



TENDER DOCUMENT
[Tender Notice No. IARI/AKMU/NC/2019-2020/
dt. 23.07.2019]

on-line bids are invited in two bid systems (Technical/Pre-qualification bid and Price bid) for

**Annual Maintenance Contract (AMC) of Local Area Network & Facility
Management Services AND RATE CONTRACT
FOR EXPANSION OF LAN at IARI, New Delhi-
110 012**

Name and address of Tenderer

M/s. _____

**Date for receiving the Tender: up to 13th Aug 2019 at 1.00 P.M. Date &
Time of opening the Tender: 14th Aug 2019 at 3.00 P.M. (Technical/Pre-
qualification bid only)**

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. INSTITUTE WILL PROCESS THE TENDER AS PER IARI STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IARI WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATION TO THE AGENCIES WHOSE BIDS ARE REJECTED.

Agricultural Knowledge Management Unit
Indian Agricultural Research Institute
A-0 Wing, LBS Building, Pusa Campus, New Delhi-110 012
Website # <http://www.iari.res.in>
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**Indian Agricultural Research Institute
Agricultural Knowledge Management
Unit
New Delhi-110012**



[Tender Notice No. IARI/AKMU/NC/2019-20
dt.23.07.2019]

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

Dear Sir(s),

On behalf of the Director, Indian Agricultural Research Institute, on-line bids are invited for **Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services and Rate Contract for expansion of LAN at IARI, New Delhi** are invited in two bid systems (**Technical/Pre-qualification and Price Bid**). The terms and conditions of this contract applicable for technical/pre-qualification and price schedule are given in the tender document (attached herewith). If you are interested to quote **Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services and Rate Contract for new work** in accordance with the requirements stated, please submit your tender in the prescribed Tender Form enclosed, on-line , on or before the prescribed date and time indicated in the terms and conditions of contract.

Assistant Administrative Officer
Agricultural Knowledge Management Unit
Indian Agricultural Research Institute
A-0 Wing, LBS Building, Pusa Campus
New Delhi-110 012

CHECKLIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

1. Tender should accompany with an EMD of Rs.60,000/- (Sixty thousand) drawn on any nationalized bank in favour of **Director, IARI payable at New Delhi** in the form of Demand Draft/FDR/Bank Guarantee. The tenders without EMD will be rejected.
2. Following documents as indicated in the tender document printed on the renderers' letterhead with dated signature and seal
 - a) Tender form
 - b) Price Schedule
 - c) Statement on Compliance
 - d) Performance statement
 - e) Service support details
 - f) Other formats, if any provided in the tender; and
 - g) Details of previous contracts, if any.
3. Certificates of registration for sales tax/GST and incorporation etc. issued by appropriate government authority for the required services with seal of the tenderer.
4. Certificates issued by employers where the similar services were rendered / being rendered with seal of the tenderer.
5. The entire original tender document with seal and signature on **each page**.
6. Any other document or information as required in the tender document.
7. Corrections in bid document should be noted over and initialed at the places of corrections.
8. Time and Date for receipt of Tender: **Up to 1:00 PM on 13th Aug 2019**
9. Time and Date for opening of Tender: **At 3:00 PM on 14th Aug 2019**

Schedule-I

INDEX (Please put ✓ mark and page number)

	Yes / NO	Correspondin g page number
Scanned copy of EMD		
Scanned copy or Registration Certificate of the firm under Delhi Companies Act, for this purpose.		
Scanned copies of EPF and ESI Certificates(s) issued by the appropriate authority.		
Scanned copy of valid registration certificate issued by National and Small Industries Corporation (NSIC) , if applicable for execution of EMD		
Scanned copies of orders for providing similar services (AMC of LAN and FMS) in Central Govt. establishments / autonomous bodies of Govt. of India / Corporations of Govt. of India / Reputed public or private organizations, during last three years with details.		
Scanned copies of the satisfactory services where the tenderer is providing the services for each of the last three 2016-17 to 2018-19 yr.		
Scanned copy of proof of minimum turnover amount of the firm for the financial year 2016-17 to 2018-19		
Scanned copies of Income Tax (PAN), GST Registration, TIN with bank account details		
Scanned copy of Audited Balance Sheet of the firm for last 3 years by the Chartered Accountant.(copy of Bal. Sheet & P/L Account only).		
Certificate indicate that there is no criminal case pending or contemplated against it		
Undertaking regarding non-blacklisting by any Govt. Department / Agency / Undertaking		
Scanned Copy of valid latest bank solvency certificates(not older than 6 months).		

An Undertaking as per attached Format duly attested by Notary on a non-judicial stamp paper of value of Rs.100/- (Rupee One Hundred Only) regarding their non-blacklisting by any of the Govt. Departments, Public Sector Undertakings and/or by Central Vigilance Commission during the last three years.		
Copy of ISO Certificate.		



TENDER FORM

From

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.....

To

A.A.O
Agricultural Knowledge Management Unit Indian
Agricultural Research Institute,
A-0 Wing, LBS building, Pusa Campus New
Delhi-110 012

Dear Sir,

I/We offer to supply the items/services detailed in the schedule and agree to hold this offer valid up to 180 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period.

I/We have understood the instructions and conditions for the contract pertaining to the above mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement.

Copies of the necessary certificated as asked for in the terms and conditions have also been enclosed with the tender.

A Demand Draft/ FDR/Bank Guarantee bearing No. Dated
Issued byfor Rs. 60,000/- (Rupees Sixty
Thousand only) in favour of Director, IARI, New Delhi is enclosed as Earnest Money Deposit.

