भारतीय उष्णदेशीय मौसम विज्ञान संस्थान
INDIAN INSTITUTE OF TROPICAL METEOROLOGY,

(पृथ्वी विज्ञान मंत्रालय का स्वायत्त संस्थान, भारत सरकार के अधीन)
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)

सं. / No . C-050.38 | 3844 - 3854   दिनांक / Date 22/09/2010
                                                  2 3 SEP 2010

AS per list attached

Subject: **Comprehensive Annual Maintenance Contract in respect of Active Components in IITM, Pashan, Pune - 411 008.**

Director **Indian Institute of Tropical Meteorology, Pashan, Pune 411 008** invites sealed Tenders from reputed and experienced Companies/Firms for Comprehensive Annual Maintenance Contract in respect of Active Network Components (as per the Annexure- II enclosed) for a period of one year with effect from the date as will be communicated later on by this Institute.

1. The Tenderers are requested to give detailed sealed tender in their own forms in two Bids i.e. Part – I Technical Bid, Part - II Commercial Bid. Both the sealed bids should be sent in another sealed envelope addressed to the Director, Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road. NCL Post, Pashan, Pune – 411 008, so as to reach on or before 13th October 2010 upto 12.00 hrs.

2. You have to submit two separate bids in two separate envelopes and you may keep both the bid envelopes in an envelope for sending to us. One envelope will contain only the TECHNICAL SPECIFICATIONS. Another envelope will contain only the financial bid in which price, maintenance, AMC etc. and any other information, which has financial implications, will only be given. The main envelope, which will contain both the bids, should be super scribed with our tender enquiry
No. C-050-38 due on 13th October 2010 upto 12.00 hrs.

3. The technical bids will be opened on the **same day at 15.00 hrs.** of specified due date & the financial bids of only those bidders will be opened whose technical bid is found suitable by us.

4. This tender is not transferable.

5. The AMC shall be on a comprehensive maintenance service basis i.e. no extra charges for any spare parts, software required will be paid by this Institute. During the currency of the contract period, it will be responsibility of the contractor to keep the equipments in perfect working order. Terms and conditions (in details) are enclosed herewith (Annexure-I).

6. The tenders are required to prove their technical competence for undertaking the job and also furnish their experience/reputation and goodwill through a certificate from any past customers/Govt. Departments mentioning name/designation/telephone number etc. of the Department/Ministry concerned.

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7. The payment towards CAMC charges would be made at the end of each quarter on production of satisfactory reports from the concerned users which, in turn, will be certified by Computer Division.

8. If the Contractor fails to attend the complaints within stipulated time, as mentioned in terms and conditions (as enclosed), penalty for the delay/damage/loss shall be charged and the same shall be deducted from the gross amount of the bill.

9. **The Director, IITM, Pune-8** reserves the right to select or reject any or all tenders without assigning any reasons thereafter

Yours sincerely

A·R· Seshagiri
22/9/10

(Smt. A.R. SESHAGIRI)
Senior Technical Officer II
For Director

TERMS AND CONDITIONS FOR ANNUAL (COMPREHENSIVE) MAINTENANCE

1. Indian Institute of Tropical Meteorology, Pune, intends to enter into Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Active Components and their software problems, in IITM, Pune with effect from the date will be communicated later on by this Institute.

2. The contract shall cover both preventive as well as corrective maintenance of all equipments for all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components.

3. Vendor should initially provide CISCO Support Pack for all listed Active Components as per **Annexure –II.**

4. The existing list of Active Components is enclosed at Annexure-II. The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor on quarterly basis for full month of service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.

5. The software maintenance shall include loading, reformatting to software, system/network configuration and installation of software purchased by the IITM of the aforementioned category from time to time.

6. Patch management shall be a mandatory part of the contract. Contractor will depute a competent qualified network engineer who shall be required to update patch software / monitor on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.

