



# CAFRAL

CENTRE FOR ADVANCED  
FINANCIAL RESEARCH AND LEARNING

Promoted by Reserve Bank of India

CAFRAL.No.00373 /10.11.001/2019-20

March 05, 2019

Dear Sir,

**Request for Quotation (RFQ) for Facilities Administrator (FA) Services and Annual Maintenance Contract for PCs, Laptops, Printers and Servers 2019-20**

The Centre for Advanced Financial Research and Learning (CAFRAL), Promoted by Reserve Bank of India, Mumbai proposes to maintain its IT infrastructure, located at Bandra-Kurla-Complex, Bandra (E) and Main Building, Fort. Outsourcing the services for one Facility Administrator (FA) and for Annual Maintenance Contract for PCs, Laptops, Printers and Servers. The expected job profile of the FA is given in **Annexure- I**.

Sealed bids in duplicate are invited for the same along with following documents:

- Duly filled questionnaire given in **Annexure II and III** (as part of the technical bid).
- Format for maintenance and services support of the bidder available in Mumbai given in **Annexure IV**.
- A forwarding letter containing a list of all required documents, duly signed by the authorized signatory of your organization and
- Your terms and conditions.
- List of items for AMC for PCs, Laptops, Printers, Servers, etc. for the period of July 2019 to March 2020 is given in **Annexure V**

You are requested to submit two separate bids (*viz. Technical & Commercial*) for the same duly sealed and superscripted "Quotation for services of One Facility Administrator and AMC for CAFRAL" and should reach to

**The Director,  
Centre for Advanced Financial Research and Learning (CAFRAL),  
Reserve Bank of India, C8 Building,  
8<sup>th</sup> floor, Bandra - Kurla Complex,  
Bandra (East), Mumbai - 400 051.**

by hand delivery/ post/ courier on or before **4 PM of March 12, 2019**. Bidder will be responsible to ensure that the bid reaches to the above address on or before the due date and time. CAFRAL is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays or delays. The quotations received after due date and time are liable to be rejected. **It may be noted that the commercial bid will be opened for only those Service Providers who are considered technically competent and the order would be placed on the basis of the commercial bids.** Bidders would therefore be well advised to prepare their technical and commercial bids carefully, giving all the details sought as per the tender documents. CAFRAL will inform the date, time and venue of opening of commercial bids to those service providers whose proposals are found technically suitable. CAFRAL decision in this regard shall be final and binding.

**A. Proposal Requirements (FA)**



Service Provider is required to submit a fixed price quotation for services of one Resident Facility Administrator. The price should be inclusive of all taxes, expenses, other charges, etc. However breakup of cost and other taxes should be shown separately. CAFRAL shall not entertain any request for additional expenses outside the fixed price. The requirements associated to resident engineer is as follows:

(a) Resident Engineer (FA) Requirements

Qualifications:

Graduate in IT/Engineering.

Preferable/Desirable: Additional Qualification/experience in telecom.

Experience: 3yrs

Hardware: Wireless Router configuration, Network Printers configuration, installation of all the equipments mentioned in annexure I, etc. Software: Windows Operating Systems. Minimum 3 year experience in institutions with similar infrastructure. Longer experience will be given higher weightage in evaluation of technical bids.

(b) Other requirements

1. Since engineers are required to work in two locations with in Mumbai, they are required to have mobile Facilities provided by the vendor.

**A.1 Technical Bid**

- Technical bid shall include the following:

- Duly filled questionnaire given in **Annexure II**
- Statement showing similar work executed by the bidder during the last three years along with the relevant certificate(s) /purchase orders from their customers for whom such work was executed
- Copy of annual audited balance sheet and P & L account for the last three financial years ended in March 2016, March 2017 and March 2018.
- Names and addresses of the bidder's bankers and clients

**A.2 Commercial Bid**

- Commercial bid shall include the following:

- Quoted prices for one FA should be inclusive of all taxes, etc.
- Onus for payment of minimum wage to the FA lies with the vendor in terms of minimum wages act 1948, section 3 of ministry of labor, Government of Maharashtra.
- The vendor should indemnify CAFRAL for any cost and legal action resulting from breach of the above legal provision by the vendor
- Other terms and conditions if any.

