

**INDIAN INSTITUTE OF GEOMAGNETISM
(AN AUTONOMOUS ORGANISATION OF THE DEPARTMENT OF SCIENCE &
TECHNOLOGY, GOVT OF INDIA)**



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Kalamboli Highway, New Panvel,
Navi Mumbai 410 218

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Website : www.iigm.res.in

TENDER FOR

**AMC of Network Equipment configuration and link management work of MPLS/internet/GPRS
links**

Tender No. IIG/TENDER/14/T/2020

TENDER DOCUMENT

AT

**INDIAN INSTITUTE OF GEOMAGNETISM (DEPARTMENT OF SCIENCE & TECHNOLOGY)
PLOT NO.5, SECTOR-18 KALAMBOLI HIGHWAY,
NEW PANVEL, NAVI MUMBAI 410 218**

Subject: Annual Maintenance Contract for Network Equipment configuration and link management work to of MPLS/internet/GPRS links.

Sealed Tenders are hereby invited for Annual Maintenance Contract for network equipment configuration at Indian Institute of Geomagnetism, Plot No. 5, Sector-18, Kalamboli Highway, New Panvel, Navi Mumbai 410 218.

REQUIREMENTS AND SCOPE OF WORK

Scope of work:

1. AMC of “Network Equipment configuration and link management work to of MPLS/internet/GPRS links’ under IIG Observatory link project 01 Job

With the following observatories:

Sn	MO Name	Type of connectivity
1	Alibag	MPLS
2	New Panvel	MPLS
3	Vishakhapatnam	MPLS
4	Jaipur	MPLS
5	Nagpur	MPLS
6	Rajkot	MPLS
7	Pondicherry	MPLS
8	Shillong	GPRS, ILL
9	Allahabad	GPRS, ILL
10	Tirunelveli	GPRS, ILL
11	Silchar	GPRS, Broadband
12	Gulmarg	GPRS, Broadband
13	Portblair	GPRS, Broadband
14	Colaba	ILL
15	Kolhapur	Broadband

Service includes the following:

1. Each complaint must be attended and fixed on same day within working hours. If the component needs time for repairing or replacement then an alternate temporary arrangement must be made by the company.
2. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call.
3. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty.
4. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the Computer Centre, IIG before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
5. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
6. The selected firm will not involve third party in implementation of service under this AMC.
7. The tenderer will submit a monthly report to the Computer Engineer, stating the complete list and status of well-being of the network system falling which the bill will not be considered for processing.

TERMS & CONDITIONS**General Conditions:**

- a. Throughout the Tender document the term “CONTRACTOR” shall mean the successful Tenderer.
- b. Institute reserves the right to accept or reject any tender offer without assigning any reason, whatsoever. The Institute is not bound to accept the lowest price offer.
- c. The quoted rates should be inclusive of all taxes.
- d. Tenders not conforming to the Terms and Conditions and specifications mentioned in the tender documents are liable to be rejected.

Earnest Money Deposit (EMD):

- a. Earnest Money of Rs. 8000/- (Rupees Eight thousand only) shall be paid by Demand Draft drawn on any Nationalized or Scheduled Bank drawn in favor of Indian Institute of Geomagnetism payable at Panvel. Earnest Money in any other form will not be accepted.
- b. Those who are registered with MSME/NSIC are exempted for submission of EMD and Tender fee.

Performance Security:

The successful Tenderer shall deposit a sum which is equal to the 5% of the value of the order to the Institute in the form of Bank Draft /Bank Guarantee on any Nationalized Bank drawn in favour of “Director, Indian Institute of Geomagnetism” payable at Panvel, Navi Mumbai towards Security Deposit.

- a) Within 14 days from the date of acceptance of Contract (Security Deposit will not carry any interest).
- b) Security Deposit will be refunded after completion of Contract.
- c) Security Deposit will be forfeited for unsatisfactory performance by the Contractor.

Price Validity:

Four months from the date of opening of the price bid.

Period of Contract

- 1. Annual Maintenance contract shall be valid for a period of one year from the date of commencement.
- 2. IIG reserves the right to terminate the contract by giving notice of one month without any financial obligation on both sides. In the event of cancellation of contract, the payment for services actually carried out will be made on pro-rata basis for the period during which service was provided.
- 3. IIG reserves the option to renew the AMC (on same Terms and Conditions) for a further period.

Payment Schedule:

Bills for AMC charges may be presented by the Contractor after completion of 06 months with service certificates obtained from computer section regarding satisfactory performance. Any penalty imposed as per terms and conditions shall be deducted from the amount. Advance payment can be released only against the bank guarantee of equal amount.

Tender Details

- 1) Tenders are to be submitted to following address in single sealed envelope mentioning “Annual Maintenance Contract for Network Equipment configuration and link management work of MPLS/internet/GPRS links”

**To,
Purchase & Stores Officer
Indian Institute of Geomagnetism,
Kalamboli Highway, New Panvel,
Navi Mumbai : 410 218
on or before the 10th Feb’ 2020 by 05 p.m.**

- 2) Any bid received by IIG NEW PANVEL after the deadline for submission of bids prescribed by IIG NEW PANVEL, will be summarily rejected and returned unopened to the Bidder. IIG NEW PANVEL shall not be responsible for any postal delay or non-receipt / non delivery of the documents. No further correspondence on this subject will be entertained.

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