



GOVERNMENT OF INDIA

**NATIONAL ACADEMY OF DIRECT TAXES
(NADT), NAGPUR-440030**

**LIMITED TENDER FOR
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC)
OF NETWORK & IT'S EQUIPMENT
*AT NATIONAL ACADEMY OF DIRECT TAXES.***

Tender Enquiry No. : NADT/NO/AD(SYS)-II/AMC/NETWORK/160/2012-13

TO BE SUBMITTED BY : on or before 24/09/2013 (1:00 PM)

To

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**SPECIFICATIONS AND GENERAL TERMS AND CONDITIONS FOR ANNUAL
MAINTENANCE CONTRACT OF NETWORK & IT'S EQUIPMENT, NADT, NAGPUR**

1. INTRODUCTION & RELATED INFORMATION

1.1 INTRODUCTION

The National Academy of Direct Taxes (herein after referred as NADT), having its office at “**Chhindwara Road, NAGPUR – 440030**”. The NADT hereby invites proposals from Bidders for Maintenance of Network & its equipment, LAN (Local Area Network), Wide Area Network (WAN), Metro Area Network (MAN) and Active Directory System setup at NADT campus and undertake AMC of the existing Networking equipments etc. at the NADT, Nagpur.

1.2 RELATED INFORMATION

Reno.	Item	Description
1.	Scope of work	Comprehensive annual maintenance contract of Network & its equipment at National Academy of Direct Taxes, Nagpur.
2	Cost of Tender Documents	Cost of bid document is Rs. 500/-(non-refundable), to be paid though a demand draft favouring 'ZAO, CBDT, Nagpur' and should be enclosed with the bid document
3	Earnest Money Deposit (EMD)	A sum of Rs. 20,000/- (Twenty Thousand) shall be furnished as Earnest Money Deposit (EMD) through an account payee demand draft favouring 'ZAO, CBDT, Nagpur'. The EMD must accompany the bid without which the bid will be rejected
4	Period of Sale of Tender documents	06.09.2013 to 23.09.2013 (11.00 am to 4.00 pm)
5	Persons** from whom the tender documents can be obtained and submitted	Assistant Director(Systems), Room.No.218 Faculty Building, National Academy of Direct Taxes Chhindwara Road, Nagpur-440030
6	Last Date and Time for submission of Bid	24.09.2013, up to 1.00 pm
7	Date and Time of Opening of technical Bids	24.09.2013, at 3.00 pm
9	Place of Opening of Bid	Conference Hall in Faculty Building, NADT, Nagpur
10	Address for Communication	Joint Director(Faculty & Systems), Room No 203, National Academy of Direct Taxes, Nagpur Chhindwara Road, Nagpur-440030. Tel.No.0712-2583794/Fax.no.:0712-2584349

** *The bid document can also be downloaded from NADT's website : www.nadt.gov.in or from www.incometaxindia.gov.in*

2. INTENT OF THE SPECIFICATIONS

2.1 It is intended to select an ISO certified company for the award of the Comprehensive Annual Maintenance Contract (AMC) for the following in NATIONAL ACADEMY OF DIRECT TAXES and its campus in Nagpur :

Comprehensive repair and Maintenance of Network equipments, around 450 Nodes (Networking), I/o Boxes, Patch panels, Router and associated peripherals connected to LAN,MAN,WAN or otherwise and solving problems arising in network access over LAN or MAN or WAN. The services for configuring, routers, switches, wireless access points, Active Directory System, VLAN settings, etc. will also be the part of the contract.

2.2 The complaints of hardware/Software related to networking equipments, Router, Switches, Active Directory System and configuration of I.P. address and network security as and when required should be attended to by the vendor. The comprehensive AMC shall also include providing & crimping of RJ45 as and when required. The complaints related to the Network equipments which are under warranty would be attended through the respective vendors providing the warranty.

2.3 Those network equipments, which are not under warranty, will be covered under comprehensive hardware contract by way of which the vendor to whom comprehensive AMC is awarded shall be required to replace all the defective parts of the equipment with genuine original spare parts. All the equipment are of standard make such as CISCO, D-link, Netgear, Digisole, etc. This condition about replacement would come into effect after the contract period has begun. The successful bidder, on award of AMC, shall begin the AMC service with all such equipments (which are not under warranty).

2.4 The detailed specifications and quantities of the equipment are indicated at Annexure-II (attached hereto with the specifications). Bids will be evaluated on the basis of quantities indicated in Annexure-II. However, NADT reserves the right to vary the quantities as well as items at the time of award of contract and also while renewal of contract.

3.0 INSTRUCTIONS TO THE BIDDERS

3.1 The tender documents can be obtained from NADT, Room No. 218, Faculty building, Chhindwara road, Nagpur - 440030 from 11.00 a.m to 4.00 p.m. on all working days from 06.09.2013 to 23.09.2013 against a bank draft of Rs. 500/-drawn on any nationalized bank and issued in favour of 'ZAO, CBDT, Nagpur', payable at Nagpur valid for six months. This tender documents can also be downloaded from the website <http://nadt.gov.in> or <http://incometaxindia.gov.in> . Such bids should be submitted along with the cost of tender documents in the form of Demand Draft as mentioned above. The bidder shall bear all the costs associated with the preparation and submission of the bid and the NADT will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

3.2 The bids should be prepared strictly in accordance with the instructions contained in the specifications. These shall be submitted in a properly sealed cover as described in Clause 3.3 of these specifications, addressed to Joint Director (Fac & NO), NADT, Room No. 203, Faculty Building, Chhindwara Road, Nagpur – 440030 and super scribed “**OFFER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACR (AMC) OF NETWORK AND ITS EQUIPMENT AT THE NATIONAL ACADEMY OF DIRECT TAXES**”. The interpolations, insertions, cuttings and corrections, if any, made in the tender document must be duly initiated by the bidder.

