



**Tender Document For
Design & Implementation of Local Area Network,
Providing Facility Management Services and Annual Maintenance
of IT Equipment/Networking Services
For
Punjab Civil Secretariat-I & II**

Reference number: AMC-CSI&II/Punjab/DGR/PSeGS/2013/01

Punjab State e-Governance Society (PSeGS)
In O/o Directorate of Governance Reforms,
Government of Punjab
SCO 193-195, Sector 34-A, Chandigarh-160022

Aug-2013

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1.0 DOCUMENT CONTROL SHEET

| S.No. | Particular | Details |
|-------|--|--|
| 1. | Document Reference Number | AMC-CSI&II /Punjab/DGR/ PSeGS/ 2013/ 01 |
| 2. | Start date of sale of Tender Document | 27th August 2013 |
| 3. | Last date & Time of sale of Tender Document | 10 th September 2013 up to 3.00 pm |
| 4 | Last Date for submission of written Queries for clarifications | 31 st August 2013 |
| 5 | Date & Time of Pre-Bid Meeting | 2nd September 2013 at 03:00 pm |
| 7 | Last date and time for receipt of bids | 10 th September 2013 up to 3.00 pm |
| 8 | Date and time of opening of Pre-Qualification Bids | 10th September 2013 at 3:30 P.M. |
| 9. | Date and time of opening of Technical Bids | "To be intimated later" |
| 10. | Date of Presentation and Opening of Commercial bids | "To be intimated later" |
| 11. | Address for pre bid meeting & Opening of Bids | Punjab State e-Governance Society O/o Directorate of Governance Reforms, SCO 193-195, Sector-34A, Chandigarh-160022 |
| .12 | Cost of Tender Document | Rs. 10,000/- (Rs. Ten Thousand Only) in the form Demand Draft or cash |
| 13 | Earnest Money Deposit (EMD) | Rs. 2,00,000 in the form of Demand Draft |
| 14. | All requisite demand drafts/PBG/EMD payable at Chandigarh in favour of | Punjab State e-Governance Society |
| 15 | Office Address (For Tender Document issuance, bid submission and other relevant purposes) | Punjab State e-Governance Society O/o Directorate of Governance Reforms, SCO 193-195, Sector-34A, Chandigarh-160022 |
| 16. | Single Point of Contact from the PSeGS regarding Tender Document | Mr. Kalwarn Singh, Assistant Manager (EG) Mobile Number – 93572 42220 Email- kalwarn.singh@punjab.gov.in |
| 17. | Website | http://www.dgripunjab.gov.in/ |

*This document is not transferable

2.0 Invitation for Bid (IFP)

2.1. Background

The Punjab State e-Governance Society invites sealed bids from eligible bidders to implement a SLA driven system for the design, implementation, monitoring & maintenance of Local Area Network and IT infrastructure (desktops, laptops, printers, scanners, UPS etc.) at Punjab Civil Secretariat-I and Punjab Civil Secretariat-II for a period of three (3) years.

The Local Area Network at Punjab Civil Secretariat-I and Punjab Civil Secretariat-II connects more 2000 PC's (approx.) within the secretariat premises to the Punjab State wide area network (PAWAN) over a high-speed gigabit Ethernet backbone of 34 Mbps each. An overview of the existing indicative IT Infrastructure is as below:-

| Table A : Indicative IT Infrastructure | |
|---|--|
| Type of Infrastructure | Details |
| No. of Computer Nodes | 1000 at Civil Secretariat 1 1000 at Civil Secretariat 2 100 at O/o Directorate of Governance Reform, Sector 34A, Chandigarh & Other Camp Offices in Chandigarh |
| Active Networking devices | Switches, Hubs |
| Passive Networking devices | Racks, I/O ports, Patch Panel, Patch Cords. |
| Other Devices | IP Phones, Video Conferencing Devices |

The above existing IT Infrastructure is being used to use following IT applications mentioned below:-

| Table B : Existing Operational Application | | | |
|--|---|---|------------------------------|
| IT Application | Description | Application hosting | Application data flow |
| Integrated Financial Management System (IFMS) | It's an e-Governance initiative for effective, accountable and transparent Public Finance Management. | Application is hosted in the server farm at TCS network operations centre in Civil Secretariat 1. | Intranet |
| Integrated Workflow Document Management System (IWDMS) | It's an office management system | Application is hosted in the server farm at TCS network operations center in Civil Secretariat 1. | Intranet |
| Government sites for information | | These are the government sites | Internet |

| Table B : Existing Operational Application | | | |
|--|-------------|---|-----------------------|
| IT Application | Description | Application hosting | Application data flow |
| seeking | | hosted with either PAWAN or NIC. | |
| Email communication | | Email server is at PAWAN | Internet & Intranet |
| Word processing for documentation | | It requires storage on PC | Not applicable |
| Video & Audio conferencing | | Voice & Audio servers are hosted at PAWAN | Intranet |

Currently below software's are being used in Punjab Civil Secretariat-I & Secretariat-II.

| Table C : List of Software being Used | |
|---------------------------------------|---|
| Type of Software | List of Software's |
| Desktop operating system | Windows 95, 98, ME, XP, VISTA, Windows 7, Linux |
| Databases | SQL Server 8.0 / 2005, Oracle 10G and D2K |
| Languages | Visual Basic, Active Server Pages, Dot (.) Net Technology/environment, Java, JSP, PHP, FoxPro, Dbase, Other Visual languages etc. |
| Office productivity suites | Office 95, Office 97, Office 2000, Office XP, Office 2003, Office 2007 professional/enterprise editions, Star Office |
| Other software's | Adobe applications |

2.2. Invitation

Through this Request for Bid (Tender Document), it is intended to invite Bids for selecting a "Service provider" to provide services & AMC, FMS as per Scope of Work.

2.2.1. Only the bidder, in whose name this Tender Document has been purchased, shall submit the Bid.

2.2.2. PSeGS may, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of the PSeGS and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.2.3. All Bankers Cheque or Demand Draft should be in Indian Rupees and from any of the Scheduled Bank in favour of "Punjab State E-Governance Society", payable at Chandigarh.

3.0 Instructions to Bidders (ITB)

3.1. Definitions

Unless the context otherwise requires, the following terms whenever used in this Tender Document and Contract have the following meanings:

3.1.1. "PSeGS" means Punjab State e-Governance Society

3.1.2. "Bidder" means firm/ company/ business entity who submits bid in response to this Request for Bid document.

3.1.3. "Committee" means committee constituted for evaluation of Bids.

3.1.4. "Service Provider" means the firm/ company/ business entity, selected through competitive tendering in pursuance of this Tender Document, for providing the services under the contract.

3.1.5. "Contract" means the Contract entered into by the parties for providing services along with the entire documentation specified in the Tender Document.

3.1.6. "Department" or "DGR" means the Department of Governance Reforms.

3.1.7. "State" means state of Punjab

3.1.8. "GCC" mean General Contract Conditions.

3.1.9. "IFP" means Invitation for Bids.

3.1.10. "ITB" means Instructions to Bidders.

3.1.11. "Personnel" or "Manpower" means professional and support staff provided by the Service provider to perform services to execute an assignment and any part thereof.

3.1.12. "Bid" means bid submitted by bidders in response to the Tender Document issued by the PSeGS for selection of Service provider.

3.1.13. “Services” means the work to be performed by the Service provider pursuant to this Tender Document and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the PSeGS.

3.1.14. “SOW” means Scope of Work for the Service provider.

3.1.15. “AMC” means Annual Maintenance Contract

3.1.16. “FMS” means Facility Management Services

3.1.17. “INR” means currency in Indian Rupees

3.1.18. “Days” means working days as per Punjab Government Gazette until and unless especially specified

3.2. General

3.2.1. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the services required. Bidders and recipients of this Tender Document may wish to consult their own legal advisers in relation to this Tender Document.

3.2.2. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the PSeGS on the basis of this Tender Document

3.2.3. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the PSeGS. Any notification of preferred bidder status by the PSeGS shall not give rise to any enforceable rights by the Bidder. The PSeGS may cancel this Tender Document at any time prior to a formal written contract being executed by or on behalf of the PSeGS.

3.2.4. This Tender Document supersedes and replaces any previous public documentation & communications regarding the same scope of work as mentioned in this Tender Document, and Bidders should place no reliance on such communications.

3.2.5. This Tender Document does not constitute an offer by PSeGS. The bidder’s participation in this process may result in PSeGS selecting the bidder to engage towards execution of the contract.

3.3. Validity of Bids

3.3.1. Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of Commercial Bid. The PSeGS reserves right to reject a bid valid for a shorter period as non-responsive.

3.3.2. Prior to the expiration of the validity period, PSeGS will notify the successful bidder in writing or by fax or email, that its bid has been accepted. In case the tendering process is not completed within the stipulated period, PSeGS may like to request the bidders to extend the validity period of the bid. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. A bidder granting the request will not be permitted to modify its Bid.

3.4. Right to Terminate the Process

3.4.1. The PSeGS reserves the right to annul the Tender Document process, or to accept or reject any or all the Bid in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

3.5. Tender Document Fees

3.5.1. Tender Document can be purchased at the price, address & dates provided in the document control sheet by submitting a non-refundable bank demand draft, drawn in favour of PSeGS as mentioned in document control sheet, payable at Chandigarh from any scheduled commercial banks.

3.5.2. The bidder may also download the Tender Document from the website as mentioned in document control sheet. In such case, the demand draft of Tender Document fees should be submitted along with Bid. Bids received without or with inadequate Tender Document fees shall be rejected.

3.6. Pre Bid Meeting & Clarifications

3.6.1. PSeGS shall convene a pre-bid meeting as prescribed in document control sheet to address any Tender Document related queries.

3.6.2. The queries of only those bidders shall be responded who have purchased the tender document on or before the Pre-Bid meeting.

3.6.3. The prospective bidder or its official representative/s (maximum 2) is/are invited to attend the pre-bid meeting.

3.6.4. The queries shall be accepted only in the following format:

| Sr. No. | Tender Document Reference (Section & Page Number) | Content of Tender Document requiring clarification | Points of Clarification |
|---------|--|--|-------------------------|
| 1 | | | |
| 2 | | | |

3.6.5. Any requests for clarifications post the indicated date and time shall not be entertained by the PSeGS.

3.7. Responses to Pre-Bid queries and issuance of corrigendum

3.7.1. Amendments necessitated as a result of the pre-bid meeting or otherwise, shall be made available on website as provided in the document control sheet. It shall be the responsibility of the bidders to amend their bids incorporating the amendments so communicated through the website. PSeGS shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the terms and conditions of the Tender Document and notified through the website.

3.7.2. PSeGS will endeavour to provide timely response to all queries. However, pre-bid queries common in nature shall be addressed with a single response instead of individual responses to every bidder for same query.

3.7.3. At any time prior to the last date for receipt of bids, PSeGS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by a corrigendum.

3.7.4. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website and no separate communication either in writing or through email will be made with any Bidder.

3.7.5. Any such corrigendum shall be deemed to be incorporated into this Tender Document.

3.7.6. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, PSeGS may, at its discretion, extend the last date for the receipt of Bids.

3.8. Clarifications and amendments of Tender Document

3.8.1. During process of evaluation of the Bids, PSeGS may, at its discretion, ask Bidders for clarifications on their bid. The Bidders are required to respond within the prescribed time frame for any such clarification.

3.8.2. PSeGS may for any reason, modify the Tender Document from time to time. The amendment(s) to the Tender Document would be clearly spelt out posted on the website as provided in the document control sheet and the bidders may be asked to amend their bid due to such amendments.

3.9. Earnest Money Deposit (EMD)

The bidder shall furnish, as part of the Pre-qualification Bid, an Earnest Money Deposit (EMD) as mentioned in document control sheet.

3.9.1. The EMD shall be in Indian Rupees and shall be in the form of Demand Draft.

3.9.2. EMD of all unsuccessful bidders would be refunded by PSeGS within three (3) months of the bidder being notified as being unsuccessful. EMD of the successful bidder will be released after the submission of Performance Bank Guarantee (PBG) & signing of Contract.

3.9.3. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

3.9.4. The EMD lying with the PSeGS in respect of other tender/ Tender Document/ RFP/ Expression of Interest etc. awaiting approval or rejected or on account of contracts being completed, will not be adjusted towards EMD for this Tender Document. The EMD may however, be taken into consideration in case Tender Document are re-invited.

3.9.5. The Earnest Money will be forfeited on account of one or more of the following reasons:-

3.9.6.

- i. Bidder withdraws its Bid during the validity period specified in Tender Document.
- ii. Bidder does not respond to requests for clarification of its bid.
- iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- iv. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.

3.10. Preparation of Bid

The Bidder must comply with the following instructions during preparation of Bids:-

3.10.1. The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the Tender Document. Failure to furnish all the necessary information as required by the Tender

Document or submission of a bid not substantially responsive to all the requirements of the Tender Document shall be at Bidder's own risk and may be liable for rejection.

3.10.2. The Bid and all associated correspondences shall be written in English and shall conform to prescribed formats. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.

3.10.3. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or duly authorized person(s) to bind the Bidder to the contract. The authorization shall be indicated by written power of attorney and shall accompany the Bid.

3.10.4. In addition to the identification, the envelopes containing the Bids shall mention the name and address of the Bidder to enable the bid to be returned in the case it is declared late pursuant, and for matching purposes.

3.10.5. No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.

3.10.6. The bidder shall be responsible for all costs incurred in connection with participation in the Tender Document process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid in providing any additional information required by PSeGS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. PSeGS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.10.7. Every page of the documents submitted by the bidder should be duly **stamped & signed** by the authorized signatory of the bidder.

3.10.8. Bid document should contain an Index Page and each page of the bid document should be serially numbered and in accordance with the index page.

3.10.9. Failure to comply with the below requirements shall lead to the Bid rejection:-

- i. Comply with all requirements as set out within this Tender Document.
- ii. Submit the forms and other particulars as specified in this Tender Document and respond to each element in the order as set out in this Tender Document.
- iii. Include all supporting documentations specified in this Tender Document, Corrigendum or any addendum issued.

3.11. Submission of Bid

Bidders shall submit their Bids in original at the office address on or before the last date and time for receipt of bids as mentioned in document control sheet.

Bids shall be submitted in one envelope as per below details:-

| | |
|--|---|
| <p>Sealed Envelope No. 1 : Pre-qualification Bid</p> | <p>The envelope containing pre-qualification bid shall be sealed and superscripted “<Name of Bidder>-Pre-qualification Bid – Tender For Design, implementation of Local Area Network And Facility Management Services for Punjab Civil Secretariat-I & II” along with Tender Document reference number.</p> <p>Apart from a hardcopy of Pre-qualification bid, bidder would also submit a softcopy of all documents on two non-rewritable CDs.</p> <p>This envelope should not contain any technical or financial bid (in full or part), in either explicit or implicit form, in which case the bid will be rejected.</p> <p>Following list of documents shall be submitted as part of Pre-qualification Bid :</p> <ol style="list-style-type: none"> Tender Document fee Earnest Money Deposit Form-1A: Covering Letter on bidder’s letterhead Form-1B: Pre-Qualification Eligibility Information along with supporting proofs, information and documents as specified in form |
| <p>Sealed Envelope No. 2 : Technical Bid</p> | <p>The envelope containing technical bid shall be sealed and superscripted “<Name of Bidder>-Technical bid – Tender For Design, implementation of Local Area Network And Facility Management Services for Punjab Civil Secretariat-I & II” along with Tender Document reference number.</p> <p>Apart from a hardcopy of all Technical Bid, bidder would also submit a softcopy of Technical Bid on two non-rewritable CDs.</p> <p>This envelope should not contain any financial bid (in full or part), in either explicit or implicit form, in which case the bid will be rejected.</p> <p>Following list of documents shall be submitted as part of Technical Bid :</p> <ol style="list-style-type: none"> Form-2: Compliance Sheet for Technical - Qualification Bid Form-2A: Bidder Profile Form-2B: Relevant Past Experience Form-2C: Approach & Methodology |

| | |
|--|--|
| | v. Form-2D: Adequacy & Quality of Resources Proposed for Deployment |
| Sealed Envelope No. 3: Commercial Bid | <p>The envelope containing commercial bid shall be sealed and superscripted “<Name of Bidder> - Commercial Bid – Tender For Design, implementation of Local Area Network And Facility Management Services for Punjab Civil Secretariat-I & II” along with Tender Document reference number.</p> <p>Apart from a hardcopy of all documents, bidder would also submit a softcopy of all documents & worksheets of commercial bid on a 2 non-rewritable CDs.</p> <p>The Commercial bid shall be prepared in accordance with the requirements specified in this Tender Document.</p> <p>.</p> <p>Following prerequisites shall be ensured as part of Commercial bid</p> <p>i. Form-3 – Commercial Bid Format-Summary of Costs Bid</p> |
| Sealed Envelope No. 4 | All the above 3 envelopes should be put in envelope no. 4 which shall be properly sealed and superscripted “<Name of Bidder> Tender For Design, implementation of Local Area Network And Facility Management Services for Punjab Civil Secretariat-I & II ” along with Tender Document reference number. |
| Note: | <p>i. Each page of the bid shall be signed and stamped by the authorized signatory of the Bidder</p> <p>ii. In case any discrepancies exist between the information provided in the hard copy and soft copy of the bid, the information provided in the hard copy will prevail.</p> <p>iii. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late" or for any other reason.</p> <p>iv. Any cost/prices should not be indicated in the Pre-Qualification Bid or Technical Bid but should only be indicated in the Commercial Bid .</p> <p>v. PSeGS will not accept delivery of bid by fax or by e-mail.</p> <p>vi. All envelopes should be packed and sealed with utmost care so that no documents inside the envelope should get damaged or torn while opening the envelopes.</p> |

3.12. Late Bids

3.12.1. Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

PSeGS shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

3.13. Disqualifications

PSeGS may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder, if the Bidder has:

3.13.1. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

3.13.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;

3.13.3. Submitted a bid that is not accompanied by required documentation or is non-responsive;

3.13.4. Failed to provide clarifications related thereto, when sought;

3.13.5. Submitted more than one Bid (directly/in-directly);

3.13.6. Declared ineligible by the Government of India, any State/UT Government for corrupt and fraudulent practices or blacklisted.

