

Government of India
Department of Atomic Energy
Computer and Information Systems Division

Anushakti Bhavan,
C.S.M.Marg,
Mumbai – 400001.

No.1/1/AMC/2021-CISD/6408

3rd June 2021.


Subject : Invitation of Quotation for Annual maintenance Contract of Computer Network and all related equipment at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/6/2023.

1. **Scope and Tenure** : Sealed tenders printed on company letterhead are invited for Annual Maintenance Contract (AMC) of both passive and active network equipment of Computer Network of DAE Secretariat in Mumbai, as mentioned in *Annexure-1* and *Annexure-2*, respectively. The tenure of AMC is for a **period of two years from 01/07/2021 to 30/6/2023**. The Terms and Conditions of AMC are mentioned in *Annexure-3*, which includes posting of on-site manpower (see paragraphs 1.1 and 1.2 of *Annexure-3*). The scope of AMC coverage for passive and active components, as given in Clause 1.6 of *Annexure-3*, may be studied carefully before bidding.
2. **Site Visit** : Interested bidders may visit the site to inspect of network and equipment, from **7th & 8th of June 2021**. Exact date/time should be confirmed through appointment with Shri P. Haridas, Phone : 022-22862517, e-mail : haridas@dae.gov.in
3. **Bid Security Declaration** : The quotation should be submitted in documents such "EMD/Bid Security Declaration" form duly signed in the prescribed format (*Annexure-6*) in lieu of "EMD". **Quotations without Bid Security Declaration are liable to be rejected**. The Bidder is also required to adhere to the other Terms & conditions listed in *Annexure-3*.
4. **Vendor Profile** : The Bidder is required to send Vendor Profile along with a list of clients, as per *Annexure-4*, for whom similar work has been undertaken. Bids without Vendor Profile details are liable to be rejected.

5. **Format of Quotation** : The Bidder is required to provide quotation in the format given in Annexure-5. The quotations should be typed or printed on company letterhead. Handwritten quotations are liable to be rejected.
6. **Address/Last Date** : Quotations in sealed envelope super-scribed "CISD/NETWORK/2021-2023" should be sent to Shri Phool Chand, Head, CISD, Department of Atomic Energy, Anushakti Bhavan, C.S.M.Marg, Mumbai – 400001, so as to reach by **3.00 pm on 21st June, 2021**. **Quotations reaching after the above deadline will not be considered.**

The Department of Atomic Energy reserves the right to reject any offer without assigning any reason thereof.

Yours faithfully,


(Phool Chand)
Head, Computer and Information Systems Division
022-22043584

फूल चंद / Phool Chand
प्रमुख / Head
कंप्यूटर एवं सूचना प्रणाली प्रभाग
Computer and Information Systems Division
भारत सरकार / Government of India
परमाणु ऊर्जा विभाग / Department of Atomic Energy
अणुशक्ति भवन / Anushakti Bhavan
इ.सि.म. मार्ग, मुंबई / C.S.M. Marg, Mumbai - 400 001

Annexure-1

Quotation for Annual Maintenance Contract of Compute Network and all related equipments at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/06/2023.

List of Passive Equipment in Computer Network *

Sl. No.	Item	Quantity	Remarks
1	Giga speed UTP cables enclosed in casing capping, along with casing/capping	About 20000 meters	Installed at DAE Secretariat office premises
2	Information Outlets with dust cover	About 600 numbers	
3	Jack/ patch panels	About 50 numbers	
4	19 " wall mounted RACK 12 U	About 15 numbers	With acrylic glass door, fans, power sockets, etc.
5	19 " floor standing RACK 36 U	About 10 numbers	
6	19 " floor standing RACK 42 U	About 10 numbers	
7	Fiber optic armored cable	About 250 meters	Used for up-linking (partially underground)
8	Rack mountable LIU (Light Interface Unit)	About 6	

* Ref. Clause 1.6.4 of Annexure-3 titled Conditions Applicable for Passive Components.

Quotation for Annual Maintenance Contract of Compute Network and all related equipments at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/06/2023.

