



**SOFTWARE TECHNOLOGY PARKS OF INDIA**

(An Autonomous Society under Govt. of India, Ministry of Communications & Information  
Technology, Department of information Technology)

No.5, 3 rd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113

Phone No. (044)3910 3525 (Tele Fax). (044)3910 3505

**TENDER No: STPIC/Admin/G&P/010/2009-10/010**

**Date: 08/12/2009**

**Name of the Tender:**

**TENDER FOR COMPREHENSIVE AMC RADIO MODEMS  
(For the period of ONE year)**

**TOTAL PAGES: 14 pages**

**NAME OF THE PARTY:**

**TENDER NOTICE**  
Software Technology Parks of India  
(STPI)

I	Tender inviting officer, Authority, Designation and Address	The Director, STPI No.5, 3 <sup>rd</sup> Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113. Website: <a href="http://www.chennai.stpi.in">www.chennai.stpi.in</a>
II	Name of the Equipment's/ work: B. Place of execution	Comprehensive AMC for Radio Modems Place: STPI - Chennai
III	Tender documents available place and due date for obtaining tender	Tender document can be obtained on working days between 10.30 AM to 4.00 PM from 09.12.2009 to 24.12.2009 at the address mentioned in column I
IV	Due Date, time and place of submission of Tender	Due Date : 28/12/2009 Time : 3.00 PM Place : At the above mentioned in column I
V	Place, date and time of Tender Opening	Date : 28/12/2009 Time : 3.30 PM Place : At the above mentioned in column I
VI Any other important criteria specified by the tender inviting authority: 1. Tender received after due date and time will be summarily rejected.		

STPI invited sealed tenders from reputed & financially sound manufacturers / multistate co-operatives/ distributor's /dealers/ firms for annual comprehensive maintenance contract for Vatsa and Micro red radio modems under twin bid systems. The bid should be sealed by the bidder and duly superscripted as Tender No: STPIC/Admin/G&P/010/2009-10/010, date 08/12/2009 and name of the tender.

Intending eligible bidders may obtain a copy of bid document from STPI, No: 05, IIIrd Floor, Rajiv Gandhi Salai, Taramani, Chennai – 600 113 on payment of Rs 500/- (Rupees Five Hundred only) in the form of crossed Demand Draft /Banker's Cheque from any scheduled Bank in favor of " Software Technology Parks of India payable at Chennai".

In case, firm has downloaded the tender documents from the official website i.e. [www.chennai.stpi.in](http://www.chennai.stpi.in) , they must ensure that requisite tender fee/ cost is enclosed in the form of Account Payee Demand Draft from any of the commercial bank in favour of "Software Technology Parks of India payable at Chennai" with their tender, failing which the tender will be treated as incomplete and will be ignored.

DIRECTOR  
STPI -Chennai

## **NOTICE INVITING TENDER**

**To:**

**Dear Sir/s:**

SUB: ANNUAL COMPREHENSIVE MAINTENANCE FOR VASTA & MICRO RED RADIO MODEMS IN STPI AT TARAMANI, CHENNAI

1. Contract documents comprising scope of the work, tendering process, eligibility conditions, special conditions of tender, terms and conditions are forwarded herewith. The cost of document of Rs.500/ (non-refundable) maybe sent to us by cheque/DD drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA, payable at Chennai
2. Please send all the papers, with the completed form of tender, Tendering process eligibility conditions, special conditions of tender, terms and conditions, and all duly signed at every page, before 15.00 HRS on 28/12/2009 in a sealed cover super scribed "A.M.C FOR RADIO MODEMS." and addressed to the Director, Software Technology Parks of India, No 5 Rajiv Gandhi Salai, Taramani Chennai 600113. No consideration will be given to the tender received by us after the time above stipulated and no extension will be allowed for submission of tender.
3. The tenders will be opened at Software Technology Parks of India No 5 Rajiv Gandhi Salai, Taramani Chennai 600113 Phone 39103525 on 15.30 hrs on 28/12/2009.
4. Every tender shall be accompanied by Earnest Money Rs 4125/- (Rupees Four thousand one hundred and twenty five only) in the form of Demand Draft from a commercial bank drawn in favor of SOFTWARE TECHNOLOGY PARKS OF INDIA payable at CHENNAI. Any tender not accompanied by such Earnest Money is liable to be rejected straightaway. The EMD should be enclosed with qualifying /technical bid.
5. The Earnest Money will be retained in the case of successful contractor as part of the security for due fulfillment of the contract. Security deposit will be deducted @ 2.5% of gross amount of each running bill till the same, along with the sum already deposited as Earnest money, will amount to security deposit of 5% of the tendered value of work.
6. The Security Deposit or Retention Money will bear no interest whatsoever. The security Deposit will be returned after one month of passing final bill.
7. The contractor shall submit his tender only after carefully examining the whole of the tender documents and the conditions of tender and of contract, scope of work, etc. Bidders are advised to inspect the site before quoting.
8. All submission of Proposals must be signed by an authorized agent / representative of the company submitting the Proposal.