3.13.7. Submitted a bid with price adjustment/variation provision.

3.13.8. Not submitted in the format as specified in the Tender Document.

3.13.9. Not submitted the Letter of Authorization (Power of Attorney)

3.13.10. Suppressed any details related to bid

3.13.11. Submitted incomplete information, subjective, conditional offers and partial offers submitted

3.13.12. Submitted bid with lesser validity period

3.13.13. Any non-adherence/ non-compliance to applicable Tender Document content

3.14. Deviations

3.14.1. The bidder may provide deviations to the contents of the Tender Document. It may be noted that once the deviations are provided, the bidder would not be allowed to withdraw the deviations submitted.

3.14.2. The Committee reserves the right to accept or reject the bid submitted with such deviations(s) after due consideration of the severity of such deviation(s).

3.15. Bid Opening

3.15.1. The Bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of Bidders or their representatives who may be present at the time of opening.

3.15.2. The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to as a proof of their identify for attending the bid opening.

3.16. Bid Evaluation

PSeGS will constitute a Committee to evaluate the Bids submitted by Bidders. A three-stage process, as explained hereinafter, will be adopted for evaluation of Bids. No correspondence will be entertained outside the process of evaluation with the Committee.

3.17. Pre-qualification Criteria & Evaluation

The pre-qualification bids envelopes of the bidders will be opened. The bidders will be assessed as per the pre-qualification criteria defined in the Tender Document. Only the bidders who qualify pre-qualification shall be eligible for technical evaluation. Non-conforming Bids will be rejected and will not be eligible for any further processing. A pre-qualification criterion is as below:-

| Sr. No. | Basic Requirement | Specific Requirements | Documents Required |
|---------|-------------------|--|--|
| 1. | Legal Entity | a. Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008 | Certificate of Incorporation or Partnership Deed |
| | | b. Registered with the Service Tax Authorities | Registration Certificate |

| | | | |
|----|---|--|---|
| | | c. Should have been operating for the last five years as of 31st March 2013 | Authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA). |
| 2. | Relevant Business Continuity | The Bidder should be in the business of IT Services/AMC/FMS for at least 5 years as of 31st March 2013 | Memorandum and Articles of Association or Copy of Work orders confirming only year and Area of activity |
| 3. | Total Turnover | Average Annual Sales Turnover should be minimum INR Twenty (20) Crores for IT Services during the last three (3) financial years as of 31 st March 2013. | Extracts from the audited balance sheet and profit & loss account along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover from AMC. |
| 4. | Turnover from AMC & FMS | Average Annual Sales Turnover should be INR Three (3) Crores or more generated from services related to AMC & FMS during the last three (3) financial years as of 31st March 2013. | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover from AMC. |
| 5. | Turnover from Sales of IT Hardware & Networking | Average Annual Sales Turnover should be INR three (3) Crores or more generated from sales of IT Hardware & Networking during the last three (3) financial years as of 31st March 2013. | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover from Sale of hardware. |
| 6. | Certifications | The Bidder should be ISO 9000/9001:2008 certified. | Copy of certification which is valid on date of submission. |

| | | | |
|-----|--------------------------------|--|--|
| 7. | Experience | The bidder should have completed minimum 2 projects with more than 2000 total users (minimum 500 users per customer) in the FMS/AMC in last three years as on date of submission of bid. | Projects considered in this criterion would be based on the Purchase Order/LOI/Contract / Work order or Client Certificate issued to the responding bidder. In absence of the supporting documents, the projects would not be considered for evaluation. |
| 8. | Manpower Strength | The bidder should have minimum Fifty (50) qualified support engineers having BE/B.Tech/MCA in IT/Computer Science/ Electronics & Communication/Electronics or higher on company payroll as on submission of bid. | Certificate from HR Department of the Bidder for number of technically qualified professionals employed along with educational qualification. |
| 9. | Blacklisting | The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices. And should not be blacklisted by any State Govt./ Central Govt./ PSU for any reason. | Self-Certified letter |
| 10. | OEM Authorization | The bidder must attach Manufactures Authorization certificate & Back-to-back support letter from OEM's for providing Comprehensive Maintenance support and services of the equipment's covered under the RFP. | Manufacturer Authorization certificate |
| 11. | Tax registration and clearance | The bidder should have a registered number of VAT/Sales Tax/CST registration Service Tax Registration /VAT Income Tax / PAN number. | Copies of relevant certificates. |

3.18. Technical Bid Criteria & Evaluation

3.18.1. Technical Bids would be evaluated only for those Bidders, who qualify the Pre- qualification evaluation.

3.18.2. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the

technical evaluation would be eligible for the next stage, i.e. Commercial Bid opening.

3.18.3. The evaluation committee will evaluate the Technical Bids on the basis of the technical evaluation criterion as provided below:

| S. No | Criteria | Max Criteria/ Sub Criteria Marks |
|--------------|---|----------------------------------|
| 1 | Bidder Profile | 30 |
| 2 | Relevant Past Experience of the Bidder | 40 |
| 3 | Approach and methodology | 10 |
| 4 | Adequacy and Quality of Resources proposed for Deployment | 20 |
| Total Points | | 100 |

| Sr. No | Criteria | Max Marks | Criteria | Marks |
|---|---|-----------|---|-------|
| 1. Bidder Profile (Total Marks = 30) : | | | | |
| a | Average Annual Sales Turnover should be INR 20 Crores or more generated during the last three (3) financial years as of 31 st March 2013. | 5 | More than INR 70 Crore | 5 |
| | | | From INR More than 40 Crore to 70 Crore | 4 |
| | | | From INR 20 Crore to 40 Crore | 3 |
| b | Average Annual Sales Turnover should be INR three (3) Crores or more generated from services related to FMS including AMC & FMS during the last three (3) financial years as of 31 st March 2013 . | 6 | More than INR 10 Crore | 6 |
| | | | From INR More than 5 Crore to 10 Crore | 5 |
| | | | From INR 3 Crore to 5 Crore | 4 |
| c | Average Annual Turnover from the sale of IT hardware & Networking should be INR three (3) Crores or more during the last three (3) financial years as of 31 st March 2013. | 6 | More than INR 10 Crore | 6 |
| | | | From INR More than 5 Crore to 10 Crore | 5 |
| | | | From INR 3 Crore to 5 Crore | 4 |
| d | The bidder should have minimum | 5 | More than 100 Nos. | 5 |

| Sr. No | Criteria | Max Marks | Criteria | Marks |
|--|--|-----------|---------------------------------|-------|
| | Fifty (50) qualified support engineers having BE/B.Tech/MCA in IT/Computer Science/ Electronics & Communication/ Electronics with CCNA/MCP or Equivalent/ higher on company payroll as on date of submission of bid. | | | |
| | | | 76 to 100 Nos. | 4 |
| | | | 50 to 75 Nos. | 3 |
| e | The bidder should have minimum fifty (50) qualified support engineers having Diploma in IT/Computer Science/ Electronics & Communication/ Electronics with CCNA/MCP or Equivalent/ higher on company payroll as on date of submission of bid. | 5 | More than 100 Nos | 5 |
| | | | 76 to 100 Nos | 4 |
| | | | 50 to 75 Nos. | 3 |
| f | The Bidder should have an ISO 27001(security) & 20000 (service delivery) Certified NOC & SOC in india. | 3 | Yes | 3 |
| | | | No | 0 |
| 2. Relevant Past Experience (Total Marks = 40) : | | | | |
| a | The bidder should have handled minimum 2000 Desktops/Laptops with minimum 500 Desktops/Laptops per project under AMC in last three years as on date of submission of bid. | 15 | More than 4000 Desktops/Laptops | 15 |
| | | | 3001 – 4000 Desktops/Laptops | 12 |
| | | | 2000 – 3000 Desktops/Laptops | 10 |
| b | The Bidder Should have rich experience of at least two (2) completed projects of implementation of structured Local Area Network at Client side with minimum 500 networking points as per industry standards (IEEE 802 standards) for Active/Passive components of Local Area as on date of submission of bid. | 15 | More than 8 projects | 15 |
| | | | 5 – 8 projects | 12 |
| | | | 2 – 4 projects | 10 |
| c | The bidder should have experience of at least two (2) completed projects of handling minimum 500 users under FMS in last three years as on date of submission of bid. | 10 | More than 8 projects | 10 |
| | | | 5 – 8 projects | 8 |
| | | | 2 – 5 projects | 6 |

| Sr. No | Criteria | Max Mark s | Criteria | Mark s |
|---|--|------------|--|--------|
| 3. Approach & Methodology (Total Marks = 10) (Marks shall be awarded as Average of marks given by each member of Bid Evaluation Committee) | | | | |
| a | Demonstration of understanding of the Project Objective, requirements, Challenges likely to be encountered, scope of work & likely stakeholders | 4 | Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee | 4 |
| B | Proposed Implementation approach | 3 | | 3 |
| C | Level of In-house available IT Equipment repair facility & Stand by Equipment capability | 3 | | 3 |
| 4. Adequacy and Quality of Resources proposed for Deployment (Total Marks = 20) : | | | | |
| a | Project Manager | 10 | | |
| | Overall Experience in IT infrastructure, Network Management (Minimum 6 years' experience, out of which 4 years in Facility Management services and Min 3 years of experience as Team Leader/ Project Manager). | 4 | More than 8 years | 4 |
| | | | 6 years to 8 years | 2 |
| | Experience of Handling minimum 2 projects of FMS including AMC with minimum 500 users per project | 4 | More than 4 Projects | 4 |
| | | | 2 to 4 Projects | 2 |
| | | | Less than 2 projects | 0 |
| | Relevant Certification (CCNA/MCSE/CCNP/PMP/Prince 2 certification/MCP) | 2 | Certification | 2 |
| | | | No Certification | 0 |
| b | Sr. Network Administrator | 5 | | |
| | Overall Experience in Network Administration/ AMC&FMS with Minimum 4 years' experience, out of which 2 years' experience should be in core network management. | 3 | More than 6 years | 3 |
| | | | 4 years to 6 years | 2 |
| | Relevant experience of Handling minimum 2 projects of network management/ LAN with minimum | 2 | More than 4 Projects | 2 |
| | | | 2 to 4 Projects | 1 |
| | | | Less than 2 projects | 0 |

| Sr. No | Criteria | Max Marks | Criteria | Marks |
|--------|---|-----------|----------------------|-------|
| | 300 nodes per project | | | |
| c | Sr. Desktop Engineer | 5 | | |
| | Overall Experience as Desktop Engineer with Minimum 4 years' experience, out of which 2 years' experience should be as IT User support. | 3 | More than 6 years | 3 |
| | | | 4 years to 6 years | 2 |
| | Relevant experience of minimum 2 projects as Desktop Support engineer with minimum 300 users | 2 | More than 4 Projects | 2 |
| | | | 2 to 4 Projects | 1 |
| | | | Less than 2 projects | 0 |

Note:-

- i. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also assist the committee in getting relevant information from the bidders' references.
- ii. Bidders who scored 70 or above marks (Technical Scores –TS) shall be considered eligible for opening of the commercial bids.

3.19. Commercial Bid Evaluation

3.19.1. The Commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.

3.19.2. Commercial Bids that are less than 50% of the average bid price will be disqualified (the average bid price shall be computed by adding all Commercial Bid values of all the technically qualified bidders and dividing the same by the number of such bidders).

3.19.3. Commercial bids of only those bidders would be opened who qualify the technical evaluation, as per technical evaluation process described above.

3.19.4. The proposal with lowest Commercial Bid (CB) will be designated as L1 and will be awarded a Commercial Score of 100.

3.19.5. Commercial Scores for other technically qualified bidders will be evaluated using the following formula - Commercial Score of Bidder (CS) = (Commercial Bid of L1 / Commercial Bid of the Bidder) X100 (rounded off to 2 decimal places)

3.20. Final Evaluation

3.20.1. Final evaluation shall be done on "Quality & Cost Based Selection" method (QCBS).

3.20.2. A composite score shall be calculated for technically qualified bids only. The weightage for the composite evaluation shall be awarded as below:-

- i. Technical – 70%
- ii. Commercial – 30%

3.20.3. Bidder with the highest final Score (FS1) (Final Score = TS*0.70 + CS*0.30) will be considered as successful bidder (rounded off to 2 decimal places).

3.20.4. In case of a tie in the final score, the bidder having highest technical score will be considered eligible for award of contract.

3.20.5. No pre-tender or post-tender tender negotiation with any bidder including successful bidder shall be allowed.

3.20.6. Errors & Rectification:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- ii. If there is a discrepancy between words and figures of the total price, the amount in words will prevail.
- iii. If the bidder doesn't accept the correction of error(s) as specified, its bid will be rejected.

3.21. Notification of Award of Contract

PSeGS will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of the contract after submission of performance bank guarantee by the successful bidder.

3.22. Performance Bank Guarantee (PBG)

3.22.1. The successful bidder will furnish Performance Bank Guarantee within 15 working days from the notification of award, for a value equivalent to 10% of the total cost of contract as per format provided as an Annexure with this Tender Document.

3.22.2. PBG shall remain valid for a period of ninety days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations.

3.22.3. The successful bidder will be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project. In case the successful bidder fails to submit performance guarantee within the time stipulated, the PSeGS at its discretion, may cancel the award of contract to the successful bidder without giving any notice.

3.22.4. The Service provider will not be entitled for any interest on the PBG submitted.

3.22.5. PSeGS shall forfeit the PBG in full or part in the following cases:

- i. When the terms and conditions of contract are breached/ infringed
- ii. When contract is being terminated due to non-performance of the Service provider
- iii. Notice of reasonable time will be given in case of forfeiture of PBG. The decision of PSeGS in this regard shall be final.
- iv. PSeGS incurs any loss due to Service provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

3.23. Signing of Contract

The successful bidder will sign the Contract with PSeGS within 15 working days of the release of notification/Letter of Intent and submission of PBG. After signing of the Contract, no variation in or modification of the term of the Contract shall be made except by mutual written amendment signed by both the parties (i.e. PSeGS & SERVICE PROVIDER).

3.24. Fraud and Corruption

All the Bidders must observe the highest standards of ethics during the process of selection of project Service provider and during the performance and execution of contract.

For this purpose, definitions of the terms are set forth as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the PSeGS or its personnel in contract executions.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or non- competitive levels and to deprive the PSeGS of the benefits of free and open competition.
- iii. "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work given in Tender Document.
- iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

3.24.1. PSeGS will reject a bid for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

3.24.2. PSeGS will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

3.24.3. The Bidder will not engage or retain any Service provider/individual to facilitate or lobby for award of contract. Canvassing by its agent(s) for getting the contract awarded will be construed as **corrupt practice**.

3.25. Confidentiality

3.25.1. Information relating to the examination, clarification and comparison of the Bids shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Bid. During the execution of the project except with the prior written consent of PSeGS, the Service provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

3.25.2. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder/ Service provider and/ or the PSeGS to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.

3.26. Conflict of Interest

The Service providers shall provide professional, objective, and impartial advice and at all times hold the PSeGS's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. The Service provider shall not deploy former employees of the PSeGS in any assignment under the Tender Document to ensure zero biasness.

4.0 General Contract Conditions (GCC)

4.1. Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the Tender Document or Contract Agreement, the interpretation of PSeGS shall be final and binding.

4.2. Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between PSeGS and the Service provider. The Service provider subject to this contract for selection has complete charge of its personnel in performing the services under the Project from time to time. The Service provider shall be fully responsible for the services performed by it or any of its personnel on behalf of the Service provider hereunder.

4.3. Standards of Performance

The Service provider shall perform the services and carry out its obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Service provider shall always act in respect of any matter relating to this contract as faithful advisor to the PSeGS. The Service provider shall always support and safeguard the legitimate interests of the PSeGS, in any dealings with the third party. The Service provider shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The Service provider shall conform to the standards laid down in the Tender Document in totality.

4.4. Service provider Personnel

4.4.1. Bidders would deploy on-site and full time team manpower as proposed in the bid. No separate/ additional payment shall be made for any type of off-site/additional deployment.

4.4.2. The Service provider shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the project. It is desirable from the Service provider to deploy the domain/ subject specialists, from time to time, who have adequate experience in the domain related with the project.

4.4.3. Each member of the team must be a full time employee of the bidder

4.4.4. The team shall be deployed on an exclusive basis; no resource deployed under this project will work on any other engagement and a declaration for the same to be provided.

4.4.5. PSeGS shall have no liability whatsoever for any loss or injury to any property or any individual assigned to perform the services under this Agreement or otherwise, including while on SSL premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise howsoever.

