

# TENDER DOCUMENT

FOR

**“AMC of Campus Wi- Fi System and Network ”**



**CCS NATIONAL INSTITUTE OF AGRICULTURAL MARKETING  
KOTA ROAD, BAMBALA  
NEAR SANGANER, JAIPUR – 302033  
PHONE No. 0141 – 2795104**

**Note: The intending and eligible bidders may submit the tenders online at <http://eprocure.gov.in> in two bids systems {i.e. (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. Tenders are to be submitted online only using the e-procurement portal <http://eprocure.gov.in>.**

COST : Rs. 500/-

**Tender Fee Details, [Total Fee in ₹ - 500]**

Tender Fee in ₹	500		
Fee Payable To	DG NIAM	Fee Payable At	Jaipur
Tender Fee Exemption Allowed	No		

**EMD Fee Details**

EMD Amount in ₹	30,000	EMD through BG/ST or EMD Exemption Allowed	No
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	DG NIAM	EMD Payable At	Jaipur

**Work Item Details**

<b>Title</b>	AMC of Campus Wi-Fi system and Network				
<b>Work Description</b>	Maintenance Campus Wi-Fi system and Network as per terms and conditions mentioned in tender				
<b>NDA/Pre Qualification</b>	As per Mandatory requirements mentioned in Tender document and to be submitted tender fees and EMD as per tender document to be submitted in NIAM office before due date				
<b>Independent External Monitor/Remarks</b>	NA				
<b>Tender Value in ₹</b>	10,00,000	<b>Product Category</b>	AMC/ Maintenance Contracts	<b>Sub category</b>	AMC of Campus Wi-Fi system and Network
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	60	<b>Period Of Work(Days)</b>	365
<b>Location</b>	CCS NIAM, jaipur	<b>Pincode</b>	302033	<b>Pre Bid Meeting Place</b>	CCS NIAM, jaipur
<b>Pre Bid Meeting Address</b>	CCS NIAM, jaipur	<b>Pre Bid Meeting Date</b>	23-Jul-2021 03:00 PM	<b>Bid Opening Place</b>	CCS NIAM, jaipur
<b>Should Allow NDA Tender</b>	No	<b>Allow Preferential Bidder</b>	No		

**Critical Dates**

<b>Published Date</b>	19-Jul-2021 05:00 PM	<b>Bid Opening Date</b>	02-Aug-2021 11:30 AM
<b>Document Download / Sale Start Date</b>	19-Jul-2021 05:30 PM	<b>Document Download / Sale End Date</b>	31-Jul-2021 11:00 AM
<b>Clarification Start Date</b>	19-Jul-2021 06:00 PM	<b>Clarification End Date</b>	22-Jul-2021 03:00 PM
<b>Bid Submission Start Date</b>	19-Jul-2021 06:30 PM	<b>Bid Submission End Date</b>	31-Jul-2021 11:00 AM

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### Basic Details

Organisation Chain	Department of Agriculture and Cooperation     National Institute of Agricultural Marketing-CCS NIAM-Jaipur		
Tender Reference Number	07/NIAM/IT/Wi-Fi/2021/01		
Tender ID	2021_DACO_638765_1		
Tender Type	Open Tender	Form Of Contract	Works
Tender Category	Services	No. of Covers	3
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

## TENDER FORM FOR AMC of Campus Wi- Fi System and Network

### Mandatory requirements for awarding of Campus Wi- Fi System and Network

1.	Name of the Organization/Firm													
2.	Name(s) of the Proprietors/Partners/Directors													
3.	Registered Address, Telephone & Fax No.													
4.	Other Address of any branches with their telephone No. and Faxes													
5.	Sales Tax/ Commercial Tax/ Registration details:													
6.	Permanent Account Number of the firm. Copy of Pan Card to be attached													
7.	Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached													
8.	Name(s) of the Public Sector/Govt. Organizations to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)													
9	Name of the website, (if any)													
10	GST Number													
11	Minimum 50 Lakhs in each year turnover for last three years Details of Bank turnover for the last Three (3) financial year (with documentary proof)	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Amount</th> <th style="text-align: left;">Year</th> <th style="text-align: left;">Document</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> <td></td> </tr> <tr> <td>2.</td> <td></td> <td></td> </tr> <tr> <td>3.</td> <td></td> <td></td> </tr> </tbody> </table>	Amount	Year	Document	1.			2.			3.		
Amount	Year	Document												
1.														
2.														
3.														
12	Valid partnership/Authorization details with HP/Aruba													

## **WHEREAS**

1. CCS NIAM is desirous of entering in to a Comprehensive maintenance contract with vendor for “**Campus Wi- Fi System and Network** ” as listed in Annexure-A
2. Vendor is desirous of renting such services under terms and conditions as per this contract.

