

**PRASAR BHARATI  
DIRECTORATE GENERAL : DOORDARSHAN  
DOORDARSHAN BHAWAN, COPERNICUS MARG,  
NEW DELHI-110001**

No. 2/7/2002-A&G (Vol.II)(Part)

Date: 12.11.2010

To,

**Subject : Annual Maintenance Contract (AMC) including network administration for the Local Area Network (LAN) at Doordarshan Bhawan, New Delhi.**

Sir,

This Directorate intends to enter into a fresh contract for Annual Maintenance (AMC) including network administration for the Local Area Network (LAN) at Doordarshan Bhawan, New Delhi. You may submit your tender in this regard with reference to the following:-

- (i) **Scope of work** : Scope of the work is described in **Annexure-A**.
- (ii) **Terms & Conditions** : Terms and conditions governing the tendering are described in **Annexure-B**.
- (iii) **Tender** : The tender is to be submitted as per the form at **Annexure-C** **alongwith an Earnest Money Deposit (EMD) of Rs.5,000/- in form of Bank Draft/Pay Order drawn in favour of "PBBCI, DG: Doordarshan, New Delhi."**

2. You may examine the site on any working day between **10.00 AM and 1.00 PM upto 03.11.2010.**

3. The tender is to be submitted in a sealed envelop superscribed "**AMC in respect of the LAN in Doordarshan Bhawan**" in Room No. 222, latest by **3.00 PM on 06.11.2010.** The tender shall be opened on the same day at **4.00 PM.** You may be represented at the time of the said opening of the tenders. Tenders received after the due date/time and/or not accompanied with the Earnest Money Deposit and/or not accompanied with the requisite documents shall not be considered at all. DG: Doordarshan reserves the right to reject any or all the tenders without assigning any reason, whatsoever.

Yours faithfully,

(Sunita Bharal)  
Dy. Director (Admn.)

## **ANNEXURE-A**

### **SCOPE OF WORK**

The Local Area Network (LAN) in Doordarshan Bhawan, New Delhi consists of about 350 nodes spread over ground plus six floors of Tower 'A' of Doordarshan Bhawan on CAT-5 10/100 MBPS UTP cable and is based on STAR topology. The server and the central switch are co-located in the server-room on the 4<sup>th</sup> floor of Tower 'A'. The server (HP Net Server LC 2000) is working as e-mail server. The Internet browsing is through a firewall (Watch Guard II Plus) through a 512 KBPS leased line from Tata Communications connected to a router (Cisco 2500 series). The mail system is working on windows 2000 server and MS Exchange 5.5 platform. Two digital senders (HP 9100C) are also installed in the server room and connected to the LAN for scanning documents and sending them through e-mail.

2. The Annual Maintenance Contract (AMC) of the said LAN shall cover comprehensive maintenance of the LAN including the network equipment and components (active as well as passive) consisting of server, switches, firewall, router, UPSs, cabling, IOs, mounting cords, racks with their accessories, patch panels, etc. In addition, the AMC shall include network administration. It is needless to mention that network administration shall cover the existing system softwares as well as application softwares.

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**TERMS AND CONDITIONS**

1. The offers should be valid for at least 180 days from the date of opening of the tenders.
2. DG: Doordarshan reserves the right to reject any or all the bids without assigning any reason, whatsoever.
3. The evaluation of the bids shall be at the complete discretion of DG: Doordarshan and all its decisions in this respect shall be binding on the bidders. In particular, DG: Doordarshan does not bind itself to accept the lowest bid and reserves the right to accept a particular bid in whole or in part on merits.
4. Printed terms and conditions of the bidders will not be considered as forming part of their bids.
5. In case any of these terms and conditions are not acceptable to a particular bidder, it should clearly specify the deviations in its bid. DG: Doordarshan reserves the right to accept or reject the same. DG: Doordarshan shall not be bound to give any reasons for its refusal to consider a particular bid with such deviations.
6. The successful bidder (Company) shall have to submit a security deposit equivalent to 10% of the value of the AMC in the form of a demand draft/pay order drawn in favour of "PBBCI, DG: Doordarshan, New Delhi" or Bank Guarantee valid for fifteen months within six days of the award of the AMC failing which the earnest money shall be forfeited and the award of the AMC shall be treated as withdrawn. Accordingly, the AMC shall be awarded to the next successful bidder. The successful bidder, after submitting the security deposit, shall immediately enter into the AMC with the DG: Doordarshan.
7. The Company shall provide regular comprehensive maintenance of the LAN, including the network equipment and components (both active and passive) as well as full-time network administration which shall, inter-alia, include network performance analysis, monitoring and fine tuning; network trouble shooting and configuration; monitoring of network traffic errors, bandwidth utilization and link reliability; proactive disk management and capacity planning etc. The Company shall also render any further assistance required by DG: Doordarshan for optimum utilization of the LAN at any point of time during the validity of this Agreement.
8. The maintenance of the LAN will cover replacement of worn out/ defective parts of the equipments / components mentioned above without any additional charge.
9. The network administration shall cover the existing system software as well as application softwares.
10. The Company shall ensure an uptime of 99%. Breakdown of the LAN beyond this limit will invite a penalty of Rs.1,500/- per day. Also, a particular complaint should be attended-to within 4 hours from the time of its lodging, failing which a penalty of Rs.1,500/- per day or part thereof shall be levied. If need be, the company shall install standby / spare equipments in lieu of those under repair/maintenance without any additional charge.

