



**Rural Electrification Corporation Limited**  
Core 4, Scope Complex, 7 Lodi Road, New Delhi – 110 003

**No. REC/IT/100/2008/1**

**Notice Inviting Tender  
For**

**Providing On-site Facilities Management Services and AMC for IT  
Infrastructure of REC at its Corporate Office, Core 4, Scope Complex, 7 Lodi  
Road, New Delhi -110 003 for a period of one year**

- |       |                                  |                                 |
|-------|----------------------------------|---------------------------------|
| (i)   | Date of Release of Tender        | : 10 <sup>th</sup> January 2008 |
| (ii)  | Last Date of Collecting Tenders  | : 31 <sup>st</sup> January 2008 |
| (iii) | Pre-Bid Conference               | : 21 <sup>st</sup> January 2008 |
|       | <i>Time : 11:00 hours</i>        |                                 |
| (iv)  | Last Date for Submission of Bids | : 31 <sup>st</sup> January 2008 |
|       | <i>Time : Up to 13:00 hours</i>  |                                 |
| (v)   | Date of Opening of Bid           | : 31 <sup>st</sup> January 2008 |
|       | <i>Time: 14:00 hours.</i>        |                                 |

Cost of Bid Document: Rs. 1000/-



Rural Electrification Corporation Limited (RECL)  
Core 4, 7 Scope Complex, Lodi Road, New Delhi – 110 003

Bid Document No.....

Date of Issue .....

**Fill in the Following Details :**

1.Name& Address:.....  
Of the Firm .....  
.....  
.....

2. Name of the Authorized Signatory(ies): .....

**Important Notice:**

1. Incomplete and/or ambiguous and/or lately submitted bids are liable to be summarily rejected and would not be considered in any case.
2. The bidder must affix signature of their authorized person with rubber-stamp the original bid document as an acceptance of the RFP terms and conditions and submit the same along with the technical bid. In case of a non-compliance also, the bid is liable to be ignored/ summarily rejected.
3. Bidders can also download this bid document from the RECL website viz. <http://www.recindia.gov.in> or <http://www.recindia.com> however for a downloaded bid document the cost of bid document viz. Rs 1000/- only is required to be submitted along with the EMD separately in the form of a Demand Draft / Banker's Cheque payable to 'The Rural Electrification Corporation Limited, New Delhi' drawn on any Scheduled Commercial Bank (preferably any Nationalised Bank) payable at New Delhi.

## CONTENTS

S. No.	Description	Page No.
1.	SECTION I : INVITATION OF BIDS	4
2.	SECTION II : SCHEDULE OF REQUIREMENTS	6
3.	SECTION III : INSTRUCTION TO BIDDERS	21
4.	SECTION IV : GENERAL TERMS AND CONDITIONS	30
	5.8 ANNEXURE J : Price Schedule	37

## SECTION - I

### INVITATION FOR THE BIDS

Sealed bids in two parts, Part 1 : Earnest Money Deposit (EMD), Documents named as “Eligibility Criteria & Technical Bid – Tender No. REC/IT/100/2008/1” and Part 2 : Financial Bid, documents names as “financial Bid – Tender No. REC/IT/100/2008/1” valid for 120 days are invited from interested system integrators and service providers for “Providing On-Site Facilities Management Services and Annual Maintenance Contract of Desktop, UPS, Printers, Peripherals & LAN Network Infrastructure of Corporate Office, Rural Electrification Corporation Limited inclusive of Maintenance / Upkeep of Passive Items.

#### 1.0 Eligibility Criteria/ Pre-qualification

- I. The bidder should have been in operation for a period of at least 3 years as on last date of bid submission, as evidenced by the “Certificate of Incorporation” and “Certificate of Commencement” issued by the Registrar of Companies” or any other equivalent proof.
- II. The bidder should have atleast three years experience in providing on-site facilities management services and annual maintenance services for ICT infrastructure. Attach documentary proof of past three years experience duly certified copies of major work order executed in last three years giving details of Organization for which work order was successfully executed, no of nodes on LAN, user feedback, location etc. and User’s certificates on satisfactory services provided on maintenance of (one LAN of at least 100 nodes/ Desktops in a single office/campus) or (two LANs each consisting of at least 50 in a single office/campus), including internet services must be submitted; In case of a failure to submit these information the bid shall be rejected outright.
- III. The bidder should have average turnover of at least Rupees 10 Lac (Rupees Ten Lac only) during last three years in IT related operations as evidenced by their audited balance sheets which would be annexed with the Bid\_Offer. The turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company(ies) etc.
- IV. The bidder should have an operational branch office and/or head office along with required maintenance facilities with at least five skilled technically qualified personnel in the National Capital Region (NCR) to carry out repair of Desktops, passive LAN components & cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component and inform REC. Attach brief professional profile showing experience of each personnel. The bidder should indicate the location details of their offices for taking up maintenance work, with their contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices.
- V. Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs 10,000/- (Rupees Ten Thousand only) in the form of a Demand Draft or Bank Guarantee as per Annexure-C drawn in favor of ‘Rural Electrification Corporation Limited, New Delhi’ on a scheduled/ nationalized bank payable at New Delhi.

- VI. Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN), all of these should be enclosed with the Bid Offer failing which the bid would be rejected.
  - VII. The bidder must fulfill the above eligibility criteria/ pre-qualification conditions. Technical bid of bidders fulfilling the pre-qualification conditions will only be evaluated by the duly constituted Technical Evaluation Committee (**TEC**). Bid of bidders not fulfilling the pre-qualification conditions given above will be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
  - VIII. REC reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.
- 1.1 Eligibility Criteria Documents, Technical Bid, Earnest Money Deposit and Financial Bid should be put in separate envelopes duly sealed. The content on the envelope, bidder's name & address should be clearly marked on the top of the sealed envelopes.
  - 1.2 The bids complete in all respects addressed to the DGM(IT/ERP), RECL, New Delhi and should be dropped into the tender box kept at the RECL reception at the following address latest by 1500 hours on 31/01/2008.

Rural Electrification Corporation Ltd  
Core 4, Scope Complex  
7 Lodi Road,  
New Delhi – 110 003
  - 1.3 The Bid will be opened at the Corporate Office, RECL, Core 4, Scope complex, 7 Lodi Road, New Delhi – 110 003 on the same day (last date of submission of the Bid) at 1530 hours in the presence of bidders who desire to be present.
  - 1.4 In case of a downloaded bid document the cost of bid document viz. Rs 1000/- only is required to be submitted along with the EMD separately in the form of a Demand Draft/ Banker's Cheque payable to 'Rural Electrification Corporation Limited, New Delhi' drawn on any scheduled commercial bank (preferably Nationalised Bank) payable at New Delhi.
  - 1.5 REC reserves the right to waive off any irregularities; accept the whole, or part of or reject any or all bids.

**SECTION II  
SCHDEULE OF REQUIREMENTS**

**2.0 Scope of the Work -**

The scope of work of facility management includes following components:

**Section I: Hardware details**

SNO	Particular	Make	QTY
<b>Desktops, Servers &amp; Peripherals</b>			
1	Server	HP	4
2	Desktop	DELL	109
		HP (Dual Core)	24
		HP (P-IV)	66
		IBM (P-IV)	34
		HCL (P-IV)	34
		PIII/PII	52
3	Printers	HP	75
		LIPI	1
4	UPS	500 VA – 1KVA	214
		2 KVA	2
<b>Networks</b>			
	Particular	Make	QTY
1	L2Switch	Linksys/ Cisco/ HCL(8/24/48 port)	10
2	Router	CISCO	1
3	Firewall	Watch guard	1
4	Nodes		200
<b>WAN</b>			
	Particular	ISP	QTY
1	2 Mbps 1:1 leased	MTNL	1

Note: The above quantities are approximate & indicative and are not exhaustive. The payment shall be made on actual numbers/ quantities.

