

**ERNET India**

(An Autonomous Scientific Society under Department of Electronics and Information Technology, Ministry of Communications & Information Technology, Govt.)  
10<sup>th</sup> Floor, Jeevan Prakash Building,  
25, K.G. Marg,  
**New Delhi - 110 001**

No. EI-D/GA/3-5/2013

Dated : 11.3.2013

Pre-bid Meeting Date: 25.3.2013 Time 11.00 A.M

Due Date : 5.4.2013 Time 3.00 P.M.

Opening of Bids : 5.4.2013 Time 3.30 P.M.

**Subject: Maintenance of Radio links (for Delhi/NCR Region) of ERNET India / End user – reg.**

Sir,

**ERNET India**, an Autonomous Scientific Society under Department of Electronics and 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. Internet service is one of the services being provided by ERNET India to these institutions. The services are provided through 15 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. More than 1000 educational and research institutions are connected on the Network through these nodes.

3. Apart from above, ERNET India is also providing Radio links to various organisations for providing its services and **therefore sealed tenders are invited from the reputed manufacturers or their authorized representatives for maintenance of Radio links (for Delhi/NCR Region) of ERNET India or its users.**

**The following instructions should be carefully noted:**

**GENERAL CONDITIONS**

1. The bidder must be a reputed manufacturer or his authorized representative of the existing radio equipment installed in the network. The authorization against the tender enquiry from the manufacturer/distributor must be submitted along with the technical bid. **The bids received without authorization against the tender enquiry will liable to be rejected.**

2. Quotations should be submitted in two separate sealed covers. First cover indicating, **“COVER FOR TECHNICAL SPECIFICATION”** should consist of only technical specification of the system offered along with literature, pamphlets, etc. including detailed Bill of

materials and proposed service plan. Technical Bid should contain complete details of spares with make and model of the items, and commercial terms etc. of the system offered. Price column in this cover should be kept blank. Second cover indicating, **“COVER FOR PRICE BID”** should consist the same details of first cover as well as price details also. **Both the covers should first be sealed separately**, and then both the covers should be kept **in a single sealed cover**. This cover addressed by name to the officer signing this enquiry should be submitted before due date and time.

3. Bids should be valid for a minimum period of 180 days after the due date.

4. Envelope should bear the inscription.

**“Quotation for Maintenance of Radio links (Delhi/NCR Region) for ERNET India or its users.”**

**“Tender Enquiry No.: EI-D/GA/3-5/2013**

Due Date: 5.4.2013 Time 3.00 P.M.

Opening of Bids: 5.4.2013 Time 3.30 P.M.

4.1 In connection with submission of bids, the prospective bidders may please note the following schedule of activities for compliance:

Issue of Tender document: 11.3.2013 to 15.3.2013\*

Receipt of Query up to: 19.3.2013 by 5.00 PM \*\*

Pre-bid Meeting Date: 25.3.2013 Time 11.00 A.M

Response to Query by uploading on ERNET website only: 25.3.2013

Bid submission Date: 5.4.2013 Time 3.00 P.M.

Opening of Bids: 5.4.2013 Time 3.30 P.M.

\* The tender document may be purchased from Shri Gulshan Kumar, Deputy Director, ERNET India against a demand draft of Rs.2000/- (Rupees Two thousand only) drawn in favour of 'ERNET India' payable at New Delhi. The Tender document can also be downloaded from ERNET India's website `www.ernet.in. In case of tender document is downloaded from ERNET website, tender fee of Rs.2000/- is required to be submitted alongwith Part-I of the bid i.e. technical part of the bid. Non submission of Tender Fee will be treated as 'Non-responsive and bid will be disqualified for further consideration.

\*\* Bidders are requested to submit their queries to the officer signing this enquiry by hand only and obtain receipt from his office for submission of their queries. ERNET will not be responsible for the Queries submitted by the prospective bidders through any other mode of communication.

5. The Bids must reach the undersigned on or before the due date and time. 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.