4.4.6. Bidder will alone be responsible for any mishap or accident or untoward incidence during the maintenance of computer hardware and other devices which may occur due to negligence / default on the part of the Bidder or its staff deployed.

4.4.7. Bidder shall provide a list of staff deployed with a copy of ID card issued by service provider, telephone nos. and two copies of passport size photographs in the prescribed format and other requisites to the satisfaction of PSeGS.

4.5. Outsourcing

Service provider shall not outsource any work related to the project or the part thereof to any other associated/franchisee/third party without the approval of PSeGS. PSeGS prior approval shall be required to outsource any part of the work. If, service provider outsource any part of the work without PSeGS approval, PSeGS reserve the right to forfeit the PBG & terminate the contract.

4.6. Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Punjab.

4.7. Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Service provider in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Service provider shall indemnify PSeGS from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Service provider, PSeGS shall be defended in the defence of such proceedings.

4.8. Governing Language

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

4.9. Project Review & Monitoring

PSeGS shall form a “*Project Review & Monitoring Committee*” for review & timely implementation of the project. Brief responsibility of this committee shall be as below:-

- i. Review and supervise the project progress,
- ii. Review and approve the deliverables submitted by the Service Provider,
- iii. Recommend release of payments and levy of applicable penalties,
- iv. Overall direction and guidance for successful implementation of the project

4.10. Contract Period

The total final contract period shall be for three (3) years from the time of signing of contract. In case of any delay in the project not attributable to the Service provider, or extension of project beyond contract period, the service provider has to provide the services as per the unit rates quoted in commercial bid submitted.

4.11. Prices

4.11.1. The prices quoted in the commercial bid shall be firm throughout the period of contract and shall not be subject to any escalation.

4.11.2. Quantities mentioned in the bid are indicative. PSeGS at its discretion may increase or decrease the quantity of any line item during the Contract period. Quoted Unit Rates shall be used for any financial calculation in case of such increase or decrease of quantity of any line item.

4.11.3. Prices of any additional quantity of any line item shall be calculated on pro-rata basis.

4.12. Taxes and Duties

4.12.1. All taxes, duties and any statutory levies etc. payable by the Service provider during the contract tenure shall be the sole responsibility of the Service provider.

4.12.2. All taxes, duties and statutory levies payable to the Service provider shall be paid as per prevailing rates.

4.13. Termination of Contract

Following reasons shall lead to the termination of contract:

4.13.1. Failure of the successful bidder to accept the contract and furnish the Performance Bank Guarantee within specified time period

4.13.2. The term of Contract expires

4.13.3. If penalty in Delay in Design, Re-build and implement structured Local Area Network increases beyond 15 % of Total contract value, PSeGS may use its discretion to terminate the contract.

4.13.4. If penalty in for non-achievement of Service Level Requirements reaches upto 15 % of quarterly payments in successive three quarters, PSeGS may use its discretion to terminate the contract.

4.13.5. Termination of Contract by the PSeGS due to non-adherence of contract/Tender Document terms and conditions

4.14. Termination for Insolvency, Dissolution etc

PSeGS may at any time terminate the Contract by giving written notice to the Service provider, if the Service provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to PSeGS.

4.15. Termination for Convenience

PSeGS reserves the right to terminate, by prior written notice of 45 days, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for PSeGS's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

4.16. Force Majeure

4.16.1. The Service provider shall not be liable for forfeiture of its PBG or termination of contract for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

4.16.2. For purposes of this clause, “Force Majeure” means an event beyond the control of the Service provider and not involving the Service provider’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of PSeGS in their sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.

4.16.3. If a Force Majeure situation arises, the Service provider shall promptly notify PSeGS in writing of such condition and the cause thereof. Unless otherwise directed by PSeGS in writing, the Service provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.17. Resolution of Disputes

If any dispute arises between parties, then these would be resolved in following ways:

4.17.1. Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however at times dispute may arise about any interpretation of any term or condition of Contract including the scope of work, the clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 calendar days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

4.17.2. Arbitration

“Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the Arbitrator within a period of thirty (30) days from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed as per the provisions of the Arbitration and Conciliation Act, 1996 and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Chandigarh, India.”

4.18. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Chandigarh, India only.

4.19. Local Office

Service Provider must have local office in Chandigarh/Mohali/Panchkula .In case Service Provider does not have local office then the Service Provider shall open the Local office within thirty (30) days of signing of Contract. Non-adherence to same shall be treated as breach of contract which may further lead to the termination of contract as per the PSeGS discretion.

For the proof of address of the Local office, any of the following documents are required:-

Utility Bill/rent agreement/registration certificate/ any statutory certificate mentioning the address like VAT/Service Tax certificates etc.

5.0 Payment Terms

5.1. Payment Terms for Design, Re-build and implement structured Local Area Network

5.1.1. Payment shall become due only after successful completion of Final Acceptance Test. The Final Acceptance Test (**FAT**) Certificate shall be issued by the PSeGS after conducting site inspection by the Project Review Committee or any other officers/sub committee appointed by Project review committee.

5.1.2. Service provider will submit the invoice along with supporting documents/proofs.

5.1.3. PSeGS will release the payment within 60 days of submission of Invoice subject to necessary approval of invoice by the PSeGS & only after proper verification of the invoice and all supporting documents.

5.1.4. PSeGS may ask Service provider to provide the required supporting documents / reports as asked to verify the invoice.

5.1.5. Payment shall be made through account payee cheques only after statutory deductions as applicable.

5.1.6. The cost and consequences, if any, would be borne entirely by the Bidder for the maintenance of the Hardware and Software.

5.1.7. Bidder shall be responsible for the discipline and conduct of the staff deployed. The staff deployed by the Bidder shall be the responsibility of the

Bidder at all times and it is expressly understood that such staff shall be the employees of the Bidder at all times.

5.2. Payment Terms for FMS & AMC

5.2.1. Payment for Services of FMS & AMC shall be made on Quarterly basis after submission of invoices. The total contract value for FMS & AMC part shall be converted into number of applicable quarters.

5.2.2. Payment for services of FMS shall be payable and calculated from the date of issuance of FAT issued by PSeGS.

5.2.3. Quarterly payment for any additional item during the contract period shall be calculated on the basis of total remaining quarters of the contract from the date of such addition. Price of any such additional item shall be calculated as per quoted price on pro-rata basis.

5.2.4. Service provider will submit the invoice along with supporting documents/proofs.

5.2.5. PSeGS will release the payment within 60 days of submission of Invoice subject to necessary approval of invoice by the PSeGS & only after proper verification of the invoice and all supporting documents.

5.2.6. PSeGS may ask Service provider to provide the supporting documents required to verify the invoice.

5.2.7. Payment shall be made through account payee cheques only after statutory deductions and penalties as applicable.

5.2.8. Payment will be released after submission of Asset Report, MIS Report, and Preventive Maintenance Report. Any other report as asked by PSeGS and Invoice after completion of every quarter.

5.2.9. Any failure to perform the services as stipulated in the contract will attract non-Performance charges as mentioned above and such non-performance charges for the quarter will be deducted from the bill amount before making payment for the next quarter. The payment for the last quarter of the year will be made at the end of the quarter and all charges and advance will be adjusted before making this payment.

5.2.10. The cost and consequences, if any, would be borne entirely by the Bidder for the maintenance of the Hardware and Software.

5.2.11. Bidder shall be responsible for the discipline and conduct of the staff deployed. The staff deployed by the Bidder shall be the responsibility of the Bidder at all times and it is expressly understood that such staff shall be the employees of the Bidder at all times.

6.0 Scope of Work (SOW)

6.1. Design, Re-build and implement structured Local Area Network

Implementation of structured Local Area Network at Punjab Civil Secretariat-I and Punjab Civil Secretariat-II as per industry standards (IEEE 802 standards) for Active/Passive components of Local Area Network. All the active components shall be IPv6 compliant. Broad activities under this part of scope are as below:-

6.1.1. To conduct survey: Service Provider shall conduct survey of each location of the work area spread across Punjab Civil Secretariat-I & II. A comprehensive survey report shall be submitted for approval of PSeGS covering following but not limited to areas:-

- i. List of existing infrastructure (Desktops, Laptops, Printers, Scanners, UPS, Switches, Routers, and Racks) along with specifications and status to be prepared floor wise and room wise.
- ii. Local Area Network drawings of existing infrastructure.
- iii. Infrastructure GAP analysis.

6.1.2. To design local area network: After approval of Survey Report, Service Provider shall design 3-Tier network architecture i.e. (i) Design of point of presence (POP) at each floor as aggregation point for floor local area network distribution switches, (ii) Connectivity of room switches with floor POPs & (iii) of floor POP's with fibre with PAWAN POP within the buildings. [PAWAN building POP -> Floor POP -> Nodes]. Service Provider shall submit detailed system design document for approval of PSeGS which shall include but not Limited to:-

- i. Proposed network design document showing the location POP's and proposed interconnectivity path between POP's.
- ii. Floor wise proposed network layout diagrams for Local Area Network. Local Area Network design shall provision to connect network printers, IP phones.
- iii. Detailed report on existing infrastructure to be used.
- iv. Proposed procedures & standards for network layout, device configuration and logical network segregation to maintain network throughput.

6.1.3. Implement Local Area Network: After approval of Design document, Service Provider shall submit project execution plan, timelines to redesign/implement Local Area Network of Punjab Civil Secretariat-I & II. A project execution plan shall clearly define various stakeholders' involved, possible impact on the working of users while rebuilding existing Local Area Network. Service Provider shall perform Integration and management of New LAN Segments with existing Network whenever any new network segment is

established. Below are the points required to be considered while implementing Local Area Network:-

- i. Backbone connecting POP's (PAWAN and floor) shall be on fibre.
- ii. LAN segment at a distance of more than 100 mts shall be considered as mini POP and to be connected on fibre from floor POP.
- iii. LAN segments shall be implemented using gigabit CAT 6 UTP cables for distances less than 100 mts.
- iv. Enclosed rack for each POP's and edge switches as per requirement.
- v. Proper tagging of network nodes from POP to Information outlet.
- vi. Proper tagging of network cables from POP to edge switch for future traceability.
- vii. Powering on equipment after ensuring correctness of terminations interfaces and power supply and making the system ready for testing and commissioning.
- viii. Testing of LAN Cables after laying, terminations and ferruling at both the ends. All testing tools and instruments shall be brought by the bidder and taken back after the testing. Cabling work shall also be got certified from OEM.
- ix. Configuration of the equipment as per the requirements, including Network segmentation and Network Monitoring.
- x. Field testing and commissioning of system, including integration with existing applications running and PAWAN Network for Internet & Intranet connectivity.
- xi. Site acceptance tests to establish satisfactory performance of the equipment's as per specs.

6.1.4. Testing Local Area Network: Service Provider shall offer the site to PSeGS for Final Acceptance Test after completing implementation work. Service provider shall also submit plan to test & certify network nodes on below tests:-

- i. Continuity of wire map
- ii. Length
- iii. Attenuation
- iv. Near-end cross talk (NEXT)

Service Provider shall also submit test results. Further, Service Provider shall benchmark network throughput. PseGS shall issue a Final Acceptance Test (FAT) certificate after conducting the required inspection & testing.

6.2. Facility Management Services for IT infrastructure

The Service Provider shall provide Facility Management Services (FMS) including day-to-day operations of Local Area Network Items/services for entire contract period. Service Provider shall ensure uptime of all the equipment's as per the SLA requirements as mentioned in this tender document. -The indicative services to be offered under facility management services are as below:-

6.2.1. Asset life cycle management system

To ensure the maintenance and updating of the entire assets (IT and non-IT asset like desktops, laptops, printers, scanners, UPS, routers, switches, racks, patch panels, I/O, patch cords, fibre modules and components) of the Punjab Civil Secretariat-I & II. With the system, Service Provider has to ensure full support for all the hardware and software, timely renewal of licenses and software subscription etc. An asset life cycle management system shall cover following services:-

- i. Deployment: tagging assets, entering asset information in a repository, configuring and installing assets.
- ii. Management: inventory/counting, monitoring usage (software), managing contracts for maintenance and support, and monitoring age and configuration.
- iii. Support: adding and changing configurations, repairing devices, and relocating equipment and software.
- iv. Disposition: removing assets from service, deleting storage contents, disassembling components for reuse, surplus equipment, and removing asset from active inventory.

Technical requirements

- i. The proposed Asset Management solution must be able to collect information using WMI/SNMP or equivalent in agentless and agent mode of deployment.
- ii. The proposed Asset Management solution must provide inventory of all active WMI/SNMP or equivalent enabled hardware (desktops, laptops, printers, scanners, UPS, routers, switches) and software applications (refer Table C) including custom software applications configured on end-user desktops/laptops.
- iii. The proposed Asset Management solution must provide facility to record inventory of passive equipment's (racks, patch panels, I/O, patch cords, fibre modules and components). In case any IT equipment is not SNMP or equivalent enabled, there shall be record of same in Asset Management solution.
- iv. The proposed Asset Management solution must provide information on sub-system/components desktops/laptops like processor, memory, hard disk, network cards, USB ports, mother board, operating system, mouse, key board etc.
- v. The proposed Asset Management solution must support administrators to register a new application to the detectable application list using certain identification criteria's (like executable, date/time stamp etc.). The new application must be detected automatically from next time the inventory is scanned.
- vi. The proposed Asset Management solution must provide facility for queries and automated policies to be set up and permit scheduling of collecting engines to pick up the data at defined intervals.
- vii. The proposed Asset Management solution must integrate with the helpdesk solution and allow ticket creation automatically on an event

defined in asset management solution. It should also allow manual ticket creation also.

- viii. The proposed Asset Management solution must support Software metering to audit and control software usage where launching of an application can be prevented based on centrally configured number of licenses for an application.

Reporting Requirements

- i. The proposed Asset Management solution must provide the facility for user defined templates to collect custom information (hardware/software) from desktops/laptops.
- ii. The proposed Asset Management solution must have reporting capabilities; provide predefined reports and the possibility to create customized reports on data in the inventory database. Report results could be displayed as lists or graphs along with exporting facility in csv, xls, html and XML format.

6.2.2. Integrated Desktop/Laptop Management system.

- i. Provision of automatic regular desktop management activities like disk clean up, disk defragmentation, patch deployment (for OS which are not end of life) etc.
- ii. Provision to troubleshoot or perform any specific changes remotely, notify users before taking control of desktop remotely, log connection reasons, transfer files, etc.
- iii. Restrict and control the usage of USB Devices in the network both at the user-level and at the computer-level.
- iv. Pre-defined configurations to standardize end user desktop/laptop, wrt to installed software's, applications, security settings and operating system settings.
- v. Enables scheduled deployment of software to multiple computers. Supports installing MSI, EXE, ISS, Script based applications.
- vi. Provision of remote access to event logs.
- vii. Provision to have install desktops/laptops from standard operating system image.

Technical requirements

- i. Centralized User Management should allow administrators to centrally manage remote control users' and their access rights. Administrators must be able to define preferences and capabilities different users or user groups have, as well as defining which targets they can control.
- ii. It should support Seamless integration with management applications such as helpdesk, asset management and Software delivery.
- iii. It should support remote Reboot & Chat functions (optional) between nodes.
- iv. It should provide facility for encrypting the authentication traffic and support AES 256.

- v. It should support both push and pull software distribution modes. A catalog/advertisement option of the existing software delivery packages (licensed) must be provided for end-user to download and install software of his / her choice.

Reporting Requirements

- i. The proposed Integrated Desktop/Laptop Management system must provide the facility for user defined templates to collect custom information from desktops.
- ii. The proposed Integrated Desktop/Laptop Management system must have reporting capabilities; provide predefined reports and the possibility to create customized reports on data. Report results could be displayed as lists or graphs along with exporting facility in csv, xls, html and XML format.

6.2.3. The network device Management & Monitoring system.

- i. Discovery and management of heterogeneous assets using standard protocols like SNMP/WMI or equivalent.
- ii. Configuration/Reconfiguration and Management of various policies like Security policies, device access policy, IP Policy, routing policy, firewall policies etc with facility of version control.
- iii. Provision for labelling trusted configuration versions as 'Baseline' to enable quick rollback of configurations in the event of a failure (network outage/misconfiguration/configuration corruption).
- iv. Scheduled tasks to automate various operations like backup, alerts.
- v. Tool to identify the list of devices connected to each port of the managed switch. This eliminates the need for manually tracing the network cable.
- vi. IP address management (static/dynamic).
- vii. Identify and block rogue devices.

Technical requirements

- i. The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.
- ii. The Network Management function should create a graphical display of all discovered resources.
- iii. The Network Management function should collect and analyse the data. Once collected, it should automatically store data gathered by the NMS system in a database. This enterprise-wide data should be easily accessed from a central location and used to help with capacity planning, reporting, and analysis.
- iv. The Network Management function should also provide information on performance of Ethernet segments, including capacity utilization and error statistics for the segment, WAN links and routers.
- v. Alerts should be shown on the Event Management map when thresholds are exceeded and should subsequently be able to inform

- Network Operations Center (NOC) and notify concerned authority using different methods such as emails, etc.
- vi. It should be able to automatically generate a notification in the event of a link failure to ensure proper handling of link related issues.
 - vii. Monitor network bandwidth and traffic patterns at an interface-specific level.
 - viii. Get real-time insight into network bandwidth utilization.
 - ix. Detect a broad spectrum of external and internal security threats
 - x. Track network anomalies that surpass network firewall.
 - xi. Identify context-sensitive anomalies and zero-day intrusions.
 - xii. Recognize and classify non-standard applications that hog network bandwidth.
 - xiii. Monitor bandwidth utilized by different applications within the network.
 - xiv. Report on all major flow formats like NetFlow, sFlow , cflow, J-Flow, FNF, IPFIX, Appflow and so on.

