

Tender Notice

ICGEB is an international organization dedicated to advanced research and training in molecular biology and biotechnology, with special regard to the needs of the developing world. ICGEB, New Delhi Component has been given privileges and immunities as for other UN Organizations in India vide Government of India's gazette notification no. 216, SO 403(E) dated 12 April 1988.

ICGEB invites sealed Bids to meet the immediate requirement for the work of “**Renewal of Zimbra license, upgradation and support**” in the ICGEB Campus within a short time span.

Tender No.: NIT/IT-02/2024

A. Tender Details

Tender No :	<u>NIT/IT-02/2024</u>
Tender Date :	18/03/2024
Tender Classification:	SERVICES
Bid submission due date	29/03/2024 till 3.00 PM
Centre :	International Center for Genetic Engineering and Biotechnology Ravindra Kr. Ravi Email- ravindra@icgeb.res.in
Contact Person	Contact no- +91-8882281489

Below are Requirement details:

Sr. No	Product Description	No: of Units
1	Academic Zimbra Collaboration Suite -BUNDLE1- 1 Year Premier SnS on Perpetual for (25 mbx, mobile & archiving) for Faculty/Staff and (250 mbx with no Zimbra Mobile) for Student/Alumni (01 Dec 2023 - 31 Student/Alumni (01 Dec 2023 - 31 March 2025)	4
2	Standard Support - Remotely support by the bidder.	1
3	Zimbra upgrade from 8.8.15 to Latest Version (10.x.x)"	1

General Terms and condition:

1. The Vendor should be a company/LLP registered under Companies Act and should be engaged in the business if solutions for AMC & support of email services.
2. The Vendor should have experience for at least 7 years in the field of IT services, Zimbra email services, maintenance and technical Support.
3. The vendor should have provided AMC and Technical support of Zimbra email services to at least three organizations/Government/private Sector/PSUs during the last 02 years. A copy of the contract and customer satisfaction certificate should submitted with the Bid.
4. The Bidder should have submitted MAF from Zimbra or distributor.
5. The vendor should have adequate technical staff in Delhi/NCR with expertise (as provided in the terms and conditions
6. The Bidder, should have minimum turnover of Rs 25,000,00/- per annum for the last three audited years (2019-20, 2020-21, 2021-22) in similar kind of business with documentary evidence.
7. Copies of the work order and completion certificate successfully executed for similar kind work during the last 3 years for reputed Public Ltd. Companies, Public sector, Govt. Institutions, Private and autonomous bodies in the following manner.
8. The bidder should have valid **GST/TIN, Service Tax**, registration certificates from relevant authorities (provide latest receipts/challans for documentary evidence).
9. The bidder should submit PAN number of the firm, with documentary evidence
10. The Company / Firm / Individual, any Partners of the firm should not be black listed by any PSU or Government departments/ UN or its agencies/ institutions/ private organisations in respect of any assignments or behaviour of any Partner/ employee. The

firm / Individual will provide an undertaking that such Partner/ employee will not be involved in the said contract, directly or indirectly.

Work of scope:

11. Bidder should have a responsibility to renew the license as given in the table.
12. Bidder should have a responsibility to provide any technical support if any issues will be faced by ICGEB. Support should be provided 24*7 remotely.
13. In case of any case logged with the Zimbra support portal, the bidder will take care to do the same and follow up regularly.
14. During the upgradation of the Zimbra collaboration suite from the existing to the latest one, the bidder is responsible for doing the activity.
15. During the upgradation of collaboration suite, the bidder should have checked the compatibility of the OS, and install the compatible OS with latest version.
16. Before doing any activity, the bidder will take a backup of the email server and restore the same after the activity is completed.
17. Bidder will do the Zimbra Collaboration Upgrade Assessment, and provide expert recommendations, best practices, and planning tools for upgrading the Zimbra Collaboration implementation to the latest release.
18. Bidder will coordinate with the ICGEB IT team to review the current Zimbra configuration and prepare a plan of action using Zimbra best practices to have a successful upgrade.
19. Bidder will carry out data migration in a phased manner by using the advanced script deployment for a superior migration process for safe and fast migration.

1. TECHNICAL BID (Part – I):

- Technical Bid Form.
- Certificate of registration (GST ,PAN).
- Documentary evidence for minimum qualifying criteria.
- Turnover certificates of last 3 years (Annexure – B).
- Undertakings / declaration certificates (Annexure – C)
- Tender Document (duly signed on all pages).

