

INDIAN INSTITUTE OF MANAGEMENT, LUCKNOW

Prabandh Nagar, IIM Road, Lucknow – 226013

E-TENDER NOTICE NOTICE INVITING TENDER

NIT No. – IIML/Pur/ NetworkAMC/44/2018-19 dated 29/03/2019. Online E-tenders are invited in Two-Bid System (i.e. Technical Bid & Financial/ Price Bid) for work mentioned below in E-mode from Contractors (Indian Nationals/ Firms only) and free view NIT is available on Govt. E-Procurement portal i.e. <https://eprocure.gov.in>. Interested agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of Technical bid and price bid. It is requested to download the Tender on acceptance of terms & conditions. The technical bid and price bid duly filled may be uploaded on E-Portal of Govt. E-Procurement site i.e. <https://eprocure.gov.in> using Digital Signature before the last date & time of submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

Bid Information Sheet

Document Description	Tender Document for “ <i>Annual Maintenance of Network Equipments for Lucknow and Noida Campus</i> ”
Tender Date	29/03/2019
Last date & Time of Submission of Response to Tender Document	22/04/2019 upto 02:00 PM
Bid Opening (Venue, Date & Time)	Purchase Department, IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow - 226013, 26/04/2019 at 03:00 PM.
Validity of Tender	90 (Ninety) days from the date of opening of tender.
Bid Security/EMD	Rs.36,000/- (Rupees Thirty Six Thousand Only) in the form of Demand Draft in favor of Indian Institute of Management, Lucknow. A deposition of EMD through any other form will not be accepted. The scanned copy of EMD has to be uploaded online along with the bid. The original instrument of EMD should reach to the address mentioned below latest by 22/04/2019 upto 02:00 PM.
Name, Designation, Address and other details (For Submission of Response to Tender Document)	Officer on Special Duty, Indian Institute of Management Prabandh Nagar, IIM Road Lucknow -226013 Phone : 0522 - 6696949

Indian Institute of Management, Lucknow

E-Tender for Annual Maintainance Contract of Networking Equipments (Switches, Controller, SFP Modules, Access points etc.) for Lucknow and Noida Campus

Eligibility Criteria

The bidder must submit:

- All the vendors have to submit a **letter of Authorization from OEM** indicating that the bidder is authorized to bid for this specific e-tender. Any OEM directly participating in the e-tender need not submit such letters.
- Backend support commitment letter from the OEM specific to this e-tender by the vendor. OEM should submit a commitment letter along with the e-tender for providing full onsite support at Lucknow and Noida campus.
- Submit proof of adequate facilities and manpower (technical staff) to ensure the necessary support to IIML during the AMC period.
- Registration Number of the bidder firm along with the GST No. and the PAN number allotted by the concerned authorities.
- EMD deposit of Rs.36,000/- (Rupees Thirty-six Thousand only) in the form of Demand Draft/Pay order in favor of Indian Institute of Management, Lucknow. The EMD should be submitted in hard copy before the due date of the e-tender opening. Failing which the e-tender shall not be accepted. BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract
- List of Items (Annexure B and C) with details of Back-to-back support from OEM or without back-to-back support and how to support.
- Service Level Agreement
- Details regarding the provision of support during AMC.

Scope of Work

The following shall be carried out by the implementation vendor.

1. This Tender for AMC of Network Switches and Access points (list attached Annexure B and C) spread over at IIM Lucknow & Noida Campus is for a period of one year. If the services are found satisfactory, this contact can be extended further for another next two years on the same terms and conditions.
2. Vendor to configure and install the equipments with latest IOS. (according to IIML's requirement).
3. This tender is to provide Annual Maintenance Service of all network equipments which includes all the switches and access points which is active in the network at the time of tendering.

