

JAMIA HAMDARD
Hamdard Nagar, New Delhi – 110 062



TENDER DOCUMENT
ANNUAL MAINTENANCE CONTRACT OF
CISCO NETWORKING DEVICES
AT
JAMIA HAMDARD
NEW DELHI

Tender No : JH/PS/Quote-486/Dec-17
DATE OF SUBMISSION OF BID : **15th January 2018**
TIME OF SUBMISSION OF BID : **3:00 P.M.**

Price: Rs. 1000/- (Rupees One Thousands Non-refundable)

(Signature of Authorized Signatory With Company Seal)

TENDER DOCUMENT
ANNUAL MAINTENANCE CONTRACT OF
CISCO NETWORKING DEVICES
AT
JAMIA HAMDARD
NEW DELHI

LIST OF DOCUMENTS COMPRISING TECHNICAL BID

- | | | |
|-----------|--|---------------------|
| 1. | Tender Document duly Signed & Stamped by Authorized Person of Firm. | |
| 2. | Bidders Qualification Criteria | Annexure-I |
| 3. | Scope of Work | Annexure-II |
| 4. | General Terms & Conditions | Annexure-III |
| 5. | List of Devices to be covered in Contract | Annexure-IV |
| 6. | Checklist | Annexure-V |

LIST OF DOCUMENTS COMPRISING FINANCIAL BID

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|-----------|-----------------------------|--------------------|
| 1. | Financial Bid Format | Annexure-VI |
|-----------|-----------------------------|--------------------|

TENDER DOCUMENT
ANNUAL MAINTENANCE CONTRACT OF
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Invitation to bid

Quotations are invited for providing maintenance services for **Annual Maintenance Contract of Cisco Networking Devices** installed at Jamia Hamdard, New Delhi. Jamia Hamdard currently having 10G Network aggregating at Cisco Nexus Core Switch in HA and having network infrastructure installed base of Cisco 4500 Series Distribution Switches, Cisco 3650 Series PoE Switches, Cisco 3700 Series Indoor Access Points, Cisco 1530 Series Outdoor Access Points, Cisco 5760 Wireless LAN Controller in HA, Cisco ISE, Cisco Prime Infrastructure.

1. The details of the Cisco Devices are as given in Annexure-IV.
The actual number may either increase or decrease at the time of start of contract or during the year. Any of the above hardware systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at pro- rata basis. Similarly equipment can be added during the period of AMC and maintenance charges will be paid pro-rata basis.
2. The maintenance support vendor (hereafter referred to as “vendor” in this document) is required to submit the technical and financial bid in two separate sealed covers clearly super scribed “Technical Bid” and “Financial Bid”. The quotations in a sealed cover super scribed "Quotations for the Annual Maintenance of Cisco networking devices " should reach Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi 110 062 **latest by 3.00 P.M on 15th JAN 2018.**
3. Quotations will be opened on the same day at 3.30 P.M h in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Tenders of unsigned documents will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

Bid Type

Two- Bid System, after Technical Evaluation, Financial Bid will be opened.

Manner of Depositing Bid

Technical Bid along with EMD should be enclosed in Envelope super scribing Technical Bid, Financial Bid should be enclosed in Envelope super scribing “Financial Bid” and both envelopes should be enclosed in Main Envelope super scribing “Technical & Financial Bid” along with Tender No. & Name, addressed to **Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi 110 062.**

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ANNEXURE -I

Bidders Qualification Criteria

(Note : All bidders are requested to enclose documents as per Checklist mentioned in Annexure – V)

1. The firm is required to be an official Cisco partner.
2. Manufacturer Authorization Form (MAF) with tender specific reference number is required to be submitted along with the bid by the bidder, failed so, bid will be summarily rejected.
3. The vendor should have experience in maintaining similar network in University / Educational Institutes / Govt. / PSU environments. Copies of such work order or any other documentary evidence clearly showing that are being maintained at a single location should be attached.
4. The company should have at least Rs.1 Crore of cumulative turnover, in last three financial years. Turnover certificate from Chartered Accountant to be enclosed.
5. The company should have adequate physical infrastructure to support AMC project like in house “Test and Repair Centre” (TRC) at Delhi.
6. The vendor must be registered with the Registrar of Companies and with the Delhi Sales Tax Department. Copies of necessary supporting documents must be attached.