## **MAINTENACE**

NIAM Having Campus Wi – Fi system on its campus on following locations:

1. Administrative Building
2. Convention Centre
3. Boys Hostel
4. Girls Hostel
5. VIP Guest House

Vendor required maintaining wi- fi system effectively including all the components connected to Wi- Fi system.

## **INCLUSION AND EXCLUSION OF PARTSOF COMPUTERS AND PRINTERS**

All the hardware and software ( Details mentioned in Annexure – A) of the Wi- Fi system including all hardware such as Switches, Access Points, Controller, Firewall, splicing if any required, LAN cable , OFC Cable (Under ground and on air) and all other accessories covered under this AMC. When all the above parts are not repairable the same will be required to be replaced by the vendor as per the same configuration and OEM product free of cost. If same configuration is not available, the parts have to be replaced of superior configuration.

## **SCOPEANDSERVICE**

Vendor agrees to provide the following Services under the Contract to keep the Systems in good working condition.

- (A) Vendor shall provide one certified and experienced Wi- Fi Network Engineer. during the Office hours for all working days i.e. Monday to

Saturday 9: 00 AM to 5:30 PM and whenever required on need-based even for closed holidays also. If the positioned Engineer happens to be on leave, alternate arrangement will be made by the Vendor. If Service Engineer is absent in any working days, penalty of Rs. 500/- per working day will be deducted from the AMC amount. The bidder will not be allowed for frequently changing the Wi- Fi engineer. The Contractor is required to maintain adequate stocks of spares to meet the daily requirements. Qualification and experience of the Wi- Fi Network engineer are as under:

Engineer, required to be well versed with following technologies:

- a) Should be well versed with Campus wi- Fi system Maintenance which includes day to day management of Wi- Fi Controller, Access Points, Connectivity and configuration of Entire system.
- b) Should be well versed in day to day operations of Sophos Firewall
- c) Should be well versed in managing and installation of wireless networks
- d) Should have good knowledge of switching protocols
- e) Should have at least 3 years experience in working in the above domain .
- f) Should be able to backtrack, eliminate threats percolating through internet and ensure genuine traffic flow under IT usage policy

**Qualification:**

- a) B.Tech/ Post Graduate in Computer science
  - b) CCNA certification
  - c) Any other OEM's like HP/IBM/Sophos/Extron shall be an added advantage
- (B) Preventive maintenance will be carried out for all hardware covered under the contract in every quarter (i.e. three months) .Vendor will submit Quarterly Maintenance Report duly signed by the user and also name and designation of the officer.
- (C) Unscheduled, on-call corrective and remedial maintenance service to set right the malfunctions of the Systems. Whether a defective item or component to be replaced or repaired shall be at the sole discretion of the Vendor. In the case of replacement of the part, the defective part removed from the System will become the property of the Vendor.

- (D) Acceptable Only original parts with same OEM are to be used if required.

**TERMS AND CONDITIONS:**

- (A) The Contract may be renewed for further period of one year with same terms and conditions provided department is satisfied with Services of the Vendor.
- (B) For down time calculation, the day on which call is closed will not be taken as part of down time.
- (C) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (D) This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover breakdown of Services of spares, cost arising out damages cause due to fire, theft, riots, accidents, earthquakes, storms and other natural calamities.
- (E) Vendor will have to maintain record of machine failure, nature of failure, date and time of booking of the complaint. When the machine is made up, Vendor Service Engineer and respective computer system operator in charge will sign this record.
- (F) When any new hardware is bought, a written intimation is required. The new hardware will be inspected by the Vendor and its maintenance will be taken up after acceptance of the same. In case any system needs to be upgraded, the same would be taken out of this contract with minimum one months' notice period.
- (G) The service provider is fully responsible of maintenance of all hardware mentioned under this tender as mentioned in the products list at Annexure – A. The service provider also responsible for maintenance of all the cables ( OFC, LAN and power) laying underground and on air. If any breakage is happened service provider needs to be repaired and restore the connectivity on his own. Institute will not pay anything extra for such works. Institute will be only responsible if any physical damage happened to such lines and hardware. Institute will seek quotation in such cases from service provider as and when required.

