

**Information to Bidder for “Supply, Installation and commissioning of Type-III Switches and all accessories required for their installation” for VSS project through GeM.**

**Ref: GeM Bid No. GEM/2019/B/185390 dated 16.02.2019**

1. Various networking items should be quoted as per Technical specifications. These can also be seen at [www.railtelindia.com](http://www.railtelindia.com)
2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.
4. Equipment offered shall have complete data sheets and detailed description on OEM web sites.
5. Bidder shall submit the detailed BOM of the equipment offered duly verified and certified by the respective OEM. The bidder should provide detailed price break up (taxes etc.) of the cost of the equipment along with the bid.
6. GSTIN ID of vendor should be provided from where goods will be supplied.
7. Delivery period: **30 days** from the date of PO.
8. Inspection: Pre-shipment/pre-dispatch inspection shall be carried out at manufacturer's/supplier's works by RailTel's authorized representative.
9. Consignee: RailTel Corporation of India Ltd., NR/New Delhi, WR/Mumbai, SR/Secunderabad, ER/Kolkata. The detail of the consignee given under Annexure-III.
10. **Tender Cost & Earnest Money Deposit (EMD)/ Bid Security:**
  - 10.1 **Tender Cost:** Estimated cost of the Tender is Rs. **1,93,89,760/-**.
  - 10.2 **Earnest Money Deposit (EMD)/ Bid Security:** Rs. **3,87,800/-** in the form of Pay Order/Demand Draft drawn in favor of RailTel Corporation of India Ltd. payable at New Delhi. The Bid received without EMD will be summarily rejected.
11. **For NSIC registered Firm:**
  - A) For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available: -

They are exempted from depositing Earnest money.  
These exemptions are applicable provided units are registered with NSIC for tendered item and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, copy of their current and valid NSIC registration certificate for the tendered item, otherwise their offer would not be considered.
  - B) No exemption is, however, applicable to these units from payment of security deposit/ Performance Bank Guarantee.
  - C) This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”
  - D) Any Other guideline issued by Govt. for MSME time to time will be applicable.

**12. Security Deposit/Performance Bank Guarantee:**

The successful tenderer shall submit security deposit in the form of DD/FDR or irrevocable Bank Guarantee from any scheduled bank for due fulfillment of contract as per the details given below:

- i. Security Deposit/Performance Bank Guarantee @ 10% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period as per format (Annex-II).
- ii. The security deposit/PBG shall be submitted to Corporate Office Gurgaon.
- iii. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract obligations under the contract, duly adjusting any dues recoverable from the successful tenderer. Payment of Security Deposit in the form of Pay Order/Demand Draft should be made in favor of "RailTel Corporation of India Ltd" payable at New Delhi only.

**13. Eligibility Criteria for OEM:**

- a. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on opening of bid, in India or Abroad. The certificates from the actual users will have to be submitted offline. If the OEM is not manufacturing in India, in such a case, OEM should have successfully deployed the product being offered in this tender, in at least two countries other than the country of origin and it should be working satisfactorily and successfully for at least 12 months in these two countries other than the country of origin. Necessary certificate from the end user must be part of the documents to be submitted along with the offer.
- b. The OEM should have supplied at least 35% of the tendered quantity of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM can submit self-certificate with proper contact detail of clients (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory.
- c. The OEM should have proven facilities for Engineering, manufacture, assembly, integration and testing of **Switches** and basic facilities with respect to space, Engineering, Personnel, Test equipment, Manufacture, Training, Repair, Service Center Supports for at least past

three years in the country from where the proposed equipment are planned to be supplied. In case OEM is located outside India, it should have training repair and service center facilities in India also. The certificates/Undertaking for the same will have to be submitted offline.

**14. Eligibility Criteria for Bidder:**

- a. The tenderer should have executed order of supply/ provision of Telecom equipment like **Switches** during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following:

A single order of atleast 35% of tendered value.

OR

Two orders of atleast 20% each of tendered value.

OR

Three orders of atleast 15% each of tendered value.

Satisfactory Performance certificate issued by customer/s for the Purchase Orders/ Work Orders should be enclosed.

- b. The bidder should have annual turnover of minimum 150% of tendered value or above during the last 3 financial years (i.e. current year and three previous financial years). The bidder should provide Audited Balance Sheets / annual reports as documentary evidence or other such documents so as to establish the financial soundness of their company for the preceding three financial years.
- c. Bidder should have authorization specific to this tender from respective OEM.

**15. Purchaser's Right to Vary Quantities:**

The Purchaser reserves the right to increase or decrease the ordered quantity up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the contracted quantity up to 25 % during the currency of the contract at the contracted rates. Bidder is bound to accept the order accordingly.

