



No. F. 59-9/2015 IT Cell
Government of India
Ministry of Culture
National Archives of India
Janpath, New Delhi-110 001
Email: archives@nic.in

The _____

To

As per list enclosed.

Subject: Invitation of bids & award of contract for establishing of Server & Thin Client Network Solution at Research Room, National Archives of India, Janpath , New Delhi - 110001 - reg.

Sir / Madam,

The National Archives of India invite sealed quotations / Tenders under "Two Bids System" Technical Bid & Financial Bid from experienced and competent firms / organizations working in the field of Information Technology, Integration Solutions and Service to provide a Server and Thin Client Network Solution for the Research Room and to maintain this setup on contract basis for a period for three years thereafter.

Details of the Tender Document including instruction to bidders, the scope of work and details of experience required, technical specifications and time schedule relating to the tender may be downloaded from our website www.nationalarchives.nic.in

You are requested to go through the Tender Document before quoting the price for the above said work. The sealed quotation should reach to this Department on or before the stipulated time period i.e. **12:00 Noon on 03-10-2017** positively.

Yours faithfully,

(Dr. Sanjay Garg)
Deputy Director of Archives
Government of India



**F. No. 59- 9/2015 IT Cell
Government of India
Ministry of Culture,
National Archives of India,
Janpath, New Delhi - 110 001
Tel: 011-2338 3436
Fax: 011-2338 4127
Email: archives@nic.in**

LIMITED TENDER DOCUMENT

INVITATION OF BIDS & AWARD OF CONTRACT FOR ESTABLISHING OF SERVER & THIN CLIENT NETWORK SOLUTION AT RESEARCH ROOM, NATIONAL ARCHIVES OF INDIA, JANPATH , NEW DELHI - 110001

Section I: Instruction to the Bidders

Section II: Scope of Work

Section III: General Requirements

DISCLAIMER :This Document is not an offer by the NAI, but an invitation to receive bids from bidders. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized Officer of NAI with the bidder.

Section I: INSTRUCTION TO BIDDERS

- i. The National Archives of India is the Repository of the non-current records of the Government of India and is holding them in trust for the use of administrators and scholars. It is an Attached Office of the Ministry of Culture with its main location at New Delhi and a Regional Office / Regional Centers in Bhopal, Puducherry, Jaipur and Bhubaneswar. The National Archives of India proposes to convert its Research Room to Paperless Environment and offer Computerized Access to the Research Scholars to retrieve list of records in its repositories and to provide access to the digitalized edition of the document.
- ii. The National Archives of India invites Tenders from experienced and competent organizations working in the field of Information Technology, Integration Solutions and Service to provide a Server and Thin Client Network Solution for the Research Room and to maintain this setup on a contract period for three years thereafter.
- iii. The scope of work, details of experience required, technical specifications and time schedule relating to the tender, are mentioned in this Tender document.

All the documentation should be in English/Hindi or bilingual.

The sealed tenders should be sent to:

The Director General,

National Archives of India,

Janpath, New Delhi - 110 001

Tel: +91-11-2338 3436 Fax: +91-11-2338 4127

Email: archives@nic.in

iv. **SUBMISSION & OPENING:**

The Tenders have to be submitted based on "Two Bids System" as stated hereunder:

- **SEALED ENVELOPE - I**

This shall contain the requisite **Earnest Money Deposit** of **Rs. 50, 000/- (Rupees Fifty Thousand only)**. This envelope shall bear the superscription, "Part - I, Earnest Money Deposit - Tender F. No."

- **SEALED ENVELOPE - II**

This shall contain the "**Technical Bid**" covering the relevant technical information, guaranteed technical particulars, past experience, etc. and other terms and conditions as per the tender specification (except prices of the equipment offered).

The Concept Note for the proposed solution defined later in the Scope of Work, the High Level Design Document, Core Team Profile & the Capability Statement should be provided in the Technical Bid. This envelope shall bear the superscription "Part II, Technical Bid - Tender F. No."

