



## Tender document for comprehensive AMC of Network equipment

Reference number: DGRPG/PAWAN\_AMC/2020/2

Department of Governance Reforms & Public Grievances,  
Government of Punjab  
Plot D-241, Industrial Area, Phase – 8B, Sector – 74,  
Mohali – 160071

## **Table of Contents**

1. Notice Inviting Tender .....	4
2. Document Control Sheet .....	5
3. Definitions .....	6
4. Instructions to bidders .....	7
4.1 Invitation for bid.....	7
4.2 Validity of Bids .....	7
4.3 Tender Document Fees .....	8
4.4 Amendment to the Tender Document.....	8
4.5 Clarifications on submitted bids .....	9
4.6 Earnest Money Deposit (EMD) .....	9
4.7 Preparation of Bid .....	10
4.8 Disqualifications.....	11
4.9 Deviations .....	11
4.10 Bid Opening and Evaluation .....	12
4.11 Bid Evaluation.....	13
4.12 Eligibility / Pre-qualification Criteria .....	13
4.13 Financial Bids Evaluation.....	15
4.14 Notification of Award of Contract .....	16
4.15 Performance Security.....	16
4.16 Signing of Contract.....	17
4.17 Fraud and Corrupt /Malpractices .....	17
5. Scope of Work.....	19
5.1 Introduction .....	19
6. General Contract conditions.....	22
6.1 Standards of Performance.....	22
6.2 Contract Period .....	22
6.3 Prices .....	23
6.4 Payment Terms .....	23
6.5 Applicable Law .....	24
6.6 Governing Language .....	24

6.7 Confidentiality .....	24
6.8 Termination of Contract for default .....	25
6.9 Termination of contract for Insolvency, Dissolution etc. ....	25
6.10 Termination for Convenience .....	25
6.11 Exit Management .....	26
6.12 Force Majeure.....	26
6.13 Resolution of Disputes.....	27
6.14 Legal Jurisdiction .....	28
6.15 Amendment to the contract .....	28
7. Bid Formats .....	28
7.1 Form-1: Covering Letter requesting selection as Service Provider for maintenance of network equipment .....	28
7.2 Form 2: Eligibility Criteria Form .....	31
7.3 Financial Bid Form.....	31
7.4 Performance Bank Guarantee Format.....	32
8. SLA and Penalties .....	34

## **1. Notice Inviting Tender**

### **Government of Punjab**

***RFP Reference Number:***

***DGRPG/PAWAN AMC/2020/2***

Department of Governance Reforms & Public Grievances invites online bids for the appointment of Service Provider for comprehensive AMC of Network equipment at various locations across Punjab.

Closing date and time is 09.10.2020 at 03.00 PM. For details log on to [www.dgrpg.punjab.gov.in](http://www.dgrpg.punjab.gov.in) and [www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in).

## 2. Document Control Sheet

S.N.	Particular	Details
1.	Document Reference Number	DGRPG/PAWAN_AMC/2020/2
2.	Date & time for the start of sale of e-tender	25-09-2020 09:00 Hrs
3.	Last date and time for submission of bids	09-10-2020 15:00 Hrs
4.	Date and time of opening of pre-qualification bids	12-10-2020 11:00 Hrs
5.	Date of opening of Financial bids and Reverse Auction	To be intimated later
6.	Address for Communication	Department of Governance Reforms, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali - 160071
7.	Cost of tender document & Mode of Payment	Rs. 5,000/- (Rs. Five thousand only) through online mode.
8.	Earnest Money Deposit (EMD) through online mode	Rs. 2,00,000/- (Rs. Two lakhs only)
9.	Contact details	Mr. Manuj Syal, System Manager Mobile : +91 9888078208 Email: <a href="mailto:manuj.syal@punjab.gov.in">manuj.syal@punjab.gov.in</a>  Sh. Sidharath Verma, AGM (Network) Mobile : +91 8288048055 Email : <a href="mailto:sidharath.verma@punjab.gov.in">sidharath.verma@punjab.gov.in</a>
10.	Website for RFP Reference	<a href="https://eproc.punjab.gov.in">https://eproc.punjab.gov.in</a> <a href="http://dgrpg.punjab.gov.in">dgrpg.punjab.gov.in</a>

*Note:*

- In case a holiday is declared on any day, the event will be shifted to the next working day, same time.
- All corrigendum / addendums / clarifications regarding this RFP shall be posted on the above mentioned websites only. No other communication or advertisement will be given.

### **3. Definitions**

3.1. Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:

3.1.1 **“DoGRPG”** means Department of Governance Reforms and Public Grievances.

3.1.2 **“PSeGS”** means Punjab State e-Governance Society (which is the implementing agency of DoGRPG).

3.1.3 **“Client”** refers to DoGRPG/ PSeGS.

3.1.4 **“Site Offices”** may refer to any or all of the following:

State Network Centre (SNC) located at O/o DoGRPG, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali – 160071

District Network Centers located at each District Administrative Complex across Punjab

3.1.5 **“Bidder”** means firm / company / business entity who submits bid in response to this tender.

3.1.6 **“Bid”** means proposal submitted by bidders in response to this tender issued by DoGRPG for selection of “Service Provider”.

3.1.7 **“Committee”** means the committee constituted by DoGRPG for evaluation of bids.

3.1.8 **“Network equipment” OR “Equipment”** refers to routers, switches, VC equipment, MCU, etc.

3.1.9 **“Stand-by equipment”** refers to the equipment to be used as temporary replacement in case of faulty equipment. The stand-by equipment must be of equivalent or higher specification as that of the faulty equipment.

3.1.10 **“Similar work”** means maintenance / AMC of “Network equipment”.

3.1.11 **“EOS”** refers to End of Support of equipment as declared by the OEM of the equipment

3.1.12 **“Service Provider”** means the firm / company / business entity, selected through competitive tendering process in pursuance of this

tender, for providing comprehensive AMC of Network equipment to the Client under the contract.