**B. Proposal Requirements (AMC)**

Service Provider is required to submit a fixed price quotation for AMC services. The price should be inclusive of all taxes, expenses, other charges, etc. However breakup of cost and other taxes should be shown separately. CAFRAL shall not entertain any request for additional expenses outside the fixed price

**B.1 Technical Bid**

- Technical bid shall include the following:



- Duly filled questionnaire given in **Annexure III**
- Statement showing similar work executed by the bidder during the last three years along with the relevant certificate(s) /purchase orders from their customers for whom such work was executed
- Copy of annual audited balance sheet and P & L account for the last three financial years ended in March 2016, March 2017 and March 2018.
- Names and addresses of the bidder's bankers and clients

## **B.2 Commercial Bid**

- Commercial bid shall include the following:

- Quoted prices inclusive of all taxes, service tax, etc.
- Other terms and conditions if any.

### **2. Terms of payment**

The amount will be paid at the end of each quarter in equal installments after producing certificate of satisfactory service.

### **3. Contract Period**

The contract will be effective for the period of one year initially after signing of the Agreement for FA (FA Salary slip, PF and ESIC challan should be submitted along with Invoice during FA contract). For AMC contract will start from July 2019 to March 2020. It may be yearly extendable for 3 years at the discretion of CAFRAL, if the services are satisfactory to CAFRAL, and the new contract amount for subsequent years will be based on the following formula:

$$A = B (15 + 45 \times (WPIc/WPIp) + 40 (CPIc/CPIp)) \times 1/100$$

Where

A = the amount for the current year

B = the amount for the previous year

WPIc = Wholesale price Index for the month, generally based on index 6 months prior to the commencement date of contract for the current year.

WPIp = Wholesale Price Index for the month, generally based on index 6 months prior to the commencement date of contract for the previous year.

CPIc = Consumer Price Index for industrial workers for Mumbai City, for the month generally based on index 6- months prior to the commencement date of contract for the current year.

CPIp = Consumer Price Index for industrial workers for Mumbai City, for the month generally based on index 6 months prior to the commencement date of contract for the previous year.

4. **Signing the contract** -The successful bidder will be requested to enter into a contract for FA service and AMC separately with CAFRAL within 30 days of awarding the tender or within such extended period as may be specified by the Administration, CAFRAL. Further vendor should submit a bank guarantee of 20% of the total commercial Bid for FA service contract and AMC separately.

*For any unsatisfactory services in respect of FA/AMC, CAFRAL will have the rights to terminate the contract with the notice period of 30 days.*



5. **Right to Interviewing** -CAFRAL reserves the right to interviewing the resident engineer (FA) attending the required / proposed service.

6. **Evaluation Criteria** - For evaluation of the proposals CAFRAL may take the following factors into account for FA and AMC

- ✓ Qualification and experience of the proposed professionals
- ✓ Performance of the professionals during interview
- ✓ Commercial bids (L1). Lowest bidder will be decided based on the total cost for both the contract inclusive of all taxes for one year.

7. **General Instructions**

a. 7.1 **Bidders Eligibility**

7.1.1 Bidder must be having ISO 9001: 2000 certification encompassing consultancy, support audit and management services for information technology solution for networking, security and Facilities management.

7.1.2 Bidder must be having at least one office in Mumbai

7.1.3 Bidder must be a registered company in India.

7.1.4 Bidder's company / firm / organization should be a profit making company during the last three accounting years and its net worth should be positive.

7.1.5 Bidder must warrant that it is financially solvent, i.e. it is able to meet all its debts as and when they fall due.

