



Indira Gandhi Delhi Technical University for Women Kashmere Gate, Delhi-110006

I. NOTICE INVITING QUOTATION:

Open E-Tenders (through E-procurement Portal, GNCTD) are invited under two bid system (Technical bid and Financial bid) on behalf of Registrar, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006 from eligible firms/distributors/authorized vendors for Comprehensive Annual Maintenance Wireless Network, Switches etc. as per list of quantity attached with this NIQ.

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| 1 | Name of work | Providing Comprehensive Annual Maintenance for Network Switches, Wireless Devices and Other Network Devices. |
| 2 | Pre-Bid Meeting | Date: 30.06.2022 at 3:00 pm, Conference Room, IGDTUW Campus |
| 3 | Last Date, time for Submission of bid | Date: 14.07.2022 Up to 02:00 pm |
| 4 | Date, time and venue for Opening of Technical Bid | Date: 14.07.2022 at 3:00 pm, Conference Room, IGDTUW Campus |
| 5 | EMD | Rs. 36,000/- must be submitted in the form of DD/Pay Order in favor of "Registrar, IGDTUW-GIA/Salary SB Account". |
| 6 | | Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately from E- procurement Portal, GNCTD |

II. FOLLOWING ITEMS ARE AVAILABLE FOR COMPREHENSIVE AMC IN THE UNIVERSITY:

| S No | Network Equipment with all licenses, SFP Modules, Power Supplies and Accessories | Model No. | Quantity (in Numbers) |
|------|--|-------------------|-----------------------|
| 1 | Cisco Prime Infrastructure (NMS) | PI-UCS-APL-K9 | 1 |
| 2 | Cisco ISE | ISE 2.2.0.470 | 1 |
| 3 | Cisco Wireless Controller 5500 Series | AIR-CT5508-K9 | 1 |
| 4 | Cisco 3850 Switch (Core Switch) | WS-3850-12XS-S | 2 |
| 5 | Cisco 3650 Switch (Distribution Switch) | WS-C3650-24TD | 8 |
| 6 | Cisco 2960, 48 Ports Catalyst Switch | WS-C2960X-48LPS-L | 24 |
| 7 | Cisco 2960, 24 Ports Catalyst Switch | WS-C2960X-24PS-L | 31 |
| 8 | Cisco Access Points (Indoor) | AIR AP1852I-D-K9 | 65 |
| 9 | Cisco Access Points (Outdoor) | AIR AP15321-UXX9 | 12 |

Note:

- 1) List containing details of the above items is available in the office of IT Services Division, IGDTUW at Kashmere Gate, Delhi.
- 2) In the event of condemnation/End of Life of equipment/machines/computers , the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis.
- 3) The offer furnished by Firm/Company should be valid for the acceptance for a period of at least 180 days from the last date prescribed for the receipt of the tender.

III. ELIGIBILITY CRITERIA:

| Eligibility Criteria | | Supporting Documents |
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| 1 | The bidder/OEM should be a PSU/ PSE /Public/ Private Limited Company incorporated/ established under Companies Act, 1956 India or later. | Proof should be attached |
| 2 | The bidder should be an OEM or a certified or authorized agent/ partner of the OEM. | Tender Specific Manufacturer's Authorization Form. |
| 3 | The Bidder should not have been blacklisted at the time of submission of the bid by any Regulator / Statutory Body/ any Government Department/ PSU/ PSE/Financial Institution or Banks in India. | Self-Declaration on Bidder's Letterhead Signed by the authorized signatory. |
| 4 | The Bidder should have minimum average turnover of Rs. 18 Lakhs for the Past 3 financial years i.e., 2018-19, 2019-20 and 2020-21. | Copy of P&L & Balance Sheet and CA Certificate. |
| 5 | Bidders should have successfully completed similar project in last 7 years. Single Work Order Value of 80 % of the Estimated Value of tender. Or Two Work Order Value of 50 % of the Estimated Value of tender. Or Three Work Order Value of 40 % of the Estimated Value of tender. | PO Copies should be submitted. |
| 6 | The Bidder must be a registered firm having branch office in Delhi/NCR.. | Self-Declaration on Bidder's Letterhead signed by the authorized signatory |