- (H) All the computers and items covered under AMC will be handed over in working condition at the time of completion of the contract.
- (I) Tender must be accompanied by an earnest money of Rs. 30,000/-. Tenders will not be considered without the earnest money. The amount should be deposited in the form of Demand Draft in favour of Director General, NIAM, Jaipur.
- (J) Successful bidder needs to be deposited 10 percent of total cost of the tender value within 10 working days from the date of work order against security deposit. No interest will be paid to this security deposit. Security deposit will be released after successful completion of the tender period.
- (K) Director General, NIAM reserves the right to accept or reject the bid(s) without assigning any reasons whatsoever.
- (L) Vendor should be sign and seal on all pages of tender.

**SERVICE ASSURANCE FOR ALL EQUIPMENTS:**

Maximum acceptable downtime will be 06 hours (Including holidays).

**PENALTY**

Penalty for incomplete calls after the time limit indicated in Service Assurance will be as follows:

- (a) Rs. 2000/- per day if entire system goes down.
- (b) Rs. 1000/- per day if Wi- Fi system of one building is down.
- (c) Rs. 300/- per day for each Access point is goes down

Wherever the hardware cannot be repaired at site within the specified time limits, the Vendor will have the option to provide alternate equipment of matching specifications which will be replaced within the period of maximum 30 days with the equipment of same make/model.

**PAYMENT:**

The AMC includes all items listed in *Annexure-A*. The implementation of the AMC is centralized. The payment will be released on quarterly basis. Except AMC amount no extra amount will be paid for any work undertaken under this contract.



Vendor will submit quarterly bill along with the down time statement within two week of completion of the quarter. CCS NIAM will reconcile this with down time reports (along with penalty if any) and release the payment within 4 weeks of submission of bills;

**CALL REQUISITION AND COMPLETION:**

All maintenance calls may be registered with the resident Wi- Fi Engineer. Engineer will acknowledge each complaint with a unique no. which is to be used for reference in future.

Completion of calls will be certified by the user and also indicate Name and Designation of the signer. Engineer will prepare the service call report after completion of the complaint and submit the same to NIAM Computer Department.

**FORCE MAJEURE:**

Vendor shall not be liable or deemed to be default of any delay or failure in performance stated here-in-under resulting directly or indirectly from causes beyond its reasonable control and if vendor is prevented from performing its function under this instrument for period longer than six months. Vendor's liability ceases under this contract and then both the parties shall discuss the course of action to be taken after words.

**NOTE: NO NEED TO BE FILLED HERE, PLEASE FILL YOUR RATES IN BOQ AND UPLOAD IT**

**CH. CHARAN SINGH NATIONAL INSTITUTE OF AGRICULTURAL MARKETING  
Kota Road, Bambala, Near Sanganeer, Jaipur 302033  
Ph:0141 – 2795104**

**COMMERCIAL BID**

**AMC of Campus Wi- Fi System and Network**

<b>S.N</b>	<b>Item</b>	<b>Quantity</b>	<b>Amount without taxes</b>	<b>Taxes</b>	<b>Total</b>
<b>1</b>	Cost for AMC of entire Campus Wi-Fi System ( Products mentioned at Annexure A) and remuneration of deputing one qualified resident Engineer ( As per qualifications mentioned in tender document) for one year	Entire Campus			
<b>2</b>	Molex – 6 core OFC fiber Rate per meter without digging (Will be ordered as and when required during tender period)	01			
<b>3</b>	Molex – 6 core OFC fiber Rate per meter along with 6 meter undergroundFiber digging under hard conduit pipe (Will be ordered as and when required during tender period)	01			
<b>4</b>	Cat- 6 Cable along with casing, Rate per meter (Will be ordered as and when required during tender period)	01			

**Annexure – A**

**DETAILS OF HARDWARE & SOFTWARE COVERED UNDER AMC**  
**inclusive of all parts**

S.N	Model / Details	Nos.
<b>Product Details</b>		
1	WLAN Controller – HP Aruba- 7030 RW	01
2	Aruba Access Points Model :AP 205	36
3	Core Switch- HP 5500-24G-SFP JG543A	01
4	POE Switch , HP 1950-24 G2SFMP+,JG962A	07
5	9 U rack	06
6	12 port LIU fully loaded	06
7	Cat 6 Patch panels	06
8	Existing entire 6 core OFC fiber ( on air and underground)	Entire Institute
9	Existing entire Cat 6 LAN Cabling	Entire Institute
10	SOPHOS XG310 Firewall	01
11	Network	Entire institute