

**File No. – T3/04/08-NHSRC Server(PF)**

## Request for Proposal (RFP) for Realignment (Restructuring) of Server Room

On behalf of the Executive Director, NHSRC, the Intender, sealed tenders are invited for hiring in a two-bid system (Technical & Financial) from reputed and experienced printing and publishing houses/companies having experience of service in editing, designing, translating, printing of publications like books, newsletters, brochures, magazines, handbooks including other material for at least three years to any Central/State Govt organisations or a large Public Sector Undertaking or reputed private organisations in Delhi/NCR.

### Invitation for bids

Document download/ sale Start date and time	01 September, 2021
Last date and time for bid submission	12 September, 2021
Pre –bid meeting	Virtual meeting to be held on 6 <sup>th</sup> September 2021 at 4 PM. Please join using below link: <a href="https://nhsrindia.org/webex.com/nhsrindia.org/j.php?MTID=m642cb1f1f0b1e41f65cebf79fba892b">https://nhsrindia.org/webex.com/nhsrindia.org/j.php?MTID=m642cb1f1f0b1e41f65cebf79fba892b</a>
Technical bid opening date and time (only one representative allowed per agency)	13 September,2021
Financial bid opening date and time (only one representative	

allowed per agency)	
Website for downloading the tender document, corrigendums etc	<a href="http://www.nhsrcindia.org">www.nhsrcindia.org</a>

### 1. Instructions for Submitting Proposal

Proposals are required to be submitted in two parts in same email to [it.support@nhsrcindia.org](mailto:it.support@nhsrcindia.org) :

- Part A: Technical Proposal
- Part B: Commercial Proposal

Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents in PDF file format. **Please do not include any price information in Part A.**

Each file has to be password protected and the password for opening the files shall be asked at the time of opening of proposal

These file names should be clearly named as **NHSRC\_TECHNICAL\_PROPOSAL.PDF** and **NHSRC\_COMMERCIAL\_PROPOSAL.PDF**. **If Technical Proposal and Commercial Proposal are not submitted as separate password protected PDF file formats, the proposal will be rejected.**

### 2. Eligibility Criteria –

The firm should:

- a) Be a registered one under Company’s Act and should have an experience of at least three years in the field of maintenance of Server Room/Data Centers Maintenance (EPABX/Windows based Servers/Network Devices (Cisco/Juniper/Delink)/Firewalls/CCTV etc).
- b) Be registered with Sales and Service Tax Authorities with respective State Government /Government of India (As applicable);
- c) Have worked for at least three years with Government/PSU/Reputed Private Companies in providing Services of similar nature (Work order or Completion Certificate).

### 3. Scope of Work, Deliverables & Timelines –

- A. **FOR VOICE NETWORK (Phase-1):** Deep cleaning (vacuum pump) of part of server room which is covered with cardboard and dust to check the depth of false flooring and possibility of routing most of the cables to wall mounted rack which include:

- (1) Identification of user voice and data points from field side up to MDF & data racks that involves face plate numbering, ferruling and replacement of any broken voice or data IOs or RJ-45 connectors.
  - (2) Identification and ferruling of Trunk lines, Leased lines from MTNL and NIC service providers.
  - (3) Identification of backbone cabling between GF and FF for the users in FF.
  - (4) Identification of users in wall mounted rack and relocation of such users into floor mounted rack.
  - (5) Re fixing of wall mounted rack at floor level.
  - (6) De commissioning of MDF from its current location.
  - (7) Termination of user side cables on voice Patch Panels and mounting of Patch Panels in wall mounted voice rack as mentioned above.
  - (8) De commissioning of EPABX from floor mounted Rack and mounting on wall rack.
  - (9) Patching of System side Patch Panel with EPABX
  - (10) Repair of broken window and wall paint.
  - (11) Testing and labelling on Patch Panels.
- B. **FOR DATA NETWORK (PHASE-2):** Deep cleaning (vacuum pump) of part of server room which is covered with cardboard and dust to check the depth of false flooring and possibility of routing most of the cables to wall mounted rack which include:

- (1) identification of data points from field side up to data racks that involves face plate numbering, ferruling and replacement of any broken data ios or rj-45 connectors. this activity will be caried out during phase -1.
- (2) identification of backbone cabling between gf and ff for the users in ff. this activity will be caried out during phase -1.
- (3) it operations team will backup the current configuration of ad server, backup server, firewall, wi fi controllers and access points and switches.
- (4) two in nos. faulty switches from wall mounted rack will be removed.
- (5) relocating data points from wall mounted rack into floor mounted rack.
- (6) relocation of floor lying electrical extension box.
- (7) relocating floor mounted rack according to length of user cables.
- (8) shut down of equipments.
- (9) re alignment of data patch panels and replacing the loose ios or faulty ios with new ones. there is possibility of replacing the faulty jack panel with new one.
- (10) Equipment Earthing : Chemical or copper earthing

#### 4. Term And Conditions

- A. The Vendor has to provide services at National Health Systems Resource Centre, NIHFW Campus, National Rural Health Mission, Ministry of Health and Family Welfare, Government of India.
- B. Provide Sufficient Technical Staff for completing the Task on Weekends only with all accessory mentioned in BoQ.
- C. The existing list of Assets which are available at site is place above. The system may undergo minor changes due to shifting of various equipment, additions or deletions may take place at the time of execution of task.
- D. The contract shall be valid only till the task get completed satisfactory.
- E. No demands for revision of rate on any account shall be entertained during the contract period.