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| 7 | The bidder/OEM should have back to back Contract with OEMs for each of the proposed solutions, which is mandatory. | Self-Declaration on Bidder's Letterhead signed by the authorized signatory confirming that the successful bidder is will submit the backlining agreement(s) within 1 month of successful execution of the Contract. |
| 8 | The tenderer must have executed/ongoing minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organisation/Universities in last seven years. The detail of clients along with phone number must be furnished along with the bid | Documents must be attached |
| 9 | The bidder should have executed satisfactorily Annual Maintenance Contract of more than 50 Nos. of Network Switches /Devices for at least two years consecutively. Copy of Work orders in support of this must be furnished along with the bid | Documents must be attached |
| 10 | The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST Number | Certificate should be attached |
| 11 | The agency shall provide undertaking on agency letter head that: i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government. ii) It will ensure fair trade practice. iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi iv) It will maintain secrecy/confidentiality of data and record of the University. | Certificate should be attached |
| 12 | EMD/ Valid Certificate of MSME/NSIC for EMD Exemption | DD/Pay order copy to be attached or Certificate should be attached |
| 13 | The firm must have 10 Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in the field of network/network security related projects.) on its payroll in Delhi NCR. | Documents must be attached |

IV. TERMS & CONDITIONS:-

- 1) The tender will follow a simultaneous two bid system. One, the **Technical Bid (Annexure-I)** and the other **Financial Bid (Annexure-II)**. The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost.
- 2) If a firm quotes NIL charges, the bid should be treated as unresponsive and will not be considering.
- 3) Bids should be accompanied with an Earnest Money Deposit (refundable) for an amount of Rs. 36,000/- (Rupees Thirty Six Thousand only).
- 4) Firms registered with MSME / NSIC with valid certificate duly issued by GOI are exempted for submitting EMD.
- 5) Estimated Cost of tender is Rs. 18 Lakhs.
- 6) The rate quoted should be FOR, in Indian Rupees, inclusive of all levies, cartage handling, loading, unloading or any other expenditure for providing services etc. plus taxes extra as applicable. The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications and any cutting/over writing/erasing is found the tender will be summarily rejected. If there is any difference in the

rates of words and figure in a tender the figure written in words will considered as final.

- 7) The Firm/Company should quote rate on comprehensive basis for AMC of Network Devices as per attached format for **Financial bid (Annexure II)** and **partial quote will be rejected summarily**.
- 8) The vendor/agency/firm should give the certificate, stating that they will not quote less than the price quoted in tender of IGDTUW, Delhi for similar services during contract period to any institute/university.
- 9) The bidder shall **place the bids through e-tender on** E-procurement Portal, GNCTD. **However** all documents in support of eligibility as well as DD/FDR order for EMD shall be placed in the envelope marked “Technical Bid” which shall be superscribed as “**Quotation for CAMC of Network Devices and to be deposited to In-charge IT Services, 2nd Floor, Examination Division, IGDTUW.**”
- 10) Bids without EMD/Exemption Certificate will be summarily rejected.
- 11) Conditional Bids will be summarily rejected.
- 12) The “Financial Bid” of those bidders whose “Technical Bid” have qualified will only be opened.
- 13) Net rate (inclusive of, levies, cartage handling, loading, unloading or any other expenditure for providing service etc.) plus taxes extra as applicable must be quoted in Indian Rupees only both in figures & words
- 14) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
- 15) The successful bidder have to submit a Performance Security Deposit @ 3% of the approved tender value in the form of Demand Draft/BG/FDR drawn in favour of “Registrar, IGDTUW within 15 days from the receipt of the communication regarding award of contract. The EMD of the successful bidder shall be refunded on the receipt of the Performance Security or shall be adjusted toward Performance Security Deposit, if so desired by the successful Firm/Company in writing.
- 16) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations. The Performance Security Deposit shall be refunded without interest after 60 days of completion/termination of the AMC period on receipt of request from the agency.
- 17) In case the successful bidder fails to deposit the Performance Security within 15 days from the receipt of the contract award, the contract may be cancelled.
- 18) In case the successful bidder fails to start AMC within one month from the date of award of contract, a sum equal to 0.5% of the contract price per week or part thereof until the actual execution of work subject to maximum of 10% of the value of AMC shall be deducted.
- 19) The payment shall be made on **Quarterly** basis on receipt of the claim/request by the agency.
- 20) TDS, if any, levied shall be deducted at source.
- 21) The offer furnished by the Firm/Company should be valid for the acceptance for the period of at least 180 days from the last date prescribed for the receipt of the tender. In case of withdrawal, by the successful Firm/Company, the EMD shall be forfeited by IGDTUW absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotation process.
- 22) University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 23) The university reserves its right to terminate the contract at any time after giving one month notice period without assigning any reason. The firm will not be entitled to claim any compensation against such termination.
- 24) In case of any dispute relating to meaning, scope, servicing, operation or effect of this contract or the validity or the breach thereof, the decision of the Vice Chancellor, Indira Gandhi Delhi Technical University for Women shall be final and binding on both the parties.
- 25) An affidavit on non-judicial stamp paper worth Rs. 100/- stating that (a) the firm has not been debarred/blacklisted by any University/Autonomous Organization/ Government/Semi Government organizations, (b) will observe fair dealing in the business.
- 26) Period of contract will be initially for one year, and extendable up to 3 years with same terms & conditions and Price, subject to satisfactory performance and services. Further, in case, the

performance of the contractor in the first year is not found satisfactory/up to the mark, the contract shall be terminated immediately with a notice of one month and in this case; question of extending the contract does not arise.

