

TENDER DOCUMENT

[Tender Notice No.....5925.....]

Sealed tender are invited in two bid systems (Technical/Pre-qualification bid and Price bid)
for

**Annual Maintenance Contract (AMC) of Local Area Network &
Facility Management Services at High Court of Chhattisgarh,
Bilaspur (C.G.)**

Name and address of Tenderer

M/s. _____

Date for receiving the Tender: up to 12/09/2013 at 04:30 P.M.

Date & Time of opening the Tender: 18/09/2013 at 01:30 P.M. (Technical/Pre-qualification bid only)

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. HIGH COURT WILL PROCESS THE TENDER AS PER PROCEDURES. THE REGISTRAR GENERAL HIGH COURT RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. HIGH COURT WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATION TO THE AGENCIES WHOSE BIDS ARE REJECTED.

High Court Of Chhattisgarh, Bilaspur (C.G.)

[Tender Notice No.....]

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

Sealed tender for **Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services at High Court of Chhattisgarh, Bilaspur(C.G.)** are invited in two bid systems (Technical/Pre-qualification and Price Bid). The terms and conditions of this contract applicable for technical/pre-qualification and price schedule are given in the tender document (attached herewith). If you are interested to quote **Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services** in accordance with the requirements stated, please submit your tender in the prescribed Tender Form enclosed, in original, on or before the prescribed date and time indicated in the terms and conditions of contract.

30-8-12-08-13
Registrar General
High Court of Chhattisgarh
Bilaspur (C.G.)

CHECK LIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

1. Tender should accompany with an EMD of Rs.50, 000/- (Rs. Fifty thousand only) drawn on any nationalized bank in favour of Registrar General in the form of Demand Draft valid for six months. The tenders without EMD will be rejected.
 2. Following documents as indicated in the tender document printed on the tenderer's letter head with dated signature and seal
 - a) Tender form
 - b) Price Schedule
 - c) Statement on Compliance
 - d) Performance statement
 - e) Service support details
 - f) Other formats, if any provided in the tender; and
 - g) Details of previous contracts, if any.
 3. Certificates of registration for sales tax and incorporation etc. issued by appropriate government for the required services with seal of the tenderer.
 4. Income tax clearance certificate issued by the concerned IT circle for the past three years with the seal of the tenderer.
 5. Certificates issued by employers where the similar services were rendered / being rendered with seal of the tenderer.
 6. The entire original tender document with seal and signature on **each page**.
 7. Any other document or information as required in the tender document.
 8. Corrections in bid document should be noted over and initialed at the places of corrections.
 9. Time and Date for receipt of Tenders: Up to 12/09/2013 PM on 04:30 PM
 10. Time and Date for opening of Tenders: At 18/09/2013 PM on 01:30 PM
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TENDER FORM

From

.....

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To

Registrar Général,
High Court of Chhattisgarh,
Bilaspur(C.G.)

Dear Sir,

I/We offer the supply the items/services detailed in the schedule and agree to hold this letter open up to 90 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period.

I/We have understood the instructions and conditions for the contract pertaining to the above mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement.

Copies of the necessary certificated as asked for in the terms and conditions have also been enclosed with the tender.

A Demand Draft/Pay Order bearing No.dated.....
Issued byfor Rs.50, 000/- (Rs. Fifty thousand only) in favour of High Court of Chhattisgarh, Bilaspur is enclosed as Earnest Money Deposit.

Signature

NAME

ADDRESS.....

.....

PHONE NO.....

FAX NO.....

SEAL

High Court Of Chhattisgarh, Bilaspur (C.G.)

TERMS AND CONDITIONS

1. High Court of Chhattisgarh invites sealed quotations, in two separately sealed bids, one technical and second commercial, for ANNUAL MAINTENANCE CONTRACT OF LOCAL AREA NETWORK AND FACILITY MANAGEMENT SERVICES.

The period of the contract will be awarded for a minimum of two years. However, the same may be extended for the next one year based on satisfactory services provided by the firm and dully recommended by the Hon'ble Committee For Computerization.

2. The rates are to be quoted in the Performa enclosed herewith both in words and figures. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered.

3. The firm must enclose the copy of Registration and Income Tax. Service Tax Returns for the last three years. Details of ISO Certification (if any), company profile, Income Tax Clearance Certificate and list of valued customers, if any, should accompany along with the quotation. All the documents are to be attached with Technical/pre-qualification Bid.

4. If the firm is authorized service centre of companies like D-link/ Cisco etc., proof of the same to be attached.

5. The tender shall remain valid for 120 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period. High Court shall-without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security.

6. The quotation must be submitted in a sealed cover. The sealed cover must be superscripted with "TENDER FOR AMC OF LOCAL AREA NETWORK AND FACILITY MANAGEMENT SERVICES" due on 12/09/2013 at 04:30 PM addressed to Registrar General, High Court of Chhattisgarh, Bodri, Bilaspur, Pin- 495220 in a registered A.D. cover so as to reach on or before 12/09/2013 by 04:30 PM No responsibility whatsoever will be accepted with regard to postal delays or for wrong delivery of quotation sent by Post. Quotation received after due date will not be entertained. Technical/Pre-qualification Bid will be opened on 18/09/2013 at 01:30 PM by the constituted committee members in the presence of representatives of the firms who participated in the tender.

7. Tenders must be accompanied by Rs.50, 000/- (Rs. Fifty thousand only) as Earnest Money Deposit (EMD) in form of Bank Draft only drawn in favour of Registrar General, High Court of Chhattisgarh, payable in Bilaspur. Quotations without EMD will be summarily rejected. No interest will be paid on Earnest Money Deposit. EMD of unsuccessful tenderers will be returned in due course of time. If the quotation is accepted and firm fails to undertake the maintenance contract EMD will be forfeit.

8. The Registrar General reserves the right to order full or part thereof of the items enclosed. In case of major variation in the rate of individual items for new work, the firm has to agree to provide items at the lowest quoted price in the comparative list. The contract for AMC/FMS and rate contract for items of new connectivity will be given to the same firm.

9. The Vendors should have the capabilities to handle AMC for all brands and types of hardware and peripherals deployed on High Court LAN. An indicative list is attached which is not exhaustive. Vendor should physically inspect our LAN components and quote to cover all LAN equipments installed. However, Details of LAN Diagram is given as Annexure-I to understand the LAN architecture and installed equipments summarily.

10. The Contract of AMC/FMS and rate contract for items of new connectivity will be given to the same firm.

11. In case of major variation in the rate of individual items for new work, the firm has to agree to provide items at the lowest quoted price in the comparative list.

12. The Vendor should have to prepare and submit a list of Installed LAN hardwares with detail configuration, make and model which are being taken in AMC before starting AMC period to the Registrar General, High Court of Chhattisgarh, immediate after AMC awarded.

13. The quantity given in quotation and Annexure-I is approximate which may increase or decrease for which no compensation will be paid.

14. ESSENTIAL ELIGIBILITY CONDITIONS:

Bidders are to provide information on Technical/Pre-qualification requirements in separate sealed envelope with title "Technical/Pre-qualification requirement". Price bid is to be enclosed separately with title "Price bid of AMC of LAN & FMS". Tenders satisfying the following essential conditions will only be considered for further processing. In absence of the proof of following supportive document the tender will not be considered.

a) The firm has to attach an undertaking that no Government / undertaking organizations have blacklisted the firm for any reason .

b) The Vendor should preferably be a Company registered in India.

c) The firm must have a valid ISO certification. (Preference will be given to ISO for IT service support)

d) Bidders should have successfully carried out the three AMC work of minimum value of Rs. 5.00 Lakhs, in a single order in an organization having such large infrastructure during last one year. (Certificates of satisfactory service from above three organisations must be enclosed)

e) The firm should have at least three years experience in the field of maintenance of such LAN, Routers, Switches and Facility Management Services etc. The annual turnover should not be less than Rs. 2.5 Crore during consecutive past three years.

f) Latest certificates of satisfactory service from the organizations where the vendors are maintaining such LAN and FMS should be attached with tender. The tenderer should have full-fledged office at India.

g) The firm has to provide a brief write up on approach and strategy making use of available resources in relation to Network Management and security for mail and web

services from external and internal sources. A write up on approach, strategy maintenance and updating of website in tune with the upcoming technologies will be provided by the firm with technical/pre-qualification bid.

15. BIDDING PROCEDURE

- a) Bids are invited in two bid system, (1) Technical/pre-qualification bid and (2) Price bid, which shall be sealed separately by mentioning Technical bid and Price bid on the top of envelop. Both of these two envelop will be then enclosed in a single sealed envelope.
- b) No Bids will be accepted after due date and time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical/Pre-qualification Bid must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
- d) Price bid, of only successful Technical Bids, will be opened on pre scheduled date, time & venue.
- e) All the bids must be accompanied by an Earnest Money Deposit of the amount of Rs.50,000/- (Rs. Fifty thousand only) in a form of **Bankers cheque/ bank draft** issued by any commercial bank **in favour of Registrar General, High Court of Chhattisgarh payable at Bilaspur.**

16. SUBMISSION OF BID

- i. The first envelope shall be super scribed with the name of work and the words." Technical bid/Pre-qualification bid". The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security shall be enclosed with the envelope marked "Technical bid/Pre-qualification bid".
- ii. The second envelope shall be super scribed with the name of work and the words "Price Bid (Commercial Bid)". It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- iii. Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- iv. Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- v. All offers shall be made available in hard copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.

vi. All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.

vii. The bid should be submitted in the prescribed bid form of this document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.

viii. No bid may be modified subsequent to the deadline for submission

ix. The Registrar General of High Court reserves the right to inspect any or all the works and satisfy itself about the quality and reliability of the service rendered before opening of the concerned vendors price bid.

17. OPENING OF BIDS:

a. The Registrar General of High Court will open the Technical bids at scheduled time, date and venue in the presence of the bidders representatives who chose to attend.

b. The bidders representatives who will be present shall sign on the paper evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

c. The bidders names, bid withdrawals, presence of bid security and such other details as the Purchaser at its discretion may consider appropriate will be announced at the bid opening.

d. The firm who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. "Price Bid (Commercial Bid)".

18. CLARIFICATION OF BIDS:

To assist the examination, evaluation and comparison of bids the Hon'ble the Chief Justice may constitute a Technical Evaluation Committee and may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

19. EVALUATION OF BIDS:

i. The Registrar General of High Court will examine the bids to determine whether they are complete, required EMD has been furnished and all relevant documents have been properly signed. Evaluation of bids shall be done based on the information furnished by the bidder.

The conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.

ii. The Registrar General of High Court may examine the bids to determine

a. The correctness of the information furnished by the bidder in its bid. In case any

information is found to be incorrect/false, the bid shall be considered as non-responsive.

b. The substantial responsiveness of each bid to the bidding. For purpose of these clause, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The High Courts determination of a bids responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

20. RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

a. The Registrar General of High Court reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the High Court's action.

b. The acceptance of tender, will rest with Registrar General, High Court of Chhattisgarh who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

c. Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

21. TERMINATION BY DEFAULT:

a) The Registrar General of High Court may, without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the Contract in whole or part:

i. If the vendor fails to provide service/rectify the fault within the time period specified in the contract or any extension thereof granted by the High Court.

ii. If the vendor fails to perform any other obligation (s) under the Contract.

b) In the event The Registrar General of High Court terminates the Contract in whole or in part, The Registrar General of High Court may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered for any excess costs for such similar services. However, the vendor shall continue the performance of the Contract to the extent not terminated.

22. APPLICABLE LAW:

The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of Court in Chhattisgarh.

23. TAXES AND DUTIES:

Vendor shall be entirely responsible for all taxes, duties, license, fees etc. incurred until delivery of the contracted services to the High Court. No tax or duty will be payable by the High Court unless specified by the vendor in the price bid.

24. SECURITY & PAYMENT:

- a. The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract further reduced to the extent of EMD which will be accordingly adjusted and also execute the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of The Registrar General of High Court as per the order during contract period, the contract will be cancelled and the Security Deposit will be forfeited or Bank Guarantee revoked. The Security Deposit will be released after completion of the contract to the satisfaction of the High Court. Additional Security money needs to be deposited in case more items are added in the AMC in future.
- b. The successful tenderer will have to sign an agreement with The Registrar General of High Court on a non-judicial stamp paper of appropriate value before taking over the contract.
- c. Maintenance charges will be paid on quarterly basis after deduction of penalty after completion of the quarter. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, then only 80% of the bill amount will be released provisionally. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.

25. SCOPE OF SERVICE:

- i. The solution for the below mentioned services need not be based on available resources at the High Court. Bidder is free to use additional hardware and legal software compatible with the existing system to provide the solution during the AMC period as stated above. The details of this, has to be provided in the strategy write-up of the tender.
- ii. The firm shall depute at least Two of its qualified graduate service engineers during working hours (09:00 AM – 05.30 PM) from Monday to Saturday in the High Court for attending day-to-day complaints. In the event of service required after above hours or on holidays the firm should be prepared to provide services with no extra charges. In case of any disaster/an unforeseen situation, the firm may be asked to depute others from their organization to sort out the problem. The resident Engineers should be qualified graduate engineer from recognized Institutions in Computer science/technology with minimum of two (2) years experience. They have to submit attested copied of qualification and experience to High Court. The engineers so deputed must have their own vehicles, mobile phones and necessary tools like cable tester, crimping/punching machines etc.
- iii. Out of Two resident Engineers, One must be qualified Network Engineers preferably Cisco Certified Network Engineer or equivalent and second should be qualified Network Engineers having knowledge in Backup management in Linux OS .

25.1. Details of AMC for Local Area Network Each complaint must be attended and fixed on same day within working hours. If the component needs time for repairing or replacement then an alternate temporary arrangement must be made by the company. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty. This office will take no

responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/network. The details of resident engineers posted at High Court should be provided in advance with duty schedule to the Computer Section. No resident engineer should be relieved of duties without prior notice of at least one week to In charge of the Computer Section. No resident Engineer will leave or avail leave till the reliever reports for duty.

vii. The resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter High Court sites without proper identity cards as above.

viii. A register will be maintained by the resident engineer of the firm for booking the complaints and to keep record of the uptime of the system. If possible, use of software for this purpose will be preferred and this software will be provided by the firm. A complaint/call register will be maintained by the vendor.

ix. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the Incharge Computer Section before taking the equipment out. Cost of transportation and insurance of equipment will be born by the firm.

x. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.

xi. The selected firm will not involve third party in implementation of service under this AMC.

xii. The vendor has to always maintain at least following parts as standby: Media Convertors

(5), 8-port switches (5), 16- port switches (2), 24-port switches (3), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (200), I/O (5), 1 for RJ Connectors (10) etc. A room would be provided to the engineer to stock the above inventory & repairing of equipments.

xiii. The tenderer will submit a monthly report to the Registrar General, stating the complete list and status of well-being of the network system falling which the bill will not be considered for processing. The tenderer has to attend the quarterly review meeting called by Registrar General/Addl. Registrar(J).

xiv. Interested agencies may visit the site, if desired before quoting the rates for AMC.

xv. All LAN equipments on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance /repair/replacement of existing fiber cable/ switches/media converters/UTP/fiber patch cord/UTP patch cord etc. with same or equivalent brand located throughout the campus.

xvi. The firm has to give the complete Network Audit Report and compiled list of nodes on LAN with hardware address, users, location etc. and to provide the same to In- charge Computer Section within the first month of the contract.

xvii. The firm has to ensure uninterrupted connectivity of LAN in all Divisions till end users. It includes installation of ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes under the campus network.

xviii. The firm will, undertake cable laying activities as and when required by different departments or offices to extend network connectivity at our request based on accepted rate.

xix. The firm will ensure that all users are directly connected to the campus network and are able to send and receive mails, browse the internet, share files through networking.

xx. Resident engineer posted at High Court will not be spared for new connectivity which will be considered as a fresh order.

25.2 Details of AMC for Facility Management Services

The firm has to do following:

i. The firm must give a clear commitment and plan of action to implement the approach and strategy on all Network Services, as indicated in the essential requirements.

ii. Service engineer should look after the system/network administration and capable to work on UNIX, Linux and Windows based servers, Routers, Firewalls (both software and hardware based), Leased lines, Server Administration and Web site administration and application deployment.

iii. Management of databases including user database and login database with 32/64 bit server architectures

iv. To identify and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers

v. To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server.

vi. Create and monitor Virtual LANs, Working Domains for effective use of network services

vii. Technical support in video conferencing as and when required.

viii. Control access to and from the High Court network clients; intrusion detection with logging; should protect against external intrusions, hacking, denial of service, port scanning and spoofing attacks;

ix They have to take Periodic Backups of Systems and Databases using CD-Writer /Tape Drive and to ascertain network connectivity, data transaction in all nodes connected in the LAN

26. PENALTY:

- i. In cases of downtime beyond those stipulated above, penalty will be automatically deducted from the quarterly payable amount.
- ii. The firm will respond to a site visit and commence repair work on the equipment within 24 hours of being notified of equipment malfunction. The firm will ensure making the faulty system usable within maximum 48 hours from the time complaint is lodged. If the equipment is beyond repair at the High Court, the firm will provide standby equipment.
- iii. In case the agency fails to provide any service listed above, there would be a minimum penalty of Rs. 1000/- per day for the each service affected. If the engineer fails to report to I/c Computer Section then in addition to penalty an additional amount per day will be deducted from the quarterly payment of the company as well.
- iv. If the firm fails in execution and successful completion of the new orders as approved in this contract within given stipulated time, a penalty of Rs.1000/- per day per order will be deducted from his quarterly bill.
- v. Penalty to be imposed will be subject to a maximum of total value of the contract. In case of the gross negligence and downtime, security deposited by the firm can be forfeited besides immediate cancellation of the contract.
- vi. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.
- vii. The specification given in the list are broad ones and there could be some variation in the specification/brand/make/model. The quantity may also vary.
- viii. The above items include components installed at various locations in the High Court Campus. There may be some items that may be given on AMC after their warranty period is over, during this contract period. The maintenance would be on pro-rata basis.

Tender for Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services at High Court of Chhattisgarh, Bilaspur.

27. DETAILS OF HIGH COURT LOCAL AREA NETWORK:

SN	Description	Quantity
1	Fibre Optic Cable	875 metres
2	OFC Patch Cable	24
3	OFC media converter with Adopter	24
4	I/O with back box	658
5	24-Port D-Link Switch	35
6	16-Port D-Link Switch	2
7	8-Port D-Link Switch	4
8	12-Port OFC Switch with LIU Box	15
9	Jack Panel(switch) 24 P	34
10	Horizontal Cable manager	34
11	Mount Rack 42 U with accessories	1

12	Mount Rack 24 U with accessories	6
13	Mount Rack 12 U with accessories	6
14	Cat-6 UTP cables and Patch cords	

Note: Layout plan and details enclosed as Annexure-I

**TENDRE FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR LOCAL
AREA NETWORK & FACILITY MANAGEMENT SERVICES AT HIGH
COURT OF CHHATTISGARH, BILASPUR(C.G.)**

PART-A

(TECHNICAL/ PRE QUALIFICATION BID)

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available, use separate sheets)

**SCHEDULE: Last Date of Receipt of Tender: 12/09/2013 upto 04:30 P.M.
Date & Time of Opening of Tender: 18/09/2013 at 01:30 P.M.
(Technical/ Pre-qualification bid only)**

1. Company Name & Address :

2 Is the EMD of Rs.50, 000/- (Rs. Fifty thousand only) enclosed : Yes/No

If yes give details .

D.D.No..... Dated..... for Rs.50, 000/- (Rs. Fifty thousand only)

3 Company profile :

4 Service Tax Regn. No. :

5 Service Tax Paid in the year 2012-13

6 Income Tax PAN No.

7 Total Income Tax paid in the year 2012-13

8 Company Status (Prop./Pvt./Ltd.)

9 Name of organizations and value of AMC

10 Annual turnover in the year

2010-11:

2011-12:

2012-13:

11 Registration details in State/Central Govt.

12 No. of Engineers & Technicians in the firm:

13 What is the Infrastructure and spares support Programme:

14 List of clients along with their contact names, telephone numbers and address (tender

will not be considered without this information):

15 Present total number of such AMC's being serviced:

16 Are you authorized service provider of any reputed Company:

(If yes, please give details and enclosed copy of authorization)

17 Address of Workshop

18 Facility available for servicing

i. Spares available

ii. Test equipment

iii. Test tools (Hardware/software)

iv. any others.

19 Is your firm certified with ISO: Yes/No

(If yes, please enclose a copy of certification)

20 Have you attached the brief write up on approach and strategy: Yes/No

(If yes, please enclose a copy of write up)

21 Has the firm ever been black listed by any Government/undertaking organization:

Yes/No (If No, enclose the undertaking as asked in para-14)

22 Any other Information

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

SIGNATURE

NAME

ADDRESS

PHONE NO.....

FAX NO.....