- **SEALED ENVELOPE - III**

This shall contain only "Financial Bid" strictly in conformity with the format as per Annexure - I and should be inclusive of all taxes. This envelope shall bear the superscription "Part - III, Financial Bid - Tender F. No."

All the three separately sealed envelopes viz., "Part-I: Earnest Money Deposit", "Part-II: Technical Bid" and "Part-III: Financial Bid" shall be submitted in single large envelope with "Tender Serial No." clearly written on the top, so as to reach this Department on or before the stipulated time period.

TENDER SCHEDULE

Last Date for the submitting of the Tender Document	03-10-2017 at 12:00 HRS
Technical Bid Opening Date and Time	Responsive Bidders will be informed about this date
Technical Presentation: (Maximum Duration: 45 minutes. Hard Copy of the presentation to be given to the NAI)	Responsive Bidders will be informed about this date
Financial Bid Opening Date and Time (Responsive Bid representatives only to attend)	Responsive Bidders will be informed about this date

The tenders should be filled in by the tenderer himself/herself or in the event the tender is filled by his authorized signatory, the name and designation of the authorized signatory should be clearly indicated in the tender.

The tenderers in their own interest are advised to be very careful while writing their rates. The rates should be written very neatly with clear mention of GST etc., preferably typed, and there should be no overwriting or corrections. The tenderers are further advised to quote the rates both in words as well as in figures.

A set of technical, descriptive and illustrative literature / leaflets brochures / catalogues should accompany the tender wherever applicable giving cross-reference to the item quoted.

Tenderers are advised to submit the tenders complete in all respects. Earnest Money Deposit of such tenderers, whose technical bids are not considered acceptable by the NAI, will be returned to the respective tenderers. The decision of the NAI shall be final and binding in this regard.

The NAI reserves the right to postpone and / or extend the date of receipt or to withdraw the tender notice without assigning any reason thereof. In such event, tenderers shall not be entitled to any compensation in any form whatsoever.

Tenders received either late or after the prescribed due date and time will not be entertained and will be rejected summarily.

Each page of the tender document should be signed in ink and submitted by the tenderer, in token of his/her having studied and understood the tender carefully.

Tenderers must accept all the conditions specified in the tender document to facilitate early finalization of tenders.

v. **EARNEST MONEY DEPOSIT:** Tenderers shall submit along with the tenders the requisite **Earnest Money Deposit of Rs. 50,000 /- (Rupees Fifty Thousand only)** in the form of Demand Draft / Bank Guarantee with a minimum validity of 90 days (revalidated if needed) / in favour of "The Director General, National Archives of India, New Delhi". Exemption of EMD as per GFR 2017 will be permissible.

