

F. No. D-21012/2/2001-GA - II

Dated, the April 24th, 2009.

To

As per list attached.

Subject : - Annual Maintenance Contract of LAN Equipments and Supply of LAN items.

Sir,

The Commission intends to place its LAN equipments installed in its office at Faridkot House (Main Office) as well as Jaisalmer House (Part Office) under Maintenance Contract. The LAN set up of the Commission is **Cat 5 based (100 MBPS)** consisting of following nos. of Nodes, Switches and Hubs in its offices at Faridkot House, Copernicus Marg, New Delhi and Jaisalmer House, 26, Mansingh Road, New Delhi:-

Total Number of LAN Connections (Nodes) [Faridkot House + Jaisalmer House]	220
Total Number of Switches in Faridkot House	14
Total Number of Switches in Jaisalmer House	3

2. The Commission's terms and conditions of the maintenance contract would be as under:-

I. Maintenance Contract for LAN Equipments

I.1. General Conditions for Maintenance Contract:-

I.1(i) All the terms and conditions for providing Network Support Services will be as those mentioned herein and no change in the terms and conditions will be acceptable.

- a. In the event of the Vendor's Company or the concerned Division of the Company is taken over / bought over by another company, all the obligations under the agreement with NHRC should be passed on for compliance by the new company / division in the negotiation for their transfer.
- b. All empanelled agencies shall honour all aspects of fair trade practices in all their dealings with NHRC.
- c. The contracted agency shall be responsible for any damage to equipments; property and third party liabilities caused by acts of its supplied professionals at NHRC sites. All

equipment shall be used only for the purpose of carrying out legitimate business and shall not be put into any other use.

- d. NHRC stands absolved for any liability on account of death or injury sustained by the Agency supplied manpower during the performance of this empanelment and also for any damages or compensation due to any dispute between the agency and its manpower.
- e. The contracted agency will indemnify NHRC of all legal obligations to its professionals deputed to work on NHRC sites.
- f. No deviations from these terms and conditions will be accepted.

I.1(ii) Service Assurance:-

For the purpose of measuring service level, all logged problems shall be classified as Critical, Major and Minor and scheduled as per the following definition. The classification will be decided by the NIC in - charge and HOD & may change based on the perception of the problem:-

Critical

A problem that affects more than 50% of network at one location is classified as Critical. e.g. Failure of a proxy, Major switch. In addition, NHRC may define certain users, services and locations as critical for e.g Chairperson/ Member /Secretary office.

Major

A problem which affects more than 25% users at a location, non availability of an important service to users, recurring problem is classified as Major E.g. Antivirus / Patch Server failure, Workgroup switch. In addition, Commission may define certain users, services and locations as Major.

Minor

These problems affect a single user or a small group of users. Minor problems may also be due to partial availability of a service.

Scheduled

This category of jobs can be scheduled for completion after careful planning. Since these are planned jobs such as configuration change, addition of network nodes, preventive maintenance etc. they should be completed as per the assigned schedule. Contracted agency should ensure following Response time and Rectification time for the above four categories of calls.

Problem Category Response Time Rectification Time

- | | | |
|------------|---|--------------------|
| • Critical | - | 30 minutes 2 hours |
| • Major | - | 30 minutes 4 hours |
| • Minor | - | 1 hour 8 hours. |

3. Scheduled As per plan. Contracted agency should meet the above mentioned problem rectification time targets. If the problem is not rectified within the stipulated time penalty shall apply.

4. The critical / Major problems reported an hour before / after the normal working hours, has to be attended on the same day otherwise the total downtime will be used for penalty calculation.

5. Minor problems reported during normal working hours, are to be attended on the same day. Working hours will be used for calculation of the rectification time. However for dialup problems the normal working hours are 9:00 AM to 6:00 PM all seven days and the dialup problems reported between 9:00 AM to 6:00 PM are to be attended same day. The normal working hour duration for dialup problem is 12 hours. The start time and end time may change from location to location in consultation with the NIC in -charge.

6. The table for penalty calculation is given below:

6(a). **Problem Category Penalty**

- Critical - Rs.500/- for every 2 hours beyond rectification time.
- Major - Rs.100/- for every 4 hours beyond rectification time.
- Minor - Rs.50/- for every 8 hours beyond rectification time.

6(b). **Scheduled As per plan**

Total penalty will be calculated for the quarter and penalty amount deducted from the Contract value. Penalty shall not be applied if the cause of the problem is beyond the scope of contract for Network Support Services as decided by NHRC. In case, agency does not get access to the site of problem or any such reason due to which agency can not perform the assigned job, penalty shall not apply as decided by NHRC.

II. Rates for LAN related items

The Commission has considered the NICS rates as the standard Government approved rate in all aspects of LAN components. So the interested party may quote their rates in the enclosed **Proforma**. The quotation of those firms quoting rates higher than NICS rates shall not be entertained in any circumstances. However, the bidder may quote the AMC rate for LAN maintenance of the Commission on their own.

7. The interested agencies must furnish the following information / documents etc., while sending their quotations:-

- i. *The list of Central Government Ministries/Departments / other Government offices / Undertakings / MNCs to whom the agency is providing services along with documentary proof with full details like address, name of contact person, phone numbers etc.*
- ii. *The undertaking to the effect that the firm has not been blacklisted by any of the Government Department.*
- iii. *Proof of service tax and TIN No.*
- iv. *An earnest money of Rs. 5,000/- must be deposited in the form of Bank Draft drawn in favour of 'National Human Rights Commission'.*

8. The interested agencies must provide the above information / documents [indicated at (i) to (iv) above] otherwise their quotation will be rejected. The EMD must be kept in the envelope containing the quotations. Quotations without EMD will not be entertained.

9. The Commission reserves the right to reject any quotation or the tender without assigning any reason. The Commission would not be under any obligation to give any clarifications to the agencies whose quotations are rejected.

10. The Maintenance Contract will be awarded for **one year** initially, which can be extended if services of the contracted firm will be found satisfactory. The Commission shall be releasing payment in respect of Maintenance Contract in the following manner:-

- a. 25% of AMC charges - in the beginning of contract
- b. 50% of AMC charges - after completion of 6 months of contract
- c. 25% of AMC charges - After satisfactory completion of contract

11. If the above terms and conditions are agreed, the interested firm/agency may kindly send their quotations to this Commission by 25.05.2009 till 5.00 p.m. Quotations received after due date and time shall not be entertained in any circumstances.

Yours faithfully,

(**Sanjay Kumar**)
Under Secretary
☎ : 2338 2379

PROFORMA FOR RATE OF LAN ITEMS

Name of the items	Unit	Rates
I. Supply & Installation of (four pair)		
(a) UTP ECAT5 Cable	Per Meter	
(b) UTP CAT 6 Cable	Per Meter	
II. Supply & Installation of Fiber Optic Cable 50 micron / 62.5 micron	Per Meter	
Supply & Installation of Multimode Outdoor Fiber Optic Armoured Cable		
(a) 4 Core	Per Meter	
(b) 8 Core	Per Meter	
(c) 12 Core	Per Meter	
Supply & Installation of Indoor building Fiber Optic Cable		
(d) 4 Core	Per Meter	
(e) 6 Core	Per Meter	
(f) 8 Core	Per Meter	
(g) 12 Core	Per Meter	
Supply & Installation of Single mode outdoor Fiber Optic Armoured Cable		
(h) 4 Core	Per Meter	
(i) 6 Core	Per Meter	
(j) 8 Core	Per Meter	
(k) 12 Core	Per Meter	
(III) Supply & Fixing of PVC ISI Marked Flaxoduct of Following:		
(a) 15 x 15 mm	Per Meter	
(b) 30 x 25 mm	Per Meter	
(c) 45 x 25 mm	Per Meter	
(IV) Supply & Crimping / punching of following Connector:		
(a) RJ 45 Connector	Per Connector	
(b) BNC / T / End Connector	Per Connector	
(c) Connectorization of SC / LC / ST Connector	Per Connector	
	SC	
	LC	
	ST	
(d) UTP Cable on I/O & Jack Panel	Per Connector	

(V)	Supply & Installation of LIU & terminating Fiber Optic cable on LIU Rack Mountable		
	(a) 6 Core with SC Coupler	Per LIU	
	(b) 12 Core with SC Coupler	Per LIU	
	(c) 24 Core with SC Coupler	Per LIU	
(VI)	Removal of Faulty UTP / Fiber Cable	Per Meter	
(VII)	Supply & Installation of I/O with	1 No.	
(VIII)	Supply & Installation of 19" Wall Mount 6U / 9U Rack	1 No.	
(IX)	Fusion Splicing of Fiber Optic Cable with Picktel		
(X)	Fusion Splicing of Fiber Optic Cable	Per Core	
(XI)	Testing of Fiber Optic Cable with OTDR	Per Core	