SEAL

(PART-B)

**TENDRE FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR LOCAL
AREA NETWORK & FACILITY MANAGEMENT SERVICES AT HIGH
COURT OF CHHATTISGARH, BILASPUR(C.G.)**

(PRICE BID)

(To be submitted on the letter head of the bidder and enclose in a separate envelope titled "PRICE BID")

SCHEDULE: Last Date of Receipt of Tender 12/09/2013 at 04:30 PM
Date & Time of Opening of Tender: 18/09/2013 at 01:30 PM
(Technical/ Pre-qualification bid only)

Name and Address of the Firm quoting the rates:

SN	Name of the Service for which price is quoted	Rate per Year	Amount
1.	Comprehensive AMC of Local Area Network (LAN)& Facility Management Services		

Price BID for New Connectivity for which Prices are to be quoted:

SN	Description	Make	Unit	Price
1	Switch 8-port 10/100/1000Mbps	Cisco /HP/Extreme/ Avaya/ D-link	Per piece	
2	Switch 16-port 10/100/1000Mbps	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
3	Switch 24-port 10/100/1000Mbps RJ-45 Auto sensing	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
4	Switch 8-port 10/100 Mbps	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
5	Switch 16-port 10/100 Mbps	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
6	Switch 24-port 10/100 Mbps RJ- 45 Autosensing	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
7	Switch 24-port 10/100 Mbps with 4 No. .combo SFP 1000x- Layer 2	Cisco /HP/Extreme/ Avaya	-do-	
8	Switch 6-port 10/100/1000Mbps Fiber (manageable) L3	Cisco /HP/Extreme/ Avaya	-do-	
9	Switch 24-port	Cisco /HP/Extreme/	-do-	

	10/100/1000Mbps Fiber (manageable)	Avaya		
10	Switch 24-port 10/100/1000 Mbps (manageable. POE)	Cisco /HP/Extreme/ Avaya	-do-	
11	Switch 24-port 10 Gigabit support Fiber (Layer-3)	Cisco /HP/Extreme/ Avaya	-do-	
12	Switch 24-port 10/100/1000Mbps base T-4 with 4 SFP combo, support for 4 Nos. 10 Gigabit fiber SFP	Cisco /HP/Extreme/ Avaya	-do-	
13	Switch 24-port 10/100/1000Mbps base T-4 with 4 SFP combo, support for four nos. 10 Gigabit fiber SFP with POE	Cisco /HP/Extreme/ Avaya	-do-	
14	AC DC Power adapters for switches	ISI mark	-do-	
15	SFP Optical module MM	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
16	SFP Optical module SM	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
17	Media Converter 10/100 Mbps (Multiple Mode)	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
18	Media Converter 10/100/1000 Mbps (Multiple Mode)	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
19	Media Converter 10/100 Mbps (Single Mode)	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
20	Media Converter 10/100/1000 Mbps (Single Mode)	Cisco /HP/Extreme/ Avaya/ D-link	-do-	
21	Cat 5 Enhanced UTP Cables	Systmax /PC Net/D-Link	meters	
22	Cat 6 UTP Cables	Systmax /PC Net/D-Link	-do-	
23	Information Outlet	PC Net/D-Link/HP	Per piece	
24	RJ-45	D-link/Krone/PC-Net	-do-	
25	Patch panel 16 Port	D-link/Cisco/HP	-do-	
26	Patch panel 24 Port	D-link/Cisco/HP	-do-	
27	Wall Mountable Rack 4U	Valrack/President/Comrack	-do-	
28	Wall Mountable Rack 6U	Valrack/President/Comrack	-do-	
29	Wall Mountable Rack 9U	Valrack/President/Comrack	-do-	
30	Wall Mountable Rack 12U	Valrack/President/Comrack	-do-	
31	Floor Rack 27 U with fan	Valrack/President/Comrack	-do-	
32	NIC 10/100 MBPS	HP/TP-link/D-link	-do-	
33	NIC 10/100/1000 MBPS	HP/TP-link/D-link	-do-	
34	OFC 2 core MM	Lucent/Krone/Panduit	Per m	
35	OFC 4/6 core MM	Lucent/Krone/Panduit	-do-	

36	OFC 12 core MM	Lucent/Krone/Panduit	-do-	
37	OFC 2 core SM	Lucent/Krone/Panduit	-do-	
38	OFC 4/6 core SM	Lucent/Krone/Panduit	-do-	
39	OFC 12 core SM	Lucent/Krone/Panduit	-do-	
40	OFC 2 core (Flexible) MM	Lucent/Krone/Panduit	-do-	
41	OFC 2 core (Flexible) SM	Lucent/Krone/Panduit	-do-	
42	Splicing of OFC per core		Per core	
43	OFC Termination		Per core	
44	Tracing OFC breakdown per cable (Including OTDR and Report)		Per core	
45	Patch Cords(UTP)1m	Dlink/PC Net/Systmax	Per piece	
46	Patch Cords(UTP)2m	Dlink/PC Net/Systmax	-do-	
47	Patch Cords(UTP)3m	Dlink/PC Net/Systmax	-do-	
48	Patch Cords(OFC)1m MM	Systmax/Krone/Panduit	-do-	
49	Patch Cords(OFC)2m MM	Systmax/Krone/Panduit	-do-	
50	Patch Cords(OFC)3m MM	Systmax/Krone/Panduit	-do-	
51	Patch Cords(OFC)1m SM	Systmax/Krone/Panduit	-do-	
52	Patch Cords(OFC)2m SM	Systmax/Krone/Panduit	-do-	
53	Patch Cords(OFC)3m SM	Systmax/Krone/Panduit	-do-	
54	OFC Connectors	Systmax/Krone/Panduit	-do-	
55	Couplers	Systmax/Krone/Panduit	-do-	
56	LIU Box rack mount		-do-	
57	Splicing box kept under the earth after splicing		-do-	
58	Digging of soil soft per meter length/ 3 ft depth		Per m	
59	Digging of soil hard per meter length/ 3 ft depth		-do-	
60	OFC indicator (Metallic)		Per peice	
61	Trenchless laying of OFC		Per m	
62	PVC pipe for fiber or UTP	ISI mark	-do-	
63	GI pipe for fiber or UTP(1 1/2"/3" dia)	ISI mark	-do-	
64	HDC pipe for fiber	ISI mark	-do-	
65	Structural cabling (Conduit/battens) per meter structure.		-do-	
66	Fault detection/Digging/Splicing/LIU Box/OFC (Bundled job)		Per fault	
67	Ditch witch laying of OFC		Per m	

The firm must have to quote for all items with complete make and models as per given format. Additional items may also be added as per requirement. Tax (if any) must be clearly mentioned otherwise it will be assumed that rates are inclusive of all taxes.

Information Outlet: Face plate with high impact plastic body, spring shuttered front access having flush mountable or surface back frame.

Patch Panel: 24 Port Jack panel with metal frame having 1.6 mm mild steel chassis 19"x6.10" rack mount frame 1 U Fully powder coated and RJ 45 UTP module, unshielded RJ-45 port jack.

Rack: Racks should have steel/aluminium body; powder coated, with front glass door equipped with lock and key, wire managers, AC distribution box with 6 port 5 pin amp socket, hardware front panel and cooling fans with fan tray.

Labor charge: Labor charge for laying of utp cable will be given for per meter of pipe or conduit, irrespective of no of cables laid through the pipe.

Structured Cabling:The firm should follow all parameters while implementing structured cabling

SIGNATURE

NAME

ADDRESS

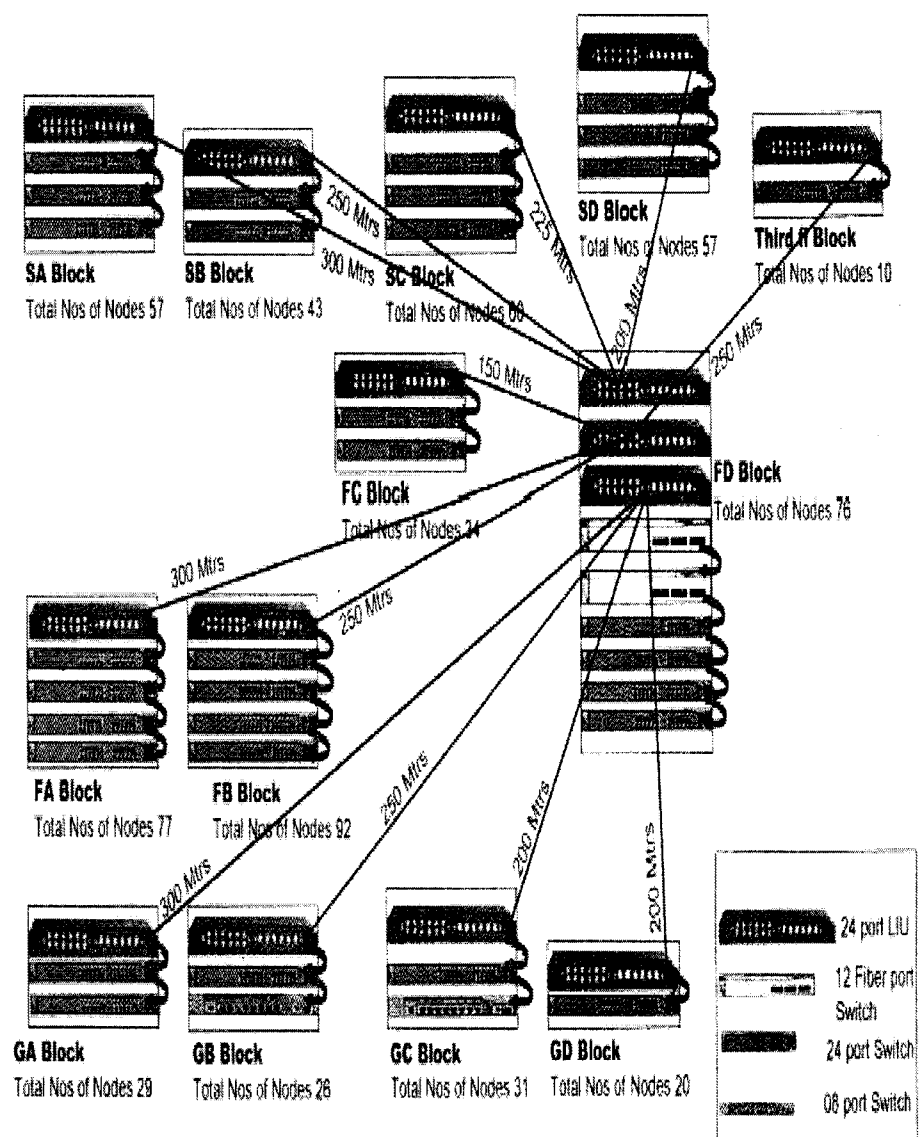
PHONE NO.....

