



भारतीय सूचना प्रौद्योगिकी संस्थान, इलाहाबाद Indian Institute of Information Technology, Allahabad

An Institute of National Importance by Act of Parliament
Deoghat, Jhalwa, Allahabad-211012 (U.P.) INDIA

Ph.: 0532-2922025, 2922067, Fax : 0532-2430006, Web : www.iiita.ac.in, E-mail : contact@iiita.ac.in

Ref. No. : IIIT-A/DR(S&P)/ 206 /2017

Date: 16th Sep, 2017

Tender Notice

Sealed tenders are invited under Two Bid Systems (Technical and Commercial Bid) for "**AMC of Networking Infrastructure**" at IIIT-Allahabad, for which tenders are invited as per detailed specifications and terms & conditions are given in **Annexure- I, II, III, IV & V**.

1)	Place of AMC -	:	IIIT-Allahabad
2)	Tender Processing Fee	:	Rs.1,000/- (In the form of DD)
3)	EMD -	:	Rs.80,000/- (In the Form of DD/FDR/Bank Guarantee) in favour of "IIIT-Allahabad "
4)	Date of submission -	:	26.09.2017 (12:00 Noon)
5)	Tender opening date -	:	26.09.2017 (4:00 PM) (Technical Bid)

You are requested to submit the tender by courier/speed post in sealed envelopes addressed to the Deputy Registrar (S&P), IIIT-Allahabad upto- **26/09/2016 at 12:00 Noon**. Tender duly sealed may be dropped in the tender box placed in the office of the Deputy Registrar (S&P). The technical bid received in prescribed proforma will be opened in the presence of the tenderers, or authorized representatives interested to be present, on **26/09/2016 at 04:00 P.M.**

The Financial bids of technically qualified tenderers will only be opened after technical evaluation by the Technical Committee. The representatives should bring the authorization letter from their authorized signatory for attending the process tender opening. The tender document may be obtained on payment of Rs.1,000/- (One Thousand Only) as tender processing fee from the counter at Jhalwa Campus, Allahabad. It can also be downloaded from the Institute web site www.iiita.ac.in and be submitted along with Rs.1,000/- of tender processing fee in form of DD.

(Dr. Seema Shah)
Deputy Registrar (S&P)

Copy to:

➤ **Hon'ble Director for kind information.**

Technical Bid**(On letter head of the Firm & in a separately sealed envelope)****PROFORMA FOR APPLICATION**

1. Name of the firm :-
2. Address of the firm :-
.....
3. Phone Number (With Code):-
4. Proprietor's name: -
5. Address of Proprietor: -
6. Proprietor's Phone No. :-
7. Details of the firm:-
 - (a) Date from which the firm is operating: -
 - (b) Turnover of the firm during: -
FY 2014-15 (₹).....
FY 2015-16 (₹).....
FY 2016-17 (₹).....

(Please attach documentary evidence)

- (c) PAN No. :-
- (d) TIN No. :-
- (e) Service Tax Registration No. (If any):-.....

8. Tender Processing Fee: An amount of Rs. 1,000/- (One Thousand Only) of tender (non refundable) is to be paid cash or DD payable in favour of **Indian Institute of Information Technology Allahabad** payable at **Allahabad**.

9. E.M.D. : The tenders should be accompanied in a form of a **Demand Draft/FDR** or **Bank Guarantee** in favour of **Indian Institute of Information Technology Allahabad** payable at **Allahabad** (Any bid without EMD will not be considered). EMD should be enclosed with the Technical Bid document in a separate envelop. The EMD will be returned to the unsuccessful bidders within 15 days and to the successful bidders after submission of full performance bank guarantee valid beyond 2 months of warranty period.