6. The rates should be quoted in Indian Rupees for delivery at the premises users of ERNET India/ end user. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the bill of materials provided in **Annexure-II**. Price comparison will be made as per bill of material specified in **Annexure – II**.

7. In the event of providing the link maintenance services at user location, ERNET will arrange site access permissions and contact details from end user to successful bidder. However day-to-day co-ordination with the users will be the responsibility of successful bidder. After successful installation of the equipments, installation report as per ERNET India's standard format will be obtained from the users by the successful bidder.

8. Govt. Levies like sales tax, octroi, WCT etc., if any, shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, Sales Tax etc., if any.

9. It may specifically be mentioned whether the quotation is strictly as per tender specifications/conditions. If not, deviations must be spelt out specifically. **In the absence of this, the quotation may be rejected.**

10. Please give the Registration number of the firm along with the LST/CST/WCT No. allotted by the concerned authorities in your quotation.

11. The bidders will submit technical bids along with complete details of AMC / maintenance plan with spares by specifying exact make and model of each equipment/ item to be supplied/ used for the solution offered by them. Also bidder should submit detailed solution for AMC support service with individual and specific ERNET / end user locations.

12. In the technical bid, bidder should specify the detailed work flow char of every activity required to be carried out by the bidder for maintenance of radio networks.

13. The Bidder should submit along with technical bid the method of obtaining survey report and Line-of-Sight (LoS) in case of any disturbance in the existing LoS of link under AMC.

14. Any spares equipment quoted by bidder should not be declared as end of life from its OEM and also bidder should arrange an undertaking from OEM side in this regard along with next 5 years support commitment.

15. The bidder will ensure that the link under AMC links will only operate in free band as defined by DoT, Govt. of India (2.4 Ghz/ 5.8 MHz or any other frequency as defined by govt. from time to time)

16. The links mentioned in the tender (commercial bid format) are indicative and given for rate contract and Evaluation purpose. However at the time of issue of PO the actual no. of links will be determined based on ERNET/ end user requirements.

17. In case of Radio / hardware replacement bidder must provide a stand-by Radio / hardware of same specifications.
18. ERNET India reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.
19. The bidders should quote the offer strictly as per the tendered specifications/ terms and conditions. **Quotations with incomplete technical details shall be rejected.**
20. **Incomplete quotations are liable to be rejected.**
21. Bidder shall sign all pages of quotation and drawings forwarded with the quotation.
22. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
23. Bidder should quote for all the items. Any deviation to the same may lead to disqualification of bid.
24. ERNET India may waive any minor deviations or may seek any clarification, if so desired.
25. ERNET India or its users will provide only the regulated power (UPS power) for inputting to the network equipments and the vendor executing the project will be responsible for earthing, etc for each location/hub.
26. Successful bidder shall be responsible for compliance with requirements under the laws and shall protect and indemnify completely the ERNET from any claims/penalties arising out of any infringements.
27. Any attempt of negotiation directly or indirectly on the part of the tenderer with the authority to whom he has submitted the tender or authority who is competent finally to accept it after he has submitted his tender or any endeavor to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render the tender liable to be excluded from consideration.
28. The vendor will have to arrange for all the testing equipment and tools required for maintenance etc.
29. ERNET will have the right to reject the components / equipment supplied if it does not comply with the specifications at any point of installation / inspection.
30. The vendors should give clause-by-clause compliance for the technical specification of the equipments in their technical bids.

31. The bidder will declare and submit that ERNET India or its user will have no licensing related issues for link under AMC and any issue raised by govt./ legal authority will be handled by the successful bidder to the satisfaction of ERNET or govt. authorities. Failure to the same may lead to suitable action from ERNET side.

32. Bidder will be completely responsible for coordinating with user for maintenance of link/network with reference to the following:

- (i) Fault resolution in the minimum possible time.
- (ii) Any other coordination as may be required for complete scope of contract.

33. The successful bidder will have to maintain the radio links along with installed hardware, etc comprehensively for the complete period of 03 years and AMC will be awarded on year to year basis.

