

वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्  
COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH  
अनुसंधान भवन, 2, राफ़ी मार्ग, नई दिल्ली-110 001  
Anusandhan Bhawan 2, Rafi Marg, New Delhi 110 001



Speed Post

No. 08-08(15) 2007-Gen.

Dated 08-06-2009

From

संयुक्त सचिव (प्रशासन)  
Joint Secretary (Admn.)

To

**Sub: Quotation for : Onsite Support Services for E-Mail Service at CSIR-HQ**  
**(Mail server System Administration and Mail Client Support)**

Sir,

We are interested in hiring the support services for E-Mail Service at CSIR HQ (Mail server system Administration and Mail Client Support) . You are requested to submit your quotation in two-bid system i.e. Technical and priced bid including EMD, required documents and Price Bid for maintenance of E-mail service including installation, implementation and testing running of services etc. in accordance with our requirement as per the technical requirements at Annexure-I & II .

1. The technical compliance matrix- Annexure I against the relevant parameter of CSIR technical requirements may clearly be stated in the compliance column.
2. You are required to submit copies of all the documents as requested in the terms and conditions of inquiry letter.
3. IN CASE YOU ARE NOT WILLING TO SUBMIT YOUR QUOTATION, PLEASE SEND YOUR REGRET LETTER INDICATING THE REASONS, THEREOF.
4. Technical compliance matrix at Annexure I, Technical Terms and Conditions at annexure-II, General Terms and conditions Annexure III Financial/Price Bid Proforma Annexure IV are enclosed herewith must be completed in all respect and submitted on or before last date/time.
5. The Quotation complete in all respects, should reach this office up to **2:30 P.M** on or before **Date: 22.06.2009** The Technical bid will be opened on the same day at **3:00 P.M** in the presence of representatives of the firms, who wish to remain present.
6. Quotation reaching this office after the assigned date and time will be treated as "Late" and will not be considered at all.
7. The Joint Secretary(Admn.), CSIR reserves the right to reject any or all the Quotations or lowest quotation or accept any quotation or part thereof without assigning any reason.
8. Encl: **7** pages & Total pages including Covering letter = **8** pages.

Yours faithfully,

*(Signature)*  
A.K. Handa  
Section Officer,  
Tel.No:23710123

Sl. No.	Support Services for E-Mail Services at CSIR-HQ (Mail server System Administration and Mail Client Support ) - Detailed Description ,Annexure-I	Compliance
1	Ability to manage Linux based Mail Server. Experience in managing Red Hat based mail Servers (Red Hat Enterprise Server)	
2	Well versed with server configurations like DNS, DHCP, Web Server, SAMBA, Proxy Server and File Sharing, Digital signatures also efficient in System Administration tasks and Trouble Shooting.	
3	Strive to always promote high quality, results-driven, prompt and professional customer service and support	
4	Resolve hardware and software problems, troubleshooting and resolving a wide variety of server performance problems.	
5	Knowledge of PC software/hardware compatibility specializing in various Linux Distributions.	
6	Mail server Installation, maintenance and Troubleshooting.	
7	Mail Client installation, maintenance and Troubleshooting.	
8	Creating and Managing Users Accounts for mail accounts.	
9	Installation & Configuration Linux and Domain Names Server	
10	Installing Linux as a SAMBA server and make Client Connectivity through Windows 2000, XP and Vista for web mail access.	
11	Raid configuration on Linux for servers.	
12	Installation & Configurations Send mail server on red hat Linux and upgrade latest whenever applicable.	
13	Installation of Postgre Sql and Mysql RDBMS or latest on Linux and configure as a Database server required for mail services.	
14	Monitor and manage available disk space to ensure sufficient space for regular operations	
15	Performed routine server maintenance and user file backups.	
16	Responsible for break-fix on servers and desktops at mail client level.	
17	Train users on CSIR mail using MS outlook as and when required.	
18	Back office support to be present onsite for resolving major problems prevailing more than 2 hours at Mail server level affecting the services.	
19	To Build New E-Mail server and Configure the Mail server secures and efficient manner with the following Components in the Mail Server: a) Operating System: Red Hat ES5 or latest. b) Mail MTA: Qmail or latest. c) Webserver: Apaches 2.2 or latest.	
20	The Mail configuration should include: a) Web based Management Interface. b) Web based Reporting c) Syslog Facility d) Spp and TLS support e) Integrated Plugins. f) Virtual host/multiple –domain support g) Maildir format makes it easy to setup high volume distributed POP toaster h) Qmail uses less memory and the MTA is fast enough to deliver hundreds of Messages without any delay. i) Auto responder and bounce message customization. j) To migrate all the users mail boxes to the new server. k) To secure mail clients with all policies enforced. (The required Hardware and Software(OS) will be provided by CSIR)	

