

ERNET India

(An Autonomous Scientific Society under Department of Electronics & Information Technology, GoI)
10th Floor, Jeevan Prakash Building,
25, K.G. Marg,
New Delhi - 110 001.

EI-D-Tech/64/0089/2013-PD&OA

Dated: 01.10.2014

Due Date: 21.10.2014 Time 3.00 P.M.

Opening of Bids: 21.10.2014 Time 3.30 P.M.

To

Subject: Comprehensive Annual Maintenance Contract (AMC) for Printers, Laptops, Desktops, Servers, KVM Switch, AMC of Juniper Switches, Firewall & WAP and purchase of Subscription of Juniper Websense web filtering and IDP, AMC of 2x20 KVA (1:1) UPS System, Purchase of printer cartridges and refilling of printer cartridges

Sir,

ERNET India, an Autonomous Scientific Society under Department of Electronics & Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. ERNET India is a nodal network for integrating education & research institutions in the country. An Internet service is one of the services being provided by ERNET India to these institutions. The services are provided through its various Points of Presence (PoPs) located at the premier education & research institutions in the country. All these PoPs are connected on high-speed backbone with international connectivity.

3. It is intended to award the following through this tender :

- (i) Comprehensive AMC of Printers, Laptops, Desktops and Servers installed at CP Office and CGO complex office of ERNET India
- (ii) AMC of Juniper Firewall, Switches and Wireless Access Point installed at CP Office
- (iii) Renewal of Subscription of Juniper Websense Web Filtering and IDP updates on Juniper firewall (SRX 240) installed at CP Office
- (iv) AMC of 2x20 KVA (1:1) with three phase of Input and one phase of output UPS System PEGASUS make Model PGS-31 with 4 nos Battery Banks comprising of 32 nos SMF Battery each Bank installed at CP Office. The batteries are not part of this AMC.
- (iv) Purchase of Printer Cartridges and
- (v) Refilling of Printer Cartridges

Comprehensive AMC shall cover comprehensive maintenance including **repair and replacement of the faulty parts of IT equipment** listed at **Table A**, configuration/ Up-gradation / Change / replacement /loading /unloading of Operating System, MS Office and other soft wares, backup and restoration of backup as and when required, maintenance of LAN etc.

In addition to the AMC services, the bidders are also required to provide the **services of a Resident Engineer** to execute day to day activities such as maintenance of all IT equipments including Desktops, Printers, Laptops, Servers, Switch, LAN & other peripherals on all working days from 9.00AM to 5.30 PM. If required, Resident Engg., may be called on weekends also.

The per month charges of Resident Engineer may also be quoted as per format in **Annexure II Table A**.

4. Therefore sealed tenders are invited for “Comprehensive Annual Maintenance Contract (AMC) for Printers, Laptops, Desktops, Servers, KVM Switch, AMC of Juniper Switches, Firewall & WAP, AMC of 2x20 KVA (1:1) UPS System and purchase of Subscription of Juniper Websense web filtering and IDP, Purchase of printer cartridges and refilling of printer cartridges”.

The following instructions should be carefully noted:

GENERAL CONDITIONS

1. Bidder should be reputed firm and should have experience of **at least three years** (documentary proof) in providing AMC of IT and networking equipments i.e. Desktop PCs, Laptops, Servers, Switches, Firewall Wireless Access Point, UPS, LAN maintenance etc including provisioning of Resident Engineers. Bidder should be reputed authorized representatives of OEM for maintenance of UPS, Juniper firewall, Switch, WAP and Subscription of Juniper Websense webfiltering and IDP tool. The authorized firm must be representative of OEM of offered product and experience in offered items only.
2. The Resident Engineer (RE) for providing services to ERNET India through this tender shall be qualified service Engineers, having knowledge of both hardware and software acceptable to ERNET India for maintenance, trouble shooting, repair and replacement of all kits/Parts and spare parts, LAN and to render such other support services with documentation as may be necessary for satisfactory function of the all IT equipment
3. Bids should be valid for a minimum period of 180 days after the due date.