7.1.6 Successful execution of Facilities Administration services to at least three institutions, managing at least 100 systems during last 2 years. (Copy of the purchase order placed with the firm by the purchaser should be enclosed as evidence)

b. 7.2. All pages, annexure, enclosures, etc. submitted as a part of quotation shall be duly authenticated and numbered.

c. 7.3. Bidders are required to submit softcopy of the technical bid.

d. 7.4. Bids received without duly filled Annexure II, incomplete/false in any respect or not accompanied by prescribed documents are liable to be rejected.

e. 7.5. CAFRAL reserves the right to accept or reject any quotation as also to alter any or all of the terms and conditions without assigning any reason.

f. 7.6. The information specified in Annexure I might change as some equipment may be phased out or acquired.

g. 7.7. All the prices quoted by the bidder shall be in Indian Rupees, firm and not be subject to any price escalation.

h. 7.8. All the prices, technical specifications and other terms and conditions proposed by the bidder shall be valid for a minimum period of one month from the date of closing of the bids. Validity of the quote should be indicated in the technical bid.

i. 7.9. Decision of CAFRAL in respect of evaluation of bids and/ or award of contract will be final.

7.10. No verbal communication with any officer or employee of CAFRAL shall be deemed to affect or modify any of the terms or obligations of the RFQ documents. In the event that a clarification or a rectification to the RFQ documents is required, CAFRAL will issue an official letter.

j. 7.11. Any clarification by the bidder is to be submitted in writing to CAFRAL not later than five (5) working days before the Closing Date.

k. 7.12. Clarification regarding the request for proposal should be directed to :  
Smt. Janaki Ravindran (email- Janaki.ravindran@cafral.org.in Phone. 022  
26571046 )

i.

8. **Arbitration** - All disputes or differences whatsoever arising between the parties (CAFRAL or the vendor) out of or in relation to the construction, meaning and operation or effect of these documents or breach thereof shall be settled amicably. If, however, the parties are not able to resolve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

Yours faithfully,



(Janaki Ravindran)  
Senior Administrative Officer

Encl: ANNEXURE I  
ANNEXURE II  
ANNEXURE III  
ANNEXURE IV  
ANNEXURE V



## Annexure - I

### Facilities Administrator (FA) Responsibilities

Service provider, under Facility Administrator Services, is required to look after the following jobs for managing the IT resources of CAFRAL;

1. Hardware and software management
  - Servers/PCs management and administration – Administering user logging, domain management, back up of server configuration files, health check, predictive failure analysis, fault arising situations, monitor disk space activity , etc.
  - Windows Operating System administration
  - Security and Access Services
    - a. Prevent unauthorized access, unauthorized modification of data etc.
    - b. At present CAFRAL is using Symantec Integrated Security Solution (ISS) anti virus software on all the equipment in CAFRAL. All the systems are maintained by M/s HCL Infosystems Ltd. Facility Administrator (FA) have to ensure the entire system free from any virus infection and coordinate with the respective maintenance vendor for the same.
  - Back-up management – taking regular backup as per CAFRAL requirement of all the Servers given in Annexure I
  
2. PC basic fault management support
  - PC crash/hang/OS crash
  - Problem in login, printing, transfer of data from one system to another,
  - PC startup/connection to network problem
  - Hardware problems (Like monitor, HDD, etc.)
  - Identification of hardware/software problem in PC
  - Support for Operating System registry recovery / updates
  - Installation / reinstallation of OS
  - Re-loading and re-configuration of all applications in case of crash/ reformatting of HDD in any PC
  - Assistance in taking back up and porting same to ascertain complete operational system recovery.
  - Data loss recovery, etc.
  
3. Corporate e-mail support to all the users in the premises
  - Sending request to the Vendor for Creation of new IDs on Servers
  - Configuration of IDs on respective machines
  - Solving the problems encountered for connectivity
  - Other maintenance related to the system
  
4. Preventive maintenance support
  - De-fragmentation support for better HDD performance
  - Maintaining registry backups for critical systems
  - Ensuring backup for critical configuration files
  - Virus detection / rectification and deployment of anti-virus tool
  - Scheduling scan disk
  - Up gradation (patches / new version of software, etc.)
  
5. Office Automation (OA) tools support
  - Helping in shifting of PCs
  - Enhancements to configurations (Memory / HDD)
  - Coordination with vendor for managing IP address
  - Consumables requirements

## Annexure - I

### 6. Helpdesk Services

- Attend all service calls logged by users on a daily basis.
- On behalf of CAFRAL official coordination with the vendors to set the equipments right those are under their maintenance.
- Database modification as per the inventory.

