

16th February, 2009

Calcutta High Court

Notice inviting Tender

Sealed Tenders in duplicate are invited by the Registrar (Listing), Appellate Side, High Court, Calcutta for execution of the work of "Annual Maintenance Contract of LAN at the Calcutta High Court"

Last date of submission of Tender – 2nd March, 2009

IMPORTANT NOTE FOR BIDDERS

1. Tenders are invited in sealed covers from reputed firms for the maintenance of LAN connecting different sections/departments spread over various floors of 3 buildings of the High Court, Calcutta.
2. The quotation will be submitted in sealed cover, superscribing "Tender for Maintenance of LAN" in the name of Registrar (Listing) and should reach this office by 2nd March, 2009.
3. The individual bids shall be opened on 6th March, 2009 in the Chamber of Registrar (Listing) at 2 PM. If there is any change of this date, individual bidders shall be informed by speed post.
4. Envelopes which are not sealed will not be accepted.
5. The general Terms & Conditions for providing support are to be stated clearly in the document.
6. The Institution will not take any responsibility for delay, loss or non-receipt of documents/tenders sent by post.
7. Any form of canvassing by a bidder shall result in cancellation of the bid.
8. The offer should be valid for a minimum period of six months.
9. The vendors may inspect the site on any working day during office hours. For any clarification, the interested vendors may contact the Registrar (Listing), Appellate Side, High Court, Calcutta between 12 Noon and 2 PM on any working day.
10. The bid shall be for the full quantity as described below in Schedule "A".
11. The price quoted must include all taxes, duties and other levies.
12. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be enhanced under any circumstances.
13. The Registrar (Listing) on behalf of the High Court, Calcutta will evaluate and compare the quotations determined to be substantially responsive i.e. which
 - a. conform to the terms and conditions and specifications.
 - b. are properly signed.
14. The High Court may award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price. However, the Institution does not bind itself to accept the lowest bid.
15. The Institution reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract for any reason whatsoever.
16. In course of execution of the work by the successful bidder if it is found that the performance is unsatisfactory, the Institution shall be at liberty to cancel or terminate the contract unilaterally. The decision on the point as to whether the performance of the bidder is satisfactory or not shall be taken by the Registrar (Listing), Appellate Side, and his decision shall be final, conclusive and binding.

17. The successful bidder shall have to enter into an agreement with the Institution as regards an operation of the contract work in detail.

MINIMUM ELIGIBILITY CRITERION

1. The bidding company should be a company incorporated or existing under the Companies Act, 1956 having valid ISO 9001-9002 certifications.
2. The bidding company should have a well qualified team of engineers and technicians and adequate experience of installing & maintaining large networks in Kolkata.
3. All engineers to be deputed for the maintenance service should be under direct recruitment by the bidder and the work shall not be outsourced to any other firm.
4. The bidding company must have installed and maintained networking along with OFC connectivity having chasis based L3, L3/L2 switches, routers, etc.
5. The bidding company must have at least three years of experience in the said business as at the date of the bid.
6. The bidding company must have undertaken similar work in a Government / Semi Government organization having tender value beyond Rs. 5 lakhs for a single year.
7. The bidding company must have a full fledged support office at Kolkata.
8. Documentary evidence in support of all the above eligibility criterion should be furnished along with Tender.

DESCRIPTION OF THE WORK

1. Monitoring the Optical Fiber/UTP Segment from time to time to check proper connectivity.
2. Will undertake crimping of connectors where there is failure due to natural usage.
3. Will assign IP address to all nodes under the campus network as and when required.
4. Will install & configure the network connectivity for all nodes under the campus network.
5. Will at the request of the Institution, undertake cable laying activities as and when required by different departments or offices to extend network connectivity. However, the bidder shall be entitled to additional cost at the prevailing market rates as may be determined by the Registrar (Listing).
6. Will ensure that all users are directly connected to the campus network and are able to send and receive mails, browse the internet, share files through Windows Networking & update database of any department or office using compatible software provided by Calcutta High Court through LAN.
7. Onsite service response: All Working days between 9:30 – 18:00 hrs
8. **Response time:** Within 2 hours of registering the complaint.
9. **Uptime Guarantee:** Within a maximum of 4 hours of registering the complaint except for holidays or calls logged after office hours. In case of a major breakdown in functioning of the scheduled equipment, the Vendor shall ensure that the same is repaired / replaced (either by themselves where the equipment is under their comprehensive coverage or by the Warranty Service Provider) within 24 working hours. In case of failure to do so within the stipulated time, the Vendor shall provide reasons for non compliance (and appropriate penalty may also be imposed on the vendor).
10. **Preventive Maintenance:** The service will consist of a minimum of 2 Preventive Maintenance visits a year. Preventive Maintenance activity will consist of checking the network health with the help Network LAN-Meter. Testing of Backbone and Server connectivity will be compulsory.

11. **Corrective Maintenance:** Unscheduled Corrective Maintenance visits as and when required in order to provide remedial service to remove any malfunctioning in the Network. This includes repair / replacement of malfunctioning / defective Passive and Active components. The malfunctioning / defective Passive and Active components should be replaced, if required, with components of the same make as the original.
12. **Dispute Resolution:** Any dispute arising out of, or in connection with the tender process or in execution of the tender work shall be referred to and decided upon by the Registrar (Listing), Appellate Side in accordance with the provisions of Arbitration and Conciliation Act, 1996.
13. **Jurisdiction:** The High Court of Calcutta, or the City Civil Court, as the case may be shall have the exclusive jurisdiction to determine any dispute arising out of this tender process or in execution of the tender work.

DETAILS OF LAN (Schedule "A")

HIGH COURT, Calcutta		
Item No.	Description	Quantity
1	Fibre Optic Cable	650 mtrs
2	I/O with backbox	276 nos.
3	Switch CISCO 2950 (24 P)	13 nos
4	Switch CE-500 (24 P)	1 nos
5	Switch D-Link (8 P)	2 nos
6	Rack 36U with accessories	1 nos
7	Rack 9U with accessories	6 nos
8	Rack 6U with accessories	2 nos
9	Jack Panel (24 P)	14 nos
10	LIU Box (24 P)	9 nos
11	Media Converter	2 nos
12	Fibre Optic Module	12 nos
13	Fibre Patch Cord (ST-SC)	15 nos.

Sd/-

Registrar (Listing)