ANNEXURE -II

Scope of work of Comprehensive Annual Maintenance Contract:

The maintenance services will consist of:

1. Attending to Wi-Fi complaints raised by various departments/individuals of Jamia Hamdard (details provided by Computer Centre located at Jamia Hamdard, New Delhi) on daily basis.
2. Onsite preventive and corrective maintenance of Cisco Devices and peripherals at Jamia Hamdard, New Delhi.
3. The firm will Provide complete support and maintenance for the devices listed in **Annexure - IV**.
4. The firm will depute three onsite support network engineer at institute premises during AMC period who will be responsible for monitoring, maintaining and configuring all the devices under AMC, as per University requirements. The service engineer will maintain a log book for all devices & every action taken during AMC need to be logged.
5. Snapshot Documentation of Network status along with configuration of devices, at the time of commencement and at the end of the Service period need to be prepared and submitted to the Network & Maintenance team of the University.
6. In case of failure of devices/components under AMC the onsite engineer will initiate the service call log process with OEM on behalf of University. Complete process of fault rectification will be handled by the firm.
7. This support and maintenance will include (but not limited to), at no additional cost and for the entire duration of the AMC, the following:
 - a. Ensuring proper operation and maintenance of all the devices and their software components 24x7 during AMC.
 - b. Renewal and update of Software, Firmware and subscribed Service Licenses of the devices and services.
 - c. Configuration of the network devices covered under AMC.
 - d. Fine Tuning of configuration to ensure optimum utilization of network devices.

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- e. Scheduled service of the listed devices and replacement of the devices as necessary or upon failure.
8. The service engineer/firm should provide complete documentation of the steps taken to reconfigure setup or modify any of the listed devices.
9. The firm will ensure that the necessary spares are available either at Jamia Hamdard campus or delivered within a week of a device failure or issue being reported. Agency will have to provide alternate arrangements for network operation till the availability of the spare part(s).
10. The firm will ensure that the security and integrity of the network is not compromised in anyway and unauthorized access is not provided to any individual/agency.
11. The firm will ensure that only those persons authorized by the Network and Maintenance group have access to the listed devices in as far as viewing their operation and/or making configuration changes.
12. The Service Engineer deployed by the firm shall not tamper with any other installation of the University.
13. The firm shall take all precautionary measures for the safety of the workers during performance of their duties at site and in case of any untoward incident; University shall not be liable to pay any compensation to any workmen and/or employee of the firm.
14. The firm shall use only genuine spares, wherever applicable.
15. The devices shall be handed over in perfect working condition after the expiry of the contract, by the agency.

ANNEXURE -III

A. GENERAL TERMS & CONDITIONS

As per NIT terms of reference the firm has to carry out “Handover / Takeover of IT Assets listed for maintenance at Annexure – IV through physical inspection or NMS inspection or remote login to identify the assets in presence of Jamia Hamdard Official. A hard copy as well as a soft copy of verified Asset Report on the prescribed Performa shall be handed over to Jamia Hamdard by the firm.

1. A proper record of all replacements shall be maintained by the firm and is subjected to audit scrutiny if desired by Jamia Hamdard at any stage.
2. Similarly, a record of consumables received from the university shall be maintained vis-a-vis record of retrieved consumable parts returned to the university.
3. Retrieved parts replaced by the AMC firm at firm's cost shall be the property of the contractor and need not to be handed over to university.
4. Successful bidder shall draw out a complaint redressal system in consultation with the authorities of the university duly supported with a written approval.
5. The record of complaints so received and redressed shall be protected and subjected to inspection by the Jamia's rep as and when asked.
6. The firm shall not outsource the AMC job fully or partially to any third party.
7. All the engineers and support staff are required to have company identity Card. On each visit, deputed engineers & support staff shall mark their attendance at Computer Centre.
8. Quarterly maintenance reports shall be submitted by the company (for both preventive & breakdown maintenance) at Computer Centre, Jamia Hamdard.
9. The Jamia Hamdard reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.

