

UTI INFRASTRUCTURE TECHNOLOGY AND SERVICES LIMITED

Name of the Bid: Bid for LAN/WAN Management & Network Hardware AMC for UTIITSL Branch Office Network

General Information

UTI Infrastructure Technology And Services Limited (UTIITSL) advertises regarding tenders/ invitation to bids/ invitation of Expression of Interest and other information on the website regularly. We request you to visit the website www.utiitsl.com daily for updates and download the details and respond to the tenders on a regular basis.

The Tender documents can be downloaded free of cost from the website <https://www.tenderwizard.com/UTIITSL>. However, to be able to participate in the tender, bidders are required to download tender document officially from the above website without which bidders will not be able to participate. Since this tender shall be conducted electronically, bidders are requested to go through the Special Instructions on E-Bidding given at Annexure D.

Any information to the bidders on these tenders/ invitation to bids/ invitation of expression of interest and any other information will be uploaded on this website only.

Similarly, any corrigendum's or extension of dates or change in specifications or any other information will be uploaded for the information of the public on this website only. No individual letters / emails are sent regarding this.

The tender document consists of 3 parts:

I) General Conditions

II) Special Conditions

III) Bid Form

Signature of the Bidder

PART – I
General Conditions

1. **Name of the Bid:** Bid for LAN/WAN Management & Network Hardware AMC for UTIITSL Branch Office Network.

2. **Important Dates :**

Last Date/Time of procuring of official copy of Tender Document: To be able to participate in this tender, interested bidders are required to officially procure the tender document from <https://www.tenderwizard.com/UTIITSL> before 6.00 pm on 24th November, 2019

Last date and time of raising the queries on the tender documents: The last date and time of raising the queries is before 3.00 p.m. on 11th November, 2019.

Last Date/Time of uploading of tender bids: The last date of receipt of tender bids is upto 3:00 pm on, 25th November, 2019. After this time, no bids can be uploaded.

Date of Online opening of the tender bids: The tenders will be opened on the same day i.e. the last date of the receipt of the tenders, at 3:30 pm. It is to be noted that the offline documents will be checked first to know if the Bid security / EMD is available and thereafter the bids will be opened. The process will start by opening the offline documents.

3. **Name and Address for the submission of the offline documents (documents in Hardcopy):** The offline documents should be addressed to “**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614” and deposited in the specified Tender Box at this address by the due date and time of submission in a sealed envelope. Envelope containing the documents must be superscribed as “**Bid for LAN/WAN Management and Hardware AMC for UTIITSL network**”

The Bids should be submitted online in two parts, the ‘**Technical Bid**’ and the ‘**Commercial Bid**’. The Technical bid should be complete in all respects and contain all information asked for except prices. The TECHNICAL BID should include all items with complete specification as per the set up / solution proposed by the prospective bidders. The Technical bid should not contain any price information.

4. **Bid Security / Earnest Money Deposit (EMD):** The tender should be accompanied by a Demand Draft / Pay Order / Banker’s Cheque as Earnest Money Deposit (non-interest bearing) of Rs.10,000/- (Rupees Ten

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Thousand Lakh Only)

The Earnest Money Deposit should be paid by way of Demand Draft/ Pay Order in favour of “UTI Infrastructure Technology And Services Ltd, Mumbai”.

For unsuccessful bidders, the same instrument may be returned without encashing. However, the Bid Security / EMD of successful bidder will be returned on completion of project.

This Bid Security / EMD should be kept in a separate cover **superscripted as “Bid Security /EMD”** and kept into the envelope containing offline documents.

If the Bid Security / EMD is not submitted then UTIITSL reserves the right to reject the bid.

The Bid Security / EMD may be forfeited if the bidder fails to honour the terms and conditions of work order placed on the basis of the tenders or does not start the work or does not supply the goods or does not render the services or fails to enter into an agreement, as the case may be, which in the opinion of UTIITSL may delay or adversely affect the contract. Bid Security / EMD may also be forfeited if bidder fails to provide the correct pass-phrase.

5. **Bank Guarantee:** For successful bidder/s a Bank guarantee of appropriate amount as decided by UTIITSL will have to be given by the bidder at the time and date specified by UTIITSL. The EMD would be returned thereafter.
6. **Validity of the bids:** Generally, the bid will be valid for a period of Ninety days (90 days) from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent. However, in case of rate contract, the rates will be valid for a period of minimum ONE (1) Year, extendable by mutual consent for two more years. The agreement which would be entered into with the bidder / vendor or the work order which would be issued to the bidder / vendor would define the validity of the rates more specifically and that would be overriding this clause. In case of rate contract, the Purchase Order will be issued as and when the requirement arises. This may be treated as rate contract.
7. **Authorized Signatory:** The bid can be submitted online by OEM / OEM Authorized Channel Partners / Solution providers. **The Bid shall be submitted under Digital Signature of person duly authorized to bind the Bidder to the Contract.**

The Bid can be so signed and forwarded by bidder or bidder's representative.

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The Representative will have to enclose the Letter of Authority/ the Power of Attorney (POA) **duly executed by the bidder as offline document**, otherwise the offer is liable to be considered null and void at any stage as per the decision of UTIITSL. This POA shall empower the representative for all actions related to this bid as required from time to time. All actions by the representative in relation to this bid shall be binding on the Organisation for whom the bid is submitted.

8. **Conditions for offline documents sent by post/courier:** The offline documents may also be sent by post/courier to reach before the scheduled date and time as indicated above. The following are essential conditions to be followed for the documents sent by post, failing which the tender may be treated invalid:
- A. Offline Documents should be preferably sent by Speed Post or Registered Post or by depositing in the “Offline Documents Box”.
 - B. Document duly superscribed, should be sent only to the address mentioned as above,(i.e.“**Deputy Vice President (IT)**, UTI Infrastructure Technology And Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400 614”),if sent by Speed Post or Registered Post.
 - C. Acknowledgement will be given to Department of Post only for documents sent by Speed Post and Registered Post.
 - D. UTIITSL takes no responsibility for any tender not submitted in time.
 - F. UTIITSL takes no responsibility for offline documents not reaching at all.
 - G. UTIITSL takes no responsibility for offline documents received in torn, opened or mutilated conditions. Such documents may not be accepted at all and are liable for rejection.
 - H. In case of offline documents received in proper condition by UTIITSL, the role of UTIITSL is limited and restricted to putting the same in the appropriate” Offline Documents Box” if the aforesaid documents are received in time as stipulated in the conditions laid out.
 - I. It is, therefore, advised that prospective bidders should deposit the offline documents directly in the “Offline Document Box” to avoid any delay in submission or to avoid any tearing / accidental opening during sending by post.
 - J. Envelope, containing offline documents should be superscribed as advised above. Envelopes, which are not superscribed, or not addressed may not be considered.

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K. Envelopes, which are not addressed properly, may not be considered.