Signature

NAME

ADDRESS.....

PHONE NO.....

FAX NO.....

SEAL



**Indian Agricultural Research Institute,
Agricultural Knowledge Management Unit
New Delhi-110012**



TERMS AND CONDITIONS

1. Director, IARI (ICAR) invites online quotations, in two bids, one technical and second Price, for ANNUAL MAINTENANCE CONTRACT OF IARI LOCAL AREA NETWORK & FACILITY MANAGEMENT SERVICES AND RATE CONTRACT FOR EXPANSION OF LAN. The period of the award of the contract will be initially for two years. However, the same may be extended for the next one year based on satisfactory services provided by the firm and dully recommended by the Institute Internet Committee.
2. The terms and conditions of the contract are those contained in the general conditions of contract applicable to the contracts placed by the IARI as detailed in the tender forms and its schedules. Please submit your rates in the tenders form if you are in a position to furnish the requisite services in accordance with the requirements stated in the attached schedules.
3. An earnest money of **Rs. 60,000/- (Rupees Sixty Thousand only)** as per GFR 157) must be deposited in the form of demand draft/ FDR/Bank Guarantee payable to Director, ICAR-Indian Agricultural Research Institute at New Delhi **in person to Office, AKMU, LBS Building, IARI, New Delhi-12 on or before the last date/time of submission**. The particulars of the earnest money deposited must also be superscribed on the top of the envelope by including the draft/ FDR/Bank Guarantee number and date, failing which the bids will not be accepted. Conditional bids shall not be considered. No overwriting or cutting is permitted in the tender documents. Such bids will be rejected outright.
4. The Tenderer is being permitted to give Tenders in consideration of the stipulations on his part that after submitting his Tenders, he will not resile from his offer or modify the terms and conditions thereof. If the Tenderer fails to observe and comply with the foregoing stipulations the aforesaid amount of EMD will be forfeited by the IARI. In the event of the offer made by the tenderer not being accepted, the amount of earnest money deposited by the tenderer will be refunded to him after he has applied for the same, in the manner prescribed by the IARI.
5. The schedules of the tender form should be uploaded with online bids. In the event of the space provided on the schedule form being insufficient for the required purposes, additional pages may be added. Each additional page must be numbered consecutively and be signed in full by the tenderer. In such cases reference to the additional pages must be made in the tender form. If any modification of the schedule is considered necessary it should be communicated by means of a separate letter alongwith the tenders.
6. The tenders are liable to be ignored if complete information as required is not given therein or if the particulars asked for in the schedules to the tenders are not fully filled in. Individual signing the tenders or other documents connected with the contract may specify whether he signs it in the capacity of (i) a sole proprietor of the firm of constituted attorney of such sole proprietor, or (ii) a partner of the firm if it be partnership in which case he must have authority to refer to arbitration

dispute concerning the business of the partnership whether by virtue of the partnership agreement or power of attorney or (iii) constituted attorney of the firm if it is a company.

7. If a tenderer does not accept the offer, after issue of letter of award by IARI within 15 (fifteen) days, the offer made shall be deemed to be withdrawn without any notice & earnest money shall be forfeited.
8. In case of partnership firms, where no authority has been given to any partner to execute the contract/ agreement concerning the business of the partnership, the tenders and all other related document must be signed by every partner of the firm. A person signing the tender form or any other documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry it appears that the persons so signing had no authority to do so, the Indian Agricultural Research Institute (IARI) shall without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all costs and damages. Each page of the tenders and the schedules to the tenders and annexure(s), if any, should be signed by the tenderer.
9. Online tenders are invited under two-bid system through e-procurement system. EMD must be deposited with Asstt. Admn. Officer during working hours i.e. 9.00 A.M. to 4.30 P.M. on all working days (except Second Saturday, Sunday and Gazetted Holidays) before the last date/time for submission of bids failing which bids will not be accepted. EMD must be in the form of Demand draft/Pay order payable to Director, Indian Agricultural Research Institute at New Delhi.(No cheques will be accepted)
10. The rates quoted by each firm for job/service contract in tenders be given both in words and figure failing which the same is liable to be rejected. Tenders will be opened online by the authorised officer. Bidders have two options to participate in tendering process at the time of opening of Bids. Bidders can come at the place of opening of bids (electronically) as done in the conventional tender process or he can visualize the process online without physically being present at IARI.
11. Tenderer is at liberty to be present or to authorize a representative to be present at the time of opening of the tenders. The name and address of the representative who would be attending the opening of the tenders on your behalf should be indicated in your tender. Name and address of permanent representative of the tenderer, if any, may also be indicated.
12. The rates are to be quoted in the performa enclosed herewith both in words and figures. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered. Only typed bid will be considered and hand written quote will be considered as invalid bid.
13. **An amount equivalent to 10% of the estimated value of contract (as per GFR 158)** is to be deposited by the selected agency/ successful tenderer as Performance Security Deposit only after receiving a communication from the IARI. In the event of non-deposition of the same, the earnest money will be forfeited.
14. No interest on security deposit and earnest money deposit shall be paid by the IARI to the tenderer.
15. The Service Provider shall abide by all the law of land including labour laws (PF, Income Tax, Service Tax or any other extra taxes levied by Govt. Companies Act, welfare measure of its employees and all other obligation that is being instructed in such cases and are not essentially

enumerated and defined herein, though any such bounded duty shall be the exclusive responsibility of the service provider and it shall not involve IARI in anyway whatsoever. Compliance of these provision shall be ensured at the times to making monthly payments.