Responsibilities

- 1.1. Overall Responsibility – The Contractor shall be fully responsible for **all the Computer systems maintained by REC except for the systems already been maintained by by 3<sup>rd</sup> party(ies) – In case of thir party support, the Contractor shall give first level support with co-ordination with 3<sup>rd</sup> party till call resolution.**

## 1.2. Problem Resolution Responsibility

### 1.2.1. Hardware Related Calls –

- 1.2.1.1. For Systems under 3rd party – 3<sup>rd</sup> Party with Vendors as first level support
- 1.2.1.2. For all other Systems – Vendor

### 1.2.2. Software Related Calls –Internal IT / Third Party Vendors as under:

- For systems maintained by 3rd party - 3rd party with vendor as first and 2nd level support
- For all other systems - Vendor

### 1.2.3. *Details of the some of the software to be supported by VENDOR:*

- 1.2.3.1. Operating System
- 1.2.3.2. *MS Office and its Components*
- 1.2.3.3. *MS Outlook Express*
- 1.2.3.4. *Internet Explorer*
- 1.2.3.5. *Any other will be decided mutually between VENDOR and REC*

### 1.2.4. In the case of third party priced software(s) bug fixes, patches, updates and upgrades, the same will be provided by REC on as and when required and asked for by the vendor.

## Details of Facilities Management Service :

### (A) [Help Desk Services](#)

#### 1. Key Activities

- 1.1. Receiving, Recording, and Prioritisation of service calls.
- 1.2. Monitoring and Status Tracking of all registered calls.
- 1.3. First, second or third Line Support.
- 1.4. Escalation and Referral to other organisations/vendors.
- 1.5. Coordinating Second and Third Party Support.
- 1.6. Keeping Customers informed of request status and progress.
- 1.7. Closing incidents and confirmation with the customer.
- 1.8. Perform as per defined SLA parameters
- 1.9. Provide the REC with Reports as defined below.

(It may be noted that calls may come from any of the REC offices, including Remote Zonal / Project Offices. For remote calls, however, only remote advice through mail/phone etc would be provided).

2. Deliverables
  - 2.1. Log user calls and assign a ticket.
  - 2.2. Assign severity level to each call based on predefined criteria.
  - 2.3. Attend the call as per severity and scope
  - 2.4. Escalate calls to the IT team of REC, if necessary.
  - 2.5. Escalate calls to Third Party Vendors, if necessary.
  - 2.6. Track each call to resolution as per SLA
  - 2.7. Generate call reports.
  - 2.8. Analyse call statistics.
  - 2.9. Provide the Management of REC with Reports.
  
3. MIS Reports
  - 3.1. Weekly – Statistics of calls and SLA
  - 3.2. Monthly – Call Analysis report, Call Trend Report, 3<sup>rd</sup> party call satisfaction report
  
4. Responsibilities of Vendor
  - 4.1. Receive, log, acknowledge and dispatch and/or transfer calls as appropriate.
  - 4.2. Initiate a Call Record to document the call. A call record may include information such as End User Information, Call Record No., Date & Time of Call Opening, Service Requested, Call Priority/Severity, Problem Description/Symptoms, Call Status, Call Closure/Resolution information, etc.
  - 4.3. Prioritise calls as per severity codes decided upon.
  - 4.4. Log and initiate requests for services.
  - 4.5. Attend the call as per scope
  - 4.6. Provide call status feedback to End Users.
  - 4.7. Dispatch/arrange for onsite support for problem determination or escalation if required.
  - 4.8. Interface with, and coordinate problem determination and resolution with Third Party service providers if required.
  - 4.9. Monitor problem status to facilitate problem closure within the defined Service Level Objectives or escalate in accordance with escalation procedures.
  - 4.10. Establish call prioritisation guidelines and escalation procedures, with assistance of REC, if so required.
  - 4.11. Develop and maintain Help Desk Operational Procedures and Processes and provide a copy of the same to REC for dissemination to its personnel.
  - 4.12. Maintain and provide to REC a Contact Listing of Names and contact numbers (Tel/Mobile/Pager etc.) of appropriate Vendor personnel who need to be contacted in case of problem detection.
  - 4.13. Communicate to REC the processes and procedures for accessing each service.
  - 4.14. Provide MIS reports as per the format and periodicity agreed upon.
  - 4.15. Provide information to REC on call Trends and make recommendations pertaining to improving utilisation where appropriate.

(B) Desktop Management Services (DMS)

1. Scope

- 1.1. DMS will cover Desktops, Laptops, UPS, Printers and Peripherals of REC.
- 1.2. Desktops: Support on Desktops will comprise:
  - 1.2.1. Desktops will be covered under Comprehensive AMC by the vendor/ Warranty.
  - 1.2.2. Problem resolution of the systems covered under AMC
  - 1.2.3. Problem Diagnosis and call escalation to the third party covering the system under warranty.
  - 1.2.4. Support for OS and other System Software.
  - 1.2.5. Support for Third Party software e.g. Microsoft Office
  - 1.2.6. Support for Anti-Virus, Adware/ Spyware removal software.
  - 1.2.7. Support for any other software installed in the system (except application software)
  - 1.2.8. Network Connectivity support
  - 1.2.9. Email Client support.
  - 1.2.10. Problem Diagnosis, Support and resolution for Peripherals such as mouse/monitors/cables and network cards.
  - 1.2.11. Install/Move/Add/Changes (IMAC).
- 1.3. Laptops
  - 1.3.1. Laptops will be covered under Comprehensive AMC by the vendor/Warranty.
  - 1.3.2. Problem Diagnosis and call escalation to the third party, if required, covering the Laptop under warranty.
  - 1.3.3. Vendor management for escalated support; provide local support for network connectivity, drivers, software and user replaceable toners/consumables.
- 1.4. Printers
  - 1.4.1. Printers will be covered under Comprehensive AMC by the vendor/Warranty.
  - 1.4.2. Problem Diagnosis and call escalation to the third party, if required, covering the peripherals under warranty.
  - 1.4.3. Vendor management for escalated support; provide local support for network connectivity, drivers, software and user replaceable toners/consumables.
- 1.5. UPS
  - 1.5.1. UPS will be covered under Comprehensive AMC by the vendor/Warranty.
  - 1.5.2. Problem Diagnosis and call escalation to the third party covering the Laptops under warranty.
  - 1.5.3. Problem Diagnosis and call escalation to the third party covering the peripherals under warranty.

2. Deliverables
  - 2.1. Diagnosing the problem and resolving it or getting the same resolved through Warranty/Hardware/Network/Software Vendors, as required, as per the severity level assigned to it.
  - 2.2. Support on desktop Operating System and Office Automation software including e-mail client.
  - 2.3. Resolving printing problems of the users.
  - 2.4. Resolving network connectivity problems at the client end.
  - 2.5. Performing any Install, Move, Add or Change (IMAC) at the client level.
  - 2.6. Record all installation of new machines, movement within site, changes in configuration of machines (IMAC).
  - 2.7. Installation and configuration of desktop applications.
  - 2.8. Configuration/troubleshooting of network connectivity.
  
3. MIS Reports – As Defined in Help Desk Services

(C) Server Management & Server OS Administration and Database support Service

1. Scope
  - 1.1. It will cover the Servers installed at Corporate Office having O/s viz. LINUX/SCO UNIX/WIN 2003/WIN 2000
  
2. Deliverables
  - 2.1. Orderly system start-up and shutdown of servers
  - 2.2. Monitoring CPU utilisation, disk space usage etc. using Server Management tools in built in the Server OS.
  - 2.3. Resolving server problems like system 'hang', hard disk crash, etc.
  - 2.4. Managing User Accounts - Creating/modifying/deleting users and groups.
  - 2.5. Installation of OS database upgrades and patches as and when released by the OS & database Vendor.
  - 2.6. Re-installing OS on the same servers in case required.
  - 2.7. Backup and DR of Servers – As defined in Section on Backup Management.
  - 2.8. Recovery from Oracle database crash
  - 2.9. Define backup strategy for server OS & database and test the same periodically to recover from O/s crash & present database.
  
