

India Trade Promotion Organisation

(A Govt. of India Enterprise)

Computer Department

Pragati Bhavan, Pragati Maidan

New Delhi

Notice Inviting Tender

Tender No. ITPO/CD/FMS/2008

July 10th, 2008

India Trade Promotion Organisation invites technical and commercial bids from ISO 9001-2000 certified companies for rendering facilities management services for manning the Local Area Network (LAN) Centre of ITPO which is equipped with Sun servers, Dell servers, central switch, workgroup switches, router, PCs, printer etc. on 24 hours a day X 7 days a week and 3 shifts a day basis for a period of two years. Initially, the contract will be for one year and renewed for the 2nd year subject to satisfactory services during the 1st year.

The man-power to man LAN centre should have basic operational knowledge related to Unix, Windows 98/XP etc., Windows Server 2000/2003, Oracle, Lotus Notes etc. softwares, servers, central switch, PCs, printers, UPS and should be able to take care of routine operations and minor problems related to computers and servers as also take daily/weekly back-up of the data from servers as per the schedule to be fixed by ITPO.

- Cost of tender document : Rs. 500/- by way of demand draft or in cash
- Earnest money deposit : Rs. 10,000/- by way of demand/bank draft
- Last date for sale of tender : July 16, 2008 (upto 05.00 pm)
Document & clarifications
- Last date for submission of : July 17, 2008 (upto 03.00 pm)
sealed bids
- Opening of technical bids : July 17, 2008 (at 04.00 pm)

- (1) Tender document can either be collected in person on payment of Rs. 500/- in cash or a demand/bank draft for the said amount favouring **India Trade Promotion Organisation**, payable at **New Delhi** or downloaded from our website: www.indiatradefair.com and the tender cost deposited along with the Technical Bid in the form of DD.
- (2) Technical bid should be submitted in the prescribed format in sealed envelope with “**Technical Bid for Facilities Management Services**” clearly written on the envelope accompanied by the earnest money deposit.
- (3) Bidders are requested to submit the following along with the Technical Bid:
 - copy(s) of authorization letter(s)/certificate(s) from the manufacturer to the effect of being their authorized distributor/reseller/channel partner,
 - copies of certificates of VAT/TIN and Service Tax registration,

- copy of ISO 9001-2000 registration (*please also mention the website URL in the relevant column of Technical Bid for verification*)
 - audited copy of latest balance sheet,
 - proof of a minimum of ten permanent qualified hardware/software engineers on the roll of the company.
 - Earnest money deposit of Rs. 10,000/- in the form of bank/demand draft favouring **India Trade Promotion Organisation, New Delhi** and (iii) demand/bank draft towards the tender document cost of Rs. 500/- if not already deposited with ITPO or the copy of the receipt from ITPO if tender fee has already been paid.
 - Copies of job orders for similar jobs from Central/State ministries, PSUs etc. issued to the bidding company during the last one year are also desirable.
- (4) Commercial bid should be submitted in the prescribed format in sealed envelope with “**Commercial Bid for Facilities Management Services**” clearly written on the envelope.
- (5) Commercial bid should contain the per-year price and the two-year price in the respective columns. The tax applicable on the items - both in terms of percentage as well as the total tax amount - must be clearly mentioned.
- (6) Clarifications, if any, may be sought from the under-mentioned officer on or before July 16, 2008 between 10.30 am and 05.00 pm.
- (7) Payment terms: 25 per cent of the total amount to be paid in the beginning and the remaining in equal quarterly installments.
- (8) ITPO reserves the right to reject any bid without assigning any reason.
- (9) Technical and commercial bids must be submitted latest by July 17, 2008 (upto 03.00 pm) to:

Shri Prem Singh
Market Analyst
Computer Department
India Trade Promotion Organisation
Pragati Bhavan, Pragati Maidan
New Delhi – 110001
Tel: 011-23371952

General Manager
Computer Department

**India Trade Promotion Organisation
Pragati Maidan. New Delhi-110001**

(Tender No. ITPO/CD/FMS/2008 dated July 10th, 2008)

Technical Bid

Name of the bidder: _____

Mailing address: _____

Contact Executive
(Name & designation) _____

Tel: _____ Fax: _____

E-mail: _____ Website: _____

VAT/TIN No. _____ Service Tax No. _____
(Please attach copies of certificates and latest returns)

ISO 9001-2000 Regn. No. _____ ISO URL website _____
(Please attach copies of ISO certificate)

Annual turnover during last fiscal _____ Rs. _____
(attach copy of audited Balance Sheet)

No. of hardware professionals on company's roll _____

No. of software professionals on company's roll _____

Details of EMD DD No. _____ dated _____

Drawn on _____

Details of tender cost DD No. _____ dated _____

Drawn on _____

Or ITPO's Receipt No. _____ dated _____

Date: _____

(Signature with seal of company)

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Commercial Bid

Name of the company : _____

Mailing address : _____

Contact Executive : _____
(Name & designation)

Tel: _____ Fax: _____

E-mail: _____ website: _____

Sl. No.	Job description	One Year Price	Two-year price
1.	Facilities management services to man the Local Area Network (LAN) Centre of ITPO on 24 hours a day, 7 days a week (3 shifts a day – 1 person per shift) basis. The jobs would, inter-alia, include monitoring of various servers round the clock, shutting down the servers/nodes in pre-determined sequence and in an orderly manner within the back-up duration of the on-line UPS in the event of (i) power failures, (ii) power fluctuations, and (iii) break-down of the equipment. Also responsible for taking data back-up on DAT drive of (a) logical full, (b) physical full, (c) physical incremental and (d) operating system as per the schedule of ITPO and also keep watch on the functioning of leased line etc.		
2.	Tax @ %	%	%
3.	Total amount (incl. tax)		
	In words (Rupees		

Date: _____

(Signature with seal)