



Prasar Bharati
(Broadcasting Corporation of India)
Directorate General: All India Radio
Akashwani Bhavan,
New Delhi- 110001.

IT Division

NO.7 (21)/05/IT

DATED: 22 /06/2010

To,

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Subject: Annual Maintenance Contract for Local Area Network at Prasar Bharati secretariat.

Sir,

Prasar Bharati invites sealed tender for the above AMC work as per terms and conditions enclosed as **Annexure-I** for the equipment mentioned at **Annexure-II**. You are requested to submit your offer to the undersigned quoting details. The terms and conditions duly signed and stamped on each page, should also be submitted alongwith your tender.

The tender should reach in a sealed & stamped cover to the undersigned before 1500 Hrs on 15/07/2010. The cover should be superscribed with the following details:

- (a) Annual Maintenance Contract for Local Area Network at Prasar Bharati secretariat.
- (b) Reference to the letter of enquiry.
- (c) Due date of opening of the quotation.

The tender will be opened in the office of the undersigned at 1630 Hrs on 15/07/2010. Authorised representatives of the firm are permitted to attend the bid opening. They should bring with them authority letter on official stationary of the firm duly signed and stamped.

The quotations submitted should remain open for acceptance for a period of one year from the date of opening them. This office reserves the right to accept the quotations not necessarily the lowest. The quotation not fulfilling the above requirements will be summarily rejected.

Proposed equipment (Annexure-II) to be given on AMC may be inspected on any working day within 11 AM and 4 PM if required by the firm, the firm may contact to the undersigned for the same.

Yours sincerely,

(R.K.SAchdeva)
Asstt. Engineer (IT)
Phone:011-23421581
Email: rks@air.org.in

Encls.: As Above



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ANNEXURE-I

TERMS AND CONDITIONS FOR AWARD OF ANNUAL MAINTENANCE CONTRACT OF LOCAL AREA NETWORK AT PRASAR BHARATI SECRETARIAT FOR A PERIOD OF THREE YEAR. (THE PERIOD CAN BE EXTENDED FOR NEXT TWO YEARS, ONE YEAR AT A TIME, ON SAME RATES & TERMS AND CONDITIONS)

The firm shall provide maintenance service on all weekdays to keep all the systems in working order for 24/7 (24 hours a day, 7 days a week). The detail of the Equipment/Software is as per **Annexure-II**. The broad terms & conditions for AMC will be as mentioned below:

1. The Maintenance contract will be comprehensive in nature and will cover all components of equipments mentioned in Annexure-II, including the following:
 - i) Periodic weekly Preventive maintenance checks on the hardware and software
 - ii) Maintenance and Repair of the Local Area Network (hardware)
 - iii) Maintenance of Operating Systems and Application Software for server
 - iv) Management of email system (MS Exchange 2000) and file server in windows 2000 server
 - v) Maintenance and changes in configuration of the server as per Prasar Bharati (PB) requirements
 - vi) Configuring Network card, mail clients and Internet Browser in the clients (about 50 nos.)
 - vii) Periodic weekly Reporting to PB for the health of systems and network
 - viii) Regular daily checks in order to maintain a virus free computer working environment
 - ix) Regular daily backups of Data
 - x) Coordination with Internet Service Providers and Network providers to ensure smooth and trouble free Internet Access
2. The contract will be for a period of three year and during the contract, no demand for revision of rates shall be entertained. The contract can be extended further for a period of two years (one year at a time) on the same terms & conditions by mutual consent of both the parties in writing.
3. Preventive maintenance (PM) includes checking of hardware and software, in addition to dusting and cleaning. PM shall be done once every 30 days for each system(as per annexure-II) and preventive maintenance reports are to be recorded in the service card of respective machine and get signed by the end users. **In case PM is not done during a month, pro-rata AMC charges will be deducted from the bill.**
4. Defective components are to be replaced by **original or equivalent components from corresponding OEM** so that configuration of the hardware is not affected.
5. The firm will be responsible and accountable for satisfactory working of network and availability of Internet and Email facility to all clients through 24/7. Connectivity up to I/O ports should be ensured.