Reporting Requirements

- i. The Network Management function should have extensive reporting facility, providing the ability to format and present data in a graphical and tabular display.
- ii. The proposed network device Management & Monitoring system must have reporting capabilities; provide predefined reports and the possibility to create customized reports on data. Report results could be displayed as lists or graphs along with capability to export the reports to CSV, XLS, HTML and XML format.

Complete record of 'who', 'what' and 'when' of device configuration change.

6.2.5. Vendor Management Services

- i. Service Provider shall coordinate with vendors (Service Provider of different projects. Refer Table B) for upkeep of equipment's to meet the SLA and shall liaison with respective vendors/OEM's for repairs/replacement of items.
- ii. Service Provider shall maintain equipment/service wise database of the various vendors and service providers with details like contact person, telephone numbers, escalation matrix, service level agreement, response time and resolution time commitments etc.
- iii. Log and escalate the calls with respective vendors/OEM/service providers and coordinate with them to get the equipment repaired/problems resolved.

6.2.6. Virus Management Services

- i. Service Provider shall provide an effective control mechanism for virus control in the network/desktops/laptops.
- ii. Service Provider shall establish proper procedures to contain a virus outbreak and shall enforce the same on every such instance. On any

event of virus out-break, Service Provider team shall provide proper guidance to the users and shall take corrective measure to resolve control and resolve virus problems.

- iii. The Service Provider has to ensure that all the equipment's remain virus/worm free. The desktops shall be protected and safe guarded against viruses/worms, unauthorized access, spamming etc. The Service Provider shall maintain, at all times, an updated anti-virus signature database and software till desktops/laptops.

6.2.7. End User Support Services

Service Provider shall provide 24 x 7 help desk support to all the Users. Service Provider shall log all calls with respect to type of problem, its resolution time etc. Service Provider shall provide services to end users as and when required as mentioned in RFP. The request would be made on help desk by the user via telephone, email, chat and webpage. The SLA for such services would be mutually decided by the Department of Governance Reforms and Service Provider. The log of all such requests with date, time of request and its resolution time shall be maintained by Service Provider. The indicative lists of such services are as under:-

- i. Request for Internet Access.
- ii. Request for Installation of IP Phones
- iii. Request for problems relating for desktop/laptop operating system
- iv. Request for problem related to hardware of desktops/laptops
- v. Request for problems related to printers, scanners
- vi. Request for printer toner refilling
- vii. Request for problems related to antivirus, operating system performance
- viii. Re-installation OS and other software, as & when required.
- ix. Installation of packages, upgrades and patches of OS and other software as and when provided by Department of Governance Reforms or Service Provider under different projects.
- x. Removal and maintenance of packages.
- xi. Downloading of upgrades, bug fixes, updates, and patches of OS and other applications running on servers from OEM web sites and installation of the same.
- xii. Escalating unresolved problems to the OEM/vendor for ensuring resolution.
- xiii. Support for installation & smooth running of various applications related to the project.

6.2.8. Technical Support Unit - Customer Support:

Network Operations Center:

Key service to be provided as network operations centre is as below:-

- i. Monitoring of network and escalating alerts 24/7.

- ii. Monitoring Device availability
- iii. Network traffic monitoring
- iv. Protocol level monitoring
- v. Port monitoring
- vi. URL monitoring
- vii. Network devices hardware resource utilization monitoring
- viii. Trend analysis

Help Desk Service

Service Provider shall provide 24 x 7 help desk support to all the Users. Service Provider shall log all calls with respect to type of problem, its resolution time etc. Service Provider shall provide services to end users as and when required as mentioned in RFP. The request would be made on help desk by the user via telephone, email, chat and webpage. The SLA for such services would be mutually decided by the Department of Governance Reforms and Service Provider. The log of all such requests with date, time of request and its resolution time shall be maintained by Service Provider. The helpdesk would comprise of minimum number of personnel as mentioned earlier to provide the following indicative services:-

- a) Proper logging of queries received by the helpdesk should be done. The helpdesk logs are to be reported to PSeGS as per format provided & approved by the PSeGS. Real time online reports with the following details should be available:-
 - i. Ticket number of query
 - ii. Timestamp of receipt of query
 - iii. Criticality level of query
 - iv. Details of query received
 - v. Timestamp of dispatch of query
 - vi. Details of query resolution/ closure
 - vii. Any other as specified by Department of Governance Reforms from time to time.
- b) Online service desk portal for customer complaint registration, status update & customer feedback.
- c) Helpdesk should ensure that all calls to IT helpdesk are logged at central helpdesk of the Service Provider.
- d) Helpdesk would ensure that the calls should be updated with the diagnosis carried out to close the call.
- e) In case the call is further to be rerouted, it is to be rerouted to the concerned vendor/ service provider and follow-up regularly as may be required for the resolution of the query.
- f) **Call Resolution:** All calls logged at helpdesk would be taken by the helpdesk for remote closure in first instance by guiding the user over phone and computer based tools as per SLA mentioned in the RFP. In case the call is not

closed remotely then the call would need to be appropriately escalated.

g) **Call Escalation:** If the problem is not fixed in the resolution time promised by the respective vendor, then it is to be escalated to the concerned persons in the vendor organization and also within Department of Governance Reforms.

h) Other Services:-

- i. Request for Internet Access.
- ii. Request for Installation of IP Phones
- iii. Request for problems relating for desktop/laptop operating system
- iv. Request for problem related to hardware of desktops/laptops
- v. Request for problems related to printers, scanners
- vi. Request for problems related to antivirus, operating system performance
- vii. Re-installation OS and other software, as & when required.
- viii. Installation of packages, upgrades and patches of OS and other software as and when provided by Department of Governance Reforms or Service Provider under different projects.
- ix. Removal and maintenance of packages.
- x. Downloading of upgrades, bug fixes, updates, and patches of OS and other applications running on servers from OEM web sites and installation of the same.
- xi. Escalating unresolved problems to the OEM/vendor for ensuring resolution.
- xii. Support for installation & smooth running of various applications related to the project.

6.2.10. Service Provider management Module:

Service Provider is required to install a web portal for reporting & monitoring day to day activities of Service Provider working. The features to be provided in the portal are:-

- i. Attendance of Service Provider Staff.
- ii. IT infrastructure deployed to facilitate working of Service Provider staff.
- iii. Grievance logging and monitoring.
- iv. Manpower profile of Service Provider staff deployed.
- v. Quality rating for call resolution and user interaction.

6.2.11. Minimum Manpower Requirements & Qualification

Service Provider shall deploy following minimum manpower resources in shifts at SDC and Secretariat premises with no other responsibility to meet out the SLA.

| S.No | Resource Category | Minimum Resources | | Minimum Qualifications | Minimum Experience |
|------|---------------------------|-------------------|-----|---|---|
| | | PBH | ESH | | |
| 1. | Project Manager | 1 | 0 | B.E/ B.Tech /MCA in IT /CS/ E&C or higher | Min. 6 years of working experience in IT infrastructure out of which 4 years in Facility Management services. Min 3 years of experience as Team Leader/ Project Manager. |
| 2. | Sr. Network Administrator | 1 | 0 | B.E/B.Tech in IT/CS or MCA with CCNA or equivalent/Higher | Overall Experience in Network Administration/ AMC&FMS with Minimum 4 years' experience, out of which 2 years' experience should be in core network management |
| 3. | Network Administrator | 1 | 1 | Diploma in IT/Computer/Electronics with CCNA or or equivalent/Higher | Overall Experience in Network Administration/ AMC&FMS with Minimum 2 years' experience, out of which 1 years' experience should be in core network management |
| 4. | Sr. Desktop Engineer | 2 | 0 | B.E/B.Tech /MCA With MCP or or equivalent/Higher | Overall Experience as Desktop Engineer with Minimum 4 years' experience, out of which 2 years' experience should be as IT User support. |
| 5. | Desktop Engineer | 4 | 0 | Advanced 3 yr. Diploma in IT/Computer/Electronics with MCP or equivalent/Higher Proficiency in English and local language (Punjabi) | Overall Experience as Desktop Engineer with Minimum 2 years' experience, out of which 1 years' experience should be as IT User support. |

| | | | | | |
|----|----------------------------|---|---|--|--|
| 6. | Customer Support Engineers | 2 | 1 | Graduate/Diploma Proficiency in English and local language (Punjabi) | 1 year working experience in same profile. |
|----|----------------------------|---|---|--|--|

Note: The above scope is indicative & Service provider shall be responsible for all additional & associated requirements

6.3. Comprehensive Onsite Maintenance with spare parts for IT equipment's.

Service Provider is required to provide the Comprehensive Onsite Maintenance (service/ repair/ maintenance) as per SLA defined. Detailed list of items under AMC are listed at Annexure B. The details of the work to be undertaken are as follows:-

6.3.1. The Service Provider will take over all the equipment in working order and will hand over all the equipment in working order to the new Service Provider after expiry of the AMC period.

6.3.2. The equipment to be taken over by the Service Provider along with signing of the agreement in working condition.

6.3.3. In case, there is any major initial repair required to make any equipment workable for which separate charges are to be claimed, Service Provider may submit the details of all such equipment along with the problem and estimated expenses to be incurred to the PSeGS within one month from the date of taking over of the equipment from the outgoing Service Provider. Thereafter all the equipment under AMC shall be deemed to be satisfactorily and no such claim will be entertained.

6.3.4. After expiry of the contract, all the equipment are to be handed over by the Service Provider to the new Service Provider within one month of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the AMC and to be produced along with the final claim of the contract.

6.3.5. If any equipment is damaged during the contract period, the service provider is liable to replace the same with same or higher configuration with no extra cost. The downtime due to such components would be taken into account for calculation of SLA.

6.3.6. The faults pointed out by new Service Provider during the inspection before taking over of the equipment, shall be rectified within next 15 working days by the Service Provider, and any further delay in rectification of faults thus

pointed out shall make the Service Provider liable for imposition of penalty as per Tender terms and conditions applicable to Service Provider.

6.3.7. Repairs of defective parts/components.

6.3.8. Replacement of parts/components beyond repair with parts/components of same or better specifications ensuring compatibility.

6.3.9. Providing suitable standby for parts/components with same or better specifications till the time the original part/component is repaired or replaced so that daily business is not affected.

6.3.10. The Maintenance support for equipment's shall include all passive components including, screws, clamp, fasteners, ties anchors, supports, ground strips, wires, fibre connectorisation kits, gears, spares, power-cables and Network cables.

6.3.11. Maintenance support services pertaining to Cabling and OFC shall include:-

- i. Splicing, digging, repairing & testing of OFC.
- ii. Re-fixing/shifting of cables/OFC whenever switches and racks are shifted or otherwise.
- iii. Removing and laying of UTP cable and I/Os with casing, etc in case renovation activity is undertaken in any building covered under the project.
- iv. Replacement/repair of OFC/UTP/Power cables & connectors/ ports/ equipment on entire laying route.

7.0 Terms and conditions

7.1. Working Schedule

7.1.1. To implement structured Local Area Network as per proposal, service provider shall be allowed to work in Civil Secretariat I & II, only on Saturdays, Sundays, all Public Holidays and after office hours during working days.

7.1.2. The working service for FMS & AMC services shall be as below, however the same may be changed in future on a short notice:-

| Working Day | Prime Business Hours (PBH) | Extended Business Hours (EBH) |
|--------------------------------------|----------------------------|-------------------------------|
| Monday to Friday | 8:00 AM to 8:00 PM | 8:00 PM to 8:00 AM |
| All Saturday/ Sunday/ Public Holiday | Not Applicable | 8.00 AM to 8.00 AM |

7.1.3. During Saturdays, Sundays and all holidays, only EBH SLAs shall be applicable for round the clock i.e for 24 hours.

7.1.4. The Service Provider shall provide and arrange for Start-up and shutdown of Servers as and when required. The support may be called during public holidays/ Saturdays/ Sundays.

7.1.5. For any calculation purpose, half day shall be calculated in proportion to the normal working.

7.1.6. The daily attendance of Service provider resources will be marked in the register maintained by PSeGS at its premises or as advised by PSeGS.

7.2. AMC related terms & conditions

7.2.1. Service Provider shall obtain the acknowledgement from the end user to whom the service has been provided. Complaint ticket shall be considered “**closed**” only after obtaining the positive feedback of the end user.

7.2.2. In case the equipment is damaged due to negligence on part of Service Provider while conducting repairs or its maintenance/performing his duty under the award of contract, then it would be the responsibility of the Service Provider to replace the equipment without any additional costs within such period and in such manner that it would not affect the functioning of the end users.

7.2.3. Service Provider will provide AMC Support across all make, brands and models of IT Equipment which may further be added to the list of equipment under AMC on the existing terms as per tender.

7.2.4. Any equipment provided temporarily as ‘**standby**’ shall be of equivalent capacity and performance e.g. Laser Printer in place of Laser Printer & Deskjet printer in case of Deskjet etc.

7.2.5. In case different model is provided as ‘**standby**’, its printer Cartridges / Ribbon / Toner or any other accessories/ consumable to make it functioning shall also be provided by the Service Provider.

7.2.6. If any major repair requires shifting of equipment to workshop of the Service Provider then transportation for shifting of equipment will be arranged by the Service Provider.

7.2.7. Service Provider shall arrange all infrastructure/ additional equipment in order to provide any service under the contract i.e. working tools etc.

7.2.8. Service Provider shall provide appropriate assistance in relocating or shifting IT equipment covered under scope of work, in case of any change in location of any office/ department.

7.2.9. The Service Provider shall be responsible for taking backup, transfer of Data from one system to other or its restoration if the repair process demands.

7.2.10. The IT equipment's under warranty may be added in the AMC list on the expiry of warranty period as per the discretion of PSeGS. PSeGS shall issue necessary approvals to Service Provider for adding any such new equipment/product in the AMC.

7.2.11. For items moving into AMC after expiry of warranty period, AMC charges will be calculated on pro-rata basis for broken period. Similarly, for items de-commissioned during the period, AMC charges will be calculated on pro-rata basis up to the date of decommissioning and the amount will be adjusted during the next payment. The validity of the agreement will not be changed due to addition of equipment's.

7.3. Other Terms & Conditions

7.3.1. Service provider shall be responsible to ensure that there is no disturbance to the functioning of existing Local Area Network (LAN).

8.0 Deliverables & SLAs

8.1. Reporting Matrix

Service Provider shall provide the reports as per below matrix during the tenure of the Contract:-

| S. No | Activity | Deliverable | Frequency | Time Frame |
|-------|--|---|-----------|--|
| 1. | Asset Management Services | Details of Hardware Equipment's with Make & Model, serial no., Configuration details. | Once | Within 2 months of issue of Work Order |
| 2. | Software Inventory | Details of software licence | Once | Within 2 months of issue of Work Order |
| 3. | Install, Move, Add, Change Report (IMAC) | Details of Hardware Equipment's | Quarterly | |

| | | | | |
|-----|---|--|-----------|--|
| 4. | Preventive Maintenance Reports | Equipment wise and date wise list of hardware for which preventive maintenance was undertaken during quarter | Quarterly | |
| 5. | Vendor Management Report | Date wise details of calls logged with external vendor and their resolution time | Monthly | |
| 6. | Network Management Report | Network up time report of all network devices | Daily | |
| 7. | Backup and recovery services | Log reports of backup server | Weekly | |
| 8. | SLA Compliance Report | | Quarterly | |
| 9. | User Support | Log reports of help desk | Daily | |
| | | List of stand by equipment's | Monthly | |
| | | User complaint redressal time | Monthly | |
| 10. | Onsite Comprehensive Maintenance Services | Details of Parts/equipment repair/replacement report (Quarterly) | Monthly | |
| 11. | SLA Manpower Report | Daily Attendance statement of Manpower deployed under the project. | Monthly | |
| 12. | Virus outbreak | report of Virus attack on servers | Monthly | |

The above said deliverables are mandatory for release of quarterly payments. The report/deliverables has to be submitted as per format and as per frequency (which can be changed with sole discretion of PSeGS).

8.2. SLAs for network, network equipment's and items covered under Maintenance contract

8.2.1. Network equipment's here refers to network equipment's like switches, routers, firewalls, IDS. It also includes UPS and passive network components like racks, I/O, patch panels.

8.2.2. The below SLAs for network shall be applicable from the date of issuance of FAT certificate:-

| | PBH | EBH |
|----------------|----------|--------|
| Network Uptime | >= 99.5% | >= 95% |

| | | |
|--|--------------------------------------|--------------------------------------|
| | to be calculated on Monthly Basis | to be calculated on Monthly Basis |
|--|--------------------------------------|--------------------------------------|

8.2.3. SLA for IT Equipments under AMC

Downtime would starts from the date and time of reporting of problem to Helpdesk or identified by the Service Provider. The Service Provider shall provide the required services as per SLA matrix given below:-

| Severity Level | Max. Rectification Time | |
|----------------|---|--|
| | SLA Matrix for Prime Service Hours (8AM to 8PM) | SLA Matrix for Extended Service Hours (8PM to 8AM) |
| 1 | 1 Hour | 2 Hours |
| 2 | 3 Hours | 6 Hours |
| 3 | 1 Day | |
| 4 | 3 Days | |
| 5 | 5 Days | |

Note: The Service Provider has to seek prior approval from the PSeGS for the 'planned downtime' required, if any. All other stakeholder affected by the downtime need to be notified at least 4 hours ahead the scheduled time. The planned downtime would not be added to the SLA downtime.