9. This notice inviting tenders, the conditions of tender and the duly completed form of tender will form part of the agreement to be executed by the successful contractor with STPI. The successful bidder may obtain the draft agreement copy from STPI.
10. The STPI reserves the right to reject any or all the tenders without assigning any reason thereof.
11. STPI reserves the right to receive and, if it thinks fit, to consider and accept a non-compliant proposal. The acceptance or rejection of a non-compliant proposal is entirely a matter for STPI in its absolute discretion.
12. The work should be executed in coordination with other agencies that the STPI may employ to carry out items of work not covered in your tender.
13. Where a proposal is incomplete or unclear in any respect, STPI may request further supporting information to achieve satisfactory evaluation of the proposal.
14. Tenders submitted shall remain open for acceptance for a period of **ninety days** from the date of their opening, Should any contractor withdraw his tender before the expiry of the said period, makes modifications to his tender which are not acceptable to the Employer or refuses to execute the agreement within a stipulated time after the issue of the work order by the Employer, he shall be liable to forfeit the Earnest money Deposit furnished by contractor.

Yours faithfully,

## TENDERING PROCESS

The tender is invited on a twin bid basis i.e. qualifying bid (technical bid) and then the financial bid. The tender form for Qualifying bids and Financial bid prescribed at Annexure -I&II (Attached) complete in all respect may be submitted in separate sealed covers superscribed Qualifying Bid - “**Qualifying Bid -A.M.C FOR RADIO MODEMS**” and Financial Bid - “**Financial Bid- A.M.C FOR RADIO MODEMS**” and put together in one envelope addressed to:

The Director,  
Software Technology Parks of India  
No: 05, Third Floor, Rajiv Gandhi Salai, Taramani – 600 113.  
Ph: 044 39103525, Telefax: 044 39103505  
Email: admin@chennai.stpi.in

The Envelope should be dropped in the Tender Box of the STPI at Reception in above address latest by 1500 hrs on 28/12/2009. Incomplete bid documents will be rejected. The Technical bids will be opened at 15.30 hrs on the same day and scrutinized by the Tender Committee to shortlist the eligible bidders. The financial bids of the eligible bidders only will be opened by intimating later through mail/ fax.

### 1.0 ELIGIBILITY CONDITIONS

- 1.1. Average annual financial turn over during the last 2 year ending 31st March of previous year should be at least Rs.50 lakhs.
- 1.2. Experience of having successfully completed similar works such as maintenance of Radio modems during the last 3 years ending last day of month previous to November’2009 should be either of the following.
  - a) 3 similar completed works costing not less than Rs 0.75 lakhs
  - b) 2 similar completed works costing not less than Rs 1.0 lakhs.
  - c) 1 similar completed work costing not less than Rs 1.5 lakhs.