- 27) In the event of condemnation of equipment, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis
- 28) The resident/ Service engineers or their legal heirs shall not claim any insurance benefit from the University in case engineers suffer any loss or damage to their life or person or property while in the University premises
- 29) Firm/Company are requested to quote comprehensive AMC charges including repairs, cost of spare parts and remuneration of labour/staff/Service Engineers. The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. **For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire**
- 30) Firm/Company shall be required to maintain updated inventory records of Wireless Access Point, wireless Controller, switches, and other network devices in the form of soft copy. Updated inventory list shall be required to be submitted to the department quarterly in the format provided by IT Services Division.
- 31) On expiry/termination of the contract, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm.
- 32) The Firm/Company must have expertise to provide maintenance of various network devices.
- 33) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 34) The Firm/Company should be a registered firm and should possess PAN, GST No. etc.
- 35) Those devices which have met End of Life after one year/more, agency will inform IGDTUW regarding the same well in time (approx six months before expiry). Letter from OEM will be submitted by agency for such cases.
- 36) The vendor shall maintain back-to-back 24x7 contracts at his own cost with Cisco Systems for providing the following services:
 - Replacements of faulty equipment,
 - Phone and e-mail support,
 - Full Access to Cisco TAC website,
 - Access to download areas for the updates and upgrades of firmware for all devices to be covered under AMC.
 - Access to download of updates, upgrades, subscription of signatures, firmware and software for all devices to be covered under AMC.
- 37) **Force Majeure**- A Force Majeure means extra ordinary events or circumstances beyond human control, such as an event described as an act of God (like a natural calamity, war, strike, riots, crimes etc)
 1. The firm has to give notice of force majeure, as soon as it occurs and it cannot be claimed ex- post facto.
 2. A force majeure clause, frees both parties from contractual liability when prevented by such events
 3. If the performance in whole or in part is prevented or delayed by any reason of force majeure for a period exceeding 90 days, either party shall by reason of such events, be entitled to terminate this contract without any financial repercussion on either side/party.

38) Settlement of Disputes:

If an amicable settlement is not forth coming, recourse may be taken to the settlement of dispute through arbitration as per the Indian Arbitration and Conciliation Act, 1996. The arbitrator will be appointed by Competent Authority of IGDTUW and the arbitration proceedings will be held at Delhi/New Delhi.

V. SCOPE OF WORK

The successful bidder would be required to carry out:

- 1) CAMC/Direct Technical Support Services for all the other IT assets under CAMC.
- 2) In case of direct maintenance, the service should be comprehensive maintenance which includes replacement of all defective components with same make and model through RMA directly from OEM. In case of replacement of non-serviceable components, the component should be replaced only with a new & compatible component of equivalent or better configuration. On replacement of the item i.e. Wireless Access Point, Wireless Controller, Switch etc the vendor should inform about the replacement to IGDTUW ITS Incharge on the letter head of his company and provide the complete report of both (part getting replace and defective part). Replaced part must be equivalent or higher configuration.
- 3) Comprehensive maintenance shall include all components of Wireless Access Point, Wireless Controller, Switch and other network devices.
- 4) Vendor shall maintain their own vacuum cleaner/cleaning sprays for cleaning of Wireless Access Point, Wireless Controller, Switch etc. Vendor shall provide tools to every engineer i.e. multi meter, LAN tester, screw driver set, cleaning brush, small blower, soldering tool and every piece of tools required for smooth functioning of FMS. Vendors shall maintain at least two external USB hard disk of sufficient capacity for the backup of user data in order to resolve the call as early as possible. Vendor should provide sufficient amount of cleaning fluid and cloth for cleaning the RAM.
- 5) The Asset Management service includes checking configuration, supervising new hardware deliveries & installation, maintain hardware change documents and update data accordingly. It also includes keeping track of those assets which are being interchanged from one user to another due to transfer, promotion or any other reason. Collecting necessary forms filled in by users and dept. head, updating the same in asset master, labeling of new Wireless Access Point with Tag nos. etc. It also includes carrying all IT asset under AMC the Switch, Controller between IGDTUW location and various floors within IGDTUW premises
- 6) The bidder shall submit the scheduled monthly/ quarterly reports on regular basis. Any additional reports shall also be submitted by bidder as and when required by IGDTUW during the contract period.
- 7) The bidder should provide Standby Wireless Access Point, Wireless Controller, Switch etc and kept minimum 2 spare Wireless Access Point/Controller and Switches in case of any shortage of spare parts of Wireless Access Point/Controller due to delay in repair.
- 8) The bidder should ensure confidentiality of the data, in-house developed software, software packages purchased by IGDTUW. Any copies of the same would be done only with prior permission of IGDTUW. Illegal use of IGDTUW's software or hardware will be strictly dealt with. The bidder has to give undertaking to this effect.
- 9) For any loop holes/lapses found in university network, network device and security device, agency will be held responsible and strict action will be taken against him.
- 10) Agency will take backup of all network devices once in every three months and submit the copy to IGDTUW and no data backup will be kept with the agency and no data will be transferred to anyone/ third part in any case without prior approval of IGDTUW.
- 11) Backup taken by the agency must be tested for complete accuracy of the backup.
- 12) Physical inventory of IT assets and creation of Asset information database (Hardware, Software, Peripherals, Networking equipment etc.) using details provided by IGDTUW for

