

UTI TECHNOLOGY SERVICES LIMITED

Bid for Supply of IT Equipments

General Instructions

1. **Name of the Bid:** Bid for Supply of IT Equipments.
2. **Date of Issue of Tender documents:** The Tender documents can be downloaded free of cost from the website www.utitsl.co.in from 09th September, 2010.
3. **Last Date of receipt of sealed tender bids:** Upto 3:00 pm on 29th September, 2010.
4. **Date of Opening:** On the last date of receipt of the bids at 3:30 pm. All the bidders are invited for the tender opening.
5. **Address of the submission of the bids:** The bids should be addressed to “**Assistant Vice President (IT), UTI Technology Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400614**” and deposited in the specified Tender Box at this address by the due date and time.
6. **Earnest Money Deposit (EMD):** The tender should be accompanied by Earnest Money Deposit (non-interest bearing) of ₹.4,00,000/- (Rupees Four Lakh Only) by way of Demand Draft / Pay Order in favour of “UTI Technology Services Ltd, Mumbai”. For unsuccessful bidders the same instrument may be returned unencashed. The EMD of successful bidder will be returned on the receipt of a Bank Guarantee. If the EMD is not enclosed then UTITSL reserves the right to reject the bid. The EMD may be forfeited if the bidder fails to honour the terms and conditions of work order placed on the basis of the tenders.
This EMD should be in a separate cover **superscripted as “EMD”** and keep into the technical Bid.
7. **Bank Guarantee:** For successful bidder/s a Bank guarantee of appropriate amount as decided by UTITSL will have to be given before the work order is placed, if so required or the EMD will be retained till delivery.
8. **Superscription:** The main envelope containing the tender must be superscribed as “**Bid for Supply of IT Equipments.**”

The Bids should be made in two parts, the ‘**Technical Bid**’ and the ‘**Commercial Bid**’ kept in two separate sealed envelopes. Each of the bids should be marked clearly as “**Technical Bid for Supply of IT Equipments**” and “**Commercial Bid for supply of IT Equipments**” and submitted in two separate sealed covers. Both the sealed Technical and Commercial bids should be enclosed in another outer cover and clearly marked as “**Bid for Supply of IT Equipments**” as mentioned above.

If the tender is not superscribed then there are chances of accidental opening and for liable rejection of the tender, therefore it is advised that the tender be superscribed as above and deposited in the tender box kept for the purpose at the address given.

9. **Validity of the bids:** Generally, the bids will be valid for a period of sixty days (60 days) from the date of opening of the financial bid for acceptance. 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.
10. **Authorized Signatory:** The bid can be forwarded by **OEM / OEM Authorized Channel Partner**. Representative will have to enclose the Letter of Authority/ the Power of Attorney along with this offer or when demanded by UTITSL, otherwise the offer will be considered null and void at any stage as per the decision of UTITSL.
11. **Conditions for tenders sent by post:** The tenders may also be sent by post to reach before the scheduled date and time as indicated above. The following are essential conditions to be followed for the tender sent by post, failing which the tender may not be opened and not considered or may be treated invalid:
 - A. Tender should be sent by Speed Post or Registered Post or by depositing in the specified Tender Box only. Tenders sent through any other means may not be considered at all.
 - B. Tender should be sent only to the address as given above in the name of the person specified i.e. “**Assistant Vice President (IT), UTI Technology Services Ltd, Plot 3, Sector 11, CBD Belapur, Navi Mumbai 400614**”.
 - C. Acknowledgement will be given to Department of Post only for tender sent by Speed Post and Registered Post.
 - D. Tender should be superscribed as advised above (in para 8 above). The tenderer has to necessarily superscribe the envelope, failing which the tender may not be considered and may remain

unopened or may be accidentally opened before due date rendering it to be treated invalid as per the discretion of UTITSL.

- E. UTITSL takes no responsibility for any tender not reaching in time.
- F. UTITSL takes no responsibility for tender not reaching at all.
- G. UTITSL takes no responsibility for tenders received in torn, opened or mutilated conditions. Such tenders may not be accepted at all and are liable for rejection.
- H. In case of tenders sent by post, the role of UTITSL is limited and restricted to put in the appropriate tender box if the aforesaid tenders are received in time as stipulated in the conditions laid out.
- I. It is, therefore, advised that prospective bidders should deposit the tender directly in the tender box to avoid any delay in submission of the tender or to avoid any tearing / accidental opening during sending by post.
- J. Tenders, which are not super scribed, may not be considered.
- K. Tenders, which are not addressed properly, may not be considered.