F. The Vendor will prepare separate log books for each of the machine containing following Details:

Type of Asset	Model No	Physical Location	Equipment Status (Before)	Equipment Status (After)
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- G. Full Payment will be made on satisfactory Completion of task only.
- H. In case of non-working of BoQ items, the Vendor is expected to arrange the same from his/her own resources and it will be borne by their own.
- I. In case the requisite parts are not available, the same should be replaced with the parts of higher specifications compatible with the system within stipulated period.
- J. The necessary support for execution of task, will be provided by department like entry gate pass etc.
- K. The vendor will not change the setting of any Devices without seeking the prior permission of the IT Department.
- L. No advance payment would be made in any case.
- M. The Server Room may be inspected by the qualified tenderer. The non-functional items and the items required for repair may be pointed out to this office just before commencement of task.
- N. Technical Staff must be aligned to working day (Next working day for 2 days) for any trouble shooting
- O. Note: Any additional task other than those indicated above or by deduction, shall be payable at mutually acceptable costs.
- P. **Indemnification.** The Bidder/Supplier shall, at its own expense, defend and indemnify the owner against all third-party claims. "The Bidder/Supplier shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. The Indenter shall not pay any compensation to a third party resulting from such infringement and the Bidder/Supplier shall be fully responsible for the same, including all expenses and court and legal fees.
- Q. **Arbitration.** All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, NHSRC at NCT Delhi. The award of the arbitrator so appointed shall be final and binding on both the parties
- R. **Jurisdiction.** The applicable to the contract shall be laws in force in India. Matter relating to any dispute or difference arising out of this tender and subsequent contract awarded based on the bid shall be subject to the Jurisdiction of New Delhi court only

#### 5. Current Hardware Inventory in Place

Type	Qty	Physical Location
Switch (Cisco/Dlink/Netgear/HP)-24 Port/8 Port	12	GF Server Room
Firewall (Sophos XG135 Appliance)	1	GF Server Room
EPABX (Matrix)	1	GF Server Room
MDF for EPABX	1	GF Server Room
Domain Server -HP PROLIANT DL 380e	1	GF Server Room
Storage Server- HP Store easy 1440	1	GF Server Room
HVR (Matrix Satyatata 16 Channel)	1	GF Server Room
MTNL Switch ( ) for OFC termination	1	GF Server Room
Rack mount LIU for MTNL Lease Line	1	GF Server Room

NIC's Switch (Juniper Network) for OFC Termination	1	GF Server Room
12 port Rack mount LIU for NIC Lease Line loaded with Splice tray, pigtails, Couplers, Labels and cable spool	1	GF Server Room

## 6. Assessment of proposals –

- 1) Proposals received will be assessed by a committee constituted for the purpose. The Committee will technically evaluate proposals of eligible agencies as per tender requirement.
- 2) The financial bids are only opened for bidders that pass the technical assessment.
- 3) NHSRC reserves the right to award one or more than one agency for its requirements

## Technical Proposal

### List of documents to be submitted as technical proposal

- a) Covering letter clearly indicating the list of enclosures.
- b) Original/downloaded tender document duly filled in, signed, and stamped by the bidder or authorized representative of the bidder.
- c) Self-attested Copy of summary sheet of Income Tax Return for the last three years,
- d) GST Registration Certificate
- e) Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any Govt./Public Sector Institutions or reputed private organization in Delhi/NCR in the recent past
- f) Authorization Letter if any
- g) Tentative Implementation Schedule Annexure-A.

**Annexure-A****Tentative Implementation Schedule(Should be implemented in two weekends)**

<b>S. No</b>	<b>Task</b>	<b>Duration</b>	<b>Status</b>
1	Identification of user voice and data points from field side up to MDF & data racks that involves face plate numbering, ferruling and replacement of any broken voice or data IOs or RJ-45 connectors.		
2	Identification and ferruling of Trunk lines, Leased lines from MTNL and NIC service providers.		
3	Identification of backbone cabling between GF and FF for the users in FF		
4	Identification of users in wall mounted rack and relocation of such users into floor mounted rack.		
5	Re fixing of wall mounted rack at floor level		
6	De commissioning of MDF from its current location.		
7	Termination of user side cables on voice Patch Panels and mounting of Patch Panels in wall mounted voice rack as mentioned above		
8	De commissioning of EPABX from floor mounted Rack and mounting on wall rack		
9	Patching of System side Patch Panel with EPABX		
10	Repair of broken window and whitewash		
11	Testing and labelling on Patch Panels.		

## Annexure-B

## Financial Proposal

I/we hereby quote rates as under;

S.NO.	Description	Qty.	Unit Cost (INR)	Total Cost (INR) with Taxes
1.	<b>24 Port Jack panel</b>	<b>18</b>		
2.	<b>Information Outlets for Data</b>	<b>109</b>		
3.	<b>Information Outlets for Voice</b>	<b>87</b>		
4.	<b>Patch Cords</b>	<b>1 Box of 305 Mtr.</b>		
5.	<b>Duplex Face Plates</b>	<b>35</b>		
6.	Accessories( 32mm/25 mm flexible pipe, RJ-45 Connectors)			
7.	<b>Testing and Documentation with Penta Scanning</b>			
8.	Wooden Platform approx..(5' x 6' x 6")			
9.	Power PDUs			

10.	<b>Equipment Earthing</b>	
9.	<b>Services (Terminations, dressing, Dismantling, Ferruling etc.)</b>	
<b>Total Cost with tax</b>		

- The cost quoted shall not be liable to change and shall be firm and final.
- Goods supplied shall be as manufacturer specifications and have a guarantee period of one Year and be accompanied with relevant certificates as applicable.
- Payment will be made on as per actual basis for IT equipments
- The grant of contract will be based on **Total Consolidated cost (INR.)**
- Applicable statutory deductions will be made on payment