms.
- In case of non-performing maintenance engineer/ helpdesk assistant, service provider may be asked to replace the personnel posted at the institute.
- Required seating space with necessary service related hardware for the personnel will be provided by the institute.
- Advance monthly bills for payment can be raised by the 15th of each month.

Selection Procedure:

Annexure-E

The selection of the service provider shall be made by a process of combined quality and cost using the following procedure:

- The firms will submit their bids in two parts:
 - A techno-commercial bid containing (a) the credential of the firm (b) the proposed administrative and personal structure and (c) qualification and expertise of key personnel either existing or to be recruited.
 - A financial bid containing the rate of payment per month to be paid by NIT for the service.
- The techno-commercial proposal will be examined by a committee appointed by the institute. The firms will be invited to make a presentation/ for interview. They must bring on eof the senior level personnel to the institute for discussion.
- The committee will assign marks to each firm out of 70 based on technical evaluation, which will be announced to the bidders before the financial bids are opened. Financial bids of firm judged poor in performance will not be opened. Firms whose financial bids are considered unworkable in view of prevailing market condition will be rejected.
- The financial bids of the remaining firms will be rated out of 30 points against their financial bid according to the formula:

$$\text{Points} = \frac{30 \times \text{lowest bid value}}{\text{Quoted bid price}}$$

- Firms securing highest points in both technical (70) + financial (30) will be awarded the contract.
- The selected firms will have to submit the security deposit @10% of the total contract value in shape of DD/Bank Guarantee in favour of Director, NIT, Rourkela