16. Only those bidders who submit all requisite documents as per this tender and secure 45 marks in the technical qualification on parameters mentioned below will be declared as qualified/eligible for considered financial bids:-
- a) **Average turnover of the firm during last three years:-**
- Exceeding 50 (Lakhs) & Upto 100 (Lakhs) = 15 Marks
 - Exceeding 100 (Lakhs) & upto 150 (Lakhs) = 20 Marks
 - Exceeding 150 (Lakhs) = 30 Marks
- b) **Experience of Providing Similar services in Govt. (Centre/State) Departments/Autonomous bodies/PSUs/PSES/ Bank & Insurance Companies or other equivalent organisations of high repute:-**
- Exceeding 3 years & upto 5 years = 15 Marks
 - Exceeding 5 years & upto 7 years = 20 Marks
 - Exceeding 7 years = 30 Marks
- c) Total no. of people on their rolls
- Exceeding 25 & Upto 50 = 15 Marks
 - Exceeding 50 & upto 100 = 20 Marks
 - Exceeding 100 = 30 Marks
- d) Quality related marks(as bonus)
- ISO (upto 2 years)= 05 Marks
 - ISO (Exceeding 2 years)= 10 Marks
- e) Atleast 3(three) years experience of Providing Similar service (ending month of march prior to the bid opening) has to be there.
- f) Each bidder shall submit only one bid for one request for proposal (RfP).
17. GST Tax or any other tax applicable or made applicable after awarding the contract in respect of this contract shall be payable by contractor and IARI will not entertain any claim whatsoever in this respect. However, the GST tax or any other tax which is as per the rules of the Govt. of India shall be deducted at source from monthly bills of the successful tenderer, as per rules/ instructions made applicable from time to time by government.
18. In accordance with O.M. No. 29(1)/2014-PPD dated 28.01.2014 of Department of Expenditure, Ministry of Finance, bids quoting 'Nil' consideration/service charges shall be treated as unresponsive and will not be considered.
19. Director, IARI reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons and it is not mandatory to be communicated to the tenderer.
20. Decision of Director, IARI shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any, on the contract will be settled at his level by mutual consultation and in case of failure in settlement dispute shall be referred to the sole arbitrator to be appointed by the Secretary, ICAR. The decision of the sole arbitrator so appointed shall be final and binding on the parties. Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996 as amended from time to time.

21. Acceptance by the Institute will be communicated by fax/telegram, express letter or any other form of communication. Formal letter of acceptance and work order of the tenderer will be forwarded as soon as possible, but the earlier instructions in the fax/ telegram, express letter etc. should be acted upon immediately.
 22. The Institute does not pledge itself to accept the lowest or any other tenders and also reserve to itself the right of accepting the tenders whole or in part keeping in view valid reasons. Conditional tenders will not be accepted.
 23. The Institute in its capacity as Principal Employer reserves the right to modify any of the terms and conditions of the contract as mentioned in the Schedules I & II of this document, at its discretion, in the interest of the job/work.
 24. Successful Bidder/tenderer will have to enter into a detailed contract agreement with IARI on non-judicial stamp paper of Rs. 100/- (One hundred only) for work.
- 1. The following document/vouchers are required to be uploaded with the Technical Bid in order (Schedule-I):-**
- (a) Scanned copy of Earnest Money Deposit (EMD)
 - (b) Scanned copy of Registration Certificate of the firm under Companies Act, 1956 for this purpose.
 - (c) Scanned copies of EPF and ESI Certificate(s) issued by the appropriate authority.
 - (d) Scanned copy of numbers of Staff registered under ESI & EPF separately. Documentary proof of vouchers may be attached with latest ECRs.
 - (e) Scanned copy of valid registration certificate issued by National and Small Industries Corporation (NSIC), if applicable.
 - (g) Scanned copies of proofs of last three year's continuous experience of the firm in the field of providing such services in Central Govt. establishments/ autonomous bodies of Govt. of India/corporations of Govt. of India/ reputed public or private organizations, with details in enclosed tabular form.
 - h) Scanned copies of the satisfactory services where the tenderer is providing the services for each of the last three 2016-17 to 2018-19 years.
 - i) Scanned copy of proof of minimum turnover of the firm not less than Rs 50 **Lakhs** (Rupees fifty lakhs Only) during each of the last three financial years 2015-16 to 2017-18.
 - j) Scanned copies of Income Tax (PAN),Service Tax /GST Registration Certificates, TIN number, with bank account details.
 - k) Scanned copy of Audited Balance Sheet of the firm for last 3(three years) 2015-16 to 2017-18 by the Chartered Accountant.(copies of Balance Sheet & Profit & loss Account only).
 - l) The firm agency must enclose a certificate indicating that there is no criminal legal suit pending or contemplated against it.

