



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)
12, SUDDER STREET, KOLKATA - 700 016
TELEPHONES: +91 033 4036 4753 / 4763 / 4755 / 4731
Website: www.icmai.in

Local Purchase Committee

Ref. LPC/IT/AMC of Server & Trend Micro Antivirus Server/2023-24

20.10.2023

Comprehensive AMC of 02 nos. HP ProLiant DL360 G6 Server & 01 no. IBM Server X3400 along with Configuration / Maintenance of Domain Controller & Additional Domain Controller and Configuration / Maintenance of Trend Micro Antivirus Server

The Institute of Cost Accountants of India invites sealed quotations from reputed companies with proven track records, for the **Comprehensive AMC of 02 nos. HP ProLiant DL360 G6 Server & 01 no. IBM Server X3400 along with Configuration / Maintenance of Domain Controller & Additional Domain Controller and Configuration / Maintenance of Trend Micro Antivirus Server** for a contract period of one year, which may be extended on annual basis for further period of three years on the same rate / price and terms & conditions subject to satisfactory performance. Vendors fulfilling the eligibility conditions and desirous to work can submit their quotation in sealed envelope at the institute's tender box in the mentioned address.

ELIGIBILITY CRITERIA

1. The tenderer should be a Company registered in India.
2. The tenderer should have physical presence in Kolkata for more than 10 years.
3. The tenderer should have a good reputation in the market and their clientele shall preferably include reputed Govt. & Private concerns.
4. The tenderer should have appropriate support relationship (Channel partner, service partner, etc.).
5. The tenderer should have experience of minimum five years in the field of configuring & maintaining Active Directory, DC, ADC and Trend Micro Antivirus Server (**Document as proof to be enclosed**).
6. The tenderer should have executed at least two similar works (**Document as proof to be enclosed**) during the last three years.
7. The tenderer must have an office in Kolkata, fully equipped with all necessary infrastructure and minimum five technical staffs having at least 5 years of relevant experience (**Document as proof to be enclosed**) with **CCNA/RHE/MCSE/MCP certification**.
8. Tenderer must be a profit making organization in the previous three financial years with an annual turnover of at least 1.0 crore per year for last three financial years (**Document as proof to be enclosed**).

SCOPE OF WORK

1. Comprehensive maintenance, new-installation/re-installation Domain Servers having Active Directory Services and Forefront TMG.
 - a) Format and Ready with Windows Server 2008 – R2 First Server
 - b) Active Directory Service Installation
 - c) Active Directory Configuration



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- d) DNS Installation
 - e) Forward Lookup and Reverse Lookup Zone Configuration
 - f) Format and Ready with Windows Server 2008 – R2 Second Server
 - g) Additional Domain Controller Installation & Configuration
 - h) Sync between Primary Domain Controller and Additional Domain Controller
 - i) Create Group Policy with Basic Policies
 - j) Create Users with Privileges
 - k) Client side Domain Join
 - l) Client side Domain Profile creation
2. Comprehensive maintenance of Trend Micro Antivirus Server.
 - a) Format and Ready with Windows Server 2008 – R2
 - b) Installation & Configuration of Trend Micro Antivirus in the Server
 - c) Installation & Configuration of Trend Micro Antivirus in the Clients
 - d) Connectivity of the Trend Micro Antivirus Server with the Clients
 3. Identify and resolve LAN issues.
 4. Monitor and maintain server uptime charts, server backup/monitor log register reports etc.
 5. Create and monitor Virtual LANs, Working Domains for effective use of network services.
 6. Apart from on-call support as and when needed, one Certified Engineers has to visit once in a week for checking the health status of the Servers and any further actions which is necessary to be taken. The Service Engineer must maintain a register about his action performed and health status of the Server. However, the service engineers may be called for support on Sunday and other Holidays in case of emergency.

INSTRUCTION TO THE TENDERERS

1. The tender shall be submitted into two parts in **separate envelopes** super-subscribing **Technical bid** and **Financial bid**. Both the envelope should be put into a third envelope super-subscribing with "Quotation for Comprehensive AMC of 02 nos. HP ProLiant DL360 G6 Server & 01 no. IBM Server X3400 along with Configuration / Maintenance of Active Directory, Domain Controller & Additional Domain Controller and Configuration / Maintenance of Trend Micro Antivirus Server."
2. All the quotations have to be submitted within the dates mentioned in the document and The Institute shall not be held liable for any postal delays. Tender received after the stipulated time/date will be are liable to be summarily rejected without giving any reason.



