

**CSIR-CENTRAL MECHANICAL ENGINEERING RESEARCH INSTITUTE  
MAHATMA GANDHI AVENUE, DURGAPUR 713 209 WEST BENGAL**

**TENDER DOCUMENT**

No. PUR/122/ITG/04/2017-18

Date: 25.10.2017

Sub	<b>Facility Management Services (FMS) for Campus wide Computer Network (LAN/WAN) at CSIR-CMERI, Durgapur – 713209 as per specifications given in Attached Sheets.</b>
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Deadline for Submission of Bids	<b>16<sup>th</sup> November 2017 upto 2.30 pm IST</b>
Date and Time for opening of Bids	<b>16<sup>th</sup> November 2017 at 3.00 pm IST</b>
Contact Details	<b>e-mail : <a href="mailto:pur@cmeri.res.in">pur@cmeri.res.in</a> Telephone : 0343-6510 332 / 0343-6510 333</b>
Venue for opening of Bids	Stores & Purchase Division, CSIR-CMERI, Durgapur
Earnest Money Deposit (EMD)	<b>NIL</b>
Bidder requiring any clarification of this Tender Document shall contact CSIR-CMERI in writing at the address given above. CSIR-CMERI will respond in writing to any request for clarification, provided that such request is received not later than ten (10) days prior to the deadline for submission of bids.	

Dear Sirs,

Director, CSIR-CMERI, Durgapur-713209, invites Sealed Bids under **TWO-BID** system [Part-I: Technical Bid and Part-II: Price Bid] for **Facility Management Services (FMS) for Campus wide Computer Network (LAN/WAN)** at CSIR-CMERI, Durgapur – 713209 described in detail as below.

Kindly, send your Sealed Bid / Quotation conforming to our terms and conditions mentioned hereunder, so as to reach this office immediately and in any case within **16<sup>th</sup> November 2017** upto 2.30 pm IST. The Bids / Quotations (Technical Bid only) will be opened on the same day at 3.00 pm IST.

Sl. No.	Detailed Description and Specifications of the Goods & Services	Quantity
1.	<b>Facility Management Services (FMS) for Campus wide Computer Network (LAN/WAN) at CSIR-CMERI, Durgapur – 713209 as per specifications given in Attached Sheets.</b>	<b>1 Lot</b>

**Important:**

*The Bidder is expected to examine all instructions, forms, terms, and specifications set forth in this Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document, in every respect, will be at the Bidder's risk and may result in rejection of its bid.*

## TERMS AND CONDITIONS

In these Terms and Conditions, the following words and expressions shall have the meaning as have been respectively assigned to them:

**Bidder** shall mean the entity submitting an offer in response to this Tender Document.

**CSIR-CMERI / Purchaser / Institute** shall mean CSIR-Central Mechanical Engineering Research Institute, [a constituent unit of the Council of Scientific & Industrial Research] having its office at MG Avenue, Durgapur – 713 209 [West Bengal], India.

**Vendor** shall mean the entity whose bid has been accepted by the Purchaser and a formal Work Order/AMC has been placed on them.