3.1.13. “**EMD**” means “Earnest Money Deposit”.

3.1.14 “**PBG**” means “Performance Bank Guarantee”.

3.1.15 “**Contract**” refers to the contract to be signed between DoGRPG/PSeGS and the Service Provider.

## **4. Instructions to bidders**

### **4.1 Invitation for bid**

4.1.1 Department of Governance Reforms & Public Grievances (DoGRPG), Punjab with the help of its implementing agency Punjab State e-Governance Society (PSeGS) administers the implementation of e-Governance projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Punjab.

4.1.2 Through this tender, DoGRPG invites proposals from interested bidders (Service Providers) for the comprehensive maintenance of Network equipment (till its EoS date) installed at various “Site Offices” across Punjab.

4.1.3 DoGRPG may, at its own discretion, extend the date for submission of proposals.

4.1.4 All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by DoGRPG on the basis of this tender.

### **4.2 Validity of Bids**

4.2.1 Bids shall remain valid till 180 (One Hundred and Eighty) days from the date of submission of bids. DoGRPG reserves right to reject a proposal valid for a shorter period as non-responsive.

4.2.2 If required, DoGRPG may solicit the bidder’s consent to extend the period of validity. The request and the response thereto

shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its bid.

- 4.2.3 DoGRPG reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

### **4.3 Tender Document Fees**

- 4.3.1 The bidder may download the tender document from the website as mentioned in document control sheet. The bidder shall furnish tender document fees, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.

### **4.4 Amendment to the Tender Document**

- 4.4.1 Amendments / corrigendums / addendums / clarifications necessitated due to any reasons, shall be made available on website only. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website to amend their bids incorporating the amendments so communicated through the website.
- 4.4.2 In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, DoGRPG, at its discretion, may extend the last date for the receipt of Bids.



#### **4.5 Clarifications on submitted bids**

4.5.1 During process of evaluation of the bids, DoGRPG may, at its discretion, ask bidders for clarifications on their bids. The bidders are required to respond within the prescribed time frame given for submission of such clarifications.

#### **4.6 Earnest Money Deposit (EMD)**

4.6.1 The bidder shall furnish EMD, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.

4.6.2 The EMD shall be in Indian Rupees and bidder has to pay through online mode.

4.6.3 EMD of the successful bidder will be released after the successful bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG) as performance security.

4.6.4 EMD of all unsuccessful bidders would be refunded by DoGRPG as promptly as possible after signing of the agreement with the successful bidder.

4.6.5 The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.

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

4.6.6.1 Bidder withdraws its bid during the validity period specified in the tender.

4.6.6.2 Bidder does not respond to requests for clarification of its bid.

4.6.6.3 Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

4.6.6.4 In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee in time.

4.6.6.5 Made misleading or false representations in the forms, statements and attachments submitted in the bid documents.

#### **4.7 Preparation of Bid**

- 4.7.1 The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- 4.7.2 The bidders can visit "Site Offices" to see the actual installations for themselves before submitting the bid. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete maintenance work of the network equipment.
- 4.7.3 The bid shall be uploaded on the [www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in) website by the Bidder or duly authorized person(s) to bind the Bidder to the contract.
- 4.7.4 The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 4.7.5 The bids submitted by fax / e-mail etc. shall not be accepted. No correspondence will be entertained on this matter.
- 4.7.6 Failure to comply with the below requirements shall lead to the bid rejection:
- 4.7.6.1 Comply with all requirements as set out within this tender.
- 4.7.6.2 Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
- 4.7.6.3 Non-submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

## **4.8 Disqualifications**

- 4.8.1 DoGRPG may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:
- 4.8.1.1 Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.
  - 4.8.1.2 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
  - 4.8.1.3 Failed to provide clarifications related thereto, when sought.
  - 4.8.1.4 Submitted more than one bid (directly/in-directly).
  - 4.8.1.5 Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
  - 4.8.1.6 Submitted a bid with price adjustment/variation provision.
  - 4.8.1.7 Documents are not submitted as specified in the tender document.
  - 4.8.1.8 Suppressed any details related to bid.
  - 4.8.1.9 Submitted incomplete information, subjective, conditional offers and partial offers submitted.
  - 4.8.1.10 Not submitted documents as requested in the checklist.
  - 4.8.1.11 Submitted bid with lesser validity period.
  - 4.8.1.12 Any non-adherence/non-compliance to applicable tender content.

## **4.9 Deviations**

- 4.9.1 Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid.

Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission.

#### **4.10 Bid Opening and Evaluation**

- 4.10.1 DoGRPG will constitute a committee to evaluate the bids submitted by bidders. A two-stage process, as explained hereinafter, will be adopted for evaluation of bids. No correspondence will be entertained outside the process of evaluation with the Committee.
- 4.10.2 The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.
- 4.10.3 Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Committee, otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee.

#### **4.11 Bid Evaluation**

- 4.11.1 The bid evaluation will be carried out in a two stage process as under:
- Pre-qualification / eligibility evaluation.
  - Financial bid evaluation

#### 4.12 Eligibility / Pre-qualification Criteria

4.12.1 The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfill the given pre-qualification eligibility criteria shall be eligible for next round of evaluation i.e. Financial bid opening. Non-conforming bids will be rejected and will not be eligible for any further processing.