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3. The quotation is to be submitted as per details given in the enclosed Annexure-I on vendor's letter head duly signed, stamped and dated on each page as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.

TERMS AND CONDITIONS

1. The vendor must be in its legal existence for more than a minimum period of 10 years.
2. The contract shall be on all hardware products (Same Part No.)
3. Onsite Support & Response Time –
 - a) Original Spare Parts / Material to be provided.
 - b) Response time within 2 Hrs. from the time of call logged.
 - c) Problem to be resolved within 24 Hrs.
 - d) 24 X 7 X 365 Support to be covered
 - e) Holidays Covered.
 - f) Enhanced Parts Logistics.
4. Necessary technical assistance and advice shall be extended by the tenderer to resolve problems that may be encountered with regard to hardware, operating system, etc. covered under this contract.
5. **The time of attending the call to restoration shall not be more than 24 Hrs.**
6. The tenderer shall not sub-contract the mentioned work to any organization, person, firm or its franchisee without the prior approval of Institute.
7. The tenderer shall ensure that the malfunctioned server / network is rectified within 12 working hours of lodging the complaint by the Institute.
8. The tenderer shall ensure 99% uptime of above mentioned systems at the Institute.
9. A log / call register regarding the detail of services needs to be maintained in prescribed format.
10. **Apart from on-call support as and when needed, one Certified Engineers has to visit once in a week for checking the health status of the Servers and any further actions which is necessary to be taken. The Service Engineer must maintain a register about his action performed and health status of the Server. However, the service engineers may be called for support on Sunday and other Holidays in case of emergency.**
11. L1 vendor will be decided on the basis of Grand total cost of the contract (darkened box). However, the Institute is not bound to accept the lowest tender and reserves the right to accept either in full or in part of any tender. The Institute also reserves the right to reject the tenders without assigning any reason thereof.



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12. The Institute shall not consider any request in change of rates of AMC due to any reason whatsoever, during currency period of the contract.
13. Payment will be made on quarterly basis, at the end of each quarter, subject to satisfactory maintenance service and on submission of invoice.
14. Upon being selected as the successful tenderer and being awarded the AMC, the tenderer is expected to reply to all queries/ complaints that may be raised by the Institute from time to time.
15. The Comprehensive AMC is for a period of one year, which may be extended for a further period of three years, on year to year basis, based on the same rate and terms & conditions subject to satisfactory service.
16. The Institute also reserves the right to terminate the contract any time during the contract period with a notice period of 30 days, without assigning any reasons thereof. On termination of contract, the maintenance charges shall be paid on a pro-rata basis.
17. The Institute, at its sole discretion, reserves the right to accept or reject any or all the quotations including the lowest tender at any stage without assigning any reason thereof and the decision of the Institute will be final and binding on all concerned.
18. All disputes, claims and demands arising under or pursuant to or effecting/touching the contract shall be referred to the arbitrator appointed by the Secretary of The Institute of cost Accountants of India, Kolkata. The award of the sole Arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Reconciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Kolkata.

STATUTORY REQUIREMENTS

1. PAN, TAN, GST, VAT along with the copy of registration.
2. Audited Balance Sheet of last three financial years.
3. IT Return of last three assessment years.
4. GST Return of last three quarters.
5. Bank Account number with IFSC code, Bank name and Branch
6. Proof of document that the tenderer has executed at two similar works (Configuration & Maintenance of Active Directory, DC, ADC & Trend Micro Antivirus Server) during the last three years.
7. Cliental List of the tenderer.
8. Proof of document that the tenderer has **CCNA/RHE/MCSE/MCP** certified technical staffs.

For any further clarification, please contact Shri Biplob Chaki, Joint Director, IT, mail id: it.jd2@icmai.in or physically at CMA Bhawan, 12 Sudder Street, 2nd Floor, Kolkata – 700016 [Monday to Friday during office hour 9.30 a.m. to 6.00 p.m.