#### 34. **TENDER FEE AND EARNEST MONEY DEPOSIT**

- (i). Each quotation must be accompanied by Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand only) shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of Chief Finance Officer, 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.**
- (ii). Also all the bidders should enclose Tender document fee of Rs.2000/- in the form of a demand draft in favour of ERNET India payable at New Delhi as stated in para 4.1 of this tender document.
- (iii). Earnest Money is liable to be forfeited and bid is liable to be rejected, if the tenderer withdraw or amends impairs or derogated from the tender in any respect within the period validity of the tender.
- (iv). The earnest money of all the unsuccessful tenderers will be returned after placement of order on the selected vendor. No interest will be payable by ERNET India on the Earnest Money Deposit.
- (v). The successful bidder will be required to submit the performance bank guarantee (PBG) of Rs. Two lakhs valid for the period of contract i.e minimum three years.

#### 35. **INSPECTION**

ERNET India or its representative shall have the right to inspect or to test the items to confirm their conformity to the ordered specifications. The supplier shall provide all reasonable facilities and assistance to the inspector at no charge to ERNET India. In case any inspected or

tested goods fail to conform to the specifications, ERNET India may reject them and supplier shall either replace the rejected AMC services / goods or make all alterations necessary to meet specification required free of cost to ERNET India.

**36. AMC**

- i) AMC shall include free maintenance of the whole equipment supplied including free replacement of parts and free software upgrades. The defects if any shall be attended to on immediate basis but in no case any defect should prolong for more than 4 hours. Comprehensive maintenance includes all Hardware's and Software's for period of contract.
- ii) The bidder shall ensure to maintain the spares for the complete period of contract. The minimum percentage of spares to be maintained by the bidder is 5 percent of the equipments under AMC cover in each type of equipments.
- iii) The bidders ensure the support to the interface and in case of failure, the bidder has to supply replacement immediately and the faulty interface will be accordingly rectified / repaired accordingly.
- iv) The spares maintained by the successful bidder should be of same specifications as installed in the operational network.

**37.** Bidder should take necessary safety measures for maintenance / erection of tower or any other work carried out at user premises and will be held responsible for any loss or accident due to any lapse on such ground as may be decided by ERNET. Also bidder should be responsible for safety of the personnel employed for any work under this contract and / or any labour laws as may be applicable in the region.

**38. SLA Terms and conditions-**

1. Maintain an uptime of 99.9%. Uptime can be ensured by providing standby equivalent equipment.
2. Call attending time within 2 hours.
3. Any faulty radio/ hardware will be replaced at the earliest by another radio/ hardware of equivalent specifications at the earliest (not exceeding 4 hours). After repairing, the same equipment will be placed in the network. If a radio / hardware are beyond repair, it may be replaced with new equipment of same specifications.
4. The Successful Bidder will deploy one Engineer at ERNET PoP (Delhi) from 9:00 AM to 5:30 PM daily, for attending Calls.

5. The Successful Bidder will keep standby material i.e 2 No. RF Radios 2No. antenna, 2No. Adaptor and 100 mtrs. Cat-5 cable of the equivalent specifications. Vendor should submit an undertaking along with list of standby material technical bid.
6. Proactive monitoring of links and maintenance support.
7. Downtime penalty of 2% of maintenance cost of link for every 0.1% below 99.9%.

### 39. ELIGIBILITY CRITERIA:

- a. The bidder shall have an average turnover of minimum Rs. 1.0 crores in the last three financial years.
  - b. The bidder should have positive net worth in the last three financial years.
  - c. Bidder should have an experience of successfully executing atleast two orders of similar work (Maintenance of equipments for establishment of radio network) in last 2 years of value not less than INR 7 lakhs of each order OR one orders of value not less than 10 lakhs. Order copies and their Letter of Execution / Completion Certificate from client should be submitted as documentary proof for the same. Out of the submitted order copies atleast one should be from existing customer of bidder means whom the bidder is providing the comprehensive warranty and maintenance support on the date on submission of this bid.
  - d. The bidder has to enclose an authorization against the tender enquiry from the manufacturer for supply of spares and support for a minimum period of 5 years.
  - e. The bidder should not have been blacklisted in the past from any Central/State Government organization/undertaking across India. An undertaking in this regard should be submitted by the bidder.
  - f. The bidder should submit Service Level Agreement (SLA) duly signed as para 38 above for maintenance of the links.
40. Bidders may visit the ERNET's user locations / actual operational sites for better network understanding before submitting the bid.
41. Documents in support of eligibility criteria (para 39 above) and Tender Fee/ EMD must be submitted in Part-I of the bid i.e. Technical Part of the bid. Non-compliance of this requirement will disqualify the bidder for further processing.