3.3 Documentation of bids-The bidders should ensure that all the pages and documents comprising the bid are properly signed by bidders/person authorized to do so on behalf of the bidder with seal/stamp of the bidder affixed on them failing which the bid will not be considered. The bid prepared by the bidder shall comprise of the following documents.

- (i) Prequalification Document & Tender Fee (if downloaded)
- (ii) Technical Bids & Commercial Terms in separate sealed covers super scribed with the words ‘**Technical Bid**’
- (iii) Financial Bid in separate sealed covers super scribed with the words ‘**Financial Bid**’
- (iv) Earnest Money(EMD) to be submitted in a separate sealed envelope and super scribed with the words "**Earnest Money**"

3.4 The offers should be valid for acceptance for a period of at least 120 (Hundred Twenty) days from the date of opening of the bids.

3.5 While submitting the bids as per the specifications, the bidder shall deemed to have read, understood and accepted all the terms and conditions stated in the tender document for this work and the clauses of the Contract Agreement (Annexure –I) that, if selected, it will be required to enter into. All certificates/information/documents as listed under Para 4 shall be furnished along with the bid.

3.6 The bidders shall be free to inspect the equipment between 11.00 AM and 3.00 PM, on 16.09.2013.

3.7 A Certificate that all costs of repair and maintenance charges other than that specifically provided for as per the terms of this contract have been included in price bid, shall be furnished by the bidder along with the price bid.

3.8 The bidder will indicate the complete address of the company/office and service centre along with the name(s) of the contact person(s) and their telephone/Fax/Mobile No.(s)/email Ids and other particulars as per the Proforma given in **Schedule-I**.

3.9 The bidder shall quote the unit-wise charges for the maintenance of the equipment as detailed in **Annexure-II** forming part of the "**Schedule of Prices**". However, the bidders shall be rated on the basis of their overall AMC charges for all the items and not on the basis of the charges for AMC for the individual units quoted by them. The duly filled in "Statement for financial Bid" should also be submitted by the bidders, along with other details in Annexure-II. The rates should be quoted both in figures and words and each page of tender document must be signed by the bidder. The rates quoted shall be Net and firm and no change of rates shall be allowed during the contract/extension period for any reason including increase in duties and taxes etc. The rates should be inclusive of everything (including taxes).

3.10 In case of discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figures and in words the rates quoted in words will govern.

3.11 The offers/bids must be sent by Registered Post/Courier/By hand/Speed Post sufficiently in advance so as to reach the Office of the Joint Director (Fac & NO), NADT, as at Para 3.2 above, by the scheduled date and time. Any bid received after the due date and time, by whatever means, shall not be considered and shall be returned unopened.

3.12 The bids prepared as per procedure in Para 3.3 above will be received up to 1.00 PM on 24.09.2013 in Room No. 203, Faculty building, NADT, Nagpur and will be opened (Technical bids only) at 3.00 p.m. in the conference hall of the Faculty Building on the 24/09/2013. In case the said day happens to be a holiday, the bids will be accepted and opened on the next working day. The bidder or any of his authorized representatives may be present along with the authorisation certificate at the time of tender opening. The tenders received after the deadline shall not be considered.

3.13 The date of opening of financial bids shall be intimated separately, only to the bidders declared successful in technical bids. The contract will be awarded to the lowest bidder. The NADT shall however not bind itself to accept the lowest and / or any bids and reserve the right to accept/reject any bids, wholly or part without assigning any reason.

3.14 The tender specifications indicating the details of the items to be covered under AMC and terms and conditions shall be available up to 4.00 PM of the last date of tender sale (Date 23.09.2013) against payment of a bank draft of Nationalized Bank of Rs. 500/-drawn in favour of ZAO, CBDT,Nagpur.

3.15 Conditional or ambiguous tenders are liable to be rejected summarily.

3.16 Performance Guarantee- The successful bidder(s) will be required to deposit a Performance Guarantee equivalent to 10 percent of the annual value of the contract as security for due fulfillment of the contract. The Performance Guarantee should be in a form/instrument as intimated to the successful bidder(s) immediately upon the signing of the contract. The Performance Guarantee should be valid for a period of 14 months from the date of signing of contract and must be submitted to the Hirer within 10 days of signing of the contract. The security shall be liable to forfeiture/encashment in the event of breach or non-observance of any of the terms of the contract by the successful bidder(s). No bill of the successful bidder(s) will be processed for payment until the Performance Guarantee is furnished to the satisfaction of the Hirer.

- 3.18 Alterations in the bid document- No Alteration should be made in any of the terms and conditions of the bid document specified in Notice Inviting Tender. In the submitted bid, no variations or deviations in any manner whatsoever, to the terms and conditions will be admissible. Bids not accepting or modifying any of the terms and conditions, in whole or in part, as listed in Section - III will be summarily rejected.
- 3.19 Earnest Money Deposit (EMD)- A sum at the rate of Rs. 20,000/- (Twenty Thousand only) shall be furnished as Earnest Money Deposit (EMD) through an account payee demand draft favouring 'ZAO, CBDT, Nagpur'. The EMD must accompany the bid without which the bid will be rejected.
- 3.20 Forfeiture, return and refund of EMD-The EMD will be forfeited, if the successful bidder fails within the time fixed by the Hirer, to sign the contract on the terms contained in the bid document, or fails to execute the order within the stipulated time. Upon furnishing of valid Performance Guarantee by the successful bidder(s), the EMD submitted by them will be refunded. For other bidders, the EMD will be returned within 10(Ten) working days from the date of award of contract. No interest will be payable on this deposit.