### 1. SUBMISSION OF BIDS

- 1.1. The bid / quotation duly signed by the Bidder or any authorized person / persons, shall comprise of two parts viz. Part-I: Technical Bid and Part-II: Priced Bid, submitted in separate sealed envelopes. Both sealed envelope shall bear the Tender Document Number and marked “**TECHNICAL BID**” and “**PRICE BID**” as the case may be. The sealed Technical Bid and the sealed Priced Bid shall be put together in an outer sealed envelope to be properly superscribed with the Tender Document Number and addressed to the Stores & Purchase Officer, CSIR-Central Mechanical Engineering Research Institute, MG Avenue, Durgapur 713 209 [WB]. The same shall be delivered at this Institute on any working day within the deadline stipulated. Bidders shall not be permitted to withdraw / modify / alter their bids after expiry of the deadline.
- 1.2. The Technical Bid shall be opened first, in presence of Bidder’s representatives who choose to be present on the date and time indicated in this Tender Document. The representatives should bring with them proper authorization letters issued by the Bidders with regard to their presence at the time of opening of Bids. In case the last date for receipt of bids / date for opening of bids, happens to be a closed day on account of any unforeseen event, the same shall be received / opened on the next working day at the appointed time. Late / Delayed bids / quotations shall not be opened and shall be returned to the Bidders without opening the envelope. Priced Bids shall be opened only in respect of those Bidders whose Technical Bids have been found to be acceptable after due evaluation. The date and time for opening of the Priced Bids shall be intimated in due course.
- 1.3. The acceptance of the quotation will rest with Director, CSIR-CMERI, who does not bind himself to accept the lowest quotation and reserves the right to himself to reject or accept, partially or in full all the quotations received, without assigning any reason.
- 1.4. The quotation should be complete in all respects and duly signed. Conditional bids, incomplete and unsigned bids will not be considered at all.

### 2. PRICES

- 2.1. Prices shall be quoted with complete break-up of service cost, applicable GST and any other charges.
- 2.2. Prices quoted / charged by the Bidder / Vendor should not exceed the prevailing rates charged by it from others for similar services. The Vendor shall be required to give a certificate to this effect in its bill, at the time of claiming payment.

### 3. PAYMENT

Payment will be released on quarterly basis against due certification by IT Group of CSIR-CMERI on satisfactory performance & compliance to the prescribed stipulations. The bill needs to be accompanied with a certificate declaring that the company has complied to the minimum wage guidelines of central government with respect to the salary/ compensation made to the resident engineer.

### 4. PERIOD OF CONTRACT

- 4.1. The FMS Contract shall be initially for a period of three Years and may be extended / renewed subject to satisfactory performance of the vendor. Such renewal will be for a maximum period of five years [inclusive of the initial contract period].
- 4.2. In case the services of the vendor are determined to be unsatisfactory during the period of contract, Director, CSIR-CMERI shall be at liberty to cancel the FMS Contract and encash the Performance Guarantee/ Security furnished by the vendor.

## **5. VALIDITY OF BID**

- 5.1. The offer should be valid for at least 90 days from the date of opening of Bids/Quotation.

## **6. EVALUATION OF BIDS**

- 6.1. The Technical Bids shall be opened first and will be scrutinized to see whether the bids / tenders meet the Pre-Qualification Criteria as incorporated in the Tender Document. The bids/tenders, which do not meet Pre-Qualification Criteria, are to be treated as unresponsive and ignored. Unsigned/Incomplete/Conditional Bids shall be summarily rejected.
- 6.2. During the course of evaluation, CSIR-CMERI 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 prices or substance of the bid shall be sought, offered or permitted.
- 6.3. The Price Bids of the parties, who meet the Pre-Qualification Criteria, shall be evaluated on the basis of total price quoted by them.
- 6.4. The FMS Contract shall be awarded to the lowest evaluated responsive Bidder. Within 21 days of notification of the contract, a Performance Security/Guarantee equivalent to two months of bill value shall have to be furnished by the successful Bidder in the form of a Demand Draft / Bank Guarantee in the prescribed format. The validity of the Performance Security/Guarantee shall be till the original contract period [ i.e. three years] and extendable till the renewal period, if any. The Performance Security/Guarantee shall be returned to the successful Bidder without any interest after satisfactory completion of the contractual obligations. In case of pre-mature termination (cancellation of the contract, due to unsatisfactory performance by the party) CSIR-CMERI shall encash the said Performance Security.

## **7. SETTLEMENT OF DISPUTES AND ARBITRATION**

- 7.1. CSIR-CMERI and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Annual Maintenance Contract (AMC). If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Services under the Contract. .
- 7.2. Disputes or differences shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director General, Council of Scientific & Industrial Research and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
- 7.3. The venue of the arbitration shall be the place from where the FMS contract is issued / executed.

## **8. APPLICABLE LAW**

- 8.1. The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to a court of competent jurisdiction in Durgapur, West Bengal, India.