### 7. System Integration –

- Re-installation of systems after it is shifted from one place to another
- Modification / updates in software as per need
- Installation and setting up of software / desktop as per requirements
- Add / remove peripherals, systems as per user's need
- Add / change/ update drivers due to the changes in the locations/users
- Assistance in reorganization of the desktops and availability of the resources for changes in the users / systems.
- Implementation of efficient backup solution.

Besides above FAs are required to provide the following support:

- Prepare documentations of the technical issues
- Helpdesk Services – attend all service calls logged by users on a daily basis.
- Coordination with the vendors to set the equipments right those are under their maintenance.
- User training on available software and hardware
- Maintenance of inventory of all hardware and software used in the department

**It is necessary to ensure that security levels are not compromised and confidentiality of all activities on servers is kept. The vendor is expected to have expertise in Windows (all running versions).**

## Annexure - I

### IT infrastructure in the CAFRAL, Mumbai

<b>Equipment</b>	<b>Total no.</b>	<b>Under Maintenance</b>	<b>Brand</b>
Servers	4	Yes	HP ProLiant DL380 G7, IBM X series, CISCO Business Edition 7000M server (M4) CUCM
PCs	35	Yes	HP, Lenovo, etc.
Printers	16	Yes	HP Officejet pro 8600 series, HP LaserJet CP1020,400MFP, 1536dnf MFP, HP Colour LaserJet 2025,etc.
Laptops	36	Yes	Lenovo, Hp, Dell, etc.
Scanners	1	Yes	HP SCANJET 5000.
Network rental Printer	4	Yes	HP M4345, Xerox WorkCentre 7435.
Video Conferencing System	4	Yes	CISCO DX80 and MX 800
KVM Switch	1	Yes	Aten
Projector	1	Yes	Sony
Wireless Router	2	Yes	Cisco
Firewall	2	Yes	Cyberoam
48 Port Switch	2	Yes	Dlink

These systems are loaded with various software like Server 2008 R2, SQL Server 2008, STATA, Matlab, Python, etc.

**Remark:** Number of equipment may increase or decrease time to time.



**Questionnaire - FA****(Item-wise response should be given to this questionnaire)**

1. Financial details for last three financial years (2015-16, 2016-17, 2017 -18).

<b>Financial year</b>	<b>Turn over (Rs. in crore)</b>	<b>Profit (Rs. in crore)</b>
2015-2016		
2016-2017		
2017-2018		

2. Names and addresses of bankers:
3. ISO 9001 : 2000 Certification encompassing consultancy, support, audit and management services for information technology solution for networking, security and facility management: Yes / No
4. Number of clients to whom FA Services are being provided:  
In Mumbai:..... In India:.....
- a. No. of Clients having more than 400 Systems (Servers/PCs/Laptops):  
In Mumbai:.....In India:.....
5. Details of largest three reference sites where bidder has been providing FA services during last two year:

<b>Sr. No.</b>	<b>Client name and address</b>	<b>Total number of systems (Laptops,PCs and Servers)</b>	<b>Number of Facility Admn (with qualifications)</b>	<b>Contact person</b>	<b>Contact Details</b>	
					<b>Tel No</b>	<b>E-mail</b>
1						
2						
3						

**Note : Relevant certificate from clients are to be attached**

Annexure II

6. Support information—Presence in Mumbai

<b>Number of offices in Mumbai</b>	<b>Number of hardware/software engineers in Mumbai</b>	<b>Address of office for giving support to FAs in case of problem</b>

7. Details of engineer proposed for providing Facility Management services to CAFRAL:

<b>Details</b>	<b>Engineer</b>
1. Qualification of Engineers	
2. Has the engineers passed any Hardware course? If yes, specify	
3. Knowledge of Managing Window File server	
4. Knowledge on network Printer and network scanner	
5. Knowledge on Wireless router	