9. **Caution:** This is to be remembered that this is an e-tender and any tender document like bid, etc. if physically deposited in the "Offline Documents Box" would not be considered. The bid would be only considered when it is e-tendered. The physical offline documents are the supporting documents which cannot be uploaded and therefore be deposited in the "Offline Documents Box", however, **in no case should the bid per se may be deposited in the tender box.**
10. The authorized signatory of the Bidder is required to digitally sign on all the pages and submit the technical bid and financial bid as a token of acceptance of all the terms and conditions of the tender.
11. **The Bid submitted by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder and the UTIITSL shall be written in the English language. Any printed literature/certificate/any other document furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purpose of interpretation of the Bid the English translation shall prevail. In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of bidder's country shall be submitted by the bidder whenever demanded by UTIITSL.**
12. **The price quote figure / amount shall be quoted in the financial bid only and not in the Technical Bid.**
13. **No price quote figure/ amount shall be quoted in the supporting Offline Documents which are to be deposited in hard copy.**
14. In the **offline documents** all the over writings should be duly authenticated by signing beside such over writings. Any cutting made while filling in the forms would have to be authenticated by signing beside such cuttings, failing which the proposal is liable to be rejected.
15. The bid form which is to be filled by the bidder should be taken from the web site **<https://www.tenderwizard.com/UTIITSL>** and no attempt should be made for any changing or correcting it in any manner. It is clarified that only the conditions as appearing in the original bid form as uploaded at the above site will be treated as valid. If there are any changes / corrections in the form, then it is liable to be considered invalid.
16. Interpretation and decision by UTIITSL on the terms of the tender will be final and binding.

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17. All the conditions of the tender and the advertisement in the press (if advertisement released) will form a part of the agreement.
18. UTIITSL reserve the right to call for any clarification / papers required for scrutiny from anyone including the Bidder. UTIITSL is free to take any clarification or document or certificate from the associated banks and other Bidder for scrutiny purpose or for deciding on the bid.
19. **Pre-bid Meeting:** There is no Pre-bid Meeting for this tender. The queries should be submitted online on the website <https://www.tenderwizard.com/UTIITSL>. And the answer to all the queries raised by any prospective Bidders would be uploaded on the website <https://www.tenderwizard.com/UTIITSL>. The last date of receiving queries would be 11th November 2019 afterward which no queries would be entertained. No telephonic discussion or personal meeting would be entertained.
 - a) At any time before or after the submission of Technical Bid, UTIITSL may, for any reason, whether at its own initiative or in response to a clarification request from a Bidder, carry out amendment(s) to the Bid document/ Bid process. The amendment will be made available in the website <https://www.tenderwizard.com/UTIITSL> and will be binding on the bidders.
 - b) The bidders are requested to regularly visit the website: <https://www.tenderwizard.com/UTIITSL> for any information. The final revised conditions, if any, as indicated in the corrigendum/ amendments/ clarifications/ extension/ changes regarding this tender as uploaded on the said website will be binding and may form a part of the agreement.
20. **The process:**
 - a. The Technical bids would be declared opened at 3.30 p.m. on the last day of submission of Bids.
 - b. A Tender Opening Committee of the officials of UTIITSL would be formed for opening of the bids.
 - c. The bid would be opened in simultaneous online presence of intending bidders.
 - d. The Financial Bid will not be opened on the day of opening of Technical Bids.
 - e. After declaration of opening of the technical bids, an evaluation of the technical eligibility of the Bidders would be carried out by the UTIITSL Technical Evaluation Committee, thereafter a Technical Evaluation Report shall be prepared which shall detail the qualified/ disqualified bidders. The decision regarding qualification/ disqualification of the Bidders shall lie with UTIITSL

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and shall be final and binding on the bidders.

- f. Thereafter, the date of opening of the Financial Bid will be intimated to the qualified bidder only. This would be informed through the posting on the website <https://www.tenderwizard.com/UTIITSL>
 - g. No separate intimation would be sent. The bidders are advised to regularly visit the aforesaid website.
 - h. The financial bids will thereafter be opened by a Tender Opening Committee of the officials of UTIITSL as per the mechanism set in the e-tenders.
 - i. The Financial Bids would be opened in simultaneous online presence of intending bidders.
 - j. It is clarified that the Financial Bids will not be opened/be valid, for the Bidders who do not qualify in the Technical bids.
21. **Taxes:** The bid should generally be exclusive of all the applicable taxes, Cess and any other outgoing payable to any authority. The rates should be exclusive of any taxes. The Service Tax, GST, if applicable now, or if made applicable in future, would be on account of UTIITSL. TDS as applicable will be deducted by UTIITSL.

It is clarified that the vendor should clearly indicate the base price and other taxes/all outgoing/cess as applicable thereon. These outgoing like taxes, cess, etc. should be specified with the percentage applicable at the time of submitting the tenders so that there is clarity on the base rates and the taxes, cess, etc.

UTIITSL reserves the right to call for the clarification on the break-up of the base rate, taxes, cess and other outgoing (and their percentages, etc.) with proof, if required, as and when needed to aid to evaluate the bids.

Similarly, wherever applicable, Octroi and local taxes (entry tax, road permit) should be mentioned at actual

Similarly, wherever applicable, Excise and local taxes (entry tax, road permit) should be mentioned at actuals.

22. **Central Excise:** Only in case of the applicability of the excise duty, the bidder/ vendor merely by filling the tender form confirms that the payment to the central excise would be on his account and that if required under the applicable government law, they would get registered with Central Excise. Merely by filling in this tender, the bidder indemnifies UTIITSL of any liability from Central Excise by virtue of this contract coming into force.
23. **Insurance:** The insurance for the work carried out upto the stage of handover or insurance for the goods to be supplied upto the stage of handover and the requisite insurance policy as required by law for the personnel involved in the services to be rendered would have to be necessarily be taken by the bidder. In addition to this, the bidder should

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take insurance for any liability towards Third Party. Merely by filling in this tender, the bidder indemnifies UTIITSL of any liability on the part of UTIITSL.

UTIITSL may at its discretion take insurance policy and deduct the amount from the payment to the bidder/vendor. However, this does not absolve the bidder of his responsibility of not taking the requisite insurance policy as required. To clarify, the bidder is responsible for taking the insurance policy and is also responsible for the consequences of not taking it.

24. The liability of the work carried out or the goods supplied would remain with the bidder / vendor till such time UTIITSL takes possession of the work / goods in writing. The bidder / vendor would be responsible for any loss before taking over by UTIITSL.
25. **Safety Norms:** The bidder hereby undertakes to follow all the safety norms as specified in the law for the assignment awarded to him through this tender. The bidder, merely by filling in this tender, indemnifies UTIITSL of any consequences due to non-adherence of the safety norms as prescribed by the law. It is also clarified that any order, whether verbal or written, given by any official / representative of UTIITSL, would not be valid if it is in contravention of any safety norms prescribed by law and the bidder is advised to follow the prescribed safety norms.
26. **Agreement:** A suitable agreement would have to be entered into with UTIITSL, failing which the EMD/ the Bank Guarantee as given may be forfeited or the work order would not be issued. If the terms and conditions of the agreement are not acceptable to the Vendor, then UTIITSL reserves the right to reject the tenders. In the absence of any specific agreement, any offer made in response to this tender, when accepted by UTIITSL, will constitute a contract between UTIITSL and vendor / bidder.
27. **Right of Rejection:** UTIITSL reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
28. UTIITSL reserves the right:
 - i) To accept in its sole and unfettered discretion any tender for whole or part quantities/ part work.
 - ii) To award the contract to one or more number of bidders / vendors, either on lowest price, equal price or on different prices.
 - iii) To enter into parallel contracts simultaneously or at any time during the period of the contract with one or more tenderer(s) as UTIITSL may deem fit.