## **9. PRE-QUALIFICATION CRITERIA AND OTHER TERMS AND CONDITIONS**

- 9.1. Other Details pertaining to the Contract are laid down in the attached Document.
10. Wherever deemed necessary, Bidder shall be at liberty to question the Bidding Document, Bidding process and rejection of its Bid.

Yours faithfully,

Bodhisattwa Dhar  
Stores & Purchase Officer

Encl: Other Detailed Conditions of the Contract.

## CSIR-CENTRAL MECHANICAL ENGINEERING RESEARCH INSTITUTE, DURGAPUR

### Facility Management Services [FMS] for Campus-wide Computer Network (LAN/WAN)

CSIR-Central Mechanical Engineering Research Institute, Durgapur, invites sealed tenders from interested organization with proven capability & experience in IT Facility Management Services involving Computer Network (LAN/ WAN) covering an area of 60 acres with multiple offices, R&D labs spread across the campus. The gigabit network in the campus is consisting of O.F.C. (Optical Fiber Cables) as backbone connectivity through L2/ L3 switches with cat6 UTP cable for edge connectivity distribution. The contract will be initially for a period of 3 years tentatively beyond **1<sup>st</sup> December 2017**, extendable for 2 more years based on satisfactory performance and mutually agreed revision of rates (if any). The vendor will be responsible for deputing one resident service engineer to troubleshoot and fix the network calls from different divisions/ sections of the institute. The vendor may also be entrusted for undertaking the petty networking job and supplying of genuine/ OEM hardware parts (as per CMERI purchase rule) in case of hardware problem.

CSIR-CMERI campus network cabling system has been certified on 3<sup>rd</sup> September 2009 for “**25 Years System Performance and Application Assurance Warranty**” by Molex Premise Networks Global Warranty Program. Active/ passive network components used in the campus network are mostly from reputed global network brands like 3Com, HP, Extreme, Molex etc. The details of the present network inventory, to be covered under the said contract, are given in Annexure-I.

*Interested vendors, who meet the pre-qualification criteria, may submit their sealed bid in a sealed cover envelope comprising of two separate envelopes (Technical Bid and Price Bid) with all necessary documents along with the covering letter duly signed by an authorized signatory.*

#### **PRE-QUALIFICATION CRITERIA**

The bidder may be a Government Organization / PSU / PSE / partnership firm or a Company under Indian Laws. (**Document Required: Certificate of Incorporation**)

The bidder should be in existence for minimum 5 years (upto 31st March 2017) in the business of IT facility management service (**Document Required: Certificate of Registration/ equivalent**)

Aggregate turnover of 1.50 Crore during past 3 years (with minimum Rs. 30 lakh per year) (**Document Required: Copies of Balance Sheets**)

The bidder should have an experience in handling similar FMS of Rs. 3.00 Lakhs or more in a single order in Government/PSU or reputed private organization (Listed in NSE) (**Document Required: Copy of Relevant Purchase Order**)

The bidder or any of its partner, director, Board member has not been black listed by any Government /Semi Government Organization/Statutory body (**Document Required: An undertaking/ affidavit by the authorized signatory/ owner**)

The bidder should have valid GST registration and PAN number (**Document Required: Copies of such registration certificate**)

Bidders should have their permanent office and workshop at Durgapur/ Asansol/ Kolkata (**Document Required: Relevant documentary proof with Office Address**)

The bidder should have successfully executed at least 03 similar FMS orders during last 03 years. The said orders must be from some reputed firms like CSIR labs or any other organization of Central Govt./State Govt./Autonomous Body/PSU/MNC (**Document Required: Relevant purchase orders**)