End of Annexure-I

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1.a	<b>Technical Terms and Conditions</b>	<b>ANNEXURE-II</b>
<b>Sl. No.</b>	<b>Technical Terms and Condition Compliance Annexure-II</b>	<b>Yes/No.</b>
1	The services comprise of preventive and corrective maintenance (cover all sort of OS/ system software/ Spam & virus related problems on mail servers.	
2	Any type of mail calls from the users shall have to be attended within one hour and the mail services will have to be set functional within four hours of the complaint of user.	
3	Minimum One Resident Engineer (Mail Administration) and one resident support Assistant (Mail Client) should be made available in CSIR on all working days between 9.00 AM to 5.30 PM. In case of emergency maintenance during holidays and after working hours, the same will be made available at no extra charges. Regular maintenance on Saturdays from 9.30 A.M to 1.30 P.M	
4	The Resident Engineer would be responsible for backup, recovery; file archiving & mail archiving services related to mail servers and Resident Support would be responsible for mail client installation, backup restore, trouble shooting and all issues related to mail client users.	
5	Complaint Register will be kept in I.T. (Room 103) Division for registering the complaint. It will be the responsibility of the service engineer to attend the call on day-to-day basis within one hour and make it usable within 4 hours. Nodal Officer IT Division will take feed back from users about complaint.	
6	The support service is required for three years and the charges will be paid on quarterly basis after obtaining satisfactory services report from the Nodal officer of IT Division.	
7	The contractor shall not subcontract the maintenance job to outside agency.	

End of Annexure-II

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## General Terms and conditions

- 2.1 **Submission of Quotations:-** The quotations shall be submitted under Two Bid System i.e. Techno-Commercial/Un Priced Bid and Price Bid addressed to the Joint Secretary(Admn.), Council of Scientific and Industrial Research, 2 Anusandhan Bhawan, 2 Rafi Marg, New Delhi-110001. **Both the envelopes should be superscribed with technical/ unpriced bid and Price Bid, tender number, due date and time, date and time of opening.** Both the envelopes should be kept in one envelope then sealed. The Technical/ Un priced bids will be opened first on the prescribed date and time in the presence of representatives of the vendors who wish to be present at that time. The Price Bids of the Technically qualified terms will be opened after the evaluation of technical bids. The date and time for opening the Price bids will be intimated to the Technically qualified firms accordingly. In case, the Tender Opening date is declared a holiday, the tender would be opened on the next working day at the prescribed time.
- 2.2 **TECHNICAL/UNPRICED BID:- MUST CONSIST OF THE FOLLOWING DOCUMENTS:-**
- Detailed Documents in support of the claim of having the skilled manpower with the clear bio-data, Name, Qualification and Experience. (Minimum Two for each : Mail Administration Support and Mail Client Support)
  - Compliance Statement duly filled the parameters quoted by your firm against each parameter of CSIR Technical Requirements and deviation, if any, per Annexure I.
  - The vendor must enclose their documents for their existences in the IT services for last five years.*
  - Copy of VAT/TIN, PAN and Service Tax Registration Certificates.
  - Client List :- List of reputed clients(MNC's, International organisations / Organisation of Central Government/PSU/Autonomous Bodies/CSIR or any of it's Constituent Lab/Institute verified by CSIR if required(Minimum Two).
  - Earnest Money Deposit of Rs.15000/- in the form of Demand Draft in favour of Joint Secretary (Admn.) CSIR.
  - A certificate that schedule of requirement and all the terms and conditions (Technical as per Annexure I & II and General Terms and conditions as per Annexure III) as mentioned in the Tender Inquiry letter, have been read carefully and fully understood and are acceptable to you for entering into the contract.
- 2.3 **PRICE BID:-**  
Your quotation must be in accordance with the Proforma Annexure IV for quoting the prices. The date and time of opening the Price bids will be intimated after the Technical Evaluation of the Quotations to Technically qualified firms.
- 2.4 **Receiving and opening of Tenders**
- 2.4 (a) **Last Date and time for submission of Quotation:-** upto 22.06.2009 at **2:30 P.M.**

2.5 (b) **Date and Time of Opening of Technical Bid:-** at **3:00 PM** on 22.06.2009

3. **PRICES:-**

3.1 The support service is valid for three years and the charges will be paid on quarterly basis after obtaining satisfactory services report from the Nodal officer of IT Division.

3.2 Any discrepancy between quoted prices in figures and that in words, if noted, will be sorted out in the following manner;

(a) If there is a discrepancy between the unit price and the total price the unit price shall prevail and the total price will be corrected accordingly.

(b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

(c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above.

3.3. If there is such discrepancy in a bid, the same is to be conveyed to the bidder and if the bidder does not agree to the observation of the CSIR, the tender is liable to be ignored.