Yours faithfully,

(Dinesh Kumar Dixit)  
Registrar & CPO

**Annexure-II****PRICE SCHEDULE FOR MAINTENANCE OF RADIO LINKS**

To,

The Registrar & CPO,  
ERNET India  
10<sup>th</sup> Floor, Jeevan Prakash Building,  
CP, New Delhi-110001

Tender No. \_\_\_\_\_ Date of Opening .....

We \_\_\_\_\_ hereby certify that we are established firm of manufactures/authorized agents of M/s. \_\_\_\_\_ With factories at \_\_\_\_\_ which are fitted with modern equipment and where the production methods, quality control and testing of all materials and parts manufactured or used by us are open to inspection by the representative of ERNET India.

**PRICE BID FORMAT:**

<b>PRICE FORMAT FOR TENDER FOR MAINTENANCE OF RADIO LINKS (FOR DELHI/NCR REGION) OF ERNET INDIA</b>
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SI. No.	Job Description	Item No.	Link Name	Radio Equipment	No. of Link	AMC Unit Price	Service tax/taxes applicable	Total price
1.	Comprehensive maintenance of Existing 9 links. Each link containing following equipments/ parts:  1. Two no radios 2. Router 1840, 3. Router Eth 1 card,	1.	NSC, New Delhi.	Radwin - 1000 48 Mbps.	1			
		2.	ICGEB, New Delhi.	Radwin - 1000 48 Mbps.	1			
		3.	NPL, Pusa Road.	Radwin - 1000 48 Mbps.	1			



SI. No.	Job Description	Item No.	Link Name	Radio Equipment	No. of Link	AMC Unit Price	Service tax/taxes applicable	Total price
	4. D- link 16 Port Switch 5. Fire proof power cable. 6. Conduit cable 7. Weather Proofing Kit	4.	NIFT, Green Park	Radwin - 1000 48 Mbps.	1			
		5.	Jamia Millia Islamia	Radwin - 1000 48 Mbps.	1			
		6.	ERNET Utility building Link	Radwin - 1000 48 Mbps.	1			
		7.	PPCL / IPGCL	Radwin - 1000 48 Mbps.	4			
		8.	PPCL-3 Bawana	Radwin - 1000 48 Mbps.	3			
		9.	Delhi Transco Ltd. Link	Radwin - 1000 48 Mbps.	5			
2.	Maintenance of mast at ERNET 1.Changing / Repairing of guy Rope 2. changing of Stain screw, D-clamp, U-Clamp 3. painting of Mast 4. Changing of base plate. 5. Repairing of concrete base.	10.	Masts of above nine links	Mast	27 Masts			

**II) RF AMC CONSUMBLE ITEMS FOR 1 YEAR.**

SI.NO.	RF AMC CONSUMBLE FOR 1 YEAR	QNT.	Unit Price	Service tax/taxes applicable	Total price
1.	PIGTEL CABLE	30 NOS.			
2.	WETHER PROOFING KIT	30 NOS.			

3.	STP CAT-5 CABLE	3000 MTRS.			
4.	POWER CABLE	100 MTRS.			
5.	CONDUCTING CABLE.	1000 MTRS.			
6.	8 MM GUY ROPE CHANGE	2000 MTRS.			
7.	STAIN SCREW	50 NOS			
8.	D-CLAMP	100 NOS.			
9.	U- CLAMP	100 NOS.			
10.	PAINT	240 MTRS.			
11.	NUT BOLT CHANGE	100 NOS.			