The eligibility criteria are given as below:-

SN	Eligibility Criteria	Supporting documents
1	<ul style="list-style-type: none"> <li>• Bidder should be a legal entity i.e. either of the following:</li> <li>• A company registered under the Indian Companies Act, 2013 / 1956 OR</li> <li>• A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR</li> <li>• A partnership firm OR</li> <li>• Sole Proprietorship OR</li> <li>• Consortium</li> </ul>	Any relevant document to prove that the bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, Partnership deed, etc.
2	The bidder should be in operation for at least the last <u>three years</u> as on 31 <sup>st</sup> March 2020 in doing “Similar Work”.	Work order / contract to validate the year and area of activities.
3	<p>The bidder should have successfully completed “Similar Work” in Government /PSUs/MNCs/Reputed Private Organizations in India during the last three years ending 31.03.2020 as per following details:-</p> <ul style="list-style-type: none"> <li>• One similar work costing not less than the amount equal to Rs. 3.0 crore.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Two similar works each costing not less than the amount equal to Rs. 1.5 crore each.</li> </ul>	<p>Work orders confirming year, cost, number of locations and area of activity. Work orders (which are in progress) in which minimum 1 year has been completed will also be considered.</p> <p>Any other relevant documents for costing of each similar work may also be accepted.</p>

*Tender document for comprehensive AMC of Network equipment*

	<p>OR</p> <ul style="list-style-type: none"> <li>• Three similar works costing not less than the amount equal to Rs. 1 crore each.</li> </ul>	
4	<p>Bidder should have minimum annual average turnover of Rs. 5 crore from similar work only, in the last three financial years for which bidder's accounts have been audited.</p>	<ul style="list-style-type: none"> <li>• Audited Financial Statements OR</li> <li>• Certificate from statutory auditors clearly certifying the turnover</li> </ul>
5	<p>The bidder shall submit the undertaking that the bidder :-</p> <ul style="list-style-type: none"> <li>• Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.</li> <li>• Has not been ever insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</li> <li>• And their directors, partners and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a maintenance provider contract within a period of three years preceding the commencement of the maintenance service supply process, or not have been otherwise disqualified pursuant to debarment proceedings.</li> </ul>	<p>Self-Certified letter</p>
6	<p>The Bidder should have valid PAN and GST registration certificate.</p>	<p>Self-certified copy of relevant valid certificates</p>

7	The bidder must ensure to deposit the tender document fees and EMD	Any relevant proof
8	Authorization certificate from CISCO that they will provide back to back support to the bidder.	Manufacturer Authorization Form (MAF)

#### **4.13 Financial Bids Evaluation**

4.13.1 The Financial bidding stage is divided into two stages (bid followed by reverse auction) as under:

- a. The financial bids (submitted at the time of bid submission) of all bidders who qualify all the Eligibility Criteria as explained above will be opened on the prescribed date.
- b. The H1 bid i.e. the bid of the highest bidder will be rejected.
- c. The remaining bidders shall proceed to the reverse auction stage. The start and end date / time of the reverse auction shall be specified while opening the financial bid.
- d. The bids received after reverse auction shall be opened in the presence of bidder's representatives, who may wish to be present.

4.13.2 The bidder offering lowest "Grand Total Comprehensive AMC Charges" after e-Reverse auction would be termed as L1 (Least Cost) bidder or the successful bidder.

4.13.4 Failure to abide the tender conditions may result into forfeiture of EMD & PBG.

4.13.5 Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.

4.13.6 Bidder quoting negative AMC charges will be treated as non-responsive and will result in forfeiture of the EMD.

4.13.7 Errors & Rectification:

- 4.13.7.1 If there is a discrepancy between words and figures of the charges, the amount in figures will prevail.

- 4.13.7.2 If the bidder doesn't accept the correction of error(s) as specified, its bid will be rejected.

#### **4.14 Notification of Award of Contract**

- 4.14.1 DoGRPG will notify the successful bidder in writing about acceptance of their bid. The notification of award will constitute the formation of the contract after submission of PBG to DoGRPG as performance security by the successful bidder.

#### **4.15 Performance Security**

- 4.15.1 As soon as possible, but not more than 15 days following receipt of letter of intent w.r.t. the award of the contract, the successful bidder shall furnish PBG to DoGRPG @ 10% of contract value as performance security.
- 4.15.2 PBG shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contract. Whenever the contract is extended, Service Provider will have to extend the PBG proportionately. If more items are brought under the maintenance contract, the PBG will have to be increased proportionately whenever the increase required in PBG is more than ten thousand rupees.
- 4.15.3 In case the successful bidder fails to submit PBG within the time stipulated, in addition to penalty specified in this document, DoGRPG at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited. In case a successful bidder fails to submit this PBG within the time
- 4.15.4 The Service Provider will not be entitled for any interest on the PBG submitted.
- 4.15.5 DoGRPG shall forfeit the PBG in full or in part in the following cases:
- 4.15.5.1 When the terms and conditions of contract are breached/ infringed.



- 4.15.5.2 When contract is being terminated due to non-performance of the Service Provider.
- 4.15.5.3 The Clients incur any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

#### **4.16 Signing of Contract**

- 4.16.1 The successful bidder will sign the contract with DoGRPG/PSeGS within 15 working days of the release of notification and submission of performance security. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

#### **4.17 Fraud and Corrupt /Malpractices**

- 4.17.1 All the bidders must observe the highest standards of ethics during the process of selection of Service Provider and during the performance and execution of contract.
- 4.17.2 For this purpose, definitions of the terms are set forth as follows:
  - 4.17.2.1 "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Client or its personnel in contract executions.
  - 4.17.2.2 "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Client of the benefits of free and open competition.
  - 4.17.2.3 "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.