**16. SPLITTING OF QUANTITY-**

**16.1 : Deleted**

**16.2** In case of PMA, Government of India Guideline/Instruction on PMA will be applicable.

**17. WARRANTY:**

- 17.1** The materials are to be warranted for **three years** from date of delivery to the consignee. The tenderer shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacturing and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings.

The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

**17.2 SLA:**

After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit of max. 7 days. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & upto max. of 10% of Unit Price of the product.

Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).

**18. Delivery Period**

The supplier will have to supply the material within **30 days** of issue of confirmed LOA/PO.

**19. Long Term Maintenance Support:**

Tenderer (OEM) shall provide maintenance support after successful completion of the warranty obligations for a minimum period of **5 years**. The long term maintenance support shall be comprehensive and include all hardware and software of equipment supplied against this contract. RailTel should be extended the benefits of periodical software patches/updates made by OEM on the system from time to time for equipment security/performance without any additional cost to RailTel.

Buyer reserves the right to enter into AMC @ 3.5% of ordered value of equipment before 30 days of expiry of warranty period. In case bidder refuses to enter into AMC, PBG will be forfeited.

Separate agreement for AMC (Long term Maintenance Support) before expiry of warranty period shall be entered into with OEM/the authorized partner of OEM by RailTel. A fresh Bank Guarantee valid for Five years and four months for 10% of the Long Term Maintenance Support cost of five years, shall be required to be submitted by bidder for due fulfillment of long term maintenance support obligation.

Quarterly payment for AMC Charges would be made by RailTel after successful completion of AMC Services of that quarter and on the certificate furnished by concerned RailTel representative.

**Note: The acceptance of the above clause is mandatory and specific acceptance from OEM is required to be enclosed as per Annexure-I. Any deviation / non acceptance will lead to rejection of the bid.**

**20. Payment Conditions :-**

- i. 100% payment against full supply OR Supply, Installation & Commissioning.
- ii. 90% payment against part supply OR Supply, Installation & Commissioning. Balance payment shall be made after full supply.

**21. Offline Submissions:**

The bidder is required to submit the following documents offline to RailTel Corporation of India Ltd, Institutional Area, Plot No. 143, Sector 44, Gurugram before **11:00 Hrs of 05.03.2019** in a Sealed Envelope. The envelope shall bear 'DO NOT OPEN BEFORE' (due date & time). The offline documents shall be opened at **11:30 Hrs of 05.03.2019** Bid without these off line submission of documents will be liable to be rejected.

- i. EMD
- ii. MAF/ OEM Authorization Letter
- iii. BOQ of offered equipment.
- iv. Data Sheet of offered equipment.
- v. Financial and Technical Eligibility Criteria documents.
- vi. Technical Compliance of Specification.
- vii. Certificate from the End user against the Eligibility criteria for OEM para 13.
- viii. Acceptance from OEM as per Annexure-I against long term maintenance support para 19.

**Note:** 1) The acceptance of all the clauses mentioned in the **“Information to the Bidders”** document is mandatory. Any deviation / non-acceptance will lead to rejection of the bid summarily.

2) Information to Bidder viz. corrigendum /addendum/ amendments etc. for this bid shall be posted on [www.railtelindia.com](http://www.railtelindia.com) only.

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against GeM Bid No. GEM/2019/B/185390 dated 16.02.2019.

In case, If any contradiction between GeM Additional Terms & Conditions and General Terms & Conditions, RailTel Terms & Conditions will prevail.

## **Technical Specifications**

SOR wise details are as:

SOR	Item	Regions	Qty	Total Quantity
I	Supply, Installation and commissioning of Type-III Switches and all accessories required for their installation.	NR	83	208
		WR	32	
		ER	42	
		SR	51	

### **SOR-I Switch (Type-III)**

#### **1. Technical Specification**

1	The Switch shall be designed for continuous operations. The bidder shall furnish the MTBF (Mean Time between Failures) and MTRR (Mean Time to Restore) and predicted and observed values along with calculations by manufacturer.
2	Should have 24 ports 10/100/1000 Mbps Base T
3	Should have support for min. 2-Ports SFP+ Based 10 Gigabit ports.
4	Should have at least 88 Gbps switching fabric. Switches should have dedicated ports (other than asked uplink ports) for minimum 40 Gbps stacking bandwidth with necessary cables from day 1.
5	Should Support port trunking of at least 2 GE/10GE ports.
6	Should have support for 802.3x flow control.
7	Should support 802.1D spanning tree control/RSTP support, DAI, IP source guard sflow/netflow.
8	Should support management features like Web-based GUI, SNMP, TFTP Client, System Log, DHCP/BootP Client and Should support Optical Transceiver Digital Diagnostic Monitoring.
9	Should support Auto MDI-II/MDI-X uplink for all the twisted pair ports.
10	Should support 802.1Q VLAN, 802.1p Priority queues.
11	Should support port mirroring.
12	Should support jumbo frame.
13	Should support console port or telnet based management.
14	Should have AC power supply arrangement as given below in chassis without any external adaptors with internal redundant power supply: AC power supply 100 to 240 V AC with 50 to 60 Hz.