3. MIS Reports

Reports	Frequency
Server Availability and Utilisation Report	Weekly
Server Uptime Report	Monthly

**(D) Network Management Services**

1. Scope

1.1. Management of the LAN Infrastructure at REC

2. Deliverables

2.1. Vendor/Fault Management - Identifying LAN faults and getting them resolved through third party vendors providing maintenance services.

2.2. Leased Line/WAN Link Management - Generate trouble ticket after logging a call with Leased Line/WAN Link Provider (ISP) and telephonic follow-up on the same.

**(E) Router/Switch/ Firewall and Network Administration Services**

1. Scope

1.1. Service will cover the Router/Switch/ Firewall at REC corporate offices

2. Deliverables

2.1. Installation, Configuration and Administration of Router/Switch/ Firewall.

2.2. Updating the server software by applying patches/updates.

2.3. User account management – Creation, updation, deletion and maintenance of user accounts as per REC directions and policy.

2.4. Backups and transaction log management.

2.5. Monitoring performance

2.6. Backup and DR of Servers – As defined in Section on Backup Management.

2.7. Security policy implementation and monitoring as per the defined security strategy of REC and auditing of the same for any threat/vulnerability periodically.

2.8. Facilitate REC selected Third party security audit as and when carried out at the discretion of REC.

3. MIS Reports

Reports	Frequency
Network Availability and Utilisation Report	Weekly
Network Uptime Report	Monthly
Network Threat / Vulnerability Report	Weekly

2.3. Router, Switch, Firewall - Generate trouble ticket after logging a call with Leased Line/WAN Link Provider (ISP) and telephonic follow-up on the same.

(F) Backup and Restore Services

1. Scope
  - 1.1. It will cover all the Servers installed.
2. List of Deliverables
  - 2.1. Perform scheduled backup operations for the servers as per the defined backup strategy of REC and using the Backup Tool and Media provided by REC.
  - 2.2. Media, after taking the backup, and carrying out verification by restoring a few randomly selected files will be handed over to REC IT Division for storage and safe custody, responsibility of which will be that of REC.
  - 2.3. Maintain log sheets of backups taken.
3. Service Level Objectives
  - 3.1. Ensure that backups are taken as per the defined schedule
4. MIS Reports
  - 4.1. Monthly report on planned backups and backups actually taken.

(G) Vendor Management Services

1. Scope
  - 1.1. It will cover the management and monitoring of IT vendors/Third Party Service Providers of REC corporate offices
2. Deliverables
  - 2.1. Maintaining database of the various vendors with details like contact person, telephone nos, escalation matrix, response time and resolution time commitments etc.
  - 2.2. Logging calls with vendors and also in Vendor system so that the vendor performance as per SLA can be monitored on a periodical basis.
  - 2.3. Coordinating with the vendors to get the problems resolved.
  - 2.4. Escalating problems, if required
  - 2.5. Keeping track of the hardware and software maintenance contracts entered into by REC, with the various vendors
  - 2.6. Analysing the performance of the different vendors vis-à-vis their warranty maintenance contract entered into with REC
3. MIS Reports

Reports	Frequency
Monthly Call Reports (Vendor Wise)	Monthly

## (H) Configuration/Asset Management Services

### 1. Scope:

It will cover the following IT equipment at REC

- 1.1. Servers
- 1.2. Desktops / Laptops
- 1.3. Printers
- 1.4. Networking equipment
- 1.5. Software Licence

### 2. Objectives

- 2.1. Provide correct and accurate information on assets.
- 2.2. Identifying and recording the names, versions and relationships of IT equipment in scope.
- 2.3. Reporting current status of all items of IT equipment in scope.
- 2.4. Ensuring changes to IT equipment in scope are recorded as per Service Level Objectives.
- 2.5. Account for IT equipment assets and configurations within the organisation.

### 3. Deliverables

- 3.1. Create hardware asset database by recording information such configuration details, serial number, asset code, warranty and AMC details. Exact details to be recorded will be finalised in consultation with REC.
- 3.2. Record installation of new machines, movement within site/ locations, changes in configuration of machines (IMAC).
- 3.3. Create software inventory with information such as License, Version Numbers and Registration Details. Exact details to be recorded will be finalised in consultation with REC.
- 3.4. Notifying REC about impending contract renewals with Third Party Vendors.

### 4. Service Level Objectives

- 4.1. Planned installations, movement, addition and changes to software and hardware inventory (IMAC)
- 4.2. Update database on new installations, moves, additions or changes within seven days of the activity.

### 5. Service Level Parameters

#### 5.1 For systems under Vendor:

- Desktop – 99 %
- Network (LAN) – 99.5 %
- UPS – 99 %
- Peripherals – 98 %
- Remote calls –
  - 98 % of first level call resolutions within same day or 4 hours
  - 95 % of 2<sup>nd</sup> level call resolution by next day
  - 90 % of 3<sup>rd</sup> level call resolution by 3<sup>rd</sup> day (T+2)
- Max time limit to resolve a call –

- Critical call – 1 days
  - Non critical calls – Next day (T+1)
- 5.2 For systems not under Vendor maintenance (Registration) –

- Critical calls – same day
- Non Critical calls – T + 2 days

6. MIS Reports

Reports	Frequency
Configuration Item/Asset Report	Quarterly
IMAC (Install, Move, Add, Change) Report	Monthly

**(I) Anti Virus, Spyware, Malware, Adware one year licensed software, Management and Control Services**

1. Scope

- 1.1. Anti Virus, Spyware, Malware, Adware Management will cover Desktops, Laptops and Servers of REC
- 1.2. The supplied Anti Virus/ Spyware, Malware, Adware should not a freeware and should have ICSA certification.

2. Deliverables

- 2.1. At Sites with On-site Support
  - 2.1.1. Installation and Updating the anti-virus, Spyware, Malware, Adware tool on all servers on a weekly basis or more frequently in case of specific threat, in conformity with REC's contract with the anti-virus, Spyware, Malware, Adware tool.
  - 2.1.2. Updating the anti-virus/ Spyware/ Malware/ Adware tool on all PCs/Laptops once in 7 days or more frequently in case of specific threat.
- 2.2. Vendor shall monitor the working of the tool on a periodic basis.
- 2.3. Diagnosing and rectifying any virus problems that can be fixed by the anti-virus tool supplied by REC.

3. MIS Reports

Reports	Frequency
Monthly report Virus control activities.	Monthly

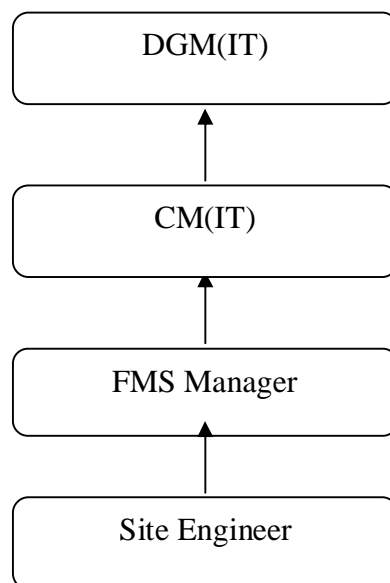
(J) Role Matrix

Following is the Responsibility chart of the personnel involved in the Service Delivery

Role	Skills	Major Activities
FMS Manager(offsite)	<ul style="list-style-type: none"> <li>• Management</li> <li>• Technical</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic interfacing with client</li> <li>• Handling Vendor</li> <li>• Problem management</li> <li>• Statement of Work Compliance</li> <li>• Overall delivery quality</li> <li>• SLA adherence</li> <li>• Transposing best practices across sites</li> <li>• Availability management</li> <li>• Capacity Management</li> </ul>
Site Engineer	<ul style="list-style-type: none"> <li>• Desktop support and on-site fault diagnosis</li> <li>• Server, Mail and desktop support skills</li> <li>• Technical Skills</li> </ul>	<ul style="list-style-type: none"> <li>• Incident handling</li> <li>• Process adherence</li> <li>• Call resolution (servers, network, desktops)</li> <li>• Handling escalated calls</li> <li>• Provide 3<sup>rd</sup> level technical support for all escalated incidents</li> </ul>

(K) Escalation Matrix

The following escalation matrix is followed in the Service Delivery process.



