

TECHNICAL SPECIFICATIONS AND OTHER ALLIED REQUIREMENTS

Sl No.	Description of items	Quantity
PUR/300/ITG/AP/AMC/2021-22		
01.	Facility Management Services (FMS) for Campus-wide Computer Network (LAN/WAN) at CSIR-CMERI, Durgapur (Details specifications are as per below ANNEXURE A)	01 Lot

1. CONTRACT PERIOD

- 1.1. As mentioned in ANNEXURE A

2. PAYMENT TERMS

- 2.1 Payment shall be made on quarterly basis against submission of GST invoice duly supported by a certificate issued by the Information Technology Group, CSIR-CMERI stating that the services have been performed satisfactorily during the quarterly period.

3. PERFORMANCE SECURITY

- 3.1. Performance Security equivalent to the one quarterly Invoice value is to be furnished by the supplier within 21(twenty-one) days from the date of Work Order and it should remain valid for a period of 60 (sixty) days beyond the contract period.

4. BID SECURITY DECLARATION

- 4.1. Bid Securing Declaration in Company's Letter Head and duly signed by the authorized personal of the Bidder shall be provided by the supplier as per our format.

5. PRE-QUALIFICATION CRITERIA

- 5.1 As mentioned in Annexure A

CSIR-CENTRAL MECHANICAL ENGINEERING RESEARCH INSTITUTE, DURGAPUR
Facility Management Services (FMS) for Campus-wide Computer Network (LAN/WAN)

11th January, 2022

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 1st March 2022, 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 3rd 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 Commercial 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 December 2021) in the business of IT facility management service (**Document Required: Certificate of Registration/ equivalent**)
- Aggregate turnover of 2.50 Crore during past 3 years (with minimum Rs. 50 lakh per year for the past 5 Years) (**Document Required: Copies of Balance Sheets**)
- The bidder should have an experience in handling similar FMS of Rs. 5.00 Lakhs or more in a single order in Government/PSU (**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, Service Tax registration and PAN number (**Document Required: Copy of GST registration, service tax registration certificate and PAN certificate**)
- The bidder should comply the minimum wage guidelines by Ministry of Labour & Employment (Govt. of India) for skilled manpower in terms of payment made to resident service engineers (**Document Required: Duly filled Annexure-II B of the Tender Document**)
- 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**)

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Scope and Deliverables:

- 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)
- Troubleshooting, fault detection and re-splicing of fiber cables, fiber patch cords, LIU and other fiber connectivity components on need basis
- 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
- Monitoring and report preparation for Gateway Firewall, Bandwidth Usage Monitor Appliance, Load balancer and Routers
- Usage monitoring and 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
- Maintaining minimum 99% uptime for campus-wide network system

Terms and Conditions:

(i) Decision of Lowest Bid

1. 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.
2. The cost breakup must be supplied with the commercial bid in Annexure-V, disclosing the details like amount kept for "Expert Support" and "Company Overhead and Margin", without which the commercial bid is liable to be rejected.

(ii) Period of Contract

Contract will be initially for a period of three years, tentatively starting from 1st March 2022 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 EMD/ security deposits.

(iii) Performance Guarantee

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

(iv) Payment Terms

CMERI will only release the payment based on due certification by IT on satisfactory performance & compliance to the above mentioned stipulations. Payment will be released on quarterly basis. Service related bill must be raised by the vender on monthly basis including documentary evidence in support of payment disbursement to the resident engineer & others statutory dues to him, Gol & Govt. of WB.

(v) **Resident Engineers**

- 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-VI 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 poses better skill and expertise than Level-1 engineer. In case any problem can't be solved by Level-I engineer within 48 hours, Level-II support must be called on to resolve the issue. The relevant cost of such special support must be included in the Item No-2 of Annexure-V (Commercial Bid).
- b. Resident engineer should be skilled enough to take his own decision and perform their duty independently & take necessary decision as deem fit.
- 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 of the Resident Engineers can be arranged by CSIR-CMERI at its residential colony subject to 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) **Revision of Cost**

CMERI reserves the right for the revision of the contract amount based on increase of manpower cost in accordance with the Ministry of Labour notification upon receiving such request from the vendor or other sources such as government notifications as applicable.

(viii) **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-splicing work/ 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.

(ix) **Attendance of Service Call**

• **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 within 02 working hours and resolve the issue.

• **Call Escalation**

In case any problem can't be solved by resident engineer within 48 hours, Level-II 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.

(x) **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 or 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 @ 0.5% 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 machines 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 EMD/performance 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, Wi-Fi etc.

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 _____

P.P.

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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. Sales Tax Number	
8. PAN Number	
9. Copy of Trade License	
10. Copy of GST clearance 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-III	
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.	
15. Salary details of Proposed Resident Engineer, Annexure-II	
16. Commercial Bid, Annexure-V	

Signature
Company Seal with Date

P. Pal

[Signature]
11/01/2022

Annexure-I

Current Network Inventories

Sl. No.	Item	Make	Model	Quantity*
1.	Network Switches	3COM	5500	02
			4500	22
			2226	11
		Extreme	X430	05
			X440	01
		HP	A5120	02
		H3C	S5500	02
		Zyxel	GS2200	08
		HP- ARUBA	2530	05
		HP-E	1420	01
		HP E	1920-S	08
2.	Network Active Nodes	Molex	-	610
3.	VLAN Segments	-	-	21
4.	Wi-Fi Switches	Cisco	WS-C2960CX-8PC-L	14

* 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

**Proposed Salary Structure to be paid to Resident Service Engineers
(To be submitted with Technical Bid)**

Head of Account	Amount (Rs.)	Remarks (If Any)
• Monthly Salary for Resident Service Engineer		
• PF Contribution (Employer's part)		
• Medical/ ESI Contribution (Employer's part)		
• Bonus Admissibility		
• Others allowances including Mobile Bill reimbursement, TA/DA, Overtime etc.		

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Annexure-III

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 1. FMS for Campus Network 2. Configuration of Layer-3 & Layer-2 Network Switches 3. Network Administration 4. None of above	Total Value (in Rs.)
		From	To			
Completed Work						
Work in Hand						

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

P.P.

[Signature]
11/01/2022

Annexure-IV

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 st December 2021) 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. 50.00 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 (Annexure-III Submitted).		
6.	The salary details including other dues admissible to the proposed qualified resident engineer has been submitted in Annexure-II.		
7.	Compliance for minimum wage guidelines issued by Ministry of Labour for Highly Skilled Manpower for placement in city like Durgapur.		
8.	Bidder has their permanent office and workshop at Kolkata/ Durgapur/Asansol.		
9.	List of reputed Clients (Any Lab of CSIR, Central Govt./Autonomous bodies etc), served during last 3 years for IT Facility Management Services, is submitted in Annexure-III.		

Signature
Company Seal with Date

P.P.J.

11/01/2022

Annexure-V

Schedule for Price Bid

(To be submitted as Commercial Bid)

Name of the Firm: _____

Address: _____

E-mail: _____ Phone/ Fax: _____

S. No.	Head of Account	Amount (Rs.)	Total Amount for 1 Year	Remarks (If Any)
1.	Total Manpower Cost (A)			
	• Monthly Salary for one Resident Service Engineer with relevant experience and			
	• PF Contribution (Employer's part)			
	• Medical/ ESI Contribution (Employer's part)			
	• Bonus Admissibility			
	• Others allowances including Mobile Bill reimbursement, TA/DA,			
2.	Other FMS Cost (B)			
	• Superior/ Expert senior's visit (at least one per qtr.) basis with unlimited			
3.	Overhead & Profit Margin (C)			
	• Other Company Overhead & profit margin (____% of A+B)			
4.	Total Cost to Contractor (Rs.)(D = A+B+C)			
5.	Service Tax (____% of D) (E)			
6.	Total Cost of Contract per Year (F=D+E)			

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Total Bid Cost (INR): _____

I hereby agree to abide by the terms and conditions as follows for the final decision on the bid-

1. The commercial bid in any other format than above (Annexure-V) will be liable for rejection, for which the bidder is solely responsible.
2. All of the information are duly provided in its proper place, in absence of which commercial bid may be summarily rejected without seeking any further clarifications from the bidder.

Date _____

Signature _____
Name _____
Designation _____
Seal _____

Annexure-VI

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-1, Resident Engineer) (Level-2, for call escalation support)

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11/01/2022