- m) An Undertaking as per attached Format duly attested by Notary on a non-judicial stamp paper of value of Rs.100/- (Rupees One Hundred Only) regarding their non-blacklisting by any of the Govt. Departments, Public Sector Undertakings and/or by Central Vigilance Commission during the last three years.
- n) Scanned copy of valid latest Bank solvency certificate for **10 Lakh**. The Bank solvency certificate should not be more than six months old.
- o) Only those firms will be considered for financial bid who will qualify in the technical bid.
- p) Apart from above the bidders should have successfully executed/completed similar services (**AMC of LAN & FMS**) over the last three years in the following manner:
- i) Three similar completed services costing not less than the amount equal to 40% of the estimated cost: **or**
 - ii) Two completed services costing not less than the amount equal to 50% of the estimated cost: **or**
 - iii) One similar completed service costing not less than the amount equal to 80% of the estimated cost.
- q) The bidder shall authorise to seek references from the bidder's bankers.
- r) The agency should have a contract manager with 5 years experience in services of an equivalent nature and volume, including not less than three years as Manager.
- s) Copy of ISO Certificate.
25. If the firm is authorized Partner centre of companies like D-link/ Cisco etc., proof of the same to be attached.
26. The tender shall remain valid for 180 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period. IARI shall- without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security.
- 27. Director, IARI reserves the right to order full or part thereof from the list of item enclosed. The AMC of LAN & FMS would be evaluated for L-1, who would be awarded the work. The contract for AMC of LAN&FMS and rate contract of LAN components for new connectivity will be given to the same firm. In case of variation in price of new LAN components, the firm having the lowest quote of AMC of LAN&FMS should agree to provide all components at the lowest rate in the comparative list.**
28. The Vendors should have the capabilities to handle AMC for all brands and types of hardware and peripherals deployed on IARI LAN. An indicative list is attached which is not exhaustive. Vendor should physically inspect our LAN components and quote to cover all LAN equipments installed.
29. The quantity given in quotation is approximate which may increase or decrease for which no compensation will be paid.

30. OPENING OF BIDS:

- a. IARI will open the Technical bids at scheduled time, date and venue in the presence of the bidders representatives who chose to attend.
- b. The bidder's representatives who will be present shall sign on the paper evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c. The bidders names, bid withdrawals, presence of bid security and such other details as the Purchaser at its discretion may consider appropriate will be announced at the bid opening.
- d. The firm who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. "Price Bid (Commercial Bid)".

31 CLARIFICATION OF BIDS:

To assist the examination, evaluation and comparison of bids the Institute may constitute a Technical Evaluation Committee and may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

32 EVALUATION OF BIDS:

- i. The Institute will examine the bids to determine whether they are complete, required EMD has been furnished and all relevant documents have been properly signed. Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- ii. The Institute may examine the bids to determine
 - a. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - b. The substantial responsiveness of each bid to the bidding: For purpose of these clause, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The Institute's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

33 INSTITUTE RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

- a. IARI reserves the right to accept or reject any bids and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Institute's action.

- b. The acceptance of tender, will rest with Director, IARI who does not bind himself/herself to accept the lowest bid and reserves himself/herself the right to reject any or all the tenders receive without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- c. Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

34 TERMINATION BY DEFAULT:

- a) Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the Contract in whole or part:
 - i. If the vender fails to provide service/rectify the fault within the time period specified in the contract or any extension thereof granted by the Institute.
 - ii. If the vender fails to perform any other obligation (s) under the Contract.
- b) In the event the Institute terminates the Contract in whole or in part, the Institute may procure, upon such terms and in such manner, as it deem appropriate, services similar to those undelivered for any excess costs for such similar services. However, the vender shall continue the performance of the Contract to the extent not terminated.

35 APPLICABLE LAW:

The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of Court in Delhi.

36 TAXES AND DUTIES:

Vendor shall be entirely responsible for all taxes, duties, license, fees etc. incurred until delivery of the contracted services to the Institute. No tax or duty will be payable by the Institute unless specified by the vender in the price bid.

37 SECURITY & PAYMENT:

The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract further reduced to the extent of EMD which will be accordingly adjusted and also execute the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of the Institute as per the order during contract period, the contract will be cancelled and the Security Deposit will be forfeited or Bank Guarantee revoked. The Security Deposit will be released after completion of the contract to the satisfaction of the Institute. Additional Security money needs to be deposited in case more items are added in the AMC in future.

- a. The successful tenderer will have to sign an agreement with the Institute on a non-judicial stamp paper of appropriate value before taking over the contract.
- b. Maintenance charges will be paid on quarterly basis after deduction of penalty after completion of the quarter. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, then only 80% of the bill amount will be released provisionally. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.

38 PENALTY:

- i. In cases of downtime beyond those stipulated above, penalty will be automatically deducted from the quarterly payable amount.
- ii. The firm will respond to a site visit and commence repair work on the equipment within 24 hours of being notified of equipment malfunction. The firm will ensure making the faulty system usable within maximum 48 hours from the time complaint is lodged. If the equipment is beyond repair at the Institute, the firm will provide standby equipment.
- iii. In case the agency fails to provide any service listed above, there would be a minimum penalty of Rs. 1000/- per day for the each service affected. If the engineer fails to report to I/c Network Centre then in addition to penalty an additional amount per day (calculated on the basis of formula mentioned at viii under 39 on page 15) will be deducted from the quarterly payment of the company as well.
- iv. If the firm fails in execution and successful completion of the new orders as approved in this contract within given stipulated time (10 working days for order upto Rs. One Lakh and 20 working days for orders more than Rs. One Lakh), a penalty @ 2 % of the bill value per week upto maximum 10% per order will be deducted from his quarterly bill.
- v. Penalty to be imposed will be subject to a maximum of total value of the contract. In case of the gross negligence and downtime, security deposited by the firm can be forfeited besides immediate cancellation of the contract.
- vi. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.
- vii. The specification/number given in the list (Point 42 on page 18) are broad ones and there could be some variation in the specification/brand/make/model. The quantity may also vary.
- viii. The items in the list (Point 42 on page 18) include components installed at various locations in the IARI Campus. There may be some items that may be under warranty at the time of contract but after their warranty period is over, during this contract period, are to be maintained by the firm.

SCOPE OF SERVICE:

- i. The solution for the below mentioned services need not be based on available resources at the Institute. Bidder is free to use additional hardware and legal software compatible with the existing system to provide the solution during the AMC period as stated above. The details of this, has to be provided in the strategy write-up of the tender.
- ii. The firm shall depute at least **Six** of its qualified graduate service engineers during working hours (08:30 AM – 06.00 PM) from Monday to Saturday in the Institute for attending day-to-day complaints. In the event of service required after above hours or on holidays the firm should be prepared to provide services with no extra charges. In case of any disaster/an unforeseen situation, the firm may be asked to depute others from their organization to sort out the problem. The resident Engineers should be qualified graduate engineer from recognized Institutions in Computer science/technology with minimum of two (2) years" experience. **The engineers so deputed must have their own vehicles, mobile phones and necessary tools like cable tester, crimping/punching machines etc.**
- iii. Out of **Five** resident Engineers, there will be one Linux Professional Engineer (RHEL Certified latest) with proficiency in Web Server (Cpanel installation), mail server (qmail, zimbra etc.), DNS server etc and he should also have the knowledge of Windows Server. **Second** Engineer should have all the qualifications of the first engineer with additional specialization in server security. **Third** Engineer should be a a Web Designer Professional with experience in HTML/XML/PHP/ Dreamweaver/ Adobe Photoshop/Flash/Corel Draw and especially in Joomla, Drupal etc. and must be stationed at Network Centre, AKMU, IARI. **Fourth and Fifth** Engineers must be **Cisco Certified Network Engineers** and the **Sixth** personnel should have basic knowledge of LAN and network cabling The Engineers deputed at IARI have to submit attested copied of qualification and experience to Institute. The engineers will be given leave or relieved only if an equally qualified engineers is sent by the firm as reliever.

1 Details of AMC for Local Area Network

- i. Each complaint must be attended and fixed on same day within working hours. If the component needs time for repairing or replacement then an alternate temporary arrangement must be made by the company.
- ii. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call.
- iii. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty.
- iv. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.
- v. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/network
- vi. The details of resident engineers posted at IARI should be provided in advance with duty schedule to the Network Centre,AKMU. No resident engineer should be relived of duties

- without prior notice of at least one week to Incharge of the Network Centre, AKMU. No resident engineer will leave or avail leave till the reliever reports for duty.
- vii. All the resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter IARI sites without proper identity cards as above.
 - viii. The resident engineers should report to duty on time and late attendance will be marked as absent, and amount equivalent to 1/total no. of Resident Engineers*1/365*total value of AMC for network maintenance will be deducted from the AMC bill.
 - ix. A register will be maintained by the resident engineer of the firm for booking the complaints and to keep record of the uptime of the system. Use of software for this purpose will be preferred. A complaint/call register will be maintained by the vendor.
 - x. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the In-charge Network Centre before taking the equipment out. Cost of transportation and insurance of equipment will be born by the firm.
 - xi. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
 - xii. The selected firm will not involve third party in implementation of service.
 - xiii. The vendor has to always maintain at least following parts as standby: Media Convertors (5), SFP Optical Modula MM (2), SFP Optical Module SM (2), 8-port switches (5), 16-port switches (2), 24-port switches (3), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (200), I/O (5), I for RJ Connectors (10) etc. A room would be provided to the engineer to stock the above inventory.
 - xiv. **The tenderer will submit a monthly report to the In-charge Network Centre, stating the complete list and status of well-being of the network system falling which the bill will not be considered for processing. The tenderer has to attend the quarterly review meeting called by In-charge Network Centre.**
 - xv. **Interested agencies may visit the site, if desired before quoting the rates for AMC.**
 - xvi. All LAN equipments on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance /repair/replacement of existing fiber cable/ switches/media convertors/UTP/fiber patch cord/UTP patch cord etc. with same or equivalent brand located throughout the campus.
 - xvii. **The firm has to give the complete Network Audit Report and compiled list of nodes on LAN with hardware / IP address, users, location etc. and to provide the same to In-charge Network Centre within the first month of the contract failing which a penalty of Rs. 10,000/- can be imposed or the contract may be liable to be cancelled.**
 - xviii. The firm has to ensure uninterrupted connectivity of LAN in all Divisions till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes under the campus network.
 - xix. The firm will undertake cable laying activities as and when required by different departments to extend network connectivity at our request based on accepted rate contract.
 - xx. The firm will ensure that all users are directly connected to the campus network and are able to send and receive mails, browse the internet, share files through networking.
 - xxi. Resident engineer posted at Network Centre will not be spared for new connectivity

which will be considered as a fresh order.