1.3. **Documentary proof for the above shall be produced along with the offer, failure of which the offer may be disqualified**

### 2.0 TERMS AND CONDITIONS

- 2.1 The agreement will be in force for one year from the date of execution of contract.
- 2.2 Agency shall arrange subject to the provisions contained herein to safeguard the appliances, fittings materials and property of the STPI

- 2.3 Mode of payment will be quarterly and would be paid on 10th of each succeeding quarter. Payments to the Agency will be through Account Payee cheques only.
- 2.4 After the expiry of the agreement period, the service need not be continued taking it as deemed extension of period.
- 2.5 STPI has the right to impose fine and recover from the agency for noncompliance of the requirements. Decision of STPI will be final.
- 2.6 Any dispute arising out of this agreement or that which may arise in future, will be resolved by taking recourse to mutual settlement in the instance, failing which the dispute will be subject to Chennai jurisdiction only. STPI is entitled to withhold payments due to the Agency in case of dispute of claims till it is resolved.
- 2.7 The Agency shall strictly comply with the terms and conditions of agreement. In case of violation of any of the terms, the agreement shall be liable for cancellation immediately.
- 2.8 The successful bidder of the contract has to submit a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipts of Rs.16,500/- ( Rupees Sixteen thousand five hundred only) within three days from the day of obtaining the contract.

### 3.0 SPECIAL CONDITIONS:

- 3.1. The work shall be carried out at Software Technology Parks of India, No.5 Rajiv Gandhi Salai, Taramani, Chennai -600 113 as per the direction of Engineer in charge.
- 3.2. The contract covers servicing and comprehensive maintenance of 16 Nos. (Micro red) & 14 Nos. (Vatsa) of radio modems.
- 3.3. Bidder shall inspect the system before quoting. A bidder shall deem to have full knowledge of installations whether he inspected it or not.
- 3.4. The agency shall attend unlimited breakdown calls immediately on receipt of compliant.
- 3.5. The scopes of this contract include all major /minor repairs to radio modems.
- 3.6. No spares or any other items will be supplied by the STPI. All men & tools are to be arranged by the contractor.
- 3.7. All spares to be used in this work shall be genuine spare parts and the same shall be proceed from the authorized dealer or Manufacturer
- 3.8. It has to be ensured by the contractor that radio modems are always in working condition. Any breakdown or defects shall be attended to immediately. Alternate

modem/modems should be supplied with similar specification of the modem/modems for interim solutions. If for any reason, the radio modem is not operational for more than 2 days, recovery @Rs.500/day per number will be made till the modem is made functional.

- 3.9. Service offered under this contract shall be in accordance with the service instructions and standard practice original manufacture.
- 3.10. The agency shall maintain services log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly got signed by the official in charge of the work.
- 3.11. No advance payment will be made. Payment will be made quarterly by cheque on completion of work to the fullest satisfaction of officer in charge. Income tax plus surcharge etc will be recovered at the prevailing rate.
- 3.12. WCT at the prevailing rate will be recovered.
- 3.13. No spares or any other items will be supplied by the department.
- 3.14. The scope of this contract includes all major and minor repairs and breakdowns if any.
- 3.15. The department reserves the right to terminate the contract with out assigning any reasons, if the annual comprehensive maintenance and services are found dissatisfactory.
- 3.16. Bidder shall intimate their PAN Number in the quotes.
- 3.17. Recoveries will be made if the services and maintenance are not attended properly, as per the decision of STPI which will be final and binding.
- 3.18. Conditional quotes will not be accepted.
- 3.19. MAINTENANCE WORKS ARE REQUIRED TO BE CARRIED OUT AS PER MANUFACTURERS' MANUALS AND ENSURED THAT RADIO MODEMS ARE WORKS WITH OUT BREAK DOWN.

#### **4.0 SPECIFICATION OF RADIO MODEMS:**

- 4.1. Scope: Annual Comprehensive Maintenance & Servicing of radio modems.
- 4.2. Installation: The above Radio Modems are installed at various place of STPI in Tamilnadu
- 4.3. Details of Radio modems :

**Modem details:**

S.No	Modem Type	Chennai	Coimbatore	Pondicherry	Madurai	Total
1	MICRORED	6 Nos	4 Nos	4 Nos	2Nos	16 Nos
2	VATSA	6 Nos	4Nos	2 Nos	2 Nos	14 Nos