4. **Taxes:** - The percentage of VAT / Service Tax or any other tax must be quoted in clear terms separately. If the taxes are not mentioned separately, it will be presumed that the rates quoted are inclusive of taxes, if any.

5. **Technical Bid Evaluation:-** The Conditional Tenders will not be accepted. The Technical Bids will be opened first and analyzed for acceptability. The evaluation of the tenders will be done in a Scientific and logical manner. The Bidders are required to submit their quotation in accordance with the CSIR specifications. In case, certain details are missing in the quotation, which do not have appreciable bearing on the quoted prices, CSIR reserves the right to take clarifications along with necessary documents for the same to find out technically suitable vendor. The price bids of the technically qualified firms shall be opened after technical evaluation. The date and time of opening the price bid will be intimated to the technically qualified bidders and the same will be opened in the presence of the representatives of the technically qualified firms who wish to be present at the time of price bid opening.

6. **Price Bid Evaluation:-** In accordance with the Technical Bid evaluation, the price comparison among the technically qualified firms, will be made on Total prices for the services which are to be hired through the tender and the order will be placed on lowest quoted rates of the total cost out of the technically qualified firms.

7. **Earnest Money Deposit:-**

- a. EMD of Rs.15000/- in the form of Demand Draft in favour of Joint Secretary (Admn.), CSIR shall be submitted along with the Techno-Commercial/Price Bid failing which the quotation will be rejected without assigning any reason.
- b. In case the successful bidder withdraws his offer within the validity of quotation or before entering into the contract within the bid validity period, his EMD will be forfeited. The bidder will have no right to claim for refund of the EMD.



- c. In case the successful bidder does not honor his commitment within the validity of quotation and back out after placing the offer with him, the EMD will be forfeited.
- d. The EMD will be returned to the unsuccessful bidders within One month after placing the order to the successful bidder.
- e. No interest will be paid by CSIR on the EMD/Performance Security amount.

**8. Performance Security:-**

- I. The EMD submitted in the form of Demand Draft will be adjusted with the Performance Security of the successful bidder.
- II. EMD will be forfeited if the firm fails to fulfill contract obligations.
- III. In case, the Technical Support Services are not rendered by the successful bidder up to the satisfaction of CSIR IT Division and does not improve his technical support services in spite of suitable reminders, the Performance Security deposit will be forfeited without assigning any reason.

9. **Period of Contract:** The validity of Contract is for a period of three years. The contract if found not satisfactory will be cancelled with one months notice.

**10. Payment:-**

The payment will be made on quarterly basis after rendering the satisfactory Technical Support Services within the quarter after obtaining satisfactory services report from the Nodal officer of IT Division.

11. **Penalty:** - In case of any delay in support service beyond specified period and shutdown in operation/solution beyond 24 working hours, penalty of 1% of invoice value per week subject to the maximum of 10% of the contract value would be charged for delayed period. In case the extension is granted by CSIR against the request of successful bidder, the penalty as above will not be waived for extended period.
12. **Fall Clause:** - In case it is found during the period of Contract with CSIR that the successful bidder has concluded a contract for Technical Support Services under the contract conditions similar to CSIR Rate Contract at a price lower than the CSIR price, the contract price will be automatically reduced from that date for the remaining period of contract.
13. **Verification:-** Verification of documents submitted by vendor along with Technical Bid would be carried out by CSIR, if required.
14. **Arbitration:-** Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specification, and instructions herein before mentioned and as to the quality of the materials , as to any question, claim, right matter of thing whatsoever, in any way arising out of or relating to the contract, specification, estimates, instruction, order of these conditions, or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of a person nominated by the Director-General,

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Council of Scientific and Industrial Research, New Delhi, and if he is unable or unwilling to act to the sole arbitration of some other person appointed by him unwilling to act as such arbitrator. The submission shall be deemed to be submission to arbitrator under the meaning of the Arbitration & Reconciliation Act, 1996 or any satisfactory modification of enactment thereof for the time being in force, conclusive and binding on all parties of the contract.

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End of Annexure-III

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**FINANCIAL/PRICE BID PROFORMA**

**Note:** Prices to be quoted for Support Services for E-mail Services at CSIR-HQ.

Name and Address of the firm

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Ref No.....

Dated.....

S.NO	Item	Unit Cost in Rupees per year	Total Cost in Rupees for three Years
1.	<b>Support Services for E-mail Services</b>		
	i) Onsite Mail Administration Support including placement of minimum one Resident Engineer		
	ii) Onsite Mail client Support including placement of Resident Client Support Assistant)		
<b>Total Charges in Rupees</b>			

**Name and Signature of the Vendor  
(To be stamped)**

End of Annexure-IV

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