7. The contractor shall have to depute at least one well qualified engineer having a minimum experience of three years in the relevant field. The service engineer has to report at 9.30 hrs and will work upto 18.00hrs. on all working days

8. The services of the engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed.

9. The hardware and software problems reported by the users will be notified to the contractor's engineer and will be attended by them based on priority indicated by IITM. On some occasions such complaints may be given directly by IITM on non-working days/off duty hours or in emergency telephonically. For all such complaints given telephonically, service engineer will have them recorded on the main log book on the first available occasion and attend to them at the earliest and obtain acknowledgement of the user in his counter log book.

10. If average down time of all the systems taken together increase beyond 10% over a period of 3 months (calculated quarterly), IITM reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firm.

11. The contractor would carry out preventive maintenance of each machine once in every three months. Failing which shall attract penalty as deemed fit.

12. The items that are defective and need to be replaced would be first checked by the IITM's Computer/IT Cell before those are declared as defective. The defective equipment / items will be replaced by the equipment/spares of the same specification / make and, in case these are not available, the equipment with higher specification will have to be installed. Quarterly review of maintenance done by Company manager.

13. The contractor shall keep sufficient quantity of spare parts and other required spares available centrally for ready use.

14. The engineers will not change the setting of any equipment without seeking the prior permission and information of Computer Division staff of the institute.

15. The contract is comprehensive and covers free replacement of all defective parts, except consumables like plastic components.

16. The contractor shall not further sublet of the CAMC under any circumstances to a third party/sub-contractor for the maintenance.

Payment Terms & Conditions:-

17. CAMC shall be entered into on annual basis and extendable for two years on annual basis depending on the quality of services and commercial terms offered. The payment of AMC will be made 50% Advance after acceptance the contract & supply of Support Packs and balance 50 % payment will be made quarterly at the end of every quarter, after obtaining satisfactory performance certificates from the users (Computer Division).

18. The contractor will have to provide standby equipment, if he expects the repairs to take more than the specified period.

19. **Security Deposit:** - The successful firm/contractor, within a period of 10 days, shall furnish a Bank Guarantee for 10% of the total cost of CMAC, valid till the end of the contract period towards security for smooth performance of the CAMC, failing which formal contract for CAMC will be withheld and fresh contract shall be initiated at the risk and cost of the contractor/firm.

20. **DURATION OF AGREEMENT:**
    This CAMC shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract. It may be extendable annually for two more years subject to satisfactory services and suitable commercial terms offered by the firm. The contract may be terminated by either party by giving one month's notice in writing to other party during the currency of the contract.

21. The active components to be placed under CAMC may be inspected in presence of our institutes Computer staff by the qualified tenders. The non-functional and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC, after consulting our Computer staff.

22. Number of items may increase or decrease as and when items become obsolete/out of warranty and after purchase etc. The payment will be made accordingly for the equipments actually maintained and certified by the users.

23. Institute reserve right to cancel this contract if above conditions are not strictly adhered to by the contractor.

24. Kindly acknowledge the acceptance of order within 5 days.

Yours sincerely,

A·R·Seshagiri
22|9|10

(Smt. A.R. SESHAGIRI)
Senior Technical Officer II
For Director

Inventory

Main

Hostname	Device Type	Serial Number	Version ID	MAC Address	IP Address	Software Version	Sys Location	System Uptime
FRD-1	WS-C2960-24TT-L	FOC1134X0XK	V03	001d.71a1.d480	10.1.1.3	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 29 minutes
FRD-2	cisco WS-C2960-24TT-L	FOC1134X0Q6	V03	001d.71fa.5100	10.1.1.4	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 29 minutes
Core_extention	cisco WS-C2960-24TT-L	FOC1134X0QC	V03	001d.71a1.cf00	10.1.1.2	12.2(35)SE5-LAN-BASE	NA	0 years,2 weeks, 3 days, 23 hours, 11 minutes
TSD-2	cisco WS-C2960-24TT-L	FOC1134W0N5	V03	001d.71a1.c500	10.1.1.6	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 30 minutes
Admin_Wing	cisco WS-C2960-24TT-L	FOC1134X0QB	V03	001d.71fa.3800	10.1.1.7	12.2(35)SE5-LAN-BASE	NA	0 years,31 weeks, 2 days, 17 hours, 25 minutes
TSD-1	cisco WS-C2960-24TT-L	FOC1134Z03R	V03	001d.a128.5f00	10.1.1.5	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 31 minutes
C&H-2	cisco WS-C2960-24TT-L	FOC1134W0J8	V03	001d.71df.a400	10.1.1.9	12.2(35)SE5-LAN-BASE	NA	0 years,30 weeks, 5 days, 22 hours, 39 minutes
CGMD-1	cisco WS-C2960-24TT-L	FOC1134X0GR	V03	001d.a128.6100	10.1.1.10	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
C&H-1	cisco WS-C2960-24TT-L	FOC1134W4UV	V03	001d.a10e.4500	10.1.1.8	12.2(35)SE5-LAN-BASE	NA	0 years,30 weeks, 5 days, 22 hours, 41 minutes
CGMD-2	cisco WS-C2960-24TT-L	FOC1134W0PW	V03	001d.71a1.c680	10.1.1.11	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes

Hostname	Device Type	Serial Number	Version ID	MAC Address	IP Address	Software Version	Sys Location	System Uptime
BLLSP	cisco WS-C2960-24TT-L	FOC1134X0QT	V03	001d.71a1.9380	10.1.1.12	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
I&OT	cisco WS-C2960-24TT-L	FOC1134X0XG	V03	001d.71a1.cb80	10.1.1.13	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 30 minutes
PM&A-1	cisco WS-C2960-24TT-L	FOC1134X0GN	V03	001d.a128.5d00	10.1.1.14	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 31 minutes
ENVIS	cisco WS-C2960-24TT-L	FOC1134W0NK	V03	001d.71fa.5c80	10.1.1.16	12.2(35)SE5-LAN-BASE	NA	0 years,31 weeks, 2 days, 17 hours, 29 minutes
CCRL	cisco WS-C2960-24TT-L	FOC1134X0PH	V03	001d.a128.2f80	10.1.1.17	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
PM&A-2	cisco WS-C2960-24TT-L	FOC1134W0PV	V03	001d.71a1.c880	10.1.1.15	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 29 minutes
TSD-3	WS-C2960-24TT-L	FOC1134X0TS	V03	001d.7167.8c00	10.1.1.20	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 30 minutes
ENVIS2	cisco WS-C2960-24TT-L	FOC1238Z4GZ	V05	0023.5d84.b000	10.1.1.28	12.2(35)SE5-LAN-BASE	NA	0 years,31 weeks, 2 days, 17 hours, 29 minutes
LIP	cisco WS-C2960-24TT-L	FOC1134W0N7	V03	001d.71a1.d900	10.1.1.18	12.2(35)SE5-LAN-BASE	NA	0 years,5 weeks, 5 days, 20 hours, 38 minutes
Admin_Wing 3	cisco WS-C2960-24TT-L	FOC1229Y3A4	V04	0022.91b6.3580	10.1.1.33	12.2(35)SE5-LAN-BASE	NA	0 years,31 weeks, 2 days, 17 hours, 25 minutes
CGMD3	cisco WS-C2960-24TT-L	FOC1230U427	V04	0022.bd81.ba80	10.1.1.29	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes

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Hostname	Device Type	Serial Number	Version ID	MAC Address	IP Address	Software Version	Sys Location	System Uptime
CGMD4	cisco WS-C2960-24TT-L	FOC1230X4PH	V04	0022.bd47.ae80	10.1.1.30	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
GA1	cisco WS-C2960-24TT-L	FOC1237V3PR	V05	0023.5d66.8200	10.1.1.24	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
CCRL2	cisco WS-C2960-24TT-L	FOC1229U3RE	V04	0022.91b6.5c80	10.1.1.34	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days, 13 hours, 45 minutes
Admin_Wing 2	cisco WS-C2960-24TT-L	FOC1229Y39V	V04	0022.91b6.4780	10.1.1.32	12.2(35)SE5-LAN-BASE	NA	0 years,31 weeks, 2 days, 17 hours, 25 minutes
ACCOUNTS 1	cisco WS-C2960-24TT-L	FOC1234Y1K7	V05	0023.0523.7500	10.1.1.27	12.2(35)SE5-LAN-BASE	NA	0 years,30 weeks, 5 days, 22 hours, 37 minutes
IITM-tolITM-ND	1841	FHK1230218Q	V05	0022.55b0.07c8	10.10.10.2, 11.1.1.2, 10.147.149.154, 71.1.77.149	12.4(1c)-IP-BASE	NA	0 years,2 weeks, 3 days, 23 hours, 14 minutes
BLLSP1	WS-C2960-24TT-L	FOC1311Z5LM	V05	0024.f9ec.7900	10.1.1.39	12.2(35)SE5-LAN-BASE	NA	0 years,3 weeks, 3 days. 13 hours, 45 minutes
FRD3	cisco WS-C2960-24TT-L	FOC1229Y2N6	V04	0022.91de.ee80	10.1.1.31	12.2(35)SE5-LAN-BASE	NA	0 years,23 weeks, 2 days, 20 hours, 30 minutes