## **SCOPE AND DELIVERABLES:**

- Deputation of one dedicated resident service engineer (Level-1 support) with relevant skill, expertise and experiences as mentioned in Clause-v of Terms & Conditions mentioned in this document.
- A backup support of higher level service engineers (Level-2 support) on case to case basis in those cases when the resident service engineer will not be able to resolve the issue at his own level.
- To attend user's call for troubleshooting of network connectivity problems and submission of daily report through institute's computerized call management system
- Re-patching, re-cabling and dressing of UTP cables, patch cords, patch panel etc. on need basis.
- Troubleshooting, diagnosis, fixing and replacement of faulty internal data cabling (material will be provided by CMERI) within 48 hours of logging of calls
- Troubleshooting, fault detection and fixing problems in optical fiber backbone within 48 hours of call logging
- Management of day to day network operations of internal LAN through configuration fine tuning, re-configuration, fault diagnosis and swapping of L2/L3 network switches and other network components
- Coordination with the ISP (Internet Service Provider) for WAN and Internet connectivity problems
- Operation management of Video Conference network connectivity as and when required basis
- Record keeping of LAN IP addresses as per institute's IP policy
- Configuration and extension of new LAN connectivity for add-on peripherals with existing LAN infrastructure
- Testing and Installation of networking software
- Central administration of campus network through central interface

## **TERMS AND CONDITIONS:**

### **(i) Decision of Lowest Bid**

First technical bid will be opened for assessment of pre-qualification criteria. Among technically qualified bids, the lowest bid will be decided based on the total cost to be borne by CSIR- CMERI as on date of opening of tender.

### **(ii) Period of Contract**

Contract will be initially for a period of three years, tentatively starting from **1<sup>st</sup> December 2017** and may be extended/ renewed subject to satisfactory performance of the vendor. Such renewal will be for a maximum period of five years (inclusive of the initial contract period). However, unsatisfactory services or other irregularities from the vendor side may led to pre-mature termination of the service contract with the vendor without any notice and may also results into the forfeiture of Performance Security/Guarantee.

### **(iii) Performance Security/Guarantee**

The successful bidder should give a Performance Security/Guarantee amounting equivalent to the two months of bill value. The validity of Performance Security/Guarantee should be upto the original contract period (i.e., three years) and then to be extended upto the renewal period, if any. Performance Security/Guarantee shall be released after satisfactory completion of the work.

### **(iv) Payment Terms**

CMERI will only release the quarterly payment based on due certification by IT group on satisfactory performance & compliance to the above mentioned stipulations. Payment will be released on quarterly basis. The bill needs to be accompanied with a certificate declaring that the company has complied minimum wage guidelines of central government with respect to the salary/ compensation made to the resident engineer.

**(v) Resident Engineer**

- a. Qualification, Expertise and Experience(s) relevant to Level-1 and Level-2 support for each Engineer must be submitted during signing of contract agreement as per Annexure-IV of this Tender Document. The proposed Level-1 resident engineer is to be considered as Level-I Engineer with minimum skill certification in Computer Networking/ CCNA/ RHCE/ CompTIA A+/ equivalent with experience in campus computer network maintenance. Also, Level-2 engineer shall be called for specialized support service based on need basis and thus should possess better skill and expertise than Level-1 engineer. In case any problem can't be solved by Level-I engineer within 24 hours, Level-II support must be called on to resolve the issue. No additional charge will be borne by CMERI for these Level-2 services and thus bidder is advised to consider the same in commercial bid itself, if required.
- b. Resident engineer should be skilled enough to take his own decision and perform his duty independently & take necessary decision as deemed fit in consultation with officials of IT Group.
- c. The payment structure of resident engineer should not be less than the prescribed minimum wage for highly skilled manpower as per guidelines of Ministry of Labour & Employment, Govt. of India, which might change subject to the revision of such wage by the ministry.
- d. Accommodation for the resident engineer may be arranged by CSIR-CMERI at its residential colony subject to the approval of the competent authority. In such a case, tentative charges of Rs.2000/- (Rupees Two thousand only) per month shall be charged by CSIR-CMERI.

**(vi) Possession of Inventory**

Immediately on award of the contract, the contractor would give a report taking over all the equipments (giving their configurations and working status). It shall be the responsibility of the contractor to make all the network nodes working satisfactorily throughout the contract period and also to hand over the systems to the department in working conditions on the expiry of the contract, if the service calls for the system have been made before expiry of the contract period.