12. **Delivery:** The supply period stipulated is **Four weeks** from the date of work order. In case of goods / items to be delivered, it is clarified that the delivery will be at the doorstep of UTITSL offices located across the country.

LAN Cabling will be done at our offices across the country as and when required validity for the prices will remain same for minimum of One year from the date of work order.

The bidders quote would be inclusive of the loading, transportation, Transit insurance, unloading of such goods, installation and warranty.

For maintenance services to be rendered, the services will be at any of the offices across the country of UTI Technology Services Ltd where the equipment is installed.

13. **Taxes, Cess, Duty, VAT, Excise, Sales Tax, WCT, Service Tax and other taxes:** The bid should be inclusive of all the applicable taxes, Cess and any other outgoing payable to any authority. The rates should be inclusive of any other present or future outgo (for the period of contract) by whatever name called. The Service Tax, if applicable now, or if made applicable in future, would be on account of the bidder/vendor.

14. **Central Excise :** 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 tender, they would get registered with Central Excise. Merely by filling in the tender, the bidder indemnifies UTITSL of any liability from Central Excise by virtue of this contract.
15. **Insurance:** The insurance would have to be taken by the bidder. UTITSL 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.
16. **Agreement:** A suitable agreement would have to be entered into with UTITSL, failing which the EMD/ the Bank Guarantee 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 UTITSL reserves the right to reject the tenders.
17. **Right of Rejection:** UTITSL reserves the right to reject all / any quotations without assigning any reasons.
18. **Right to place the orders in parts:** UTITSL reserves the right to place the orders with more than one vendor without assigning any reason whatsoever to anyone for the distribution of the work. The decision of UTITSL will be final in the distribution.
19. **Eligibility Criteria:** The bidder should adhere to the eligibility criteria, if specified. In any case, they should have prior experience of carrying out such work/rendering such services/supplying such materials to other organizations of repute and UTITSL reserves the right to check their credentials with the organizations they have been associated with.
20. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder is required to follow all the statutory acts as may be applicable for such type of work which may also involve manpower. 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 tenders, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws inforce. The bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute. Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the tenders only if they are

eligible in this respect. Valid registrations viz., 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.

21. **Blacklisting/Debaring:** The bidder merely by filling the tender confirms that the bidder has not been blacklisted / debarred by any government department / agency, Reserve Bank of India, nationalized bank, or any Public Sector Unit or body.
22. **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 UTITSL 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.
23. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies UTITSL for any of the consequences arising out of non availability of any of the requisite permissions/ licenses / any other statutory permission whatsoever required to carry out this work. Also by submitting this bid, the vendor/bidder indemnifies UTITSL for any of the consequences arising out of non-compliance of any of the conditions laid by the statute for vendors/bidders or their representatives/ officials in carrying out this work.
24. **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. After the period of expiry, the agreement can be extended on mutual consent for a further period as stipulated by UTITSL. However this option can be exercised only by UTITSL.
25. **Readiness:** 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 is not interrupted / delayed irrespective of volume of work.
26. **Delay:** The supply period stipulated is **Four weeks** from the date of work order. If the agency does not start the work or if it is felt at UTITSL that the pace of work is slow and is likely to delay the work/ service / supply, UTITSL reserves the right to terminate the contract, levy 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.

27. **Right to reject the work/ service which is not as per the specifications or the terms:** UTITSL 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. No Charges will be paid for the defective work. UTITSL reserves the right to reject the items of brand other than specified.
28. **Penalty:** UTITSL 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. This penalty would be more clearly specified in the agreement to be entered into.
29. **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 UTITSL 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 UTITSL or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.
30. **Volume of work:** Volume is only indicative and the same may vary as per the requirement of UTITSL.
31. **Confidentiality:** The Agency shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency 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 Agency.

The Agency should certify in writing that the design / colour scheme of any document being printed/ processed for UTITSL is not used / shall not be used by the Agency for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle UTITSL to claim damages apart from taking action under the appropriate Law.

The Agency will delete the data on daily basis, once the same is not legally required further. In short, no data / document of UTITSL should be with the agency once the work is over on a daily basis.

