BID DOCUMENT

FOR

SELECTION OF FIRMS / AGENCIES FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) OF LOCAL AREA NETWORK (LAN) NODES AT THE OLD AND NEW SECRETARIAT, BABUPURA

GOVERNMENT OF MANIPUR
DEPARTMENT OF INFORMATION TECHNOLOGY
Website: http://ditmanipur.gov.in; email: dit-mn@nic.in

DATA SHEET

Sl. No.	Particulars	Description
1.	Document Reference Number	IT/3/2020-DITC-DIT
2.	Date of Tender	D
3.	Bid Inviting Authority	Department of Information Technology, Government of Manipur
5.	Earnest Money Deposit (EMD)	Rs. 25,000/- (Rupees twenty-five thousand only)
8.	Last Date & Time for submission of online bid	D+10 by 1:00 PM e-Tender Portal **https://manipurtenders.gov.in**
9.	Opening of Technical Bid	D+10 at 1:30 PM
10.	Tender document available and subsequent clarification/Modification/Corrigendum, if any	e-Tender Portal **https://manipurtenders.gov.in**
11.	Validity	Minimum 180 days from the due date of submission of bid as mentioned in this tender or the subsequent corrigendum (if any)

Introduction

The Government of Manipur has shifted the Civil Secretariat to the New Civil Secretariat at Mantripukhri. In this regard, various Line Departments/Agencies are being gradually shifted to the Civil Secretariat at Babupura. The IT Department has been entrusted with the responsibility of providing internet connectivity to the Departments/Agencies being shifted to the Civil Secretariat at Babupura.

Brief Description of the Work

Provision of Comprehensive Annual Maintenance Contract (AMC) of Local Area Network (LAN) nodes at the Old and New Secretariat, Babupura.

Bidders Eligibility

Sl.	**Requirement**	**Relevant Document**
1	The bidder should be a registered firm/company/partnership/proprietorship	Certificate of Incorporation/Registration Certificate
2	The bidder should have an experience of at least 5 years as on 31st March, 2026 in IT related projects	Work Orders/Completion Certificates
3	The bidder should have experience in successful implementation of AMC for at least 1 (one) project with at least 100 nodes of LAN	Copies of Work Orders/Performance Certificates
4	Average annual turnover of 50 lakh in last 3 financial years (**2023-24/2024-25/2025-26**)	Audited Financial Statements/CA Certificate
5	GST registration	GST Registration Certificates
6	The bidder should have the following number of manpower: a) System Administrator (Minimum1 manpower) b) Network Engineer (Minimum 5 manpower)	Undertaking/Employee List with present place of posting
7	Not blacklisted by any Government agency	Self-declaration on company letterhead
8	Local presence or Ready to establish office in Manipur	Address proof or undertaking

Note: Relevant document as per eligibility criteria should be furnished in technical bid.

Instructions to Bidders

Earnest Money Deposit (EMD)

a) Earnest Money Deposit of Rs 25000/- (Refundable) shall be submitted online. No other mode of payment shall be accepted. The bidder shall furnish payment receipt details including UTR No./Transaction ID/date/ Amount/Bid No. etc. along with the bid.

1.	**A/c Name**	DIT Maintenance Account
2.	**Name of the Bank and Branch Details**	State Bank of India, Secretariat Branch
3.	**Bank A/c Number**	44305427123
4.	**Account Type**	Current
5.	**NEFT/IFSC Code**	SBIN0004562

a) Bidders registered under MSME shall not be exempted from submission of Earnest Money Deposit (EMD).
b) Bids submitted without EMD will stands rejected. No interest is payable on EMD.
c) The EMD of unsuccessful bidder(s) will be returned within one month from the date of the placing of the final order on the selected bidder.
d) The EMD for successful bidder shall be refunded without any interest after submission of Performance Guarantee as mentioned later in this document.
e) However, if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidder

TERMS & CONDITION:

1. In order to visualize the type of work contemplated and scope of work involved, the bidder will survey and form an idea about the WORK involved.

2. The comprehensive maintenance will be carried out at Old & New Secretariat premises or wherever the LAN Nodes & Switches have been installed. In case the Agency feels that the equipment cannot be repaired at Old & New Secretariat premises, it will take out and deliver back the equipment at their own cost and risk to get it repaired promptly and provide standby forthwith.

3. The Agency shall check the LAN, switches, cables and other equipment etc. every month and submit a report to the DIT, Manipur. In case of failure to do so a penalty of Rs.500/- shall be imposed on every default and penalty will be adjusted against pending payment.

4. In case, Switch is not repaired or standby is not provided within 3 hours, DIT, Manipur will levy a penalty @ Rs. 1,000/- per day and penalty will be adjusted against pending payment.

5. Each complaint must be attended and fixed within 3 working hours. If repair/replacement of the component requires time then an alternate temporary arrangement must be provided by the Agency.

6. In case, the LAN Node is not repaired within the 3 hours, DIT, Manipur will decide to levy penalty @ Rs. 500/- per day and penalty will be adjusted against pending payment

7. The penalty will be imposed automatically with no separate prior notice issued to Firm/Agency beyond the permitted attending & rectification time

8. Repair of cut UTP & OFC cable (partial or full) due to fire, digging, rodent and any accidental damage will be covered under AMC.

9. Preventive maintenance of LAN may be carried out quarterly in order to forestall any major failure of LAN.

10. The party shall execute job within stipulated period failing which DIT reserves the right to get the work done from any other agency at sole risk and cost of the party. The amount will be deducted with penalty from the Firm/Agency's bill.