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10. The Jamia Hamdard takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
11. The AMC will be valid for three years from the date of the award, following which the contract may be renewed after satisfactory performance report from the site in -charge/ competent authority.
12. The successful bidder within fifteen days after taking over of the AMC will prepare and submit a complete status report of the wi-fi network Data Centre to the Jamia Hamdard indicating vulnerabilities and its solution.
13. The maintenance service vendor shall provide maintenance services through three qualified experienced and competent resident engineers who shall stay at Jamia Hamdard, New Delhi. Out of three service engineers one shall be designated as 'Team Leader'. The other two engineers shall report to "Team Leader". The "Team Leader" shall communicate with officials of the Computer Centre in matters related to IT infrastructure in general and "wi-fi" and "data centre" in particular. The team leader shall also be responsible to prepare reports and submit it to designated person in Computer Centre on quarterly basis apart from his supervisory and technical role of wi-fi and "Data Centre". The "Team Leader" shall guide other two engineers in technical and service related matters.

The Qualification of the engineers shall be as follows:

- a) The "Team Leader" should be a Graduate with Diploma/Certificates in Networking/Wireless/IT infrastructure or M.C.A or B.Tech in IT/Computer Science/Electronics with certification (s) with at least 5 years of relevant experience in Networking particularly in wireless infrastructure with any organization of repute. The 'Team Leader' should also have certification in networking like CCNA or equivalent.
- b) Qualification and experience of the other two resident engineers/technicians shall be agreeable to Jamia Hamdard. No frequent replacement will be allowed.

The role of these engineers shall be as follows:

- a. Two support engineers for network maintenance. The onsite engineer responsible for Datacentre and Wireless network administration would also provide wireless network support services including trouble shooting of Wireless & Wired network as per devices list mentioned in Annexure –A.
 - b. The systems that are not serviceable by the vendor due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Jamia Hamdard regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the vendor and equivalent maintenance charges shall be deducted from the amount due to the vendor.
14. The maintenance services will be provided on all working days from 0800 h to 0800 h (Monday to Saturday). Provision of availability of one service engineer on Sundays or other holidays will be in general duty hours from 9.00 A.M to 5.00 P.M
 15. One support engineer will report on daily basis from 8.00 A.M to 4.00 P.M. The Second support engineer shall report from 12.00 Noon to 8.00 P.M six days a week. The Team leader shall report from 9.00 A.M to 5.00 P.M. six days a week.

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16. Service provider will provide mobile phone handsets to “Team Leader” for connectivity with Jamia Hamdard.
17. The service provider will not change/replace the professional staff personal proposed in technical proposal/accepted by Jamia Hamdard during the course of contract.
18. If replacement is inevitable (under exceptional cases where the professional staff has left the organization of the bidder), the service provider will ensure to provide a person of equivalent or better qualification/experience. Such replacement shall be made in a planned manner with prior approval of Jamia Hamdard. The service provider in such circumstances will offer CVs of 2-3 alternatives of the key resource concerned and the decision to choose among them will be of Jamia Hamdard. Similarly if the performance of any key professional is not found satisfactory, Jamia Hamdard shall have the option to ask the service provider to immediately change the concerned resource by giving at least one- month notice.
19. AMC vendor should also ensure the available of other IT experts out of the AMC site and can be called whenever required for vertical support on the cost of vender.
20. The vendor should maintain the uptime of more than 99% for all the devices covered in the AMC.

B. SLA

1. During the period of SLA the Vendor shall ensure proper functioning of the Jamia Network components & keep an uptime of 99% {ninety nine percent} per month.

Uptime is defined as follows:

$$\text{Uptime (in \%)} = \frac{\text{Total no. of hours in the month of all devices} - \text{Total Downtime}}{\text{hours of all devices in avg}} * 100$$

Total No. of Hours in the month

Average uptime/downtime of each device/component as mentioned in Annexure-IV.

2. For the purpose of measurement, “downtime” or “fault duration” constitutes any period of time during which the network connection is not useable for Data.