FAX NO..... SEAL

-- 21 --
ANNEXURE-1

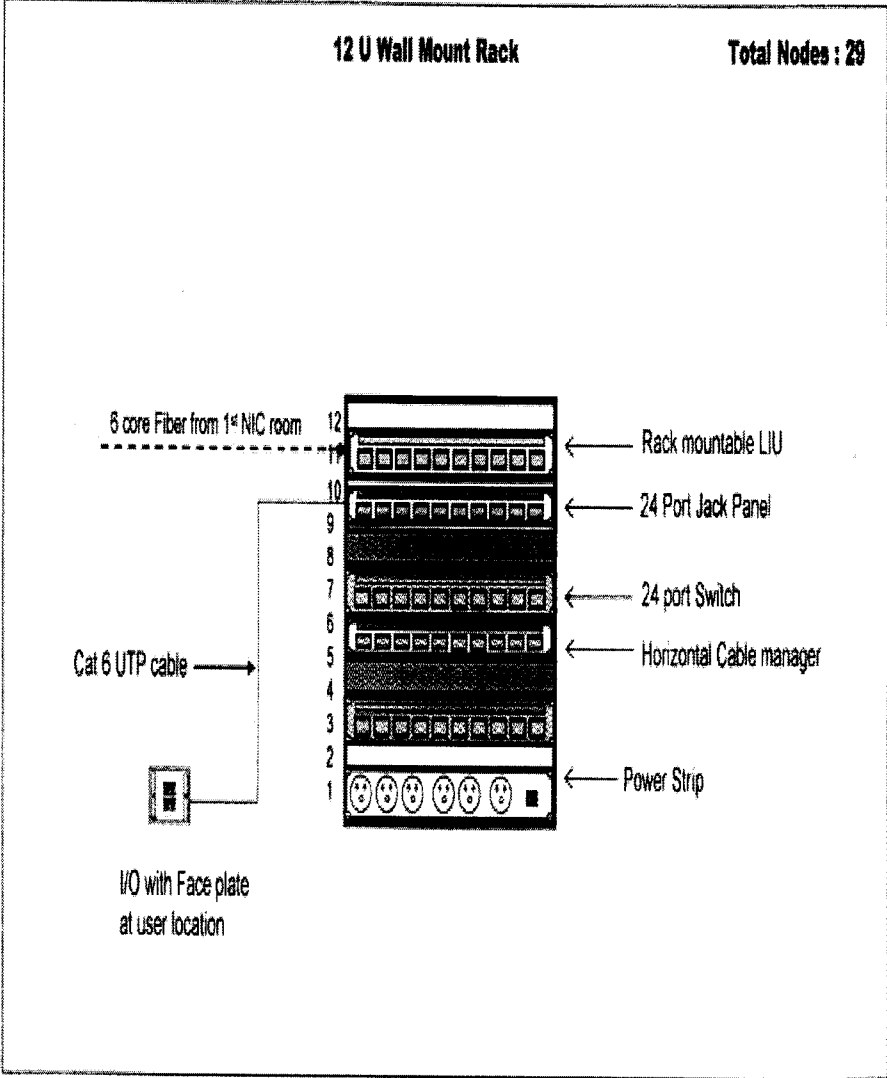
Connectivity layout of High Court-Chhatisgarh