- 4.17.2. “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 4.17.3 DoGRPG will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- 4.17.4 DoGRPG will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

## 5. Scope of Work

### 5.1 Introduction

- 5.1.1 The Service Provider is expected to provide comprehensive AMC with back to back OEM support through Cisco TAC for the equipment at all the “Site Offices”. Each equipment has different EoS date and would move out of AMC whenever EoS date is reached.
- 5.1.2 Service Provider has to intimate DoGRPG/ PSeGS about any equipment reaching its EoS atleast one month prior to its EoS date. In case where EoS date of a main component comes before any of its sub-component, Service Provider has to take prior approval from DoGRPG/ PSeGS for further continuity of AMC of such sub-component. If the approval is not sought, AMC of all sub-components of the related main component would assume to be discontinued.
- 5.1.3 The Service Provider must ensure 24 \* 7 \* 365 back to back OEM TAC support during maintenance period through phone, email & web portal.
- 5.1.4 The details along the serial numbers of the equipment may be seen at **Annexure -A**. The brief details of the equipment are as under:

SN	Equipment Type	Model	Total Quantity
1	CUCM	Hardware-Server	2
		Licenes-UCM	200
		VCS Control-License	1
2	VC End Points	VC End Point SX-20	10
3	MCU	MCU 5320 & Telepresence –License	2
4	Router	A9K-40GE-TR	1
		A9K-RSP440-LT	2

		A9K-SIP-700	1
		ASR-9010-AC-V2	1
		SPA-1CHSTM1/OC3V2	4
		XR-A9K-PXK9-05.03	1
5	Router C-7609	7609-S(Core Router)	1
6	Switch C-3650	WS-C3650-24PD	10
7	Switch C-6509	WS-C6509-E	2
		Sup 2T Card	2
		Sup Engine 720	2
		WS-C6748-GE-TX	2
		WS-X6848-GE-TX	2
		Additional SFP's	8
8	Router	ASR1001-X(Core Router)	46
9	Switch	WS-C3650-24PS	44
<b>Total</b>			<b>344</b>

5.1.5 The bidder may visit the “Site Offices” to check the working condition of the equipment and satisfy himself before quoting the prices. No backline OEM support is at present. No plea regarding incorrect / incomplete details and revision of price quoted will be entertained later on.

5.1.6 The Service Provider would be required to perform the following activities:

5.1.6.1 In the beginning of the contract, the Service Provider is required to take over all equipment mentioned in the financial sheet for providing AMC services.

5.1.6.2 Providing a unique complaint number for progress and closing of the complaints.

5.1.6.3 Attending the call by visiting the location of equipment where fault has been reported.

- 5.1.6.4 Checking the equipment and ascertain the reason for the fault and repair it within SLA limits to avoid penalty. All spare parts shall be from Original Equipment Manufacturer (OEM) or its authorized supplier. The warranty on spare part should be as per the OEM's standard warranty period. The warranty certificate for the spare part should also be submitted along with quarterly AMC invoice.
- 5.1.6.5 If the fault cannot be repaired immediately, the Service Provider shall provide stand-by equipment so that the SLA is honored.
- 5.1.6.6 A certificate of satisfactory repair(s) should be obtained from the complainant Officer/official. Such certificate must be submitted along with quarterly AMC invoice.
- 5.1.7 The Service Provider should ensure deployment of adequate engineers to resolve the complaints so that the service levels agreed in the contract are honored.
- 5.1.8 The Service Provider shall ensure adequate availability of "stand-by equipment" and spare parts of equipment for quick response and resolution time.
- 5.1.9 The Service Provider shall be answerable to an office authorized by the Client for coordinating the day –to-day work.
- 5.1.10 No item should be rendered inoperative on the basis that the part equivalent to the defective part is not available. The Service Provider has to install the latest or same or higher specification parts in the system so that the work is not hampered.
- 5.1.11 Service provider shall ensure the availability of single point of contact to reach at any time.
- 5.1.12 The Service Provider shall maintain detailed record of faults and solution(s) implemented for all the equipment. This record shall be available with the Service Provider and should be submitted quarterly to the client.
- 5.1.13 For each complaint attended, a call log form should be filled by the service engineer. After resolution of complaint the form must be

signed by the complainant along with his / her feedback. These call log forms are also to be submitted to the client on quarterly basis. The indicative information in the call log form should cover the following:

- Name of Complainant
- Mobile number of Complainant
- Location of faulty equipment
- Faulty equipment details (Make, Model and Serial Number)
- Date and time of reporting of fault
- Details of fault
- Action taken / Resolution offered
- Name and mobile of Service Engineer
- Date and time of resolution of fault
- Remarks of complainant
- Signature of Service Engineer and Complainant

## **6. General Contract Conditions**

### **6.1 Standards of Performance**

6.1.1 The Service Provider shall deliver the services and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Service Provider shall always act in respect of any matter relating to this contract as faithful Service Provider to the Client. The Service Provider shall always support and safeguard the legitimate interests of the Client, in any dealings with a third party. The Service Provider shall conform to the standards laid down in the tender in totality.

### **6.2 Contract Period**

6.2.1 This shall be valid for a period of 5 years initially from the date of signing of contract. It may be noted that each hardware item has

different EoS date and it will move out of AMC whenever EoS date is reached.

### **6.3 Prices**

- 6.3.1 The AMC charges quoted in the financial bid shall be inclusive of all taxes. However, taxes will be paid as applicable from time to time.
- 6.3.2 The prices quoted shall remain fixed for the complete contractual period. No request for changing the prices will be accepted after opening of the bids and during the validity of the contract.
- 6.3.3 In the financial bid format, the bidder must quote prices of all line items. If the bidder fails to quote price of any of the line item, then the AMC price of that particular item would be treated as zero. No partial item tender will be accepted.

### **6.4 Payment Terms**

- 6.4.1 Payment to the Service Provider shall be made in Indian Rupees through NEFT or account payee cheque only on quarterly basis.
- 6.4.2 The call detail reports along with action taken reports should be submitted along with each invoice, all corresponding to the same period. Further, if a faulty part has been replaced for equipment, then the Standard warranty certificate must be attached with the invoice.
- 6.4.3 Payments shall be made on quarterly basis on pro rata basis and shall be subject to deductions of any amount for which the Service Provider is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.
- 6.4.4 The decision of the Client pertaining to the quality and quantity of works / services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the

deficiencies so pointed out without any extra payment. In the event of default by Service Provider, the Client reserves the right to get the concerned work / services fixed at its own level at the cost, risk and responsibility of the Service Provider after giving a notice in regard thereto in writing and expenditure so incurred by the Client will be recovered from the invoices of the Service Provider or from PBG, as it may deem fit.