15	Should support at least 16000 entries in the MAC table.
16	Should support following for min. 64 Groups: i) IGMP Snooping, ii) IGMP v1/v2/v3 awareness Snooping, iii) IGMP Snooping Queried
17	Should support Port-based VLAN, 802.1Q Tagged VLAN & Voice VLAN along with Management VLAN.
18	Should support spanning-tree root guard or similar functionality.
19	Should support spanning-tree Port Fast guard for fast convergence or similar functionality.
20	Should support security features like SSL (HTTPS)/SSH, Broadcast/Multicast/ Unicast Storm Control, DoS Attack Prevention.
21	Should support Quality Of Service (QoS) like Priority Queue, Class of Service (CoS), Rate Limiting (Bandwidth Control), Strict Priority Queue (SPQ), Weighted Round Robin (WRR).
22	IPv6 feature should be ready from day 1.
23	Switch shall be with Rack Mountable clams for standard 19 inch rack mountable.
24	Bidder to propose switch having Operating Temperature as per environmental requirement. However, the switches should be capable of working at temperature 0 to 45 degree (minimum)
25	Bidder to propose switch having Storage Temperature as per environmental requirement. However, the switches should be capable of working at temperature 0 to 45 degree (minimum)
26	"OEM should have a : i) valid ISO 9001 & ISO 14001 certification on the date of opening of bid"  OR should have figured in the latest Magic Quadrant for Wired and Wireless LAN Access published by Gartner." (Documentary support to be submitted)
27	Switch should support LLDP or similar functionality.
28	Switch should have EMI CERTIFICATE of FCC/IC/CE.
29	Switch should have SAFETY CERTIFICATE of UL.
30	Switch should support following SNMP traps or syslog i) Interface UP & Down ii) Optical Power SFP threshold alarms iii) STP Topology Changes and New root bridge iv) LLDP table changes v) Threshold alarms for Temperature

**2. Scope of work:**

<b>Supply</b>	As per technical specification
<b>Installation &amp; Commissioning</b>	1.Install switch in rack and complete all electrical and data cabling. 2. To configure switch as per IP and routing details provided by RailTel to enable access from RailTel NOC/CNOC.
<b>Warranty and AMC</b>	3 Years warranty after completion of Installation and Commissioning 5 Years AMC post warranty period



**PROFORMA FOR THE LONG-TERM MAINTENANCE SUPPORT**

(To be signed by the O.E.M.)

To  
The Executive Director/Operations,  
RailTel Corporation of India Limited

I / We ..... hereby confirm and accept that against RailTel Tender No. ...., there is a requirement of Long Term Maintenance Support as per Clause 19. We confirm that Long Term Maintenance Support shall be met by us directly or through Authorized partner, as the case may be based on contracts. I / We have gone through the requirement mentioned in the Tender document and shall provide services for the offered supply items.

(Signature of Firm's Authorized Officer)  
Seal

Signature of witness:

1. ....
2. ....

**Performa for Performance Bank Guarantee****PERFORMANCE BANK GURANTEE BOND**

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, : Plot No.143, Sector-44, Gurugram-122003

1. (Herein after called RailTel) having agreed to exempt ..... (Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. .... dated ..... made between ..... and ..... for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. .... (Rs. .... only). We, .....(indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of ..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. .... Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, ..... Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ....
3. We, ..... bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, ..... Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before

the ..... (1) ..... We shall be discharged from all liability under this Guarantee thereafter.

We,..... We, .....  
(indicate the name of Bank) Further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

(indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the                      day of                      2019

for .....  
(Indicate the name of the Bank)

Witness

1.     Signature  
       Name
2.     Signature  
       Name

**Annexure-III**

**Consignee Details**

<b>SOR</b>	<b>Item</b>	<b>Regions</b>	<b>Qty</b>	<b>Total Quantity</b>
I	Supply, Installation and commissioning of Type-III Switches and all accessories required for their installation.	NR	83	208
		WR	32	
		ER	42	
		SR	51	

**(Jagdeep Singh)**  
**Executive Director/Operations**  
**For & on behalf of RailTel Corporation of India Ltd.**