## Scope of Work for LAN FMS

1. Maintenance and repair of cable infrastructure including supply, removal and relaying of the damaged /faulty LAN/Terminal UTP ECAT5/CAT6 cables installed at REC Corporate Office at Scope Complex. The cable has to be terminated on jack panel, information outlet and crimped using RJ45 connectors. Cable is to be re-laid in existing PVC cable ducts.
2. Installation and commissioning of new network nodes as and when required as an extension/ augmentation/ addition to the existing LAN.
3. Work also involves shifting of a LAN cable in same room or from one room to other and its termination as above. PVC ducts are to be supplied and fixed where ever required. The re-laid cable should be tested for its connectivity and satisfactory working. For diagnosing the network faults, its rectification and undertake other tasks as mentioned above, by relaying of new cables, laying of cables for new locations as add on to the existing LAN and connecting it to the existing network.
4. Vendor has to station resident technical staff at the REC's premises at Scope Complex. The resident technical staff should monitor the network, at the time of failure /breakdown diagnose, the fault and has to repair the same.
5. In case it is beyond the scope of his work then he should intimate/inform the concerned REC official. Vendor should interact with REC IT Division, for smooth operations of services.
6. Vender has to install and shift 6U/9U racks on wall where ever it may be required.
7. Vendor has to supply and repair/replace damaged/ malfunctioning cables/SC connectors where ever required.
8. Fault diagnosis, repair of Active components, vendor will diagnose and rectify/ repair any faults in the Active Components.
9. Service will be provided from Monday to Saturday 09.00 AM. till 06.30 PM.
10. REC may decide to avail services on 24X7 basis or during Sunday, holidays or beyond normal duty hours, which vendor has to provide as per REC's requirement and avilment of such services shall be payable on per call basis.
11. The activity detailed below should be completed **within THIRTY DAYS** after the placement of work order.
  - a. **Agency will prepare a detailed existing LAN infrastructure report for the both the campuses which should address existing LAN design and Structured cabling:**
    - i. **LAN design** - address total LAN node requirement (e.g. would survey & prepare list of existing nodes locations within the rooms ), modular with provision for easy additions, meet all the application requirements, capable for data/ video or both, auditing of existing nodes for throughput, may suggest additionally use of latest Gigabit fiber / CAT 6 / E CAT5 technologies for backbone & edge, use of WLAN in open areas, easy integration with WAN
    - ii. **Structured cabling** – existing cable routing on building blueprint / plan with scales & distances, integration of existing cabling infrastructure if required, identification of existing cable risers and equipment closets being used, labeling plan for cabling

infrastructure, marking & identification of entire LAN infrastructure, present usage and future creation of separate cable trays / pathways / raceways if required, documentation required to be handed to building administration safe keep of cabling infrastructure.

- iii. Two copies of the existing LAN infrastructure report will be submitted to DGM(IT) REC in form of printed, hard bound copies & two nos. of soft copies in CD.

- 12. Supply, installation, commissioning and maintenance of LAN Passive items/equipments including laying of cables, ducts etc as and when required.
- 13. All the new and repair related installation work is to be carried out as per the relevant IEEE standards (ISO/IEC 11801:2002, EIA/TIA 568B, EIA/TIA 568B.2 -1). For this the empanelled agency will post an engineer, certified in cabling systems, at the site, till the completion of the installation & commissioning of the cabling infrastructure. The empanelled agency will follow the Project report for the cabling routing plan, labeling of the cabling infrastructure and the documentation of the cabling infrastructure for maintenance & handing over to building maintenance.
- 14. The empanelled agency will get all the new and repair related installations certified for 20 year performance warranty from the OEM.

## TECHNICAL SPECIFICATIONS

All items listed below are to be supplied by the empanelled agency as and when required.

S.No.	Item	Specifications
1	UTP COMPONENTS (ENHANCED CAT5 )	All specifications for components & cabling to be tested up to 100 Mhz, UL *R listed & verified
1.1	UTP cable	4 pair, should confirm or exceed the EIA/TIA 568 B-1 (CAT 5E) standards for physical & electrical specifications, UL *R listed & verified, Should be certified by independent test lab for Zero bit Error Rate Gigabit Ethernet Performance
1.2	24 port Patch Panel	110 wiring block at rear end & RJ 45 jack on front panel, 19" rack mountable, should confirm or exceed the EIA/TIA 568 B standards for CAT5E, Metallic high strength & 1U height, confirm EIA/TIA 568 B wiring pattern, should have routing rings & ties and labeling strips for identification, UL *R listed & verified
1.3	Wire Manager/Patch Chord Minder panel	19 " rack mountable, Metallic high strength with metal jumper rings for routing cable assemblies, mounts to the front of 19" rack & 1 U height
1.4	Information outlets	Surface mount box with single RJ 45 socket, should

		confirm or exceed the EIA/TIA 568 B standards for CAT5E, provision for dust cover, labeling icons & strips , anchors for stain relief cable entry, UL *R listed & verified
1.5	Patch Cord	Should confirm or exceed the EIA/TIA 568 B standards for CAT5E, Factory molded boots on RJ 45 plugs at both ends, UL *R listed & verified, Option for colour – Grey, Blue, Red & Green & cross over cable Length - 3 feet, Length – 7 feet, Length – 10 feet
2	UTP COMPONENTS (CAT6 )	All specifications for components & cabling to be tested up to 250 Mhz, UL *R listed & verified
2.1	UTP cable	4 pair, should confirm or exceed the EIA/TIA 568 B.2-1 (CAT 6) standards for physical & electrical specifications, UL *R listed 7 verified, Should be certified by independent test lab for Zero bit Error Rate Gigabit Ethernet Performance
2.2	24 port Patch Panel	110 wiring block at rear end & RJ 45 jack on front panel, 19” rack mountable, should confirm or exceed the EIA/TIA 568 B standards for CAT 6, Metallic high strength & 1U height, confirm EIA/TIA 568 B wiring pattern, should have routing rings & ties and labeling strips for identification, UL *R listed & verified
2.3	Information outlets	Surface mount box with single RJ 45 socket, should confirm or exceed the EIA/TIA 568 B standards for CAT 6, provision for dust cover, labeling icons & strips, anchors for stain relief cable entry, UL *R listed & verified
2.4	Patch Cord	Should confirm or exceed the EIA/TIA 568 B standards for CAT 6, Factory molded Length - 3 feet, Length – 7 feet, Length – 10 feet
3	Installation & Termination, Documentation & Site certification for UTP	In-building laying of UTP E CAT 5/ CAT 6 cable with cable route survey & detailed cable route diagram, termination of cable with labels & marking as per approved labeling plan & documentation  Supply & fixing of ISI marked PVC duct of size 15 X 15 mm, 30 x 25 mm, 45 X 25 mm  Installation & termination of UTP cables on Patch Panel with wire Manager & on Information outlet

		Performance testing of the laid UTP cable (Pentascanner report) for Channel Link as per EIA/TIA TSB-67 standard or higher in particular wire map ( Short, open, transpose,reverse,split ), NEXT, PSNEXT, FEXT, PSFEXT, ACR, PSACR, Return Loss, length, propagation delay, delay skew, Site certification for performance warranty of 20 years through OEM.
4	19 " Rack, Wall mount 530 mm depth, 9 U height, Front glass door ( lockable)	Should confirm DIN 41494 & IEC 297 standard, Load bearing capacity of 50 Kgs, Have following accessories 19 " mountable,1U, Universal power socket design to fit both round & flat socket with built in surge protection & over load circuit breaker, 5 AMP AC power distribution channel made of high flame retardant & insulating material, CE approved with 6 nos sockets ( 1 nos), with wall mounting hardware, earthing kit & equipment mounting screws/hardware packets (2 nos)