## **6.5 Applicable Law**

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

## **6.6 Governing Language**

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

## **6.7 Confidentiality**

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

6.7.2 The Service Provider shall ensure that the while providing maintenance services, all the details and information inside various IT equipment is kept confidential.

6.7.3 During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall



not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

- 6.7.4 The Service Provider will maintain the confidentiality of the data stored on the IT equipment of the Client. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has right to take legal action against the Service Provider.

### **6.8 Termination of Contract for default**

- 6.8.1 The Client or the Service Provider can terminate the contract in the event of default of terms and conditions of this tender or the subsequent contract by the other party by giving 2 months' written notice. In such case, the provisions under Exit Management clause shall apply.

### **6.9 Termination of contract for Insolvency, Dissolution etc.**

- 6.9.1 The Client may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such case, the provisions under Exit Management clause shall apply.

### **6.10 Termination for Convenience**

- 6.10.1 The Client reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which

performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such case, the provisions under Exit Management clause shall apply.

### **6.11 Exit Management**

6.11.1 On expiry or premature termination of the contract or a Network equipment reaching its EoS, the Service Provider shall handover the network equipment in good condition to the Client or to the new AMC vendor, except fair wear and tear, failing which the Service Provider shall pay to the Client such damages, which shall be deducted from the pending payments or from the PBG.

6.11.2 The faults pointed out by the client or by the new AMC vendor during the inspection before taking over of the equipment are to be rectified within ten working days by the outgoing AMC vendor, and for any delay in rectification of faults thus pointed out, the Client can get such equipment repaired at its own level at the risk and cost of outgoing AMC vendor.

### **6.12 Force Majeure**

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

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

6.12.3 If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Service Provider shall continue to perform its obligations under

the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **6.13 Resolution of Disputes**

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

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

6.13.1.2 **Arbitration:** In case dispute arising between the Client and the Service Provider, which has not been settled amicably, the Service Provider can request the Client to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the Arbitrator which shall be “Vice Chairman-PseGS”. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Chandigarh. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the client and the Service Provider. However, the expenses incurred by each party in

connection with the preparation, presentation and litigation shall be borne by the party itself.

#### **6.14 Legal Jurisdiction**

6.14.1 All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Mohali, Punjab only.

#### **6.15 Amendment to the contract**

6.15.1 The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

### **7. Bid Formats**

Following are the bid formats to be used by the bidders for submitting their bids online for selection as Service Provider under the tender:-

<b>SN</b>	<b>Form</b>	<b>Description</b>
•	Form-1	Covering Letter
•	Form-2	Eligibility Criteria Form
•	Form-3	Financial Bid Form

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

#### **7.1 Form-1: Covering Letter requesting selection as Service Provider for maintenance of Network equipment**

Bid Reference No. : DGRPG/PAWAN\_AMC/2020/2

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

To

Director,

Department of Governance Reforms & Public Grievances,

Plot D-241, Industrial Area, Phase 8B, Sector – 74, Near Quark City,

Mohali-160071

Sub: Bid for Selection as Service Provider for comprehensive maintenance of network equipment

Dear Sir,

- We, the undersigned, have carefully examined the referred tender no. DGRPG/PAWAN\_AMC/2020/2, offer to propose for the selection as Service Provider for comprehensive maintenance of network equipment, in full conformity with the said tender.
- We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
- We further declare that additional conditions, variations, if any, found in our proposal shall not be given effect to.
- We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
- Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the Bid and your notification of award, shall constitute a binding contract between us.
- We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
- We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not defray any expenses incurred by us in bidding.
- We declare that this is our sole participation in this tender bid and we are not participating/co-participating through any of other related party or channel.
- We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.

*Tender document for comprehensive AMC of Network equipment*

- EMD of Amount Rs. (in words) (in figures) has been paid online. Details are as below:-

[Insert the details as applicable].

- Tender document cost has also been paid online. Details are as below:-

[Insert the details as applicable].

- Our details have been filled below:-

<b>S.N</b>	<b>Particulars</b>	<b>Details</b>
•	Name of the Bidder	
•	Principal place of business	
•	Address with Telephone numbers, Fax number, etc	
•	Date of incorporation and/or commencement of business	
•	Name of Partners/ Directors	
•	Registration Number	
•	PAN Number	
•	GST Registration Number	
•	Brief description of the Service Provider's line of business	
•	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the Bidder with power of attorney.	
•	Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details to include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i>	

- Details of Similar Works that are in progress or have been completed (Proofs attached) :-

S. No.	Name of the Service Contract	Name of the Client	Number of persons deployed	Value of Contract	Contract start date	Contract completion date

Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

[\*: Strike off whichever is not applicable]

## 7.2 Form 2: Eligibility Criteria Form

**Bid Reference No.: DGRPG/PAWAN\_AMC/2020/2**

The compliance against each of the particulars provided under Clause 4.12 is to be submitted as per below format:-

S. No.	Particulars	Eligibility Criteria	Supporting documents	Pg. No.	Compliance (Yes / No)
...	...	...	...	...	...

## 7.3 Financial Bid Form

To be submitted by the bidder as per the format(s) provided on the e-procurement website. Copy of the format may be seen at **Annexure-B**

## 7.4: Performance Bank Guarantee Format

Director

Department of Governance Reforms (DGR),

*Tender document for comprehensive AMC of Network equipment*

Government of Punjab  
Plot D-241, Industrial Area, Phase – 8B, Sector – 74,  
Mohali – 160071

Whereas, <<name of the Service Provider and address>> (hereinafter called “the applicant”) has undertaken, in pursuance of RFP No: / Contract no. <<insert RFP / contract no.>> dated. <<insert date>> to provide consulting services for <<name of the assignment>> to <<Client>> (hereinafter called “the beneficiary”)

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

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

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

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

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

Notwithstanding anything contained herein:

- Our liability under this bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).
- This bank guarantee shall be valid up to <<insert expiry date>>.