recording information like configuration details, IGDTUW Asset Code, warranty and AMC details etc. Recording upgrades, scrapping etc. and updating IT Asset Database. Tracking, updating and reporting movements of IT assets. accountable for all the assets officially received by service engineers.

Note: The vendor has to carry out physical inventory of all IT assets at all IGDTUW locations in the beginning of the Facility Management Services and update the database. Subsequently, the database should be kept updated for changes from time to time as part of Asset management functions. Physical Inventory has to be done once in three months to re-confirm the inventory status.

13) Service Engineers will coordinate OEMs for those products which are under warranty / AMC for resolution of the problems relating to such products.

Deliverables

- i. Presence of qualified and experienced One Network Engineers on site at IGDTUW for maintenance and services. Network Engineers should be well versed with all the problems related with Wireless Access Point, Wireless Controller, Switch and other Network Devices etc.
- ii. Root cause analysis should be carried out for frequent hardware/software failures, if there is any.
- iii. Supply of new and genuine hardware parts and installation of the same if required.
- iv. Preventive maintenance as scheduled.
- v. Installation/ Upgradation of hot fixes/patches/service packs/operating systems on all Wireless Access Point/Wireless Controller/ Switches machines as and when required.
- vi. Management of Access Point/Controller /Switches OS Hardware to ensure standardization.
- vii. Performance Administration/ Periodic Monitoring.
- viii. Problem isolation/ Trouble shooting/ Resolution.
- ix. Support for regular upgrades of various OS and Access Point/Controller /Switches software mentioned above.
- x. Pro-active Disk management.
- xi. MIS reports showing parts repaired, replaced, sent for repair, pending repair etc. using software tools.
- xii. Any other related activity to ensure optimum use of as and when required.
- xiii. Before issuing new Access Point/Controller /Switches to user, vendor should ensure the configuration is done as per IGDTUW's IT Policies.

The Network Management Support services are expected to be provisioned through appropriately qualified and experienced engineer(s) / consultant(s) who will perform routine & other network management tasks including, but not limited to, the following:

- i. Troubleshooting, maintaining, installing/re-installing and configuring the hardware and software typically associated with network equipment – switches, router, UTM device, NMS (Cisco Prime), ISE (Cisco ISE), DHCP server, DNS Server etc.
- ii. Identifying LAN (wired/wireless) faults (logical / configuration / physical) and getting them resolved.
- iii. Configuration / location changes in the Network devices.
- iv. Testing & troubleshooting of the UTP cables in case of any problem. Rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered

- under AMC; including re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
- v. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
 - vi. Testing, troubleshooting of wi-fi network problems & restoring the connection from wi-fi router/ access points to the network devices.
 - vii. Management, configuration, troubleshooting & comprehensive maintenance including replacement of Wi-fi routers/ access points.
 - viii. Diagnosing & troubleshooting problems related to slow Wi-Fi/ LAN related to PC, Network printers and other network devices.
 - ix. To manage, configure & troubleshoot for almost 100 % availability of present switches & routers and further addition of active elements if any.
 - x. Resolution of all software/firmware and hardware problems or failures relating to networking equipment, cabling/media, thin client devices, UTMs, UPSs, Servers, etc.
 - xi. Installation of software updates/patches
 - xii. Change in network equipment (UTM, switch, controller, etc.) configuration as per requirement.
 - xiii. Backup of all network devices configurations
 - xiv. Relocation or modification of hardware as requested
 - xv. Assisting with inventory control, including property tags
 - xvi. Documentation of diagrams and configurations
 - xvii. Provide Support to Students in hostels for any network issue.

B. Preventive Maintenance

The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in every equipment at least once in six months. A separate logbook should be maintained to record the preventive maintenance carried out of each equipment.