**(vii) Responsibility under the Contract**

The contract shall be excluding the cost of any active/ passive network components however will include troubleshooting/ fault diagnosis and replacement of the faulty components. The contract will also cover all kinds of re-configuration of switches/ re-termination of network node/ UTP crimping/ cable dressing in racks/ fixing of IO and SMB/ node numbering etc. Vendor should also suggest the list of spare parts (to be procured by CMERI) as onsite inventory to minimize the response time for the service calls.

**(viii) Attendance of Service Call and Preventive Maintenance**

• **Time**

As per CMERI's current policy, all the service calls from the user must be addressed within a period of two working hours. In line with this, resident engineer must attend the service call received through CMERI's online call logging system (IT Care) within 02 working hours and resolve the issue.

• **Call Escalation**

In case any problem can't be solved by resident engineer within 24 hours, Level-2 support must be called on to resolve the issue.

- **Preventive Maintenance**

Preventive maintenance service is to be carried out every three months for all the switches and network nodes covered under the contract. Preventive maintenance means quarterly cleaning/ dusting of racks, cable dressing, tag checking, visual inspection, packet drop check, latency check, log check etc. which are necessary to assess the health of the network devices and performance of the network. A preventive Maintenance Report duly signed by user would be submitted to the IT Group, CSIR-CMERI, Durgapur on quarterly basis.

**(ix) Penalty Clause:**

- a. If resident engineer do not report for duty, FMS vendor should provide alternative person of the same capacity on the day of absence. If vendor fails to provide alternate person, then penalty @ Rs 500/- per day will be deducted from the FMS charges under the contract based on discretion of IT officials of the institute.
- b. The repairing/ troubleshooting of the faulty network segment under maintenance contract will be the responsibility of the FMS vendor. In case, the FMS vendor is not capable of troubleshoot the faulty network segment, the troubleshooting charges (if done through any other source) will be borne by the FMS vendor else will be deducted from their quarterly bill.
- c. In case of delayed troubleshooting i.e., system are not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged per day basis @ 0.1% of the total FMS cost for delayed period.
- d. The CSIR-CMERI officials will review the status of pending complaints with the contractor from time to time. If it is found that many complaints requiring repair of systems/ peripherals are pending for over a month, institute reserves the right to suspend/ withhold the payment of quarterly bills till all pending complaints are cleared.
- e. In case, the services of the firm are not found satisfactory at any time during the period of contract, Director, CSIR-CMERI, Durgapur reserves the right to terminate the contract along with forfeiture of the performance security without notice.
- f. It may also be noted that in case of contractor backing out in mid-term without any explicit consent of the competent authority of CSIR-CMERI Durgapur, the contractor's firm will be liable to recovery at higher rates, which may have to be incurred by CSIR-CMERI on maintenance of network for the balance period of contract through alternative means.
- g. The act of backing out would automatically debar the firm from any further dealing with CSIR-CMERI, Durgapur and the Performance Security/ Guarantee amount would also be forfeited.

Prescribed Format for Application  
(Letterhead of the Company)

To  
The Director, CSIR-  
CMERI,  
M.G. Avenue,  
Durgapur – 713209.

Sub: Facility Management Services (FMS) for Computer Network (LAN/ WAN) covering Network Administration, Layer-3 network switches, Layer-2 network switches, Copper/Fiber cabling, splicing, I/O termination, network components etc.

**Ref : Your Tender Document No. PUR/122/ITG/04/2017-18 dated 25/10/2017.**

Dear Sir,

I/ We have read and understood the terms and conditions for Facility Management Services (FMS) for Computer Network (LAN/ WAN) covering Network Administration, Layer-3 network switches, Layer-2 network switches, Copper/Fiber cabling, splicing, I/O termination, network components etc. and hereby accept all the terms and conditions. I/ We hereby declare that the information furnished in the annexure to this application for empanelment is correct to the best of my/ our knowledge and belief.