Switch Connectivity Diagram



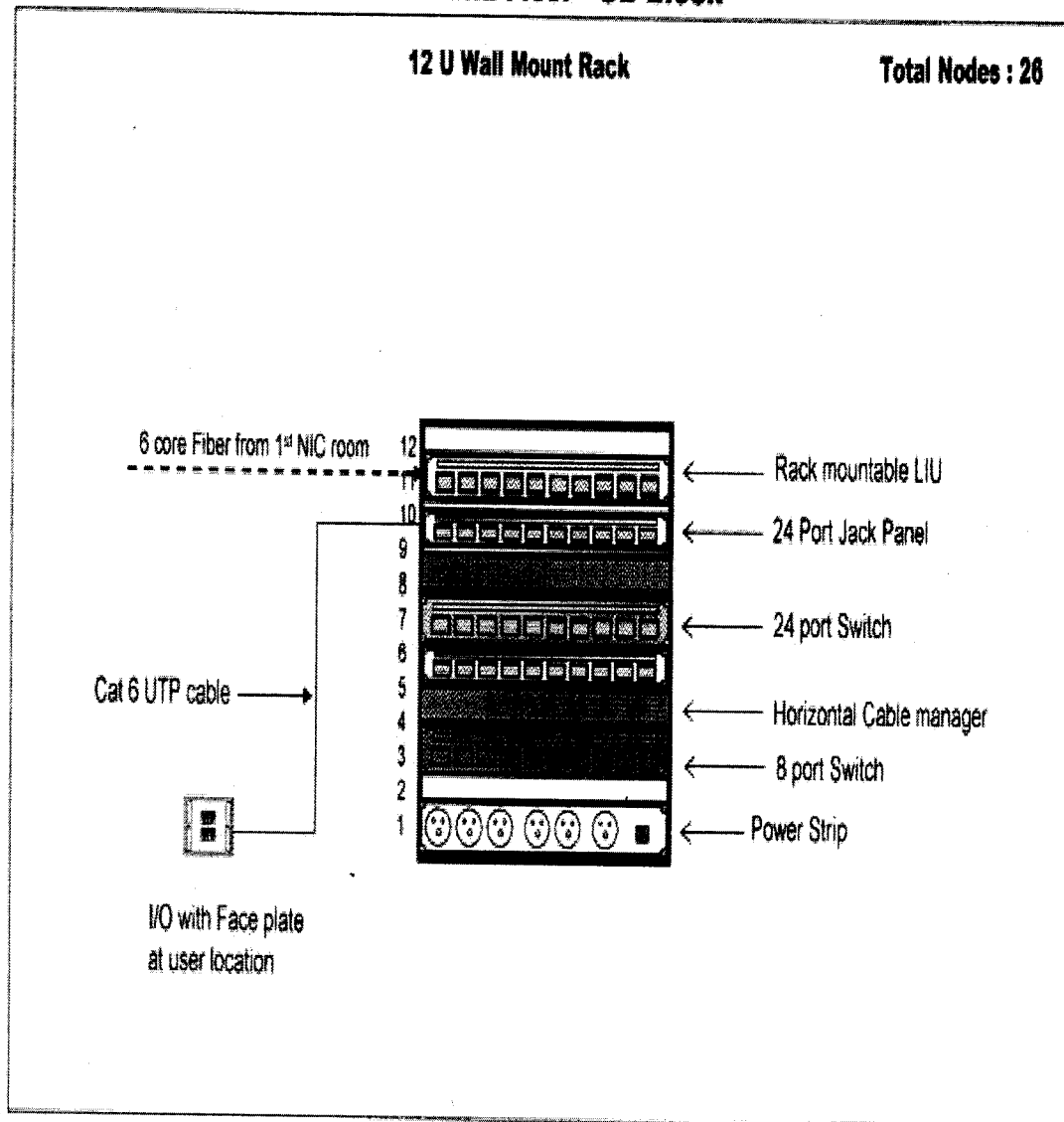
Rack Diagram

Ground Floor - GA Block



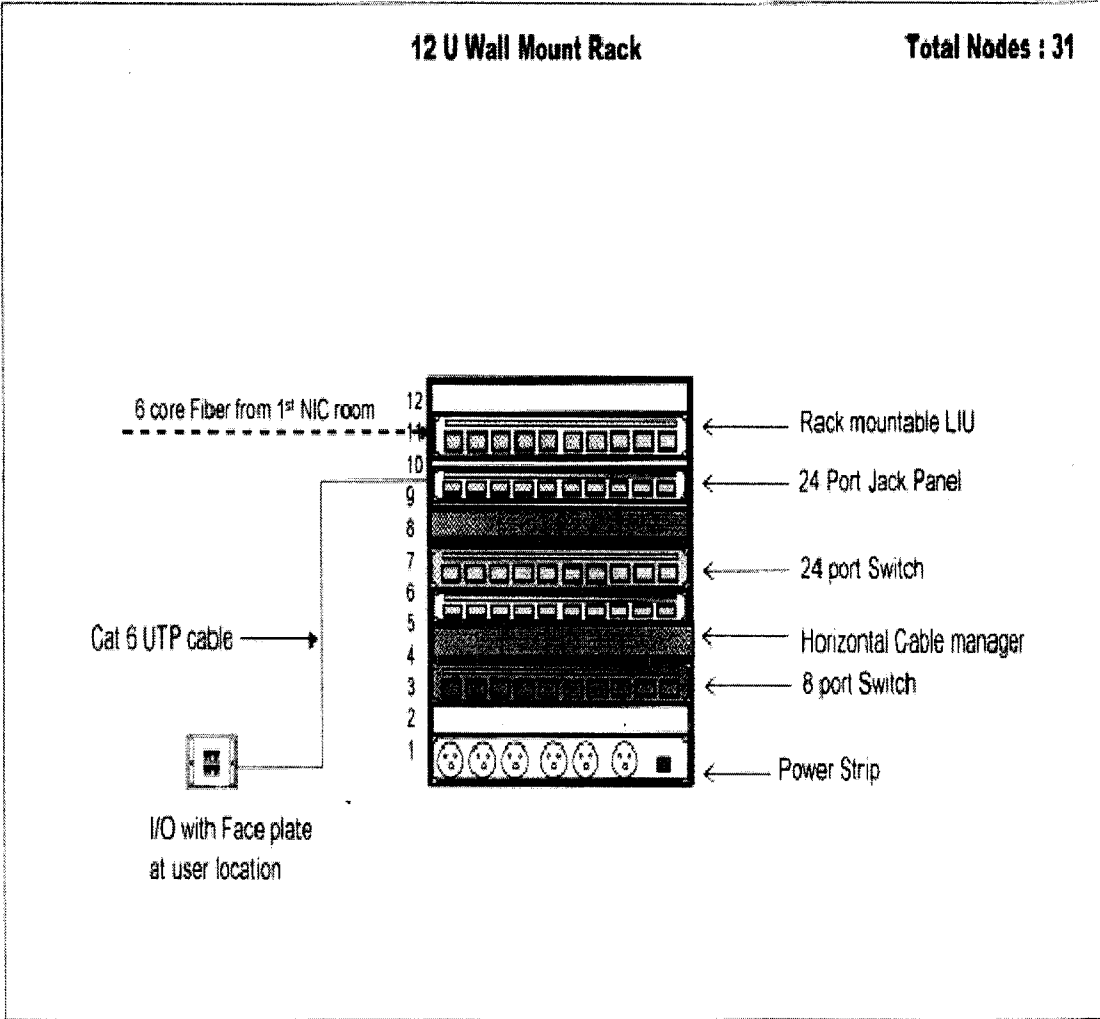
Rack Diagram

Ground Floor - GB Block



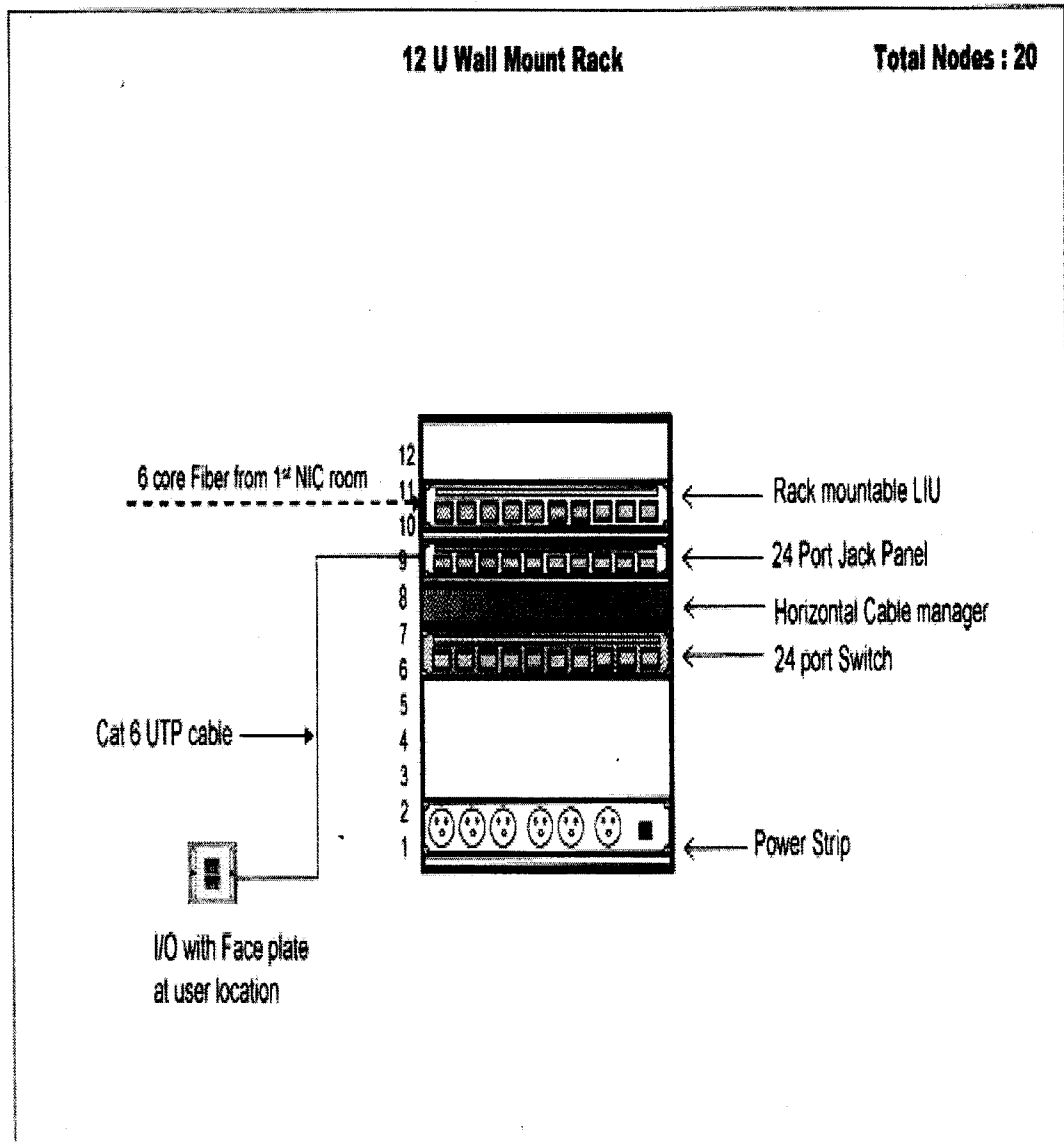
Rack Diagram

Ground Floor - GC Block



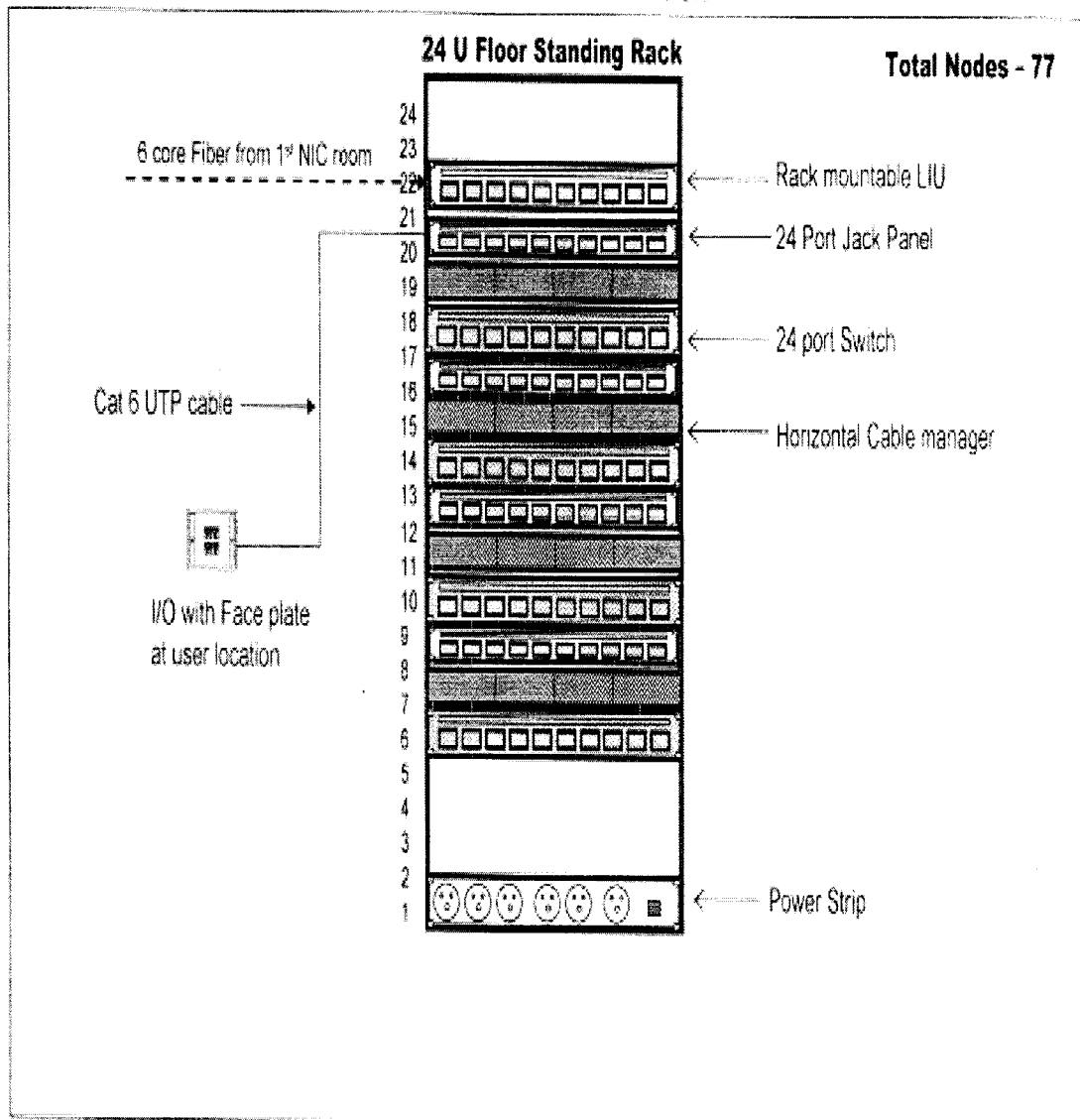
Rack Diagram

Ground Floor - GD Block



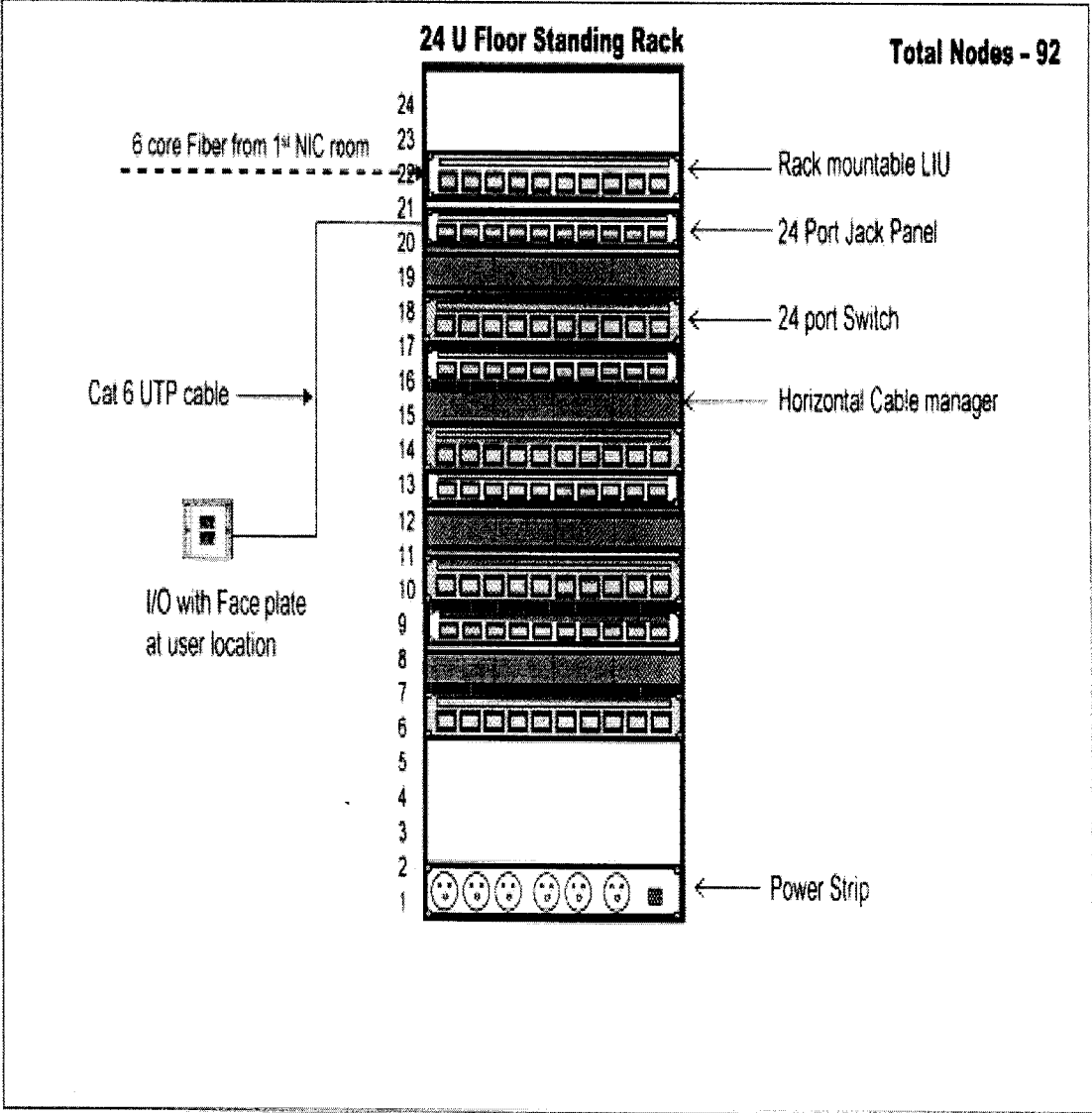
Rack Diagram

First Floor - FA Block



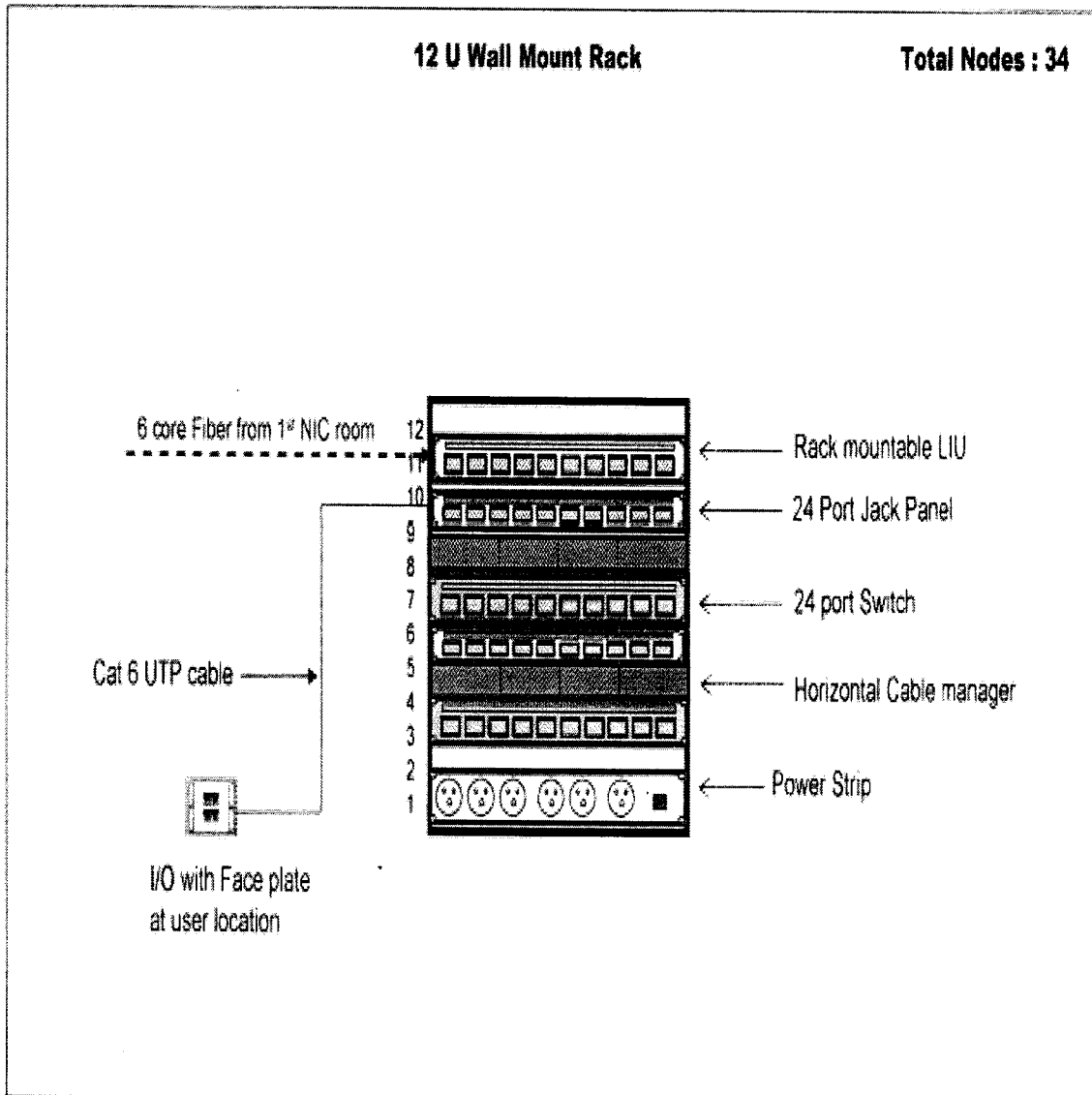
Rack Diagram

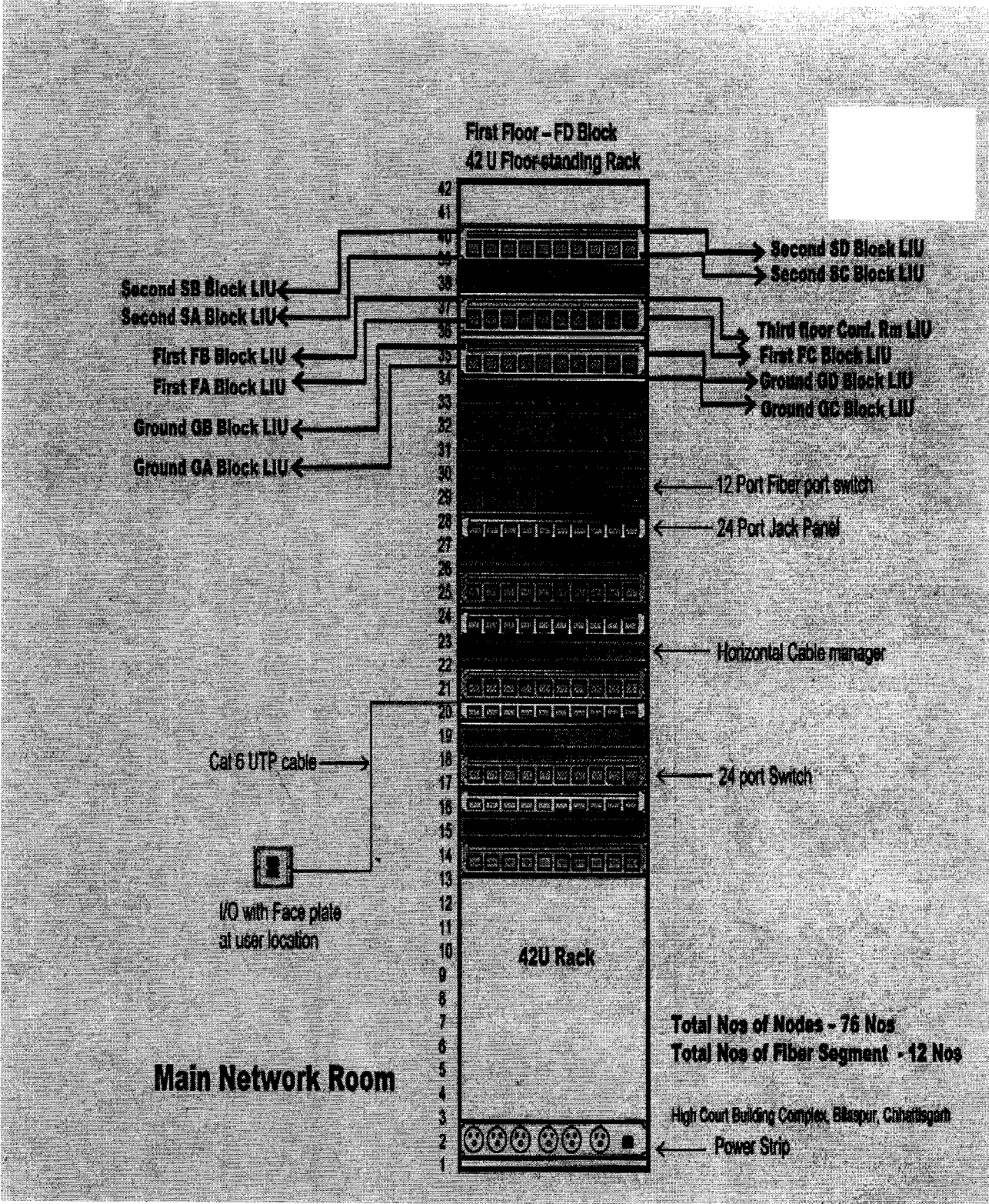
First Floor - FB Block



Rack Diagram

