

Dear Sir,

Sub. : On-site Comprehensive Annual Maintenance Contract for CISCO Router & D-Link switches installed at EdCIL House, 18A, Sector 16A, Noida.

This corporation intends to give on-site Comprehensive Annual Maintenance Contract for CISCO Router & D-Link installed at EdCIL House, Noida as per details mentioned in the schedule of requirements at Annexure-I.

If you are in a position to meet the requirement as per Annexure-I, you are requested to submit your sealed quotation based on our terms & conditions as set forth hereunder.

The quotation is based on single bid system. The envelope should contain the following documents.

1. Earnest Money Deposit (EMD) of Rs. 3,000/- (Rupees Three thousand only) by Demand Draft only drawn in favour of EdCIL (India) Limited' Payable at Delhi/Noida. **Any bid received without EMDs will be summarily rejected.** However, Bidders registered with DGS&D, NSIC or MSEs are exempted from payment of Bid Security.
2. Price Bid as per Annexure- II.
3. Letter of acceptance to the terms and conditions of the NIQ.
4. The agencies dealing with any reputed OEM manufacturer of router- supply & services may submit their bids within stipulated time.
5. Tenderer should furnish details of Comprehensive Annual Maintenance Contracts carried out by them in last three years giving complete details viz. name of the clients/ customer and their contact numbers with copies of the award letters.

TERMS & CONDITIONS:

Your quotation will be considered only for the C-AMC of Router & D-Link as per details mentioned in the Annexure-I. Other terms & conditions will be as under:

1. The bidder should be an authorized partner of CISCO atleast for last 3 consecutive years.
2. The proof for having carried out similar AMC services at least in any two Government or Corporate organizations during the past 3 years should be furnished.
3. The bidder should be in the Network Integration supply, Services and Support business with expert level trained and certified personnel of OEM for the past 3 years. Proof to be furnished.
4. Bidder should have their own support centre and Centre of Excellence exclusively for the OEM whose products are to be maintained under this contract at NCR.
5. The C-AMC firm should keep sufficient original spare parts equivalent to 2 machines for immediate repair of router. Instant support will be required (If the same model is not available, equivalent/higher end model will be provided as a standby).
6. Any configuration support (As per ISO 27001 Security Audit) should be meet at the time of call logs.

7. Since the C-AMC services are to be made at Noida office, Service Tax/ WCT to be charged should be shown separately in the financial quotes, if no service tax/ WCT is shown separately, it will be presumed that service tax/ WCT is included in the rates.
8. You are requested to quote your Service Tax/ Work Control Tax no. for the purpose of making payment on account of Service Tax/ Work Control Tax No. and also to provide the photo copies of the same.
9. No payment shall be made in advance.
10. Terms of payment as stated in Tender Document shall be final.
11. At the time of payment, Income tax if any shall be deducted at source as per Government Rules and guidelines as may be prevailing at the time of payment.
12. The quotations should reach in a sealed cover as superscribed "**Quotation for C-AMC of CISCO ROUTER & D-Link SWITCHES**" addressed to the **Asst. Manager (Admin.), EdCIL (India) Limited, EdCIL House, 18A, Sector 16A, Noida** so as to reach not later than **1500 Hrs. on 20/01/2015**. If you wish to deliver the tender/quotation personally, you are requested to drop your quotation/ tender in the tender box only available at reception of the EdCIL House, Noida. The quotation/ tender received after the due date will not be entertained.
13. The quotation will be opened at **1530 hrs on 20/01/2015** at the office of EdCIL (India) Limited, EdCIL House, 18A, Sector-16A, Noida-201301 in the presence of bidder or their representatives, who may wish to be present on the occasion.
14. All the amount shall be indicated unit wise by the vendor/tenderers in figures as well as in words. Where there is any difference between the price quoted in figures and words, amount quoted in words shall prevail.
15. Your quotations / tenders shall remain open for acceptance for 90 days or as may be specified from the date of opening. No revision/modifications in the quoted/tendered rate will be allowed during the period of validity of tender/ quotation or the extended period.
16. The C-AMC provider would be required to **use only genuine spare parts** in the equipment; a certificate to that effect should be given by tenderer.
17. The C-AMC provider would be required to provide preventive maintenance to all the above equipment on quarterly basis.
18. The standby equipment to be provided should be of same make and specifications. The Corporation reserves the right to cancel the contract if the quality of material supplied/services offered fall below the required specifications and also if the deliveries are not made in accordance with the delivery schedule.
19. The successful tenderers/vendors shall not sub-let or assign this contract or any part thereof without obtaining prior written permission of the corporation otherwise the corporation shall have the right to cancel the contract and to purchase the goods elsewhere and the successful tenderers/vendors shall be liable to the corporation for any loss of damage which the corporation may sustain in consequence or arising out of such purchase.