4. QUALIFYING REQUIREMENT AND DOCUMENTS TO BE FURNISHED

4.1 The NADT will use the following as the Eligibility Criteria. Only those bidder who fulfils these criteria should respond to the tender:

Sr.No.	Criteria	Required details
1	The bidder should be a registered corporate in India, registered under the Companies act 1956 and should be registered under C. S. T. and/or have the sales tax registration as well as Service Tax registration in the state where the company has a registered office.	The bidder should submit the valid sales tax/VAT registration certificate and Service Tax registration certificate along with the bid.
2	The bidder should have been making profit for last three completed financial years. i.e 2010-11,2011-12,2012-13	Audited Profit and Loss account Statements
3	Bidder should have minimum 5 years of experience in Annual Maintenance Contract for Networking and having successfully executed at least one work of AMC for Networking costing not less than 3 lac	Copies of work orders and work completion report.
4	Average Revenue during last 3 years ending 31 st March-2013 for sale of Network equipment & AMC should be at least 25 lac.	Relevant document/certificate/copy of account certified by the Auditor
5	The vendor should have handled AMC of network & its equipment and installation of Microsoft Active Directory System in Govt./Public sector organization/Semi-Government/ Companies listed in Group A of BSE/NSE Sensex	Attach Experience certificate which includes work on ADS. Order copies and customer detail must be attached.
6	The bidder should not be black listed with any of the government projects	Submit an under taking
7	The bidder should have registered office with adequate service setup at NAGPUR.	Relevant document be submitted

In addition to the criteria mentioned in para 4.1, the following criteria are also required to be fulfilled by the bidders.

4.2 The "Technical Bid" must contain the following documents, failing which the tender is likely to be rejected. The decision of NADT regarding fulfilment of the requirements of the Technical Bid shall be final and binding.

4.2.1 Please note that no prices shall be indicated in the technical bid otherwise the bid will be disqualified.

4.2.2 Schedules I, II and III attached with these specifications shall be duly filled in and enclosed with technical bid. The bidders are also required to furnish the Performance Certificates for rendering satisfactory services from their earlier clients for various AMCs handled by them in the past Five years.

4.3 The bidder should have sufficient qualified personnel with BCA/MCA/BE (Electronics/Computer Science)/ 3yrs Polytechnic Diploma in electronics or equivalent. Company should also have at least one CISCO certified engineer with valid networking Certification CCIE/CCNA/CCNP.

4.4 The company shall provide proof of having satisfactorily executed comprehensive AMC for the equipment mentioned in Clause 4.2.2 along with a list of equipment so handled.

4.5 Copies of Sales Tax, service tax and Income Tax paid for the Assessment Year 2011-12, 2012-13 & 2013-14 and Permanent Account No.(PAN) card allocated by the Income Tax Department.

4.6 A list of qualified service personnel, along with their qualifications and experience (Schedule-III), who are permanent employees of the company for the last two years, shall be furnished along with the technical bid.

4.7 The bidder shall furnish with the bid all information as sought as per the specifications, in the absence of which the bid is liable to be rejected.

BIDDERS SHOULD PARTICIPATE IN THIS BID ONLY IF THEY MEET THE ELIGIBILITY CONDITIONS MENTIONED ABOVE.

If bidders participate in this bid without being able to comply with all of the eligibility criteria mentioned above, the BID WILL BE REJECTED. If EMD is not submitted along with the Eligibility bid, the documents will not be taken up for further processing and the Technical Bid and Commercial Bid covers along with the Eligibility Documents will be returned to the bidder.

Clarification, if any will be sought by the NADT from the bidder and has to be responded WITHIN 5 WORKING DAYS. If any clarification called for is not responded within five working days or incomplete response is received, it will lead to the REJECTION OF THE BID and no further correspondence in the matter will be entertained.

5. GENERAL TERMS AND CONDITIONS

5.1 The bidder must be conversant with the handling of repair and maintenance of all the Networking equipments including switches, Router, maintaining Active Directory System, VLAN configuring, Nodes(Networking)and associated network peripherals covered in the specifications.

5.2 The Director General, NADT reserves the right to reject any/all the bids without assigning any reason.

5.3 The officers of NADT may visit the premises of the technically qualified bidders to assess their capability to handle such jobs without giving any prior intimation. Thereafter, the price bid of only those bidders shall be opened whose technical bids have been found acceptable.

5.4 Acceptance of the bid shall be communicated to the successful bidder by a formal letter of acceptance.

5.5 The Company should assign the service related obligations at NADT to its such employees who are Network service related qualified engineers or equivalent. Company should have at least one CCIE/CCNA certified engineer.

5.6 The successful bidder shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract and all such charges must be included in the final price declared in the financial bid.

5.7 The successful bidder shall be required to submit a duly signed and stamped '**Comprehensive Annual Maintenance Contract Agreement**' as per proforma at **Annexure-I**, or such further modified terms as may be communicated to the contractor in writing , on a stamp paper of Rs. 100/-.

5.8 The successful bidder shall submit a certificate within 10 days of award of the contract that all the equipment have been taken over by him failing which the earnest money may be forfeited.

5.9 Each page of the tender should be numbered and signed by the bidder with the seal of the firm.

5.10 Telegraphic/telex/fax/e-mailed letterhead quotations are not acceptable and will be ignored.

6. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION

6.1 The successful bidder/Contractor shall provide services for the repair and maintenance of the network equipment to be maintained at NADT, including Active Directory System (ADS), associated peripherals, LAN nodes (around 450) from 9:00 AM to 9:00 PM on all seven days in a week, hereinafter, termed as 'service hours'. The successful bidder shall mobilize its technical manpower and resources in such a manner that one/two qualified engineers having appropriate qualifications as stated in Para 5.5 are able to attend the calls/ complaints instantly on registering of complaint during the specified duration of service hours (9:00 AM to 9:00 PM). Any complaint registered during the service hours must be attended to by that day itself, except for prior permission of AD (Systems) or Nodal Officer (NO).

6.1.1 Under special circumstances, owing to specific needs of NADT, services of service engineers may also be required beyond the specified service hours. For example, for conducting online examination presentations on Information Technology related subjects, preparations required at odd and late hours prior to holding of such examination or presentation, services may be required beyond the service hours. Sometimes, problems may arise on the eve of such important events and may necessitate intervention of service engineers beyond the service hours.