2 Details of AMC for Facility Management Services:

The firm has to do following:

- i. The firm must give a clear commitment and plan of action to implement the approach and strategy on all Network Services, as indicated in the essential requirements.
- ii. Service engineer should look after the system/network administration and capable to work on UNIX, Linux and Windows based servers, Routers, Firewalls (both software and hardware based), Leased lines, Server Administration and Web site administration and application deployment. DNS, DHCP, LDAP, Proxy, Web, Mail, Libsys, & ERL servers etc. (Servers are on Linux and Windows platform). The firm must ensure that in case the Service engineer provided by the company is unable to solve/troubleshoot any of the problem the firm will provide full technical support to resolve/troubleshoot the problem.
- iii. The wireless network needs to be properly configured for hot spots and prevent unauthorized use.
- iv. Management of databases including user database and login database with 32/64 bit server architectures
- v. To identify and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers
- vi. To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server.
- vii. Create and monitor Virtual LANs, Working Domains for effective use of network services
- viii. Technical support in video conferencing as and when required.
- ix. Supporting and managing mailing services both of web mail and configure outlook express on multiple platforms like Sun and Windows
- x. Security solution against the existing and all future external threats to the entire network including web and mail services and implement it as part of the contract.
- xi. Control access to and from the Institute network clients; intrusion detection with logging; should protect against external intrusions, hacking, denial of service, port scanning and spoofing attacks;
- xii. Secure support for Internet services; support URL filtering and packet screening: and demilitarized zone for web server.
- xiii. Protection for mail, http, ftp and other traffic from Spam, worms, Trojans, viruses and malicious java, active X, java script or other codes.
- xiv. During the contract period IARI IP address should not to be blocked /shared by any one.
- xv. Design, Development, Management and Maintenance of our Institute's web site
- xvi. Provide technical support and liaison with web developers in improving the Institute's Website.
- xvii. Provide solutions and implementation of discussion groups, mass mailing, e-news, online databases applications, e-Learning, and related services etc. using open source
- xviii. Provide support in establishing web based knowledge management portals
- xix. They have to take Periodic Backups of Systems and Databases using CD-Writer /Tape Drive and to ascertain network connectivity, data transaction and Internet availability from Network Centre to all the Divisional nodes connected in the LAN.

3 DETAILS OF IARI LOCAL AREA NETWORK

SN	Description	Quantity (Approx)
1.	Fiber Optic Cable	30 Km
2.	I/O with back box	2000
3.	CISCO Core Switch 4500 with modules	1 + 1
4.	CISCO Distribution Switches (3750X 12port 10G SFP) IP Based + modules	5
5.	CISCO Edge Switches (Catalyst 2960X 24 port Giga with 4 SFP) + modules	45
6.	CISCO Edge Switches (Catalyst 2960 24 port POE Giga with 4 SFP) + modules	10
7.	CISCO Supervisor Engine 8E	2
8.	24- Port Switch (D-Link / Netgear / HP / Digisol etc)	50
9.	16 - Port Switch(D-Link / Netgear /Digisol/HP etc)	40
10.	8 - Port Switch(D-Link / Netgear /Digisol/HP etc)	90
11.	Rack 12 U with accessories	4
12.	Rack 9 U with accessories	30
13.	Rack 6U with accessories	25
14.	Rack 4U with accessories	30
15.	Jack Panel (24 P)	95
16.	LIU Box	45
17.	Media Converter (SM / MM, 10/100,)	20
18.	Media Converter (SM / MM, 1000)	10
19.	Fiber Optic Module	150
20.	Fiber Patch Cord	150
21.	Wi-Fi Access Points CISCO Air -CAP 1602 I - N - K9)	85
22.	Wi-Fi controller 5508 CISCO	1
23.	Wi-Fi- Access Points Wavion WBS 2400 Outdoor	8
24.	Wi-Fi Access Points D-Link / Netgear / Planet etc	50

ASSISTANT ADMINISTRATIVE OFFICER
AKMU, IARI, New Delhi-110042

Tender for Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services at IARI, New Delhi

PART-A

(TECHNICAL/ PRE QUALIFICATION BID)

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available, use separate sheets)

SCHEDULE: Last Date of Receipt of Tender: 13th Aug 2018 upto 1.00 P.M. Date & Time of Opening of Tender: 14th Aug 2018 at 2.30 P.M. (Technical/ Pre-qualification bid only)

1. Company Name & Address :
2. Is the EMD of Rs. 60,000/- enclosed : Yes/No
If yes give details .
D.D.No..... Dated..... for Rs. 60,000/-
3. Company profile :
4. GST Regn. No. :
5. GST Paid in the year 2018-19:
6. Income Tax PAN No. :
7. Total Income Tax paid in the year 2018-19 :
8. Company Status (Prop./Pvt./Ltd.) :
9. Name of organizations and value of AMC
(as per clause iv of Para 11)
10. Annual turnover in the year

2015-16:
2016-17:
2017-18:
11. Registration details in State/Central Govt. :
12. No. of Engineers & Technicians in the firm:

- 13 What is the Infrastructure and spares support Programme:
- 14 List of clients along with their contact names, telephone numbers and address (tender will not be considered without this information):
- 15 Present total number of such AMC's being serviced:
- 16 Are you authorized service provider of any reputed Company:
(If yes, please give details and enclosed copy of authorization)
- 17 Address of Workshop
- 18 Facility available for servicing
 - i) Spares available
 - ii) Test equipment
 - iii) Test tools (Hardware/software)
 - iv) any others.
- 19 Is your firm certified with ISO: Yes/No
(If yes, please enclose a copy of certification)
- 20 Have you attached the brief write up on approach and strategy: Yes/No
(If yes, please enclose a copy of writeup)
- 21 Has the firm ever been black listed by any Government/undertaking organization:
Yes/No (If No, enclose the undertaking as asked in para-11)
- 22 Any other Information

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

SIGNATURE

NAME

ADDRESS

PHONE NO.....

FAX NO.....