The schedule of preventive maintenance shall be as follows:-

- i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- ii. Running of test programmes to ensure quality, reliability of the equipment.
- iii. Checking of power supply source for proper grounding and safety of equipment
- iv. Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
- v. Shifting of equipment as and when required.
- vi. Running of diagnostic software for system performance

C. PERSONNEL DEPLOYMENT FOR THE PROJECT

- i. The successful bidder shall ensure that a team with the required skill-sets is dedicated to the FMS throughout the contract period.
- ii. Network engineers should have minimum 1 years of experience.
- iii. Network Engineer shall be able to manage the network devices, routers, switches, firewalls (both software & hardware based) and other related equipment. He will look after the networking, management of networks/LANs/ WANs, Maintenance, installation, configuration, backup & up gradation of firmware/OS of Network Devices. Preventive maintenance of all the networks and networking equipment of IGDTUW. He will also look after the maintenance/installation of I/O, patch cables, fiber cables, copper cables, LIU box etc.
- iv. Holidays would be as per IGDTUW Holiday Calendar exclusive of Saturdays.
- v. Call Logging: Through telephone, e-mail, personally intimating the Help Desk/ Service Engineer.

- vi. Call Status and registering user feedback: Closing of call on confirmation with end-user. Unless the end user is satisfied the status of the call will remain open. Vendor should log all the calls in Compliant Register. Feedback have to be collected from users before closing the call.
- vii. Network Engineer reporting at IGDTUW Campus should carry proper identification. The successful bidder should submit a copy of appointment letter issued along with photograph and resume of the Service Engineer to the FMS/AMC coordinators at the respective IGDTUW office.
- viii. In case of absence / transfer / resignation of Network Engineer, replacement should be immediate with no gaps in the support operations and the IGDTUW should be informed accordingly well in advance.
- ix. In case of urgency, Network Engineer may be called on Sundays and Holidays at no extra cost to IGDTUW.
- x. Bidder should provide Network Engineer with a mobile phone, at his cost (Fixed cost + Recurring cost), so that she / he can be contacted in case of any urgent services. All mobile numbers have to be provided to the IGDTUW.
- xi. The Bidder will undertake that supplies of necessary maintenance equipment, tools and spare parts will be made available on a continuous basis.

D. Other Terms and Conditions

| S. No | TERMS & CONDITIONS | Compliance and acceptance |
|--------------|---|----------------------------------|
| 1. | The valid supporting documents in terms of "Authorised Partner" of M/s CISCO should be attached along with the bid. | |
| 2. | Making complete testing, operational, comprehensive maintenance for all items listed in Tender will be the responsibility of the vendor. | |
| 3. | For all equipments under CAMC, the vendor shall provide replacements of the equipments with same or Higher or Equivalent configuration within next working day, whenever the equipments became faulty. | |
| 4. | In case of failure on Active items of Switches, Wi-Fi AP/ Components, etc. the standby equipments shall be provided by the vendor till the Original Equipment is being rectified/ replaced, so that the downtime of the LAN is minimized. | |
| 5. | In case of Hardware failure or malfunction of the equipments, call will be logged with the supporting vendor for replacement of faulty parts/ Hardware. | |
| 6. | During the CAMC period, The selected bidder is responsible for i) Solving all configuration related problems. ii) Hardware/configuration, troubleshooting and diagnosis for all equipments covered under AMC . | |
| 7. | IOS/Software maintenance, reloading, backup, reconfiguration, if required. | |
| 8. | Vendor's expert Engineers in specific domain shall visit IGDTUW Campus whenever needed for major configuration changes for items covered under CAMC. The engineer will make a call report for such visits and submit the same to IGDTUW. | |
| 9. | The support will include smooth functioning of the LAN equipments to ensure accessibility of servers (DNS/ ADS/ BDS/ Proxy Server etc) on the LAN. | |