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- iv) To place adhoc order simultaneously or at any time during the period of the contract with one or more tenderer(s) for such quantity and for such jobs as UTIITSL may deem fit.
 - v) UTIITSL does not bind itself to accept the lowest or any tender and to assign any reason for non-acceptance of the same.
29. **Negotiation:** Generally, no negotiations would be carried out. However, if deemed fit, negotiation may be carried out only with the lowest bidder and if the order has to be split to more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.
30. **Testing:** UTIITSL reserves the right to get the material tested at the cost of the vendor/bidder.
31. **Samples:** Wherever required, the bidders are advised to acquaint themselves with the samples and specifications before bidding to have more clarity. For this, they may contact the designated officer to whom the tender has to be submitted as per the address given herein above.
32. **Eligibility:** The bidder should adhere to the eligibility criteria. In any case, they should have prior experience in the same area as put to bid, for supply/service to other organizations of repute. UTIITSL reserves the right to check their credentials with the organizations they have been associated with and if found incorrect, the tender is liable to be rejected.
33. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder/Bidder /contractor is required to follow all the statutory acts as may be applicable for such type of work / supply / services for which they are bidding through this tender.

It may or may not involve manpower. In case manpower is required, then the bidder merely by filling the tender confirms that the bidder has all the requisite permissions and licenses to carry out all the works as stipulated by this tender. Further, merely by filling the tender, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws in force including manpower. The bidder also confirms merely by filling the tender, to comply with any future laws that may be enforced upon by the statute.

Bidder which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the tender only if they are eligible in this respect.

Valid registrations with viz., GSTIN Registration, Sales Tax / VAT / Central Excise and with any other authorities as per requirement should be available with the vendor and be produced as and when required.

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Consequences of insufficient permissions / licenses or compliances on the part of the vendor would be to the vendor's account and the vendor merely by filling in the tender indemnifies UTI ITSL of any or all such consequences.

34. **Blacklisting/Debaring:** The bidder merely by filling the tender confirms that the bidder has not been blacklisted / debarred by any government department / Bidder , Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. The bidder is advised not to fill in the tender if they have been disqualified by any of the government Bidder .
35. **False Information:** In case if it is found that the vendor has not given the correct information and flouted any condition or the vendor does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these tenders and allied works then UTIITSL reserves the rights to cancel the work order issued to him and award his quantum of work in the manner as deemed fit. This can be done at any stage.
36. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies UTIITSL for any of the consequences arising out of non availability of any of the requisite permissions/ licenses / insurances / any other statutory permission whatsoever required for carrying out this work. Also by submitting this bid, the vendor/bidder indemnifies UTIITSL for any of the consequences arising out of noncompliance of any of the conditions laid by the statute for vendors/bidders or their representatives/ officials in carrying out this work.
37. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement.
38. **Extension of contract:** As stipulated by UTIITSL, after the period of expiry, the agreement can be extended on mutual consent for a further period of one year or upto the period till new contract comes in force with same rate as agreed earlier. However this option can be exercised only by UTIITSL.
39. **Readiness:** The Bidder should have ready to deliver goods and services. The Bidder should ensure that the manpower/ machine/materials are procured well in time to ensure quality of work and adherence to the time period and the work / supply / service is not interrupted / delayed irrespective of volume assigned.
40. **Delay:** The supply and installation period stipulated is **Two Weeks** from the date of work order. If the Bidder does not start the work or if it is felt at UTIITSL that the pace of work is slow and is likely to delay the work/ service / supply, UTIITSL reserves the right to terminate the contract, levy

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the penalty and also reserves the right apart from legal remedies available, to carry out such work / service / supply at the risk and cost of the contractor / bidder.

41. **Right to reject the work/ service which is not as per the specifications or the terms:** UTI ITSL has right to reject the work/ services if they are not found to meet the specifications laid out or are not as per the terms of the tender / work order. No Charges will be paid for the defective work. UTIITSL reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.
42. **Penalty:** UTIITSL reserves the right to levy penalty at its discretion for the delay in execution of the work/ delay in supply/ delay in service. The penalty amount would be one percent of the amount put to tender per week subject to a ceiling of 10%. This penalty would be more clearly specified in the agreement to be entered into.
43. **Termination of Contract:** In case it is found that the work/supply/service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then UTIITSL retains the right to terminate the Contract with the selected vendor and in such case, the Vendor will not be entitled to claim any damages from UTIITSL or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.

As also UTIITSL reserves the right to terminate this contract if it is established on the basis of price discovery that it would be beneficial for UTIITSL to go in for a fresh contract.

The Contract could be terminated with one day notice.

44. **Volume/Quantity of work:** Volume/Quantity is only indicative and the same may vary as per the requirement of UTIITSL. The volume indicated is for for the period specified in the work order / tender. The work order would be more specific and binding.
45. **Confidentiality:** The Bidder shall maintain strict confidentiality of all the documents, information, data coming in possession of the Bidder as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Bidder .

Only if applicable to this tender, the Bidder should certify in writing that the design / colour scheme of any document being printed/ processed for UTIITSL is not used / shall not be used by the Bidder for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTIITSL to

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claim damages apart from taking action under the appropriate Law.

Only if applicable to this tender, the Bidder will delete the data on daily basis, once the same is not legally required further. In short, no data / document of UTIITSL should be with the Bidder once the work is over on a daily basis.

46. **Usage of data / documents / information : Only if applicable** to this tender, the Bidder shall ensure that the documents , data, information etc if imparted by UTIITSL or if come to the knowledge of the bidder, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTI ITSL in writing. The confidential information will be safeguarded and the Bidder shall take all necessary actions to protect UTIITSL's, it's customers, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle UTIITSL to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the vendor / bidder/Bidder is terminated with UTIITSL.
47. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Bidder / bidder and/or individual assigned by the Bidder for the performance of the services, the Bidder shall be liable to pay damages as may be quantified by UTIITSL. Apart from the above, UTIITSL shall have the right to proceed against the Bidder and/or its assigned person/s under appropriate law.
48. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services or supply of goods as per specified quality in specified quantity in specified time is the essence of the contract.** Not adhering to above shall entail UTIITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claim for damages against UTIITSL by the Vendor. Further the UTIITSL shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify UTIITSL against any loss, damage, expenses, costs etc, incurred by UTIITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
49. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
50. **Submission of bills:** The Vendor shall submit the bills correct/accurate in

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all respects with required challans / receipts and with all relevant documents as specified by UTIITSL from time to time, by 10th of every quarter (or any other date specified) for the work carried out / services rendered / material supplied in the previous quarter and the same shall be settled by UTIITSL by the end of the each quarter. Applicable TDS, etc. will be deducted at source as per rules. The bidder may choose to send the bills early if they decide to do so and UTIITSL will take required steps to settle the bill if it is complete in all respect and the goods/ services covered by it are rendered to the satisfaction of UTIITSL.

The bidders/Bidder / contractors/vendors are advised to submit the bills complete in all respects for immediate clearance.