- It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

## 8.SLA and Penalties

The key service level objectives that relate to the maintenance service and the related aspects of the interface between the Client and the Service Provider are indicated below:

SN	Activity	Deliverable	Target / Service Level	Penalty for delays beyond target level
1	Helpdesk and online portal availability	Toll free helpline and online portal should be available by 24 * 7 * 365	Availability of helpline and online portal by 24 * 7 * 365	Rs. 500/- per instance of any of this
2	Complaint Registration (Time identified as T0)	Complaint Number	Immediately after complaint is logged.	Rs. 500/- per instance
3	First response to the complaint	Approaching the complainant and begin analysis of the issue.	T0 + 1 hours	Rs. 500/- per hour
4	Resolution of Software issue or an issue which does not require hardware repair / replacement	Resolution of the issue	T0 + 4 hours (if the reported issue does not require a patch)	5% of the quarterly maintenance cost of the item per hour subject to a minimum of Rs. 500/hour

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			TO + 7 days (if the reported issue requires a software patch)	5% of the quarterly maintenance cost of item per day subject to a minimum of Rs. 1000/day
5	Resolution of Hardware issue	Repair/Replacement of the faulty equipment or installation & commissioning of standby equipment.	TO + 24 hours	5% of the quarterly maintenance cost of item per hour subject to a minimum of Rs 500/hour
6	Complaint closing	Complaint resolution signed by complainant	Immediately after complaint resolution	Payment of Quarterly maintenance cost will only be made post submission of RCA reports and signed complaint resolution form.
7	Replacement / installation of spare part / equipment while repairing	Only genuine OEM certified spare part / equipment to be used wherever required.	Only genuine OEM certified spare part / equipment to be used wherever required.	<ul style="list-style-type: none"> <li>• Maintenance cost of the equipment will only be paid on replacement of non-genuine spare part with genuine OEM certified spare part.</li> <li>• Letter of warning shall be issued</li> <li>• Replacement with genuine</li> </ul>

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				OEM certified part within two days on reporting of the issue otherwise Penalty @ 1% of quarterly AMC value/day
8	Submission of fixed PBG	PBG	15 days from the issue of letter of award of contract	Rs. 1,000/- per day
9	Signing of contract	Signed contract	15 days from submission of fixed PBG	Rs. 2,000/- per day

## Annexure-A

### List of Devices for AMC

Device Name	QTY	District	Asset Name	Make & Model No.	Serial No.
CUCM Hardware Server	2	SNC MOHALI	CUCM 1	Cisco	FCH2016V2RY
		SNC MOHALI	CUCM 2	Cisco	FCH2016V2RW
CUCM VC End Point SX-20	10	Fatehgarh Sahib	VC End Points	Cisco SX20	FTT184502MT
		Patiala	VC End Points	Cisco SX20	FTT184502PK
		Amritsar	VC End Point	Cisco SX-20	FTT2102X10S
		Bathinda	VC END POINT	Cisco SX-20	FTT21010047
		Ferozepur	VC End Point	Cisco SX-20	FTT2101000K
		Jalandhar	VC End Point	Cisco SX-20	FTT2101004B
		Ludhiana	VC END POINT	CISCO SX-20	FTT2102X10P
		Mohali	VC End Point	Cisco SX-20	FTT2101004F
		Mohali	VC End Point	Cisco SX-20	FTT204903DE
Patiala	VC End Point	Cisco SX-20	FTT210100TP		
MCU Telepresence MCU 5320	2	SNC MOHALI	MCU 1	CISCO Telepresence MCU 5320	FOC2002NOJH
		SNC MOHALI	MCU 2	CISCO Telepresence MCU 5320	FO32010N7Z9
Router A9K-40GE-TR	1	SNC MOHALI	Router	A9K-40GE-TR	FOC2021N6LR
Router A9K-RSP440-LT	2	SNC MOHALI	Router	A9K-RSP440-LT	FOC2034NUGU
		SNC MOHALI	Router	A9K-RSP440-LT	FOC2034NUJ6
Router A9K-SIP-700	1	SNC MOHALI	Router	A9K-SIP-700	FOC2049NPHG
Router ASR-9010-AC-V2	1	SNC MOHALI	Router	ASR-9010-AC-V2	FOX210G7SS
Router SPA-1CHSTM1/OC3V2	4	SNC MOHALI	Router	SPA-1CHSTM1/OC3V2	SAL2015NM78
		SNC MOHALI	Router	SPA-1CHSTM1/OC3V2	SAL2015NM6W
		SNC MOHALI	Router	SPA-1CHSTM1/OC3V2	SAL2015NM88
		SNC MOHALI	Router	SPA-1CHSTM1/OC3V2	SAL2015NM6Z
Router XR-A9K- P XK9-05.03	1	SNC MOHALI	Router	XR-A9K- P XK9-05.03	
Router Cisco-7609-S	1	SNC MOHALI	Core Router	CISCO7609-S	SMQ1732101J
Router ASR 1001-X		Amritsar	Primary Router	ASR 1001-X	FXS2044Q356
		Amritsar	Secondary Router	ASR 1001-X	FXS2043Q0DH
		Barnala	Primary Router	ASR 1001-X	FXS2044Q16L
		Barnala	Secondary Router	ASR 1001-X	FXS2043QODM

