



**INSTITUTE FOR DEFENCE  
STUDIES & ANALYSES**

**रक्षा अध्ययन एवं विश्लेषण संस्थान**

**No 1 Development Enclave, Rao Tula Ram Marg  
Delhi Cantt., New Delhi – 110010**

**Tender Document for AMC of Network Equipment**

|    |   |  |
|----|---|--|
| 1. | Name of work  | AMC of Network Equipment   |
| 2. | Tender Number   | IDSA/IT/Network/2016   |
| 3. | Earnest Money   | Rs 10,000  |
| 4. | Validity period   | 180 days   |
| 5. | Last date of Submission of Tender   | Up to 1500 hours December 16, 2016   |
| 6. | Mode of Sending   | a. In sealed cover by Registered Post A.D/Speed Post/Hand Delivery/Courier only.<br>b. Tender sent by email or Fax will be rejected.   |
| 7. | Description essential to be made on sealed cover (containing Technical and Financial Bids). | AMC of Network Equipment   |
| 8. | Postal address for Submitting Tender  | The envelope shall be addressed to the following:-<br>Assistant Director (Admin)<br>Institute for Defence Studies and Analyses<br>No 1, Development Enclave<br>Rao Tula Ram Marg<br>New Delhi-110010 |
| 9. | Communication details:  | Pushkar Pathak<br>webmaster.idsa@nic.in<br>+91-11-2671 7983 Extn 7223  |

**Pushkar Pathak  
System Administrator**



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**Tender No. IDSA/IT/Network/2016**

**Tender Document for AMC of Network Equipment**

**LAST DATE OF SUBMISSION: December 16, 2016 UP TO 1500 HRS**

1. Sealed quotations under one bid system are invited from competent companies for the **AMC of network equipment installed in IDSA premises.**
2. Interested service providers may submit bid in envelopes superscribed “**AMC of Network Equipment**”.
3. **Technical qualification**
  - 3.1. The bidder must have good experience of implementing and maintaining large network
  - 3.2. The bidder must have executed network project of value more than 5 lakhs
  - 3.3. The bidder must possess experienced network professionals having CCNA or other network certifications
  - 3.4. The bidder must have a Service Tax Registration Number and PAN number

The details and technical documents should be provided as per **Annexure II.**

4. **The financial bid should contain the following:**
  - 4.1. Quote at **Annexure III** as per the “Scope of work” (Annexure-I).
4. The bids are to be submitted in sealed envelopes at the following address on or before 1500 hours **December 16, 2016:-**  
Assistant Director (Admin)  
Institute for Defence Studies and Analyses  
No 1, Development Enclave  
Rao Tula Ram Marg  
New Delhi-110010  
The date of opening of financial bids will however be communicated later on, well in advance, to the technically qualified bidders only, for making their presence on the day.

## **5. Earnest Money Deposit**

5.1 The bidders are required to deposit a sum of Rs 10000/- (Rupees twenty thousand only) in the form of bank draft from the Nationalized bank in favour of **IDS A**, payable at New Delhi towards earnest money. In case of unsuccessful bidders, the same will be returned to them without any interest.

## **6. Nature of Work**

6.1 As given in the “Scope of Work” at Annexure I.

## **7. Security Deposit (Refundable)**

Upon the acceptance of bid, the bidder shall be required to enter into an appropriate agreement with IDS A incorporating the endorsed terms and conditions given at tender document, inter alia, in accordance with law. All expenses and statutory/regulatory levies in this regards shall be borne by the bidder. An amount equivalent to 10% of contract value will be deposited by the successful bidder as a Security Deposit in the form of Bank Guarantee/Bank Draft (Interest free)

## **8. Payment**

Payment shall be made on Quarterly Basis on production of bills in duplicate duly verified by System Administrator.

## **9. Confidentiality & Non-disclosure agreement:**

The vendor undertakes to comply with all the confidentiality and non-disclosure conditions spelt out in the contract agreement, and confirms that this will be binding upon the company and all its employees, and associate partners if any who are or may be involved in the project at any stage.

## **10. Indemnity**

10.1 The company shall indemnify, and keep indemnified IDS A fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of this contract. The decision of the Director General, IDS A in this regard shall be final and binding.

10.2 Director General, IDS A reserves the right to cancel any tender in full or in part without citing any reason.

11. Interested vendors may conduct survey and for further information and query, if desired, contact the System Administrator. (Phone 011-26717983 Ext 7223, email [webmaster.idsa@nic.in](mailto:webmaster.idsa@nic.in)).

12. Upon acceptance of bid, no sub-letting/transfer would be allowed by the operator except with the prior written permission of Director General, IDS A

14. Standard force-majeure conditions would apply.

**Pushkar Pathak**  
**System Administrator**

**Annexure-I**  
**Scope of Work**

1. Provide maintenance service and support from 9:00am to 5:30 pm (Monday to Saturday, except public holidays) to keep the systems in good working order. In case of equipment/s failure, the company shall be in a position to provide the necessary standby equipment within 24 hrs free of cost. Delay in service shall attract penalty as deemed fit.
2. Take regular backup of devices
3. Software and patch update of equipment.
4. Quarterly health checkup of device and preventive maintenance
5. Provide delivery of replacement for the faulty hardware
6. Dismantling/Installation of hardware from Rack and configuration of replaced hardware
7. Restore the device backup/reconfigure
8. Undertake configuration changes in the network equipment
9. Provide standby Hardware till the procurement of new Hardware.