SEAL

(PART-B)
**Tender for Annual Maintenance Contract (AMC) for Local Area Network
 & Facility Management Services at IARI, New Delhi**

(PRICE BID)

(To be submitted on the letter head of the bidder and enclose in a separate envelope titled "PRICE BID")

SCHEDULE: **Last Date of Receipt of Tender: 13th Aug 2018 at 1:00 PM**
Date & Time of Opening of Tender: 14th Aug 2018 at 2.30 P.M.
(Technical/ Pre-qualification bid only)

Name and Address of the Firm quoting the rates:

1. Price for Comprehensive AMC of Local Area Network (LAN) & Facility Management Services

SN	Name of the Service for which Price is to be quoted	Rate per year (Rs.)	Total Amount for two years (Rs.)
1.	Comprehensive AMC of Local Area Network (LAN) & Facility Management Services (as per Tender Document)		

2. Price for active and passive components for new connectivity

SN	Description	Make & Model	Unit	Price (Rs.)
1	Switch 8-port 10/100/1000Mbps Auto sensing	D-Link	-do-	
		Planet Digsol	-do-	
2	Switch 16-port 10/100/1000Mbps Auto sensing	D-Link	-do-	
		Planet Digsol	-do-	

3	Switch 24-port 10/100/1000Mbps Auto sensing	Cisco/	-do-	
		HP D-Link	-do-	
4	Switch 24-port 10/100/1000 Mbps (manageable, POE) L-2	Cisco	-do-	
		HP	-do-	
		D-Link /Planet	-do-	
5	Switch 24-port 10/100/1000 Mbps (manageable, POE) L-2 with Fiber support	Cisco	-do-	
		HP	-do-	
		D-Link / Planet	-do-	
6	Switch 16-port 10/100/1000Mbps (manageable) L-3 with Fiber support	Cisco	-do-	
		HP	-do-	
		d-Link/Planet	-do-	
7	Switch 24-port 10/100/1000Mbps (manageable) L-3 with Fiber support	Cisco	-do-	
		HP	-do-	

		D-Link / Planet	-do-	
8	SFP Optical module MM	Cisco	-do-	
		HP	-do-	
		D-Link / Planet	-do-	
9	SFP Optical module SM	Cisco	-do-	
		HP	-do-	
		D-Link / Planet	-do-	
Passive Components				
10	AC & DC Power adapters for switches	ISI mark	Per piece	
11	Media Converter 10/100 Mbps (Multi Mode)	D-link	-do-	
		Schneider	-do-	
		Planet	-do-	
12	Media Converter 10/100/1000 Mbps (Multi Mode)	Schneider	-do-	
		D-Link	-do-	
		Planet	-do-	
13	Media Converter 10/100 Mbps (Single Mode)	Schneider	-do-	
		D-Link	-do-	
		Planet	-do-	
14	Media Converter 10/100/1000 Mbps (Single Mode)	Schneider	-do-	
		D-Link	-do-	
		Planet	-do-	
15	Cat 5 Enhanced UTP Cables	Amp	Per meters	
		Schneider	Per meters	

		D-Link	Per meters	
16	Cat 6 UTP Cables	Amp	-do-	
		Schneider	-do-	
		D-Link	-do-	
17	Information Outlet (with installation)	D-Link	Per piece	
		Schneider	Per piece	
		Amp	Per piece	
18	RJ-45 / I	D-link	-do-	
		Schneider	-do-	
		Amp	-do-	
19	Patch panel 16 Port (Including installation and termination of UTP)	D-Link	-do-	
		Schneider	-do-	
		Amp	-do-	
20	Patch panel 24 Port (Including installation and termination of UTP)	D-link	-do-	
		Schneider	-do-	
		Amp	-do-	
21	Wall Mountable Rack 4U (with installation)	Valrack	-do-	
		President	-do-	
		Comrack	-do-	
22	Wall Mountable Rack 6U (with installation)	Valrack	-do-	
		President	-do-	
		Comrack	-do-	
23	Wall Mountable Rack 9U (with installation)	Valrack	-do-	
		President	-do-	
		Comrack	-do-	
24	Wall Mountable Rack 12U (with installation)	Valrack/	-do-	
		President	-do-	
		Comrack	-do-	
25	Floor Rack 27 U with fan (with installation)	Valrack/	-do-	
		President	-do-	
		Comrack	-do-	
26	NIC 10/100 MBPS	HP/	-do-	
		TP-Link	-do-	
		D-Link	-do-	
27	NIC 10/100/1000 MBPS	HP	-do-	
			-do-	
		TP-Link	-do-	
		D-Link	-do-	
28	OFC 2 core MM	AMP	Per meter	

		Krone	Per meter	
		Schneider	Per meter	
29	OFC 4/6 core MM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
30	OFC 12 core MM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
31	OFC 2 core SM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
32	OFC 4/6 core SM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
33	OFC 12 core SM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
34	OFC 2 core (Flexible) MM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
35	OFC 2 core (Flexible) SM	AMP	-do-	
		Schneider	-do-	
		Krone	-do-	
36	Patch Cords(UTP)1m	Amp	Per piece	
		Schneider	Per piece	
		D-Link	Per piece	
37	Patch Cords(UTP)2m	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
38	Patch Cords(UTP)3m	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
39	Patch Cords(OFC)1m MM	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
40	Patch Cords(OFC)2m MM	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
41	Patch Cords(OFC)3m MM	Systmax	-do-	