8. Approximate time to make arrangements of another FA if FA is on sudden leave?

9. Have you ever provided FA Services in RBI? Yes/No. If Yes Name of the Department and Duration.

**Note : Relevant documents are to be attached**

**Questionnaire - AMC****(Item-wise response should be given to this questionnaire)**

1. Financial details for last three financial years (2015-16, 2016-17, 2017 -18).

<b>Financial year</b>	<b>Turn over (Rs. in crore)</b>	<b>Profit (Rs. in crore)</b>
2015-2016		
2016-2017		
2017-2018		

2. Names and addresses of bankers:

3. ISO 9001 : 2000 Certification encompassing consultancy, support, audit and management services for information technology solution for networking, security and facility management: Yes / No

4. Number of clients to whom AMC Services are being provided:

In Mumbai:..... In India:.....

- a. No. of Clients having more than 150 Systems (Servers/PCs/Laptops):

In Mumbai:.....In India:.....

5. Details of largest three reference sites where bidder has been providing AMC services during last three year:

<b>Sr. No.</b>	<b>Client name and address</b>	<b>Total number of systems (Laptops, PCs and Servers)</b>	<b>Contact person</b>	<b>Contact Details</b>	
				<b>Tel No</b>	<b>E-mail</b>
1					
2					
3					

**Note : Relevant certificate from the clients are to be attached**

Annexure III

6. Support information—Presence in Mumbai

<b>Number of offices in Mumbai</b>	<b>Number of hardware/software engineers in Mumbai</b>	<b>Address of office for giving support to FAs in case of problem</b>

7. Approximate time to make arrangements of replacement on sudden failure of hardware?

9. Have you ever provided AMC Services in RBI? Yes/No. If Yes Name of the Department and Duration.

**Note : Relevant documents are to be attached**

**Maintenance and Service support of the Service Provider available in Mumbai**

1	Whether having any office in Mumbai	Yes / No
2	If so, status of the office (Full-fledged Regional Office / Branch other office)	
3	No. of permanent staff	
4	Of which technical staff (Hardware and Software Engineers) stationed permanently in Mumbai	
5	Approximate time to make arrangement of another Facilities Administrator/s (FA) if any or both of FA is/are on leave	
6	If there is no office in Mumbai, what is the arrangement the vendor proposes to have?	

Yours faithfully

(Signatures with Designation)

## Annex V

## List of CPU for AMC 2019-20

SR NO.	CPU MODEL	Location	SERIAL NO	DATE OF PURCHASE	INVENTORY
1	HP Compaq Elite 8300 SFF	C8/8TH	INA323RKNT	25-07-2013	CAFRAL/PC/005
2	HP Compaq Elite 8300 SFF	Main Building	INA322RJR1	25-07-2013	CAFRAL/PC/009
3	HP Compaq Elite 8300 SFF	C8/8TH	INA323RKNM	25-07-2013	CAFRAL/PC/012
4	HP Compaq Elite 8300 SFF	C8/8TH	INA335W7P1	25-07-2013	CAFRAL/PC/013
5	HP Compaq Elite 8300 SFF	C8/8TH	INA335W7NJ	25-07-2013	CAFRAL/PC/014
6	HP Compaq Elite 8300 SFF	C8/8TH	INA323RKNQ	25-07-2013	CAFRAL/PC/017
7	IdeaCentre B320 Lenovo	C8/8TH	VS50216653	14-12-2012	CAFRAL/PC/018
8	HP Compaq Elite 8300 SFF	Main Building	INA322RJR3	25-07-2013	CAFRAL/PC/021
9	Dell Optiplex 9010	Main Building	73TBMV1	15-10-2012	CAFRAL/PC/023
10	Dell Optiplex 9010	Main Building	GGV9MV1	15-10-2012	CAFRAL/PC/024
11	HP Compaq Elite 8300 SFF	Main Building	INA322RJR2	25-07-2013	CAFRAL/PC/025
12	Lenovo A740 All-In-One Desktop	C8/8TH	MP05NMAV	31-10-2014	CAFRAL/PC/027
13	Imac 27" retina	Main Building	C02Q40C1FY11	09-10-2015	CAFRAL/PC/029