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SUBMISSION OF BIDS

Envelope No. I – TECHNICAL BID:

Seal and signed page of filled in **Annexure-1**. (along with necessary copies of documents)

Envelope No. II – FINANCIAL BID:

Filled in Financial bid of **Annexure-2**.

The Bidder should prepare two separate envelopes – One for submission of Technical Bid and another for submission of Financial Bid. These two envelopes need to be sealed super subscribing – Technical Bid & Financial Bid with the name, address and contact number of the Bidder.

Envelope No. III

Then pre-sealed envelope no. I & II need to be inserted in an another envelop i.e. envelope no. III and it also need to be sealed with a subject heading on it which is as under:

“Comprehensive AMC of 02 nos. HP ProLiant DL360 G6 Server & 01 no. IBM Server X3400 along with Configuration / Maintenance of Domain Controller & Additional Domain Controller and Configuration / Maintenance of Trend Micro Antivirus Server” (Bid Reference – LPC/IT/AMC of Server & Trend Micro Antivirus Server/2023-24)

The final envelope (III) has to be submitted in the **LPC Tender Box** (box 1) kept at the ground floor of the Institute. Address: **Local Purchase Committee**, Institute of Cost Accountants of India, CMA Bhawan, 12, Sudder Street, Kolkata – 700 016, on or before 3:00pm, 10th November, 2023.

**CONVENER
LOCAL PURCHASE COMMITTEE**



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ANNEXURE-1

(To be submitted in Technical Bid)

BIDDER DETAILS

NAME OF THE ORGANISATION	
ADDRESS	
CONTACT DETAILS TELEPHONE NO: E-MAIL ID:	
COMPANY REGISTERED IN INDIA UNDER REGISTRAR OF COMPANIES (Attach a copy of Certificate)	
PAN NUMBER (COMPANY / PROPRIETOR) (Enclose copy of PAN)	
GST REGISTRATION NUMBER (Enclose copy)	
TRADE LICENCE NO. (attach copy)	

Other documents to be enclosed:

- Proof of document that the tenderer has submitted the documents as per the eligibility criteria.

Declaration: We / our company, together with this Technical Bid has submitted all necessary documents required for the Tender.

Date:

Signature of bidder:

Place:

Seal:



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ANNEXURE-2

FINANCIAL BID

Sl. No.	Item Description	Qty	Unit Price (Rs.)	Taxes (Rs.)	Total Cost (Rs.)
1.	<u>Comprehensive AMC of HP ProLiant DL360 G6 Server</u> (To be used for DC & ADC) Configuration: <ul style="list-style-type: none">• 2 X Intel Xeon E5504@2.00GHz Processor• 1 X Intel Motherboard• 4 X 2GB and 2 X 8GB 1333MHz DIMM DDR3 Memory• 2 X HP Ethernet 1Gb Adapter Network Controller• 4 X 146GB 6G SAS 10K rpm SFF 2.5-inch SAS Hard Drive• Raid 0,1,5,10 supported HP Smart Array 410i Controller Card with Battery Backup• 1 X 2 Port SAS HBA Controller Card• 1 X DVD-RW Optical Drive Bay• 2 X HP500 Watt Power Supply Note – One server is having 2 X 2 Port SAS HBA Controller Card	02			
2.	<u>Comprehensive AMC of IBM Server X3400</u> (To be used for Trend Micro Antivirus Server) Configuration: Intel Zeon Processor, 4Gb Ram, 4 X 146Gb SAS HDD for IBM Server X3400 3 X 146Gb SAS HDD for IBM Server X3400 M3 with raid controller card, Extra 1Gbps NIC Card, DVD ROM, Dual Power Supply.	01			
3.	Configuration / Maintenance of Domain Network (Active Directory, DC & ADC along with the connectivity of 150 nodes)	LOT			
4.	Configuration / Maintenance of Trend Micro Antivirus Server along with the connectivity of 150 nodes)	LOT			
Grand Total					

Declaration: We / our Company understood the requirements involved. We agree to all the terms and conditions as indicated in this Tender Notice. We are not debarred by any of the departments of the Institute.

Date:

Signature of bidder:

Place:

Seal: