

भारतीय बीमा विनियामक और विकास प्राधिकरण
Insurance Regulatory and Development Authority of India



RFP No. - **IRDAI/DRO/18-19/01**

October 2018

Tender Document for

**Invitation of RFP for providing Annual Maintenance of IT Systems &
Peripherals in Delhi Regional Office (DRO) IRDAI
Through E-Procurement (CPPP) - Open Tender in two bid system**

Issued By

Insurance Regulatory and Development Authority of India

Survey No. 115/1, Financial District,

Nanakramguda, Gachibowli,

Hyderabad – 500032

Ph: (040) 20204000

Telangana State (INDIA)

Email: it@irda.gov.in

Schedule

<u>Time line</u>		
1.	Publish date of tender	22/10/2018 05:00 PM
2.	Document download Date	22/10/2018 06:00 PM
3.	Clarification start Date and End Date	23/10/2018 10.00 AM to 28/10/2018 02.00 PM
4.	Pre-Bid Meeting	NA
5.	Bid submission Start date and end date by the intending bidders	1/11/2018 at 02.00 PM To 15/11/2018 at 02.00 PM
6.	Last date of submission of Demand Draft in original payable in favour of Insurance Regulatory and Development Authority of India payable at HYDERABAD towards Earnest Money Deposit (EMD)	NA
7.	Amount of Earnest Money Deposit	₹ 00/-
8.	Tenders/ Bids opening and technical bids/cover opening	16/11/2018 02:00 PM
9.	Date of download of financial bids	To be notified later to only those bidders who qualify in technical bids.
10.	For any query	Ph: (040) 2020 4219/325 (HYD) (011) - 2344 4400 (DRO) email: it@irda.gov.in ; irdandro@irda.gov.in ("RFP No – IRDAI/DRO/18- 19/01 " shall be present in subject line, otherwise query will not counted.)

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY

Sy No. 115/1, Financial District, Nanakramguda, Hyderabad – 500032

Invitation of RFP for providing Annual Maintenance of IT Systems & Peripherals in Delhi Regional Office (DRO) IRDAI through E-Procurement (CPPP) - Open tender in two bid system

On-line bids are invited under two bid system (Technical and Financial) from the AMC Service Providers (based in Delhi only) for the Annual Maintenance of IT Systems & Peripherals etc as per **Annexure – ‘A’**.

1. IRDAI Background

Insurance Regulatory and Development Authority of India (hereinafter 'IRDAI') is a Statutory body established under Section 3(1) of IRDAI Act, 1999 to protect the interests of policyholders of insurance policies and to regulate, promote and ensure orderly growth of the Insurance Industry and for matter connected therewith or incidental thereto. Please visit the website www.irdai.gov.in for information about the IRDAI. IRDAI is having its head office at Hyderabad and regional offices at Mumbai and New Delhi.

2. Scope of work:

1. The scope of work consists of Comprehensive On-site maintenance of IT Systems and peripherals as specified in **Annexure A** and as per the Terms and Conditions mentioned in the RFP for IRDAI Delhi Regional office (DRO) and Delhi Guest House.
2. The AMC is for a period of **2 years and may be extended for one more year** based on the requirement.
3. There should be no objection from the vendor in case of shifting of office within the city and vendor should provide the services.
4. The comprehensive maintenance of hardware of DRO includes repair / replacement of all faulty systems / parts including fuser assemblies and plastic parts of the printers.

5. Vendor shall provide **qualified (with Hardware specialization and Network Specialization) and competent engineer to IRDAI DRO on Call basis / need basis** (as required).
6. Installation of OS and other software of the system as per requirements
7. Update the patches of the all systems and keep them in working condition
8. Troubleshooting network related problems. Wherever replacement of Network point or cable is required, it will be done on a chargeable basis
9. On-site support for Home Office systems provided to the top officials (if any). Only local conveyance charges (Bus/ Auto) shall be reimbursed to Service Engineer for attending such calls.
10. Maintenance support / facility management includes problem/issues, trouble shooting and correction, device drivers & Firm Ware Upgrades, disks & RAID Systems support like O.S Reinstallation, registration of problems/issues to Original Equipment Manufacturer (OEM) raise the tickets and follow up.
11. Provide support in day to day operation in network related like antivirus, firewall, video conference systems, issues in networking points (includes router, switch, modem, software etc), issues in outlook, other mail clients etc as required by authority.
12. Maintenance includes all O.S. related Technical Support like O.S, Upgrade installation, configuration, service packs & O.S. Upgrade installation, etc.,
13. Maintain the IT assets of IRDAI, providing IT related solutions as required.