- i. The vendor shall provide the contact details of three different persons (at least two at any given point of time), who could be contacted at odd hours beyond the specified service hours for emergency services;
- ii. The contact details shall include the telephone numbers (both landline and mobile); and residential address;
- iii. Such designated persons must be able to reach NADT Campus within half an hour to 45 minutes of making a call; and
- iv. Such designated persons would then assist in troubleshooting of the problem .

6.2.1 If any complaint registered on a day is not addressed to or attended on the same day itself or the latest by the next day (with prior permission of AD (Systems) or Nodal Officer) as per Para 6.1 and 6.10, a fine of Rs. 500/- per default (failure to attend/ rectify/ solve each failure) shall be deductible from the AMC charges payable to the vendor, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 5,000/- and that for a month shall be restricted to Rs. 25,000/-.

6.2.2 The fine specified as above may be waived off under circumstances beyond the control of the vendor by the Nodal Officer by an order in writing to that effect at the request of the 'Head of Services' on the recommendation of AD (Systems). However, the vendor will not be eligible for automatic waiver and the waiver must be obtained in writing for it to be applicable.

6.2.3 If the defaults/ failures reach up to a level where daily and/ or monthly limits for fines are being reached, NADT shall be at liberty to review the contract and rescind it after an inquiry, which may be initiated by a written communication to that effect to the 'Head of Services' and completed within 15 days of initiation. The vendor shall be given an opportunity of being heard in this regard.

The successful bidder shall provide the troubleshooting services during such odd hours beyond the specified service hours in the night as well. The mechanism for the same will be as follows:

6.3 The successful bidder shall provide the troubleshooting services during such odd hours beyond the specified service hours in the night as well. The mechanism for the same will be as follows:

- 6.3.1 The Contractor may depute an engineer from 9:00 am to 9:00 pm for attending the calls at NADT Campus, Nagpur. He will receive all the calls from the users/Facility management personnel. The Contractor shall utilise the Web based Call management system in addition to telephonic call logging system for logging and management of all the calls at its own cost. Services of the Engineer must be available for the NADT campus from 9:00 am to 9:00 pm everyday.
- 6.3.2 The Help Desk and Call Management Centre (CMC) available at the NADT will also forward a call to your engineer for attending calls of all other network including that for LAN; OEM suppliers (whose warranties are still in force); and original software providers or logging complaints and getting the problems rectified.
- 6.3.3 The above software will also be able to generate MIS reports associated with Help Desk Services like calls closed, calls not closed during the day, calls requiring escalation etc.
- 6.3.4 The Network AMC vendor must be able to escalate the calls to the OEM vendor as and when required for the equipments under warranty.
- 6.3.5 At the start of the service, the vendor shall coordinate with NADT to map the identity of users (their mobile numbers and emails) with physical location of their nodes(networking)/machines and this database must be updated every time officers come in or go out of NADT.
- 6.4 Additional service engineers may have to be pressed into service on a particular day or during a particular period depending upon the number of pending complaints for no extra payment. In this regard the instruction of NADT shall be binding. The said service engineers must be well versed with the day-to-day problems encountered in the network and its peripherals and nodes. They must be equipped with maintenance kits comprising of tool box, multimeter, crimping tools, diagnostic software and any other tool required for carrying out such network services. All the service engineers, who the vendor mobilizes for providing specified services on the basis of complaints registered at CMC at NADT, must be contactable on immediate basis. Therefore, they all must carry a mobile phone and share their numbers for rendering services at NADT. Everyday, the vendor through its call coordinator or any other person (Head of Services or his/ her deputy) declare the service engineers, who will be attending the complaints on that particular day. The vendor may, at its discretion, also provide the said list in advance.
- 6.5 The comprehensive AMC shall also include the following:
- (i) Loading of latest software for router including installation of free updates from the website on regular basis;
 - (ii) Providing Hardware support such as replacing CAT-6/CAT-5, preparation of Patch cords including RJ-45, crimping connectors, configuring routers/switches/access points, configuration of IP for LAN etc.
 - (iv) Maintenance of Fibre Optic wall mount enclosures including splicing, if required
 - (iii) Any other work related to Networking
- 6.5.1 The vendor shall through its service engineers attend all the complaints. Absence of express listing of a particular type of complaint shall never be a justification for not delivering a service or attending a problem. This contract includes all problems that can possibly arise while operating Network equipments, associated peripherals, LAN/MAN/WAN operations etc. along with networking configurations. If any call is not attended to for such reasons and written waiver of Nodal Officer is not obtained in advance, it shall attract fine as stipulated in Para 6.1 and 6.10.