- It will be the responsibility of the vendor to attend and repair the cable faults within 1 hour, complaints of re-laying of cable must be completed within 48 hours and shifting of cable must be completed within 72 hours from the date of complaints. Otherwise a penalty of 3% of the bill amount (i. e. purchase order value) per day will be charged. This will be in steps of 3% after every 24 hours or part thereof up to maximum of five working days after which the entire order will be cancelled and the job got done through alternate vendor at the risk and cost of defaulting vendor. Penalty amount will be recovered from the Security Deposit of the vendor and / or any payment pending with REC. The defaulter has to replenish the amount deducted from the security deposit, to get further job order.
- Contractor should have ample ducts and other infrastructure to have the work running. At no time the work will be left undone / incomplete for lack of items at any location. Each job performed by the vendor will be checked for acceptance. If any particular job does not match with the approved specifications or found inferior in quality, the rejected job will be done again by the party at their own expenses.
- The complaint shall be lodged at central point decided by the REC. The vendor will be responsible for taking the call order sheets and attending the complaints lodge at the central point in REC.
- The payments shall be released on a quarterly basis based on satisfactory completion of assigned services after deduction of penalty. If calculation of penalty is not available, then 80% of the bill amount will be released after due certification by Engineer In Charge. . The Bills shall be forwarded through DGM (IT) who shall be the Engineer-In-Charge for the work. The decision of Engineer-In-charge shall be final and binding regarding any matters related to terms of this tender/ contract.

**Note:**

- The above Scope of Work and Specifications are indicative and not exhaustive in any manner. The bidder shall be assumed to have satisfied himself with the requirement of REC and has accounted for all services and./or products/equipments necessary for providing of state-of-the-art maintenance services for LAN Infrastructure of REC in its financial bid. No dispute, whatsoever in this regard shall be entertained at any later stage.
- Bidder / VENDOR shall assign suitably qualified personnel with professional skills and competence for delivery of the IT Services mentioned in this document. The personnel deployed could be from VENDOR or from its subsidiaries/group companies. VENDOR may replace or change these personnel upon giving sufficient notice to REC.
- VENDOR will ensure continuous service availability and will deploy backup personnel as and when required.
- Vendor should arrange to provide Alternatives / Standbys in case of hardware Breakdowns.

**SECTION - III**  
**INSTRUCTIONS TO BIDDERS**

**3.1 Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of their bid, and REC will in no case be responsible or liable for these extra costs, regardless of the conduct or the outcome of the bidding process.

**3.2 The Bidding Documents**

3.2.1 The equipments, product and services required, bidding procedures and contract terms are prescribed in the bidding documents.

3.2.2 The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required and/or False/Incorrect information and/or submission of bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

3.2.3 Bidders are advised to submit bids based strictly on the terms & conditions and specifications contained in the Tender Document and not to stipulate any deviations.

3.2.4 Each bidder shall submit only one bid. A bidder who submits more than one bid will be rejected. Alternative bids will not be accepted.

**3.3 Preparation of Bids**

The bids are to be submitted in two separate sealed envelopes

- a. Envelop One Should Contain three separately sealed envelopes :
  - i) EMD sealed separately and superscribed/ marked with words "EMD" on the envelope.
  - ii) Eligibility Criteria Document sealed separately and super scribed/ marked with words "Eligibility Criteria" on the envelope.
  - iii) Technical Bid sealed separately and super scribed/ marked with words "Technical Bid" on the envelope.
- b. Envelop Two Should Contain :
  - i) Financial Bid sealed separately and super scribed/ marked with words "Financial Bid" on the envelope.

**The content on the envelope, bidder's name & address should be clearly marked on the top of the sealed envelopes.**

**Note :**

All pages of the bid being submitted must be signed and sequentially numbered by the authorized signatory of the bidder, irrespective of the nature of the content of the page in the format : "current page no./total no. of pages". Unsigned and Unstamped bid shall be summarily rejected.

### **3.4 Technical Bid:**

The Technical bid prepared by the bidder shall comprise of the following:

- (i) List of clients for which the bidder is having similar type of contracts and certificate regarding satisfactory performance of the contract (Please attach documentary proof).
- (ii) Bidder to give address of their website, if available.
- (iii) Total IT manpower and manpower on contract available with the bidder along with details of skill and experience areas of the personnel to be deployed in the case of bidder being successful.
- (ix) Submit the original tender document duly signed and sealed on every page as an acceptance to the tender specifications and terms and conditions.

### **3.5 Financial Bid:**

- (i) The financial bid shall indicate the Unit prices (wherever applicable) for the services, it proposes to provide under the contract.
- (ii) Quoted prices should be firm and inclusive of service tax and any other direct and indirect tax/charges applicable and all other expenses related with the visits of the Vendor's personnel in connection with the performance of the contractual obligations by the Vendor..
- (iii) Prices quoted by the bidder shall be fixed during the bidders performance of the contract and not subject to variation on any account. A bid submitted with an conditional price, quotation will be treated as non-responsive and will be rejected.
- (iv) All prices and other information like discount etc. having a bearing on the price shall be written both in figures and words in the prescribed offer form. If there is discrepancy between the price/information quoted in words and figures, whichever is the higher of the two shall be taken as bid price.
- (v) During the validity of this bid or during the extended period, if any, if the bidder provides similar services to any other Department/Organization in India at a price lower than the fixed price for the Purchases, the bidder shall automatically pass on the benefits to the Purchaser.
- (vi) Rates quoted in the bid should be valid for 120 days from the date of opening of technical Bids. On completion of the validity period, unless the Bidder withdraws his bid in writing , it will be deemed to be valid until such time that the Bidder formally withdraws (in writing) his bid. However in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by REC.
- (vii) The cost of any other item/services, which are considered necessary for completion of the job, is deemed to have been included in the quoted prices.

- (viii) Prices quoted by the bidder shall be firm and fixed during the bidders performance of the contract. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- (ix) Quoted prices shall also be inclusive of all costs towards carrying out any surveys, site visits by vendor's personnel, boarding, lodging, incidental expenses etc. required for the work.
- (x) Notwithstanding clause (vi) above, REC may solicit the bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing by fax, e-mail, cable or telex etc. A bidder granting the request will neither be required nor permitted to modify its bid, while confirming extension of bid validity. Only the case of a written refusal by the bidder shall be considered to have not granted and/or refuse the extension request, otherwise the bidder shall be deemed to have granted the extension. Also after the validity period unless a bidder sends a request for withdrawal in writing its bid shall be deemed to be valid. However in such cases the bid shall be deemed to be valid for 7 (seven) working days from receipt of such written communication by REC.

### **3.6 Late and Delayed Bids**

Any bid received by REC after the deadline for submission of bids prescribed by the REC will be rejected and/or returned unopened to the bidder without assigning any reason. The decision of Bid-Opening committee shall be final and binding on the bidder in respect of any dispute relating to receipt of bid by REC.

### **3.7 Clarification of Bids**

- (i) During evaluation of the bids, the REC may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- (ii) No Bidder may contact the REC on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder intends to bring additional information to the notice of the REC, it should be done in writing.
- (iii) Any effort by a Bidder to influence the REC in its decisions or decision making process on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid and REC will declare the firm ineligible, either indefinitely or for a stated period of time from participation in future RFPs/tenders of REC.
- (iv) Unsolicited clarification to the Bid and/or change in price during its validity period would render the Bid liable for outright rejection.

### **3.8 Opening of Financial Bids**

- (i) REC will open the Financial bids of only those bidders, which have been found to be technically qualified to undertake the job
- (ii) The Financial Bids of the technically qualified bidders shall be opened in the presence of their representatives, who choose to be present, on a specified date and time and Venue.
- (iii) The date and time of opening of financial bids shall be informed to the technically qualified bidder.
- (iv) The bidder's name, price of Bids, all discounts offered, modifications and Bid withdrawals and such other details as the REC, at its discretion, may consider appropriate will be read out at the time of opening of financial bids of technically and commercially acceptable bidders.