51. **Inspection:** Wherever required, UTIITSL reserves the right to depute its Officers, Auditors, other officials as it may decide etc. to visit the office / commercial / manufacturing site/s of the selected vendor/s for checking their infrastructure, man power and other related documents mentioned and for checking stock records, quality controls, work processes without advance intimation and the vendor/s will have to provide the necessary documents etc to UTIITSL to help UTIITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, if so decided by UTIITSL on periodic basis also.
52. **Nomenclature:** In the said tender, the bidder or the Bidder or the vendors or the contractor or the supplier and the service provider have the same meanings with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural.
53. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of UTIITSL will be binding in this case. The bidder/Vendor/ Bidder merely by filling in this tender agree to this delegation of power to UTIITSL to decide in this matter.
54. UTIITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
55. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
56. UTIITSL reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.
57. In the event the resultant L1 rate(s) obtained through this tender are

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perceived to be substantially higher than the rates at which the goods or services were being procured on the earlier tender then, **UTIITSL reserves the right to:**

- a) Request to L1 bidder of this tender to negotiate and try to match the rate on which the order was placed as per the earlier tender.
- b) If L1 vendor agrees to do so, the work order will be placed to him. If not, this tender would be cancelled and the earlier bidder, who is presently carrying out the services/work would be then asked to continue on the old/existing rate till new tender is floated and finalized.
- c) The idea is to obtain the most beneficial rates for UTIITSL.
- d) The decision of the Tender Evaluation and Awards Committee would be final in this case.

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PART II – SPECIAL CONDITIONS

A. Scope of Work.

UTIITSL is looking forward for selection of agency/bidder for LAN & WAN management and Hardware AMC for UTIITSL Branch network setup across country. The requirement/scope of work in detailed given below.

- 1.** UTIITSL has 18 nos. of links as on date in combination of 2 Mbps /8 Mbps MPLS links and Leased lines taken from M/s BSNL/MTNL. Details are attached at “Annexure-7”.
- 2.** The complete network hardware equipments inventory list for which Hardware AMC support required is provided at “Annexure-8 to Annexure-10”
- 3.** Daily generation of reports in specified format which provided by UTIITSL for the bandwidth utilization and uptime and submitting to the UTIITSL official after the end of the day using link monitoring software provided by UTIITSL and Service providers.
- 4.** Continuous monitoring of the links and updating UTIITSL the status with the reason incase of failure, estimated time for restoration and restoring it within the estimated time.
- 5.** Providing assistance in planning, designing, testing and implementation of any other upgradation / changes / POC tests required in UTIITSL network for the links and the hardware.
- 6.** Maintaining and updating of the inventory of all the network devices connected in the UTIITSL network with UTIITSL official.
- 7.** The Bidder should be able to configure all the Routers, Switches, and Multiplexers, MUX, Modems and link for proper operation including the prioritization of data for specific applications. They should also be able to configure Routers for voice connectivity using VOIP protocol as per the BOM and assist UTIITSL for interconnection of Routers with the EPBX as required by UTIITSL. Knowledge of VLANs, routing, switching and access list configuration is must.
- 8.** Bidder will have to escalate complains to their technical helpdesk for troubleshooting the links and the hardware representing. UTIITSL incase the situation is out of their reach.
- 9.** Bidder will have to raise the call to the selected bidder help desk team through e-mail, which has to be recorded at bidders call login software installed at their office. Bidder/Vendor has to submit the call report Monthly to UTIITSL or as and when requested by UTIITSL for analysis.

Signature of the Bidder

10. Bidder do need to follow up with BSNL/MTNL officials for any link related issues, and also escalate to concern officials about link down issue for its early restoration and arrange the engineer visit at site to physically check the link status. Also engineer will have to follow-up with CENTRAL NOC of other service provider link over the phone/e-mail and do the configuration on network equipments as per the service provider instruction after taking permission from the UTIITSL officials.
11. Bidder will be responsible to make log a call for the links other than BSNL/MTNL and escalate the case to concern service providers CENTRAL NOC as per the escalation procedure.
12. Bidder need to attend the problem immediately and resolve the problem within next 4 hours. If required they should take support from their technical helpdesk / head to resolve the problem at the earliest in the required time. Also if required depute an engineer to the branch office to resolve the problem.
13. Bidder will be responsible for preparing / modifying the technical documentation for the UTIITSL network.
14. Bidder will be responsible for generating / preparing of the reports / documents related to the network which will be required by UTIITSL which will be informed to them time to time if required.
15. Bidder will be required to Updates Subscription services with a right to new manufacture's releases including product upgrades, maintenance releases and Patches, IOS on those network equipments which are under AMC support of the selected bidder.
16. Bidder will be representing UTIITSL with our clients and vendors for any technical support which is concerned with UTIITSL.
17. **LAN & WAN Management:**
 - ◆ Maintaining the maximum uptime of the links between 9.00 am to 6.00 pm.
 - ◆ Bidder has to provide complete End-to-End support for link shifting & commissioning of new link/upgradation of existing link (MPLS/Leased Line) with co-ordination with service provider without any additional cost. Upgradation, Shifting and Commissioning of the new link / ISDN will be done at no extra cost.
 - ◆ Adding / removing of the link commissioned / surrendered for the link management should be done within ONE (1) Weeks time on the request of UTIITSL as an when required and the payment will be made on Pro Rata Basis till the service utilized by the UTIITSL.

Signature of the Bidder

Intimation of the link adding / removal will be communicated and confirmed only on the mail.

- ◆ On site engineer to be arranged for commissioning / removal of the link if required.
- ◆ No charges such as conveyance, travel, food, hotel expenses etc. shall be paid to the engineer or their official / technician / engineer, other than such charges as agreed to be paid by UTIITSL to the engineer.
- ◆ Bidder will have to arrange engineer visit along with necessary LAN/WAN testing equipments at our UTIITSL branch offices across India for checking LAN and WAN issues as and when required without any additional cost.
- ◆ Bidder will be responsible for the early restoration of the network link in our offices across India. They should have mutual agreement/understanding/association with BSNL/MTNL appointed officials to expedite the restoration work. If restoration is getting delayed more than 2 Hours then they should have to take necessary action to align their engineer visit along with the BSNL/MTNL line Man to check this issue in the branch office.

18. Hardware Management:

Taking Corrective maintenance for the Networking Solution for the network equipments as below:

- ◆ Corrective Maintenance, Preventive Maintenance, System Tuning, Onsite assistance
- ◆ Support on Software such as IP Plus, RWAN, OEM based Management Software, LAN & WAN & Hardware etc.
- ◆ Backline support from Cisco, RAD and other brands.
- ◆ Patches enhancements/ Maintenance release, upgrade. Installation of all Updates given by Cisco, RAD & OEMs.
- ◆ Updates Subscription services with a right to new OEM releases including product upgrades, maintenance releases and Patches.
- ◆ Upgrades to higher versions (both media & on -line documentation)
- ◆ The annual Maintenance Contract (AMC) support Contract by the bidder shall be comprehensive and shall also include maintenance and diagnosis of problems.
- ◆ Replacing the networking hardware with the same or the higher model to get the required services within the time line.
- ◆ All the routers (as per Annexure-4) have combination of each of the WIC 1 T / 2 T / 4 T / 2AS / 4AS WAN cards, 2FXS Voice cards, BRI (ISDN) Cards, Its bidder responsibility to support on these modules if any problem/defect occurred on to the functioning of the devices.
- ◆ The selected Bidder shall depute their support Staff in our Branch offices for Inventory Management and if any of the network hardware which details (Serial Number/Model Number) does not match from the available Inventory sheet shall have to update and intimate to UTIITSL for the necessary updation in Inventory sheet.