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6. The firm will also take backups of server data on daily basis and in case of any failure original data will be restored.
7. The firm will depute a **professionally certified & competent Resident Engineer (09:30 AM to 06:00 PM)**, on all working days, fully trained with minimum 2 years of on site work experience to handle the jobs assigned. Firm will furnish a complete profile of resident engineer along with professional certification and experience along with the bid.
8. The Resident Engineer will attend the complaints throughout the contract period and he may be called on holidays if required. A mobile Phone will have to be provided to the Engineer by the firm for fault coordination. The firm must also have an on-line fault report / status monitoring system.
9. In case of any fault, the fault will be reported by the user in an on-line computerized fault reporting system. The Engineer of the firm will take the print of complaints lodged at least twice a day and will attend the complaint and obtain the certificate of satisfactory working of the system from the end user and will submit it to supervising authority in PB for complaint clearance.
10. In addition to monthly preventive maintenance the breakdown maintenance call shall be attended within four (4) hours of it's reporting. If fault persists beyond 24 hrs. a standby system for un-interrupted service will have to be provided by the firm, so as to keep the **95% uptime** of all equipment/software in the LAN, including all applications. **In case of failure (which will be decided by AIR) by the firm to provide a standby, a penalty @ Rs 100/- per 24 hours per client machine will be levied for all the affected clients and the amount will be deducted from payment due to the firm.**
11. Supplies or consumables like Batteries for UPS are not included in the AMC.
12. The firm to whom the contract will be awarded, shall have to give a performance Bank guarantee equivalent to **10%** of the total amount of annual contract in favor of Director General, All India Radio. The Bank Guarantee shall be valid for a period of **two months beyond the term of the contract**. After expiry of the contract, PB shall release this guarantee, on satisfactory completion of contract.
13. No advance payment shall be made. AIR will make payment after every quarter i.e. 3 months. The firm will submit its pre-receipted bill in triplicate to Prasar Bharati after completion of the quarter. All type of Taxes as applicable shall be deducted from the bills of the firm as per rules amended from time to time. Thus the rate quoted should include all the taxes and duties , which should be shown separately.
Payment for any part of a year shall be made proportionately on the basis of 52 weeks.
14. No equipment shall be taken away by the engineer/firm without intimation & permission from Prasar Bharati Secretariat in writing.



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15. In case, the service are not found to be satisfactory, this office reserve the right to terminate the contract at any stage and the bank guarantee will be forfeited after giving show cause notice.
 16. The firm should be a registered one & a copy of valid sales tax registration no., work contract tax no. and service tax number should be provided.
 17. The following documents are also required to be submitted along with the tender: -
 - (i) List of customers along with their address and contact number with details of systems being maintained and since when.
 - (ii) Details of support staff deputed for AMC support along with their professional certification and experience.
- In case, any of these documents are not furnished, the tender may be out rightly rejected.***
18. Only those firms, who have experience of AMC of LAN with more than 50 Computers with Internet access, email exchange in the previous financial year (2009-2010 or in 2008-09) need apply. The firm, which does not posses this criterion, will be summarily rejected. The relevant documents shall be submitted along with the offer.
 19. The AMC may be terminated at any time by giving one-month notice.
 20. On expiry of the contract, the firm shall hand over the system in perfect working condition to this Department, failing which liquidated damages, if any, will be recovered from the firm.
 21. The firm whose bid does not meet any of the above specified Terms and conditions would be out rightly rejected.
 22. The bidder can question the term and condition of the bidding document, bidding process and or rejection of the bid within 15 days of the publishing of the bid document on website of AIR or within 3 days of the rejection of the respective bid.
 23. Any dispute will be settled through arbitration, Sr. GM(B&A) Prasar Bharti will be arbitrator.
 24. Delhi courts will have jurisdiction in all disputes.
 25. Bidder will not be permitted to alter or modify their bids after the expiry of deadline for receipt of bids.



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ANNEXURE-II

LIST OF EQUIPMENT AND SOFTWARE FOR AWARDING AMC FOR LAN AT PRASAR BHARATI SECRETARIAT

1. **SERVER** - One No.
 - i) Hardware – HP NetSever LH 6000 U3, with 1 GB (8X128 MB) RAM, 3 x 36 GB HDD, Internal RAID 5 controller, 1 DAT Drive Unit
 - ii) Software / Applications –
 - a) Windows – 2000 Server
 - b) Domain Controller
 - c) Microsoft Exchange server 2000 for e-mail.

2. **SERVER** - One No.
 - i) Hardware – HP Proliant ML 350 G4, with 1 GB RAM, 76 GB HDD
 - ii) Software / Applications –
 - a) Windows – 2003 Server
 - b) Trendmicro A/V Office Scan Server
 - c) Trendmicro A/V IWSS Server
 - d) Trendmicro A/V ScanMail Server for Microsoft Exchange

3. **ROUTER:** CISCO Router 2621 with WAN interface card - One No.

4. **FIREWALL:** Watch Guard (Fire Box) – 2500 series - One No.

5. **SWITCHES:**
 - DLINK make
 - 1) Switch (DES-3626),24Port - One No.
 - 2) Switch (DES-3624i),24Port - One No.
 - 3) Switch (DES-1024D),24Port - One No.
 - 4) Switch (DES-1016D),16Port - One No.
 - 5) Switch (DES-1008D),08Port - One No.
 - 3COM make
 - 1) Switch (SuperStack 1100),24 Ports - One No.

6. **NETWORK:** - 72 Number of I/O ports

7. **UPS:** 1-KVA On-line UPS (Uniline Make) - One No.