- 6.6 The Contractor shall ensure onsite external cleaning of all network equipments under the AMC at least quarterly. He shall provide the cleaning material, approved by NADT, required for the purpose. The person deputed for this purposes must render the services on all working days.
- 6.7 The Contractor shall intimate the status of complaints pending/rectified on a daily basis. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on monthly basis.
- 6.8 The Contractor shall provide new spare parts, assemblies and sub-assemblies in place of such items, which develop defects /suffer breakdown during the period of AMC. The NADT will provide consumable items such as CAT6/CAT5 cables. The cost of RJ45 connectors shall be borne by the vendor. All spare parts replaced shall be of original equipment manufacturer/supplier of that Networking equipment/server or peripheral and shall be new (not used or second hand). In case of unavailability of any part, the related equipment should be changed with a new one or equivalent working machine without any extra cost.
- 6.9 For this, he shall enter into back-up guarantee with original equipment manufacturer(s) /original equipment supplier(s).
- 6.10 The Contractor shall attend to the minor complaints within half an hour of the complaint made on the same day. However, all complaints must be attended by the next day. The complaints of DG, ADG-I, ADG-II, Adtl./Jt. DIs and DDIs/ ADIs shall be given priority in that order. Alternate plans may also be chalked out by the AD(Systems) from time to time to solve the immediate problems of Faculty Members. By minor complaints, it is meant that the faults can be corrected within 24 hours. However, the leeway to take the complaint to the next day cannot be a routine practice. Minor problems must be solved on the same day and should be carried over to the next day only under unavoidable circumstances and with prior permission of AD (Sys), failing which, it will attract fine.
- 6.11 In case of major faults, the equipment should be set right and restored in working condition within three days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit of equivalent configuration shall have to be provided within one day by the Contractor so that the work of that user/Section does not suffer. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If the faulty equipment is not rectified & installed within 3 calendar days from reporting the fault, penalty would be levied from the date of complaint, as per Clauses 7.4 & 7.5 of the specifications.
- 6.12 If any glitch/problem is not resolved within a specified time limit (2 hours in case of minor problem and 72 hours in case of major problems), the owner will be at liberty to get the same repaired by any outside vendor and the cost of the same shall be deducted from the quarterly bill of the contractor.
- 6.13 The Contractor shall keep sufficient number of spares such as, Access points, switches, patch cords & RJ45, etc. as standby so as to put these in service whenever required. Any cost incurred towards transportation of the faulty/repaired as well as standby equipment shall be borne by the Contractor.
- 6.14 The Contractor shall be required to hand over all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.
- 6.15 The Contractor shall make arrangement of the requisite documentation/maintenance records etc. as required for processing the quarterly payment during the period of AMC, which may be required by him for carrying out the maintenance. He shall submit a copy of the document/maintenance records to NADT, as and when required for reference.

6.16 All the equipment under AMC should pass through quarterly preventive maintenance and the preventive maintenance report, duly signed by the AD(Systems), should be submitted along with the quarterly bills.

6.16.1 The vendor shall appoint a fairly senior officer, who will be designated as “Head of Services” and will be empowered to :

1. Mobilize emergency support and services from within or outside the organization in order to cater to any emergency needs;
2. Exercise administrative control over service engineers assigned to deliver services at NADT for acts of commission and omission;
3. Respond to immediate needs of NADT as communicated by AD (Systems) or Nodal Officer;
4. Provide immediate services by summoning additional resources within its organization in emergency situations; and
5. Act promptly and take remedial steps in case of failure of mechanism set for emergency services beyond service hours. If the designated persons cannot be reached or contacted for ‘beyond service hours’ assistance, ‘Head of Services’ will be contacted.

6.16.2 There can also be situations, where the designated service engineers may not be able to troubleshoot the problem while they are assigned to attend a complaint. In such situations, the ‘Head of Service’ shall make use of superior resources available within its organization to provide the necessary solution. Such needs can be ascertained based on feedback provided by service engineers or mutual consultation between AD (Systems) and Head of Services.

6.16.3 Head of Services may have another officer deputizing for him/ her for issues involving lower degree of complications, but will be ultimately responsible for all bigger issues including ‘recourse to procuring remedial emergency services from open market at the cost of the vendor, if the same cannot be provided by it within the required time’.

6.17 The Contractor shall not use the services of any undesirable personnel for attending calls at NADT. Any such person(s) not acceptable to NADT shall not be sent to NADT for providing any service.

6.18 The Contractor shall not enter into a sub-contract with any other person(s)/company(ies) or transfer the contract or any benefit there under to any person(s) or company(ies).

6.19 The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. The NADT shall not, in any way, be liable to make any payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the successful bidder's maintenance staff during the course of maintenance under this AMC. The successful bidder shall give an undertaking that he/she will comply with all the statutes regarding labour laws for his staff.

6.20 The Contractor shall have to furnish a Bank Guarantee, valid for a period of fourteen months from the date of signing of the contract, for an amount equivalent to 10% of the amount of AMC.

6.21 The successful bidder, having been given the Letter of Acceptance (LOA) for the Contract, shall contact the Nodal Officer/ Asstt. Director (Systems), NADT within five days of his acceptance for executing the contract. Failing to do so will result in forfeiture of the earnest money.

6.22 He shall submit a duly signed and stamped 'Comprehensive Annual Maintenance Contract Agreement' on stamp paper of Rs. 100/-, as per proforma enclosed at Annexure-I with these Specifications, immediately after acceptance of Contract.

6.23 The Contractor shall observe all security measures as are applicable to the office of NADT. The DG, NADT reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the contractor shall be made known to him by the office of the NADT from time to time.

6.24 The contractor shall also undertake the exercise of preventive maintenance of the items mentioned under Annexure-II(A) at least once in each quarter and submit a report in the format specified in Format-III.

7. TERMS OF PAYMENT

7.1 The Contractor shall submit his bill towards the charges for the annual maintenance services in four quarterly instalments after the end of each quarter. The payment for the same shall be subject to recoveries, if any, due to delay in rectification of faults or due to rendering working equipment unserviceable as stated under paras 6.10 and 6.11 above and paras 7.4 to 7.6 hereunder or under any relevant clause of this contract.

7.2 No claim on account of sales tax, service tax, work contract tax or any other taxes and duties for the material used for execution of the work, awarded under the contract, will be entertained by the NADT and all such taxes and duties shall be borne by the contractor himself.

7.3 The NADT shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.

7.4 If any of the equipment(s) remains non-operational/non-functional due to unattended Hardware/Software/OS malfunctioning beyond the agreed upon permissible period as specified in Clauses above or/and if stand-by equipment is not provided, then deduction of Rs.500/- (Rupees five hundred only) per Item/part per calendar day, from the day complaint is made, shall be deducted from the quarterly bill, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 5,000/- (Five thousand only) and that for a month shall be restricted to Rs. 25,000/- (Twenty five thousand only). If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges/Bank Guarantee for this Contract. This will be inclusive of the penalty amount plus Rs. 2,000/- extra as penal cost.

7.5 If any Network equipment is found without latest update of the necessary software or replacement of defective hardware beyond one month, deduction of Rs.200/- per instrument per day shall be made from the quarterly bill.