- **DRO Address** - Insurance Regulatory and Development Authority of India
Delhi Office – Gate No. 3, Jeevan Tara Building, First Floor, Sansad Marg,
New Delhi-110001, Ph: (011) - 2344 4400; e-mail: irdandro@irda.gov.in
- **Delhi Guest House** - A-1/ 262, Safdarjung Enclave, Near N.D.M.A Office,
Pin- 110029

3. Pre-Qualification (PQ) / Eligibility Criteria (EC)

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1	Letter of authorization from OEM	The Bidder should have a Letter of Authorization / channel Partner / Authorized Service Provider from Dell / HP / Lenovo (any one).	Letter of authorization; as per template provided (Form 3)
2	Technical Capability	The Bidder successfully undertaken one of the following number of similar nature work / engagement(s) , in last 3 years , of value specified herein : <ul style="list-style-type: none"> - One project not less than the amount ₹ 65 Thousands - OR - Two projects not less than the amount equal ₹ 40 Thousands - OR - Three projects not less than the amount equal ₹ 30 Thousands - Definition of “similar nature” of work : Similar work means providing comprehensive annual maintenance for Desktops, Servers, Printers, scanners etc and also providing facility management services 	Work Order /Purchase Order / Invoice; <ul style="list-style-type: none"> - One project not less than the amount ₹ 65 Thousands - OR - Two projects not less than the amount equal ₹ 40 Thousands - OR - Three projects not less than the amount equal ₹ 30 Thousands
3	Legal Entity	The Bidder should be a registered firm / company must have well established Business Representative Office / Presence in Delhi. Also the company should be registered with the Tax Authorities and operating for the last 5 years.	(i) Certificates of incorporation / Registration Certificates with proof of 5 years completion. (Proof under Shop and Establishment act is also applicable) (ii) PAN NO , GSTIN (iii) Latest IT returns of the bidder
4	Debarment	The bidder should not have been blacklisted by any State Government/Central Government and/or any Central PSU	A Self Certified letter from the bidder

4. INSTRUCTIONS, TERMS & CONDITIONS

- 1) Vendor shall provide for both **preventive and remedial measures** which include **free replacement of defective parts of devices**, for the maintenance and upkeep of computers including its peripherals, systems and other accessories.
- 2) Vendor shall provide **escalation matrix** to IRDAI along with the contact details of the officials.
- 3) Vendor shall carry out **preventive maintenance once in three months** of all the computers including its peripherals, systems and other accessories of IRDAI. The preventive maintenance shall include creation of Emergency diskette for the Servers. The preventive maintenance shall be completed during the first week of every quarter.
- 4) The preventive maintenance activities include but not restricted to the following:
 - a) Cleaning of all 'systems' by Vacuum Cleaner or such other device as may be permitted by IRDAI.
 - b) Cleaning of mouse and CD-ROM Drives etc using cleaning liquids and cartridges.
 - c) Checking of hard disks / memory and other parts of the systems periodically.
 - d) Running diagnostic tools.
 - e) Any other preventive maintenance activity for smooth functioning of the 'systems' at the request of IRDAI.
- 5) It is hereby clarified that all the parts of the Desktop systems including Monitors, Keyboard, Mouse, Network Interface cards, Internal modem cards, Operating Systems (Microsoft related), Multimedia kit, speakers and mic are covered under the maintenance to be provided by the Vendor.
- 6) Printers including plastic parts, fuser assemblies but excluding toner cartridges shall be maintained by Vendor.
1. **The Mean Time to repair (MTIR)** any equipment during Operations and Maintenance would be 2 hours from time of logging the call and shall be carried out as per the following clauses.
 - a. All calls logged in before 13.00 Hrs on all working days shall be resolved on the same day.
 - b. All calls logged in after 14.00 Hrs shall be resolved by 11.30 Hrs on the next working day.