Signature of the Bidder

Preventive Maintenance

It should be done quarterly for all the hardware's which are under AMC with proper reports. The below are some of the activities to be done under Preventive Maintenance:

- ◆ Checking of the physical connectivity of the network equipments including network rack dressing. If this is not proper then corrective action should be done by the vendors.
- ◆ Making sure of the network equipment are physically safe and the area is properly clean and dust free.
- ◆ Checking of the network equipments for the performance and error detection.
- ◆ Checking of the CPU and RAM utilization and comparing it with the threshold.
- ◆ Checking and upgrading with latest the IOS, etc as per the requirement.
- ◆ Checking and reporting of any error / improvement.

19. Service response timeline:

The bidder should clearly mention the following support terms

- a. Daily, Weekly, monthly and quarterly detailed uptime and utilization has to be submitted on which the payment will be released.
- b. AMC Support on the Network Hardware equipments and the BSNL/MTNL links should be available 24 X 7. But the maximum permissible downtime as specified in point no. (c).
- c. The engineer's response time, Viz., turnaround time, after a problem is reported, will be less than 2 hours along with the required components. After this, the resolution time will be not more than 6 hours after which the penalty of Rs. 500 will be charged for each day.

20. Support Terms :

The vendor should clearly adhere to the following support terms

- a) Direct comprehensive on site support on the Network Equipments should be available by the vendor 24 X 7 with maximum permissible downtime as specified in point (b) below.
- b) In case of a network hardware downtime beyond 6 hours, the vendor would have to arrange for standby to ensure that the work is not held up for more than 12 Hours.

Signature of the Bidder

- c) In case call is not attended / completed as in all above 2 clauses then the penalty of Rs.500/- (Rupees Five Hundred Only) per day (24 hours) would be deducted till the call is completed. This will be deducted from the amount payable.

These penalty terms will not be changed.

21. Other General Instructions for Technical Bid: In the **Technical Bid** authorization certificates / documents are required. If bidder fails to provide any of the relevant document / certificate on Demand they would be technically disqualified.

- a) The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's signature on the bid shall be deemed to simply unqualified acceptance of the General Terms and Conditions.
- b) The bidder shall provide the services for minimum of One year. Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement. After the period of expiry, the agreement can be extended on mutual consent for a further period as stipulated by UTIITSL. However this option can be exercised only by UTIITSL.
- c) The bidder has to support for the Hardware, software and link related problem in the LAN & WAN during the period of contract.
- d) UTIITSL reserve the right to increase or decrease the number of links, hardware depending on requirement. Vendor should agree to execute the order with the same agreed terms and conditions.
- e) UTIITSL reserve the right to increase or decrease the number of network equipments depending on requirement. Vendor should agree to execute the order with the same agreed terms and conditions. The payments will be calculated on pro rata basis for such equipments.
- f) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in prices, the benefit should be passed on to UTIITSL.
- g) The vendor shall warrant that all manpower / services supplied under the contract are capable and have technical knowledge how of the most recent and current models which UTIITSL has and shall incorporate all latest improvements in design and materials. Related Certificate should be submitted by the bidder.
- h) The vendor shall be responsible for delivering the services at specified branches / offices and for making fully operational at no additional charges.

Signature of the Bidder

- i) **Payment Terms:** Payment will be made on receipt of invoice and relevant reports for the services delivered by Bidder at the end of each quarter in arrears after deducting the penalty (if any) as per the point no.19, point no. 22 (c), (d), and (e) & point no. 23. The invoice shall be raised with proper tax break-up details which will be duly verified by UTIITSL officer. These payment terms will not be changed. The vendors are required to quote on these payment terms only
- j) **Order Cancellations:**
The Company reserves its right to cancel the order in the event of one or more of the following conditions:
- Delay in commencement of services beyond the specified period as mentioned in the PART-1 & PART-2 of this tender document.
 - In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the vendor.
- k) **Eligibility Criteria:** The bidder should submit the following required scanned copies of Certificate/ Documents/ Information;
- i. Certificate of Incorporation / Shop establishment Certificate. **This Certificate shall be submitted online along with the Technical bid**
 - ii. Valid GSTIN Registration Certificate. **This certificate shall be submitted online along with the Technical bid.**
 - iii. Company Turnover should be of minimum 5 Crore in each of the last 3 financial years – CA/ CS Certificate should be provided on their Letter Head only. **This letter shall be submitted online along with the Technical bid.**
 - iv. Bidder should have the OEM Authorization Letter from respective OEM. **This letter shall be submitted online along with the Technical bid. Hence it can be optional.**
 - v. Vendor should have prior experience of carrying out such work/services with minimum 3 (three) other organizations having multi location and submit the proof of satisfactory completion/ Purchase order/ongoing project of the said work. (As per format in annexure-2) **This Certificate shall be submitted online along with the Technical bid.**
 - vi. The bidder should be submit self declaration letter stated that the bidder has not been blacklisted / debarred by any government department / Bidder , Reserve Bank of India, nationalized bank, or any Public Sector Unit or body (As per

Signature of the Bidder

format in Annexure-3). **This letter shall be submitted online along with the Technical bid.**

- vii. Letter of Acceptance of all terms and conditions (As per format in Annexure-5) **(This letter shall be submitted online along with the Technical bid.**
- viii. Bidder should have PAN India presence and give services to UTIITSL offices located across the country. **This letter shall be submitted online along with the Technical bid.**
- ix. The bidder should have at least one valid accreditations / certifications like ISO 9001:2015, ISO/IEC 20000-1:2011, ISO/IEC 27001:2013. The certificate/s should be valid as on the last date of submission of the bid. **This Certificate shall be submitted online along with the Technical bid.**
- x. Office located at Mumbai / Navi Mumbai – Proof of Office Address should be attached. **This letter shall be submitted online along with the Technical bid.**
- xi. The envelope containing the **offline documents** such as Bid Security / EMD (Earnest Money Deposit) and Signing Authority Letter / Power of Attorney (POA), should be addressed to “Deputy Vice President (IT), UTI Infrastructure Technology And Services Limited, Plot Number 3, Sector-11, CBD Belapur, Navi Mumbai-400614” and deposited in the specified, ”Offline Documents Box” at this address by the due date and time of submission in a sealed envelope. Envelope containing the documents must be superscribed as “Bid for LAN/WAN Management and Hardware AMC for UTIITSL branch office network”

22. Delivery and Installation: The vendor / Bidder / suppliers shall provide the services within **Two weeks** from the date of work order. Hence time, quality and specified quantity are the essence of the order. Not adhering to the time schedule and quality and quantity shall enable UTIITSL to rescind the order and in which case there shall not be any claims for damages against UTIITSL by the vendor/ supplier/ Bidder.

23. Right to place the orders in parts: As indicated above, UTIITSL reserves the right to place the orders in parts with more than one vendor at L1 rates without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTIITSL will be final in the distribution.