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| 10. | The vendor should not take more than two business days to repair and satisfactorily rectify/replace the systems/ peripherals/any active or passive components, etc. for any kind of complaints. In case, the system is not repaired/ replaced etc. within the. above said period, IGTUW has the right to impose a penalty at the rate of @Rs. 2000/- per day not exceeding the value of Performance Bank Guarantee as deposited by the vendor. | |
| 11. | Deviations: All the services, works and jobs shall be performed strictly in accordance with Terms & Conditions and Scope of work mentioned in the Tender documents. No Technical deviation shall be acceptable. | |
| 12. | The vendor shall provide a experienced CISCO certified on premises technical support/ maintenance service, to look after the complete operational and smooth functioning of total LAN system (LAN Hardware) | |
| 13. | The duties of on premises technical support/ maintenance service also include the following: <ul style="list-style-type: none"> a. Proper Log Book Record maintenance of Equipments. b. Daily call reports are required to be prepared on premises technical support/ maintenance service. c. Bi-Monthly system check of all the Switches (i.e. including all its peripherals, patch panels, ios, Active and Passive Components, etc.) d. Monthly Preventive Maintenance of all the Switches as mentioned above e. Regular update and upgrades of the ios and utilities of the switches. (Packages/ Patches, Service Packs, Security Patches and Firmware, etc.) Defective part replacement with original parts f. Break-fix support on Network connectivity of the entire Server-Clients side. | |
| 14. | On premises technical support/ maintenance service would also be responsible for running, configuring the present VC equipment installed under the present LAN System. | |
| 15. | In case the, on premises technical support/ maintenance service provided by the vendor is on leave, then equivalent replacement must be provided during the period. If no alternative is given/ provided by the vendor, then the IGTUW has the right to impose a penalty at the rate of @ Rs.1500/- per day will be deducted from the payment dues of the vendor. | |
| 16. | In order to have smooth functioning of CAMC services and on premises technical support/ maintenance service to IGTUW, the vendor should have offices/ service centers in Delhi/NCR. | |
| 17. | The vendor may visit the installation site and the equipments during office hours. | |
| 18. | The CAMC services are valid till the installation of new LAN infrastructure in IGDTUW. IGDTUW has right to terminate the CAMC services without giving any notice after completion of installation of new infrastructure. Prior to that, IGDTUW has right to stop/cancel the services by giving one month notice period in case of any unsatisfactory/deviations occurs. | |

VI. DEPLOYMENT OF SERVICE ENGINEERS ON FULL TIME BASIS

- i) One qualified Network Engineer for managing all technical/network support activities, Installations, Configurations, and Maintenance with atleast 1 Years of Experience.
- ii) The Network Engineers will be posted at University Campus for six days in a week (9:00 AM to 6:00 PM).

VII. DOWNTIME & PENALTIES

1) Response Time and Resolution Time

- i) **The servers shall be zero tolerance downtime.**
- ii) Minor Faults shall be addressed immediately.
- iii) The Major Faults with in 8 Hours by replacement method with the available spares, if instructed by IT Services Division, IGDTUW.
- iv) The LAN Network downtime shall maximum of 4 Hours

2) Penalties

- i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated after lodging the complaint with network engineer to be stationed at IGDTUW Campus at Kashmere Gate either in writing or phone or email by the users/ITS.
- ii) The downtime will be counted until the unit/service starts functioning normally again.
 - a) As the ISE/Wireless Controller is zero tolerance downtime every effort should be made by the Firm/Company to make it running 24 x 7. However, in case of breakdown of these devices for whatever reasons, a penalty of Rs. 1000/- per two hour shall be deducted.
 - b) If anyone, the switches, prime, wireless access point etc, does not function, penalty charges per day and part there of will be Rs. 1000/- per equipment besides the penalty on failure of network. It means the penalty for failure of Network equipment and failure of Network services will be imposed concurrently.
 - c) In case of failure for Network Services (access to LAN, Mail, Web services etc.), fully or partly, a penalty of Rs. 2000/- for failure for network services shall be charged
- iii) If Network engineers posted at University remain absent for a day and his substitute is not provided for that day by the Firm/Company, Rs.2000/- per day of the staff for that day will be deducted from the bill.

3) Warranty/Guarantee

1. The Firm/Company will be responsible for any damage or loss to the existing structures, furnishing and other fixed assets of the University.
2. The Firm/Company will make good of the loss of the said property of the University.

Registrar

Eligibility Criteria Compliance to be directly met by the bidder

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| Name of the Work: | Comprehensive Annual Maintenance for Network Switches, Wireless Devices and Other Network Devices. |
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Bidders who satisfy the Conditions of Eligibility, Stated herein will be considered for further technical eligibility under the Evaluation Criteria by IGDTUW.

The following basic eligibility criteria must strictly be fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. Non compliance of any condition shall lead to disqualification in Technical Bid:

| Eligibility Criteria | | Supporting Documents |
|----------------------|--|---|
| 1 | The bidder/OEM should be a PSU/ PSE /Public/ Private Limited Company incorporated/ established under Companies Act, 1956 India or later. | Proof should be attached |
| 2 | The bidder should be an OEM or a certified or authorized agent/ partner of the OEM. | Tender Specific Manufacturer's Authorization Form. |
| 3 | The Bidder should not have been blacklisted at the time of submission of the bid by any Regulator / Statutory Body/ any Government Department/ PSU/ PSE/Financial Institution or Banks in India. | Self-Declaration on Bidder's Letterhead Signed by the authorized signatory. |
| 4 | The Bidder should have minimum average turnover of Rs. 18 Lakhs for the Past 3 financial years i.e., 2018-19, 2019-20 and 2020-21. | Copy of P&L & Balance Sheet and CA Certificate. |
| 5 | Bidders should have successfully completed similar project in last 7 years. Single Work Order Value of 80 % of the Estimated Value of tender. Or Two Work Order Value of 50 % of the Estimated Value of tender. Or Three Work Order Value of 40 % of the Estimated Value of tender. | PO Copies should be submitted. |
| 6 | The Bidder must be a registered firm having branch office in Delhi/NCR.. | Self-Declaration on Bidder's Letterhead signed by the authorized signatory |
| 7 | The bidder/OEM should have back to back Contract with OEMs for each of the proposed solutions, which is mandatory. | Self-Declaration on Bidder's Letterhead signed by the authorized signatory confirming that the successful bidder is will submit the backlining agreement(s) within 1 month of successful execution of the Contract. |
| 8 | The tenderer must have executed/ongoing minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organisation/ Universities in last seven years. The detail of clients along with phone number must be furnished along with the bid | Documents must be attached |