Hostname	Device Type	Serial Number	Version ID	MAC Address	IP Address	Software Version	Sys Location	System Uptime
IITM_Core	WS-C4506-E	FOX1347H6F7	V02	8843.e10c.6200	10.3.8.1, 10.4.7.1, 10.2.1.1, 10.1.2.1, 10.4.6.1, 10.1.3.1, 10.3.1.1, 10.4.5.1, 11.1.1.1, 10.3.2.1, 10.2.3.1, 10.4.4.1, 10.10.10.1, 10.3.3.1, 10.2.2.1, 10.1.1.1, 10.5.2.1, 10.4.3.1, 10.3.4.1, 10.2.5.1, 10.4.2.1, 10.3.5.1, 10.2.4.1, 10.3.6.1, 10.1.4.1, 10.3.7.1, 10.2.6.1, 10.3.2.17, 10.2.3.33, 10.2.6.33, 10.3.2.49, 10.2.1.65, 10.2.3.65, 10.3.2.65, 10.2.5.65, 10.2.4.65, 10.2.6.65, 10.3.2.81, 10.3.2.97, 10.2.6.97, 10.3.2.113, 10.2.2.129	12.2(53) SG2-ENT-SERVICES	NA	0 years,2 weeks, 3 days, 23 hours, 10 minutes
CCCR1	cisco WS-C2960-24TT-L	FOC1312W0MB	V05	0025.460e.8e80	10.1.1.43	12.2(35)SE5-LAN-BASE	NA	0 years,2 weeks, 2 days, 23 hours, 44 minutes
GuestHouse	cisco WS-C2960-24TT-L	FOC1134X0V3	V03	001d.713f.4780	10.1.1.19	12.2(35)SE5-LAN-BASE	NA	0 years,0 weeks, 3 days, 23 hours, 44 minutes
Aryabhatta	cisco WS-C2960-24TT-L	FOC1331X052	V06	0026.ca2b.e200	10.1.1.38	12.2(44)SE6-LAN-BASE-CRYPTO	NA	0 years,5 weeks, 5 days, 20 hours, 46 minutes

Hostname	Device Type	Serial Number	Version ID	MAC Address	IP Address	Software Version	Sys Location	System Uptime
CCCR2	cisco WS-C2960-24TT-L	FOC1312W0HV	V05	0024.f9ec.bb80	10.1.1.44	12.2(35)SE5-LAN-BASE	NA	0 years,2 weeks, 2 days, 23 hours, 44 minutes
IITM-ND-to-IITM	1841	FHK122023BF	V05	001d.7076.2c08	10.11.1.1, 10.10.10.1, 10.147.149.158, 71.5.153.62	12.4(1c)-IP-BASE	NA	0 years,0 weeks, 4 days, 20 hours, 28 minutes
HPC1	WS-C4506-E	FOX1347H6F5	V02	8843.e10c.61c0	10.1.1.45	12.2(53) SG2-ENT-SERVICES	NA	0 years,0 weeks, 2 days, 21 hours, 16 minutes

A. R. Seshagiri
22/9/10
(Smt. A.R. Seshagiri)
ST.O.II.
for Director.