Yours faithfully,

Date\_\_\_

Signature \_\_\_\_\_

Name & Designation\_\_\_

Seal\_\_\_

BASIC INFORMATION and CHECK LIST

1. Name of the Vendor	
2. Address of the Registered Office, Telephone No./Fax No./email address	
3. Address of offices at Durgapur with Telephone No. / Fax No. / email address	
4. Vendor's Website (if any)	
5. Type of the organization (Whether sole proprietorship/ partnership/private limited/ public limited or co-op body)	
6. Details of incorporation – (Registering Authority/ Registration Date, Registration No., etc.)	
7. GST Number	
8. PAN Number	
9. Copy of Trade License	
10. Copy of GST Certificate	
11. Certified Financial Statements for the last two years to be attached	
12. IT Return for the last three years to be attached	
13. Clientele list to be attached (along with copy of Work Order), Annexure-II	
14. Details about technical experts/ personnel along with their expertise i.e. Router, L3 Switches, L2 Switches, Network Administration, Copper/Fiber Cabling, Splicing, I/o termination etc.	
16. Commercial Bid	

Signature  
Company Seal with Date

## Annexure-I

## Current Network Inventories\*

Sl. No.	Item	Make	Model	Quantity*
1.	Network Switches	3COM	8807	02
			4500	23
			2226	14
		Extreme	X460	1
			X440	6
		HP	A5120	2
		H3C	S5500	5
Zyxel	GS2200	11		
2.	Network Nodes	Molex	-	1165
3.	VLAN Segments	-	-	28

\* The above quantities are indicative only and will be finalized before placing the final order/ during handing over the inventory under Service Agreement.

## Annexure-II

## Past Performance Report\*

(To be submitted with Technical Bid)

S. No.	Contractee (Client's) Name and Address	Period		Ref./ Order No.	Nature of the work	Total Value (in Rs.)
		From	To			
					FMS for Campus Network Configuration of Layer-3 & Layer-2 Network Switches Network Administration Structured Network Cabling, Troubleshooting None of above	
<b>Completed Work</b>						
<b>Work in Hand</b>						

\*Must be supported by Work Order and Relevant Performance Report from the Contractee/ Client (may be cross verified by the institute)

Annexure-III  
Compliance Statement  
**(Must be submitted with Technical Bid)**

S. No.	Pre-Qualification Criteria	Complied/ Not Complied	Remarks/ Deviation (If Any)
1.	The bidder is a Government Organization / PSU / PSE / partnership firm or a Company under Indian Laws		
2.	The bidder is in existence for minimum 5 years (upto 31 <sup>st</sup> March 2017) in the business of IT facility management services		
3.	Having defined service call escalation matrix (Level-2 onwards) to ensure support on Technical & Administrative issues arising out of the operations at premises. (Included with Technical Bid)		
4.	Having minimum turnover of more than Rs. 30.00 lakh/year basis from Indian operations at least during last 03 consecutive years.		
5.	The bidder should have an experience to execute the similar work of FMS in Government/PSU /MNC/listed co. (Annexure-II Submitted).		
6.	Compliance for minimum wage guidelines issued by <i>Ministry of Labour</i> for <i>Highly Skilled</i> Manpower for placement in city like <i>Durgapur</i> .		
7.	Bidder has their permanent office or workshop at Kolkata/ Durgapur/ Asansol.		
8.	List of reputed Clients (Any Lab of CSIR, Central Govt./Autonomous bodies etc), served during last 3 years for IT Facility Management Services, are submitted in Annexure-II.		

Signature  
Company Seal with Date

Annexure-IV

**List of Personnel proposed to be deployed as Resident Service Engineer (To be submitted during signing of the Contract Agreement)**

S. No.	Name and Designation	Qualification/ Certification	Whether the employee is permanent/ direct employee of bidder?  (if yes, supply PF record)	Years of experience and Area (Computer Networks, Copper Cabling, Fiber Cabling, Splicing, L3 Switch, Router etc.)	Proficiency Level  (Level-I, Resident Engineer)    (Level-2, for call escalation support)