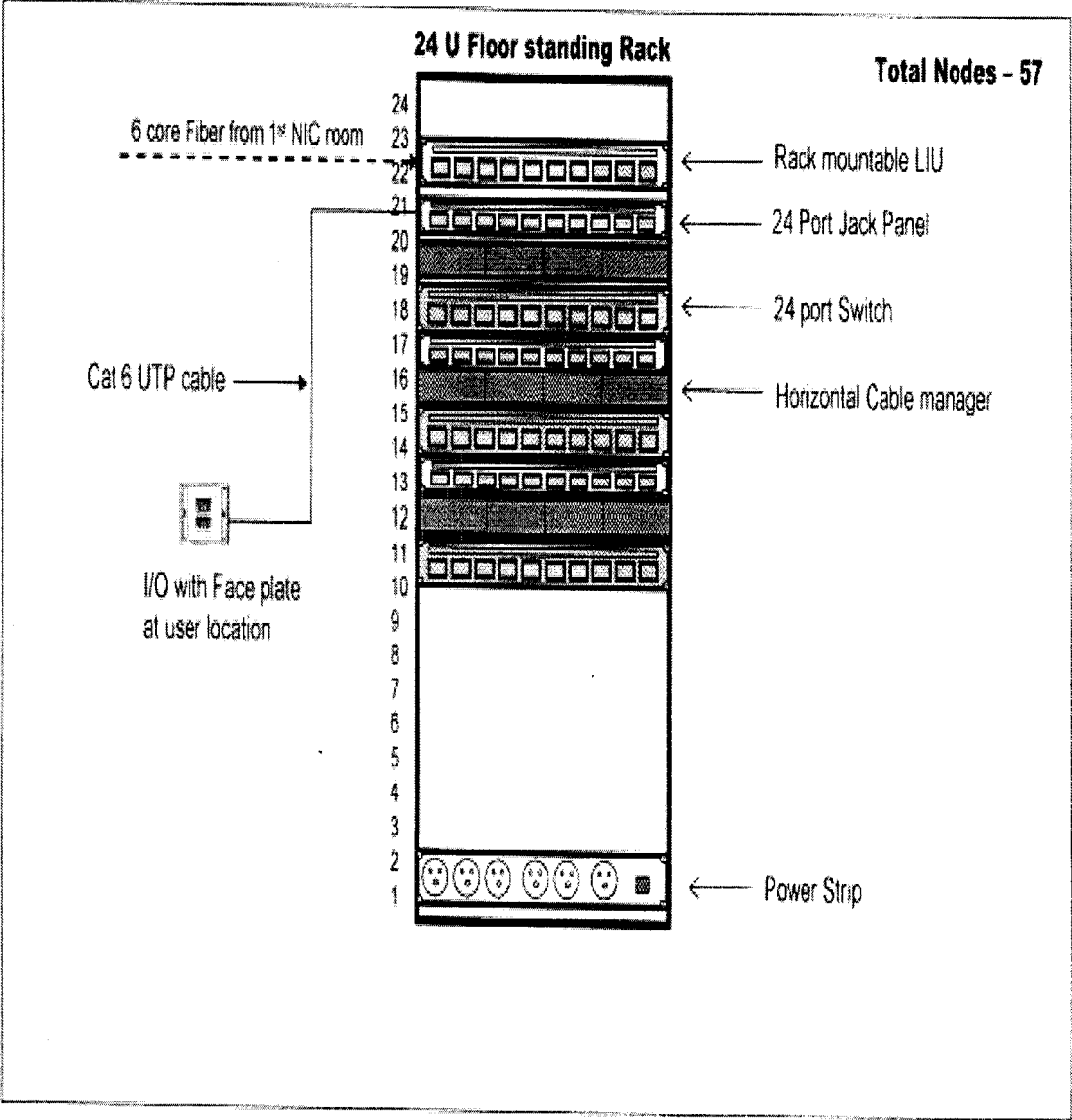
First Floor - FC Block





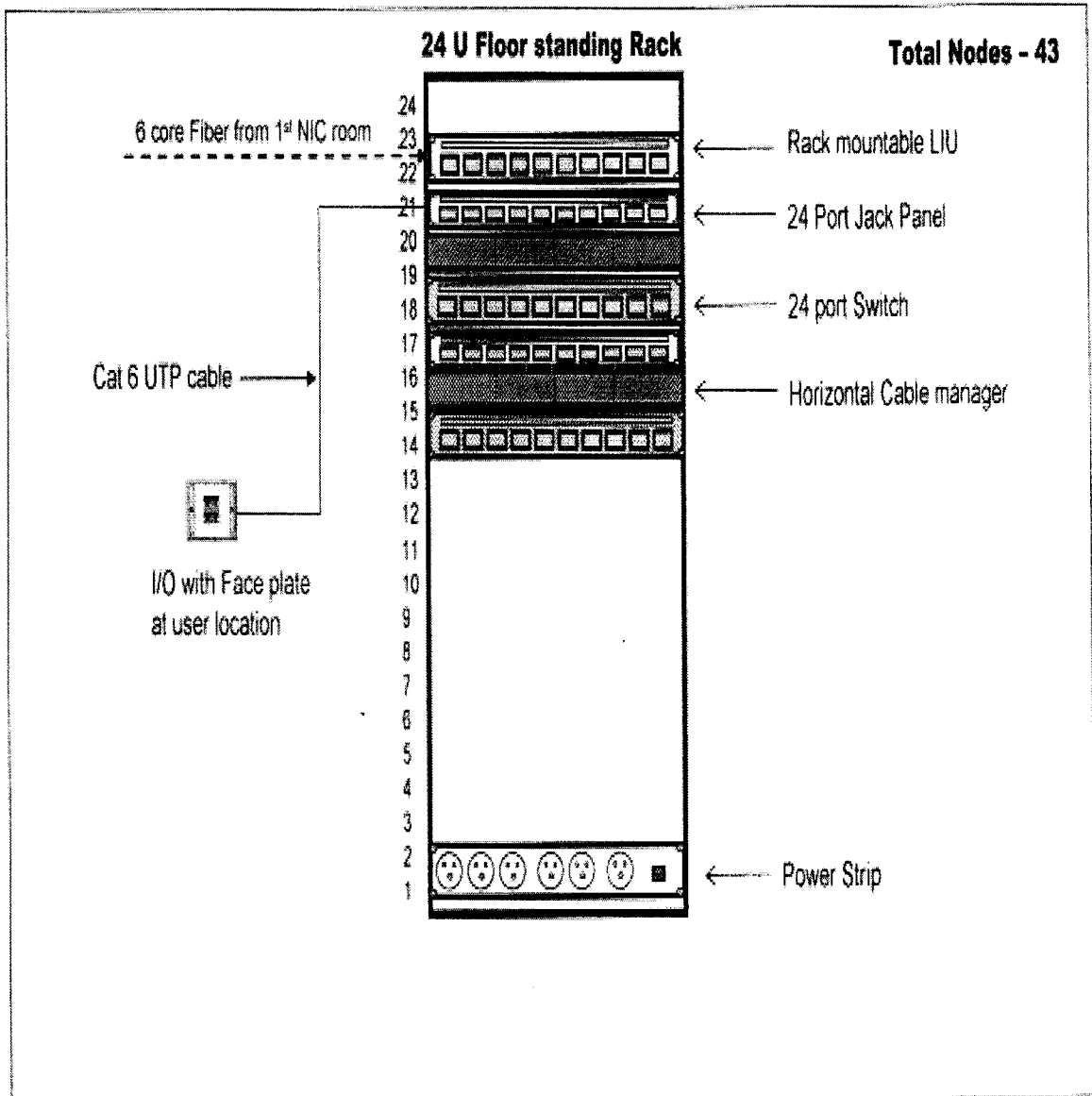
Rack Diagram

Second Floor - SA Block



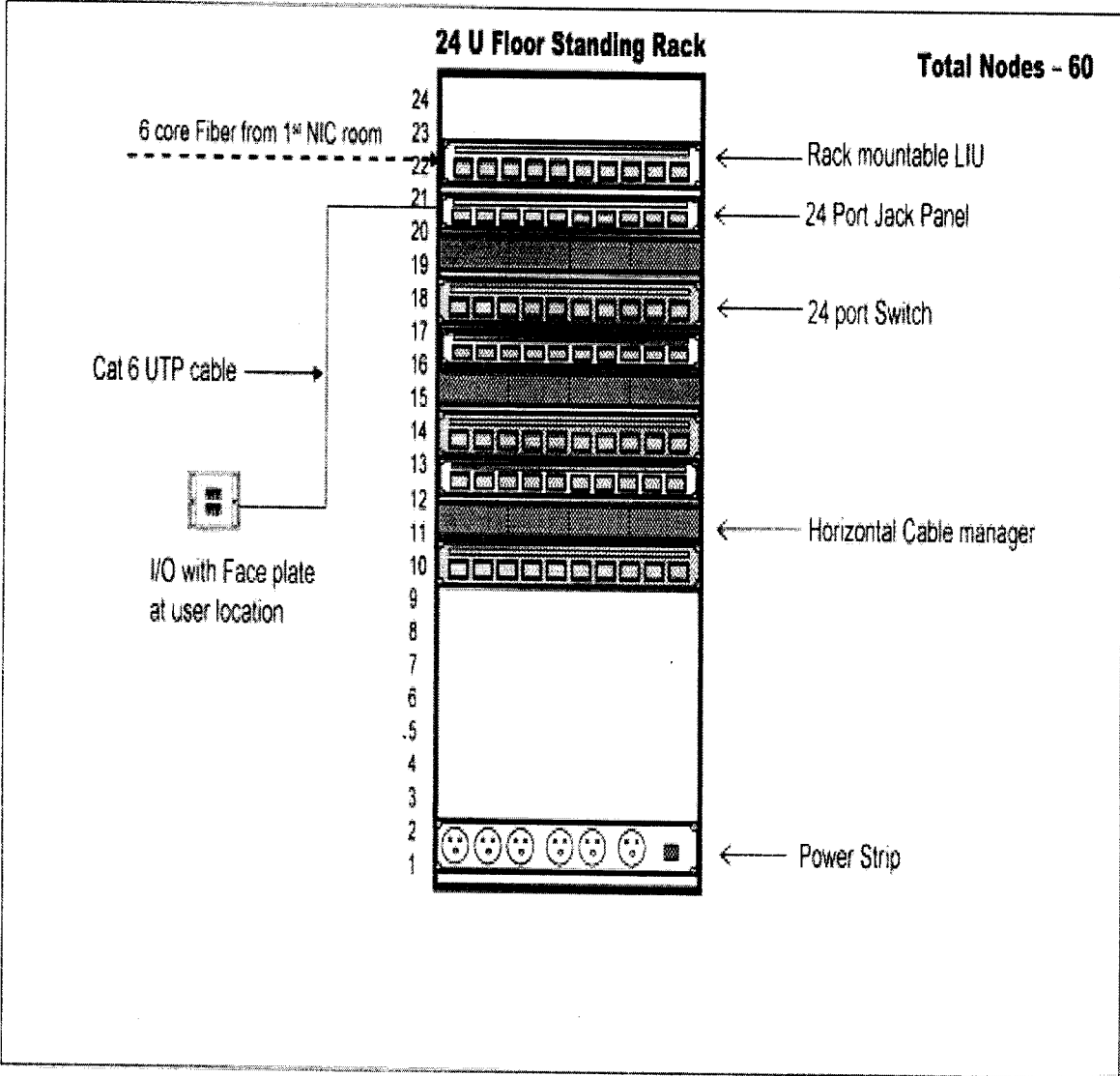
Rack Diagram

Second Floor - SB Block



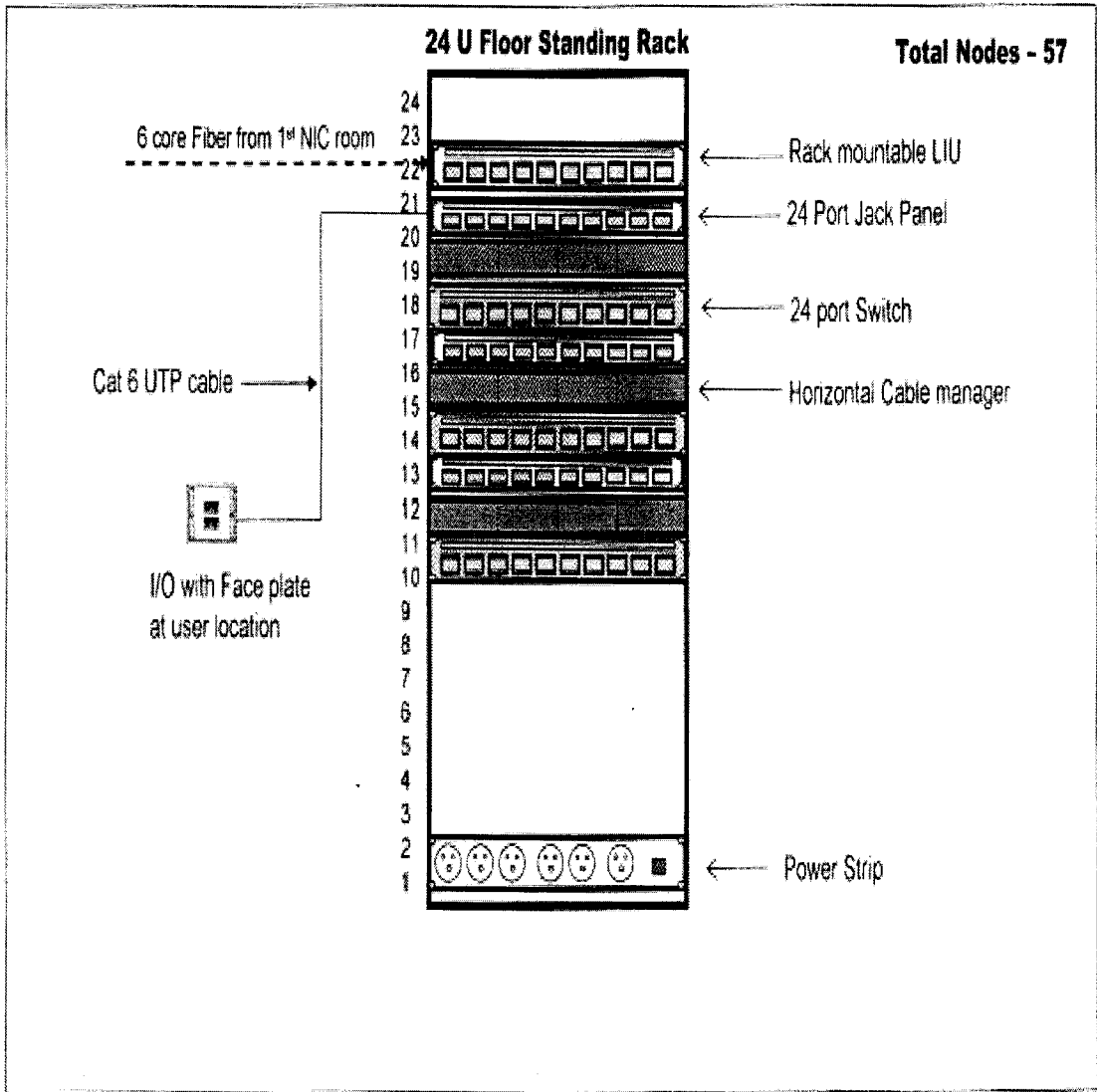