SUBMISSION OF BID:

The Bid in two parts, one containing the Technical Bid and the other containing the Financial Bid shall be placed in two separate sealed envelopes clearly marked as below:

- i. "Bid for **“Renewal of Zimbra license, upgradation and support”** in the ICGEB Campus - Technical Bid"
- ii. "Bid for **“Renewal of Zimbra license, upgradation and support”** in the ICGEB Campus - Financial Bid"

The sealed envelope having the Technical Bid shall contain the Technical Bid Form, Declaration Certificates documents establishing eligibility of offered services and a complete set of the Bid Document stamped & signed on all the pages.

The other sealed envelope will contain the Financial Bid which shall include Schedule of Rates.

Both the sealed envelopes containing the Technical Bid and Financial Bid separately, shall be placed in an outer envelope dully sealed, marking the outer envelope as **“Renewal of Zimbra license, upgradation and support”** in the ICGEB Campus”. The Bid shall be dropped in the tender box at the reception of, ICGEB, Aruna Asaf Ali Marg, New Delhi – 110 067.

If the cover containing the Bid documents is not sealed and marked as instructed above, no responsibility will be assumed for any misplacement of the Bid or before opening of the envelope.

Payment terms:

- (a) Payment for License renewal and the Zimbra upgrade will be released within 15 days after satisfactory services as per terms & conditions. GST as applicable. Kindly mention ICGEB's UIN No. in your invoice.
- (b) Payment for the support will release half yearly in advance payment after submission of tax invoice.

Penalty Clause

- During the support period, the complaint should be attended within a period of 4 hrs. of complaint being lodge. Failure to which recovery of Rs. 500/- per day per complaint shall be made from the agency's bill.
- The complaint must be resolved within a period of 72 hours of complaint lodge. Failure to which a fine of Rs. 1000/- per day per complaint will be made from the agency's bill.

2. FINANCIAL BID (Part – II):

- Price Bid (Schedule of Rates)

Sr. No	Product Description	No: of Units	Unit Price INR	Total Cost Per Annum Amount (Rs.)
1	Academic Zimbra Collaboration Suite - BUNDLE1- 1 Year Premier SnS on Perpetual for (25 mbx, mobile & archiving) for Faculty/Staff and (250 mbx with no Zimbra Mobile) for Student/Alumni (01 Dec 2023 - 31 Student/Alumni (01 Dec 2023 - 31 March 2025)	4		
2	Standard Support - Remotely by the bidder	1		
3	Zimbra upgrade from 8.8.15 to Latest	1		
	Total Value		Rs.	

Note:

1. GST should be mentioned separately
2. Before quoting the rates, the Contractors should inspect the campus of ICGEB for estimation.

Authorised Signatory
Name & Address of the firm with seal

TURNOVER DETAILS

Last Three Years Annual Turnover of the Bidding Entity				
(As per the Audited Financial Statement/Annual reports to be enclosed duly certified by CA, copies of Income tax returns also enclosed as proof)				
Financial Year	Turnover of operations in similar kind of business	Turnover in Other Operations	Total Turnover	Net Profit

- i. Financial Statements are Balance Sheets and Profit & Loss Statements duly certified by a CA.
- ii. The Audited Financial Statement etc., are for the year, 2020-21, 2021-22, 2022-23 (Proof to be submitted to satisfy/meet the requirements of Eligibility criteria).

Authorised Signatory

Name & Address of the firm with seal

UNDERTAKING/DECLARATION FOR NOT BEING BLACK LISTED

Date

To,
The Administrative Officer
International Centre for Genetic Engineering & Biotechnology
Aruna Asaf Ali Marg
New Delhi – 110 067.

Dear Sir,

I / We hereby confirm that our firm has not been banned or Blacklisted by any government organizations/Institutions/Court/Public sector Units/Private organization. Further, it is certified that there is no police case pending against our firm/partner relating to previous service contracts.

Authorised Signatory

Name & Address of the firm with seal

Annexure - D

Details of other organizations where such work were undertaken during the last 3 years (enclose supporting documents).

Proforma containing details of other organizations where such or similar contracts were undertaken.

Sl. No.	Name & Address of the organization, contact Number	Period of Contract	Whether Govt/semi Govt/Autonomous bodies/PSUs/Institutions/ Industries etc. (pls. specify)	Amount of contract

Authorised Signatory

Name & Address of the firm with seal