| | | |
|----|---|--|
| 9 | The bidder should have executed satisfactorily Annual Maintenance Contract of more than 50 Nos. of Network Switches /Devices for at least two years consecutively. Copy of Work orders in support of this must be furnished along with the bid | Documents must be attached |
| 10 | The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST Number | Certificate should be attached |
| 11 | The agency shall provide undertaking on agency letter head that: i) It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government. ii) It will ensure fair trade practice. iii) The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi iv) It will maintain secrecy/confidentiality of data and record of the University. | Certificate should be attached |
| 12 | EMD/ Valid Certifiacte of MSME/NSIC for EMD Exemption | DD/Pay order copy to be attached or Certificate should be attached |
| 13 | The firm must have 10 Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in the field of network/network security related projects.) on its payroll in Delhi NCR. | Documents must be attached |

For

(Signature of the Authorized Person)

Name:

Designation:

Seal

Date:

Place:

Business Address:

Technical Evaluation Criteria

The bidders/applicants qualifying the initial criteria of basic eligibility will be evaluated for following criteria by scoring method on the basis of details furnished by them for technical bid qualification:

| S No | Criteria | Documents | Max Marks |
|------|--|---|-----------|
| 1 | The bidder should have executed satisfactorily Annual Maintenance Contract of more than 50 Nos. Network Switches /Devices for at least two years consecutively. Copy of Work orders in support of this must be furnished along with the bid. | 2 | 03 |
| | | 2-5 | 05 |
| | | More than 5 | 10 |
| 2 | The tenderer must have executed/Ongoing minimum five work of similar nature i.e. for managing similar FMS/AMC as mentioned in the scope of work in any Govt. organization/Universities in last seven years. The detail of clients along with phone number must be furnished along with the bid. Copy of Work orders in support of this must be furnished along with the bid. | 5 Clients | 03 |
| | | 5-8 Clients | 05 |
| | | More than 8 Clients | 10 |
| 3 | The firm must have 10 Technical & Qualified Manpower (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in the field of network/network security related projects.) on its payroll in Delhi NCR. | Minimum 10 | 03 |
| | | 10-20 | 05 |
| | | More than 20 | 10 |
| 4 | Tenderer must have executed Work equal to 80% of estimated cost of CAMC Copy of Work orders in support of this must be furnished along with the bid | One similar nature of work equal to 80% of estimated cost of CAMC Or Two Work Order Value of 50 % of the Estimated Value of tender. Or Three Work Order Value of 40 % of the Estimated Value of tender. | 03 |
| | | Two similar nature of work equal to 80% of estimated cost of CAMC | 07 |
| | | Three similar nature of work equal to 80% of estimated cost of CAMC | 10 |
| 5 | The minimum average turnover of the Company for the financial years 2018-19, 2019-20 and 2020-21 | Minimum 18 Lakhs | 05 |
| | | 1-5 Crore | 10 |
| | | More than 5 Crore | 15 |
| 6 | Cisco Certified Engineers (CCNA/CCNP) on its Payroll. Firm must submit copy of valid certificate of all. | < 3 | 03 |
| | | 3-5 | 07 |
| | | More than 5 | 10 |
| 7 | Company should be an ISO Certified for ISO Certifications ISO | No | 00 |

| | | | |
|---|---|--|----|
| | 9001:2015 (Quality Management System) and ISO 27001:2013 (Information Security Management System) company. Firm must submit copy of valid certificate of all. | ISO 9001:2015 or ISO 27001:2013 | 10 |
| | | Both ISO 9001:2015 and ISO 27001:2013 | 15 |
| 8 | The bidder should be an OEM or a certified or authorized agent/ partner of the OEM. | Tender Specific Manufacturer's Authorization Form. (No) | 00 |
| | | Tender Specific Manufacturer's Authorization Form. (Yes) | 10 |
| 9 | Approach and Methodology for Conducting Facility Management Service/ AMC of Network Devices in IGDTUW | | 10 |

Note:

1. **Technical Bid Evaluation will be done on the scale of 100 Marks/points. The bidders qualifying Technical stage with 60 marks/points or more will be considered as technically responsive bid and shall be considered for the opening of financial bid.**
2. The Technical Bid Criteria mentioned in table must be fulfilled and supported by relevant document as indicated in the table above.
3. Technical bid evaluation will be done by a Technical Evaluation Committee (TEC) constituted by IGDTUW.
4. TEC will go through all the documents submitted by the bidder to do the technical evaluation. TEC will also be free to do reference checks with the client(s) of the bidder as per the details provided by the bidder. In addition, TEC may seek clarifications from the bidder during the presentation session of the bidder. The decision of TEC will be final.