Rack Diagram

Second Floor - SC Block



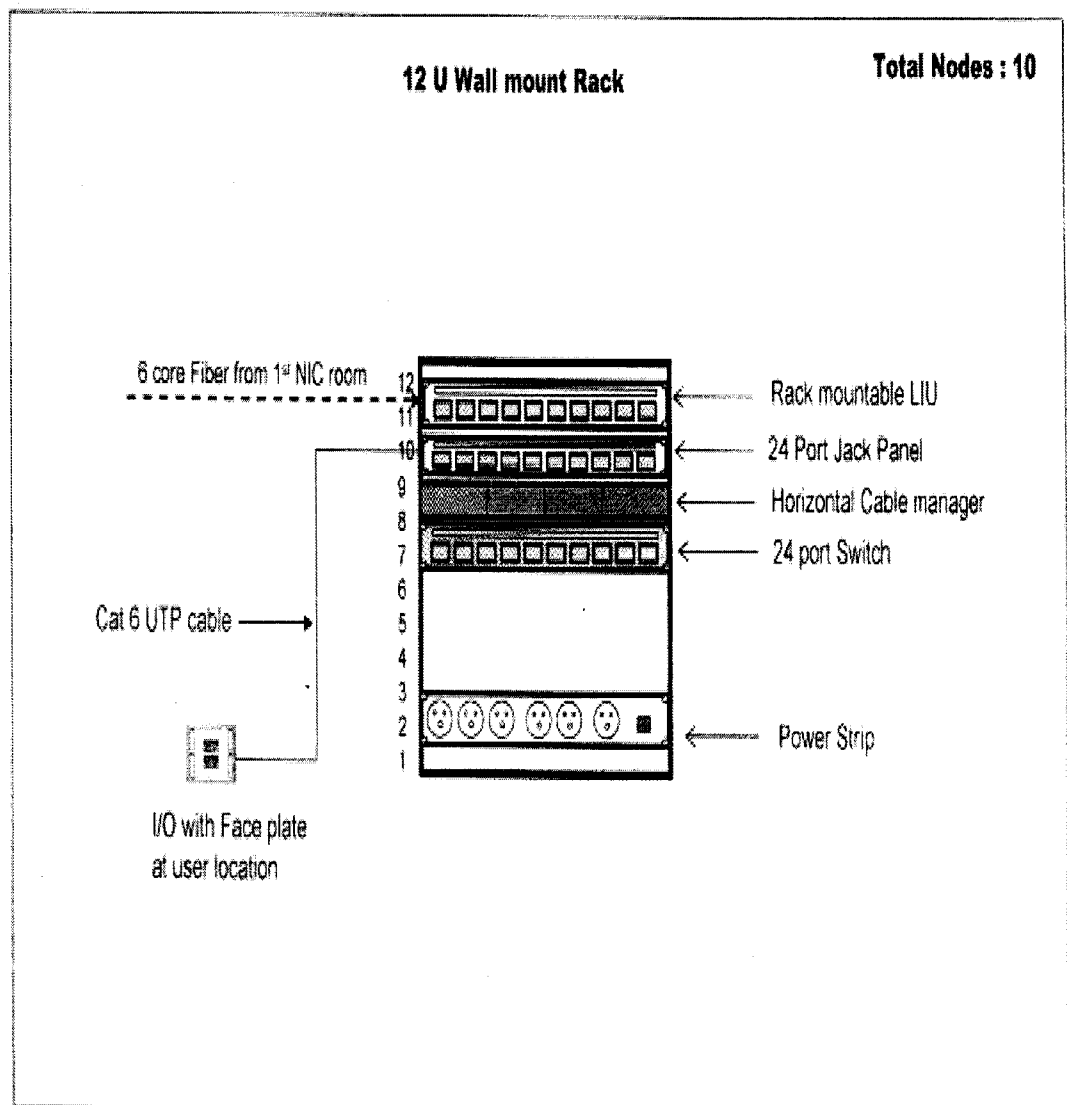
Rack Diagram

Second Floor - SD Block



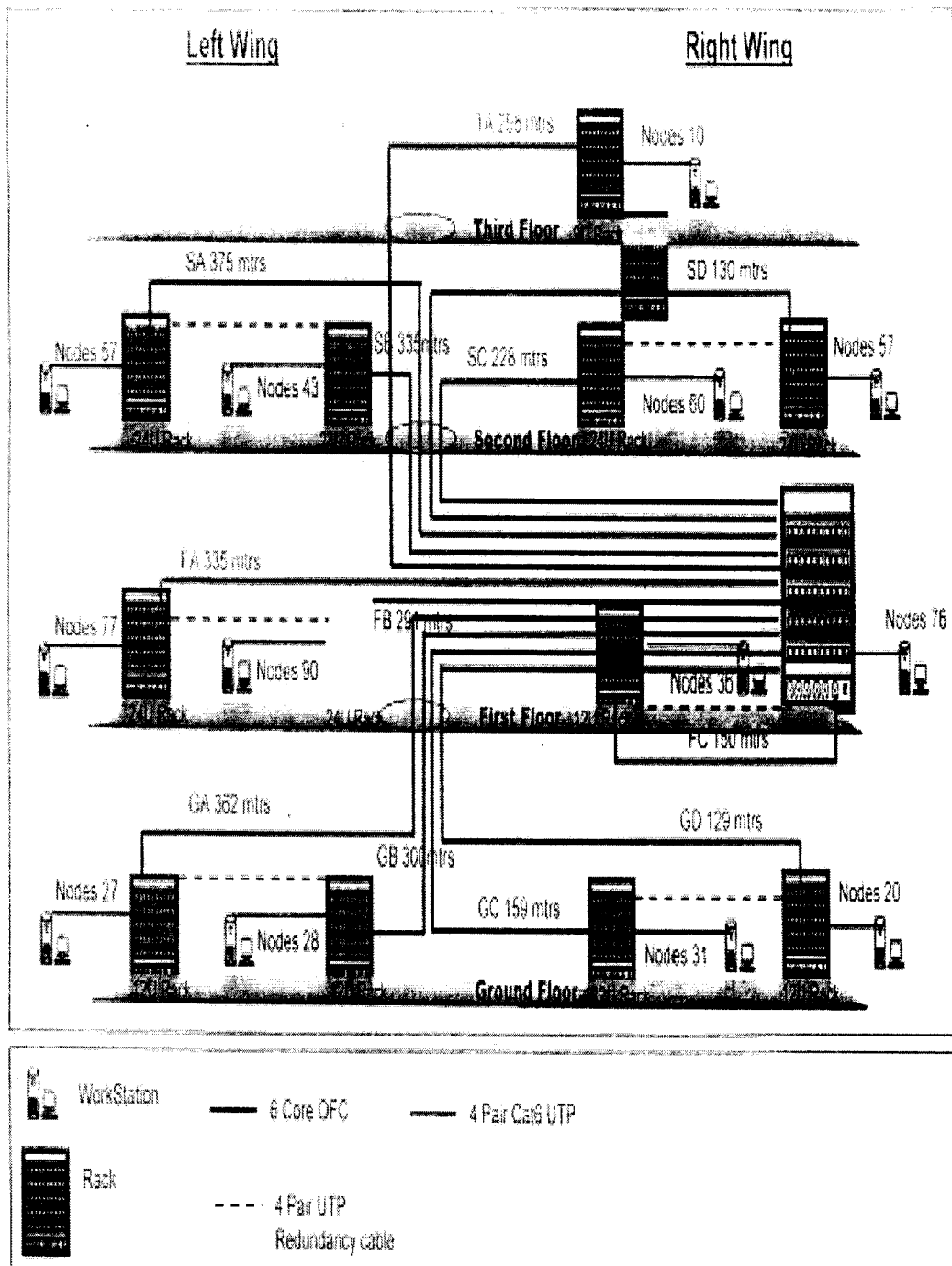
Rack Diagram

Third floor - Conf. room



Connectivity layout of High Court-Chhatisgarh

Rack / Fiber Diagram



Confidential