### **3.9 Evaluation and Comparison of Bids**

- (i) Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, whichever is the higher of the two shall be taken as bid price.
- (ii) Bidders shall state their bid price **as per the given format** Bids will be evaluated on the basis of **lowest quote (LQ1) for item no 3. Total Cost of the price schedule.**

### **3.10 Special Conditions of contract**

3.10.1 Total Price shall be for the complete scope as per technical specifications as specified in section II and Annexure K, inclusive of comprehensive on-site maintenance including repair/replacement of parts (during the warranty period), all taxes & duties, insurance, any other incidental charges, etc. Zero date for warranty shall start from the date of successful completion of installation and acceptance by REC. The installation of LAN & repaired equipments shall be accepted only after installation tests are over. Bidder shall be responsible for comprehensive on-site maintenance of the supplied equipments & services during the entire warranty and Maintenance Support period.

#### **3.10.2 KEY CONTRACTOR EMPLOYEES**

3.7.11.1 Bidder shall furnish the following information for the key employees assigned for this project

- Minimum qualification/Certification as stipulated in qualification chart to perform the job
- Brief professional Profile with proper referees
- Contractor needs to take prior approval of REC deploying him for the assigned job. .
- Defined overlap and transition process for any replacement.

#### **3.10.3 Right of Replacement:**

Contractor should replace the employee with the approval of REC for whatsoever reasons.

#### 3.10.4 Management Reports:

Contractor shall submit the reports as per agreed formats and periodicity. Management reports will be required to reflect matrix reporting against all service levels contained in the contract, plus reports of a general management nature to allow REC to oversee the Contractor's delivery of service. These include at least -

- Weekly status reports
- Monthly SLA attainment reports
- Monthly trend reports
- Annual state of the contract report covering all aspects of service delivery for the year and a projected service management plan for the coming year.
- Root cause analysis reports for all SLAs and critical service failures and any other major problems.

#### 3.10.5 Root Cause Analysis :

Contractor will be required to provide root cause analyses for all performance and availability problems that occur. Formal root cause analysis will be delivered within 5 days of problem occurrence, including-

- Explanation of the root cause
- Actions taken to resolve the problem
- Action plan to prevent reoccurrence, with project plan/tasks required and timing

for each major milestone of the correction effort, and identification of REC's responsibilities in the correction process.

#### 3.10.6 Management of FM Jobs:

- With a view to Review, Regulate & resolve the various concerns & Issues during FM period a committee of REC Project Manager & contractor Project Manager will be constituted.
- The committee will oversee contract execution, resolve priority conflicts, set future direction and participate in the dispute resolution process. This committee will meet on periodic basis and submit the status report to the Director, REC.
- The first meeting will be held during the second month after award of LOI/LOA and the Committee will meet quarterly thereafter. A formal operational charter for the committee will be developed at the first meeting. In case of any dispute the matter shall be referred to General Manager (IT) and subsequently to Executive Director (IT) for settlement. .

#### 3.10.7 SECURITY

At all times the contractor shall comply with all security regulations in effect that REC requires at its premises or in the protection of its data assets.

#### 3.10.8 REPRESENTATIONS & WARRANTIES

- All services, work, and deliverables will be performed by qualified personnel in a professional and workman like manner, in accordance with the level of industry standards in addition the Contractor warrants that –
- Performance of work will not violate any law, rule or regulation and Contractor will acquire all required permits and licenses.
- Key Contractor personnel assigned to perform the work will be continuous through out the term, except as agreed to by REC or for reasons of termination of employment with contractor.

### 3.10.9 WORK PRODUCT/ANTIVIRUS WARRANTY

REC requires that all work products created by Contractor on behalf of REC is warranted by Contractor that such work product shall conform to and operate in accordance with all specifications and appropriate standards, and be free of defects in material or workmanship. If it is determined that a virus has been found, Contractor agrees to use reasonable efforts to assist REC in curtailing spread of the virus and correcting or replacing the impaired or destroyed work product.

3.10.10 Supplier shall offer only single Technical Solution to meet the specifications and scope of work as per the tender document. The supplier should provide necessary documentary evidence supporting the technical specifications of the offered solution.

### 3.10.11 Contractor's Office at site

The contractor shall maintain an office at REC for their personnel to receive / attend to instructions, notice or other communications. The contractor at all time shall maintain a instruction book and compliance of these shall be communicated to the DGM(IT)/project coordinator from time to time and the whole document to be preserved and handed over after completion of works.

### 3.10.12 COMPLIANCE OF VARIOUS LABOUR & INDUSTRIAL LAWS

- (a) The contractor should have their individual Provident Fund Account Numbers. The contractor shall submit the copy of Challan-receipt in proof of depositing the employees as well as employer's PF contribution periodically with the Regional Provident Fund Commissioner (RPFC). If the Contractor fails to provide the proof of depositing the PF as stated above, REC shall be entitled to deduct the said amount from the Running Bills of the Contractor for remittance of the same with PF Office.
- (b) It shall be the sole liability of the contractor (including the Contracting firm/company) to obtain and to abide by all necessary licenses/permissions from the authorities concerned as provided under the various labour license(s) obtained as per the provisions of the Contract Labour (Regulation & Abolition) Act, 1970.

(c) The contractor shall discharge obligations as provided under various applicable statutory enactments including the Employees Provident Fund & Miscellaneous Provision Act, 1952, the Employees State Insurance (ESI) Act, 1948, the Contract Labour (Regulation and Abolition) Act, 1970, the Inter-State Migrant Workmen (Regulation of Employment & Conditions of Services) Act, 1979, the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Workmen's Compensation Act, 1923, and other relevant Acts, Rules and Regulations enforced from time to time.

(d) The contractor shall be responsible for required contributions towards P.F, Pension, ESI or any other statutory payments to be made in respect of the contract and the personnel employed for rendering service to REC and shall deposit these amounts on or before the prescribed dates. The contractor shall also be responsible to pay and administrative/inspection charges thereof, wherever applicable, in respect of the personnel employed by him for the works of REC.

(e) The contractor shall be solely responsible for the payment of wages and other dues to the personnel deployed by him latest by 7th of the subsequent month. The contractor shall be directly responsible and indemnify REC against all charges, dues, claims etc. arising out of the disputes relating to the dues and employment of personnel deployed by them.

(f) In case ESI is not applicable. Contractor before commencement of work shall submit Insurance Policy under Workmen's Compensation Act, 1923 covering all his employees to be deployed for execution of the contract.

### 3.10.13 INSURANCE

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of REC as follows:

### 3.10.14 EMPLOYEES STATE INSURANCE ACT:

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold REC harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB-CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceedings that may be brought against the REC arising under, growing out of or by reasons of the work provided for by this CONTRACTOR, by third parties or by Central or State Government authority or any political sub-division thereof.

The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB-CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB-CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employees Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall

secure the agreement of the SUB- CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB-CONTRACTOR's account.

The REC may retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.

#### 3.10.15 WORKMEN COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE:

Insurance shall be effected for all the CONTRACTOR's employees engaged in the performance of this CONTRACT. If any of the work is sublet, the CONTRACTOR shall require the SUB-CONTRACTOR to provide workman's Compensation and employer's liability insurance for the latter's employees if such employees are not covered under the CONTRACTOR's Insurance.

#### 3.10.16 ACCIDENT OR INJURY TO WORKMEN:

The REC shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the REC, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the REC against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

#### 3.10.17 Comprehensive Equipment Transit / Transport / Transfer Insurance Insurance

This insurance shall be in such a form as to protect the Contractor against all claims for injuries, disability, disease and death to members of public including REC's men and damage to the property of others arising from the use of motor vehicles/ Equipment Transit / Transport / Transfer during on or off the `site' operations, irrespective of the Employership of such vehicles.

#### 3.10.18 Comprehensive General Liability Insurance

This insurance shall protect the Contractor against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Contractor, his agents, his employees, his representatives and Sub-Contractor's or from riots, strikes and civil commotion.