46

<b>Bathinda</b>	Router	CISCO ASR 1001-X	<b>FXS2044Q33V</b>
<b>Bathinda</b>	Router	CISCO ASR 1001-X	<b>FXS2044Q347</b>
<b>Faridkot</b>	Primary router	ASR 1001-X	<b>FXS2045Q09Z</b>
<b>Faridkot</b>	Secondary Router	ASR 1001-X	<b>FXS2045Q09U</b>
<b>Fatehgarh Sahib</b>	Primary Router	<b>ASR 1001-X</b>	<b>FXS2044Q35L</b>
<b>Fatehgarh Sahib</b>	Secondary Router	<b>ASR 1001-X</b>	<b>FXS2043Q0E2</b>
<b>Fazilka</b>	Router 1	CISCO ASR1001-X	<b>FXS1944Q0Y6</b>
<b>Fazilka</b>	Router 2	CISCO ASR1001-X	<b>FXS1944Q0DN</b>
<b>Ferozepur</b>	Primary Router	ASR 1001-X	<b>FXS2044Q1E3</b>
<b>Ferozepur</b>	Secondary Router	ASR 1001-X	<b>FXS2045Q06Y</b>
<b>GURDASPUR</b>	ROUTER	CISCO ASR 1001-X	<b>FXS2044Q33A</b>
<b>GURDASPUR</b>	ROUTER	CISCO ASR 1001-X	<b>FXS2044Q34D</b>
<b>Hoshiarpur</b>	Primary Router	ASR 1001-X	<b>FXS2044Q38D</b>
<b>Hoshiarpur</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q183</b>
<b>Jalandhar</b>	Primary Router	ASR 1001-X	<b>FX52044Q12X</b>
<b>Jalandhar</b>	Secondary Router	ASR 1001-X	<b>FX52045Q09Y</b>
<b>Kapurthala</b>	Primary Router	ASR 1001-X	<b>FXS2044Q12Y</b>
<b>Kapurthala</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q355</b>
<b>Ludhiana</b>	Primary Router	ASR 1001-X	<b>FXS2044Q33W</b>
<b>Ludhiana</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q3JB</b>
<b>Mansa</b>	Primary Router	ASR 1001-X	<b>FXS2044Q3LJ</b>
<b>Mansa</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q3LN</b>
<b>Moga</b>	Primary Router	ASR 1001-X	<b>FXS2044Q34Y</b>
<b>Moga</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q332</b>
<b>Mohali</b>	Primary Router	ASR 1001-X	<b>FXS2043Q15F</b>
<b>Muktsar Sahib</b>	Primary Router	CISCO ASR 1001-X	<b>FXS2043Q0DD</b>
<b>Muktsar Sahib</b>	Secondary Router	CISCO ASR 1001-X	<b>FXS2043Q17J</b>
<b>Nawanshahr</b>	Primary Router	ASR 1001-X	<b>FXS2044Q34E</b>
<b>Nawanshahr</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q16U</b>
<b>Pathankot</b>	Primary Router	ASR 1001-X	<b>FXS2044Q33D</b>
<b>Pathankot</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q37N</b>
<b>Patiala</b>	Primary Router	ASR 1001-X	<b>FXS2044Q32V</b>
<b>Patiala</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q39N</b>
<b>Ropar</b>	Router Primary	ASR1001-X	<b>FXS2044Q34Z</b>
<b>Ropar</b>	Router Secondary	ASR1001-X	<b>FXS2044Q3M1</b>
<b>Sangrur</b>	Primary Router	ASR 1001-X	<b>FXS2044Q36V</b>
<b>Sangrur</b>	Secondary Router	ASR 1001-X	<b>FXS2044Q357</b>
<b>TARN TARAN</b>	Primary router	ASR1001x	<b>FXS204403JL</b>
<b>TARN TARAN</b>	Secndry router	ASR1001x	<b>FXS2044Q17V</b>
<b>SNC MOHALI</b>	Internet Router	ASR1001	<b>SSI180907GM</b>
<b>SNC MOHALI</b>	Internet Router 2	ASR1001	<b>FXS2045Q06J</b>
<b>SNC MOHALI</b>	Internet Router 2	ASR1001	<b>FXS2044Q34H</b>
<b>Switch WS-C3650-24PD</b>	<b>SNC MOHALI</b>	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04 <b>FDO2052E17P</b>
	<b>SNC MOHALI</b>	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04 <b>FDO2052E18D</b>
	<b>SNC MOHALI</b>	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04 <b>FDO2052Q0L7</b>
	<b>SNC MOHALI</b>	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04 <b>FDO2103E2HV</b>

10	SNC MOHALI	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04	FDO2103Q19Y
	SNC MOHALI	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04	FDO2103Q18Y
	SNC MOHALI	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04	FDO2052E17S
	SNC MOHALI	Catalyst 3650 24 PoE+ 2*10G	WS-C3650-24PD-SV04	FDO2052E17F
	SNC MOHALI	CISCO Swi tch ( 24 PORT +PoE + 4SFP Standard image)	CISCO-3650	FDO1810QOGS
	SNC MOHALI	CISCO Swi tch ( 24 PORT +PoE + 4SFP Standard image)	CISCO-3650	FDO1810QOGV
SWITCH WS-C3650 -24PS	Amritsar	Switch	CISCO-3650	FDO2101Q0J1
	Amritsar	Switch	CISCO-3650	FDO2101Q0J6
	Barnala	Switch	CISCO-3650	FDO2101Q0J9
	Barnala	Switch	CISCO-3650	FDO2101QOGS
	Bathinda	Switch	CISCO-3650	FD02101Q0HZ
	Bathinda	Switch	CISCO-3650	FD02101E12D
	Faridkot	Primary Switch	CISCO 3650	FDO2101Q0JB
	Faridkot	Secondary Switch	CISCO3650	FDO2101Q0J4
	Fatehgarh Sahib	Switch	CISCO-3650	FD02101E0Z1
	Fatehgarh Sahib	Switch	CISCO-3650	FD02101E0Z9
	Fazilka	Switch 1	CISCO 3650	FDO2015E0WS
	Fazilka	Switch 2	CISCO 3650	FDO2101Q0J0
	Ferozepur	Switch	CISCO-3650	FD02101Q0J2
	Ferozepur	Switch	CISCO-3650	FD02101E126
	GURDASPUR	SWITCH	CISCO 3650	FDO210Q0G5
	GURDASPUR	SWITCH	CISCO 3650	FDO2101Q0J7
	Hoshiarpur	Switch	CISCO-3650	FDO2101E12E
	Hoshiarpur	Switch	CISCO-3650	FDO2101E125
	Jalandhar	Switch	CISCO-3650	FD02101E1B1
	Jalandhar	Switch	CISCO-3650	FD02101E129
	Kapurthala	Switch 1	CISCO-3650	FDO2101E11G
	Kapurthala	Switch 2	CISCO-3650	FDO2101Q0GQ
	Ludhiana	Primary Switch	3650	FDO2101E12A
	Ludhiana	Secondary Switch	3650	FDO2101E0Z3
	Mansa	Switch	CISCO-3650	FDO2101E121
	Mansa	Switch	CISCO-3650	FDO2101Q0GN
	Moga	Switch	CISCO-3650	FDO2101E128
	Moga	Switch	CISCO-3650	FDO2101Q0GR
	Mohali	Switch	CISCO-3650	FDO2101E12B
	Mohali	Switch	CISCO-3650	FDO2101E122
	Muktsar Sahib	Switch	CISCO 3650	FD02101E12F
	Muktsar Sahib	Switch	CISCO 3650	FD02101E123
	Nawanshahr	Switch	CISCO-3650	FDO2101E11U
	Nawanshahr	Switch	CISCO-3650	FDO2101E12C
	Pathankot	Switch	CISCO-3650	FDO2101Q0HW
	Pathankot	Switch	CISCO-3650	FDO2101E0Z2
	Patiala	Switch	CISCO-3650	FDO2101Q0J5
	Patiala	Switch	CISCO-3650	FDO2101E127
	Ropar	Switch -1 (Primary)	Catalyst 3650	FD02101E11T
	Ropar	Switch -2 (Secondary)	Catalyst 3650	FD02101Q0HX
	Sangrur	Switch	CISCO-3650	FD02101E124

		<b>Sangrur</b>	Switch	CISCO-3650	<b>FD02101E11Z</b>
		<b>TARN TARAN</b>	Switch	CISCO 3650	<b>FD02101E11S</b>
		<b>TARN TARAN</b>	Switch	CISCO 3650	<b>FD01201Q0JB</b>
<b>Switch WS-C6509-E With Sup2T</b>	<b>2</b>	<b>SNC MOHALI</b>	CORE SWITCH	WS-C6509-E With Sup2T	<b>SAL210300CK</b>
		<b>SNC MOHALI</b>	CORE SWITCH 2	WS-C6509-E With Sup2T	<b>SAL210300CQ</b>
<b>SWITCH SUP-2T MEMORY</b>	<b>1</b>	<b>SNC MOHALI</b>	SWITCH	SUP-2T MEMORY	
<b>Switch WS-C6509-E</b>	<b>2</b>	<b>SNC MOHALI</b>	CORE SWITCH	WS-C6509-E	<b>SMC120200B0</b>
			CORE SWITCH 2	WS-C6509-E	<b>SMC2050001L</b>
<b>SWITCH New Sup for Sup720</b>	<b>4</b>	<b>SNC MOHALI</b>	SWITCH	New Sup for Sup720	<b>JAF1209AGBL</b>
			SWITCH	New Sup for Sup720	<b>JAF1209AFSN</b>
			SWITCH	New Sup for Sup720	<b>JAF1205BARJ</b>
			SWITCH	New Sup for Sup720	<b>JAF1208BCMG</b>
<b>Switch WS-C6748-GE-TX</b>	<b>2</b>	<b>SNC MOHALI</b>	SWITCH	WS-C6748-GE-TX	<b>SAL17194PGS</b>
			SWITCH	WS-C6748-GE-TX	<b>SAL1205EL2Z</b>
<b>Additional SX-MM</b>	<b>8</b>	<b>SNC MOHALI</b>	SFP		
<b>Switch WS-XC6848-TX-2T</b>	<b>2</b>	<b>SNC MOHALI</b>	SWITCH	WS-XC6848-TX-2T	<b>SAL2010101FA</b>
			SWITCH	WS-XC6848-TX-2T	

**FINANCIAL BID FORMAT FOR SUBMITTING PRICE FOR TENDER CALLED FOR COMPREHENSIVE AMC OF NETWORK EQUIPMENT (Annexure-B)**

Sr No	Equipment Type	Model	Total Quantity	EoS Date	Maintenance Cost (In Rs) till EoS date or 5 years (whichever is earlier)			
					Unit Maintenance price exclusive Taxes	Total Amount exclusive Taxes	%age of Taxes	Amount inclusive Taxes
<b>A. Equipment to be covered under back to back OEM Support through Cisco TAC</b>								
1	CUCM	Hardware Server	2			0		0
		Licenes-UCM	200			0		0
		VCS Control-License	1			0		0
2	VC End Points	VC End Point SX-20	10			0		0
3	MCU	MCU 5320 & Telepresence License	2			0		0
4	Router ASR 9010	A9K-40GE-TR	1			0		0
		A9K-RSP440-LT	2			0		0
		A9K-SIP-700	1			0		0
		ASR-9010-AC-V2	1			0		0
		SPA-1CHSTM1/OC3V2	4			0		0
		XR-A9K-PXK9-05.03	1			0		0
5	Router C-7609	7609-S(Core Router)	1			0		0
6	Switch C-3650	WS-C3650-24PD	10			0		0
7	Switch C-6509	WS-C6509-E	2			0		0
		Sup-2T Card	2			0		0
		Sup Engine 720	2			0		0
		WS-C6748-GE-TX	2			0		0
		WS-X6848-GE-TX	2			0		0
		Additional SFP's	8			0		0
8	Router	ASR1001-X(Core Router)	46			0		0
9	Switch	WS-C3650-24PS	44			0		0
<b>Total</b>			<b>344</b>			<b>0</b>	<b>0</b>	<b>0</b>

\* Rates are to be quoted considering 01-10-2020 as start date of AMC

\* Taxes to be paid as applicable from time to time