32. **Usage of data / documents / information :** The Agency shall ensure that the documents , data, information etc are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by UTITSL. The confidential information will be safeguarded and the Agency shall

take all necessary actions to protect UTITSL's, its 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 UTITSL 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/agency is terminated with UTITSL.

33. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by UTITSL. Apart from the above, UTITSL shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
34. **Time is the 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. Hence provision of services / supply / goods as per quality in time is the essence of the contract. Not adhering to the time shall entail UTITSL to rescind the contract and forfeit the security deposit and in which case, there shall not be any claims for damages against UTITSL by the Vendor. Further the UTITSL shall have the right to get the unfinished services done, 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 UTITSL against any loss, damage, expenses, costs etc, incurred by UTITSL as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
35. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Mumbai only.
36. **Submission of bills:** The Vendor shall submit the bills correct/accurate in all respects with required challans / receipts, installation reports and any relevant documents as specified by UTITSL from time to time, for the work carried out / services rendered / material supplied and the same shall be settled by UTITSL. Applicable TDS, etc. will be deducted at source as per rules.
37. **Inspection:** UTITSL reserves the right to depute its Officers, Auditors, 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 UTITSL to help UTITSL ensure presence of appropriate and adequate controls on various processes. Inspection will be done, as decided by UTITSL on periodic basis also.

38. **Nomenclature:** In the said tender, the bidder or the agency or the vendors or the contractor or the supplier have the same meanings with reference to the context.
39. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication will be liable to be rejected.
40. **Unit Rate:** In the Bid Form where quantity has not been specified, the vendors are advised to quote the rates per unit.
41. UTITSL reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
42. Any clarifications desired by any vendor in connection with any part of this proposal may be sought from the DIT on the phone number: 022- 67931288/ 1076, or write e-mail to shahid.akhtar@utitsl.co.in and ajit.gupta@utitsl.co.in till **20th September, 2010** after that any issue of clarification will not be entertained.
43. The Bidders are requested to check our web site www.utitsl.co.in regularly for any Amendments / modification in the said tender.

Scope of Work and Other Conditions:

Scope of Work: Selected vendor has to supply, install, commissioning and testing of all the equipments mentioned below with associate software at our offices across the country as per the requirement. The order would be executed in phase manner or may be split into multiple vendors. The vendor has to supply the said IT equipments as and when required by UTITSL at the agreed price.

The selected vendor has to provide on site support for both Hardware and software related problem during the period of **Five Years after the date of installation.**

For LAN Cabling the warranty will be One Year after the date of installation.

Other Conditions:

1. **Bid Submission:** This RFP should be treated as invitation for proposal for offers as stated in Commercial Form below. Hence the bidders should offer their quotations accordingly.
2. **General Instructions for Technical Bid:** In the **Technical Bids** authorization certificates / documents are required. If bidder fails to provide any of the relevant document / certificate on demand they would be technically disqualified.

a) **Eligibility Criteria:**

The bidder should submit the following required Certificate/ Documents/ Information;

- Vendor should have prior experience of carrying out such work/services to minimum 3 (three) other organizations having multi locations and submit the proof of satisfactory completion of the said work.
- Company Turnover should be of minimum **5 Crore** in each of the last 3 financial years – CA/ CS Certificate should be attached.
- Certificate of Incorporation and Service / Sales Tax Certificate should be attached.
- Bidder should have PAN India presence and give services to UTITSL offices located across the country. If the equipments are moved from the said location to other location at any time across the country.
- The company should be of ISO Certified.
- The Bidder should be authorized to bid the said tender from the respective OEM for the above said IT Equipments. (A letter to be

submitted To UTITSL from the OEM stating the Bidder is authorized to Participate in the said tender).

- b) Vendor should provide only one Make and Model of the proposed requirement in the proposal. Please note that we have specified the functions and the modalities required for the equipment desired and it is expected that a model with these functionalities as outlined should be offered by the bidder. Multiple options for the requirement will not be entertained and it is expected of the **bidder to give us the most optimal equipment at the most reasonable rate.**
- c) 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 imply unqualified acceptance of the General Terms and Conditions.
- d) If Price offer is enclosed in the Technical bid envelope then the vendor is liable to be technically disqualified.
- e) The bidder shall provide a complete **Five Years onsite comprehensive support** (warranty and AMC period together should account for five years) from the date of installation. This period shall cover all parts and labour.
- f) **Cost Price for Comparison : No cost either on parts or for labour or for visit charges or for anything will be paid extra for a period upto 5 years from the installation i.e. everything has to be inbuilt with the cost and this is the cost which would be compared for ascertaining L1.**

For any equipment, taking an example of a Printers

Suppose the cost of the Printers and accessories is Rs. A

Suppose the cost of all the applicable taxes for Printers is Rs. B

Suppose the labour, installation and other costing for Printers is Rs. C

Suppose the comprehensive cost for AMC of the Printers for the period of five years **inclusive of all the material (inclusive of consumables, if any) and labour** and any other support is Rs. D

Total Cost of Printers = A+B+C+D

We would consider the Total Cost = A+B+C+D that will be compared to evaluate the lowest bidder. Same procedure will be followed for the other equipments as mentioned above, as for as applicable.

- g) **Payment Terms:** The payment would be made as under for procurement of IT Equipments:

At the time of Installation and commissioning: 75 % of Total Cost

At the end of 1st year of the installation: 5% of Total Cost

At the end of 2nd year of the installation: 5% of Total Cost

At the end of 3rd year of the installation: 5% of Total Cost

At the end of 4th year of the installation: 5% of Total Cost

At the end of 5th year of the installation: 5% of Total Cost

Total Paid at the end of 5th year: 100% of Total Cost quoted.

Payment Terms for Toners: 100% payment would be made once in a month only after the successful delivery of the said tonners.

Payment Terms for LAN Cabling: 100% payment would be made only after the successful delivery and installation of the LAN Cabling.

These payment terms will not be change and the bidder will have to quote these payment terms only.

- h) There are no consumables extra. (except printer toner)
- i) UTITSL reserve the right to increase or decrease the number of IT Equipments and locations depending on requirement. Vendor should agree to execute the order with the same agreed terms, conditions and rates.
- j) Purchase order will be issued as and when the requirement arises. In case there is any further reduction in price of the Hardware/Software, the benefit should be passed on to UTITSL.
- k) The vendor shall warrant that all goods supplied under the contract are new, unused and of the most recent or current models and shall incorporate all latest improvements in design and materials. Undertaking Certificate will be attached for reference. The vendor shall further warrant that the goods supplied under the contract shall have no defect arising out of faulty design, inadequate and / or inferior materials or workmanship or from any act of omission of the vendor, when used under normal use of the supplied goods in the conditions prevalent in India.
- l) The vendor shall be responsible for delivery and installation and integrating of the equipment with UTITSL network which is ordered at specified branches /offices and for making fully operational at no additional charges.

m) **Support Terms:**

The vendor should clearly adhere to the following support terms

**For Network Equipment:**

1. 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 Clause 2 below
2. In case of a 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.

For Other IT Equipments:

3. Direct comprehensive on site support on the said IT Equipments should be available by the vendor between 9.00 AM to 6.00 PM from Monday to Saturday with maximum permissible downtime as specified in Clause 4 below.
4. In case of a 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.
5. In case call is not attended / completed as in all above 4 clauses then the penalty of ₹.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.
6. Kindly submit the Printer Toner Make and Model, and ensure that the toner would be delivered at UTITSL's doorstep within **Three weeks** from the date of placing the order as an when the requirement arises.
7. In case of delay in delivery of the said tonner within the stipulated time as mentioned above clause 6, Vendor shall liable to pay penalty 0.5% per week subject to a maximum of 5% for delayed delivery of the toner.

n) Order Cancellations:

The Company reserves its right to cancel the order in the event of one or more of the following conditions:

- Delay in delivery and Installation beyond 4 weeks of the date of the purchase order.
- Serious discrepancy in products noticed during the post-delivery inspection.
- In addition to the cancellation of purchase order, Company reserves the right to claim the damages from the vendor.

- o) In the event of likely termination of production of spare parts / consumables, the bidder should stock up such parts / consumables.
- p) In any delay from UTITSL shall be inform via mail and subsequent time would be given for installation.

Check list for submission of Bids

Forms for Submitting Bids	Explanatory Note
<p>A. Technical Bid</p> <ol style="list-style-type: none"> 1. EMD of ₹.4,00,000/- 2. OEM Authorization letter stated that to participate the said tender. 3. Proof of satisfactory completion of the said work. (Minimum 3 Client) 4. CA Certificate 5. Certificate of Incorporation 6. Service Tax or Sales Tax Registration Certificate 7. Proof of PAN India presence 8. Copy of an ISO Certificate 9. Signing Authority Letter 10. Letter of Acceptance of all terms and conditions 11. Bid Form 12. Compliance Sheet Annexure -1 13. Compliance Sheet Annexure -2 14. Compliance Sheet Annexure -3 15. Compliance Sheet Annexure -4 16. Compliance Sheet Annexure -5 17. Compliance Sheet Annexure -6 18. Compliance Sheet Annexure -7 19. Compliance Sheet Annexure -8 20. Compliance Sheet Annexure -9 21. Compliance Sheet Annexure -10 22. Compliance Sheet Annexure -11 23. Compliance Sheet Annexure -12 	<p>Technical Bid for the equipments should be submitted in the relevant Forms.</p>
<p>B. Commercial Bid Prices offered</p>	<p>Commercial Bid for the equipments should be submitted only in the relevant form. Offer not submitted in the prescribed format given in Commercial Form liable to be summarily rejected.</p>

Print on Bidder's Letter Head

Annexure-1

Technical Specifications for Cisco 2801 Router

Description	Qty	Compliance (Y /N)
CISCO 2801 2801 w/AC PWR, 2FE, 4slots (2HWIC), 2PVDM, 2AIM,IP BASE, 64F/128D	1	
CAB -ACE Power Cord Indian	1	
S280IPV - 12412 Cisco 2801 IOS IP VOICE W/O CRYPTO	1	
VIC2 -2FXS Two-port Voice Interface Card - FXS	1	
WIC - 1B-S/T -V3 1-Port ISDN WAN Interface Card (dial and leased line)	1	
WIC -1T 1-Port Serial WAN Interface Card	1	
PVDM2-8 8-Channel Packet Voice/Fax DSP Module	1	
CAB-SS-V35MT V.35 Cable, DTE Male to Serial, 10 Feet	1	
PWR-2801 - AC Cisco 2801 AC power supply	1	
MEM2800-64CF-INC 64MB CF default for Cisco 2800 Series	1	
Router -SDM	1	
CON -SMBS -C2801 Device manager for routers	1	
CON - SMBS - C2801 con Smbs with 5 year return to bench warranty	1	
On board 2 LAN ports 10/100.	1	

* add any other hardware / software to make the cards and application work.

Technical Specifications for Network Switch:

Unmanaged Switch Any Make and Model Specify	Qty	Compliance (Y /N)
Make and Model: 8 port 10/100M unmanaged standalone switch	1	
Make and Model: 16 port 10/100M unmanaged standalone switch	1	
Make and Model: 24- port 10/100M Unmanaged Standalone Switch	1	

Unmanaged Switch Any Make and Model Specify	Specifications	Qty	Compliance (Y /N)
8 port 10/100/1000 unmanaged standalone switch	Forwarding capacity Minimum 16GBPS or higher	1	
16 port 10/100/1000 unmanaged standalone switch	Forwarding capacity Minimum 32GBPS or higher	1	

Managed Switch Any Make and Model Specify	Specifications	Qty	Compliance (Y /N)
16 port 10/100/1000 Managed standalone switch	Switching capacity Minimum 32GBPS or higher	1	
24 port 10/100/1000 Managed standalone switch	Switching capacity Minimum 48GBPS or higher	1	

Hardware Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTITSL branches as per the work order raised.
- Taking Corrective maintenance for the Networking Solution for the network equipments as below:
 - Corrective Maintenance,
 - Preventive Maintenance,

- System Tuning,
 - 24 X 7 Onsite assistance
 - Backline support from manufactures.
 - Patches enhancements/ Maintenance release, upgrade.
 - Installation of all Updates given by manufacture.
 - Updates Subscription services with a right to new releases including product IOS and software, maintenance releases and Patches.
 - Upgrades to higher versions
- Replacing the networking hardware with the same or the higher model to get the required services within the time line.

Preventive Maintenance

- It should be done quarterly for all the hardware with proper reports. The below some of the activities to be done under Preventive Maintenance:
- Checking of the physical connectivity of the network equipments.
- Making sure of the network equipments 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.