#### 3.10.19 ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY EMPLOYER:

CONTRACTOR shall also carry and maintain any and all other insurance(s) which he may be required under any law or regulation from time to time without any extra cost to REC. He shall also carry and maintain any other insurance which may be required by the REC.

#### 3.10.20 Safety regulations:

In respect of all labour, directly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes of C.P.W.D., Indian Standards Institution. The Electricity Act, The Mines Act and such other acts as applicable.

3.10.21. The CONTRACTOR shall observe and abide by all fire and safety regulations of the REC. Before starting work CONTRACTOR shall consult with REC's safety Engineers or site-in-charge/project coordinator and must make good to the satisfaction of the EMPLOYER any loss or damage due to fire to any portion of the work done or to be done under this agreement or to any of the REC's existing property.

### 3.11 Period of Contract

3.11.1 The initial contract period shall be one year from the date of signing and/or placement of purchase order whichever is earlier. On satisfactory performance as ascertained by REC the contract can be extended for a further period of six months each time upto a maximum of two years.

3.11.2 The selected vendor shall enter into a rate contract with REC for the quoted items during the contract period extended or otherwise. However quarterly prices review may be carried out as per the prevalent market rates at the discretion of REC. Generally an upward revision of prices shall not be done however in case of upward revision, if any due to Govt. policies etc or otherwise a proper justification needs to be provided by the bidder subject to acceptability of the same by the competent authority at REC. In case of non acceptance the quoted prices shall prevail for the remaining period of contract subject to this clause.

3.11.3 Primarily the on-site services during the contract period are required to be provided at REC, CO at Scope Complex, however the vendor's personnel may have to extend the services to REC, CO at Palika Bhawan, R. K. Puram if required. All expenses including travel, other logistics etc. for providing such services shall be borne by the vendor in this regard and the vendor shall be deemed to have quoted accordingly.

**SECTION - IV**  
**GENERAL TERMS AND CONDITIONS**

**4.0 Performance Security/Bank Guarantee**

- (i) The Vendor should furnish performance security to the REC for an amount of 10% of the contract value, valid up to for 60 days after contract period (Fourteen months) for performance and support service/maintenance obligation.
- (ii) REC can deduct as compensation from the Performance Security/Bank Guarantee for failures on the Vendor's part to complete its obligation under the contract.
- (iii) The performance security shall be in the form of a Bank Guarantee from a Scheduled Bank or A Bankers Cheque or Demand Draft

**4.1 Penalties :**

A sticker mentioning the service support call centre number of the vendor should be pasted on each system.

- (i) The vendor should fulfill the following conditions during the warranty period:-
  - a. Any failure in the equipment and product / system or a subsystem thereof should be rectified within maximum period of 2 (Two) hours of lodging complaint.
  - b. If any equipment and product/ system is down beyond 2 (Two) hours, penalty will be charged per hour per system at the rate of Rs 50/- per hour.
  - c. In case the engineer is absent then Rs 500/- per day per engineer or helpdesk executive shall be deducted if no alternate arrangement for the absentee is provided by the vendor.
  - d. Cumulative Penalty amount if not deducted from the quarterly payment or in excess to the quarterly amount must be deposited by the vendor to REC in the form of Bank Draft/Pay Order within 30 (thirty) days of receiving such intimation for recovery from REC.
  - e. In case of a system (Hard disk) failure, vendor will ensure backing up of data from the hard disk and its restoration, while making the system operational, at the site. Failure to compliance of aforementioned will attract penalty. Quantum of penalty will be decided by DGM(IT).

**4.2 Payment Schedule**

- (i) Quarterly payment for the services rendered during the previous quarter subject to deduction of penalties if any, at the end of each quarter, shall be made in Indian Rupees Only.
- (ii) For additional items like LAN components etc 100% payment shall be made on successful delivery and installation.
- (iii) Payments shall be subject to deductions of any amount for which the Vendor is liable under the agreement against this contract. Further, all payments shall

be made subjects to deduction of TDS (Tax deduction at Source ) as per the income- Tax Act,1961 and any other taxes.

- (v) All Payments shall be made in Indian Rupees only.
- (vi) REC shall make payments on the basis of Running Bills submitted by the Contractor from time to time/ or Final Bill(as the case may be), duly certified by DGM(IT) within a period of 15 working days from the date of submission of such bills. In case payment is not made by REC within the specified time, the Contractor should take up appropriate measures to find out the reason for delay and to rectify the cause of such delay. In no case REC shall be held responsible for delay (if any) in payment of bills to the Contractor.

### **4.3 Arbitration**

- (i) Except where otherwise provided in the agreement, all questions and disputes relating to the meaning of the specifications, and instructions herein before mentioned and as to the quality of the materials, as to any question, claim, right, matter or thing whatsoever, in any way arising out of or relating to the Contract, Specifications, estimates, instructions, orders or these conditions or otherwise concerning the works, or the execution of the same whether arising during the process of the work or after the completion or abandonment thereof shall be referred to the sole arbitration of the Chairman and Managing Director, REC and if he is unable or unwilling to act to the Sole Arbitration of any other person duly nominated or appointed by him willing to act as Sole Arbitrator. The Arbitration shall be in accordance with the provisions of Arbitration and Conciliation act, 1996 and the language of Arbitration shall be English. The Arbitrator shall give the reasoned award. The cost of arbitration proceedings shall be shared equally between the parties. .
- (ii) The disputes arising out of acceptance / rejection of bid, or regarding delay in payment of bills shall not be arbitrable.
- (iii) The Contract shall be governed in accordance with the Indian laws and Courts located at Delhi shall alone have the jurisdiction to try and entertain the disputes.

### **4.4 Corrupt or Fraudulent Practices**

- (i) Bidders & Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.
- (ii) REC will reject a proposal for award of work if it is found that that the Bidder recommended for award of work is engaged in corrupt or fraudulent practices in competing for the contract in question. Any dispute causing cause of such rejection of award of work shall not be entertained.
- (iii) REC will declare a firm ineligible, or for a stated, contract to be awarded, if it at any time determines that the firm was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

#### **4.5 Indemnity Clause**

- (i) The firm should sign an Indemnity Bond to safeguard against any pirated software, equipment, design etc being supplied to the REC.
- (ii) The selected vendor shall indemnify REC against all third party claims of infringement of Intellectual Property Rights – including , Patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.

#### **4.6 FORCE MAJEURE CLAUSE**

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

#### **4.7 Miscellaneous**

- I. It will be imperative on each bidder to fully acquaint themselves of all the local conditions and factors which would have effect on the performance of the work and its cost.
- II. REC reserves the exclusive right to allocate the contracted work in a staged or phased manner. Potential vendors are requested to submit alternative proposals for the associated productivity/response enhancement tools, where they believe that there are significant differences in the development activities resulting from the productivity tools used.
- III. Alterations if any in the tender should be verified properly by the vendor by placing signatures of the authorized signatories failing which the tender would be liable to be rejected.
- IV. The Bids prepared by the Vendor and all correspondence and documents relating to the bids exchanged by the Vendor and REC, shall be in the English language, provided that any printed literature furnished by the Vendor may be written in another language so long as the same is accompanied by

- an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- V. The Vendor shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services. If there is any reduction in taxes/duties etc. due to any reason whatever, after Notification of Award, the same shall be passed on to REC.
  - VI. The selected Vendor shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Vendor shall always act, in respect of any matter relating to this Contract, as faithful advisors to REC and shall, at all times, support and safeguard REC's legitimate interests in any dealings with Third parties.
  - VII. REC reserves the right to inspect the performance of the vendor prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned purchase order, especially methodology, manpower, infrastructure etc. REC reserves the right to cancel the purchase order assigned to the vendor at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the purchase order is canceled then the costs incurred will be born by the vendor and under no circumstances the vendor shall be eligible for any payment or damages from REC.
  - VIII. The selected vendor shall not, without REC's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, software code, sample of information furnished by or on behalf of REC in connection therewith, to any person other than a person employed by the Vendor in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
  - IX. If the selected vendor is not able to fulfill its obligations under the contract, which includes non completion of the work, REC reserves the right to accomplish the work through another vendor and EMD / Security Deposit of vendor will be forfeited. Also any costs, damages etc. resulting out of the same shall have to be born by the selected vendor.
  - X. Printed terms and conditions of the Bidders will not be considered as forming part of their Bid. In case terms and conditions of the contract applicable to the Invitation of Bid are not acceptable to any Bidder, he should clearly specify deviation in its bid.
  - XI. REC may at any time terminate the Contract by giving written notice to the selected Vendor, without compensation to the selected Vendor, if the selected Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to REC.
  - XII. REC may after due notice, terminate the purchase order and/or the Contract, in whole or in part at any time of its convenience. No compensation or consequential damages would be payable to the Contractor in case of

predetermination / foreclosure of Award / Contract. However if the contract is predetermined for deficient services or workmanship, the remaining work shall be carried out at the risk and cost of the bidder .