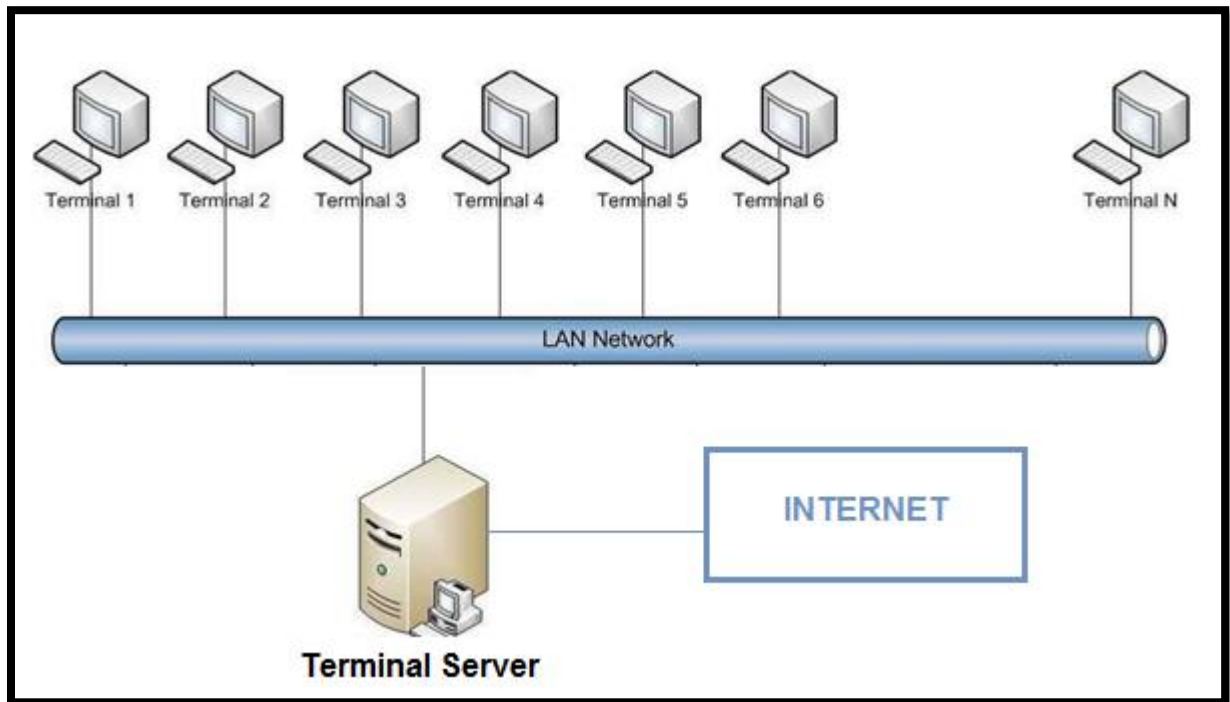
Tenders received without requisite Earnest Money Deposit are liable to be summarily rejected. The tenders shall be valid for ninety days after the date of opening of financial bids. The tenderers shall not be entitled to revoke, withdraw or alter their offer or any terms and conditions thereof, during the period of validity of their offer. In the event of this, the NAI shall forfeit the earnest money deposited along with the tender. In such event, the tenderer may at the discretion of the NAI be debarred from tendering for a period as may be considered fit by the NAI against any tender that might be invited by the NAI in the future. The NAI will also have within its rights to circulate the information at its discretion to other prospective purchasers about the tenderer having withdrawn his offer within the validity period.

The EMD of the unsuccessful bidders will be returned within 90 days of awarding the Tender to the successful bidder. The EMD of the successful bidder will be returned after receiving a bank guarantee of **Rs. 1,00,000/- (Rupees One Lakh only)** for a period of 3 years as **Performance Security**. Performance Security should remain valid for a period of sixty days beyond the date of completion of all the Components of the project.

- vi. **QUALIFICATION:** The tenderers should enclose / produce satisfactory evidence that they have necessary experience to undertake such work to the satisfaction of The NAI. The tenderer must have experience in the installation of similar nature of solutions and system in last 2 years in reputed organizations & research centers.
- vii. **AWARD OF CONTRACT:** The NAI shall not be bound to accept the lowest or any tender and reserves the right of accepting the whole or a portion of any of the tenders or reject any tender as it may deem fit without assigning any reason thereof. Tender evaluation will be done on a **point based system with 75% weightage for the Technical Proposal based on the presentation and the Technical Bid & 25% weightage for the Price in the Financial Bid**. The Vendor selected by the NAI will be informed in due course after opening of the Financial Bid. The decision of the NAI will be final and binding. Canvassing in any form by the tenderer to influence the consideration of his/her tender shall render the tenderer liable to rejection.
- viii. **NON TRANSFERABILITY OF TENDER DOCUMENTS:** Tender documents are not transferable to other tenderers.
- ix. **ASSIGNMENT AND SUB-CONTRACT:** The tenderer shall not assign or sublet the whole or any portion of the contract or allow any other person to enter therein in any manner whatsoever. Default on this clause can lead to the termination of the contract and forfeiting of the EMD.