Causes of downtime may include:

- a) Network connection equipment failures.
- b) Process failure
- c) Local loop failure in cables.
- d) Access Point, Access Switch, Network Infrastructure or any other fault/failure.
- e) Any failure in the entire Wi-Fi working solution.

For calculation purpose No. of days in a year is taken as 365 & total duration of 8760 Hours/Yr.

C. PENALTY

1. In case the maintenance agency fails to operationalize the equipment within the specified SLA period Jamia Hamdard reserves the right to get it repaired from any other suitable agency. Such costs of repairs shall be deductible from the bills due submitted by the maintenance agency.

The penalty may be imposed as below:

- a. After a problem is reported, if not rectified:
- b. INR 500/- per day after 7 working days that the problem goes un- rectified.
- c. INR 2500/- per week after the first 15 days of the problem being reported- that the problem remains unrectified.
- d. Termination of the contract and recovery of the monies already paid to the vendor by the University.
- e. In exceptional cases, the University reserves the right to raise/lower the penalties.

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D. EARNEST MONEY DEPOSIT (EMD)

1. Earnest Money Deposit (EMD) of Rs.1,50,000/- (Rupees One Lakh Fifty Thousand only) in form of crossed demand draft/pay order in favour of 'Jamia Hamdard' shall be deposited at the time of submission of tender, as a part of the Technical Bid. Tender received without EMD shall be summarily rejected. *The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract.* EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC). The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.

E. PAYMENT TERMS

1. The Total Work Order Value will be divided into 12 equal Quarters and payment shall be made after end of each quarter after getting the Performance report to be signed by Jamia Authorized person along with the daily service Call Reports to be signed by the end users. Against invoice submitted with PAN number, raised by the contractor and based on past performance. TDS and any other applicable taxes as per prevailing rates, will be deducted before making the payment.
2. The maintenance charges quoted by the vendor per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

F. LIQUIDATED DAMAGE

1. If any complaint not resolved within 8 working hours due to any reason a penalty of Rs.500/- per day per system respectively will be imposed which will be deducted from the AMC payment for the next quarter.

G. SECURITY DEPOSIT

1. The contractor shall be required to deposit a sum equivalent to 5 (five) percent of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Jamia Hamdard, New Delhi.
2. No interest shall accrue on this amount. The Security amount shall be returned after one month of the expiry/termination of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

H. JURISDICTION

The courts at Delhi alone shall have the jurisdiction in any matter arising out of relating to or touching this tender.

I. ARBITRATION

All disputes arising out of this contract agreement will be settled by the sole Arbitrator appointed by Jamia Hamdard, New Delhi-110062 and the decision of the sole arbitrator shall be final & binding on both parties.

J. TECHNICAL BID

The technical bid shall contain following information in a sealed cover super scribed "Technical Bid":

1. Name, address, setup and status of the organization. Contact person with telephone number.
2. The bidder should submit all the documents mentioned in the Bidders Qualification Criteria Clause of this RFP.
3. EMD of Rs.1,50,000/- (Rupees One Lakh Fifty Thousands only) in form of DD/pay order in favour of Jamia Hamdard, New Delhi.
4. Details of testing and repair facility available with the company.
5. List of at least three qualified services engineers with details of qualification and having more than 3 years of experience in the relevant field as per the proforma enclosed. *The qualification and experience of resident engineer deputed to Jamia Hamdard will be verified. Copies of qualification and experience certificates to be enclosed.*

S. N.	Name	Technical Qualifications	Area of Specialization	Certifications	No. of Years of Experience	Area of Experience	Date of Joining the Firm
1.							
2.							
3.							

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GENERAL INFORMATION ABOUT THE BIDDER

1.	Name Of The Bidder	
2	Postal Address	
3	Telephone/Fax no	
4	E-mail address & URL	
5	Type of Company Attach Proof of Company Registration along with a copy of the Partnership Deed/ Article of Association and Memorandum of Understanding	
6	Name and designation of the representative of the Bidder to whom all references shall be made to expedite technical co-ordination.	
7	Amount and reference of the EMD	
8	Financial capacity of the company/ firm. (Attach copies of I.T. Returns and Balance Sheets for last 3 Years)	
9	Name and address of the Indian/Foreign collaborator(s) if any.	
11	PAN/TAN Number (A copy should be enclosed)	

Registrar

The above terms & conditions are accepted.