11. All obligations arising of labour deployment, labour laws to meet the necessary statutory requirement would solely lie on the Firm/Agency. Firm/Agency would be solely responsible for safety and security of his manpower and materials.

12. Any damage or loss caused to equipment due to negligence, mishandling shall be made good by Agency by replacing equipment/item of same make and specification.

13. The Agency shall maintain and use genuine/original components for replacement wherever needed with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with similar/superior quality of the items/parts/components and must carry at least one year warranty.

14. The Agency shall depute at least **2 (two)** of its qualified service engineers during working in the office premises of DIT, Manipur for attending day-to-day complaints. In case of emergency, the services for qualified service engineers can be asked for if required on Sundays & gazette holidays without any extra charges. If necessary, the Agency shall depute more personnel as requested by DIT, Manipur. The Agency will sign an undertaking in this regard. Format of the undertaking is at Annexure-I

15. The AMC will be valid for one year but it may be extended/renewed on mutual agreement.

16. The successful bidder will be responsible for compliance of all the applicable laws and obligations arising out from the action of providing services of all resources.

17. The successful bidder will not seek escalation in the rates quoted during the contract period.

18. If the successful bidder fails to provide satisfactory performance, DIT shall be at liberty to terminate the contract. DIT reserves the right to cancel the tender at any point of time.

19. All disputes will be settled in the jurisdiction of the Imphal Court only.

Scope of the work

1. Comprehensive Annual Maintenance Contract (AMC) of Local Area Network (LAN) nodes at the Old and New Secretariat, Imphal

2. Troubleshooting of network unavailability including rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC.

3. Assigning / resetting of network address to network devices.

4. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.

5. Enabling of a network point by replacing the existing UTP cable (including terminations at both ends) with necessary related works to upkeep & maintenance of the link, joining of cable using coupler/connectors, re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.

6. Labeling of cables from the jack panel to I/O box

7. To manage, configure & troubleshooting for almost 100 % availability of present switches & UPS

8. Installation of new node. On completion of work, the project may be documented with detailed diagram of cable route map, jack panel and I/O details, labeling scheme, etc. and shall be submitted to officer-in-charge of IT Department

Arbitration:

i. In the event of dispute and difference arising between Department of Information Technology and Agency, the same shall be discussed in the first instance between the representative of the Agency and DIT.

ii. If the dispute is not settled amicably, the matter shall be addressed by the aggrieved party to the authorised signatory of the other party within 21 days of arising of such claim. If the issue is not resolved within 30 days of receipt of the claim by the respondent party, the aggrieved party shall refer the claim for arbitration to the Administrative Secretary of DIT within 10 days after the passage of this time. The Administrative Secretary, DIT would appoint the sole Arbitrator / a panel of Arbitrators for the dispute whose decision shall be final and binding on both the parties. Arbitration proceedings will be assumed to have commenced from the day a written and valid demand for arbitration is received by the Administrative Secretary, DIT. The place of arbitration will be Imphal. Wherever applicable, the provisions of the Arbitration and Conciliation Act, 1996 shall apply.

Force Majeure:

If the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, casualty, riots, sabotage, accident, lack or failure of transportation facilities, flood, war, civil commotion, terror attack, lightning, Blockade, acts of God, any law, order or decree of any government or subdivision thereof or any other cause similar to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused from

performance hereunder to the extent and for the duration of such prevention, restriction or interference.

Governing Law:

This Agreement and the obligations of the parties hereto shall be interpreted, construed and enforced in accordance with the internal laws of India, without giving effect to the conflict of laws / principles thereof. Any legal dispute arising out of this contract will be settled at Imphal only.

Indemnity:

The selected bidders shall keep the Customer fully indemnified against all actions, claims, proceedings, costs, damages and all legal costs or other expenses and losses incurred or suffered by the Customer arising directly or indirectly out of or in relation to:

(a) any breach of any terms of this Agreement (including but not limited to any claim or action by a third party alleging infringement of any intellectual property rights of such third party); or

(b) any claim by third party (including without limitation claims by any employee or agent of the Service Provider or the general public) for any damage, injury, loss or accident sustained in relation to the Service Provider's performance of the Contract, provided such damage, injury, loss or accident is not caused by the gross negligence or wilful default of the Service Provider.

FORMAT FOR SUBMISSION OF FINANCIAL BID

Name of tendering
Company/Firm/Agency:……....

SL.NO	Description	Quantity	Unit Price	Amount (in Rs.)

1	**LAN Nodes**	**1**		
2	**Switches (Cisco) 24 ports**	**6**		
3	**Switches (D-link) 8 ports**	**10**		
4	**Installation of additional LAN node with one year maintenance (rates should include all types of cables/cabling charges per meter & other fixtures).**	**1**		
5	**Installation of NMS software**	**1**		
TOTAL (1+2+3+4+5)				

Note:

i. Rate quoted should be inclusive of taxes and duties and all other costs.
ii. The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted
iii. The Agency will provide a copy of installation of new node to IT Department signed by the employee of the Department/Agency countersigned by the field engineer.

Date:……..
Place: …….

Signature of the Bidder
Name:
Designation: (Seal)

Annexure-I

Undertaking

I, …… do hereby agree that in the event of any critical requirement for rectification of Secretariat LAN, I am willing to depute more Network personnel as decided by Department of Information Technology until the issues of the Secretariat LAN are resolved.

(Signature of the Bidder)
……
…….
Name
Seal
Date: