



केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार, के अधीन एक स्वायत्त संगठन)

शिक्षा सदन, 17, इन्सटिट्यूशनल क्षेत्र, राउज एवेन्यु, दिल्ली-110002

CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)

Shiksha Sadan, 17, Institutional Area, Rouse Avenue, Delhi-110002

CBSE/ACAD/Network Rouse Ave/2012

Dated : 28.05.2011

Sub : Hardware procurement, and AMC in Internet Leased Line and Network Management

The CBSE is interested in the following hardware and services from reputed agencies, having at least three years experience of computer maintenance in Govt. Organizations, autonomous organizations, universities and large public sector organizations. If your organization is interested in providing trouble free hardware and services to the CBSE for a period of one year (likely to be extended up to 3 years on the basis of satisfactory performance of services), you may kindly send your rates for the same.

Technical Pre-requisites

- The annual turnover of the company/firm should be above Rs. 5 lacs, which may be considered for amendment as the annual turnover of the firm should be above Rs. 5 lacs during the last year or the average annual turnover during the last three years should be above Rs. 5 lacs. The last year for the purpose shall be read as Financial Year 2010-11 ending on 31-03-2011.
- The Firm/company should be registered with appropriate tax authorities.
- The Firm/company should have on its roll sufficient number of technical employees for proper execution of the contract.
- Bidder should not have defaulted or left any project/work order during the last three years. In case the same comes to the knowledge of the Board, the contract shall be terminated with appropriate legal action against the firm.

Statement of Work

Bill of Material

S.No	Description	Qty	Unit Price (INR)	Total (INR)
1	Layer 2 SNMP Managed 10/100/1000 Mbps with 4 Giga Port switch(Make Dlink/Mapiu)	2		
2	500MHz CAT6 UTP Cable roll with 305m length (Box)(Make Schneider Electric)	8		
3	Single Information Outlet with SMB having shutter facility Gang Box(Make Schneider Electric)	140		
4	CAT6 UTP Patch Cord-1m (Make Schneider Electric)	100		
5	CAT6 UTP Patch Cord-2m (Make Schneider Electric)	30		
6	Conduit Pipe per m-5.08cm(2.0 inch) (Make ISO Certified)	100 mtr		
7	Conduit Pipe per m-2.54cm(1.0 inch) (Make ISO Certified)	250 mtr		

8	24 Port CAT6 UTP Jack Panel with Cable Manager (Make Schneider Electric)	5		
9	19 inch 6U 530mm Depth (Make Comrack/Velrack)	2		
10	19 inch 18U 530mm Depth (Make Comrack/Velrack)	1		
11	800 VA UPS (APC)	1		
12	600 VA UPS (APC)	6		
Services				
11	Laying of UTP Cable per mtr	2400 mtr		
12	Fixing of IO Box.	140		
13	Fixing of 24 Port UTP CAT6 Jack Panel	5		
14	Laying of Conduit Pipe per mtr	350 mtr		
15	Fixing of Rack	4		

All the currently available switches will be used while laying out new infrastructure.

At the end of the installation or completion of work the schema or the layout of the building will be provided to CBSE.

1st year free annual maintenance will be applicable

At least 1 year warranty on all hardware will be applicable

Cost of AMC from 2nd year onwards will is also required. If the performance of the vendor during the 1st year free maintenance is suitable then the AMC contract may be extended yearly for 3 more years.

Detail of Computers & Printers available

About 100 computers & printers are connected to the network.

The technical details and experience in the field of **Internet Leased Line and Network Management** as per Annexure–II along with EMD of Rs.5,000/- (in the form of A/c payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee) favouring "Secretary, CBSE, Delhi" and rates as per Annexure–III may please be furnished, duly sealed separately in two different envelopes superscribing "**Technical Details**" and "**Rates**" respectively and both these envelopes be sealed in one envelope superscribing "**Quotation for Internet Leased Line and Network Management**". In case of any query please contact Mr Navin Maini (Research Officer Technology) at 011-23211575 or send an email at navincbse@gmail.com.

The quotation should be completed in all respects and be clearly mentioned that all the terms and conditions as per Annexure–I are acceptable. The quotation(s) received without earnest money or in an incomplete manner in any respect will suo motto be rejected. The tender should be placed in the Tender Box kept at ground floor near security guard counter, CBSE, Shiksha Sadan, 17, Rouse Avenue, New Delhi-110 002 on or before **06th June 2012** up to 2.30 PM. The tenders "**Technical Details**" will be opened on the same day at 3.00 PM in the presence of the tenderers who may like to be present.