Signature

Name

Designation

Company Seal

(Signature of Authorized Signatory With Company Seal)

ANNEXURE –IV

LIST OF DEVICES TO BE COVERED

Detailed list along with Serial Nos will be provided to Bidder awarded with Contract.

S.No.	Make	Part Code	Quantity
1	Cisco	AIR-CAP1532E-D-K9	45
2	Cisco	AIR-CAP3702I-D-K9	290
3	Cisco	WS-C3650-24PD-L	49
4	Cisco	SNS-3495-K9	2
5	Cisco	AIR-CT5760-HA-K9	2
6	Cisco	R-PI2X-K9	1
7	Cisco	N9K-C9396PX	2
8	Cisco	WS-C4500X-16SFP+	2

*** All GLC/ SFP/ SFP+ Modules & Accessories attached to devices will be covered under AMC, Bidders are requested to perform a site survey for better understanding of the Network and devices to be covered in AMC.**

FMS Engineer / Bidder has to take care of below Bill of Material in terms of Quarterly Preventive Maintenance & Liasioning with Emerson for service & support required from time to time.

S.No	Item	Make	Model
1	Datacenter Integrated 42U Rack	Emerson	Smart Cabinet BOQ SC-210- AC RC
2	UPS 20KVA (N+1)		
3	Precision AC		
4	Monitoring System		
5	Rodent Repellent System		
6	Smoke, Water, Temperature, Humidity, and Door Sensors		
7	Fire Suppression Novec 1230 Storage Tank of required capacity & Valve Assembly, CCOE Approved, With required Complete Accessories		

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ANNEXURE –V

CHECKLIST

Bidders Qualification Criteria & Other Required Documents	Attached (Yes/No)
1. Tender Document Fee as prescribed in the Tender or proof of exemption.	
2. Tender EMD as prescribed in the Tender or proof of exemption.	
3. The firm is required to be an official Cisco partner.	
4. Manufacturer Authorization Form (MAF) with tender specific reference number is required to be submitted along with the bid by the bidder, failed so, bid will be summarily rejected.	
5. The vendor should have experience in maintaining similar network in University / Educational Institutes / Govt. / PSU environments. Copies of such work order or any other documentary evidence clearly showing that are being maintained at a single location should be attached.	
6. The company should have at least Rs.1 Crore of cumulative turnover, in last three financial years. Turnover certificate from Chartered Accountant to be enclosed.	
7. The company should have adequate physical infrastructure to support AMC project like in house test and repair centre at Delhi.	
8. The vendor must be registered with the Registrar of Companies and with the Delhi Sales Tax Department. Copies of necessary supporting documents must be attached.	
9. General Information about Bidder Form	
10. Acceptance of terms and conditions self-declaration certificate as per Annexure – IV.	

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ANNEXURE –VI

FINANCIAL BID

S.No.	Make	Item	Qty	Unit Rate for 3 Years Support	Amount for 3 Years Support	GST %	GST Amount	Total Amount
1	Cisco	AIR-CAP1532E-D-K9	45					
2	Cisco	AIR-CAP3702I-D-K9	290					
3	Cisco	WS-C3650-24PD-L	49					
4	Cisco	SNS-3495-K9	2					
5	Cisco	AIR-CT5760-HA-K9	2					
6	Cisco	R-PI2X-K9	1					
7	Cisco	N9K-C9396PX	2					
8	Cisco	WS-C4500X-16SFP+	2					
9	FMS	Resident Engineers Cost for 3 Years	3					
TOTAL AMOUNT								

Including all GLC/ SFP/ SFP+ Modules & Accessories attached to above mentioned devices.

Total Amount in words (Indian Rupees) : _____

Company Name :

Company Address :

Contact Person :

Contact No. :

Signature of Bidder with Company Stamp

(Signature of Authorized Signatory With Company Seal)