

**GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
VIKRAM SARABHAI SPACE CENTRE (VSSC)  
THIRUVANANTHAPURAM**

## **Tender for Non Comprehensive AMC of Campus Networks**

**Bids to be submitted online**

**Tender No.: VSSC/PURCHASE UNIT I (MAIN PURCHASE)/VS202400058101 dated  
01-05-2024**

## A. Tender Details

Tender No :	<b>VSSC/PURCHASE UNIT I (MAIN PURCHASE)/VS202400058101</b>
Tender Date :	<b>01-05-2024</b>
Tender Classification:	<b>SERVICES</b>
Purchase Entity :	<b>PURCHASE UNIT I (MAIN PURCHASE)</b>
Centre :	<b>VIKRAM SARABHAI SPACE CENTRE (VSSC)</b>

## Non Comprehensive AMC of Campus Networks

PLEASE NOTE THE FOLLOWING WHILE SUBMITTING YOUR OFFER:-

- 1) Last minute clarification on tenders will not be entertained.
- 2) This is an E Tender. Hence Postal/Fax/Email tenders will not be accepted. Offer shall be submitted through our E-procurement portal.
- 3) Before submission of bid, the bidder should study all the terms and conditions mentioned in the tender document along with the files attached with the tender.
- 4) Please attach the pdf format of your offer also.
- 5) For any clarifications regarding this tender, your query should be sent to [ps02\\_main\\_pur@vssc.gov.in](mailto:ps02_main_pur@vssc.gov.in) Ph: 0471 2563523 clearly mentioning the tender number, within the time period specified in the tender.

### A.1 Tender Schedule

Bid Submission Start Date :	<b>01-05-2024 10:00</b>
Bid Clarification Due Date :	<b>10-05-2024 10:00</b>
Bid Submission Due Date :	<b>21-05-2024 10:00</b>
Bid Opening Date :	<b>21-05-2024 10:01</b>

## **B. Tender Attachments**

### **Technical Write-up/Drawings**

**Document : Scope of Work**

**Document : Service call report - Format A**

### **Instructions To Vendors**

## C. Bid Templates

### C.1 Technical Bid - Non Comprehensive AMC of Campus Networks

#### 1. AMC - Non Comprehensive AMC for Campus Networks

##### Item specifications for AMC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Period of Contract	The contract shall be valid for a period of Two years from the date of purchase order.	-		
2	Extension or short close	VSSC reserve the right to extend the same for further periods at the same rate, terms& conditions on mutual agreement. VSSC also reserve the right to short close the same by giving one-month prior notice in writing without any financial obligations on VSSC side.	-		

3	Scope of work	<p>1. The upkeep and maintenance of all network nodes and devices in the campus network of VSSC are covered under this AMC</p> <p>2.All the network service calls will be managed through IT helpdesk software of VSSC. Access will be provided to AMC engineers to view and update the status of the service calls.</p> <p>3.All the network service calls should be attended within 6 working hours and shall be resolved / escalated within 16 working hours failing which will attract SLA.</p> <p>4.The network devices for replacement will be provided by VSSC.</p> <p>5.5Vendor shall ensure availability of necessary tools like Wire Tracker, Network Analyzer, OTDR, crimping tool, soldering iron, screw driver set etc. for all the AMC staff.</p>			
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4	Posting of service personnel	<p>1. Four service personnel should be posted at VSSC</p> <p>2. The service personnel should be the regular staff of the company (undertaking AMC) with B Tech or three-year Diploma qualification in Electronics &amp; Communication Engineering/ Computer Engineering/ Computer Hardware maintenance/ Electrical Engineering with CCIE/CCNP/CCNA/JNCP certification and expertise in network maintenance with minimum two years of experience in network maintenance support in the company.</p> <p>3. The copies of the certificates/credentials of the personnel should be produced for verification before employing on the contract.</p> <p>4. The working days and time will be same as that for VSSC. However, the service personnel are also expected to work beyond office hours/ on holidays in case of an emergency, for which the contractor has to take prior permission from the Department as per the rules in vogue.</p> <p>5. The deputed engineers should obtain Police Clearance Certificate (PCC) for getting employed on the contract</p> <p>6. The contractor should provide contact details of the service engineer like</p>			
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		address, landline phone numbers, fax numbers, mobile numbers, etc., to the Department			
5	Responsibilities of the service personnel	<p>1. The deployed engineers shall remain responsible for Preventive and break down maintenance of the campus network system anywhere in VSSC</p> <p>2. Periodical database back up and preparation of weekly, monthly and quarterly report on system performance in the prescribed format.</p> <p>3. Any other related work assigned by Department from time to time.</p>	-		

6	Service Level Agreements and Penalty Clauses	<p>1. In case of a default by the contractor in employing the service personnel as above, pro-rated reduction in payment will be made from the bills, in which case the decision of the Department shall be final. Pro-rata reduction will be done for days for which man support is not made available. Ten days leave (maximum) will be allowed for an individual in a year without reduction of payment.</p> <p>2. All network service calls should be attended within 6 working hours and shall be resolved / escalated within 16 working hours. Failure of resolving/escalating within 16 hrs leads to deduction of 0.1% of monthly AMC Charges per service call.</p>			
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7	Other points	<p>1. All logistic support like transportation required for the service personnel should be the responsibility of the contractor.</p> <p>2. DOS/ISRO reserves the right to disqualify any engineer deputed for various reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience, doubtful credentials/integrity, etc., in which case the contractor has to replace with a substitute immediately.</p> <p>3. In the event of the damage to DOS/ISRO property or injury to DOS/ISRO personnel due to negligence on part of contractor, liability shall solely rest with the vendor, who will be liable for appropriate compensation as determined by DOS/ISRO.</p> <p>4. The contractor should take adequate care for the safety of their personnel deputed for this contract. DOS/ISRO shall not be liable for any risk and compensation to their personnel.</p>			
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8	Non-Disclosure Agreement (NDA)	The contractor or the service personnel deputed by them shall maintain absolute secrecy and security of the data stored on various computing systems at DOS/ISRO. The data/information provided by DOS/ISRO from time to time, are for the execution of this work only and should not be used/ copied/reproduced/p ublished in any form or disclosed to a third party. Towards this, the contractor is required to sign a Non-Disclosure Agreement (NDA) with DOS/ISRO.	-		
9	Spares	The spare parts if any required for maintenance shall be provided by VSSC. All spare parts removed from the system being VSSC property, the same shall be left with the Division concerned.	-		
10	Charges	As detailed in the order. The rates shall remain firm and fixed till the completion of the contract period.	-		

11	Payment	Payment shall be made on monthly pro-rata basis after satisfactory completion of each maintenance visit with SLAs imposed if any, invoice and Service Call Report as per Format- A duly certified by the Contact Person and approved Division Head/Group Head/Group Director shall be sent to the Accounts Officer, Centre Accounts, VSSC for arranging Payment. No other mode of payment shall be entertained. vendor has to furnish the RTGS details in the invoice or separately			
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**Common Specifications (Applicable for all items)**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Scope of Work Attached	Compliance required	Yes / No / Explain		

**Supporting Documents required from Vendor**

**1. Essential certificates as per Scope of work**

**2. Company registration certificate**

**3. Quotation in PDF format**

5 additional documents can be uploaded by the vendor

## C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	This indent is for service related works	Yes / No / Explain	
2	PERIOD OF CONTRACT: - The Contract shall be valid for a period of 2 years from the date release of PO. However, VSSC reserves the right to extend the same for further periods at the same rates, terms & conditions on mutual agreement. VSSC also reserves the right to short close/terminate the Contract by giving one month prior notice in writing if the performance of the Contractor or their workforce is found to be unsatisfactory during the currency of the Contract, without any financial obligations on VSSCs side.	Yes / No / Explain	
3	SYSTEM DETAILS: As per the Tender and attached Technical terms if any.	Yes / No / Explain	
4	SCOPE OF WORK: As detailed in the tender.	Yes / No / Explain	
5	CHARGES: - Please quote your lowest charges for the above system valid for period mentioned in the tender Percentage of GST, if any payable shall be shown separately along with applicable HSN code. The rates shall remain firm and fixed till the completion of the entire contract period.	Yes / No / Explain	