		Schneider	-do-	
		D-Link	-do-	
42	Patch Cords(OFC)1m SM	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
43	Patch Cords(OFC)2m SM	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
44	Patch Cords(OFC)3m SM	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
45	OFC Connectors	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
46	Couplers	Systmax	-do-	
		Schneider	-do-	
		D-Link	-do-	
47	PVC pipe for fiber or UTP conduit/ baton 20 mm (per meter) (with installation)	ISI mark	-do-	
48	PVC pipe for fiber or UTP conduit/ baton 32 mm (per meter) (with installation)	ISI mark	-do-	
49	PVC pipe for fiber or UTP conduit/ baton 40 mm (per meter) (with installation)	ISI mark	-do-	
50	Aluminium channel (per meter) 15x15 mm (with installation)	ISI mark	-do-	
51	Aluminium channel (per meter) 30x25 mm (with installation)	ISI mark	-do-	
52	Aluminium channel (per meter) 45x25 mm (with installation)	ISI mark		
53	GI pipe for fiber or UTP 1" diameter	ISI mark	-do-	
	2" diameter	ISI mark	-do-	
	3" diameter	ISI mark	-do-	
54	HDC pipe for fiber	ISI mark	-do-	
55	LIU Box (fully loaded) rack mount (with installation)		-do-	
56	Splicing box kept under the earth after splicing		-do-	

57	Splicing of OFC (per core)		-no-	
58	Excavation and resurfacing of soft soil per meter length/1 meter depth		Per meter	
59	Excavation and resurfacing of hard soil per meter length/1 meter depth		-do-	
60	Excavation under road crossing (horizontal digging) at 1 mtr depth		-do-	
61	Chiseling work for laying of Conduit and resurfacing.			
62	Trenchless laying of OFC (Machine operated underground digging at depth of. min. 1.6 m .excluding cost o HD Pipe and OFC)		Per meter	
63	Installation charges for Rack			
64	Installation charges for I/O			
65	Installation charges for Patch Panel			
66	Labor Charges for Structural cabling in conduit/ battens with cable route survey and detailed cable route diagram, termination of cables with labels and marking as per approved labeling plan and documentation. (Conduit / Battens are to be installed) (Per meter structure).		-do-	
67.	Labor Charges for Structural cabling in conduit/ battens with cable route survey and detailed cable route diagram, termination of cables with labels and marking as per approved labeling plan and documentation. (Conduit / Battens already installed) (Per meter structure).		-do-	
68	Steel wire to support hanging UTP Cable		Per meter	
69	Labor Charges for laying of UTP Cables (hanging / Loose / Single)		Per meter	
70	OFC Termination		Per core	
71	Fault detection and restoration of fiber connectivity. This includes digging, OTDR, splicing, splice box for OFC		Per fault	

	(Bundled job)			
72.	Cable pulling pit made with reinforced concrete and brick walls with removable covers.		Per pit	
73.	OFC Route Markers (Concrete)		Per marker	
74	1000BASE-LX/LH SFP transceiver module MMF/SMF 1310nm DOM GLC-LH-SMD=	CISCO	Nos.	
75	Catalyst 2960-X 24 GigE 4 x 1G SFP LAN Base WS-C2960X-24TS-L	CISCO	Nos.	
76	802.11a/g/n Ctrlr-based AP Int Ant N Reg Domain with power injector and accessories	CISCO	Nos.	
77	USB Wi-fi Dongel	D-Link/Netgear/	Nos.	
78.	Wi-fi Repeater DAP 1360	D-Link	Nos.	
79	CISCO Distribution Switches (3750X 12port 10G SFP) IP Based	CISCO	Nos.	
80	Fiber Cable Termination Pigtails	Systemax	-do-	
		Schneider	-do-	
		D-Link	-do-	

In case the firm does not quote for all items with complete make and models as per given format, the tender will be rejected. Tax (if any) must be clearly mentioned otherwise it will be assumed that rates are inclusive of all taxes.

Information Outlet: Face plate with high impact plastic body, spring shuttered front access having flush mountable or surface back frame.

Patch Panel: 24 Port Jack panel with metal frame having 1.6 mm mild steel chassis 19"x6.10" rack mount frame 1 U Fully powder coated and RJ 45 UTP module, unshielded RJ-45 port jack.

Rack: Racks should have steel/aluminum body; powder coated, with front glass door equipped with lock and key, wire managers, AC distribution box with 6 port 5 pin amp socket, hardware front panel and cooling fans with fan tray.

Labor charge: Labor charge for laying of UTP cable will be given for per meter of pipe or conduit, irrespective of no of cables laid through the pipe.

Structured Cabling: The firm should follow all parameters while implementing Structured cabling.

In case any of the empanelled items becomes obsolete and if the empanelled Vendor(s) want to offer a new item/model of same make and same or higher specifications, which was not offered for evaluation, the same should be offered to AKMU for evaluation with full configuration before acceptance of purchase order. The vendor should provide detailed technical documents and technical man power support so as to enable AKMU to carry out the evaluation process again on the new item. The decision arrived at by AKMU will be final and binding on the vendor. All empanel led vendors will have to enter into a written agreement with IARI for honoring all aspects of fair trade practices in executing the Work orders.

If the name of the product is changed, the renamed product should be equivalent or superior in technical specifications of empanelled item duly approved by AKMU. In case of empanelled Vendor is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the Vendor and EMD/Security Deposits shall be forfeited, besides debarring and blacklisting the Vendor concerned for at least three years, for further dealings with IARI.

The Vendor should not assign or sublet the empanelment or any part or it to any other vendor in any form.

SIGNATURE

NAME

ADDRESS

PHONE NO.....

FAX NO..... SEAL