8.2.4. SLA Severity Levels: The severity level of each component defines by its importance in the infrastructure and its impact in case of failure as detailed below:-

| Severity Level | Description |
|----------------|--|
| 0 | This level is for the purpose of escalation of severity from level of 1 to zero with enhanced downtime. There are no response and rectification times defined for this level. |
| 1 | Severity level 1 is applicable on the following items :- <ul style="list-style-type: none"> i. Core Switches/ Edge Switches / Distribution Switches ii. Routers iii. Firewalls iv. IDS v. Wireless Bridges and antenna vi. UPS in POP's vii. Terminal points of Passive components (Patch panel, Racks, I/O points). viii. Network Monitoring software ix. Service Desk portal x. Network Adapter of desktops xi. Keyboard, Mouse |

| | |
|---|---|
| | xii. SMPS, RAM xiii. Printer tonner xiv. Drivers/ Operating System/ Softwares for desktop/laptop components/Printers/Scanners |
| 2 | Severity level 2 is applicable on the following items :- i. Cables ii. I/O points iii. Racks iv. Patch Panels |
| 3 | Severity level 3 is applicable on the following items :- i. HDD ii. UPS iii. Printer Logic cards, Teflon |
| 4 | Severity level 4 is applicable on 'UPS Battery'. |
| 5 | Any other equipment's/services not covered under Severity level-1, 2, 3 & 4 as above. |

8.2.5. SLA Down Time calculation for equipment's of different severity levels

The calculation of downtime w.r.t. Severity levels is as defined below:

| Equipment Severity Level | Down time hours factored for SLA |
|--------------------------|--|
| 0 | Every 30 minutes of downtime is equal to 1 hour of SLA downtime. |
| 1 | Every 1 hour of downtime is equal to 2 hour of SLA downtime. |
| 2 | Every 3 hours of downtime is equal to 1 hour of SLA downtime. |
| 3 | Every 8 hours of downtime is equal to 1 hour of SLA downtime |
| 4 | Every 24 hours of downtime is equal to 1 hour of SLA downtime |
| 5 | Every 40 hours of downtime is equal to 1 hour of SLA downtime |

In case an equipment/service remains non-functional for more than allowed hours of the severity level, the severity level will go up for the device to the next higher level (i.e. If an equipment of severity level-2 is non-functional for more than 8 hours, the 9th hour onwards the severity level for the equipment will be calculated based on the Severity level-1) and will keep on escalating to further level if still remains non-functional.

8.2.6. The 'standby; equipment arrangement will be allowed for maximum of 10 days and any delay beyond 10 working days shall dealt as per penalty clause.

9.0 Penalty

All below penalties shall be levied on the Service Provider for any failure happened on Service Provider part in any of the agreed Timelines/ SLAs/ Terms & Condition. However, in any case, the total penalty value shall not be greater than 15% of the total contract value.”

9.1. Design, Re-build and implement structured Local Area Network

9.1.1. If the Service Provider fails to conduct the **survey and submit the Proposed Network Design document** complete within one (1) month from the date of signing of contract, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract subject to discretion of PSeGS.

9.1.2. If the Service Provider fails to complete the **Final Acceptance Test (FAT)** within four (4) months from the date of approval of design document by the PSeGS, a penalty @ 1% of the total contract values shall be levied per week. Penalty beyond 15 % of Contract Value may lead to termination of contract subject to discretion of PSeGS.

9.2. Manpower deployment

Following penalties pertaining to manpower deployment shall be applicable to only on Project Manager, Sr. Network administrator & Sr. Desktop Engineer

| Sr. No. | Parameter | SLA | Penalty |
|---------|--|---|---|
| 1 | Attendance (i.e. absenteeism of resource without any replacement) | Attendance less than 90% | Penalty will be applicable as per resource category man month rate provided in the commercial bid on pro-rata basis for the entire period of absence. |
| 2 | Shortfall of attendance of compulsory resources | If a resource is absent for more than 8 days per quarter or 5 consecutive working days without any reasonable cause, the resource will have to be replaced if required. | INR 5,000 replacement penalty for each absentee related replacement during the term of the project in addition to penalties for replacement of resources as applicable under Sr. No. 3 &/or Sr. No. 4 |
| 3 | Substitution of resources from those whose CVs Provided during the technical | No substitution of those resources will be allowed whose CVs have been provided along with | A Penalty of INR 50,000 per substitution of resources of those who's CVs have been provided along with the technical bid will be |

| Sr. No. | Parameter | SLA | Penalty |
|---------|--------------------------|---|---|
| | evaluation | the technical bid, if the quoted resources are substituted within 180 days of the signing of the contract | applicable. |
| 4 | Replacement of resources | Resources initially deployed are not to be replaced during the tenure of the project. In case resources are replaced, penalties will apply. | (a) Project Manager 1st – 3rd replacement – INR 40,000 per replacement >= 4th INR 20,000 per replacement (b) Sr. Network administrator / Sr. Desktop Engineer 1st – 3rd replacement – INR 30,000 per replacement >= 4th INR 15,000 per replacement |

9.2.1. Any replaced / substituted resources must qualify the Tender Document criteria and shall be approved/ evaluated by the PSeGS. The required documents for evaluation must be provided to the PSeGS as per standard format of technical bid. PSeGS may ask for extra documentation for support wherever required.

9.2.2. In case of absence (apart from allowed leaves) of a resource during contract period, no payment will be made for the days a resource is absent (per day payment will be calculated by dividing man-month rate by number of working days in that month). In addition a penalty as per above table will be levied on such absence.

9.2.3. All the onsite resources shall be allowed 18 days leave per year on pro rata basis. However, prior intimation to the PSeGS is required before availing any leave.

9.3. Penalty for non-achievement of Service Level Requirements

9.3.1. A penalty on non-achievement of SLA requirements would be deducted from the due quarterly payments as per below table:-

| S. No. | Uptime of network equipment | Penalty |
|--------|-----------------------------|-------------------------|
| 1. | >= 99.50% | Nil |
| 2. | >= 99 % to < 99.50% | 2% of quarterly payment |

| | | |
|----|-----------------|--------------------------|
| 3. | >= 98% to < 99% | 4% of quarterly payment |
| 4. | >= 97% to < 98% | 6% of quarterly payment |
| 6. | >= 96% to < 97% | 8% of quarterly payment |
| 6. | >= 95% to < 96% | 10% of quarterly payment |
| 7. | Less than 95% | 15% of quarterly payment |

9.3.2. The Downtime as per the severity level would be calculated for all IT and non-IT active and passive network equipment's and components except OFC cables, LAN Cables. The number of items/services is indicative and the exact number would be finalized after receipt of Asset Management Report and Software Inventory report from Service Provider.

9.3.3. The down time of all equipment's / services shall be calculated either through NMS reports or from Help Desk Reports as per format approved by the PSeGS. Total % downtime will be calculated through following formula:-

$$\% \text{ downtime} = \frac{\text{(sum of the downtimes of all equipment's in Hours)}}{\text{(Total no. of equipment's * total no. of hours in quarter)}} * 100$$

9.3.4. Penalty on Preventive Maintenance Services. A penalty of Rs. 500/-per equipment per quarter would be levied for not providing preventive maintenance services in a quarter.

9.3.5. Penalty on Backup/Restore services of networking devices. A Penalty of Rs. 5000/- would be levied on failure of each scheduled Backup. A Penalty of Rs. 10000/- would be levied on failure of each failed restoration of backup.

9.3.6. Penalty of Rs. 1000 per hour on delay in providing different services to users. The list of such services are

- I/O point not working
- Internet not working

10.0 Bid Formats

Following are the bid formats to be used by the bidders for submitting their Bids under this Tender Document:-

| Sr. No. | Form | Description |
|---------|---------|---|
| | Form-1A | Covering Letter |
| | Form-1B | Pre-qualification Form |
| | Form-2 | Compliance Sheet for Technical Qualification Bid |
| | Form-2A | Bidder Profile |
| | Form-2B | Relevant Past Experience |
| | Form-2C | Approach & Methodology |
| | Form-2D | Adequacy & Quality of Resources Proposed for Deployment |
| | Form-3 | Commercial Bid Format-Summary of Costs |

[Note: Italicized comments in rectangular brackets of formats have been provided for the purpose of guidance/ instructions to bidders for preparation of the Bid Formats. These should not appear in the final Bids to be submitted by the bidders]

Form-1A: Covering Letter requesting selection as Service Provider

Bid Reference No. :

[Bidders are required to submit the covering letter as given here on their letterhead]

To

**Member Secretary,
Punjab State e-Governance Society,
O/o Department of Governance Reforms,
SCO-193-195, Sector-34A,
Chandigarh-160022**

**Sub: Bid for Selection as ‘Service Provider’ for “Design & Implementation of
Local Area Network & Facility Management Services for Punjab Civil Secretariat-I
& II for a period of Three Years”**

Dear Sir,

1. We, the undersigned, have carefully examined the referred Tender Document no., offer to propose for the selection as Service provider, in full conformity with the said Tender Document.
2. We have read all the provisions of Tender Document & Corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations (which have not been accepted by PSeGS), if any, found in our bid shall not be given effect to.
4. We agree to abide by this Bid, consisting of this letter, our Pre-qualification, Technical and Commercial Bids, the duly notarized written power of attorney, and all attachments, for a period of 180 days from the date of opening of Commercial Bids as stipulated in the Tender Document and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. We have indicated unit rates in the relevant bid forms. These unit rates are for the purpose of payment as well as for any price consideration in case of any increase / decrease of quantities from the scope of work under the contract.
6. Until the formal final Contract is prepared and executed between us, this Bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us.
7. We hereby declare that all the information and statements made in this bid are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.

8. We declare that we have not been blacklisted or declared ineligible by any Central Govt./ State Govt./PSU, to participate in any tender.
9. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.
10. We declare that this is our sole participation in this Tender Document bid and we are not participating/co-participating through any of other related party or channel.
11. Banker's Cheque/ Demand draft no. _____ dated _____ drawn on "Punjab State E-Governance Society" for INR 2,00,000/- towards EMD is submitted along with the bid..
12. Banker's Cheque/ Demand draft no. _____ dated _____ drawn on "Punjab State E-Governance Society" for INR 10,000/- is enclosed towards Tender Document cost as document was downloaded from website.

OR

Tender Document was purchased by us by making cash payment vide receipt number _____ dated _____ of your office.

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

Form-1B: Pre-Qualification Form Cum Compliance sheet**Bid Reference No. :**

[Bidders are required to provide details as per following format. Bidder must fill the corresponding particulars under “Description/ Details” column. The information will be used to check conformance of bidders to the Pre-qualification criteria. Bidder must submit requisite supporting proof as mentioned under the “Reference Documents” column and the reference page number of the supporting proof document must be entered in the “Page No.” column. In case bidders desires to add more Information, can use extra sheet.]

| S.No. | Particulars | Reference Documents | Provided (Y/N) | Reference & Page Number |
|-------|-------------------------------------|---|----------------|-------------------------|
| 1. | Name of Bidder | -- | (Y/N) | |
| 2. | Contact Details | -- | (Y/N) | |
| | a) Address | | | |
| | b) Telephone | | | |
| | c) Fax | | | |
| | d) Email | | | |
| | e) Website | | | |
| 3. | Legal Entity | Certified copy of incorporation/ Registration Certificate | (Y/N) | |
| | a) Incorporation Number | | | |
| | b) Date of Incorporation | | | |
| | c) Authority | | | |
| 4. | Operating Detail | Authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that entity was in operation in last five years as on 31.03.2013. | | |
| 5. | Relevant Business Continuity | a. Memorandum and Articles of Association/ Partnership Deed b. Copy of Work orders confirming only year and Area of activity | (Y/N) | |
| 6. | Sales Turnover | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Sales Turnover during the last three (3) financial years (FY 12-13, FY 11-12, and FY 10-11) is INR Twenty (20) Crore. | (Y/N) | |
| | a) 2010-11 | | | |
| | b) 2011-12 | | | |
| | c) 2012-13 | | | |

| S.No. | Particulars | Reference Documents | Provided (Y/N) | Reference & Page Number |
|-------|--|---|----------------|-------------------------|
| | Average | | | |
| 7. | AMC & FMS Turnover | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Sales Turnover from AMC & FMS during the last three (3) financial years (FY 12-13, FY 11-12, and FY 10-11) is INR three (3) Crore. | (Y/N) | |
| | a) 2010-11 | | | |
| | b) 2011-12 | | | |
| | c) 2012-13 | | | |
| | Average | | | |
| 8. | Turnover from IT Hardware & Networking | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Sales from IT Hardware & Networking during the last three (3) financial years (FY 12-13, FY 11-12, and FY 10-11) is INR Three (3) Crore. | (Y/N) | |
| | a) 2010-11 | | | |
| | b) 2011-12 | | | |
| | c) 2012-13 | | | |
| | Average | | | |
| 9. | ISO 9000/9001:2008 or higher Quality System Implemented | Self-attested copy of certificate | (Y/N) | |
| | a) Certificate Number | | | |
| | b) Issue Date | | | |
| | c) Valid Up to | | | |
| | d) Issued by | | | |
| 10. | Relevant Project Experience | The bidder should have completed minimum 2 projects with more than 2000 total users (minimum 500 users per customer) in the FMS/AMC in last three years as on date of submission of bid. <i>The projects considered in this criterion would be based on the Purchase Order/LOI/Contract / Work order or Client Certificate issued to the responding bidder. In absence of the supporting documents, the projects would not be considered for evaluation.</i> | (Y/N) | |
| | <u>Project No.1</u> | | | |
| | a) Name of Client | | | |
| | b) Address | | | |
| | c) Contact Person Name & Contact No. of Client | | | |
| | d) Project Name and brief scope | | | |
| | e) Start Date | | | |
| | f) End Date | | | |
| | g) Duration | | | |

| S.No. | Particulars | Reference Documents | Provided (Y/N) | Reference & Page Number |
|-------|---|---|----------------|-------------------------|
| | h) Number of users | | | |
| | <u>Project No.2</u> | | | |
| | a) Name of Client | | | |
| | b) Address | | | |
| | c) Contact Person Name & Contact No. of Client | | | |
| | d) Project Name and brief scope | | | |
| | e) Start Date | | | |
| | f) End Date | | | |
| | g) Duration | | | |
| | h) Number of users | | | |
| 11. | Manpower (The bidder should have minimum fifty (50) number of qualified support engineers having BE/B.Tech/MCA in IT/Computer Science/ Electronics & Communication/Electronics or higher on company payroll as on submission of bid). | Certificate from HR Department of the Bidder for number of technically qualified professionals employed along with educational qualification. | (Y/N) | |
| 12. | Blacklisting (The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices. And should not be blacklisted by any State Govt./ Central Govt./ PSU for any reason). | Self-certified letter | (Y/N) | |
| 13. | OEM Authorization (The bidder must attach Manufactures Authorization certificate & Back-to-back support letter from OEM's for providing Comprehensive Maintenance support and services of the | Manufactures Authorization certificate | (Y/N) | |

| S.No. | Particulars | Reference Documents | Provided (Y/N) | Reference & Page Number |
|-------|--|---|----------------|-------------------------|
| | equipment's covered under the RFP). | | | |
| 14. | Name of Authorized Signatory | Special Power of Attorney, duly authorizing the person signing the bid documents to sign on behalf of the bidder and thereby binding the bidder | (Y/N) | |
| | a) Position | | | |
| | b) Telephone | | | |
| | c) Fax | | | |
| | d) Mobile | | | |
| | e) Email | | | |
| 15. | Service Tax Registration Details | Certified copy of valid Service Tax Registration in India | (Y/N) | |
| | a) Service Tax No. | | | |
| | b) Date | | | |
| | c) Registration Authority | | | |
| 16. | Income Tax/PAN/TAN Registration Details | Certified copy of valid PAN/TAN Registration in India | (Y/N) | |
| | a) PAN/TAN No. | | | |
| | b) Date | | | |
| | c) Registration Authority | | | |

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

Form-2: Compliance Sheet for Technical Qualification Bid**Bid Reference No. :**

| Sr. No. | Specific Requirement | Documents Required | Provided (Y/N) | Reference & Page Number |
|---------|---|--|----------------|-------------------------|
| 1. | Bidder's Profile | Form -2A along with necessary supporting documents | | |
| 2. | Relevant Past Experience | Form -2B along with necessary supporting documents | | |
| 3. | Understanding of Work and Methodology | Form -2C along with necessary supporting documents | | |
| 4. | Adequacy and Quality of Resources proposed for Deployment | Form -2D along with necessary supporting documents | | |

Signature**Full Name****In the capacity of****Duly authorised to sign Bid for And on behalf of****Date.....****Place.....**

[*: Strike off whichever is not applicable]

Form-2A: Bidder Profile

[Bidders are required to provide details of bidder profile in the format given below along with the supporting authentic documents]

Bid Reference No. :

| S.No. | Particular | Documents Required | Reference & Page Number |
|-------|--|--|-------------------------|
| 1. | Sales Turnover | Extracts from the audited balance sheet and profit & loss account along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Sales Turnover is INR Twenty (20) Crores or more generated during the last three financial years as of 31st March 2013. | |
| | a) 2010-11 | | |
| | b) 2011-12 | | |
| | c) 2012-13 | | |
| | Average | | |
| 2. | Sales Turnover from AMC | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Sales Turnover is INR three (3) Crores or more generated from services related to AMC including FMS during the last three (3) financial years as of 31st March 2013. | |
| | a) 2010-11 | | |
| | b) 2011-12 | | |
| | c) 2012-13 | | |
| | Average | | |
| 3. | Turnover from Sale of IT Hardware & Networking | Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA) confirming that Average Annual Turnover from the sale of IT hardware & Networking is INR three (3) Crores or more during the last three (3) financial years as of 31st March 2013. | |
| | a) 2010-11 | | |
| | b) 2011-12 | | |
| | c) 2012-13 | | |
| | Average | | |
| 4. | Manpower Level-1 | Certificate from HR Department of the Bidder certifying that the bidder should have minimum fifty (50) qualified support engineers | |

| S.No. | Particular | Documents Required | Reference & Page Number |
|-------|--|--|-------------------------|
| | | having BE/B.Tech/MCA in IT/Computer Science/ Electronics & Communication/ Electronics with CCNA/MCP or Equivalent/Higher on company payroll as on date of submission of bid. | |
| 5. | Manpower Level-2 | Certificate from HR Department of the bidder should have minimum fifty (50) qualified support engineers having Diploma in IT/Computer Science/ Electronics & Communication/ Electronics with CCNA/MCP or Equivalent/Higher on company payroll as on date of submission of bid. | |
| 6. | The Bidder should have an ISO 27001(security) & 20000 (service delivery) Certified NOC & SOC in India. | Certified Copy of Certification | |
| | a) Certificate Number | | |
| | b) Issue Date | | |
| | c) Valid Upto | | |
| | d) Issued by | | |

Signature.....
 In the capacity of.....
 Duly authorised to sign Bid for
 And on behalf of.....
 Date.....