Section II: SCOPE OF WORK

- i. The System Integrator will be responsible for the end to end designing of the solution, deployment, and maintenance of the Setup for a period of 1 year
- ii. It is envisaged to implement Thin Client – Server architecture at the Research Room in the National Archives of India. The proposed architecture is shown below:



- iii. The firm would be responsible for installation of the proposed hardware and software and implementation of the above architecture.
- iv. The solutions offered in terms of hardware for the development of the system should conform to the current international standards and be the latest versions available at the time of delivery. Year of production should not be earlier than two years as on date of purchase order. Deviations if any should be brought out by the vendor in the Technical Proposal
- v. The vendor is to ensure that the following features are incorporated during the implementation phase:
 - a) Authorization and Logging.
 - b) Creation of User Groups for Application of Domain Policies.
 - c) Enhanced Access Control with MAC-address binding on all ports.
 - d) Unused switch ports to be disabled.

- e) USB ports disabled.
 - f) User Access is logged.
 - g) Software restrictions to be implemented. Only pre-approved application will run on the system.
 - h) No Recycle Bin. Data once deleted by user cannot be recovered from Recycle Bin
 - i) No permanent storage of user data on the nodes. Once user logs out, system will be refreshed.
 - j) Password Protection. With features for minimum Password length, Password age, Password History and Account Lock Outs.
 - k) High Availability. The system is envisaged to be configured in a way that it is highly available with no single point of failure.
 - l) The vendor is to ensure that the critical functions work seamlessly without downtime more than 48 hours.
- vi. Thin Client experience for the end user should be rich with seamless support for Full HD 1080 p support, Multimedia enabled and wireless keyboard mouse controls.
- vii. System Administrator should be able to remotely manage the Thin Client Terminals, Force Log Off or Lock Down system in case of misuse and install security patches updates remotely on nodes.
- viii. The system should be support Desktop Broadcasting.
- ix. The system should support IP Virtualization.
- x. The system should be scalable to support 802.11n Wi Fi Network.

xi. RESIDENT ENGINEER

- a. The bidder will be responsible for making services of a Resident Engineer available on all working days as per the Calendar of the National Archives of India.
- b. The resident engineer will have to be available through working hours of the National Archives of India.
- c. Attendance of the Resident Engineer will be maintained by the vendor which will be submitted to National Archives of India on 5th of every following month.
- d. In absence of the Resident Engineer, alternative arrangement will have to be made by the successful bidder, to provide a standby engineer.
- e. The Resident Engineer will ensure timely switching on and switching off of the deployed IT Infrastructure.
- f. The Resident Engineer has to be technically qualified, experienced and competent in handling the IT Infrastructure, minimizing down time and providing better end user satisfaction.
- g. The National Archives of India shall have no liability, financial or otherwise, for any harm, damage, injury incurred by the manpower deployed by the bidder in the course of performing of work of the National Archives of India

- h. Neither contractor nor his workers/engineers shall have any claim on the National Archives of India for compensation or financial assistance on this account.
 - i. The bidder shall provide full details of the person deputed. Police verification of the deputed persons with no criminal record and with ID proof shall also be carried out by the bidder.
 - j. The bidder shall be responsible for any injury or accident to the person employed by them.
- xii. System Administrator should be able to remotely manage the Thin Client Terminals, Force Log Off or Lock Down system in case of misuse and install security patches updates remotely on nodes.
- xiii. Response Time from the bidder for any system malfunction should not exceed over 24 hours.
- xiv. The bidder will keep substantial stock of critical components and spare nodes in the National Archives of India site, to ensure seamless continuity of the setup at all time.
- xv. Monthly User Access Report on the number of users accessing the system, bandwidth consumption, spares replacement, critical events, Antivirus Scan report to be furnished by the vendor the IT department of the National Archives of India
- xvi. Bidder has to quote for total scope of works mentioned above strictly as per the format specified in Annexure I
- xvii. Monthly sign off reports to be taken by the vendor from the NAI with details of the support provided in each month to the satisfaction of the NAI.
- xviii. The Electrical, Carpentry and Civil works , including the installation of the Network Cables will for the setup will be provided by the National Archives of India.
- xix. The vendor shall incorporate for all the required equipment and services whether explicitly mentioned in these specifications or not to fulfill the intent of the requirement and to ensure the completeness, operability and maintainability of the solution at no extra cost to the National Archives of India.

