



नौएडा विशेष आर्थिक क्षेत्र प्राधिकरण
(अधीनस्थ भारत सरकार)
वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग
नौएडा दादरी रोड, फेस-2, नौएडा जिला गौतम बुद्ध नगर(उ०प्र०)
ईमेल: dc@nsez.gov.in, वेबसाइट:www.nsez.gov.in
टेलीफोन 120-2567268/69/70

Dated:11.2021

Circular

Sub:-Annual Maintenance Contract for Servers and its attached equipments in Noida Special Economic Zone, Noida-reg

The undersigned is directed to refer to the tender notice dated 11.10.2021 (copy enclosed) inviting e-tender for Annual Maintenance Contract for Servers and its attached equipments in Noida Special Economic Zone Authority, Noida and to say that the last date of submission of bids has been extended to 15.12.2021 till 3.00 PM.

Nitin Gupta
Deputy Development Commissioner

नौएडा विशेष आर्थिक क्षेत्र प्राधिकरण
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ईमेल: dc@nsez.gov.in, वेबसाइट: www.nsez.gov.in

दिनांक: 10.10.2021

1. e-Tender for Annual Maintenance Contract for Servers and its attached equipments in Noida Special Economic Zone, Noida-reg

Technical & Financial e-bids are invited from eligible authorized companies/firms having minimum 3 years experience in the field of maintenance/repair of various type/make of Servers and its attached equipments in Government / Semi Government departments or industrial Township/Companies for awarding of Annual Maintenance Contract for Server and its attached equipments in Noida Special Economic Zone, Noida.

The detailed scope of work & eligibility criteria is available in following paras. Server room may be seen on any working day between 10:00 AM to 06:00 PM.

In case of any query the Authorized person of firm/company may visit this office on any working day for any clarification/information on the existing work or may contact telephonically over Phone No. 0120-2567268-70 (3 lines) extension no. 20 . The queries may also be sent to NSEZ Authority through email at ddcng@nsez.gov.in. The bids should be submitted online only on or before 25.10.2021 up to 15:30 hrs.

2. Scope of Work:

a. Repair & maintenance of following Servers and its equipments:-

S. No.	Equipments description	Specification	Quantity
1.	Server HP ProLiant DL80Gen9, S. No. SGH528Y2VF	Xeon E5-2609v3 1.9Ghz/16GB RAM/3 x 300GB HDD/Windows 2012 Std.	01
2.	Server IBM system x 3630 M3, S. No. 7379Q2L06AAL05	Xeon E5649/2.53ghz/16GB RAM/3 x 300GB HDD with Raid 5/Windows 2008 Std.	01
3.	Server IBM system x 3400 M3, S. No. 737722A-99A1996	Xeon E5506/2.13ghz/8GB RAM/2 x 500GB HDD with Raid 5/Windows 2008 Std.	01
4.	Basic rack Power Distribution, Network and Server rack		03
5.	Main electrical UPS with inbuilt hot swappable batteries with web based management 10 kva with one hour backup	10 KVA	02
6.	APC power load balancing auto transfer switch		01
7.	ATS for network rack and network switch	ATS-1 Network Switch-5	01

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- b. Server performance monitoring, fine-tuning, and optimization.
- c. Server diagnosing and problem resolution.
- d. Server Applications and Configuration Changes.
- e. Weekly data backup of all servers.
- f. Understand and report performance bottlenecks.
- g. Servers Anti-virus related to system maintenance.
- h. Maintenance of Network Security.
- i. Maintenance and configuration of Switches.
- j. Ensure complete connectivity of the Servers with respective networks.
- k. Switch configuration backup, Cleaning of Rack, and network rack dressing (crimping if needed) quarterly or whenever required.
- l. Support for installed UPS for Proper upkeep of UPSs including replacement of faulty batteries with minimum backup time of one hour for online UPS (10KVA).
- m. Maintenance of UPSs including replacement of defective boards, circuits, connectors, batteries as per requirement.
- n. Preventive/proactive maintenance of UPSs and batteries, monthly Cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its Functional condition.
- o. In case of replacement of UPS and Batteries, it will be the responsibility of agency to get it resolved within time frame.

3. Eligibility Criteria:-

- a. 03 year's experience of repair/comprehensive annual maintenance of various type/make of Servers and its attached equipments having successfully completed. Certificate issued by the Competent Authority to be attached.
- b. The firm should have GST registration and carry a copy of valid PAN.
- c. An undertaking (self-certified) that the firm hasn't been blacklisted by any of its clients and there has been no litigation with any of its clients in the past three years.
- d. In order to consider the bids for evaluation, the documentary evidence for compliance to each of the above- mentioned eligibility criteria must be enclosed by the firms along with the bid.
- e. Relevant portions, in the documents submitted in pursuance of eligibility criteria as mentioned above, shall be highlighted and all pages of the bid document should be serially numbered.
- f. Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, NSEZ Authority reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.
- g. All documents such as audited financial statement for last 3 years, previous experience certificate, copy of PAN in respect of firm and proof of the residence i.e. copy of the passport, voter ID etc. of directors, partners or proprietor as the case may be, should be uploaded on the online portal of NSEZ website.
- h. The bid submitted by any firm not fulfilling the eligibility conditions / criteria stipulated above, will not be considered & summarily rejected. Therefore, bidders should carefully go through the technical/financial & other requirements and only if they are sure about fulfilling the conditions, they should participate in the bidding.

