



Indian Institute of Management Calcutta
Diamond Harbour Road, Joka, Kolkata – 700 104

Computer Centre

Dated: 14th November, 2022

Tender No. - IIMC/CC/RE-AMC-NET-Wi-Fi/22-23/017
Tender for “**Re-Tender for 2 Years Annual Maintenance Contract of CISCO Switches, Wi-Fi Aps, Wireless controllers & other devices with 1 Residential Engineer**”

Bidder’s Mandatory Criteria

Sl. No.	Description	Document to be Uploaded	Reference Page no.
1	Bidder should not be Blacklisted in any PSU OR Govt. organization	Supporting document or self-declaration in Letter Head	
2	Must be registered under Goods & Service Tax Act.	Self-Attested GST Registration Certificate to be furnished	
3	Bidder’s Average Annual Turnover in the last three Financial years (2018-19, 2019-20, 2020-21) or (2019-20, 2020-21 & 2021-22) has to be at least INR 45 Lakh.	Audited Balance sheet. All three balance sheet should have to submit.	
4	Other documents required	Please upload scanned copies of: 1. PAN, 2. Contact Details, 3. BOQ, 4. Escalation Matrix 5. Bid security Declaration	
5	Bidder should be a Registered company in India under the Companies Act, 1956 or equivalent.	Photocopy of certificate of registration to be submitted.	
6	Bidder should be an established Information Technology company and in operation for at least 3 years in India as at 31.03.2022	Relevant documents to be produced	

7	Bidder should have ISO certification (ISO 9000 OR 20000 OR 27000).	Photocopy of the certificates to be submitted.	
8	Bidder should submit MAF of the OEM/s whose equipment are being maintained during the AMC period, wherever possible.	MAF from OEM	
9	Bidder should submit document from the OEM mentioning back-to-back support for the entire AMC period. Bidder has to consider the OEM support to ensure back-to-back coverage of the existing devices during AMC period, wherever applicable. Also, bidder should provide configuration level & hardware support wherever back-to-back hardware support from the OEM is not possible currently.	Declaration in company letter head to be submitted.	
10	Bidder should have executed and maintaining at least 2 similar project in India for last 3 years	Relevant work orders to be produced.	

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Online tender is invited for 2 Years Annual Maintenance Contract of CISCO Switches, Wi-Fi Aps, Wireless controllers & other devices with 1 Residential Engineer.

The scope of this tender encompasses Annual Maintenance Contract (AMC) for the CISCO Switches, CISCO Wi-Fi devices & other equipment for two years with back to back OEM support.

Tender documents containing details may be obtained from the Website CPP PORTAL, (<https://eprocure.gov.in/eprocure/app>). Bidder needs to download the documents from there. Tender must be submitted through CPP portal. Bidder should registered themselves to that portal prior to submission.

Time schedule of tender activities:

S. No.	Particulars	Date	Time
1	Date & Time of Online Publication/Download of Tender	14-11-2022	16:00 Hrs.
2	Bid Submission Start Date & Time	14-11-2022	16:30 Hrs.
3	Bid Submission Close Date & Time	05-12-2022	16:00 Hrs.
4	Closing date & time for Submission of EMD	05-12-2022	16:00 Hrs.

5	Opening of Technical Bids	06-12-2022	16:30 Hrs.
6.	Date & Time of Opening of Commercial Bid/Price Bid	Will be announced later.	

Offer must be submitted through CPP portal latest by 4:00 P.M. on Monday, 05-12-2022

The Institute reserves the right to modify the requirements and reject all the tenders, wholly or partly without assigning any reason thereof.