Place.....

Form-2B: Relevant Past Experience

For all the below details, the Completion Certificate of the projects completed in the last three (3) years as on date of submission of bid need to be provided (issued to the responding bidder by the respective client).

The value of the projects considered in the above criterion would be based on the Purchase Order/LOI/Contract / Work order or Client Certificate issued to the responding bidder. In absence of the supporting documents, the projects would not be considered for evaluation.

[Bidders are required to provide details of relevant experiences in the format given below, highlighting experience of designing & implementing a similar service delivery for each project. Use separate sheet for each citation] :-

Bid Reference No. :

| S.No. | Particular | Details | Reference & Page Number |
|-------|---|---------|-------------------------|
| 1 | The bidder should have completed minimum 2000 Desktops/Laptops with minimum 500 Desktops/Laptops per project under AMC in last three years as on date of submission of bid. <i>(Use this format for all projects as asked in technical bid)</i> | | |
| | Project Serial number | | |
| | Name of Project | | |
| | Name of Client | | |
| | Address of Client | | |
| | Contact Person Name & Mobile / Telephone of Client | | |
| | Total Project Value (INR) | | |
| | Project Start Date | | |
| | Project End Date | | |
| | No. of Desktops/Laptops under AMC in the project | | |
| | Project Team Size | | |

| | | | |
|---|---|--|--|
| | Brief narrative description of Project | | |
| 2 | The Bidder Should have rich experience of at least two completed projects of implementation of structured Local Area Network at Client side with minimum 500 networking points as per industry standards (IEEE 802 standards) | | |
| | Project Serial number | | |
| | Name of Project | | |
| | Name of Client | | |
| | Address of Client | | |
| | Contact Person Name & Mobile / Telephone of Client | | |
| | Total Project Value | | |
| | Project Start Date | | |
| | Project End Date | | |
| | No. of personnel man-months deployed in the project | | |
| | No. of networking points under the project | | |
| | Team Size | | |
| | Brief narrative description of Project | | |
| 3 | The bidder should have experience of at least two completed projects of handling minimum 500 users under FMS in last three years as on date of submission of bid. | | |
| | Project Serial number | | |
| | Name of Project | | |
| | Name of Client | | |
| | Address of Client | | |
| | Contact Person Name & Mobile / Telephone of | | |

| | | | |
|--|--|--|--|
| | Client | | |
| | Total Project Value | | |
| | Project Start Date | | |
| | Project End Date | | |
| | No. of Users in the project | | |
| | Team Size | | |
| | Brief narrative description of Project | | |

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

Form-2C: Approach and methodology

Based on the broad areas of work outlined in the Tender Document and bidder's own experiences, bidders are required to provide details in the form of :-

| Sr. No | Understanding the objectives of the assignment | Approximate time for presentation (In Minutes) |
|--------|--|--|
| 1. | I. Demonstration of understanding of the Project Objective, requirements, Implementation plan, Challenges likely to be encountered, scope of work & likely stakeholders II. Proposed Implementation approach III. In House repair facility Description | 15 |

Assessment to be based on a note covering all requirements as mentioned in Presentation & Information submitted by Bidder before the Committee

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

Form-2D: Adequacy and Quality of Resources proposed

Bidders are required to provide the profiles of Recourses mentioned in Technical Evaluation

1. Project Manager
2. Sr. Network Administrator
3. Sr. Desktop Engineer

as per format given below. Use separate sheet for each citation. Each citation should be signed by the respective staff themselves or by authorized signatory

Compliance sheet:

| S.No | Resource Category | Name | Resume Provided (Y/N) | Ref & Page No |
|------|-------------------|------|-----------------------|---------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |

Resume Specimen. :

| | | |
|----------------------|--|------------|
| Name: | | Photograph |
| Age & Date of Birth: | | |
| Present Designation: | | |
| Nationality: | | |
| Languages Known: | | |

| | |
|--|--|
| Educational Qualification(s) | |
| Name Of the Institute | |
| Relevant Professional Qualification along with name of the Institute | |
| Certification(s) along with name of the Issuing agency/ Institute | |
| Membership of any relevant organization/ associations | |
| Relevant Training(s) undertaken | |
| Total experience (No of Years) | |
| Relevant experience (No of Years) | |
| No. of years with the Bidder | |
| Employment Record (starting from present employment & designation and in reverse order with details of Dates, roles & responsibilities, achievements etc.) | |
| Proposed position for this project | |
| Past experience relevant to this project detail:- | |
| Name of Project | |

| | | |
|-----------------------|-----|----------------|
| Duration: From: | To: | Position Held: |
| Client Name & Address | | |
| Main Project Features | | |
| Responsibility | | |
| | | |

I, the undersigned, certify that above profile correctly describes about qualifications and experiences about myself/ my staff to best of my knowledge. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

Form 3: Commercial Bid Format-Summary of Costs*[To be submitted by the bidder as per the format given below in a separate sealed cover]***Bid Reference No. :**10.8.1. Design, Re-build and implement structured Local Area Network
Commercial Bid

| S.No | Item (BOM) | UOM | Quantity (Indicative) | Unit Rate | Taxes (Per Unit) | Total Rate per Unit |
|------|---|-----------|--------------------------|--------------|---------------------|------------------------|
| | A | B | C | D | E | F=(D+E)*C |
| 1. | Layer-3 Core Switch (Refer technical specifications) | Nos | 2 | | | |
| 2. | Layer-3 Edge Switch (Refer technical specifications) | Nos | 18 | | | |
| 3. | 24 Port 10/100 Mbps Layer-2 Workgroup Switch with 1 Port 1000 Base Sx with MTRJ connector & MTRJ to SC patch cord | Nos | 90 | | | |
| 4. | Wireless access points (Refer technical specifications) | Nos | 15 | | | |
| 5. | Wall Mounting Rack height 9U with all accessories (Refer technical specifications) | Nos | 100 | | | |
| 6. | Floor Mounted Rack height 32U with all accessories (Refer technical specifications) | Nos | 2 | | | |
| 7. | UTP Cat 6 Cable Roll of 305 meters (Refer technical specifications) | Roll | 15 | | | |
| 8. | 24 Port Jack Panel Cat 6 (Refer technical specifications) | Nos | 50 | | | |
| 9. | Information outlet Cat 6 (Refer technical specifications) | Nos. | 50 | | | |
| 10. | Patch Cord Cat 6 (10 meter length) (Refer technical specifications) | Nos. | 50 | | | |
| 11. | Patch Cord Cat 6 (5 meter length) (Refer technical specifications) | Nos. | 50 | | | |
| 12. | Patch Cord Cat 6 (2 meter length) (Refer technical specifications) | Nos. | 100 | | | |
| 13. | Patch Cord Cat 6 (1 meter length) (Refer technical specifications) | Nos. | 100 | | | |
| 14. | Fibre Optics cable indoor Multi Mode (MM) Cable 8 core | Met er | 500 | | | |

| S.No | Item (BOM) | UOM | Quantity (Indicative) | Unit Rate | Taxes (Per Unit) | Total Rate per Unit |
|----------------|---|-----------|--------------------------|--------------|---------------------|------------------------|
| | A | B | C | D | E | F=(D+E)*C |
| | (Refer technical specifications) | | | | | |
| 15. | Fibre Patch Cord MM –SC to SC (Refer technical specifications) | Nos. | 25 | | | |
| 16. | PVC Conduit (Refer technical specifications) | Met er | 1000 | | | |
| 17. | 5 KVA online UPS with 1 Hour battery backup (Refer technical specifications) | Nos. | 1 | | | |
| 18. | 1 KVA offline UPS with 1 Hour battery backup (Refer technical specifications) | Nos. | 100 | | | |
| 19. | Enterprise Management System (Refer technical specifications) | Nos. | 1 | | | |
| A ¹ | Design, Re-build and implement structured Local Area Network Total bid Value (INR) | | | | | |
| | Total Value (In Words): | | | | | |

10.8.2. Facility Management Services (FMS) Commercial Bid

| S.No | Particulars | UOM | Quantity | Unit Rate per annum | Taxes (If Any) | Total Rate per annum |
|----------------|---|---------|----------|---------------------|----------------|----------------------|
| | A | B | C | D | E | F =(D+E)*C |
| 1. | Project Manager | Nos | 1 | | | |
| 2. | Senior Network Administrator | Nos | 1 | | | |
| 3. | Senior Desktop Engineer | Nos | 2 | | | |
| 4. | Network Administrator | Nos | 2 | | | |
| 5. | Desktop Engineer | Nos | 4 | | | |
| 6. | Customer Support Engineer | Nos | 3 | | | |
| 7. | Other Facility Management Package Cost (all inclusive) | Lumpsum | 1 | | | |
| B ¹ | FMS Total Bid Value per annum (INR) | | | | | |
| B ² | FMS Total Bid Value for three (3) years (INR) [B ¹ *3] | | | | | |
| | FMS Total Bid Value for three years (In Words): | | | | | |

10.8.3. Annual Maintenance Contract (AMC) Commercial Bid

| S.No | Equipment | UOM | Quantity (Indicative) | Unit Rate Per Annum | Taxes per Unit | Total Rate per annum |
|----------------|---|-----|--------------------------|---------------------------|-------------------|-------------------------|
| | A | | B | C | D | E =(C+D)*B |
| 1. | Laptop | Nos | 78 | | | |
| 2. | Desktop | Nos | 487 | | | |
| 3. | Printer – Dot Matrix | Nos | 116 | | | |
| 4. | Printer – Inkjet | Nos | 42 | | | |
| 5. | Printer – Laserjet | Nos | 215 | | | |
| 6. | Scanners | Nos | 14 | | | |
| 7. | Projectors | Nos | 6 | | | |
| 8. | UPS 5 KVA | Nos | 6 | | | |
| 9. | UPS 1 to 3 KVA | Nos | 19 | | | |
| 10. | UPS Line Interactive below 1 KVA | Nos | 483 | | | |
| C ¹ | AMC Total Bid Value per annum (INR) | | | | | |
| C ² | AMC Total Bid Value for three (3) years [C ¹ *3] | | | | | |
| | AMC Total Bid Value for three years (In Words): | | | | | |

10.8.4. Final Commercial Bid

| S.No | Particulars | Value(INR) |
|------|---|------------|
| 1. | Design, Re-build and implement structured Local Area Network Total Bid ValueA ¹ | |
| 2. | FMS Total Bid Value for three (3) yearsB ² | |
| 3. | AMC Total Bid Value for three (3) yearsC ² | |
| 4. | Final Total Commercial Bid Value (in figures) [A ¹ + B ² + C ²] | |
| 5. | Final Total Commercial Bid Value (in words): | |

Note: -

- i. Total cost quoted above is an all-inclusive figure i.e. out-of pocket, Installation & commissioning, expenses, traveling, boarding, lodging and other operating cost etc.
- ii. No cost other than quoted above shall be claimed separately.
- iii. Commercial scoring shall be done on Final Total Commercial bid value
- iv. No cost other than quoted above shall be claimed separately.
- v. The rates of manpower shall also be referred for calculation of any contract extension or penalty imposition during contractual period, if needed. Quoted rates shall be used on pro-rata basis.
- vi. The quantities mentioned above may be changed during the duration of contract. The necessary payment adjustment shall be done on quoted unit rate & pro-rata basis.

Signature

Full Name

In the capacity of

Duly authorised to sign Bid for And on behalf of

Date.....

Place.....

[*: Strike off whichever is not applicable]

11.0 Annexure A : Technical Specifications

11.1. Enterprise Management System

| | |
|-------------------|---|
| Basic Requirement | <p>Solution should provide for future scalability of the whole system without major architectural changes.</p> <p>Should be SNMP v1, v2, v3 compliant.</p> <p>Filtering of events should be possible, with advance sort option based on components, type of message, time etc.</p> <p>Should support Web / Administration Interface.</p> <p>Should provide compatibility to standard RDBMS.</p> <p>Solution should be open, distributed, and scalable and open to third party integration.</p> <p>Should provide fault and performance management for multi-vendor TCP/IP networks</p> |
| Security | <p>Should be able to provide secured windows based consoles / secured web based consoles for accessibility to EMS.</p> <p>Should have web browser interface with user name and Password Authentication.</p> <p>Administrator/ Manager should have privilege to create/modify/delete user</p> |
| Polling Cycle | <p>Support discriminated polling.</p> <p>Should be able to update device configuration changes such as re-indexing of ports.</p> |
| Fault Management | <p>Should be able to get fault information in real time and present the same in alarm window with description, affected component, time stamp etc.</p> <p>Should be able to get fault information from heterogeneous devices routers, switches, servers etc.</p> <p>Event related to servers should go to a common enterprise event console where a set of automated tasks can be defined based on the policy.</p> <p>Should support automatic event correlation based on policies.</p> <p>Should support advanced filtering to eliminate extraneous data / alarms in Web browser and GUI.</p> <p>Should be configurable to suppress events for key systems/devices that are down for routine maintenance or planned outage.</p> <p>Should be able to monitor on user-defined thresholds for warning/ critical states and escalate events to event console of enterprise management system.</p> <p>Should have self-certification capabilities so that it can easily add support for new traps and automatically generate alarms.</p> <p>Should provide sufficient reports pertaining to asset and change management, alarms and availability of critical network resources as well as network response times for critical links.</p> <p>The current performance state of the entire network and system infrastructure shall be visible in an integrated console.</p> |

| | |
|--------------|---|
| | <p>Should provide an integrated performance view for all the managed systems and networks along with the various threshold violations alarms in them. It should be possible to drill-down into the performance view to execute context specific reports.</p> <p>Should provide the following reports for troubleshooting, diagnosis, analysis and resolution purposes: Trend Reports, At-A-Glance Reports, & capacity prediction reports.</p> <p>Should be able to auto-calculate resource utilization baselines for the entire managed systems and networks and allow user to set corresponding upper and lower threshold limits.</p> |
| Discovery | <p>Should provide accurate discovery of layer 3 and heterogeneous layer 2 switched networks for Local Area Network.</p> <p>Manual discovery can be done for identified network segment, single, or multiple devices</p> |
| Presentation | <p>Should be able to discover links with proper colour status propagation for complete network visualization.</p> <p>Should support dynamic object collections and auto discovery. The topology of the entire Network should be available in a single map.</p> <p>Should give user option to create his /or her map based on certain group of devices or region.</p> |
| Agents | <p>Should monitor various operating system parameters such as processors, memory, files, processes, file systems etc. where applicable using agents on the network devices, servers to be monitored.</p> <p>Provide performance threshold configuration for all the agents to be done from a central GUI based console that provide a common look and feel across various platforms in the enterprise. These agents could then dynamically reconfigure them to use these threshold profiles they receive.</p> |
| Reporting | <p>Should able to generate reports on predefined / customized hours.</p> <p>Should be able to present the reports through web and also generate "pdf" / CSV / reports of the same.</p> <p>Should provide user flexibility to create his /or her custom reports on the basis of time duration, group of elements, custom elements etc.</p> <p>Should provide information regarding interface utilization and error statistics for physical and logical links.</p> <p>Should create historical performance and trend analysis for capacity planning.</p> <p>Should be capable to send the reports through e-mail and SMS to pre-defined user with pre-defined interval.</p> <p>Should have capability to exclude the planned-downtimes or</p> |

| | |
|----------------------|---|
| | <p>downtime outside SLA.</p> <p>Should be able to generate all sorts of SLA Reports.</p> <p>Should be able to generate web-based reports, historical data for the systems and network devices and Near Real Time reports on the local management console.</p> <p>Provide Historical Data Analysis: The software should be able to provide a time snapshot of the required information as well as the period analysis of the same in order to help in projecting the demand for bandwidth in the future.</p> |
| Availability Reports | <p>Availability and Uptime – Daily, Weekly, Monthly and Yearly Basis</p> <p>Trend Report</p> <p>Custom report</p> <p>MTBF and MTTR reports</p> |
| Performance Reports | <p>Device Performance – CPU and Memory utilized</p> <p>Interface errors</p> <p>Server and Infrastructure service statistics</p> <p>Trend report based on Historical Information</p> <p>Custom report</p> <p>SLA Reporting</p> <p>Computation of SLA for entire DC/DR Infrastructure</p> <p>Automated Daily, Weekly, Monthly, Quarterly and Yearly SLA reports.</p> |
| Data Collection | <p>For reporting, required RDBMS to be provided with all licenses.</p> <p>Should have sufficient Storage capacity should to support all reporting data.</p> |
| Integration | <p>Should be able to receive and process SNMP traps from infrastructure components such as routers, switches.</p> <p>Should be able integrate with Helpdesk system for incidents.</p> <p>Should be able to send e-mail or Mobile –SMS to pre-defined users for predefined faults.</p> <p>Should trigger automated actions based on incoming events / traps. These actions can be automated scripts/batch files.</p> |
| SLA Monitoring | <p>EMS should integrate with the application software component of portal software that measures performance of system against the following SLA parameters:</p> <p>Response times of Portal;</p> <p>Uptime of IT Infrastructure;</p> <p>Meantime for restoration of services etc.</p> <p>EMS should compile the performance statistics from all the IT systems involved and compute the average of the parameters over a quarter, and compare it with the SLA metrics laid down in the RFP.</p> <p>The EMS should compute the weighted average score of the SLA metrics and arrive at the quarterly service charges payable to the Agency after applying the system of penalties and</p> |

| | |
|--|--|
| | <p>rewards.</p> <p>The SLA monitoring component of the EMS should be under the control of the authority that is nominated the client so as to ensure that it is in a trusted environment.</p> <p>The SLA monitoring component of the EMS should be subject to random third party audit to vouchsafe its accuracy, reliability, and integrity</p> |
|--|--|