4. Sale of Tender

Tender document can be purchased from ERNET India, New Delhi during **01.10.2014 to 08.10.2014 between 3.00 PM to 4.00 PM** every day except for Saturdays, Sundays and Public Holidays, on payment of **Rs. 2000.00 (Two thousand only)** in the form of Demand Draft or Banker's Cheque drawn on/issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, payable at New Delhi.

The Tender Document can also be downloaded from ERNET's Website www.ernet.in. In such case, an amount of **Rs. 2,000/-** in the form of Demand Draft/Bankers' cheque drawn in favour of “**ERNET India, payable at New Delhi**” would be required to be furnished along with the **Part-I** of the bid.

5. **Bidders are allowed to bid partially, i.e Bidder may choose to quote for any of the table or combination of tables i.e. Table A or B or C or D or E or F or combination of any of the tables or all the tables mentioned in Bill of Material (BoM) as specified at Annexure I. However, bidder has to quote all the items of the chosen table(s). In case Bidder chooses to bid partially, items should be clearly brought out at the technical specifications stage itself and should have experience in offered equipment/section/ table items**

Price Comparison will be done separately for each Table. Accordingly, L1 bidder of individual table will be decided strictly as per price performa at Annexure-II. Accordingly, Tender will be awarded to L1 bidder(s) of each table

6. Earnest Money Deposit

- (a) Each quotation, except for Bill of material at Table 'F', must be accompanied by Earnest Money Deposit of **Rs. 15,000/-** (Rupees Fifteen Thousand Only) in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank/Scheduled Bank taken in the name of ERNET India, New Delhi. Bank Guarantee should be valid minimum for a period of 180 days from the original due date of the quotation. **Quotations received without Earnest Money Deposit are liable to be rejected.**
- (b) Any tender not accompanying with EMD (except item in Table F) will be considered non responsive and rejected.

- (c) Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraw or amends, impairs or derogates from the bid in any respect within the period of validity of the bid.
- (d) The earnest money of all the unsuccessful bidders will be returned after selection of successful bidder. No interest will be payable by the Purchaser on the Earnest Money Deposit.
- (e) The Earnest Money of successful bidder shall be returned after furnishing of Performance Security

7. Performance Security

The successful bidder, except for Bill of material at Table "F", shall submit a Performance Security of 10% of the cost of the purchase order valid for the duration of AMC period (1 year) within 15 days of the placement of purchase order. The Performance Security may be in the form of Demand Draft/Pay Order/Bank Guarantee of any nationalized bank/Scheduled Bank. In case supplier fails to provide satisfactory services within the AMC period, the Performance Security submitted by the firm is liable to be forfeited. Performance Security shall be released immediately after completion of AMC period of one year. No interest will be payable by ERNET India on the Performance Security. However in case AMC is further extended, the renewed Performance security shall be submitted for a period of one year further.

8. Quotations should be submitted in two separate parts i.e. **Part-I (Technical Bid)** and **Part II (Financial Bid)**.

Part-I - Technical Bid in one cover, indicating "TECHNICAL BID" should contain:

- (i) Unpriced bill of material **quoted by the vendor** (Table(s) for which vendor has quoted)
- (ii) **EARNEST MONEY DEPOSIT (EMD) and Tender fee**
- (iii) **Service Level Agreement (SLA) for Table A, B,C and D** as per Annexure III, duly signed and stamped.
- (iv) Tenderer's company profile, documentary proof of 3 years experience in similar work
- (v) An undertaking that "they have understood the requirement and agree for all the terms & conditions of the tender. **In case their undertaking is not submitted, commercial bid submitted in separate sealed cover will not be considered.**

Part-II - Financial Bid in second cover, indicating "FINANCIAL BID" should contain:

- (i) Price of the items (table wise) for which vendor is bidding. Rates/cost to be quoted as per **Annexure-II** only.