4. Your responsibility includes monitoring and management of networks, and network devices which are listed in Annexures – B & C.
5. 98% uptime of the Network Equipments are to be guaranteed by the vendor. Response Time:30 min-2 hrs and Resolution time: 2Hrs. to Next Business Day. Uptime will be calculated on quarterly basis.
6. A hardware problem must be resolved within 2 days of the complaint date. After that a penalty of Rs. 500/- per day will be levied and total penalty will be deducted from quarterly payment.
7. Monthly/quarterly status report of the services of network and network equipments which are covered under AMC should be submitted to IIML with full details.
8. On the basis of performance and SLA (Service Level Agreement), IIML may cancel this work order with prior notice . Notice period depends on the severity of the issues.
9. Any payment made by IIM Lucknow in respect of the AMC done will be subject to income tax and any other applicable taxes deductible at source at the rate in force from time to time.
10. The payment shall be made at the end of each quarter after satisfactory performance. You have to submit a performance / Preventive Maintenance report along with the invoice at the time of submission of Bill.
11. If any vendor would like to evaluate the equipments and facilities, you are free to visit our Lucknow / Noida Campus for the same.
12. You have to provide list of items with serial numbers on letter head from OEM ensuring the **back to back** support available at Lucknow / Noida Campus.
13. You have to provide list of items with serial Numbers on Letter head ensuring the support for all items which **does not have a back-to-back** support from OEM with how to maintain it.
14. You have to keep sufficient stand-by spares at Lucknow / Noida Campus.

Terms and Conditions

The bidder must ensure:

A) Pricing:

- Quote price for each of the components and also the total amount as per the tender document.

- The prices are to be quoted on individual item rather than the total package including all taxes.
- Need not suggest any alternative product or different configuration in the same product.
- The quotations are invited on two bid system (Technical and Financial) for procuring the above items.

B) Payment Terms:

- The payment shall be made at the end of each quarter after satisfactory performance. You have to submit a performance / PM report along with the invoice at the time of submission of Bill.
- The final payments will be made based on the Preventive Maintenance completion certificate.

Late Bids

Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

Disqualification

The proposal is liable to be disqualified in the following cases:

- 1) Proposal not submitted in accordance with this document
- 2) During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- 3) Proposal is received in incomplete format
- 4) Proposal is received without soft-copy of the EMD.
- 5) Proposal is not accompanied by all requisite documents.
- 6) Information submitted in the e-tender proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

IIML's Right to Terminate the Process

- a) IIML may terminate the E-tender process at any time and without assigning any reason. IIML makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This E-tender does not constitute an offer by IIML. The bidder's participation in this process may result in IIML selecting the bidder to engage in further discussions and negotiations toward execution of a contract if necessary. The commencement of such negotiations does not, however, signify a commitment by IIML to execute a contract or to continue negotiations. IIML may terminate negotiations at any time without assigning any reason.

DISPUTE SETTLEMENT & APPOINTMENT OF ARBITRATOR:

“All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the E-tender and the resulting agreement or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may either himself decide the dispute as Arbitrator or appoint some other person as Arbitrator to adjudicate the same, who shall be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration & Conciliation Act 1996.

By consent of parties the jurisdiction of all other courts are excluded and the courts at Lucknow alone shall have jurisdiction. The language of the Arbitration shall be English.

The venue of Arbitration proceedings shall be Lucknow”

Signature & seal of Bidder

TECHNICAL BID

Pre-Qualification Documents Required

Sl.No	Description	Compliance Yes/No	page No. in Submitted Document
1	Complete E-tender Document duly signed and stamped		
2	All the vendors have to submit a letter of Authorization from OEM indicating that the bidder is authorized to bid for this specific e-tender. Any OEM directly participating in the e-tender need not submit such letters.		
3	Backend support commitment letter from the OEM specific to this e-tender by the vendor. OEM should submit a commitment letter along with the e-tender for providing full onsite support at Lucknow campus.		
4	Submit proof of adequate facilities and manpower (technical staff) to ensure the necessary support to IIML during the 3 Year warranty period.		
5	Registration Number of the bidder firm along with the GST No. and the PAN number allotted by the concerned authorities.		
6	EMD deposit of Rs.36,000/- (Rupees Thirty-six Thousand only) in the form of Demand Draft/Pay order in favor of Indian Institute of Management, Lucknow. BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract.		
7	Bank guarantee of 10% of the contract amount to be submitted on being awarded the contract (valid for 13 Months). This will be returned at the end of AMC period.		
8	Details regarding the provision of support during AMC with Escalation Chart.		

Signature & seal of Bidder