11.2. Core Switch

| | |
|----------------------------|---|
| Hardware Architecture | <p>Modular Chassis based architecture</p> <p>Redundant Supervisor/Switching/Routing/Management Engine</p> <p>Switching engine should work in load sharing to provide sub second failover</p> <p>It should have non-blocking wire-speed architecture. All ports should be on line cards and should be non-blocking in architecture.</p> <p>It should have Redundant power supply in 1:1 mode and fans.</p> <p>It should have hot swappable modules.</p> <p>Switching capacity per slot.</p> <p>Dual Redundant CPU.</p> <p>Switching fabric management module.</p> |
| MAC Addresses | 8000 |
| VLAN | Minimum 255 |
| Ports | <p>Minimum 24 ports 10/100/1000 base TX in non-blocking mode.</p> <p>Minimum 12 ports of 10 Gbps SX using SFPs (scalable upto 24 ports)</p> |
| Protocols | <p>IEEE 802.1Q Trunking</p> <p>IEEE 802.1D multiple Spanning Tree group</p> <p>IEEE 802.3ad Link Aggregation or equivalent</p> <p>IEEE 802.1p (Priority Queues)</p> <p>IEEE 802.1x security</p> |
| Performance | <p>12 Gbps or more switching fabric</p> <p>380 Mpps for IPv4 and IPv6</p> <p>10-Mpps or more Layer 2 Forwarding (hardware)</p> <p>10-Mpps or more Layer 3/4 Forwarding—IP routing</p> <p>Layer 2, Layer 3, and Layer 4 hardware-based switch engine</p> |
| QoS and Traffic Management | <p>Per-port QoS configuration</p> <p>Support for four queues per port in hardware</p> <p>Strict priority queuing</p> <p>IP differentiated service code point (DSCP) and IP Precedence Classification and marking based on IP type of service (ToS)</p> <p>Classification and marking based on full Layer 3/4 headers</p> <p>Should support Input and output policing based on Layer 3/4 headers</p> <p>Support for policers on ingress and policers on egress</p> <p>Shaping and sharing output queue management</p> <p>No performance penalty for granular QoS functionality</p> |

| | |
|-----------------------------|---|
| | <p>Layer 4 (TCP/UDP) hardware-based filtering</p> <p>No performance degradation with advanced Layer 3/4 services enabled</p> <p>Bandwidth aggregation should be more than 12 Gbps</p> <p>Hardware-based multicast management</p> <p>Hardware-based ACLs</p> |
| Security | <p>RADIUS, which enable centralized control of the switch and restrict unauthorized users from</p> <p>altering the configuration</p> <p>Standard and extended ACLs on all ports</p> <p>802.1x user authentication</p> <p>Dynamic Host Configuration Protocol (DHCP) snooping</p> |
| Redundancy for Fault Backup | <p>IEEE 802.1D Spanning-Tree Protocol support for redundant backbone connections and loop free networks to improve improves fault tolerance.</p> <p>Support for optional redundant AC power system.</p> <p>Redundant stacking connections should be supported for a redundant loopback connection for top and bottom switches in an independent stack backplane cascaded configuration</p> <p>Bandwidth aggregation up to 4 Gbps through Gigabit port aggregation technology to provide fault tolerance and higher-speed aggregated bandwidth between switches and individual Servers.</p> <p>Per-port broadcast, multicast, and unicast storm control to prevent faulty end stations from degrading overall systems performance.</p> |
| Management | <p>Single console port and single IP address to manage all features of the system.</p> <p>SNMP v1, v2, and v3 support for SNMP Agent MIB, MIBII.</p> <p>Remote Monitoring software agent to support four RMON groups</p> <p>Analysis support, including ingress port, egress port mirroring</p> |

*All the ports on the Switch shall be offered with requisite connecting cables and Tran receivers, if any for termination on Jack/Patch Panel.

11.3. Edge Switches

- i. The device offered should be 19" Rack mountable.
- ii. All the ports on the Switch shall be offered with requisite connecting cables and Transceivers, if any for termination on Jack/Patch Panel.
- iii. **Other Technical Parameters shall be as follows:**

| | |
|-------|--|
| Ports | <p>1000LX Ports: 4</p> <p>10/100/1000TX RJ-45 ports: 24/48</p> |
|-------|--|

| | |
|-----------------------------|---|
| | (as per survey & requirement) |
| MAC Addresses: | 8000 |
| VLAN | Support for minimum 255 VLANs |
| Protocols | IEEE 802.1Q Trunking IEEE 802.1D multiple Spanning Tree group IEEE 802.3ad Link Aggregation or equivalent IEEE 802.1p (Priority Queues) IEEE 802.1x security |
| Performance | 5 Gbps or more switching fabric 10-Mpps or more Layer 2 Forwarding (hardware) 10-Mpps or more Layer 3/4 Forwarding—IP routing Layer 2, Layer 3 hardware-based switch engine |
| QoS and Traffic Management | Per-port QoS configuration Support for four queues per port in hardware Strict priority queuing IP differentiated service code point (DSCP) and IP Precedence Classification and marking based on IP type of service (ToS) Classification and marking based on full Layer 3/4 headers Should support Input and output policing based on Layer 3/4 headers Support for policers on ingress and policers on egress Shaping and sharing output queue management No performance penalty for granular QoS functionality No performance degradation with advanced Layer 3/4 services enabled Bandwidth aggregation should be more than 12 Gbps Hardware-based multicast management Hardware-based ACLs |
| Security | RADIUS, which enable centralized control of the switch and restrict unauthorized users from altering the configuration Standard and extended ACLs on all ports 802.1x user authentication Dynamic Host Configuration Protocol (DHCP) snooping |
| Redundancy for Fault Backup | IEEE 802.1D Spanning-Tree Protocol support for redundant backbone connections and loop free networks to improve improves fault tolerance. Support for optional redundant AC power system. Redundant stacking connections should be supported for a redundant loopback connection for top and bottom switches in an independent stack backplane cascaded |

| | |
|------------|---|
| | <p>configuration</p> <p>Bandwidth aggregation up to 4 Gbps through Gigabit port aggregation technology to provide fault tolerance and higher-speed aggregated bandwidth between switches and individual Servers.</p> <p>Per-port broadcast, multicast, and unicast storm control to prevent faulty end stations from degrading overall systems performance.</p> |
| Management | <p>Single console port and single IP address to manage all features of the system</p> <p>SNMP v1, v2, and v3 support for SNMP Agent MIB, MIBII.</p> <p>Remote Monitoring software agent to support four RMON groups</p> <p>Analysis support, including ingress port, egress port mirroring</p> |

11.4. Wireless Access Points

The requirement of access points has been planned for floors having higher officials who are having laptops, Conference Room; Meeting Rooms the Wireless Access Points offered by the bidder and shall be energized through Ethernet switch ports. Access Points shall be provided with all necessary mounting accessories and shall meet with following requirements:

| | |
|----------------------|---|
| Standard | Wi-Fi |
| Data Rate | 54Mbps |
| Network | IEEE 802.11b & g compliant |
| Up-Link Port | 10/100 Ethernet |
| Range | |
| Indoor | 40mtr 11Mbps 107 mts 1Mbps |
| Outdoor | 244mtr 11Mbps 610mtr 1Mbps |
| Compliance Standards | |
| Safety Standard | UL1950, CSA22.2No.950-95 IEC-60950EN60950 |
| Ready Approval | FCCPart15.247,RSS139-1,RSS210,EN300.328,Telec33BAS/NZS 3548 |
| EMI & Susceptibility | (Class B), FCC Part 15-107--15-109 ICES-003, VCCI, EN301.489-1 & -17 |
| Others | IEEE 802.11B, IEEE802.3af FCC Bulletin, OET-65C, RSS-102 |
| SNMP Compliance | MIB I & MIB-II |
| Antenna | Along with Connector, Dual Pole (Including |

| | |
|-----------------------|---|
| | Antenna) |
| Security Architecture | 802.1x support, MAC Address |
| Wi-Fi | with Client Authentication Protected Access |
| Encryption | Static/Dynamic IEEE802.11 WEP |
| Keys | 40bit, 128 bit TKAPI WPA Enhancement, Key Hashing Message |
| Status | LED Error/Warning |
| Remote Configuration | DHCP, Telnet, HTTP, FTP, TFTP, NMS |
| SNMP | Local Configuration Console Port RJ45 Type I/F Power over Ethernet |

11.5. UTP Cabling System

The Bidder shall be required to offer a Category-6 Structured Cabling System using Cables, connectors and Components complying to EIA/TIA 568-B2.1, EIA/TIA TSB-36, EIA/TIA TSB-40A and SP-2840A standards and specifications for Category-6. All Cables, cabling accessories Connectors and Components are required to be UL (Underwriters Laboratory) verified for Cat-6. Bidders shall provide necessary protective components in case of outside cabling for protection of equipment against lighting etc.

Category-6 UTP CABLES

All Cables supplied by the bidder shall have to be laid as per the requirement of the Owner. It will be the total responsibility of the bidder to erect and lay the ordered cables in PVC conduits/PVC channels within building and in MS Pipes outside the building wherever required or as per the requirements of the Owner. The PVC conduits shall be ISI approved. The twisted pair cable level 6 type offered by the bidder shall be of solid copper, unshielded twisted pair type with gauge of 24 AWG and impedance of 100 ohms for 100 meters length. The offered cable should meet standards/specifications defined by EIA/TIA-568-B2.1, ISO/IEC 11801(2002) and CENELEC EN50173-1 (2002). The physical and electrical specifications are as listed below:-

| | |
|--------------------|---|
| Type | Unshielded twisted pair cabling system, TIA / EIA 568-B.1 addendum Category 6 Cabling system |
| Networks Supported | 10 / 100 Ethernet, 155 Mbps ATM, 1000 Mbps IEEE 802.3ab Ethernet, and proposed Cat 6 Gigabit Ethernet |
| Approvals | |
| TIA / EIA 568-B.1 | ETL Verified |
| IEEE 802.3ab | Zero-bit Error, ETL verified |
| Warranty | 25-year systems warranty; Warranty to cover Bandwidth of the specified and installed cabling system, and the installation costs |
| Performance | Attenuation, Pair-to-pair and PS NEXT, ELFEXT and |

| | |
|---|---|
| characteristics to be provided along with bid | PSELFEXT, Return Loss, ACR and PS ACR for 4-connector channel |
|---|---|

UTP Cable

| | |
|---|--|
| Type | Unshielded Twisted Pair, Category 6, TIA / EIA 568-B.2 |
| Material: | |
| Conductors | 24 AWG solid bare copper |
| Insulation | Polyethylene |
| Separator | Should be a cross filler. Any other filler type, like bidirectional strip would not be acceptable. |
| Jacket | Flame Retardant PVC |
| Approvals | UL Listed ETL verified to TIA / EIA Cat 6 |
| Operating temperature | -20 Deg. C to +60 Deg. C |
| Frequency tested up to | 600 MHz |
| Packing | Box of 305 meters |
| Delay Skew | 25ns / 100m MAX. |
| Impedance | 100 Ohms + / - 15 ohms |
| Performance characteristics to be provided along with bid | Attenuation, Pair-to-pair and PS NEXT, ELFEXT and PSELFEXT, Return Loss, ACR and PS ACR |

11.6. Jack Panel and Jacks

The Bidder shall provide & configure Jack Panel adhering to International design & quality standards. Configuration shall be so structured so as to provide desired number of user ports (as specified in Bill of Quantities). Cat-6 Patch Cords for patching active connections through Patch Panel shall be offered by the bidder. Jack Panel shall be 19" Rack mountable.

11.7. UTP Jacks

| | |
|---------------|---|
| Type | PCB based, Unshielded Twisted Pair, Category 6, TIA / EIA 568-B.2 |
| Durability | |
| Modular Jack | 750 mating cycles |
| Wire terminal | 200 termination cycles |
| Accessories | Strain relief and bend-limiting boot for cable |
| | Integrated hinged dust cover |
| Materials | |
| Housing | Poly-phenylene oxide, 94V-0 rated |
| Wiring blocks | Polycarbonate, 94V-0 rated |
| Jack contacts | Phosphorous bronze, plated with 1.27micro-meter thick gold |

| | |
|---|--|
| Approvals | UL listed |
| Performance Characteristics to be provided with bid | Attenuation, NEXT, PS NEXT, FEXT and Return Loss |

11.8. UTP Jack Panels

| | |
|---|--|
| Type | 24-port, Modular, PCB based, Unshielded Twisted Pair, Category 6, TIA / EIA 568-B.2 |
| Ports | 24, upgradeable to intelligent jack panel |
| Port arrangement | Modules of 6-ports each |
| Category | Category 6 |
| Circuit Identification Scheme | Icons on each of 24-ports |
| Port Identification | 9mm or 12mm Labels on each of 24-ports (to be included in supply) |
| Height | 1 U (1.75 inches) |
| Durability | |
| Modular Jack | 750 mating cycles |
| Wire terminal (110 block) | 200 termination cycles |
| Accessories | Strain relief and bend limiting boot for cable |
| Materials | |
| Housing | Polyphenylene oxide, 94V-0 rated |
| Wiring blocks | Polycarbonate, 94V-0 rated |
| Jack contacts | Phosphorous bronze, plated with 1.27micro-meter thick gold |
| Panel | Black, powder coated steel |
| Approvals | UL listed |
| Termination | TIA / EIA 568 A and B; |
| Pattern | |
| Performance Characteristics to be provided along with bid | Attenuation, NEXT, PS NEXT, FEXT and Return Loss |

11.9. Information Outlets (I/O) and Patch Cords

Information Outlets

Surface Mount Face Plate & Box with CAT6 Work Area Data I/O Outlet (RJ45) adhering to EIA/TIA-568-B2.1, ISO/IEC 11801(2002) and CENELEC

EN50173-1 (2002) specifications. The outlets may preferably have a spring loaded dust covers.

| | |
|--------------|----------------------------------|
| Type | 1-port, White surface box |
| Material | ABS / UL 94 V-0 |
| No. of ports | One |

Patch Cords

| | |
|-----------------|--|
| Type | Unshielded Twisted Pair, Category 6, TIA / EIA 568-B.2 |
| Conductor | 24 AWG 7 / 32, stranded copper |
| Length | 7-feet for workstation and 3feet For Jackpanel/equipment |
| Plug Protection | Matching colored snag-less, elastomer polyolefin boot |
| Warranty | 25-year component warranty |
| Category | Category 6 |
| Plug | |
| Housing | Clear polycarbonate |
| Terminals | Phosphor Bronze, 50 micron gold plating over selected area and gold flash over remainder, over 100 micron nickel under plate |
| Load bar | PBT polyester |
| Jacket | PVC |
| Insulation | Flame Retardant Polyethylene |

11.10. Racks

Bidder shall include 19" floor mounted Rack of 32 U with key lockable doors (for security reasons) for housing the jack panels and Switch stack. Racks shall include power distribution arrangement, fan tray with fans, earthing kit, mounting accessories etc.

11.11. Multimode Optical Fibre Cable

The Optical Fibre Cable shall 8 Core fibre Cable as specified in schedule of quantities. Each fibre shall be with colour coded buffer. The Cable shall be Graded Index Multi-Mode Fibre. The Cable shall comply with FDDI, EIA/TIA, IEEE 802 standards and should be UL listed. Fibre Cables supplied by the bidder shall have to be laid as per the requirement of the Owner.