- 7) Vendor shall guarantee a minimum uptime of 98% during the maintenance period. Vendor shall maintain a record of 'breakdown and repair' of scheduled equipment, which shall be in the custody of the Authority.
- 8) Vendor shall not have any objection regarding the third party hardware installation by IRDAI, during the agreement period. However, when new systems are added by IRDAI, the payment to be made to vendor for additional responsibility of maintaining these systems in terms of this agreement shall be increased proportionately. Similarly if there is any reduction in the number of computers to be maintained under this Agreement for any reason whatsoever, the payment shall be proportionately reduced.
- 9) In case of extremely unsatisfactory execution, incompetence, bad workmanship, IRDAI is empowered to terminate the contract and engage separate agencies for completing the work on successful bidders risk & cost by serving 2 weeks' notice to the successful bidder.
- 10) Vendor shall maintain confidentiality and integrity of Authority's information. Neither the vendor nor any of its authorized personnel shall indulge in unauthorized use of Software of IRDAI. In case of breach of information the Authority has right to take appropriate action and claim damages for non-compliance
- 11) **Validity of tender:** Offer should remain valid for 180 days from the date of opening of tender.
- 12) IRDAI reserves the right to accept or reject any tender / bid in part or parts only with such conditions as it may be prescribed. Further IRDAI reserves the right to open or not to open the tenders on the day specified or next working day due to un-avoidable circumstance.
- 13) Tender must be complete in all respects. The bid will be summarily rejected without assigning any reasons, if found incomplete.
- 14) Failure of the successful Bidder to comply with the terms and conditions of the contract, constitute sufficient grounds for the annulment of the award, in such event the IRDAI may award the contract to the next lowest evaluated bidder or call for new bids or any action as deemed necessary.
- 15) **Price: Price** in the Commercial Bid / BOQ shall be **including tax and all other costs**. The bidder should quote the amount as per the format (BOQ) given in price bid and the price should be inclusive of all Taxes, charges, delivery charges, labour cost etc. No additional amount will be payable by IRDAI. Rate of

change of tax (if any) shall be borne by the bidder. The L1 will be selected based on the price including tax.

16)**Payment:** Payment will be made on quarterly basis at the end of every quarter and the payment shall be made on a claim made by the vendor and the vendor shall quote its PAN No. and GST No. in all such claims

17)Vendor shall not divulge any information to which it had access under this agreement. Neither vendor nor any of its authorized personnel shall indulge in unauthorized use of software of IRDA.

18)**General:**

a) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the IRDAI. Any notification of preferred Bidder status by IRDAI shall not give rise to any enforceable rights by the Bidder. IRDAI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the IRDAI.

b) While effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the support required.

c) The RFP supersedes and replaces any previous public documentations and communications and Bidders should place no reliance on such communications.

d) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

e) Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of financial evaluations. The Services offered should meet all the technical and functional specifications given in the section "Scope of Work". Non-compliance of any of the technical and functional specifications will attract rejection of the bid.

19)Prior to the expiration of the validity period, IRDAI may notify the successful Bidder in writing or by email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, IRDAI,

may request the Bidders to extend the validity period of the bid. In such case, only the bids of the bidders, who submit written consent for extension of such bid validity, will be considered for evaluation.

20)Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or IRDAI as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics

2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

3. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The Bidder or IRDAI shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

21)IRDAI reserves the right to cancel any/all the tender(s) without assigning any reason.

22)IRDAI's decision in any of the matter(s) is final and binding on each other.

23)Suite or any legal proceedings in regard to this matter arising in any respect under this contract shall be instituted in any court in HYDERABAD only.