7.7 Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of equipment against unrepaired equipment, if any, shall be made from the Bank Guarantee. However, the contract may be reviewed as per the relevant clause if the fine recoverable reaches the upper limit.

7.8 Pro-rata recoveries, for withdrawal from AMC of any of the network equipments/server/nodes(networking), associated peripherals shall be made. Any equipment can also be added on pro-rata basis during the period of AMC. The rates will be as indicated in Schedule II.

7.9 The NADT officials will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints (5 or more) requiring repair of networking equipments or

nodes(networking) are pending for over a month, the DG, NADT reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.

8. CHANGE OF LOCATION:

8.1 In case any Network equipment is required to be shifted from one place to another, its de-installation from old location and reinstallation at new location shall be done by the Contractor.

8.2 In case of shifting of the said equipment beyond 50 km from the existing location, the terms and conditions of the AMC shall get extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon between the Contractor and the NADT in writing.

9. ARBITRATION:

9.1 In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Director General, NADT whose decision shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Director General, NADT for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in NAGPUR.

10. RENEWAL/TERMINATION OF THE CONTRACT

10.1 The contract will be initially for a period of one year. The NADT, however, reserves the right to extend the term of the contract on a quarterly, six-monthly or annual basis, on the same terms and conditions, subject to the consent of the Contractor. The contract can be renewed/extended for a maximum total period of 4 years.

10.2 During renewal of the contract, the hardware quantity per item may be added/ reduced.

10.3 In case of renewal of the contract, the Contractor shall have to furnish a fresh Bank Guarantee, valid upto two months beyond the last date of the validity of the Contract, for an amount equivalent to 10% of the amount of AMC.

10.4 The NADT reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the NADT shall not accept any responsibility for any loss suffered by the Contractor.

10.5 In case of termination of contract, NADT shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor and deduction to this account shall be made from the Contractor.

11. HANDING OVER

11.1 At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to next Contractor takes place in a smooth manner.

11.2 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within next 3 working days failing which the equipment shall be got rectified from alternate sources and deductions of the same made from the AMC payment.

11.3 The Contractor shall provide services for 15 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till last hour of the AMC contract period shall be rectified by the outgoing AMC Contractor without any extra cost to NADT.

ANNEXURE - I

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) AGREEMENT OF NETWORK AND IT'S EQUIPMENT AT NATIONAL ACADEMY OF DIRECT TAXES, NAGPUR.

This AGREEMENT made on this, the _____ day of _____ 2012 between the President of India, acting through the Additional Director General - II, hereinafter referred to as "THE OWNER" (which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors and assigns) on the one part

And

M/s _____ having its registered office at _____ hereinafter referred to as "THE CONTRACTOR" (which expression shall unless excluded by or repugnant to the context, be deemed to and include his heirs, executors, administrators, legal representative, successors in interest and assigns) on the other part.

WHEREAS the **Owner** is desirous of entrusting to the Contractor a contract of comprehensive repair & maintenance of the Network equipments, Active Directory server, nodes(networking),SAN storage, associated peripherals, mentioned in the Specifications appearing hereinbefore and described in Annexure II hereunder, and located in the NADT campus, in Nagpur; hereinafter referred to collectively as the "EQUIPMENT".

AND WHEREAS the Contractor has agreed to undertake such repair and maintenance, as per the terms and conditions and charges set out hereunder.

AND WHEREAS it is agreed that a formal agreement be executed between the parties thereto:

NOW IN consideration of the premises, it is hereby agreed and declared by and between the parties hereto as follows:

1.0 SCOPE OF SERVICE:

1.1 M/s _____ hereby agrees to undertake the repair and maintenance of the network equipment installed in the NADT campus, Nagpur, so as to keep it fit for normal usage on the terms and conditions of this agreement.

1.2 The AMC for the network equipment is for the period from _____ **to** _____ (both days inclusive).

1.3 The Contractor shall provide services for the repair and maintenance of the networking equipments to be maintained including updating application/system software, etc. in NADT from 09.00 A.M. to 9.00 P.M, on all seven days in a week. If required, the contractor may depute persons in shifts to do the work.

1.4 The Call Management System (CMS) software shall be extensively used for maintaining the call details.

1.5 The Contractor agrees to load necessary software/updates on all equipment under AMC..

1.6 The Contractor agrees to provide Hardware/software support, application software, configuration of LAN card and driver software etc. Copies of these software shall be provided by the Owner once only in the beginning of the Contract which will be used by the Contractor during the Contract.

1.7 The Contractor agrees to depute qualified personnel as specified in clause 5.5 & 6.4 of the Tender Specifications. The said personnel shall be well-versed in solving day-to-day problems encountered in the Hardware and Software and shall be capable of installing the Software. They shall be equipped with the maintenance kit comprising of toolbox, multimeter, diagnostic software, etc. The said personnel shall report to the Asstt. Director (Systems), NADT, Nagpur.

1.8 The Contractor shall ensure onsite external cleaning of every item of the Equipment, at least once in three months. The Contractor shall provide the cleaning material, approved by NADT, required for the purpose. The personnel(s) of the Contractor, deputed for the purpose, shall report to and work under the instructions of the Owner and shall do the work as assigned by the Owner.

1.9 The Contractor agrees to provide spare parts, assemblies and sub-assemblies, which develop defects or break during the period of AMC including part of networking equipment, switches, router, access points, etc. All spare parts replaced shall be of original equipment manufacturer/supplier of that network equipments and peripherals and shall be new. For this, the Contractor shall enter into back-up guarantee with original equipment manufacturers/original equipment suppliers. The faulty parts arising out of replacements shall be the Contractor's property. The contractor also agrees to maintain all Fibre Optic wall mount enclosures including splicing, if required.