List of Active Equipment in Computer Network ****[A] Swiches**

Sl. No.	Item	Quantity	Manufacturer and Model	No of Ports
1	L2 Ethernet Switch	72	Nortel Baystack 425, 3510 D-link des1228, 3com 3300, 4210,4226	24/28
2	L2 Ethernet Switch OS Upgradable L3	8	Cisco WS C2960	24
3	Unmanageable Switch	1	Digi Link	16

[B] Switches in Stock

Sl. No.	Item	Quantity	Manufacturer and Model	No of Ports
1	L2 Ethernet Switch	1	D-link des1228	24/28

[C] Fiber Optic Equipment

Sl. No.	Item	Manufacturer and Model	No of Ports
1	1000 base Fiber Optic (LX/SX etc) interface converter modules with LC- ST cable	3com, D-link	15
2	100-baseT UTP TO Fiber Optic media converters with accessories	D-link	10

** Ref. Clause 1.6.5 of Annexure-3 titled Conditions Applicable for Active Components.

Quotation for Annual Maintenance Contract of Compute Network and all related equipments at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/06/2023.

Terms and Conditions of the Contract for AMC

The Contractor shall agree to comply with the following terms and conditions to provide trouble free maintenance/repair for items mentioned in *Annexure-1 & Annexure-2* which are to be maintained on a regular on-site basis from 01-07-2021 to 30-06-2023 (2 years).

1. The AMC shall be subject to the following terms and conditions:

1.1 Provision of On-Site Engineer (1 no) :

The Network engineer (Qualification: Graduate Engineer/Dip. in Computer or IT) shall be made available during working hours of DAE for the entire period of the contract. The engineer should be made available on site from 9:30 to 18:00 hours from Monday to Friday on all working days and on holidays 'on call' in case of emergency. He shall carry out all the jobs pertaining to Network (e.g. replacement of Switch, Crimping etc) besides shifting of Network Equipment, PCs, servers, Monitors, UPS etc. The engineer should have knowledge of TCPIP configuration and configuration of active switches, routers etc. The on-site engineer will also take care of jobs mentioned above in Anushakti Bhavan & the adjacent heritage building of Department Of Atomic Energy. The on-site engineer shall attend to any break down maintenance calls and carry out all kind of miscellaneous maintenance jobs pertaining to the network such as :

- 1.1.1 Troubleshooting any network related problem of LANs at Anushakti Bhavan and its adjacent buildings of DAE.
- 1.1.2 Fine tuning of switches including applying s/w patches & updates.
- 1.1.3 Configuration of switches to reduce latency, network traffic collision and congestion.
- 1.1.4 Testing, termination, crimping and fine tuning of info outlets, jack panels and patch panels.
- 1.1.5 The on-site engineer would act as a 'first response' in case the maintenance work requires support of more human resources and it will be the responsibility of the vendor to provide relevant resource until the specific work is completed.

1.2 Assistant to on-site engineer (1 no) :

Posting of one assistant to the engineer (Qualification: Matriculate or intermediate) below the age of 30 years shall be made available during working hours of DAE for the entire period of the contract. The assistant should be made available on site from 9:30 to 18:00 hours from Monday to Friday on all working days and on holidays 'on call' in case of emergency. He shall carry out following jobs:

- 1.2.1 Help the network engineer posted in DAE to shift computer equipment like PCs, Servers, Switches, and Routers etc and to clean the network racks and help making new connections.
- 1.2.2 Help the DAE System Engineers in shifting servers/Monitors, operating Air Conditioners, Shifting UPS etc.
- 1.2.3 Help CISD Officers and Office Staff in their work to provide system services, handling and moving documents, scanning, Photocopying, file management etc.
- 1.2.4 The assistant shall also carry out all miscellaneous jobs assigned to him by CISD officials.

1.3 Response Time

In case of breakdown of the Networking system or part thereof, the contractor shall rectify the defect within 3 hours if it can be rectified with parts available within the department and shall be rectified within 6 hours if external resources are needed to repair/replace the defective component. In case of failure of any passive components, the contractor will carry out immediate repair or effect immediate replacement of the defective parts/components as per below clause 1.6.4. As regards Active components the terms & conditions mentioned in para-1.6.5 below shall apply.

- 1.4 No TA/DA shall be paid.
- 1.5 The contractor shall use his own tools during AMC.

1.6 Scope of Maintenance Coverage:

- 1.6.1 Rates quoted for the Maintenance Contract shall be inclusive of labour and repairing charges for entire period. Additional labour / repairing charges shall be payable only in case of extension/renovation/alteration involving restructuring of passive components.

1.6.2 The Maintenance shall cover breakdown calls for all items. In addition, Preventive Maintenance, such as cleaning of racks, switches, cables inside racks, testing of all cables end to end should be covered. Cleaning kits and tools like vacuum cleaners shall be provided by the vendor whenever required. Multi-meter, testing tools, crimping tools, LAN tester etc shall be always available with on-site maintenance engineer.

1.6.3 The Maintenance shall cover installation/repair of Switches, broken cables etc.

1.6.4 Conditions applicable for passive components

1.6.4.1 For Passive items no 1, 2, 3 of *Annexure-1* (Cable with Casing, I/O and Jack Panel) crimping and connection to terminal points and repair of minor damages shall be done. **Any components that need replacement shall be supplied by the vendor at cost and response time of 3 hours or 6 hours as mentioned in clause 1.3 should be adhered to. The cost of components shall be reimbursed by the department on production of valid document.** The vendor shall get the cost approved prior to procurement. Additional labor/installation charges shall be payable only in case of extension/renovation/alteration involving restructuring of passive components.

1.6.4.2 For passive items 4, 5 and 6 (Refer *Annexure-1*) vendor shall arrange movement of the racks if required.

1.6.4.3 For passive components 7 & 8 (refer *Annexure-1*) Fiber Optic cable and LIUs repair shall be carried out by the vendor if required. If replacement is needed the vendor shall arrange to supply the same at cost after prior approval of expenditure. Labor cost for earth excavation if needed shall be payable after prior approval.

1.6.5 Conditions Applicable for Active Components

The following conditions would be applicable to active components in addition to other conditions mentioned in this Annexure.

1.6.5.1 **The department shall provide equivalent spare active component in the event of failure. However the bidder shall maintain adequate stock of critical devices like switches and similar components for replacement in case of emergency, which will be later replaced by spare provided by DAE. The contractor shall ensure that the spare component is installed & configured and establish full functionality of the network.**

1.6.5.2 In the event of the spare active component provided by the department does not solve the problem the contractor shall be responsible to provide the same make or equivalent component from his resources on a temporary basis within one working day and arrange to repair the spare available with the department

at actual cost. The cost of the component replaced will be borne by the department. No labour charges will be payable. The vendor shall get the cost approved prior to taking up repairs.

1.6.5.3 In the event no suitable spare is available with the department or the spare available is not repairable the contractor shall arrange for a new replacement of the active component at actual market cost after obtaining quotations from at least 3 parties. The cost of the new component shall be got approved prior to procurement. The new component supplied shall be covered by a warranty of 1 year. This provision can be exercised for not more than two active components in a year. In case the vendor is unable to repair faulty active components on more than two occasions in a year, an equivalent replacement shall be provided by the vendor at no cost to the department, failing to do so shall attract penalty as mentioned at paragraph 1.9.4.

1.6.5.4 Response time of 3/6 hours as per clause 1.3 should be adhered to in all events involving active components without any exception.

1.6.6 Miscellaneous works

1.6.6.1 The vendor shall undertake to make the network functional at extra cost if any associated components like GI pipe or PVC pipe get physically damaged by accident/negligence on the part of department. The cost of material shall be paid at actual and installation cost will be at mutually agreed upon rate.

1.6.6.2 The contractor shall agree to undertake expansion of network, like fixing I/O, patch panels, casing & capping etc. if needed by the department at a mutually agreed cost. When required, above items shall be procured by the Contractor with the prior consent of the department and installed. DAE shall pay the Contractor the actual cost of the consumable/material on production of invoice and cost of installation as agreed upon prior to taking up the work.

1.7 Up-gradation of Network Device

The Department of Atomic Energy reserves the right to upgrade the active network devices by parties other than the party who has actually undertaken the AMC. However, such changes, if any will be done with the knowledge of the party carrying out the AMC.