24. Unit Rate: The Unit Rate is indicated above in the schedule of Quantity.

Signature of the Bidder

“Technical Bid”

Senders name & address:

Dated: _____

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited
Plot Number-3, Sector-11,
CBD Belapur, Navi Mumbai - 400614

Sir,

**Technical Bid for LAN/WAN Management and Hardware AMC for UTIITSL
branch office network**

I/We refer to the e-tender released by UTIITSL in the Antares e-tender portal on 4th November, 2019 and I/We/ the undersigned am/are submitting this online Technical Bid for LAN/WAN Management and Hardware AMC for UTIITSL branch office network, the above mentioned requirement on the terms and conditions as mentioned in the online document as available on the website: <https://www.tenderwizard.com/UTIITSL>

The detail of the bidder and checklist for submission of bid is as under:

S/	Description	Details(as applicable)
1	Name of Company	
2	Address	
3	Contact Details:	
	(a) Name of the contact person.	:
	(b) Telephone no. with STD code	
	(c) Mobile No.	:
	(d) Fax No.	:
	(e) e-mail	:
4	PAN No. (enclose copy)	

Signature of the Bidder

5	GSTIN No. (enclose copy)	
6	Type of the bidder: A) A private business entity, limited company or limited liability partnership or partnership etc. B) Indian Government Company or a Public Sector Undertaking or a Public Sector Bank. C) Indian/ State Government Department or Ministry	
7	Certificate of Incorporation / Shop Establishment Certificate(Submit the Certificate as Online	
8	Valid GSTIN Registration Certificate(Submit the Certificate as Online Document)	
9	Turnover for last 3 financial years: (Should be more than 5Crore) a) 2016-2017 b) 2017-2018 c) 2018-2019 [Provide a certificate from CA/CS] (Submit the Certificate as Online Document)	
10	OEM Authorization letter (Issued from Respective OEM Optional) (Submit the Letter as Online Document	
11	Technical Compliance Sheet (Submit the Compliance sheet as Online Document & sheet given as Annexure -1)	
12	Prior Experience Certificate (Minimum 3 clients). (Submit the Certificates as Online Document & format given as Annexure-2)	
13	Self declaration letter for bidder has not been blacklisted / debarred by any government department / Bidder , Reserve Bank of India, nationalized bank, or any Public Sector Unit or body. (Submit the Self Declaration Letter as Online Document & format given as Annexure -3)	
14	Letter of Acceptance of all terms and conditions (Submit the Letter as Online Document & Format attached as Annexure -5)	
15	Self Declaration Letter having PAN India Presence & Service availability to UTIITSL offices Across the Country (Submit the Letter as Online Document & Format attached as Annexure -6)	
16	Copy of an ISO Certificates (Submit the Certificates as Online Document)	

Signature of the Bidder

17	Office Located at Mumbai / Navi Mumbai (Submit the proof of office address as Online Document)	
Offline Documents		
18	Signing Authority Letter / Power of Attorney (POA) (Submit the Signing Authority Letter as Offline Document & format given as Annexure -4) Power of attorney may be a standard document of Bidder	
19	Bid Security / EMD (Earnest Money Deposit) (Submit the Bid Security / EMD as Offline Document)	

Signature of the Bidder

To be printed on Bidder's Letter Head

Annexure -1

Compliance Sheet

Specification	Compliance (Y / N)
Acceptance of all scope of work.	
Acceptance of all penalty terms.	
Acceptance of all payment terms.	
Acceptance of all tender Terms& Conditions.	

Signature of the Bidder

To be printed on Client Letter Head

Annexure -2

To Whomsoever It may Concern

This is to certify that M/s _____ has been providing
(Name of Work with brief particulars)
_____ at (Name & Address of the
client) _____ from (Period) _____ to-
_____.

The services provided by M/s _____ are found to be satisfactory.

Thanks You.

Yours faithfully.

Name Signature of the
Officer with Office Seal

Signature of the Bidder

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for “Bid for LAN/WAN Management and Network Hardware AMC for UTIITSL branch office network” for UTI Infrastructure Technology And Services Limited, we hereby declare that we have not been blacklisted / debarred by any government department / Bidder , Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Signing Authority Letter

Dear Sir,

This is with reference to the tender for “Bid for LAN/WAN Management and Network Hardware AMC for UTIITSL Branch office network” due on (Please specify tender due date)

We hereby authorize (Name of the bidder’s official with designation) to sign the said bid on the behalf of (Name of the Bidder Company).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

TO WHOMSOEVER IT MAY CONCERNED

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject: Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for “Bid for LAN/WAN Management and Network Hardware AMC for UTIITSL Branch office network” due on (Please specify tender due date).

We are agreeable to all the terms and condition mentioned in the tender.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

SELF DECLARATION LETTER

Date: -

To,

The Deputy Vice President - IT
UTI Infrastructure Technology and Services Limited
Plot No. 3, Sector -11,
CBD Belapur
Navi Mumbai -400 614

Subject:Self Declaration Letter having PAN India Presence& Service availability to UTIITSL offices Across the Country

Dear Sir,

This is with reference to the tender for “Bid for LAN/WAN Management and Network Hardware AMC for UTIITSL branch office network” for UTI Infrastructure Technology And Services Limited; we hereby confirm that we have PAN India Presence & Service availability to UTIITSL offices Across the Country.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

Signature of the Bidder

PART III

COMMERCIAL BID FORM

(Bidders are requested to submit this form in a separate sealed envelope typed on Bidder's Letter Head)

Date:

The Deputy Vice President(IT)
UTI Infrastructure Technology And Services Limited,
Plot 3, Sector 11, CBD Belapur,
Navi Mumbai - 400 614
Sir,

Sub: "Bid for LAN/ WAN Management and Network Hardware AMC."

This is with reference to your tender due on 25th November, 2019. We are interested in getting our Company / firm empanelled in your organization for **"Bid for LAN/ WAN Management and Network Hardware AMC for UTIITSL Branch Office Network."**

We have read and understood the details as given in the tender information (Part I and Part II) regarding the Scope of Work and Terms and Conditions for the selection of vendors for this tender and bidding for the contract. The tender conditions are acceptable to us. We have been given all the required information from UTIITSL. We certify that we are eligible and qualified as per the said Terms. The duly signed copies of the terms are attached herewith. We understand that separate cost comparative statement will be prepared for items and L1 will be decided by UTIITSL as per the terms indicated.

In case of any ambiguity between arithmetic calculations, the rates will be considered correct and the amount will be derived on the basis of the rates quoted and the quantity originally mentioned in the Tender.

The supply of items / services will be done as per the specification mentioned in the tender form.

In case of difference in price quoted, the price in words will be taken as final.

An EMD of Rs.10, 000/- (Rupees Ten Thousand only) is submitted.

Signature of the Bidder

PRICE QUOTE
Commercial Form
Print on Bidder's Letter Head

Table -1 (For Hardware AMC Support):

Description of Items	Qty	Unit Rate for 1 year (INR)	Total Amount (INR)
Cisco 2801 Router	18		
G703 E1 2 Mb Modem	2		
Additional Devices			
Unmanaged Switches (8, 12, 16, 24 Ports)	31		
Total amount exclusive of all taxes for 1 year (A)	51		
Total amount in word:			

Table -2 (For FMS and Link Maintenance / Support Charges)

Description	Qty	Unit Rate for 1 Year (INR)	Total Amount (INR)
Link Management	18		
Total Amount exclusive of all taxes for the period of 1 year (B)			
Total Amount in Word:			

Table -3 Summary

Nomenclature		Total Amount (INR)
For Hardware AMC Support	Total (A)	
For Link Maintenance / Support Charges	Total (B)	
Total = A + B		
NETT AMOUNT in Word (Exclusive of all Taxes):		

Signature of the Bidder

For payment terms, refer Part-II Tender document clause no. 21(i), It has further been noted and agreed upon that:

The above price quoted is exclusive of all the applicable taxes, cess and any other outgoing payable to any authority like service Tax, GST as per applicability. The rate is exclusive of any other present or future outgo (for the period of contract) by whatever name called. All such outgoings shall be reimbursed on showing the proof of payment to the respective authorities. Income Tax will be deducted at source.