6	<p>SPARES: For Non-comprehensive AMC, the spare parts if any required for maintenance, shall be provided by VSSC. However, if the spares are not readily available with VSSC, but are available with the Contractor, the same shall be supplied with prior approval from the concerned Contact person duly certified by the respective Approving authority for which payment will be made extra against production of documentary evidence.</p> <p>Replacement of spare parts may be routed through stores only and removed parts may be handed over to stores.</p> <p>Price list of Essential Spare Parts for the Machine shall be submitted along with your quotation without fail. Please specify applicable percentage of GST for Spares along with HSN code</p>	Yes / No / Explain	
7	<p>PAYMENT: - Payment shall be made on MONTHLY Pro-rata basis after satisfactory completion of each maintenance/visit. No other mode of payment shall be entertained.</p>	Yes / No / Explain	
8	<p>DOWN -TIME COMPENSATION: - All network service calls should be attended within 6 working hours and shall be resolved / escalated within 16 working hours. Failure of resolving/escalating within 16 hrs leads to deduction of 0.1% of monthly AMC Charges perservice call.</p>	Yes / No / Explain	
9	<p>SECURITY DEPOSIT :- In case of an order, the Contractor shall submit an interest free security deposit equivalent to 3% of the annual contract value in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee or Insurance Surety Bond towards performance of the Contract. This Security Deposit shall be refunded after due performance of this Contract or shall be adjusted/forfeited against any dues. Please note that after 31/03/2023, Security Deposit will be 10%, or as per Government of India revised guidelines.</p>	Yes / No / Explain	
10	<p>ADDITIONS &amp; DELETIONS- VSSC reserves the right to add/delete any number of same type of system during the currency of the Contract as per the agreed rates.</p>	Yes / No / Explain	

11	<p>SUBLET OF CONTRACT: - The Contractor shall not sublet, transfer or assign the Contract or any part thereof without VSSCs prior written approval.</p>	Yes / No / Explain	
12	<p>FALL CLAUSE- The maintenance charges quoted by the Contractor shall in no event exceed the lowest charges at which the Contractor maintain system(s) of identical description to any other party(ies) during the period of this Contract. If at any time, during the said period, the Contractor reduce the maintenance charges of such machine to any other customer, it shall forthwith be notified to VSSC and the charges payable under the Contract for the servicing done after the date of coming into force of such reduction of maintenance charges, shall stand correspondingly reduced.</p>	Yes / No / Explain	

13	<p>ARBITRATION: - In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act (Amendment) Act 2015 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final and binding between the Parties. The applicable language for Arbitration shall be in English only.</p> <p>Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.</p>	Yes / No / Explain	
14	<p>In the event of damages to VSSCs property or injury to VSSC/Contractors personnel due to the negligence of the Contractor/ Contractors workforce, the responsibility shall solely rest with the Contractor. VSSC shall not be responsible for loss of life of the Contractor /Contractors workforce due to accidents/natural calamities</p>	Yes / No / Explain	

15	In case after award of this contract, the Contractor fail to execute the same, VSSC shall get the works done through other agencies at your risk and cost.	Yes / No / Explain	
16	The Contractor shall make their own arrangements for Transport, Canteen, Safety, Medical and other amenities for their personnel deputed to VSSC.	Yes / No / Explain	
17	The work shall be done at VSSCs site during normal working hours between 0900 hrs & 1700 hrs (Monday to Friday).	Yes / No / Explain	
18	The Contractor shall depute only qualified and trained Engineers/Technicians for attending the maintenance work and they shall be Indian Nationals.	Yes / No / Explain	
19	All necessary tools and tackles for the work shall be brought by the Contractor.	Yes / No / Explain	
20	Any loss incurred by VSSC shall be recovered from the Contractor.	Yes / No / Explain	
21	Entry Pass: - Entry passes shall be arranged by VSSC for Contractors service personnel deputed to VSSC. Based on the certification by the respective contact person and approved by respective Divison Head. Necessary Police Verification Report shall also be provided by the Contractor in respect of their personnel.	Yes / No / Explain	
22	Note1: VSSCs enclosed printed standard terms & conditions shall also form part of this tender.	Yes / No / Explain	
23	Note2: If any of the bidders submit any forged or false documents along with the tender, such tenders shall be summarily rejected and such bidders shall be blacklisted for all future tenders.	Yes / No / Explain	

### C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	AMC - Non Comprehensive AMC for Campus Networks	2.00 Yearly		-		

### Common charges (Applicable for all items)



<b>Freight charge</b>	
<b>P&amp;F Charges</b>	