1.8 Preventive Maintenance

The network engineer will perform Preventive Maintenance in the first week of every quarter with prior appointment and fine-tune the network. During Preventive maintenance the contractor shall also carry out network analysis and trouble-shoot if required. He shall examine the entire network and keep it healthy. The racks & switches shall be cleaned and made dust free during PM using vacuum cleaner. Any failure to adhere to this schedule will result in termination of the contract. No reminder will be given for carrying out Preventive maintenance. The vendor shall bring Vacuum cleaner, Crimping & other required tools.

1.9 Penalty Clause

1.9.1 In case the work is not carried out and completed as per the terms of the AMC, penalty as stipulated below shall be levied:

1.9.1.1 Beyond 6 hours and upto 24 working hours, the penalty to be levied, will be 2% of the value of the quarterly AMC. While calculating this penalty, even if a part of the network is down (i.e. any active component like switch is down or if any node is down), entire network would be deemed to be down.

1.9.1.2 Beyond 24 working hours and upto 7 days the penalty to be levied, will be 0.5% per day over and above 2%, with all other conditions remaining identical as at 1.9.1.1 above.

1.9.1.3 Beyond 7 days the penalty will be 8% for 8 days and 1% for each additional day with other conditions remaining identical as at 1.9.1.1 above.

1.9.1.4 On-site engineer shall be available in DAE premises for a minimum of 40 hours per week to be computed quarterly. In case of any shortfall, 10% of pro-rata AMC payable per week shall be charged as penalty for every 10% shortfall. (e.g. 1 to 4 hours 10%, 5-8 hours 20%, 9-12 hours 30% & 13-16 hours 40% & so on.). One year will be taken as 52 weeks for calculating pro-rata AMC charges.

1.9.2 Overall Availability

The overall availability of the full network shall be 99%. This will be computed every three months, using the following formula

<p>Working hours during which the full network was operational. (even if a part of the network is down, the entire network is deemed to be down)</p> <p>----- X 100</p> <p>Total working hours of DAE for the quarter</p>

Time taken for repairing and testing will be included in the down time. In the event of 99% availability not being maintained, a penalty of 1% of the value of quarterly Annual Maintenance Contract of full network will be levied for every 1% shortfall in the availability. This penalty will be in addition to any other penalty mentioned in this contract.

1.9.3 10% of the value of the quarterly AMC charges will be deducted as penalty on **each occasion of nonperforming** preventive maintenance, as per the above schedule.

1.9.4 Penalty at 5% of quarterly maintenance cost shall become chargeable for every un-repairable active device and shall be recovered from the immediate quarterly payment.

1.9.5 All the above penalty would be deducted from the Quarterly AMC charges payable

2. SECURITY DEPOSIT/BANK GUARANTEE

On entering into AMC the vendor shall make a Security Deposit (SD) of 10% of the value of 2 years AMC. Alternatively the contractor shall furnish a Bank Guarantee towards security deposit of 10% of the 2 yrs AMC duly executed by any nationalized bank or scheduled bank as per the standard format. The bank guarantee/SD shall remain valid till the expiry of entire period of the contract (Maximum 2 years and 6 months) and shall reach the purchaser within 15 days from the date of receipt of work-order. The bank guarantee/SD will be en-

cash for non-compliance of any of the terms and conditions of the work-order and for levying un-adjusted penalty, if required.

3. TERMS OF PAYMENT

3.1 The payment towards AMC shall be made, on a quarterly basis as follows:

Payment shall be made, in eight installments **on completion** of each quarter of the annual contract period taking into consideration any penalty (refer Para- 1.9 above) imposed on the party at the end of each quarter. CISD, DAE shall issue a Certificate every quarter regarding quality of service rendered by the Contractor and penalty, if any, to be levied from the contractor as per the terms and conditions of the contract.

3.2 All penalties (Refer paragraph 1.9 above) due from the contractor at the end of the contract period shall be paid to the department in cash/cheque on expiry of the contract or the department may extend the period of the contract by a suitable period which would compensate (on a pro-rata basis at the same rates as applicable during the contract period) for the payment due from the contractor.