11. The Company shall provide / station on-site network administrator, who should be MCSE and should be having minimum two years experience in the field on full time basis from 9.30 a.m. to 6.30 p.m. on all working days. The network administrator shall assist DG: Doordarshan in all network related work assigned to him from time to time apart from his normal duties. The Company should also be in a position to extend its services for maintenance of the LAN as well as network administration beyond the said normal working hours on any working day as well as on any holiday on the specific request of DG: Doordarshan without any additional charge.
12. DG: Doordarshan shall make the payment in respect of the AMC cost, as detailed above, to the Company on quarterly basis against a pre-receipted bill to be submitted by the Company after the end of a particular quarter after adjusting the penalty, if any, as per point no. 11 above. The payment shall be released within one month of the submission of the said bill by the Company provided the services of the Company during the concerned quarter are found to be satisfactory by DG: Doordarshan.
13. The security deposit, submitted by the Company shall be returned to the Company after completion of the contract to the satisfaction of DG: Doordarshan without any interest for the period it was under deposit with DG: Doordarshan. However, the security deposit whether submitted by the Company in form of demand draft/pay order or Bank Guarantee shall be liable to be forfeited for any deficiency in its services or violation of any provision of the Terms & Conditions of the Contract, by it.
14. The contract may be terminated upon submission of written notice for a period of 45 days by either parties.
15. In case of any dispute between the Company and DG: Doordarshan arising out of or in relation to this Contract, the dispute shall be referred to a sole Arbitrator to be appointed by DG: Doordarshan. Any decision of such Arbitrator shall be conducive and binding on both the parties. The arbitration proceedings shall be held at Delhi and shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time.
16. The Courts of Delhi will have jurisdiction over all legal disputes arising out of or in relation to this Contract.
17. The contract may be extended beyond the stipulated period on the request of either parties at the same rates, terms & conditions. However, the decision for such extension shall be at the sole discretion of DG: Doordarshan.

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**TENDER FORM**

S. No.	ITEM	Qty.	Unit Rate	Total
1.	HB NET SERVER LC 2000	1		
2.	HP DIGITAL SENDER 9100 C	2		
3.	WATCH GUARD FIRE BOX II PLUS	1		
4.	(A) CENTRAL SWITCHES (24 PORTS) (D-LINK MODEL DE 3326)	1		
	(B) WORKGROUP SWITCHES (24 PORTS) (D-LINK MODEL DES 3624 IE)	7		
	(C) WORKGROUP SWITCHES (24 PORTS) (D-LINK MODEL DES 3624 E)	9		
	(D) WORKGROUP SWITCHES (24 PORTS)	9		
5.	CISCO ROUTER (2500 SERIES)	1		
6.	19" 27U RACK WITH ACCESSORIES	2		
7.	19" 12U RACK WITH ACCESSORIES	5		
8.	D-LINK ENHANCED CAT-5 10/100 MBPS CABLE	20,000 mtrs (approx)		
9.	PVC CHANNEL	5500 mtrs (approx)		
10.	GI PIPE (FOR BACKBONE CABLE)	510 mtrs		
11.	1 KVA ONLINE UPS (UNILINE) (INCLUDING BATTERIES)	7		
12.	D-LINK FACE PLATES/GANG BOXES/ SURFACE MOUNT BOXES	350 approx		
13.	D-LINK PATCH CORDS (3 mtrs. Each)	350 approx		
14.	D-LINK PATCH CORDS (1 mtr. Each)	350 approx		
15.	D-LINK 48 PORT UTP PATCH PANELS	9		
16.	NETWORK ADMINISTRATION *	1		
		<b>TOTAL</b>		
		<b>TAXES, IF ANY TO BE SPECIFIED</b>		

\* **NOTE :** In this regard one network administrator, who should be MCSE and should be having minimum two years' experience in the field is required to be provided / stationed on-site on full-time basis from 9.30 AM to 6.30 PM on all working days. The company should also be in a position to extend its services for maintenance of the LAN as well as network administration beyond the said normal working hours on any working day as on any holiday on the specific request of DG: Doordarshan without any additional charges.

**Signature & Seal of the Company**