Both the covers i.e **Part-I (Technical Bid)** and **Part-II (Financial Bid)** should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the "**Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi-110 001**" before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected.

9. Envelope should bear the inscription

"Quotation for Comprehensive Annual Maintenance Contract (AMC) for Printers, Laptops, Desktops, Servers, KVM Switch, AMC of Juniper Switches, Firewall & WAP and purchase of Subscription of Juniper Websense web filtering and IDP, AMC of 2x20 KVA (1:1) UPS System, Purchase of printer cartridges and refilling of printer cartridges"

Tender Enquiry No.: EI-D-Tech/64/0089/2013-PD&OA

Due Date & Time: 21.10.2014 (3.00 PM)

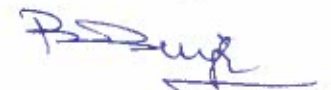
Due Date & Time for Opening of Bids: : 21.10.2014 (3.30 PM)

10. The Bids must reach the undersigned on or before the due date, i.e., on : **21.10.2014 by 3.00 p.m.** Bids received after the due date & time is liable to be rejected. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.

11. The rates should be quoted in Indian Rupees. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the Performa provided in **Annexure-II** and submitted in a sealed cover subscribed as "**FINANCIAL BID**".
12. The bidder is required to sign and stamp the Service Level agreement (SLA) placed at Annexure III.
13. **Incomplete quotations are liable to be rejected.**
14. Bidder shall sign all the pages of quotation.
15. In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.
16. Govt. Levies like sales tax, VAT, Service tax etc. shall be paid at actual rates applicable on the date of invoice. These rates should be shown separately accordingly giving the basic price, Sales Tax, VAT etc.
17. AMC of items mentioned at Table A, Table B and Table D will be awarded initially for a period of one year **extendable upto 3 years** subject to satisfactory services. Purchase order will be given on yearly basis. Subscription of items mentioned at Table C will be **for 3 years**. Rates for the new printer cartridges (Table E) and refilling of cartridges (Table F) will be valid **for two years**.
18. ERNET India may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder
19. Quantity of items for AMC in respect of similar items, for which rates are available, may be added later on as per requirement.
20. ERNET India may at its discretion reduce/increase the quantity of the items or may drop any of the items, as per requirements, in the Purchase Order.
21. **Payment Terms** : Payment shall be made by ERNET India to the selected bidder as per the following schedule:-
 - (i) Quarterly payment will be made in r/o of satisfactory AMC services of the equipments (Table A , Table B and Table D) and services of Resident engineer after **expiry of each quarter.**
 - (ii) 100% Payment for 3 years subscription of Juniper websense webfiltering and IDP updates for SRX 240 (Table C) will be made after successful installation and submission of satisfactory report by the concerned officer of ERNET India
 - (iii) 100% Payment in r/o of new printer cartridge (Table D) after supply and installation of the cartridge.
 - (iv) 100% payment in r/o of refilling printer cartridge (Table E) after successful refilling and satisfactory report of the cartridge.

The payment shall be made by cheque after submission of a pre-receipted bill in the name of Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, KG Marg, New Delhi – 110 001:

Yours faithfully,



Registrar & CPO

Bill of Material

Table A
(Comprehensive AMC of below items)

S. No.	Description	Qty
PRINTERS		
1.	HP Office jet j6500 Wireless all in one Printer	01
2.	HP Officejet Pro 8500 (CB 023A, Wireless) Printer	03
3.	HP LaserJet P2055dn Printer (CE459A)	07
4.	HP Color Laserjet CP 2025	04
5.	Xerox Phaser 3100 MFP	01
6.	HP Laserjet 5200 N	02
7.	HP CLJ CP3525dn	05
8.	HP LJ Pro p1606dn	06
9.	Laserjet ProCM1415fn Color MFP	01
10.	HP LJ P3015	01
DESKTOPS		
11.	Dell OptiPlex 960 & 990	46
12.	Wipro WSG59555W7	20
13.	LENEVO	02
LAPTOPS		
14.	Sony vaio Laptops	04
15.	Dell laptops	07
SERVERS/SWITCH		
16.	Rack mounted servers (Wipro and Dell)	02
17.	KVM Switch	01
18.	One Resident Engineer for maintenance of all IT equipments including Desktop PC's, Server, LAN/ other services etc	1