Technical Specifications for Laser Printers

Description	Specifications	Brand	Compliance (Y / N)
Printer Technology	Laser Printer Black and White	MNC Brand	
Printer speed (Normal Quality A4)	Print up to 24 PPM		
Print Quality	Black best (600X600 dpi) or above		
Input Tray Capacity	100 Sheets or above		
Storage Capacity	32 MB or above		
Interface	USB		
OS compatibility	Windows XP, 2000, 2003,		
Consumable Toner Yield	Minimum 2000 Pages / Toner		
Duty Cycle of Printer	5000 Pages Per Month		
Tonner Make and Model			

Hardware Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTITSL branches as per the work order raised.
- Vendor shall supply the Toners in good condition and if any defect is seen in the tonner after delivery the said tonner will be replaced immediately.
- UTITSL reserves the right to reject the tonners of brand other than the one specified in the letter from the UTITSL with immediate effect.
- The tonner rates quoted should remain in force for one year from the date of order
- If it is later found that the Toner supplied is not as per the specific brand or is not original UTITSL retains the right of rejection and or claim damages.

Technical Specifications for Scanners:

Description	Specification	Brand	Compliance (Y/ N)
Scan Type	Digital Flatbed scanner with ADF (Automatic document feeder-dual mode)	MNC Brand	
Scanning mode	Color and Black & white (Should be capable of scanning color Photos also)		
Scan Speed	Minimum 25 pages per minute or more		
Paper Size	A4		
Auto document feeder capacity	Minimum 50 Pages or more		
Scanning Resolution	200 dpi or More		
OS Compatibility	Windows XP Prof./ 2000/Vista/ 2003 / Windows 7 Prof.		
Scanner Connectivity	USB		
Duty Cycle (Daily)	Minimum 1000 Pages		

Hardware Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTITSL branches as per the work order raised.

Specification for Bar Code Reader:

Description	Specifications	Compliance (Y / N)
Bar Code Reader	Bar Code Reader Symbol LS - 2208	
connectivity	USB	

Hardware Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTITSL branches as per the work order raised.

Technical Specifications for Desktop PC:

Description	Compliance (Y / N)	Brand
Intel Core 2 Duo E8400 3.0 GHz		Indian / MNC
Intel G-31 or Higher		
Dual Mode Display Card.		
6 MB L2 Cache, 1333 MHz FSB or above		
2 X 1GB DDR2 SD RAM @ 667 MHz		
160 GB SATA II HDD 7200 rpm		
PS/2 105 Keys KBD		
PS/2 2 Button Optical With Scroll Mouse		
17" TFT Square Screen LCD Monitor with TCO 03 Certified / Compliance		
Windows 7 Professional downgraded to Windows XP Professional.		
2 Internal 3.5 Inch base for HDD.		
2 PCI, 1 Serial, 1 Parallel, 4 USB Port.		
10/100/1000 MBPS Ethernet Card (Full Duplex)		

Hardware Installation:

- Vendor will be responsible for delivering, installing & configuring the hardware supplied at UTITSL branches as per the work order raised.
- The proposed Desktop PC should be compatible by using dual mode display card. UTITSL will use 1 CPU with 2 LCD Monitors.

Annexure -6

Technical Specifications for Laptop:

Items	Technical Specification	Compliance (Y / N)	Brand
Processor type	Intel® Core™ 2 Duo Processor		Indian / MNC
Operating System	Windows 7 Professional downgraded to Windows XP Professional		
Processor speed	2.4 GHz or above		
Cache Memory	3MB Level-2 Cache		
System bus	1066 MHz FSB		
Standard memory	3 GB DDR2 SDRAM		
Internal Hard disk	160GB or above		
Optical drives	Dual Layer DVD Writer		
Floppy Drive	USB Floppy Drive		
Display type	TFT High Definition		
Display size	14"		
Camera	Inbuilt Front side Camera		
Wireless technologies	Intel® PRO/Wireless 3945ABG 802.11 a/g WLAN, integrated Bluetooth 2.0 + EDR		
Ethernet	10/100 MBPS Ethernet		
Modem	Inbuilt 56 K		
Interfaces	1. IEEE 1394a / e- Sata/ HDMI port. 2. 230V AC power connector with Indian Std 3. USB 2.0 ports. 4. Head Phone (Stereo Mini jack) 5. Micro Phone (Stereo Mini jack)		
Speaker	Built-in stereo speakers		
Microphone	Built-in microphone		
Weight	Not exceed 2 Kg		
Carry Case	Leather Case		

Bar Code Generating Software:

Description	Specifications	Compliance (Y / N)
Bar Code Generating Software	<p>Compatibility:</p> <p>1) With laser, inkjet and dot-matrix Printers.</p> <p>2) Generated Barcode shall be read by any Bar Code Scanner.</p> <p>OS: Windows XP/ Vista/Windows 7.</p>	

Annexure -8

Specification of Pen Drive:

Description	Specifications	Compliance (Y / N)
Kingston Pen Drive	4 GB pen drive	

Annexure -9

External USB Hard Disk:

Description	Specifications	Compliance (Y / N)
External USB Hard Disk	Western Digital Passport 250 GB Hard Disk	

LCD Monitor:

Description	Specifications	Compliance (Y / N)
LCD Monitor	17" TFT Square Screen LCD Monitor with TCO 03 Certified / Compliance	

Technical Specifications for LAN Cabling

Sr. No.	Description	UOM	Compliance (Y/ N)
	Passive Components Make - D-Link / Systemax / Lucent / Molex/ AMP		
1	Supplying, Installing, Testing & commissioning of CAT-6, UTP cable from Information Outlet (I/O) to Patch Panel, End to End Feruling	Mtr	
2	Supplying, Installing of PVC conduit for CAT-6 cable from Patch Panel to User End.	Mtr.	
3	Supplying, Installation of CAT-6 Information Outlet with phase plate & gang box.	Nos.	
4	Supplying, Installation of CAT-6 "3" feet patch cord	Nos.	
5	Supplying, Installation of CAT-6 "7" feet patch cord	Nos.	
6	Supplying, Installation, Network Enclosure- 12U Rack (Minimum 600 Dept) with 1 Tray & 24 Port Patch Panel.	Nos.	

* Bidders will have to quote the same brand for CAT-6 UTP cable, Information Outlet box with phase plate, gang box and 3" & 7" CAT-6 Patch cords.

Successful Bidder to print on their Letter Head
To be submitted at the time of work order

Annexure-12

The Assistant Vice President (IT)
UTI Technology Services Ltd
Plot No. 3, Sector 11, CBD Belapur,
Navi Mumbai.
Dated: - _____

Sub: Undertaking of Authenticity for IT Equipments

Ref: 1. Your Purchase order no.: _____ Dated: - _____
2. Our Invoice no.: _____ Dated: - _____

With reference to the IT Equipments, being supplied / quoted to you vide our Invoice no. _____ Cited above,

We hereby undertake that the above Hardware /Software /License shall be original new only from the OEMs of the products and that no refurbished/duplicate/second hand Hardware /software/License are being used or shall be used.

We also undertake that in respect of the Hardware /software /License if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e g Product Keys on Certification of Authenticity in case of Software and also that it shall be sourced from the Authorized source (e g Authorized Original Equipment Manufacturer).

Should you require, we hereby undertake to produce the Certificate from our OEM supplier in support of above undertaking at the time of delivery and installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the hardware /software /License already built, we agree to take back the Hardware/software /License without demur, if already supplied and return the money if any paid to us by you in this regards.

We (system OEM name) also take full responsibility of both Hardware/ software and Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller SL etc.

Authorized Signatory
Name: _____
Designation: _____
Place: _____
Date: - _____

COMMERCIAL BID FORM

(Bidders are requested to submit this form (pages from 28-32) in a separate sealed envelope only)

The Assistant Vice President (IT)
UTI Technology Services Ltd,
Plot 3, Sector 11, CBD Belapur,
Navi Mumbai 400614

Date:

Sir,

Sub: Bid for supply of IT Equipments

This is with reference to your tender due on 29th September 2010. We are interested in getting our Company selected in your organization for the Bid for supply of IT Equipments.

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection of vendors for the Bid for supply of IT Equipments and the same are acceptable to us. We have been given all the required information from UTITSL. We certify that we are eligible as per the said Terms. The duly signed copies of all the tender pages are attached herewith.

An EMD of ₹.4,00,000/- (Rupees Four Lakh Only) is enclosed.

We understand that cost comparative statement will be prepared for the said items and L1 will be decided on basis of lowest rate quoted for that item as mentioned in clause no. 2 (f) in tender document (Scope of work).

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 item will be done as per the specification mentioned in the tender form.