4. Earnest Money Deposit

- a. The bidder shall furnish Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees twenty Thousand Only) in the form of Demand Draft / Banker's Cheque, from a scheduled commercial bank, drawn in favour of "NSEZ Authority, payable at Noida" physically at the time of opening of Technical Bids, otherwise bid will be rejected.
- b. No Bank Guarantee towards EMD will be acceptable. The EMD of unsuccessful

bidders shall be returned, without any interest after the finalization of the tender.

- c. Tender not accompanied with required Earnest Money in the prescribed manner shall be rejected outrightly and will not be evaluated.

5. Procedure for submission of Bids

- a. Applicants have to apply online through prescribed e-tendering module before last date & time at our website at www.nsez.gov.in.
- b. The firms have to fill their yearly quotation online (including all charges) through prescribed e-tendering module before last date & time at our website at www.nsez.gov.in.
- c. The firm shall attach all requisite documents in the PDF format such as previous experience certificate, GSTIN, copy of PAN and proof of the residence i.e. copy of the passport, voter ID etc.
- d. The offers submitted by fax / Email or any manner other than specified above shall not be considered. No correspondence will be entertained on this matter.
- e. The participating firms are advised to study the document carefully. Submission of the offer shall be deemed to have been done after careful study and examination of all instructions, eligibility, terms and requirement specifications in the document with full understanding of its implications. The offer not complying with all the given clauses in this document are liable to be rejected. Failure to furnish all information required in the Document or submission of an offer not substantially responsive to the document in every respect will be at the service provider/participant risk and may result in the rejection of the offer.
- f. No deviation in terms and condition will be accepted.

6. Procedure for opening Bids:

- a. The Technical bids will be opened on 25.10.2021 by the Tender Committee in the Conference Hall of NSEZ at 16:00 hrs. in the presence of firm's representative (only one) who may choose to remain present. The technical bids will then be examined by the Tender Committee.
- b. The financial bid of only technically qualified firms will be opened.
- c. In case of non-availability of members on the same day, the next date to the bidder shall be given through email and website.
- d. All Bidders must be physically present before the Tender Committee with all documents, in original, at the time of opening of tender failing which participation shall be withheld. While attending the bidding process, all covid-19 related precautions must be adhered by representative of the bidding firm.

7. Financial Evaluation:

- a. NSEZ Authority reserves the right to accept any offer, and to cancel/abort the process and reject all offers at any time prior to award of Contract, without thereby incurring any liability to the affected firm or agencies, of any obligation to inform the affected firm or agencies of the grounds for NSEZ Authority's action and without assigning any reasons.
- b. There will be no negotiations regarding the financial/commercial offers. However, if NSEZ Authority considers necessary, revised Financial/Commercial offers can be called for from the technically shortlisted Agencies, before opening the original Financial/Commercial offers. In that case, the revised offers should not be higher than the original offers, otherwise offer will be rejected.

8. Payment Terms and Contract period:

- a. 50% of contract amount will be made on completion of 06 months from commencement of AMC to the firm. Balance 50% payment will be made after completion of 12 months.
- b. The AMC may be given for initial period of 01 year which shall be extendable for



further period of 01 year at a time only if work is found satisfactory by Competent Authority.

- c. The AMC would be comprehensive and no charges will be paid for repair/replacement of parts etc.

9. Penalty Clause:

- a. In case, the work is not undertaken properly or found unsatisfactory, an amount equivalent to penalty as imposed by the CEO NSEZA shall be deducted from the bill.
- b. In case the complaint is not attended within 24 hours of complaint being raised, a penalty of Rs.100/- per day shall be imposed, in addition to other actions that may be decided by CEO, NSEZA.
- c. NSEZ Authority reserves the right to cancel the empanelment/contract, forfeit the EMD/Security Deposit, and get the work completed from alternate sources at the risk and cost of the defaulting firm.

10. Terms & Conditions:-

- a. Tenders are invited through two bid systems (i) Technical Bid (ii) Financial Bid as prescribed on e-tendering module.
- b. The representative of the firm shall attend all meeting organized by this office whichever and No conveyance shall be paid.
- c. The details given in the terms & conditions of contract are tentative only and not exhaustive. NSEZ Authority will issue further necessary details as per requirement during executions from time to time and the work will be done in accordance therewith.
- d. No transport shall be provided by the NSEZ Authority.
- e. NSEZ Authority reserves the right to reject any of all the tender(s) received or to allot the work to one or more contactor(s) without assigning any reason thereof.
- f. The contractor should not have been convicted, formally investigated, in corruption/crime and other cases having a bearing on his eligibility to participate in the bidding process.
- g. The contractor has not and will not resort to bribery or any other form of corruption in the context of the respective contract.
- h. Misdeclaration/Misinformation by the firm under this clause would give NSEZ Authority the right to cancel the contract unconditionally and immediately.
- i. The successful bidder should submit performance guarantee equal to 10% of quoted amount, which should be valid for 45 days beyond the completion date of contract.

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(Nitin Gupta),

Estate Officer

& Dy. Development Commissioner

Copy to:-

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2. Account Officer, NSEZ

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