Sd/-

A.R.Nithiyantham

Chief General Manager (IT)

ANNEXURE: FORMAT FOR SUBMISSION OF QUOTATION**Form 1: Particulars of the Bidders**

SL No.	Information Sought	Details to be Furnished
A.	Name and address of the bidding Company	
B.	Incorporation status of the firm (public limited / private limited, etc.)	
C.	Year of Establishment	
D.	ROC Reference No., Date & details	
E.	Details of registration with appropriate authorities for tax - GSTIN, PAN NO & others (if any)	
F.	NEFT Details	
G.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 2: Compliance Sheet for Pre-qualification Proposal

Sl. No.	Basic Requirement	Documents Required	Provided	Details	Page
1)	Letter of authorization	Letter of Authorization / channel Partner / Authorized Service Provider from Dell / HP / Lenovo (any one). (SL No 1 of PQ criteria)	Yes / No		
2)	Technical Capability	Work Order /Purchase Order / Invoice * - One project not less than the amount ₹ 65 Thousands - OR - Two projects not less than the amount equal ₹ 40 Thousands - OR Three projects not less than the amount equal ₹ 30 Thousands * in last 3 years, similar nature project (SL No 2 of PQ criteria)	Yes / No		
3)	Legal Entity	(i) Certificates of incorporation / Registration Certificates with proof of 5 years completion. (Proof under Shop and Establishment act is also applicable) (ii) PAN NO , GSTIN (iii) Latest IT return of the bidder * Presence in Delhi (SL No 3 of PQ criteria)	Yes / No		
4)	Debarment	A self certified letter (SL No 4 of PQ criteria)	Yes / No		
5)	Particulars of the Bidders	As per Form 1	Yes / No		

* Please Check “Pre-Qualification (PQ) / Eligibility Criteria” of the RFP and submit all the documents as asked.

Form 3: Authorization Form

No. Date:

To:

Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Bidder:

- c. Such Products as the IRDAI may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- d. in the event of termination of production of such Products:
 - i. advance notification to the IRDAI of the pending termination, in sufficient time to permit the IRDAI to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the IRDAI, the design documents, operations manuals, standards and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and duly authorized to bind the OEM, by way of a board resolution or power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

ANNEXURE: A (IT Systems and peripherals)

Sl. No	Schedule of Equipments	Qty	Scope/ remarks
	Desktops		
1	HP 8300 Elite Pro SFF-i7 3.4GHz-2GB DDR3-500GB HDD -Windows 7 Professional-18.5" LCD monitor-DVD ROM-Optical mouse and keyboard	3	Comprehensive AMC including helpdesk
2	HP 406G1 – Intel core i7-4770 3.4 GHz 8M HD 4600 CPU Windows 8.1 pro 64 Bit OS 4GB DDR3 1600 DIMM(1x4GB) RAM, 500 GB Hard Disk with 7200 RPM SATA 6G 3.5" HDD Super Multi DVD RW HPv192 18.5" LED Color Monitor	5	
3	Dell Optiplex 7040 Intel core i5-6500 CPU @ 2.50GHZ (4 CPU) 8 GB Ram 500 GB HDD wireless HDMI cable micro tower SFF Monitor 19" LED Windows 10 64bit	18	
4	HP ELITE 8200	1	Comprehensive AMC including helpdesk
	Total Desktops	27	
	Printer		
1	HP LASERJET 3050	1	Comprehensive AMC including helpdesk
2	HP COLOUR LASER JET 2600N	1	
3	HP LASERJET M1319F MFP	1	
4	HP LASER JET P1007	1	
5	HP LASER JET PRO CP 1025 COLOUR	1	
6	HP LASER JET P1020 plus	1	
7	HP LASER JET P3005DN	1	
8	SHARP AR-5620N	1	
9	HP Laser Jet 1536 dnf MFP	1	
	Total Printers	9	
	Scanner		
1	HP SCANJET 7800	1	Comprehensive AMC including helpdesk
2	HP SCANJET 7800	1	
3	CANON DRC225	1	
	Total Scanners	3	
	Laptop		
1	LENOVA 20298	1	Comprehensive AMC including helpdesk
	Total Items	40	