Details of Network equipment is as following:

| S. No. | Description                | Model No.        | Serial No.  | DO Purchase |
|--------|----------------------------|------------------|-------------|-------------|
| 1.     | Cisco Catalyst 3750 series | WS-C3750G-24TS-E | CAT1046RKDX | 2007        |
| 2.     | Cisco Catalyst 3560 series | WS-C3650G-24PS   | FOC1048Y5A6 | 2007        |
| 3.     | Cisco Catalyst 3560 series | WS-C3650G-24PS   | FOC1048Y5AA | 2007        |
| 4.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5WP | 2007        |
| 5.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5V4 | 2007        |
| 6.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5UG | 2007        |
| 7.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5WZ | 2007        |
| 8.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5TS | 2007        |
| 9.     | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5SG | 2007        |
| 10.    | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5WQ | 2007        |
| 11.    | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5SJ | 2007        |
| 12.    | Cisco Catalyst 2950 series | WS-2950T-24      | FOC1049Z5UX | 2007        |
| 13.    | Cisco Catalyst 2960 series |                  |             | 2012        |
| 14.    | 48 Port ADSL2+IP<br>DSLAM  | ZxXel IES-1248   |             | 2013        |
| 15.    | Wireless ADSL2+4P          | P-660HN-TxA      | 5 units     | 2013, 2016  |
| 16.    | D Link 24 port switch      | DES1024A         | 1 unit      | 2011-12     |
| 17.    | Wi-Fi Routers              |                  |             |             |
|        | Linksys                    | Wrt120n          | 5 units     | 2012        |
|        | Netgear                    | WNR612           | 1 unit      | 2013        |

## **Annexure II**

### **CHECK LIST OF COPIES OF DOCUMENTS TO BE ATTACHED WITH THE QUOTATION**

- |   |           |
|---|-----------|
| 1. Earned Deposit - Bank Draft / Pay order              | Yes / No  |
| 2. Basic Information (in Annexure II (a) format)        | Yes/No    |
| 3. Firm registration                                    | Yes / No  |
| 4. PAN Number   | Yes / No  |
| 5. Service Tax No.                                      | Yes / No. |
| 6. Details of Experience<br>(in Annexure II (b) format) | Yes/No    |
| 7. Details of Network professional in payroll           | Yes/No    |

Signature of Tenderer

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**Annexure – II (a)**

**BASIC INFORMATION**

|    |   |                                      |
|----|---|--------------------------------------|
| 1. | Name of the organization  |                                      |
| 2. | Address of the Registered Office  |                                      |
| 2. | Year of establishment   |                                      |
| 3. | Type of the organisation (Whether sole proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)  |                                      |
| 5. | Details of registration – Whether partnership firm, Company, etc. Name of Registering Authority, Date and Registration number.<br><br>Enclose certified copies of document as evidence  |                                      |
| 6. | Whether registered with Government / Semi-Government / Institute Authorities of any other Public Organisation and if so, in which class and since when? (Enclose certified copies of document as evidence)  |                                      |
| 7. | Address of office through which the proposed work of the Institute will be handled and the Name & Designation of officer in charge.   |                                      |
| 8. | PAN No/VAT No/SERVICE TAX No.   |                                      |
| 9. | Whether any Civil Suit / litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employer, Nature of work, Contract value, work order and brief details of litigation.<br>Give name of court, place, status of pending litigation. | Attach a separate sheet if required. |

I/We confirm that to the best of our knowledge the information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

**Sign. & Seal of the Bidder**

**DATE:**

**PLACE:**

**Annexure – II (b)**

**EXPERIENCE SUMMARY DURING LAST 3 YEARS**

| <b>S. No.</b> | <b>Client Name</b> | <b>Period<br/>Start and end<br/>date</b> | <b>Activities relevant<br/>to scope</b> | <b>Contract Value</b> |
|---------------|--------------------|--|---|-----------------------|
| 1.            |                    |  |   |                       |
| 2.            |                    |  |   |                       |
| 3.            |                    |  |   |                       |
| 4.            |                    |  |   |                       |
| 5.            |                    |  |   |                       |

Work Order / Letter from the Client for satisfactory completion of the project / Appreciation letter from Client must be attached.

Notes:

**Only work related to Network equipment must be listed.**

**ANNEXURE – III**

**Performa for Financial Bid**

| Item                        | Quotation in Rupees<br>(excluding taxes) |
|-----------------------------|--|
| AMC of Networking equipment |  |

In words: Rupees .....

.....

1. No other charges will be entertained.
2. It is being deemed that you had submitted the quotation after due inspection of the requirements. The Institute shall not be responsible in any manner about the error of judgment.
3. All the required technical documents are submitted with the financial bid.

Date:

Signature with Stamp & Name

Name of Company/Firm .....

Address of the Company/Firm .....

Contact No. ....

Note 1: Price bid shall be sealed separately otherwise liable to be rejected.

Note 2: The quoted price shall be same in figures and words. In case of any discrepancy, the higher of the two shall be considered.