3.3 The maintenance charges shall remain unchanged during the period of the contract and during the period of extension of the contract period if any arising due to penalty imposed on the contractor.

4. TERMINATION

The Department reserves the right to terminate the contract by giving notice of one month without any financial obligation on its part. In the event of cancellation of the contract or non-servicing of equipment for one reason or the other, the payment for services actually carried out will be paid on a pro-rata basis.

5. A common register will be maintained to monitor the delays and attendance of the on-site engineer and the assistant. Bidder's maintenance personnel should check and sign the register on attending the job without fail.

6. In case of any dispute, the Central Government's rules will be applicable for any conflict involving arbitration.

7. SPARES

With reference to Clause 1.6.5.1, the bidder will keep stock of some critical component like switches and related components to ensure immediate replacement at its local office in Mumbai in the event of any emergency requirement.

8. LABELLING OF DEVICES

The contractor should label all the devices that are going to be covered under AMC in his own interest to identify the devices which fall under his contract.

9. POLICE VERIFICATION CERTIFICATE

The vendor shall produce Police verification Certificate (PVC) of the on-site engineer and the Assistant. As per DAE's policy, no outsider is permitted to offer services in its premises without proper PVC.

Quotation for Annual Maintenance Contract of Compute Network and all related equipments at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/06/2023.

Vendor Profile

1. Name of the Company/Organization :

2. Type of Company/Organization a) Limited Company

b) Partnership Firm

c) Sole Proprietorship

3. Experience in the area of network installation and maintenance :
(Mention of 5 major projects handled. Also give name and telephone number of contact person and value of contract, period of the contract)

4. Familiarity with different Products

4.1 Whether familiar with 3Com products : Yes/No
If yes where used : _____

4.2 Whether familiar with Cisco products : Yes/No
If yes where used : _____

4.3 Whether familiar with Nortel products : Yes/No
If yes where used : _____

Address and Telephone No. in Mumbai :

Attach latest Income tax clearance certificate and Sale Tax details.

Name and Signature of the authority with Company Seal

Quotation for Annual Maintenance Contract of Compute Network and all related equipments at DAE Secretariat, Mumbai for two years from 01/07/2021 to 30/06/2023.

FORMAT FOR QUOTATION.

(To be typed on Company letter head)

Description	Cost of AMC (Annual) Rs.	No of years	Total cost of AMC for 2 years.	Service tax Rs.	Any other tax. (Specify) Rs.	Total Rs.
Cost of Annual Maintenance Contract of Passive & Active Components as detailed in Annexure-1 & Annexure-2 of the tender. (The offer includes and covers the cost of one On-site engineer and one on-site assistant) The terms and conditions mentioned in Annexure-3 are acceptable.		2				

Total Maintenance cost in Words for two years : Rupees _____

1. We agree to provide Security Deposit/Bank Guaranty of Rs. _____ being 10% of total value of the AMC for 2 years since the event of awarding the work order to our organization

2. The following are enclosed.

a) Vendor profile details as stipulated in **Annexure-4** of the tender along with list of clients for whom similar services are offered.

b) Breakup service tax etc. are provided.

3. Agree to provide **Police Verification Certificate** of the On-site engineer and assistant.

Total Rs.	Per year Rs.	Service per Rs.	Total cost Rs.	Per year Rs.	Cost of M&M Rs.	Description
Date :						
Name & Signature of authority						

FORM OF BID SECURITY DECLARATION

No.1/1/AMC/2021-CISD

Date :

To,

Shri Phool Chand,
Head,
Computer and Information Systems Division,
Anushakti Bhavan,
C.S.M. Marg,
Mumbai-400001.

Sir,

I / We hereby submit the following declaration in lieu of submitting Earnest Money Deposit.

- (1) If after the opening of tender, I/We withdraw or modify my/our quotation/bid during the period of validity of tender (including extended validity of tender) specified in the tender documents,

OR

- (2) If, after award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents,

I / We shall be suspended for one year and shall not be eligible to bid for DAE tenders from date of issue of suspension order.

Signature and seal of the contractor(s)