11.12. Fibre Cable Components:

All cable interfaces and connectors required shall be included as a part of the contract. This shall include fixing of LIU, SC/T Connectorisation of all cores of fibre, Testing and Certification of Connectors & cables and components. Any

other requirements to make the circuits operational shall be complied with and shall constitute the part of above items. No Separate cost will be considered.

11.13. Specifications of SC Connector

Connector Type: Provide a field installable Multimode connector to terminate fibre cables from cable to cable; cable to equipment and equipment to equipment. Utilize a PC Polishing on the tip to provide high yield during installation. Meet EIA and IEC standards for repeatability

11.14. Online UPS

One on -line UPS shall be provided for providing power supply to Layer-3 and Layer-2 Switches located in Secretariat Building. Floor. All cabling from this UPS to various floors shall be included in the scope of this offer. Capacity of the UPS has been estimated as 5kVA for bid evaluation purposes. However, Bidder shall provide the exact Power requirements of Layer 3 and Layer 2 Switches and quote alternative prices for the required UPS system.

| | |
|--------------------------|--------------------|
| Input voltage | 230V Single Phase |
| Input voltage range | 160-270V |
| Frequency | 50Hz |
| Frequency range | 47Hz-53Hz |
| Output Power | 1KVA |
| Nominal Voltage | $\pm 1.0\%$ |
| Voltage Regulation | |
| Nominal Output Frequency | 50Hz |
| Frequency stability | $\pm 0.1\%$ |
| Load power factor | 0.8% Lag to unity |
| True Online | |
| Battery Backup | 30 Mins |
| Battery Type | SMF Battery |
| Operating Temperature | 0 to 45 degree C |
| Humidity | 95% Non-condensing |

11.15. PVC Conduit

The PVC Conduit or any other non-IT passive components shall be supplied and laid on actual requirement basis at Site and per unit price for the same shall be included in the price bid.

12.0 Annexure B : Detailed List of Equipment under AMC

| Sr. No | Item & Specifications | Tentative Qty. |
|----------------|---|----------------|
| Laptops | | |
| | IBM ThinkPad R32 Model-2659RA3 Intel PIV 1.8GHz,512L2 Cache,256 MB DDR RAM,20 GB HDD,24X CDROM,3.5 FDD(External) 16 MB DDR SDRAM AGP4X display Adapter, External PS/2 Mouse,14.1"XGATFT display 10/100 Ethernet/Modem, Lithium Battery | 7 |
| | IBM ThinkPad R40 Intel PIV 1.8GHz,512 KB 128 MBDDR RAM,20 GB HDD,24X CDROM,3.5 FDD, Ext. Mouse Dedicated 16 MB DDR SDRAM AGP 4X Display Adapter 14.1" TFT, 10/100 Ethernet card ,Modem lithium Battery | 6 |
| | Qosmio G-20 Intel Pentium M-processor 760 (2.0 GHz, 533 MHz Front side bus 2MBL2 Cache)915 PM Chipset, Intel Pro/Wireless 2200 BG N/W Connection 802.11 b/g/Microsoft Window XP OME Edition/500 NTT (2LAMPS) High Luminance 17" Wide XGA LCD Display with CSV Technology/Built in TV Tuner, /1GB DDR2 SDRAM/160GB HDD with RAID-0 support, super multiCD/DVD Drive with Double layer DVD Recording /NVIDIA GEFORCE with 128 MB video RAM, integrated Bluetooth 5-in-1 card Reader | 2 |
| | Compaq NX 9010 Intel Mobile Pentium 4 Processor 2.4 GHz, 512 KB L2, 256 MB DDR RAM, 40 GB HDD, DVD-ROM, 3.5" FDD, External optical Mouse, 14.1" XGA (1024*768 pixels) TFT display, 2 USB Ports, Integrated stereo Sound, 10/100 Base Ethernet, 56 K Modem, Lithium Ion Battery for 2.0 hours battery backup, Microsoft XP Professional | 15 |
| | IBM ThinkPad T30, Intel Mobile P IV 1.8 GHz, 512 KB L2 Cache, 256 MB +256 MB DDR-RAM, 40 GB HDD, RW DVD Combo Drive, External 3.5" FDD, Dedicated 16 MB DDR SDRAM, AGP 4x display, 14" SXGA wireless card, 2 USB, Infrared 10/100 Ethernet/modem, Lithium Battery | 1 |
| | IBM Think Pad T40 Intel Pentium 1.6 GHz (Centrino) 802.11 wireless Network connection 14.1 XGA ,TFT Display ,512 NB DDR RAM 40 GB HDD ,ATA100 enhanced 64 MB Video RAM ,CD R/W/DVD ROM Drive ,1.44 FDD, Gigabit Ethernet | 1 |
| | IBM T42P Intel Pentium M Processor Centrino @ 1.80 Ghz with 2 MB Cache, 1 GB DDR PC2700 SDRAM, 60 GB 7200 RPM HDD, ATI graphics with 128 MB DDR 4X Graphics, 15" SXGA (1600*1200 resolution), DVDR-CDRW Drive, Microsoft XP Professional, Antivirus | 2 |
| | IBM R51 Intel Mobile Centrino @ 1.50 Ghz with 1 MB Cache, 256 MB DDR PC 2700 SDRAM, 40 GB HDD, DVDR-CDRW Drive, 3.5" FDD, External optical Mouse, 14.1" XGA (1024*768 pixels) TFT display or higher, 2 USB Ports, Integrated stereo Sound, 10/100 Base Ethernet, 56 K Modem, Lithium Ion Battery for 4 hours battery backup, Microsoft XP Professional, Antivirus | 35 |
| | IBM R52, 1860-A33, Intel Pentium M750c (1.86GHz), 915 Chipset, Shared Graphics with 128 MB Graphics, 256 MB RAM, 80GB HDD with | 8 |

| Sr. No | Item & Specifications | Tentative Qty. |
|-----------------|---|----------------|
| | active protection system, 1.44MB FDD, Combo Drive Gigabit card, 15" TFT, MS Windows XP Professional Preload, External optical Mouse, 56K Modem Lithium ION Battery, 2 Hrs Battery Backup | |
| | Dell Laptop-Dell Precision M70, Intel Pentium M processors, 2MB L2 cache, 533 MHz FSB, 2.13GHz, Microsoft Windows XP Professional, 2MB L2 cache, Intel 915PM Chipset, DDR2 SDRAM at 533MHz 2GB 15.4" Ultra Sharp TM FX G0 WUXGA Two. 60GB/7200 RPM Primary and 40GB/5400RPM | 1 |
| Desktops | | |
| | HP Brio with PIII 550 Mhz, 512 KB Cache, 64 MB SDRAM, 10.1 GB HDD, 1.44 FDD, Integrated Audio speakers, HP keyboard, Mouse, 48X CD-ROM Drive AGP 2X with 8MB, Internal 56K Modem, Windows 98, Lotus Smart suite, Antivirus, 15" Color Monitor, 10/100 Ethernet card | 23 |
| | Acer Power SXC667 Mhz/ 64MB/ 20GB/ 1.44 FDD/ 10/100 Mbps NIC/ 14" Color Monitor/ KBD/ Mouse/ Win ME | 10 |
| | IBM Net vista with Intel Pentium III 866 Mhz, Intel 815e Chipset, 256 KB Cache, 64 MB SDRAM, 20 GB HDD or better, 1.44 MB FDD, 48X CD (52X) CDROM, 14" SVGA Digital Color Monitor MPR II Compliant, 10/100 Mbps E-Card, MS Windows 2000 Prof. | 150 |
| | IBM Net vista A30 Intel PIV @ 1.8 GHz, 128 Mb RAM, Intel GL Chipset, Integrated Graphics, 40GB HDD, AGP with 32 MB VRAM, 1.44 FDD, IBM DVD/CD Writer Samsung, IBM Mouse, IBM kbd, WINXP/2000 Prof., 10/100 Enet card, IBM 17" Color Monitor | 4 |
| | IBM NETVISTA A-30, PIV 20 GHz, 128 MB DDR, 40 GB HDD, 1.44 FDD, 48X CD DRIVE, Intel 845 Chipset Win XP P preloaded, IBM Mouse, IBM 15" Color Monitor, 10/100 Enet Card. | 17 |
| | IBM Net vista A-30 Intel PIV, 2.4 GHz, 512 KB L2 cache, Intel 845 chipset, 256 MB DDR, 40 GB HDD, 7200 rpm, 1.44 FDD, 48X CDROM, Integrated Sound Card with Spk & Mic, 15" Digital Color Monitor, 10/100 Ethernet card | 105 |
| | PIV 2.4 GHz, Intel 845 Chipset, motherboard, 256 MB RAM, 40GB HDD, 10/100 Enet card, FDD, Keyboard, CD ROM. | 8 |
| | IBM Intel PIV @ 2.6 GHz, Intel 845 G Chipset Motherboard, 512 KB Cache, 256MB DDR RAM, 40 GB 7200 RPM HDD, 1.44 FDD, 48X CD-ROM, 15" Digital Color SVGA Monitor (OEM), 10/100 LAN card | 7 |
| | IBM Think Centre M50/SSF Intel PIV with @ 2.8 GHz with HT technology, Intel 865 MB DDR RAM, 80 GB 7200 RPM HDD, 1.44 FDD, Combo Drive, 17" TFT IBM Monitor, 10/100 LAN card, 56 kbps Internal modem | 2 |
| | IBM Desktop Computer PIV Intel with 2.6 GHz. 845 G Chipset .512KB Cache, 256 MB DDR, 40 GB HDD, 1.44 FDD, 48X CD Drive, 15" SVGA Color Monitor, 10/100 Ethernet Card, 15, 1P, 40 GB, 2PS/2 port AGP Slot | 20 |
| | IBM Think Centre: Intel PIV with HT @ 3.0 GHz, Intel 915 original Chipset Motherboard, 1MB L2 Cache, 256 MB DDR RAM, 40 GB 7200 RPM HDD, 1.44 FDD, 48X CD-ROM, 15" Digital Color SVGA Monitor | 51 |

| Sr. No | Item & Specifications | Tentative Qty. |
|-----------------|---|----------------|
| | (OEM), 10/100 LAN Card, MS Windows XP Professional | |
| | HP DX 6120 Intel PIV @ 3.0 Ghz or above, Intel 915 Original Chipset Motherboard, 2 MB L2 Cache, 256 MB DDR2 RAM, 80 GB 7200 RPM SATA HDD or higher, 1.44 FDD, 48X CD-ROM, 15" Color SVGA Monitor (OEM), 10/100/1000 LAN Card, MS Windows XP Professional Preloaded | 35 |
| | HP DX 6120 Intel PIV @ 3.0 Ghz or above, Intel 915 Original Chipset Motherboard, 2 MB L2 Cache, 256 MB DDR2 RAM, 80 GB 7200 RPM SATA HDD or higher, 1.44 FDD, 48X CD-ROM, 15" TFT display, 10/100/1000 LAN Card, MS Windows XP Professional | 10 |
| | HP Intel PIV 3.0 GHz, 915 G chipset, 256 MB RAM 80 GB HDD, CD-ROM, 10/100/1000 LAN card, Keyboard, Mouse, XP Pro, 15" monitor | 4 |
| | IBM Think Centre Intel P IV HT @ 3.0 GHz, Intel 915 Org Chipset, 1 MB L2 Cache, 256 MB RAM, 40 GB 7200 RPM HDD, 1.44 FDD, 48x CD Drive, 15" Digital Color Monitor, 10/100 Ethernet | 8 |
| | HP Compaq DX 6100, Intel PIV with HT @ 3.0 GHz, Intel 915 original Chipset Motherboard, 1 MB L2 Cache, 256 MB DDR RAM, 40 GB 7200 RPM HDD, 1.44 FDD, 48X CD-ROM, 15" digital color SVGA Monitor (OEM), 10/100 LAN Card, Integrated AC-97 Audio, Multimedia Internet keyboard (OEM), External Speakers Creative & Mic., MS Windows XP Professional Preloaded | 4 |
| | Acer APSLe Intel PIV with HT @ 3.0 GHz, Intel 915 original Chipset Motherboard, 1 MB L2 Cache, 256 MB DDR RAM, 40 GB 7200 RPM SATA HDD or higher, 1.44 FDD, 48X CD-ROM, 15" digital color SVGA Monitor (OEM), 10/100 LAN Card, MS Windows XP Professional Preloaded | 16 |
| | HP DX 6120 Intel PIV @ 3.0 Ghz or above, Intel 915 Original Chipset Motherboard, 1 MB L2 Cache, 256 MB DDR2 RAM, 80 GB 7200 RPM SATA HDD or higher, 1.44 FDD, 48X CD-ROM, 15" TFT Monitor (OEM), 10/100/1000 LAN Card | 2 |
| | iMAC G5 1.8 Ghz/256 MB DDR RAM/80GB HDD(SATA)/17" Monitor/Built-in 10/100 Base-TENET 56K Modem | 2 |
| | HP DX 6120 Intel PIV 3.0 GHz or above, Intel 915 original Chipset Motherboard, 1 MB L2 Cache, 256 MB DDR2 RAM, 80 GB 7200 RPM SATA HDD or higher, 1.44 FDD, 48X CD-ROM, 15" digital color SVGA Monitor (OEM), 10/100/1000 LAN Card, Internet Keyboard (OEM), OEM Optical Scroll Mouse, MS Windows XP Professional Preloaded | 9 |
| Printers | | |
| | LaserJet HP 4 Plus Printer | 1 |
| | LaserJet HP 6L Gold | 1 |
| | LaserJet HP 6L Pro Printer | 1 |
| | LaserJet Samsung ML1210 | 42 |

| Sr. No | Item & Specifications | Tentative Qty. |
|-------------------|---|----------------|
| | HP LaserJet 2100 TN Network Printer | 2 |
| | LaserJet HP 1000 | 3 |
| | LaserJet Samsung ML 1750 | 37 |
| | LaserJet HP 1015 | 20 |
| | LaserJet HP LJ1300 | 2 |
| | LaserJet HP 1150 | 2 |
| | LaserJet Lexmark E230 | 48 |
| | LaserJet HP 1022 | 50 |
| | Color Laser HP 4650 | 1 |
| | Color Laser HP 2550L | 1 |
| | Multifunction 4 in 1 HP MFD 3380, Fax, Laser Printer, Copier, Scanner | 4 |
| | Inkjet HP 930C | 38 |
| | Inkjet HP BIJ 1000 | 2 |
| | Inkjet HP DJ 1180C | 2 |
| | DMP Wipro LQ 1050+ DX Gold printers | 11 |
| | DMP Wipro DX Gold printer | 1 |
| | DMP Wipro HQ 1030+ | 10 |
| | DMP WEP HQ 1040+ | 70 |
| | DMP WEP LMP P500E (Line Printer) | 1 |
| | DMP Wipro HQ 1040 | 3 |
| | DMP WEP HQ 1070 | 20 |
| Scanners | | |
| | HP 6350C Scanner | 2 |
| | Cannon N640P Scanner | 1 |
| | HP 2200C Scanner | 1 |
| | HP SJ 2400 Scanner | 1 |
| | HP SJ 3500 Scanner | 2 |
| | HP SJ 2400 Scanner | 3 |
| | HP Scan jet 2400 | 4 |
| Projectors | | |
| | Multimedia Projector 3M MP 8625 & 8635 | 2 |
| | Multimedia Projector Sanyo PLC XU-50 | 2 |

| Sr. No | Item & Specifications | Tentative Qty. |
|------------|---|----------------|
| | Multimedia Projector Sanyo XU-51 | 2 |
| UPS | | |
| | 5 KVA Tata Libert | 4 |
| | 5 KVA Numeric Power HP 5000 | 2 |
| | 3 KVA BPE | 2 |
| | EPOCH 1KVA on-line | 7 |
| | Power Server 1 KVA Online | 1 |
| | APC Online UPS 1 KVA with 1 hour battery backup | 4 |
| | Online UPS 1 KVA with 1 hour battery backup BPE | 5 |
| | Bradma 625 VA | 212 |
| | APC 500 VA | 3 |
| | Delta 625 VA | 7 |
| | NGBPS 625 VA | 44 |
| | Elnova 625 VA | 105 |
| | 800VA Line- Interactive -APC | 58 |
| | 800VA BPE Line Interactive | 54 |

13.0 Annexure C: Performance Bank Guarantee

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<Email id>

Whereas, <<name of the Service provider and address>> (hereinafter called “the applicant/Service provider”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide Design & Implementation of Local Area Network, Providing Facility Management Services and Annual Maintenance of IT Equipment/Networking Services For Punjab Civil Secretariat-I & II services for <<name of the assignment>> to <<PSeGS>> (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the applicant/Service provider shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<**Name of the Bank**>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Service provider such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Service provider, upto a total of **Rs. <<Insert Value>> (Rupees <<insert value in words>> only)** and we undertake to pay you, upon your first written demand declaring the Service provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/Service provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>.

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs <<Insert Value>>**
(Rupees <<insert value in words>> only).
- II. The bank guarantee shall be valid up to <<insert expiry date>>.
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease. Place:
.....

Name of the Authorized Person

Date:

(Signature in the Capacity of)

Duly authorized to sign bid for and on behalf of

(Name & Address of Bidder)

Signature with Seal