1.10 The Contractor agrees to attend to all the complaints in accordance with Clauses 6.1 to 6.24 of the Specifications.

1.11 The Contractor's responsibility to maintain the said equipment in operating condition is subject to :

1.11.1 the non-occurrence of any event beyond the reasonable control of Contractor including, but not limited to, acts of God or public enemy or Governmental authority, confiscation of facilities, act of war or threatened war, hostility, rebellion or sabotage or damage resulting from fire, flood, explosion, accident, Earth Quake, riot, lockouts, strikes or other concerned acts of workmen, direct or indirect.

1.11.2 the non-occurrence of any event occasioned by fault or negligence of the owner, his agent or his employees or by causes external to the system such as, but not limited to, power failure.

1.11.3 The performance by the Owner of his obligation under this agreement .

1.12 The Contractor agrees to make arrangement of the requisite documentations during the period of AMC. The list of documentation in particular formats

Complaint Register	(FORMAT-I)
Complaint Form	(FORMAT-II)
Quarterly Report on Preventive Maintenance	(FORMAT-III)

1.13 The Owner also reserves the right to withdraw any item of the Equipment included in the contract hereof at anytime during the period of this contract.

1.14 The Contractor agrees to submit a Bank guarantee of an amount equivalent to 10% of the amount of the AMC and also during each renewal of the contract.

2.0 PERIOD OF CONTRACT

2.1 The contract shall commence on _____ and shall remain in force till _____ (both days inclusive).

2.2 During the entire period of the contract, no request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the Owner.

2.3 The contract will be initially for a period of one year and may be extended for up to 4 years. The Owner, however, reserves the right to Renew/ Extend the term of the contract on a quarterly, six-monthly or annual basis, after obtaining willingness of the Contractor, with or without altering any or all the terms and conditions of the contract.

3.0 AVAILABILITY OF MAINTENANCE SERVICE:

3.1 The Contractor shall provide repair and maintenance services for the said equipment through qualified Engineers and other staff as per the Clauses 1.3 to 1.12 Services rendered during the said period shall be charged as specified in clause 4.1 below.

3.2 The Contractor shall ensure that no complaint remains unattended. In case of failure to do so, recoveries as indicated in Clause 4.6 below shall be effected from the quarterly bills.

3.3 The Contractor shall be required to maintain a register detailing complaints wherein each complaint received and action taken thereon along with the timings will be recorded by the Contractor's service staff. The complaint register will be produced to the Nodal Officer, NADT on daily basis for inspection and further directions, as the case may be.

4.0 REPAIR/ MAINTENANCE CHARGES:

4.1 The Owner shall be liable to pay to the Contractor a sum of Rs. _____/- (Rupees. _____ only) including all taxes towards the charges for repair and maintenance rendered during the period of AMC from _____ to _____ in quarterly installments, after effecting recoveries, if any, as stated under clauses 4.6 to 4.8 hereunder.

4.2 Pre-receipted bill, in triplicate, shall be submitted by the Contractor as per the following schedule:

- 1st bill on or after _____
- 2nd bill on or after _____
- 3rd bill on or after _____
- 4th bill on or after _____

The Contractor shall submit along with the quarterly bill the complaint register for the quarter, the preventive maintenance report and the cleaning record for the quarter.

4. 3 The Owner shall deduct prescribed taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of this agreement.

4.4 On receiving the complaint from NADT user, the complaint shall be entered into a complaint register/Web based call Management System. The complaint shall be immediately passed on to the contractor's service engineer by a written note or by a telephonic message, as the case may be. The service engineer shall attend to the complaint the same day. All minor complaints shall be repaired positively within 24 hours. The complaints of Director General, Addl. Director General-I & Addl. Director General-II shall be attended most promptly. In case the engineer feels that the complaints cannot be rectified within this time, standby equipment shall be installed by next working day and faulty equipment shall be repaired immediately. However, this will not absolve the Contractor's responsibility of rectifying NADT's equipment within stipulated time and shall be counted for penalty stated elsewhere in the specification.

4.5 In case of major faults, the equipment shall be set right in working condition within five days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit shall be provided by the Contractor within one day so that the work of that user does not suffer. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. The Contractor shall keep sufficient number of standby systems viz switches, access points, routers, RJ4, Patch Cords, etc. so as to put these in service whenever required.

4.6 If any item of the Equipment remains non-operational/non-functional beyond the agreed upon permissible period as defined in the tender specifications and stand-by is not provided, a deduction @ Rs.500/-(Rupees five hundred only) per item/part of item per calendar day, from the day complaint is made shall be deducted from the quarterly bill, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 5,000/- (Five thousand only) and that for a month shall be restricted to Rs. 25,000/- (Twenty five thousand only). If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges/Bank Guarantee for this Contract. This will be inclusive of the penalty amount plus Rs. 2,000/- extra as penal cost.

4.8 Pro-rata recoveries, for withdrawal from AMC of any item of the equipment shall be affected by the Owner before making payment of any bill of the Contractor.

5.0 CHANGE OF LOCATION:

5.1 In case any Network equipment is required to be shifted from one place to another, its de-installation from old location and reinstallation at new location shall be done by the Contractor.

5.2 If the shifting of the said Equipment is beyond 50km from the existing location, the Contractor shall be discharged of the obligations under this agreement, unless the terms and conditions of this agreement are extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon in writing between the Owner and the Contractor.

6.0 TERMINATION OF AGREEMENT

The owner reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice at their risk and cost of the Contractor and after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of Contract on account of unsatisfactory/substandard services, the Contractor shall be liable to compensate the owner of all the loss, damages, costs and consequences thereof.

7.0 OTHER TERMS OF AGREEMENT

7.1 The Owner may stipulate any further conditions during the period of the Contract which will be duly communicated to the Contractor in writing.

7.2 The Contractor shall not employ any undesirable personnel(s) and if any such person(s) is not acceptable to the Owner, the Contractor shall immediately replace him.