20. The payment of services C-AMC shall be made within 20 days in quarterly installments after completion of satisfactory services to be certified by authorized person from concerned department.
21. You are requested not to erase or mutilate any word (s) of figures occurring in your quotation/tender, otherwise the quotation may be ignored. Your quotation/tender should be free from overwriting. All corrections and alteration should be duly attested by the vendor/tenderer. The bid will be evaluated on the total cost of requirement considering all the rates quoted by the bidder.
22. The time to attend the fault may be indicated. **The maximum response time for maintenance complaint during C-AMC period shall not exceed 4 hours.** The standby equipment should be given within 8 working hrs.
23. This Corporation also reserves the right to terminate the contract without any notice in the event of your services are not being found satisfactory.
24. This Corporation also reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof. Further, the Corporation does not bind itself to accept the lowest tender or assign any reason for non-acceptance of the same.
25. If the successful bidder will not be able to provide satisfactory services, a penalty of 5% will be imposed on the payment of the effected quarter.
26. The EMD of successful bidder will be withheld till expiry of C-AMC contract as performance guarantee.
27. This contract extends only to problems arising out of normal functioning of equipment and contract does not cover break down or services for separate cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other nature calamities.
28. All the documents & annexure etc. should bear the page numbers & signed by the authorized signatory of the firm.
29. Vendors registered with MSME/NSIC will be given purchase preference as per the Government Procurement Policy 2012.
30. The quotation should be unambiguous in all respects.

Yours faithfully

(Sushant Dey)
Asstt. Manager (Admin.)

ANNEXURE-I**TECHNICAL SPECIFICATIONS**

Model	Specification	Quantity
Cisco 2911 (Router)	<ul style="list-style-type: none">-Manufacture Part No.C2911-VSEC/K9-Serial No. FGL151910D7-Double-wide EHWIC Slot (1)-SM slots (Data output interface)-GigE Ports (3)-Console Ports (Data output interface)-USB console ports-Auxiliary ports (control input interface)-Power plug (Power interface)-Support part code (8x5x4 hardware replacement support with onsite engineer for replacement of hardware, one year.	One
D-Link (DGS-3100-24 (Switches)	<ul style="list-style-type: none">-Managed 24-Ports Gigabit Stackable.-Layer 2 switches.-4 Combo SFP+20 Gig Stacking.-2HDMI Ports.	Six

ANNEXURE - II

FINANCIAL BID

S.No	Items	Qty	Unit Rate (Rs.) (without tax)	Total Amount (without Tax)	Tax, if any	
1.	CISCO 2911 Router)	01				
2.	D-Link DGS-3100-24 Switches	06				
TOTAL						
Total Price (exclusive of taxes) (in Words)						
Total Price (Inclusive of taxes) (In Words)						
Signature of bidder						
Name & Address						
Note	Date					
i)	<i>Discount or any other offers affecting the package price must be mentioned here only. Discount or any other offers affecting the package price mentioned at any other place of the bid will not be considered.</i>					
ii)	<i>In case of discrepancy between unit price and total price, the unit price shall prevail.</i>					
iii)	<i>Bids shall be evaluated based on total price without taxes.</i>					