Annexure –II

Financial Bid

| | |
|---------------------|--|
| Name of Work | Comprehensive Annual Maintenance for Network Switches, Wireless Devices and Other Network Devices. |
|---------------------|--|

| S No | Network Equipment with all licenses, SFP Modules, Power Supplies and Accessories | Model No. | Quantity (in Numbers) | Cost per item | Total Cost (one Year) |
|------|--|-------------------|-----------------------|---------------|-----------------------|
| 1 | Cisco Prime Infrastructure (NMS) | PI-UCS-APL-K9 | 1 | | |
| 2 | Cisco ISE | ISE 2.2.0.470 | 1 | | |
| 3 | Cisco Wireless Controller 5500 Series | AIR-CT5508-K9 | 1 | | |
| 4 | Cisco 3850 Switch (Core Switch) | WS-3850-12XS-S | 2 | | |
| 5 | Cisco 3650 Switch (Distribution Switch) | WS-C3650-24TD | 8 | | |
| 6 | Cisco 2960 48 Ports Catalyst Switch | WS-C2960X-48LPS-L | 24 | | |
| 7 | Cisco 2960 24 Ports Catalyst Switch | WS-C2960X-24PS-L | 31 | | |
| 8 | Cisco Access Points (Indoor) | AIR AP1852I-D-K9 | 65 | | |
| 9 | Cisco Access Points (Outdoor) | AIR AP15321-UXK9 | 12 | | |
| 10 | Grand Total | | | | |
| 11 | GST (as Applicable) | | | | |
| 12 | Grand Total with GST | | | | |

- 1) The Firm/Company should quote rate on comprehensive basis for Comprehensive Annual Maintenance Wireless Network, Switches etc. as per attached format for **Financial bid (Annexure II)**. **Partial quote will be summarily rejected**. The financial bid of the only technically eligible and qualified firm/bidder shall be opened. L1 will be calculated on the basis of S No. 10 of the financial bid. The bidders who technically qualify will only be eligible for financial bid opening.

- 2) The total amount indicated in the financial bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial bid, it shall be considered non responsive and liable to be rejected.
- 3) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the Firm/Company for which they may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 4) The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire.

(Signature of the Authorized Person)

Name:

Designation:

Seal of the Company

Date:

Place:

Computation of Final Evaluated Score using Technical Score and Financial Score

Technical Score of the Bidder (TSB) is the score awarded to the bidder by the Technical Evaluation Committee of the University as per the Technical Evaluation Table.

Financial Score of the Bidder (FSB) is obtained using the price of the concerned bidder and that of the lowest bidder (without taxes). This is computed by the evaluation committee as per the following formula:

$$\text{FSB} = (\text{Bid amount of the lowest bidder} / \text{Bid amount of the concerned bidder}) \times 100$$

The Final Evaluated Score (FES) of the bidder is based on both the technical evaluation score and financial bid score. The technical evaluation gets 70% weightage and financial bid gets 30% weightage in the final score. IGDTUW will evaluate and compare the bids that have been determined to be substantially responsive using the following formula:

$$\text{FES} = [0.70 \times \text{TSB} + 0.30 \times \text{FSB}]$$

Where **FES: Final Evaluated Score; TSB: Technical Score of the Bidder; FSB: Financial Score of the concerned Bidder**

Final Comparison of Bids and Award of Contract

The Final Evaluation will be performed assuming that the contract will be awarded to the bidder whose Final Evaluated Score (FES) stands highest. In case of a tie on FES, bidder of higher Technical Score will be eligible for the award of contract.

(Signature of the Authorized Person)

Name:

Designation:

Seal of the Company

Date:

Place:

Annexure-III

CERTIFICATE

This is to certify that technical team of _____
(vendor's name) has visited/inspected items available in Indira Gandhi Delhi Technical University for Women and ready to undertake the AMC work as per tender document of IGDTUW.

The rates quoted are including repairing and AMC charges in total. No cost on account of repairing and spare parts etc. shall be charged separately from Indira Gandhi Delhi Technical University for Women.

(Name of the Vendor)

Address of Vendor:

Mobile No.:

Email:

PAN No.:

GST No.

Date
Place