Yours faithfully,

Research Officer (Technology)

Encl as above

Maintenance of Internet Leased Line and Network

The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.30 AM to 6.30 PM from Monday to Saturday to keep the Internet Leased Line, and LAN services in good working order. The service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs and fittings of replacement parts.

Terms and Conditions

- a) Scheduled preventive maintenance once in every month.
- b) Unscheduled, on-call corrective and remedial maintenance service from 09.30 hrs. to 18.30 hrs.(Monday to Saturday) excluding public holiday.
- c) Comprehensive maintenance includes replacement of unserviceable parts. Replaced parts will either be new parts or equivalent in performance to old parts.
- d) This contract is comprehensive in nature and will cover replacement of all defective parts/equipments.
- e) Standard force majeure conditions shall apply.
- f) Complaints shall be attended to on the same day. Replacement and/or repair of the hardware equipment shall be carried out within 24 hours of registering the complaints. It is the whole & sole responsibility of the firm to arrange the part, repairs/replacement of equipment & stand-by internet connection failing which a penalty of 2-5% shall be imposed on the quarterly payment to the firm.
- g) The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and conditions mentioned above.
- h) In case of unsatisfactory services, the Secretary, CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- i) All equipments are in working condition and the agencies, if they desire, may inspect the machines before quoting the rates.
- j) The rates should be quoted without Taxes and Taxes should be quoted extra.
- k) The bidder should have on his rolls sufficient number of Technical employees for the proper execution of the contract
- l) The bidder should be registered with appropriate tax authorities such as Income Tax & Service Tax

(Contd. on.....page-2)

- m)** Only those firm/company may apply who have at least 03 years experience in similar work in Government Department, autonomous organizations, universities and large public sector organizations. The Work Orders of those Deptt., should be attached.
- n)** Latest Service Certificate from the user Deptt. with their telephone Nos., are to be enclosed with the tender.
- o)** Resumes of the Engineer/s, who will work in IT Help Desk are to be enclosed with the tender.
- p)** The Board reserves the right to assign the complete contract to a single vendor or assign parts of the contract to separate vendors.
- q)** It should be clearly understood that CBSE can call the Engineers on holidays also.
- r)** The company should have ESI and PF facility to its Enginners.
- s)** The Secretary, CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
- t)** The contract will be for one year but may be extended up to 3 years on sole discretion of the Board.
- u)** The jurisdiction in legal matter will be Delhi/New Delhi.

An agreement on Non-Judicial Stamp Paper, is to be signed with an option of cancellation of the entire AMC at any time during the prescribed period of maintenance and no payment shall be considered by the office for the period of unsatisfactory service/bill. In addition to it EMD shall also be forfeited.

CENTRAL BOARD OF SECONDARY EDUCATION
‘Shiksha Sadan’, 17, Institutional Area,
Rouse Avenue, Delhi-110002.

(To be sealed separately along with the DD for Earnest money)

1. ABOUT THE FIRM :

- (a) Name & Profile of the firm
- (b) Activities of the organisation
- (c) Man power profile of the firm
- (d) Turn over of for similar work for the period :
2009-2010
2010-2011
2011-2012
- (e) Customer base with details of equipment maintained at each existing location along with services rendered in each.
- (f) References from customers where similar work is being done.

2. TECHNICAL Solution : Details of the hardware and services. Please use additional pages as necessary.

3. Documentary evidence of the following:

- (a) Length of experience
- (b) Financial statements of the firm for the last 3 years
- (c) Infrastructure available with the firm for carrying out the activities in scope
- (d) Similar work done for government ministries/educational boards
- (e) Technical and Administrative manpower available for this work

Authorised Signatory
(with full name, designation and stamp)

Mobile No.: _____

Phone No.: _____

Annual Reoccurring Charges

Separate charges should be given for each of the heads below:

A) AMC

Maintenance & troubleshooting of end to end network connectivity after the 1st year free warranty period.

One Time Charges

A) Rewiring the LAN of the complete Rouse Avenue building

- As per Statement of Work

Authorised Singnatory
(with full name, designation and stamp)

Mobile No.: _____

Phone No.: _____