Table B
(AMC of below items)

S. No.	Description	Qty.
1.	Juniper Firewall (SRX240H-POE)	01
2.	Juniper Switch (EX2200-48T-4G)	02
3.	Juniper Wireless Access Point (AX411-W)	01

Table C

(Subscription of below items)		
S. No.	Description	Qty
1.	Subscription for Juniper Websense Web filtering updates for SRX 240 for 03 years	01
2.	Subscription for Juniper IDP updates for SRX 240 for 03 years	01

Table D

(AMC of below item)		
S.No.	Description	Qty.
1.	2x20 KVA (1:1) with three phase input and one phase output UPS System. (PEGASUS make, Model PGS-31)	04

Table E

(New Printer Cartridges of below printers)		
S. No.	Printer	Qty
1.	HP Officejet j6500	01
2.	HP Officejet Pro 8500	03
3.	HP Laserjet P2055dn	07
4.	HP Color Laserjet CP 2025	04
5.	Xerox Phaser 3100 MFP	01
6.	HP Laserjet 5200 N	2
7.	HP CLJ CP3525dn	05
8.	HP LJ Pro p1606dn	06
9.	Laserjet ProCM1415fn Color MFP	01
10.	HP LJ P3015	01

Table F

(refilling of printer cartridge on demand/Requirement bases)		
S. No.	Printer	Qty
1.	HP Officejet j6500	01
2.	HP Officejet Pro 8500	03
3.	HP Laserjet P2055dn	07
4.	HP Color Laserjet CP 2025	04
5.	Xerox Phaser 3100 MFP	01
6.	HP Laserjet 5200 N	2
7.	HP CLJ CP3525dn	05
8.	HP LJ Pro p1606dn	06
9.	Laserjet ProCM1415fn Color MFP	01
10.	HP LJ P3015	01

Annexure-II

PRICE SCHEDULE FOR THE ANNUAL MAINTENANCE OF IT WDesktops, Laptops, Printers, Switches etc.

To,

The Registrar & CPO,
ERNET India
10th Floor, Jeevan Prakash Building,
25, K.G. Marg, New Delhi – 110 001.

Tender No. _____ Date of Opening

We _____ hereby certify that we are established firm of manufactures/authorized agents of M/s. _____.

We hereby offer AMC service for the following items at the prices and indicated below:

Table A (AMC of below items)							
S.No.	Description	Qty (A)	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
Printers / Copier							
1.	HP Office jet j6500 Wireless all in one Printer	01					
2.	HP Officejet Pro 8500 (CB 023A, Wireless) Printer	03					
3.	HP LaserJet P2055dn Printer (CE459A)	07					
4.	HP Color Laserjet CP 2025	04					
5.	Xerox Phaser 3100 MFP	01					
6.	HP Laserjet 5200 N	2					
7.	HP CLJ CP3525dn	05					
8.	HP LJ Pro p1606dn	06					
9.	Laserjet ProCM1415fn Color MFP	01					
10.	HP LJ P3015	01					
Desktops							
11.	Dell OptiPlex 960 & 990	46					
12.	Wipro WSG59555W7	20					
13.	LENEVO	02					
Laptops							
14.	Sony vaio Laptops	04					
15.	Dell laptops	07					
Servers / Switch							
16.	Rack mounted servers (Wipro and Dell)	02					
17.	KVM Switch	01					
18.	Annual Charges towards provision of services of One Resident Engineer of all IT equipments including Desktop PC's, Server, LAN/ other services etc	1					
Total for Table A---I							

Table B**(AMC of below items)**

S.No.	Description	Qty.	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
1.	Juniper Firewall (SRX240H- POE)	01					
2.	Juniper Switch (EX2200-48T-4G)	02					
3.	Juniper Wireless Access Point (AX411-W)	01					
Total for Table B---II							

Table C**(Subscription of below items)**

S.No.	Description	Qty.	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
1.	Subscription for Juniper Websense Web filtering updates for SRX 240 for 03 Year	01					
2.	Subscription for Juniper IDP updates for SRX 240 for 03 Year	01					
Total for Table C---III							

Table D**(AMC of below items)**

S.No.	Description	Qty.	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
1.	2x20 KVA (1:1) with three phase input and one phase output UPS System.	04					
Total for Table D---IV							

Table E

(New Printer Cartridges of below printers)							
S. No.	Printer	Qty.	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
1.	HP Officejet j6500	01					
2.	HP Officejet Pro 8500	03					
3.	HP Laserjet P2055dn	07					
4.	HP Color Laserjet CP 2025	04					
5.	Xerox Phaser 3100 MFP	01					
6.	HP Laserjet 5200 N	2					
7.	HP CLJ CP3525dn	05					
8.	HP LJ Pro p1606dn	06					
9.	Laserjet ProCM1415fn Color MFP	01					
10.	HP LJ P3015	01					
Total for Table E---V							

Table F

(Refilling of printer cartridges)							
S. No.	Printer	Qty.	Unit Price (B)	Total Price (C) C=A*B	Sales Tax/ VAT (D)	Service Tax / VAT (E)	Total Cost(in Rupees) (F) F=C+D+E
1.	HP Officejet j6500	01					
2.	HP Officejet Pro 8500	03					
3.	HP Laserjet P2055dn	07					
4.	HP Color Laserjet CP 2025	04					
5.	Xerox Phaser 3100 MFP	01					
6.	HP Laserjet 5200 N	2					
7.	HP CLJ CP3525dn	05					
8.	HP LJ Pro p1606dn	06					
9.	Laserjet ProCM1415fn Color MFP	01					
10.	HP LJ P3015	01					
Total for Table F---VI							

It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined the equipment and our offer for AMC of above said equipment is strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.

(Signature and seal of Manufacturer/Bidder)

Dated _____ 2014

- NOTE : (i) Price Comparison will be done separately for each Table. Accordingly, L1 bidder of individual table will be decided strictly as per price performa at Annexure-II. Accordingly, Tender will be awarded to L1 bidder(s) for each table
- (ii) ERNET India may at its discretion reduce/increase the quantity of the items or may drop any of the items, as per requirements, in the Purchase Order.

SERVICE LEVEL AGREEMENT

Terms of the Service Level Agreement would be as under:

1. Comprehensive AMC of all the equipment given in Annexure I will be awarded initially for the period of one year which will be extended to another 3 years subject to satisfactory services. PO will be issued on year to year basis.
2. The maximum time to repair (MTTR) to any complaint will not exceed 4 Hrs. However, prior exception to the above MTTR shall be taken from ERNET on case-to-case basis
3. In case the maximum time to repair supplied equipment exceeds the above-mentioned then penalty of Rs. 100 per hour will be charged from the bidder.
4. Repair of the equipment against the complaint lodged will be done on site. However, exception to the above shall be taken from ERNET on case-to-case basis
5. Resident engineer to be provided to ERNET India, should be well versed with all the technology expertise in the equipments mentioned in Annexure I. "
6. Bidder should provide a satisfactory certificate duly signed and stamped by the concerned officer in ERNET at the end of each quarter failing which payment will not be released till then.
7. The Downtime of the equipment starts from the time ERNET India's complaint is logged to Resident Engg./ bidder address/phone/email as provided by the bidder for escalating complaints. The complaint can be logged during working hours (9.00 AM - 6.00 PM on all working days, excluding Sundays & National Holidays).