**Centre Wise Break-up:**

S.No	Modem Make	Bandwidth Support	Centre	Date of Purchase
1	Vasta	2-4 Mbps	Chennai	02.03.2006
2	Vasta	2-4 Mbps	Chennai	02.03.2006
3	Vasta	2-4 Mbps	Coimbatore	02.03.2006
4	Micro Red	6-8 Mbps	Chennai	08.07.2008
5	Micro Red	6-8 Mbps	Chennai	08.07.2008
6	Micro Red	6-8 Mbps	Coimbatore	08.07.2008
7	Micro Red	6-8 Mbps	Pondicherry	08.07.2008
8	Micro Red	6-8 Mbps	Coimbatore	08.07.2009

**Address of the STPI Center:**

Chennai	Coimbatore	Pondicherry	Madurai
STPI No.5 Rajiv Gnadhi Salai, Taramani, Chennai -600 113. Phone no : 044 – 39103505 / 37103525	STPI 333/1, Ground Floor, STPI IT – Park, KCT Campus, Saravanampatti, Coimbatore – 641035 Ph # 0422-2667644, 2668374/73	STPI Pondicherry Engineering College Campus, Technolpolis Building-I Pillaichavadi, Pondicherry - 605014 Ph # 0413- 2656317/18	STPI Thyagaraja College of engineering campus, Madurai – 625 015. Ph# 0452 2482025 / 2294

**4.4 Scope of Comprehensive AMC for Radio Modem:**

The Maintenance and support services should cover:

Conducting unscheduled on- call corrective and remedial maintenance/repair including supply and replacement of defective or unserviceable parts or components of the equipment provided that

The parts or components of modem replaced will either be new parts or equivalent in performance to new parts or components.

The Minimum response time to execute the above should be less than 5Hrs across all the centers provided above.

**5.0. ANNUAL COMPREHENSIVE MAINTENANCE:**

- 5.1. The scope of the AMC shall cover the following:
  - a) Diagnose the faults and rectify the defect detected in reasonable time
  - b) Repair / replace the faulty parts etc of the equipment
  - c) Carry out the periodic (at least once in a month) preventive maintenance
- 5.2. The contractor shall be solely responsible for the maintenance, repair, replacements and supply of required parts etc. The dismantled parts can be taken by contractor. The employer shall not be liable to interact with any of the subcontractors of the contractor.

## **6.0. REPAIR AND MAINTENANCE**

### **6.1 Support Centre:**

The contractor shall have support centre at Chennai. The contractor shall furnish the names, locations, complete postal address, telephone numbers and FAX numbers of all technical support centres and also alternate contact persons including contractor. Any change in the above details shall have to be intimated in writing by the contractor to the in charge of the employer at the earliest.

## **7.0 TECHNICAL SUPPORT PROCEDURE**

7.1 In case of any fault the officer in charge of the employer shall immediately contact the designated support centre of the contractor and give information about the nature of fault over phone / FAX / e-mail.

7.2 The details of faults reported shall be recorded in the fault-docket as given in **Annexure III**

7.3 Even if the fault is reported over phone to the centre a copy of the fault docket duly filled by the site in charge of employer shall be sent by FAX or E mail to the centre for record. The time of occurrence of fault as recorded in the fault docket shall only be taken into consideration for calculating the actual duration of faults and shall be final and binding.

7.4 Similarly after rectification of fault a fresh fault docket duly filled in the time of restoration and total duration of fault shall be sent by in charge of the employer to the centre.

7.5 The fault docket shall be filled with utmost care giving all the details of the fault and shall be authenticated by signature of the in charge of the employer.

7.6 The contractor shall also ensure inspection of their experts in case the fault is not rectified by the centre properly.

7.7 Once the fault has been rectified and the system is restored to normalcy the Engineer of the contractor shall record in the log book, the details of works done by them for restoration of faults and also record the details of steps to be taken and procedures to be followed for not only restoration of similar faults by employer but also for preventing the occurrence of faults in future

7.8 Any down time in the system affecting the availability of service under AMC shall be considered critical and liable to cause imposition of liquidated damage @ Rs 500 per day or part thereof, of delay for restoration of fault counted from the time of reporting to the centre beyond reasonable time as assessed by the employer which shall be final and binding.

## ANNEXURE - I

### 9.0 TECHNICAL BID:

#### 9.1. Turnover for last three years

(Copies of I.T. returns, P & L A/c and balance sheet to be enclosed)

Financial Year	Turn over	Supporting Document Submitted
		Yes/No
		Yes/No
		Yes/No

#### 9.2 Proof of WO order / work completion certificate as per the terms mentioned in eligibility criteria: (Please enclose proof of the same)

Sl. No.	Year	Name of the client with the address and contact number	Contract Value	Proof submitted
				Yes/No
				Yes/No
				Yes/No

#### 9.3 The firm must register the following:

Sl. No.	Particulars	Reg. No & date	Proof submitted
	Mention the registration numbers of: a) Certificate of Reg. No		Yes/No
	b) ST		Yes/No

9.4 Details of infrastructure and training facilities (e.g. offices, No. of employees etc.,) available with bidder

9.5 Mention the registration number, if the Agency/ company are registered under provident fund Act, ESI and shops, and Establishments Act. Copy of Registration papers along with code numbers attached to the Agency / Company may be provided.

9.6 PAN number of Income tax department shall be furnished.

9.7 Please specify in details the arrangements that will be made to provide efficient service.

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Date:

Place:

Designation:

Company Seal:

**ANNEXURE - II**

10.0 FINANCIAL BID:

1. Name, address & Contact No. Of the concern:

2. Rate shall include cost of transportation of staff from agency office to site etc.

Particulars	Amount in figure (Rs.)	Amount in words (Rs.)
AMC Charges		
Service tax		
Total		

Rupees \_\_\_\_\_ only)

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorized person

Name:

Designation:

Company Seal:

Date:

Place:

**ANNEXURE – III**

**FAULT – DOCKET**

Name of Site:

Docket SI.No:

File No:

Date:

From:-

Name:  
(of the officer in charge of Employer)  
Designation:

To,

M/s..... (the Contractor)

Address:  
(of the Technical support/Center)

1.1 Date..... Time..... (of occurrence of Fault)

1.2 Date..... Time..... (of Reporting of Fault)

2. Fault Reported to: Technical support center (Name of the person) on phone:
3. Mode of Reporting:                      Phone,              Fax,              E-Mail,  
(Tick whichever is applicable)
4. Description of fault & observation of the reporting officer:
5. Details of Services affected:
6. Date ..... Time..... (of receiving the 1<sup>st</sup> assistance over phone from  
Technical support center)
7. Details of Assistance received:  
(Note: Add additional sheet if needed)
8. Was the fault restored by following the instructions given over phone?  
A-YES                      B-NO                      (Tick whichever is applicable)

9. If Yes, record the date & time of restoration & duration of fault:  
Date..... Time..... (In hours & minutes)
10. Duration of Fault..... Days.....Hours.....Minutes.
11. Was the fault restored?  
A- Partially                      B-Fully                      (Tick whichever is applicable)
12. If the fault is not restored or restored only partially, give details of observation:  
(Note: Add additional sheet if needed)
13. Note: date & time of giving feedback  
(only on the event of partial/ non restoration of faults)  
Date..... Time..... (in hours & minutes)
14. Date & Time of arrival of Contractor's Expert at site of Fault:  
Date..... Time..... (in hours & minutes)
15. Brief observation and works done by the contractor's staff / expert:  
(Detailed entry to be made by contractor's staff in the Log-Book)
16. Date & Time of complete restoration of system:  
Date..... Time..... (in hours & minutes)
17. Total Duration of Fault: ..... days..... hrs..... minutes
18. Remarks of in charge (if any):
19. Remarks of visiting Engineer (of contractor), if any:

Signature:

Name:

Designation:  
(of staff in charge)

- Note:
1. Each page of the Docket must be signed by designated officer of ..... (Including the additional sheets, if attached)
  2. A copy of the fault – Docket must be sent to the technical Support Center of the Contractor, immediately by FAX / E-Mail after restoration of fault.