7.3 The Contractor undertakes not to enter into a sub-contract with any other person(s)/company(s) or to transfer the contract or any benefit there under to any person(s) or company(s) without the prior written approval of the owner.

7.4 The Contractor shall get the maintenance, including cleaning of the equipments, done by his maintenance staff solely at his own risk. The owner shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under the contract. The Contractor shall observe all laws and be responsible for the implementation thereof in respect of the staff employed by him.

7.5 The Contractor shall observe all security provisions as are applicable to the NADT. The NADT reserves the right to cancel the Contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the Contractor shall be made known to the Contractor by the owner from time to time.

7.6 The specifications and General Terms and Conditions appearing hereinbefore and Annexure II, all Formats and Schedules appearing hereinafter shall be construed as if they were part of this contract.

8.0 ARBITRATION:

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Director General, NADT whose decision shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Director General, NADT for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in Nagpur.

IN WITNESS thereof the parties thereto, acting through their properly constituted representatives there up to duly authorized, have caused these presents to be signed and executed for in their respective names and on their behalf on the day, month and year first above written at Nagpur.

For and on behalf of :

For and on behalf of :
THE PRESIDENT OF INDIA

Signed

Signed

Name :

Name :

Date :

Date :

IN THE PRESENCE OF

Signed

Signed

Name

Name

Date

Date

Place Nagpur

Place Nagpur.

COMPLAINT REGISTER

(To be submitted every alternate day in the morning to the AD(Systems))

Sl. No.	Date & Time of receiving complaint	Name of the Member/ Officer/Section	Room No/Address	Complaint Details	Complaint Attended Date & Time	Token Number	Fault Status	Remarks
1	2	3	4	5	6	7	8	9

COMPLAINT FORM

Complaint No/
Token No. Date and time Name of Officer Address Tel. No.

Equipment

Nature of complaint

Attended on _____

Attended By _____

Rectified on _____

Date & Time

Signature of User/User Representative with Name

Quarterly Report on Preventive Maintenance
(To be submitted in the week after the end of the quarter to the AD(Systems))

Date :

For the Quarter :

Sr. No .	Room No/Address	Hardware check done	Physical cleaning done	Power Input to the system & earthing checked	Signature of user

GENERAL INFORMATION

TENDER PROFORMA

(To be filled in by the bidder for the technical bid)

1. Name of the company:
2. Head/Regd. Office Address:
 - (a) Postal Address :
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address
 - (e) Website Address

3. Former name of Company (if any)

4. Nagpur office Address:
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address

5. Type of Organization
 - (a) Individual
 - (b) Partnership
 - (c) Incorporated

6. Control Room Details
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) Mobile No.
 - (e) Working Hour
 - (f) E-mail Address

7. Year of establishment

8. Amount of EMD deposited
 - Draft No.
 - Bank Detail
 - Amount

9. Period of validity of tender
10. Details of technical particulars and schedules/Annexure enclosed.
11. Name and Address of the authorized signatory/contact person for this tender
12. Letter of authority for attending bid opening enclosed with tender
13. Total staff strength of the company on its payroll
 - a) Regular for last 2 years
 - b) Engineers/ other staff
 - c) Daily wages
14. Whether copy of PAN Card is attached
15. Sales tax/VAT Regd. No.
16. Service Tax Registration No.
17. Work Contract Tax Call No.

Signature of bidder

Date:

Name

Place :

Office Seal

Schedule-II

Details of Annual Maintenance Contracts Executed/Under Execution since 01.04.2008

S.No.	Name of Organization/Address	Contract period		Value of AMC	Size of the AMC	whether AMC was with resident Technical Personnel(s) or not
		From	To			

Signature of bidder

Date:

Name

Place :

Office Seal

Schedule – III

Details of Staff working continuously with the company for more than two years

S.No.	Name of the Staff	Whether Regular or temporary	Qualifications	Date of Appointment	Designation

Signature of Bidder

Date:

Name

Place :

Office Seal

Schedule of Prices for Comprehensive AMC Network Systems

A. Equipment Out of Warranty.

Sr.No.	Type of Equipment	Make/model type	Quantity	Unit Charges/ per annum	Total AMC Charges/annum
2	ROUTER s	CISCO 2811 Router	1		
		CISCO 1800	1		
3	SWITCHES				
(i)	SWITCH UNMANAGE	CISCO-24 PORT SWITCH	1		
(ii)	SWITCH UNMANAGE	D-LINK 24 PORT DES-1024D	4		
(iii)	SWITCH UNMANAGE	NETGEAR 24 PORT JFS524	21	Under Life time Warranty	Under Life time Warranty
(iv)	SWITCH UNMANAGE	NETGEAR JFS516 16 PORT	10	Under Life time Warranty	Under Life time Warranty
(iv)	SWITCH UNMANAGE	D-LINK DES 1008D 8 PORT	08		
(v)	Switch unmanaged	Netgear 8 port	1		
4	ACCESS WI-FI POINT	D-LINK DWL 2100AP	20		
5	MEDIA CONVERTER	D-LINK DFE-855MI 10/100 Mbps	08		
6	Maintenance of LAN NODEs (NETWORKING)	-	450		

B. Equipments under warranty but eligible for AMC after expiry of warranty date :

S.No.	Description (Model/configuration)	Qty. (Number)	Warranty Expiry Date	Unit Charges per month	Total AMC Charges per Annum
1.	ACCESS Wi-Fi POINTs (CISCO)-4410N	6	05.11.2013		
2	ACCESS Wi-Fi POINTs (CISCO)-4410N	2	27.11.2013		
3	Media Converter (Digisol) Multi mode-10/100 Mbps	1 4 2 1	25.02.2014 07.06.2014 19.06.2014 13.12.2013		
4	Unmanaged Digisol 8 port switch	3	02/02/2014		

Total AMC Charges in figure (A+B) : Rs. _____

Total AMC Charges in words (A+B) :

Location of Equipment

A. NADT, CAMPUS