- XIII. The selected vendor automatically agree with REC for honoring all aspects of fair trade practices in executing the purchase orders placed by REC
- XIV. If the name of the product is changed for describing substantially the same in a renamed form then all technofinancial benefits agreed with respect to the original product, shall be passed on to REC and the obligations with REC taken by the Vendor with respect to the product with the old name shall be passed on to the product so renamed.
- XV. Telex, cable, e-mail or facsimile bids will be rejected.
- XVI. The location/ place where the equipments are to be installed shall be identified by the representative nominated by DGM(IT), REC.
- XVII. The quality of the material being installed should be to the satisfaction of Engineer-In-Charge. If the equipments / items as prescribed in Annexure – V are not readily available for any reason (including procurement difficulties) or if the quality of such items / equipments available is not satisfactory, the decision of Engineer-In-Charge with regard to substituted items / equipments (including variation in rates, if any) shall be final and binding on the Contractor.
- XVIII. The Award of work shall not be assigned, transferred or sub-delegated to other Contractors except with the written approval of REC. However this clause shall not apply to procurement / purchase of equipments and material for the performance of the work.
- XIX. The contractor/ Vendor shall indemnify REC against all damages, losses, destruction to any property or injury caused or death of any person caused by negligent act or omission of the contractor / their employees agents or sub-contractors.
- XX. REC would reserve the exclusive right to modify/ amend the bid offer or to cancel the same if offers are not received to the satisfaction of REC.

**PERFORMA FOR SUBMISSION OF TECHNICAL BID**

<b>S.No.</b>	<b>Item Description</b>	<b>Details</b>
1	Name of agency	
2	Address	
3	Phone and Fax	
4	E-Mail address	
5	CST No./Work contract No./Vat No.	
6	Service Tax Registration No.	
7	PAN No.	

**Authorized Signatory**  
**Dated: SEAL**

**Price Schedule**  
**1. Annual Comprehensive Maintenance of LAN**

<b>S.No.</b>	<b>Item Description</b>	<b>Unit</b>	<b>Price in INR</b> <b>(all inclusive)</b>
<b>1.0</b>	<b>Total annual cost of AMC of LAN for REC as per scope of work and specifications in Annexure H</b>	Per annum	
<b>2.0</b>	<b>Supply of UTP (Four Pair)</b>		
2.1	UTP ECAT5 cable	Per metre	
2.2	UTP CAT-6 cable	Per metre	
<b>3.0</b>	<b>Supply of 24 port Patch Panel</b>		
3.1	Enhanced CAT 5	One Number	
3.2	CAT 6	One Number	
<b>4.0</b>	<b>Supply of Wire Manager/Patch Chord Minder panel</b>	One Number	
<b>5.0</b>	<b>Supply of Information outlets</b>		
5.1	Enhanced CAT 5	One Number	
5.2	CAT 6	One Number	
<b>6.0</b>	<b>Patch Cord Length - 3 feet</b>		
6.1	Enhanced CAT 5	One Number	
6.2	CAT 6	One Number	
<b>7.0</b>	<b>Patch Cord Length – 7 feet</b>		
7.1	Enhanced CAT 5	One Number	
7.2	CAT 6	One Number	
<b>8.0</b>	<b>Patch Cord Length – 10 feet</b>		
8.1	Enhanced CAT 5	One Number	
8.2	CAT 6	One Number	
<b>9.0</b>	<b>Installation &amp; Termination UTP</b>	Per metre	
	Laying of UTP E CAT 5/ CAT6 cable		
<b>10.0</b>	<b>Installation &amp; termination of UTP cables on Patch Panel (24 port)</b>	Per Connector	
<b>11.0</b>	<b>Installation &amp; termination of UTP cables on Information Outlet</b>	Per Connector	
<b>12.0</b>	<b>Performance testing of the laid UTP cable ( Pentascanner report) and site certification</b>	Per node	
<b>13.0</b>	<b>Supply and fixing of PVC ISI Marked flaxoduct of following sizes</b>		
13.1	15 X 15 mm	Per metre	
13.2	30 X 25 mm	Per metre	
13.3	45 X 25 mm	Per metre	
<b>14.0</b>	<b>Supply and Crimping/punching of following Connectors</b>		
14.1	RJ 45 Connector	Per Connector	
14.2	BNC /T/End Connector	Per Connector	
<b>15.0</b>	<b>Removal of Faulty UTP</b>	Per metre	
<b>16.0</b>	<b>19 “ Rack, Wall mount 530 mm depth, 9 U</b>	One	

	<b>height, Front glass door ( lockable) as per scope of work and specification of Annexure H</b>	Number	
<b>17.0</b>	<b>Installation of 19" wall Mount 6U/9U rack</b>	One Number	
		<b>Total (1)</b>	

**2. Table II**  
**Support for FMS Operation and Annual maintenance of the Desktop network Resident technical staff**

<b>S.No.</b>	<b>Item Description</b>	<b>Unit</b>	<b>Price in INR (all inclusive)</b>
1	Cost of AMC and FMS for One year (At least 3 resident Engineers and 1 helpdesk official)		
2	Rate Per Additional Engineer	Per Month	
3	Rate for holidays (Sunday & Gazatted) (From 09.00 AM. To 06.30 PM.)	One Man Day	
4	Rate for duty beyond prescribed duty hours/per person	Per Hour	
5	Onsite Comprehensive AMC of One Desktop	Per Desktop	
6	Onsite Comprehensive AMC of One Server	Per Desktop	
7	Onsite Comprehensive first Level Support of One Desktop under third party warranty maintenance	Per Desktop	
8	Onsite Comprehensive AMC of One UPS with 15min. battery backup	Per UPS	
9	Onsite Comprehensive first Level Support of One UPS under third party warranty maintenance	Per UPS	
10	Onsite Comprehensive AMC of One Printer	Per Printer	
11	Onsite Comprehensive first Level Support of One Printer under third party warranty maintenance	Per Printer	
12	Onsite Comprehensive AMC of One Router	Per Router	
13	Onsite Comprehensive AMC of One Switch	Per Switch	
14	Onsite Comprehensive AMC of One Firewall	Per Firewall	
15	Onsite Comprehensive AMC of One LAN Node	Per Node	
16	Anti Virus, Spyware, Malware, Adware one year licensed software (kindly specify make/model etc)	Per license	
		<b>Total (2)</b>	

**3. Total Cost = 20% of Total (1) + 80% of Total (2)**

**(AUTHORISED SIGNATORY)**  
**SEAL**

**Note:**

1. The bidder should provide at least 3 resident engineers and 1 helpdesk official for call support and escalation.
2. During the contract period new equipments may be added and automatically covered under AMC once they are out of warranty at the rates quoted above.
3. All inclusive prices in INR should only be quoted. In case particular item is not quoted then the cost of the same shall be taken as the highest cost quoted by any bidder for the respective item for evaluation purposes only. However while award of work the cost of the same shall be treated as Zero, in case the same is not acceptable to the bidder then the bid shall be summarily rejected and EMD forfeited. In case of discrepancy between figures and words the higher of the two shall be taken.