Section III: GENERAL REQUIREMENTS

- i. **VALIDITY PERIOD:** Offers shall have the validity period of 3 years from the tender closing date. Bidders are requested to offer 3 years validity as per Tender Terms. Technically accepted Bidder shall be given opportunity to accept validity as per tender in case of shorter validity quoted by bidder. Non-acceptance thereafter will be rejected by the NAI as non-responsive.
- ii. **DELIVERY PERIOD / COMPLETION SCHEDULE:** The delivery / completion schedule for the end to end deployment of the system will be 8 weeks from the date of order acceptance by the vendor.
- iii. **GUARANTEED PERFORMANCE:** The vendor should ensure 100% resolution of all technical issues reported by the users within 24 hours and ensure availability of their support staff to work for extended hours to fix issues and bugs reported in the system and not carry forward beyond 1 week. The bidder shall furnish a complete list of all the standards and codes under which his/ her offered services will be validated along with their bid. Technical literature of the technologies offered to be submitted along with the offer giving cross-reference of details in the technical bid.
- iv. **INCOME TAX:** Income Tax / TDS on gross amount billed will be deducted from the vendor bills as per the provisions of the Income Tax Act.
- v. **TERMS OF PAYMENT:** The payment for the initial setup costs will be made only after the complete supply and successful installation as per approved specifications without any advance amount.

The payment for the On-site service support of the resident engineer will be made on half yearly monthly basis.

The payment for the Comprehensive AMC covering all components (after the first year) will be made on a half yearly basis, at the end of every 6 months.

- vi. **FORCE MAJEURE:** Neither the NAI nor the tenderer shall be liable to the other for any delay in or failure of, their respective obligations under this agreement caused by occurrence beyond the control of the NAI or the tenderer because of fire, floods, acts of God, lockout, sabotage, any law, statute or ordinance, order, actions or regulations of the Governments or any agency thereof, or any compliance therewith or any other causes, contingencies or circumstances similar to the above. Either party shall promptly, but not later than 30 days thereafter notify the other of the commencement and cessation of such contingency and proof that such is beyond the control and affects the implementation of this agreement adversely and mutually. If such contingency continues beyond six

months, both parties agree to discuss and agree upon an equitable solution for the termination of this agreement or otherwise decide the course of action to be adopted.

- vii. TOTAL RESPONSIBILITY:** Total integrated technical support for the solution should be given by the vendor. The vendor shall sign a service level agreement with the NAI for comprehensive support services for 3 years.

ANNEXURE I

S. No.	Item Description	Qty.	Unit Rate (in Rupees)	Total Amount (in Rupees)
(A)	Hardware			
1	Server Type 1 – 2 x Intel® Xeon® E5-264v3, 6 Core / 48 GB RAM / 2 x 300GB 6G SAS 10K / Keyboard Mouse	1		
2	Monitor – 24" WLED Full HD For Server Console	1		
3	Thin Client – Wide Display – 32 Bit @ 60Hz (1360 x 768 – 1920 x 1080) 16 bits, 48 KHZ Audio Input / Output Front Panel – 2 x USB 2.0, 1 x Microphone Jack, 1 x Speaker Jack Rear Panel - 2 x USB 2.0, 1 x 5v DC in 1 x RJ45 Ethernet, 1 Power / Reset Switch Power Consumption 5 watt Wireless Keyboard & Wireless Mouse	48		
4	UPS – 1.5 KVA UPS with One Hour Backup	1		
5	42U Server Rack	1		
(B)	Software			
1.	Windows Server User CAL 2016	48		
2.	Windows Remote Desktop Services CAL 2016	48		
3.	Windows Server Std. 2016 2 Proc	1		
4.	Antivirus Protection Software (48 user support)	1		
Total charges inclusive of all taxes for the integrated setup, deployment & installation with 1 year Comprehensive support Charges in words:				
Annual On-Site Resident Engineer Charges Inclusive of All Taxes Charges in words:				