Thanking you,

Yours faithfully,

Signature of Authorized Person

PAN Number of the agency:

Signature of the Bidder

**CURRENT UTIITSL NETWORK HARDWARE
AND MPLS LOCATIONS**

WESTERN REGION		
Sr. No.	Location	Bandwidth
1	Kolhapur	2 Mbps
2	Panji (Goa)	2 Mbps
3	Thane	2 Mbps
4	Nashik	2 Mbps
NORTHERN REGION		
5	Allahabad	2 Mbps
6	BSNL Backbone (Gurugram)	8 Mbps
7	BSNL AUA (Gurugram)	2 Mbps
8	Shimla	2 Mbps
9	Varanasi	2 Mbps
EASTERN REGION		
10	Bhubaneswar	2 Mbps
11	Agartala	2 Mbps
12	Ranchi	2 Mbps
13	Durgapur	2 Mbps
14	Patna	2 Mbps
15	Siliguri	2 Mbps
SOUTH REGION		
16	BSNL AUA (Secunderabad)	2 Mbps
17	Chennai	8 Mbps
18	BSNL Backbone (Secunderabad)	8 Mbps

Note: -- Additional links may be added if any new UTIITSL branch office comes at any locations in India.

Signature of the Bidder

Annexure-8

BRANCH ROUTER CONFIGURATION

No.	Region	Locations	MODEL NO	Serial No.	IOS	Memory	PORT DETAILS
1	WEST	Kolhapur	Cisco 2801	FHK1129F2RT	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet/IEEE 802.3 interface(s) 1 Serial Interface(sync/async) 1 ISDN Basic Rate interface(s), PVDM2-8 2 Voice FXS interface(s) 1 DSP, 8 Voice resources
2	WEST	Belapur	Cisco 2801	FHK1129F2RS	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
3	WEST	Panji (Goa)	Cisco 2801	FHK1134F16C	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
4	WEST	Thane	Cisco 2801	FHK1129F2RP	c2801-ipvoice-mz.123-8.T1.bin	DRAM:128MB FLASH: 62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
5	WEST	Belapur (ITD)	Cisco 2801	FHK1151F1FL	c2801-ipvoice-mz.123-8.T1.bin	DRAM:128MB FLASH: 62MB	2 FastEthernet interfaces 1 Serial(sync/async) interface, PVDM2-8 1 DSP, 8 Voice resources
6	EAST	Bhubaneswar	Cisco 2801	FHK1149F2R0	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface 2 Voice FXS interfaces, PVDM2-8 DSP, 8 Voice resources
7	EAST	Durgapur	Cisco 2801	FHK1119F02L	c2801-ipvoice-mz.124-15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources

Signature of the Bidder

8	EAST	AGARTALA	Cisco 2801	FHK1119F02P	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
9	EAST	Patna	Cisco 2801	FHK1119F02X	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
10	EAST	Siliguri	Cisco 2801	FHK1141F4EH	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
11	East	Ranchi	Cisco 2801	FHK1119F031	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
12	East	KOLKATTA	Cisco 2801	FHK1119F032	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
13	NORTH	Allahabad	Cisco 2801	FHK1141F4EJ	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
14	NORTH	Shimla	Cisco 2801	FHK1129F2RL	c2801- ipvoice- mz.123- 8.T11.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
15	NORTH	Varanasi	Cisco 2801	FHK1121F2QV	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources

Signature of the Bidder

16	NORTH	DELHI	Cisco 2801	FHK1151F1FV	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
17	SOUTH	Hyderabad BCC	Cisco 2801	FHK1135F0Y1	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources
18	SOUTH	CHENNAI	Cisco 2801	FHK1130F2GT	c2801- ipvoice- mz.124- 15.T1.bin	DRAM:128 MB FLASH:62 MB	2 FastEthernet interfaces 1 Serial(sync/async) interface 1 ISDN Basic Rate interface, PVDM2-8 2 Voice FXS interfaces 1 DSP, 8 Voice resources

Note: -- Additional Network Hardware equipments may be added if any new UTITSL branch office comes at any locations in India.

Signature of the Bidder

Annexure-9

BRANCH SWITCH CONFIGURATION

S.No	Hub / Switch	Location	IT Equipments	Serial No	Ports
1	Switch	Belapur	D-link 8 port	F30215A015084	8
2	Switch		D-link 16 port	F30615B005264	16
3	Switch		D-link 16 port	F306376003702	16
4	Switch		D-link 16 port	H0JE177000615	16
5	Switch		DGS-1024D	B223242007470	24
6	Switch		DGS-1024D	F3S18A001780	24
7	Switch		DGS-1008D	F370276000020	8
8	Switch		DES 1008V	03091008V20470	8
9	Switch		DES-1008D	F370488002313	8
10	Switch		D-link 16 port	F306275007680	16
11	Switch		DSH16	62DSH16C02884	16
12	Switch		DES 1008D	F3U6197014803	8
13	Switch	BKC	24-Port 10/100	1BV25ASF003SA	24
14	Switch		DES 1016D	F351297002791	16
15	Switch	Belapur	DES-1016D	HOJE177000611	16
16	Switch	Kolhapur	DES-1016D	HOJE177000622	16
17	Switch	Panaji	DES-1016D	F306278001734	16
18	Switch	Thane	DES-1016D	F 306278001350	16
20	Switch	Ranchi	DESDGS1008D	F37037B00701	8
21	Switch	Bhubaneswar	DES 1016D	F 30637A015697	16
22	Switch	Durgapur	DES 1016D	B223378002147	16
24	Switch	Patna	DES-1024D	F30H477002724	24
25	Switch	Siliguri	DES 1016D	SNF30637A016491	16
26	Switch	Ranchi	DES-1024D	HOJE177000658	24
27	Switch	Allahabad	DES-1016D	1070710215	16
28	Switch	Shimla	DES 1016D	F 30637A014880	16
29	Switch	Belapur	D LINK DES1016D	QB4P1C1002168	16
30	Switch	Belapur	DLINK -DES 1016D	F306278001867	16
31	Switch	Belapur	DLINK -DES 1016D	F306376003704	16
32	Switch	Varanasi	DES 1016D	F306278001988	16
33	Switch	Belapur	DES 1016D	N.A.	16
34	Switch	Belapur	DES 1016D	F30637A014901	16

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Annexure-10**Modem Details**

Sr.No.	Location	Make	Model	Serial No	Type	Type
1	Belapur CPC	Rad ASM	Rad ASM 31 4 wire	580026	G.703	G.703
2	Belapur CPC	Rad ASM	Rad ASM 31 4 wire	355257	G.703	G.703

Summary

Modem	G.703
Rad ASM 31 4 wire	2

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Annexure -D

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'General Instruction for the Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, UTIITSL has decided to use the portal:

<https://www.tenderwizard.com/UTIITSL> through Antares systems Ltd., This portal is based on the software from Electronic Tender®. A portal built using Electronic Tender's software is also referred to as **Tenderwizard**.

Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Broad Outline of Activities from Bidder's Perspective:

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. View Notice Inviting Tender (NIT) on ETS
4. Download Official Copy of Tender Documents from ETS.
Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
5. Bid-Submission on ETS
6. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of Technical Bid-Part
7. Attend Public Online Tender Opening Event (TOE) on ETS
– Opening of relevant part (ie Financial-Part)
(Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the Tenderwizard.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a

Signature of the Bidder

Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 3 issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Registration:

To use the Tenderwizard portal: <https://www.tenderwizard.com/UTIITSL>

Vendors need to register on the portal tenderwizard. Registration of each organization is to be done separately for the e-tendering activities. For further details, please visit the website/portal, and click on the 'Register Me' (on the Home Page), and follow further instructions as given in the help manuals on the site. Pay Annual Registration Fee as applicable.

After successful submission of Registration details and payment of Annual Registration Fee, please contact Antares Systems Ltd/ Tenderwizard Helpdesk (as given below), to get your registration accepted/activated

Important Note: If any problems occurs during the use of Tenderwizard (including the Registration process), it is recommended that the user should read or follow the instructions given in the help manual which is uploaded in our Home Page, The instructions relating to 'Essential Computer Security Settings for Use of Tenderwizard' manuals has been uploaded in our portal.

Tenderwizard Helpdesk	
Telephone/ Mobile	Customer Support: 080-40482121 / 126/080-40482000 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Numbers: 9930874891 / 9686115323
E-mail ID	utiitsletenders@gmail.com , anand.pt@antaressystems.com [Please mark CC: raghuprashanth@etenderwizard.com

UTIITSL Person	Contact	(i) Mr. Mohammed Anshad P (UTIITSL official, Telephone No: 022-67931053 Mob. No. 9967011500 email.id: anshad.p@utiitsl.com (ii) Mr. Sagar Babhale(UTIITSL official, Telephone No: 022-67931053 Mob. No. 9167655580 email.id: sagar.babhale@utiitsl.com
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Some Bidding related Information for this Tender (Sealed Bid)

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The entire bid-submission would be online only. ie www.tenderwizard.com/UTIITSL

Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

Deputy Vice President (IT),
UTI Infrastructure Technology And Services Limited,
Plot Number 3, Sector-11,
CBD Belapur,
Navi Mumbai-400614

The envelope shall bear (Name of the Bid), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. Original copy of the Bid Security / EMD in the form of a Demand Draft / Pay Order / Banker's Cheque as Earnest Money Deposit (non-interest bearing)
2. Original copy of the Signing Authority Letter / Power of Attorney (POA) shall be indicated by written Authorization Letter.
3. Pass-Phrase to decrypt the relevant Bid-Part.





Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

Other Instructions:

Website: <https://www.tenderwizard.com/UTIITSL>

Web Registration	1. Type website address https://www.tenderwizard.com/UTIITSL under browser URL. 2. Click "Register Me", provide all the details with Class III Digital Signature updating. 3. Get the User id and password.
Tender Free View (Only Open Tenders)	<u>To download the tender notifications and documents from website, follow the steps given below:</u> 4. Click " Tender Free View " under " Go to Tender " link on the home page. 5. Provide all or any one of the options like "Department", "Tender Number", "Region", "Estimated Cost", "Tender Request Dates (From and To)", "Tender Submission date" or "any key words from Tender Description" 6. Click " Submit " to view the results. A list of

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	<p>tenders shall appear on the screen.</p> <p>7. Click  to view the cost free documents.</p> <p>8. Click  to print the detailed tender notice.</p> <p>9. Click  to print the tender notice.</p>
Login	<p>10. Open any Browser (Microsoft Internet Explorer or Mozilla Firefox).</p> <p>11. Type website addresses https://www.tenderwizard.com/UTIITSL in the address bar, to access the Login Page.</p>
Participation	<p>12. Vendor should have User id, Password and Class III digital signature to participate in the tender online.</p> <p>13. Enter the website using user id, password and digital signature.</p> <p>14. Click “UnApplied” (if open tenders) to view / apply for new tenders.</p> <p>15. Click “In Progress” (if limited tenders).</p>
To Upload / Attach the Additional Documents	<p>16. To attach the additional documents to any tender click “Document Library” and upload the same.</p> <p>17. Attach the required documents to the concerned tenders from document library section to the tender document screen. (More explanations can find in “detailed helpManual”).</p>
Download Documents	<p>18. Click  “Edit Attachment” to view the tender documents which are received by the user.</p> <p>19. Tender document screen appears.</p> <p>20. Click “Download (empty Document)” to download the documents.</p>
Upload Files – Technical Sheet/Price or Commercial Sheet/ EMD/Mandatory Documents	<p>21. Click “Attach” to attach all the documents which are already saved in the uploaded in Document Library. This is the important and first step to be performed to avoid disqualification.</p> <p>22. Click “Update EMD Details” to feed the EMD details and upload the scanned EMD.</p> <p>23. When the user finishes with the filling and uploading of scanned BG/DD, the “Red Color” will automatically turn to “Black Color” which reflects that the user is two steps ahead for the submission.</p> <p>24. Click “Download (empty Document)” to download the Technical/Price Sheet and fill the same without changing the “File Name” and save on to the computer.</p> <p>25. Click “Upload (Filled Document)”, select the</p>

	<p>filled file which was already filled and saved in the same name. Click “click here to digitally sign and upload” to upload the filled Technical/Price Sheet to the tender.</p> <p>26. Note that when the user uploads the filled Technical/Price Sheet, the “Red Color” will automatically turn to “BlackColor” which reflects that user is ready for the final submission.</p> <p>27. Provide all the mandatory documents required for the tender.</p>
To Submit the Tender	<p>28. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender.</p> <p>29. Note down / take a print of Acknowledgement copy once it displayed on the screen</p>
To Participate for the Opening	<p>30. Tender opening event can be viewed online.</p> <p>31. Competitors bid sheets are available in the website for all the participated bidders.</p>
E-Tender Support Help Line	<p>Customer Support: 080-40482000/ 080-40482121/ 2126/ 2133 (From 9 AM to 6 PM Monday to Saturday except on Govt. Holidays) Emergency Mobile Number: 8879375522 utiitsletenders@gmail.com, [Please mark CC: raghuprashanth@etenderwizard.com</p>
UTIITSL Contact Person	<p>Mr. Mohammed Anshad P (UTIITSL official, Telephone No: 022-67931053 Mob. No. 9967011500 email.id: anshad.p@utiitsl.com&mumbai.fm@utiitsl.com Mr. Sagar Babhale(UTIITSL official, Telephone No: 022-67931053 Mob. No. 9167655580 email.id: sagar.babhale@utiitsl.com</p>

Minimum Requirements at Bidder’s End

1. Computer System with good configuration (Min PIV, 1 GB RAM, Windows7 or above)
2. Dedicated Broadband connectivity
3. Microsoft Internet Explorer 7.0 or above
4. Class III Digital Signature Certificates.

Signature of the Bidder