Table -1 for Routers and Switches:

Price (Refer Clause No.2 (f) of Tender Document (Scope of work))	Qty	Unit rate	Total Price
CISCO 2801 with all accessories	10		
8 port 10/100M	10		
16 port 10/100M	10		
24 port 10/100M	10		
Total Amount (A)			

*Total Amount inclusive of support for 5 Years

For payment terms, refer clause no. 2 (g) of tender document.

Table -2 for Switches:

Price (Refer Clause No.2 (f) of Tender Document (Scope of work))	Qty	Unit rate	Total Price
8 Port Unmanaged Switch	01		
16 Port Unmanaged Switch	01		
16 Port Managed Switch	01		
24 Port Managed Switch	01		
Total Amount (B)			

*Total Amount inclusive of support for 5 Years.

For payment terms, refer clause no. 2 (g) of tender document.

Specify Brand for Printer: _____

Specify Model for Printer: _____

Table -3 for Laser Printer:

Price (Refer Clause No.2 (f) of Tender Document (Scope of work))	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	10		
Total Amount (C)			

For payment terms, refer clause no. 2 (g) of tender document.

Table - 4 for Printer Toner:

Item Description	Period	Rate Per Toner
Toner Cost Inclusive of all taxes, delivery, transportation, transit insurance except octroi at actual	For 1st Year	
	For 2nd Year	
	For 3rd Year	
	For 4th Year	
	For 5th Year	
Total Amount (D)		

For payment terms, refer clause no. 2 (g) of tender document

- Kindly note the approximately UTITSL would require 150 nos. of tonners per year. The volume is only indicative and the same may vary as per the requirement of UTITSL.

Signature of Authorized person

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Specify Brand for Scanner: _____

Specify Model for Scanner: _____

Table -5 for Scanner:

Price (Refer Clause No.2 (f) of Tender Document (Scope of work)	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	10		
Total Amount (E)			

For payment terms, refer clause no. 2 (g) of tender document.

Specify Brand for Bar Code Reader: _____

Specify Model for Bar Code Reader: _____

Table -6 for Bar Code Reader:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work)	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100		
Total Amount (F)			

For payment terms, refer clause no. 2 (g) of tender document

Specify Brand for Desktop PC: _____

Specify Model for Desktop PC: _____

Table -7 for Desktop PC:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work)	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100		
Total Amount (G)			

For payment terms, refer clause no. 2 (g) of tender document.

Specify Brand for Laptop: _____

Specify Model for Laptop: _____

Table -8 for Laptop:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work))	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100		
Total Amount (H)			

For payment terms, refer clause no. 2 (g) of tender document.

Specify Bar Code Generating Software: _____

Table -9 for Bar Code Generating Software:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work))	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100 User		
Total Amount (I)			

For payment terms, refer clause no. 2 (g) of tender document.

Table -10 for 4GB Kingston Pen Drive:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work))	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	200		
Total Amount (J)			

For payment terms, refer clause no. 2 (g) of tender document.

Table -11 for 250 GB Western Digital USB Hard Disk:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work))	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100		
Total Amount (K)			

For payment terms, refer clause no. 2 (g) of tender document.

Specify Brand for LCD Monitor: _____

Specify Model for LCD Monitor: _____

Table -12 for LCD Monitor:

Price (Refer Clause No. 2 (f) of Tender Document (Scope of Work)	Qty	Unit Price	Total Price
Total Amount inclusive of support for 5 Years	100		
Total Amount (L)			

For payment terms, refer clause no. 2 (g) of tender document.

Table -13 for LAN Cabling:

Sr. No.	Description	Make	UOM	Unit Rate
1	Supplying, Installing, Testing & commissioning of CAT-6, UTP cable from Information Outlet (I/O) to Patch Panel, End to End Feruling		Mtr	
2	Supplying, Installing of PVC conduit for CAT-6 cable from Patch Panel to User End.		Mtr.	
3	Supplying, Installation of CAT-6 Information Outlet with phase plate & gang box.		Nos.	
4	Supplying, Installation of CAT-6 "3" feet patch cord		Nos.	
5	Supplying, Installation of CAT-6 "7" feet patch cord		Nos.	
6	Supplying, Installation, Network Enclosure-12U Rack (Minimum 600 Dept) with 1 Tray & 24 Port Patch Panel.		Nos.	

For payment terms, refer clause no. 2 (g) of tender document.

Date:

Signature:

Place:

Name:

Designation:

Seal of the Company