Sub: Supply, Installation and AMC of Wi-Fi Network and devices

You may be aware that The Institute of Company Secretaries of India is a statutory body set up by an Act of Parliament. It is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India, and its Headquarters is located at “ICSI House”, 22, Institutional Area, Lodi Road, New Delhi-110 003.

The Institute proposes to procure Wi-Fi Access Point and Installation/AMC as per enclosed quotation document and accordingly sealed quotation are invited for Supply, Installation and AMC of Wi-Fi Network and devices as stated in the said document.

The sealed quotation be sent to Shri Sutanu Sinha, Chief Executive, The Institute of Company Secretaries of India, by name at the Institute’s Headquarters in the envelope super scribing “Quotations for Supply, Installation and AMC of Wi-Fi Network and devices” due on June 09, 2014 by 3.00 PM.

Should there be need for any clarification; the same can be had from the undersigned.

Thanking you,
Yours faithfully,

( B. Pradhan )
DIRECTOR
Sealed quotations are invited for “SupPLY, InstALLATION and AMC of Wi-Fi Network and devices” as per the following points:

1. Supply of 6 number of new Access Points - 4 number of Access Points for ICSI Lodi Road Office and 2 number of Access points for NOIDA office as per the details given in Part ‘C’ of the Quotation Document. The new access points to be installed in ICSI Lodi Road Office are Basement floor, 1st Floor, 3rd Floor and 4th Floor whereas the new access points to be installed in ICSI Noida Office are 1st Floor and Ground Floor. (Note: Wi-Fi connectivity is presently available in 2nd floor of both ICSI HQ, Lodi Road, New Delhi Office and ICSI Noida Office.)

2. Three (3) years Comprehensive Annual Maintenance Contract for monitoring and extending maintenance support for all the Wi-Fi devices and the complete Wi-Fi network in both the offices including the existing setup at ICSI HQ Office, Lodi Road, New Delhi comprising of 1 Access Point & 1 Zone Director controller and at ICSI NOIDA office comprising of 1 Access Point & 1 Zone Director controller

The terms and conditions governing the Quotations are as under:

1. The sealed quotations are to be submitted in prescribed format on your business letter head duly stamped, signed and dated on each page of Part - ‘A’, ‘B’ and ‘C’ as their unconditional acceptance to the terms prescribed by the Institute. Details/supporting documents, if attached with the quotation should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

2. Each tenderer shall submit the quotation in two envelopes, Part ‘A’ & ‘B’ should be put in Envelope No. 1 (Please mark the envelope as No.1 – Contents of Parts ‘A’ & ‘B’), Envelop No. 2 will contain Part ‘C’ (Commercial bid). Please mark the Envelope No.2 with contents Part ‘C’. Both the envelopes bearing No. 1 and 2 are to be put in the main envelope i.e. Envelope No. 3. This envelope should be addressed to Shri Sutanu Sinha, Chief Executive, The Institute of Company Secretaries of India 22, Institutional Area, Lodi Road New Delhi-110 003.
3. The quotations duly sealed superscribing on the envelope “Quotations for Supply, Installation and AMC of Wi-Fi Network and devices” should be addressed by name to Shri Sutanu Sinha, Chief Executive, The ICSI and sent at the Institute’s address given above either by registered post/speed post or should be put in the Tender Box placed on IIIrd floor on or before 3.00 P.M on June 09, 2014. The Institute shall not be liable for any postal delay. Quotations received after the stipulated date and time will not be entertained.

4. Prices quoted should be F.O.R Institute premises and should be inclusive of all charges viz installation, acceptance test and charges for three (3) years onsite comprehensive warranty. In case the warranty is for one year by default, the vendor shall quote for the support pack from the principal so as to validate the warranty for three (3) years. The term ‘acceptance test’ imply running of supplied material for 12 hours daily for seven days at three (3) different locations including 72 hours continuous running of system. If the Wi-Fi Access Points, etc. so supplied fails in acceptance test, the same shall be liable to be rejected. During the acceptance test, replacement of cards/devices shall not be permitted. OEM should provide a letter in the name of ICSI confirming warranty for three (3) years.

5. Though Institute prefers to deal with manufacturers/principal manufacturers directly, it may also consider the offers received through its authorized channel partners provided the principal authorizes the said channel partner in this regard.

6. Delivery and installation period should be mentioned clearly in the proposal. Penalty for late delivery and installation would be levied at the rate of half percent per week subject to a maximum of 10% of the value of the order as has not been supplied during the stipulated period. In case of delay beyond fifteen days from the stipulated period, Institute may at its discretion cancel the order and arrange to procure the same from the next bidder on the panel/open market at the sole risk, cost & responsibility of the vendor.

7. Institute’s usual payment terms are 30 days for 90% of payment upon installation of Wi-Fi Access points and acceptance of the supplied material and remaining 10% will be paid within thirty days of receipt of Bank Guarantee of equivalent amount valid for entire warranty period failing which 10% amount will be retained as security deposit for the entire period of warranty. Vendor will be fully responsible for comprehensive maintenance free of charge during the warranty period and in case of default, The Institute will have the right to arrange maintenance at vendor’s risk and cost.

8. Vendor supplying the Wi-Fi Access points shall forward the complete set of original manuals and software on CD/Floppy

9. Vendor should give quarterly preventive maintenance schedule for the systems along with their offers. Maintenance is defined as external cleaning with cleaning solution and internal cleaning. The tenderers must also mention the place from where support for maintenance of Wi-Fi Access points and Zone Directors controllers will be made available. Comprehensive onsite maintenance has to be provided for existing setup and new access points. The response time for attending to faults during the warranty period will be four hours for all the locations, after complaint is lodged. The machine should be repaired or standby be arranged within 24 hours of lodging the complaint. In case of default a penalty of Rs 1500/- per day would be levied. In case standby is
provided, the machine should be repaired and provided back within seven days of lodging the complaint. In case of default, a penalty of Rs 1500/- per day would be levied. **All the above mentioned penalties, terms and conditions are applicable for existing setup as well as new Access Points.**

10. The training on handling the Wi-Fi Access points to IT personnel of ICSI and the traffic monitoring of Wi-Fi Access points must be undertaken by the vendor for maintaining the smooth operation of the Wi-Fi Access points after implementation. The training should be of minimum 2 days. The requisite technical and user manual pertaining to the Wi-Fi implementation should be delivered to the ICSI in hard copy as well as soft copy.

11. In case of downtime of Wi-Fi due to any issues whatsoever, the vendor must resolve the issue within 2 hours after lodging of the complaint. The comprehensive onsite maintenance of Wi-Fi Access points and Zone Directors Controllers must be undertaken by the vendor for a period of 3 years from the date of acceptance of the implementation of the network by the ICSI. In case of default in providing services as per the above conditions, a penalty of Rs 1500/- per day would be levied on the vendor.

12. While Part ‘C’ describes specifications desired by the Institute, vendors are also welcome to quote for richer specifications, which will be considered at the sole discretion of the Institute.

13. The selected vendor will sign a Service Level Agreement (SLA) within 10 days of issuing the letter of indent. The terms and conditions of the SLA will conform with the terms and conditions of the Tender document including the standard clauses as per the legal requirements (As per mutual agreement).

14. The rates quoted should be valid for at least 90 days from the date of opening of tenders.

**General:**

a. Vendors are required to deposit interest free earnest money of **Rs. 9,000/- (Rupees Nine Thousand only)** by way of crossed demand draft in favour of “**The Institute of Company Secretaries of India**”, payable at New Delhi.

b. The earnest money of unsuccessful bidders will be refunded without interest within 60 days of the opening of the tenders and the earnest money of the successful tenderer will be refunded after supply, installation and satisfactorily commissioning of the Wi-Fi Access Points and submission of the Bank Guarantee.

c. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator to be appointed by the Secretary of the Institute of Company Secretaries of India, New Delhi. The award of the sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications on re-enactment thereof as in force. Place of such arbitration proceedings shall be at Delhi.

d. The Institute reserves the right to accept or reject any or all quotations in full and/or part including the lowest quotation/bid received without assigning any reason and such decision shall be final. The quantities indicated in the RFP are tentative and may
be increased/decreased at the sole discretion of the Institute and the vendor shall have no right to claim any minimum/definite volume of business.

e. Institute shall have the right to assess the competencies and capabilities of the bidder by going through the credentials given in the Technical Bid and on the basis of such credentials, the Institute may reject the candidature of the bidder without assigning any reason and decision of the Institute shall be final. In such case(s) the Financial Bid shall not be opened for that particular bidder.

f. The Financial Bid of only those parties who qualify in the technical scrutiny shall be opened and time and date for opening the Financial Bid shall be communicated separately.

g. Incomplete quotations shall be rejected out rightly.

h. Submission of Proposal/Bid by way of e-mail is not acceptable.

i. For any further details /clarifications, Shri. Ankur Yadav Joint Secretary (SG), Directorate of IT (0120-4522012) may be contacted.

Date: May 28, 2014 (B. Pradhan)
DIRECTOR
1. Name and complete address of the Tendered/Company

2. Tele/Fax/E-mail/Cell No. Of the tendered

3. Contact person’s name & residence telephone No.

4. Details of registered office, if any along with contact person’s name and tele. No.

5. Legal status i.e. public / private limited / any other along with documentary evidence

6. Composition of Directors/ Partners etc.

7. Income-tax registration number along with documentary evidence

8. A) Sales tax registration number along with documentary evidence

   B) Please also specify, if you are registered with appropriate Authority under Works Contract Act, 1999. (Please provide details)

9. List of existing clients to whom Wi-Fi Access points with software in last 1 year installed with details of company, value of business, concerned person name & his telephone no. (Please attach full details)

10. A) List of existing Wi-Fi installations being maintained as per following:
    Name of the Company/Type of Hardware being maintained/No./Last year’s turn over.

    B) Please indicate the Wi-Fi hardware principals/ brands you represent and your level of association

11. Please indicate in full the following details:
    a) Manpower available - Technical & Non-technical
    b) Collaborations for spares. Please indicate the quantum of inventories you maintain for spares and consumables and Lead-time for obtaining spares from open market.

12. Turnover of the company for last 3 financial years (Please attach supporting documents)

13. Escalation matrix for lodging the complaint during the warranty.

14. Brochure of the product with detailed specifications
## PART – C

Rates Quoted should be Net Unit Rate (Unit Price + VAT + Cartage, if any)

### AMC of the existing Setup for 3 years (with onsite comprehensive warranty)

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Item Description</th>
<th>Qty</th>
<th>UoM</th>
<th>Unit Rate in Rupees (Inclusive of taxes)</th>
<th>Total cost in Rupees (Inclusive of taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ruckus 1100, Partner Watch Dog Support renewal for Zone Director 1112, 3 Years</td>
<td>2</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Ruckus 7363 Access Point Zone Flex dual-band (5 GHz and 2.4 GHz concurrent) Mid-Range 802.11n Wireless Access Point, 14-element smart antenna, three ports (1GE + 2FE), PoE support</td>
<td>2</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Any other Cost, if any (Please mention specific details)</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>1.</td>
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<td>2.</td>
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**Note:** All the hardware being supplied should be branded and compatible with the hardware of the existing setup.

### Additional 6 No’s of Access Points for ICSI House Lodi Road, New Delhi and Noida Office

<table>
<thead>
<tr>
<th>S.NO</th>
<th>Item Description</th>
<th>Qty</th>
<th>UoM</th>
<th>Unit Rate in Rupees (Inclusive of taxes)</th>
<th>Total Cost in Rupees (Inclusive of taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access Point ZoneFlex dual-band (5 GHz and 2.4 GHz concurrent) Mid-Range 802.11n Wireless Access Point, 14-element smart antenna, three ports (1GE + 2FE), PoE support</td>
<td>6</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>STP Mounting Cords</td>
<td>6</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>POE Injectors for Access Points - Switch End</td>
<td>6</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cat 6 Information Outlet/Face plate/Gang box</td>
<td>6</td>
<td>No’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Cat 6 cable (AMP / D-Link) **</td>
<td>1000</td>
<td>Meters</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6 | Any other product / Service / implementation costs with detail headings
   | 1.
   | 2.

TOTAL Amount (Inclusive of Taxes)

**Note:** The actual payment for the cable will be done actual consumption of the cable in both Lodhi Road, New Delhi and NOIDA office after implementation of the Wi-Fi Access points.

Delivery Period Days: ________________________________

Validity of Offer: ________________________________

Any Special Terms: ___________________________________________
(Please Specify)

Date: ____________________________________________

Name and Signature of Bidder with Corporate Seal and Mobile No.
ACCEPTANCE CERTIFICATE

I…………………………….. (Designation)……………………… of (Name of the Company)
…………………………………………..……………………….. hereby accept the Terms &
Conditions as mentioned in the tender bearing No. Purchase: 2014-15 (Wi-Fi) dated
May 28, 2014 for ‘Supply, Installation and AMC of Wi-Fi Network and devices’
of ICSI.

Signature

DATE:                                      Company Seal