## List of Printers for AMC 2019-20

SR NO.	Printer Model	Location	SERIAL NO	DATE OF PURCHASE	INVENTORY
1	HP LaserJet 1536 dnf MFP	Main Building	CNF8F2L8MR	03-07-2013	CAFRAL/PRN/007
2	HP LaserJet 1020	C8/8TH	CNCH308457	25-12-2013	CAFRAL/PRN/010
3	HP Color LaserJet CLP 2025	C8/8TH	CNHS908581	12-12-2012	CAFRAL/PRN/013
4	HP LaserJet Pro 400 MFP	Main Building	CNB7D7CH0Q	10-10-2012	CAFRAL/PRN/018
5	HP LaserJet P1606DN	Baliga Sir Residence	VNF3C33088	14-07-2014	CAFRAL/PRN/020
6	HP officejet Pro 8620	C8/8TH	CN524EK0QT	25-05-2015	CAFRAL/PRN/024
7	HP officejet Pro 8620	C8/8TH	CN524EK0WW	06-10-2015	CAFRAL/PRN/025

## List of Servers for AMC 2019-20

SR NO.	Server Model	Location	SERIAL NO	DATE OF PURCHASE	INVENTORY
1	HP ProLiant DL380 G7	C8/8TH	SGH2101TN3	18-03-2012	CAFRAL/SER/001
2	HP ProLiant DL380 G7	C8/8TH	SGH2101TN1	18-03-2012	CAFRAL/SER/002

## List of Laptops for AMC 2019-20

SR NO.	Laptop Model	Location	SERIAL NO	DATE OF PURCHASE	INVENTORY
1	Apple MacBook Pro	Main Building	C02J544BDV33	27-02-2012	CAFRAL/LP/001
2	Lenovo ThinkPad W530	Main Building	PK0TP40	16-09-2013	CAFRAL/LP/002
3	HP ProBook 4440s	C8/8TH	INA310Y37Z	21-03-2013	CAFRAL/LP/003
4	HP ProBook 4440s	C8/8TH	INA235ZVCM	12-09-2012	CAFRAL/LP/005
5	Apple MacBook Pro	Main Building	C02H63J5DV7M	27-02-2012	CAFRAL/LP/006
6	Dell Vostro 3350	C8/8TH	25W4QR1	30-05-2012	CAFRAL/LP/009
7	Dell Vostro 3350	Main Building	3HTSMT1	14-06-2012	CAFRAL/LP/015
8	HP ProBook 4440s	C8/8TH	INA310Y2NV	21-03-2013	CAFRAL/LP/016
9	Apple MacBook Pro	Main Building	C02J9405DV35	03-03-2013	CAFRAL/LP/017
10	HP ProBook 4440s	C8/8TH	INA310Y37Y	22-03-2013	CAFRAL/LP/018
11	Dell Vostro 3450	C8/8TH	GSCTFT1	04-09-2012	CAFRAL/LP/019
12	Lenovo T440p	Main Building	PG002CFK	13-08-2014	CAFRAL/LP/020
13	Lenovo T440p	Main Building	PG0043K1	13-08-2014	CAFRAL/LP/021
14	Lenovo T440p	Main Building	PG000FHV	13-08-2014	CAFRAL/LP/022
15	Lenovo T440p	Main Building	PC0245MK	01-12-2015	CAFRAL/LP/024
16	Lenovo T440p	Main Building	PC0245MM	01-12-2015	CAFRAL/LP/025
17	Lenovo T440p	Main Building	PC0245MJ	01-12-2015	CAFRAL/LP/026
18	Lenovo T440p	Main Building	PC04FCXE	29/06/2015	CAFRAL/LP/027
19	Lenovo T440p	Main Building	PC04FCWL	29-06-2015	CAFRAL/LP/028
20	Lenovo T440p	Main Building	PC04FCXB	29/06/2015	CAFRAL/LP/029
21	Lenovo T440p	Main Building	PC04FCWK	29/06/2015	CAFRAL/LP/030