Amount of EMD as below:

Sl. No	Description	EMD Amount	DD No./FDR Date
1.	AMC of Networking Infrastructure	80,000/-	

Technical Compliance

(Attached with technical bid)

List of Network Devices for Coverage under AMC (Annual Maintenance Contract)

Signature of the tenderer

S. No.	Device	Qty.	Compliance
1.	Cisco Nexus Series Core switch (N7K-C7010 (N7K-C7010-BUN2-R))	2	
2.	Cisco 5500 Series Wireless Controller (AIR-CT5508-50-K9)	1	
3.	Cisco Prime NCS Appliance (PRIME-NCS-APL-K9)	1	
4.	Cisco Adaptive Security Appliance (Cisco ASA 5520 Appliance with CSC-SSM-20, Module ASA-5520-CSC20-K9, Power Supply)	1	
5.	Cisco ASA 5585-X Adaptive Security Appliance (Network Module 0 (ASA-SSP-10-INC), Network Module 1 (ASA-IPS-10-INC-K9), Chassis & Services Bundle (ASA5585-SIOP10-K9), Power Supply (ASA5585-PWR-AC), Fan unit (ASA5585-FAN)	2	
6.	Cisco Catalyst 3500 Series Switches with IP Base Software (24 Port Standalone Switch (WS-C3560X-24T-S))	2	
7.	Cisco Catalyst 4500 Series Switches with Software (WS-C4507R+E)	10	
8.	Cisco Web Security Appliance (3000 Licenses - cumulative) (Iron Port S370, Power Supply)	02	

Seal of the firm

81

Annexure-III

Technical Terms & Conditions:

By way of this Annual maintenance contract, it is expected that:

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.
3. The firm will Provide complete support and maintenance for the devices listed above.
4. The firm will depute one 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 institutional requirements. The service engineer will maintain a log book for all devices and every action of 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.
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 Institute. 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.
 - e. Scheduled service of the listed devices and replacement of the devices as necessary or upon failure.
8. Agency has to submit a support contract copy after renewal of the technical services support of devices under AMC from Cisco. The agency also needs to notify the Network and Maintenance group about service support period (last date) from Cisco for the devices under AMC.
9. The service engineer/firm should provide complete documentation of the steps taken to reconfigure setup or modify any of the listed devices.
10. The firm will ensure that the necessary spares are available either at IIIT-A campus or delivered within 2 weeks 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).
11. The firm will ensure that the security and integrity of the IIIT-A network is not compromised in anyway and unauthorized access is not provided to any individual/agency.
12. 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.
13. The Service Engineer deployed by the firm shall not tamper with any other installation of the Institute.
14. 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; Institute shall not be liable to pay any compensation to any workmen and/or employee of the firm.
15. The firm shall use only genuine spares, wherever applicable.
16. The devices shall be handed over in perfect working condition after the expiry of the

contract, by the agency.

17. The AMC will be valid for one year from the date of the award, following which the contract may be renewed after satisfactory performance report from the site in-charge/competent authority.
18. Payment will be made in three parts. 50% an advance after signing agreement & providing PBG of the same value in the form of TDR/FDR and intimation of contract renewal confirmation from the OEM. 25% after successful completion of AMC for the period of six month and rest 25% after successful completion of AMC and satisfactory report & recommendations of Networking Committee of IIIT Allahabad.

In case any of the above conditions are violated, a suitable penalty clause will come into effect.

The penalty may be imposed as below:

- I. For points 1, 2, 3, 4 and 5: in the event of violation of these conditions, the contract awarded may be cancelled along with recovery of any monies already paid to the vendor by the institute.
- II. For points 6, 7, 8, 10, 11 the penalty will be assessed according to the following rule:

After a problem is reported, if not rectified:

- I. INR 5000/- per day after 7 working days that the problem goes un-rectified.**
- II. INR 25000/- per week after the first 15 days of the problem being reported- that the problem remains unrectified.**
- III. Termination of the contract and recovery of the monies already paid to the vendor by the institute.**
- IV. In exceptional cases, the Institute reserves the right to raise/lower the penalties**

Deputy Registrar (S&P)

General Terms and Conditions:

1. Rate should be quoted F.O.R. destination at IIIT-A, Deoghat, Jhalwa, Allahabad.
2. The expected cost of this AMC is expected to be INR 50Lakhs. Any vendor that cannot meet this estimate and significantly exceeds it is requested to refrain from submitting their bid.
3. The tender is to be submitted in two parts viz "Technical Bid" and "Commercial Bid" in two separate sealed envelopes separately. The commercial bid will be opened only after acceptance of "Technical Bid".
4. Based on the evaluation of the technical bid submitted by the tenderer, the committee would shortlist the tender. The short listed tenderers may be asked to make a presentation after opening of the technical bid before the committee if, required.
5. **Authorization:** The tenderer should be an authorized dealer/reseller of the Equipment /Original Equipment Manufacturer (OEM) and a certificate to this effect should be enclosed with the technical bid.
6. Annual Turnover of the firm should be 5 crore or above for the last three years separately.
7. Certificates/documents showing the satisfactory performance AMC of the orders, along with tender documents list of Clients with value of AMC also be submitted.
8. In case of acceptance of the bid, the successful bidder must enter into a contract agreement on Non-Judicial Stamp Paper valuing Rs.100/- within fifteen days from the issue of the Detailed Award Letter.
9. **Security Deposit:** The Person/Firm whose tender be accepted deduction of Solo of the total amount will be made against security deposit during AMC period after adjusting the EMD amount already submitted along with the tender or Bank Guarantee to the value of the same amount be submitted with confirmation of the same from Nationalized Bank.
10. Trade/Sales tax/VAT/GST Service Tax or any other tax or other charges on the material, which has not been mentioned while quoting their rates shall not be paid by the Institute under any circumstances. The firm has to bear all taxes.
11. Upon verification |evaluation/assessment, if in case any information furnished by the Bidder is found to be false| incorrect, their bid shall be summarily rejected and no correspondence on the same shall be entertained. It is the responsibility of bidder to verify the authenticity of any third party document being submitted as part of the eligibility requirements. EMD will be forfeited if any forged or false document is submitted.
12. May feel free to contact on E-mail info.purchase@iiita.ac.in, Ph. No. : 0532- 2922051.
13. In view of wide publicity the details are also available on our web site www.iiita.ac.in, may be seen.
14. Kindly quote your Income Tax PAN No. /TIN No., Service Tax Registration No. etc. mandatory on the quotation raised by you. If PAN No. not quoted, 20% Tax will be deducted at source.
15. The institute is exempted from custom and excise duty in terms of notification No.51/96. custom dated 23/07/96 and No. 10197 Central Excise dated 01/03/1997 and is an University established under M.H.R.D. Govt. of India Certificate to this if, required shall be provided by the Institute.
16. Conditional tenders will not be considered in any case and will be summarily rejected.
17. All disputes are subject to jurisdiction of Courts at Allahabad.
18. Director, Indian Institute of Information Technology, Allahabad reserves the right to reject or accept any tender.
19. It is mandatory to mention tender reference number, subject, contact address etc. on each envelop of sealed tender. Incomplete tender will not be accepted
20. Each tenderer should clearly specify that the tenderer agrees to abide by the conditions of this tender document on their printed letter head indicating here on Sales Tax Registration, FAX, Email, Telephone numbers, etc.
21. Quoted rate should be valid at least for 90 days.
22. The firm/company's black listed at any stage need not to apply.
23. All pages of the tender documents are to be signed and stamped by the tendering firm.
Tender should be addressed to Deputy Registrar (S&P), Indian Institute of Information Technology, Allahabad- 211012

Financial Bid**(On letter head of the Firm & in a separately sealed envelope)****List of Network Devices for Coverage under AMC**

S. No.	Device	Qty.	Unit Price	Total Cost
1.	Cisco Nexus Series Core switch (N7K-C7010 (N7K-C7010-BUN2-R)	2		
2.	Cisco 5500 Series Wireless Controller (AIR-CT5508-50-K9)	1		
3.	Cisco Prime NCS Appliance (PRIME-NCS-APL-K9)	1		
4.	Cisco Adaptive Security Appliance (Cisco ASA 5520 Appliance with CSC-SSM-20, Module ASA-5520-CSC20-K9, Power Supply)	1		
5.	Cisco ASA 5585-X Adaptive Security Appliance (Network Module 0 (ASA-SSP-10-INC), Network Module 1 (ASA-IPS-10-INC-K9), Chassis & Services Bundle (ASA5585-SIOP10-K9), Power Supply (ASA5585-PWR-AC), Fan unit (ASA5585- FAN)	2		
6.	Cisco Catalyst 3500 Series Switches with IP Base Software (24 Port Standalone Switch (WS- C3560X-24T-S)	2		
7.	Cisco Catalyst 4500 Series Switches with Software (WS-C4507R+E)	10		
8.	Cisco Web Security Appliance (3000 Licenses - cumulative) (Iron Port S370, Power Supply)	02		
	Total			
	Taxes-			
	Grand Total-			

Signature of the tenderer

Seal of the firm