



JAIPUR METRO

JAIPUR METRO RAIL CORPORATION LIMITED

(A Govt. of Rajasthan undertaking)

Directorate of Operations &amp; Systems

3<sup>rd</sup> Floor, Administrative Building, Bhrigu Path, Mansarovar, Jaipur- 302020

Tel. No. 0141-2822106 (O), E-mail – edst@jaipurmetrorail.in



No.- F2(18)/JMRC/O&amp;S/S&amp;T/AMC-002/2018-19

Dated- 14/02/2019

To,

All Prospective Bidders.

**ADDENDUM-A1****Sub:** Addendum no. A1 (RFP for Comprehensive AMC of AFC & Telecom Peripherals of JMRC).

With reference to the subject cited above, the addendum details are as follow:-

| SN. | Page No.         | Clause No./Item No.                       | Addendum/Corrigendum                     | Remarks   |
|-----|------------------|---|--|---|
| 1.  | Page No. 6       | Minimum Eligibility Criteria              | Minimum Eligibility Criteria Updated     | Page No. 6 is replaced with Page No. 6R         |
| 2.  | Page No. 12      | Clause-2.7                                | Clause Updated                           | Page No. 12 is replaced with Page No. 12R       |
| 3.  | Page No. 23      | Clause-4.1                                | Clause Updated                           | Page No. 23 is replaced with Page No. 23R       |
| 4.  | Page No. 24      | Clause-4.2                                | Clause Updated                           | Page No. 24 is replaced with Page No. 24R       |
| 5.  | Page No. 25      | Clause-4.4.5, 4.4.6, 4.4.7, 4.4.8 & 5.2.1 | Clause Updated                           | Page No. 25 is replaced with Page No. 25R       |
| 6.  | Page No. 27      | Clause-6                                  | Clause Updated                           | Page No. 27 is replaced with Page No. 27R       |
| 7.  | Page No. 30 & 31 | Form A: Form of Bid                       | Form A: Form of Bid (Change in Performa) | Page No. 30 is replaced with Page No. 30R & 31R |
| 8.  | Page No. 56      | Annexure 'A'                              | Annexure Updated                         | Page No. 56 is replaced with Page No. 56R       |
| 9.  | Page No. 63      | Annexure 'B'                              | Annexure Updated                         | Page No. 63 is replaced with Page No. 63R       |

(Ashok Maurya)  
ED/S&T/JMRC  
Executive Director (S&T)  
JMRC



## Comprehensive AMC of AFC & Telecom Peripherals of JMRC

### Minimum Eligibility Criteria:

- Applicant should have valid PAN certificate/ card issued by the Income Tax Dept. of GOI and enclose PAN certificate.
- The bidder firm should have an experience of successful completion of AMC Contract related to Server, Switch & Router. The Bidder shall submit the details of the same as per Form-L. Bidder should provide Manufacture Authorization Certificate (MAF) from OEM (HP/CISCO) for this specific Bid & also Back to Back certification from the OEM for support during the whole Comprehensive Annual Maintenance Period at the time of BID submission.
- The bidder firm should have satisfactorily and successfully completed of such type of AMC contracts during last five financial years (2013-14, 2014-15, 2015-16, 2016-17 & 2017-18 date of bids submission) should be either of the following
- Three such completed contracts each of contract value not be less than the amount equal to RS. ~~1,38,76,000/-~~ 4,626,000/-  
OR
- Two such types of AMC contracts each of contract value not be less than the amount equal to RS. ~~2,08,14,000/-~~ 6,938,000/-  
OR
- One such type of AMC contracts each of contract value not be less than the amount equal to RS. ~~2,77,52,000/-~~ 9,251,000/-
- Bidder is required to submit the details as per Form-L along with supporting documents as mentioned below:-  
Certificate(s)/documents(s) of completion of the contract/work(s) issued by the authorized signatory of the contract/work awarding agency, mentioning:
  - Period of the contract/work and Amount paid for the contract/work.
  - He shall not be blacklisted by Central Government, any State Government or any Government agency or Public sector undertaking (PSU). He shall submit an undertaking to this effect as per Form-O.

**Turnover:** - The bidder should have average annual financial turnover of RS ~~10, 40, 70,000/-~~ 3, 50, 00,000/- in last three financial years (2015-16, 2016-17 and 2017-18). The Bidder is required to present the data as per Form-Q along with supporting documents for last three years as mentioned below:-

Audited profit and loss A/c and /or audited balance sheet showing the required turnover, certified by a Chartered Accountant with stamp and signature

OR

Complete Income Tax Return (ITR) showing the required turnover, certified by a Chartered Accountant with stamp and signature.

OR

**Turnover statements are to be certified by a Chartered Accountant.**



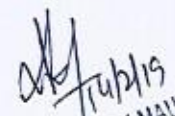
# Comprehensive AMC of AFC & Telecom Peripherals of JMRC

## 2.7 Eligibility Criteria

- 2.7.1 Bidder should have valid GST registration certificate issued by competent authority and shall enclose GST certificate along with bid submission.
- 2.7.2 Applicant should have valid PAN certificate/ card issued by the Income Tax Dept. of GOI and enclose PAN certificate.
- 2.7.3 The bidder firm should have an experience of successful completion of AMC Contract related to Server, Switch & Router. The Bidder shall submit the details of the same as per Form-L. Bidder should provide Manufacture Authorization Certificate (MAF) from OEM (HP/CISCO) for this specific Bid & also Back to Back certification from the OEM for support during the whole Comprehensive Annual Maintenance Period at the time of BID submission.
- 2.7.4 The bidder firm should have satisfactorily and successfully completed of such type of AMC contracts during last five financial years (2013-14, 2014-15, 2015-16, 2016-17 & 2017-18 date of bids submission) should be either of the following
- 2.7.5 Three such type of AMC completed contracts each of contract value not be less than the amount equal to RS. ~~1,38,76,000/-~~ 4,626,000/-
- OR
- 2.7.6 Two such types of AMC contracts each of contract value not be less than the amount equal to RS. ~~2,08,14,000/-~~ 6,938,000/-
- OR
- 2.7.7 One such type of AMC contracts each of contract value not is less than the amount equal to RS. ~~2,77,52,000/-~~ 9,251,000/-
- 2.7.8 Bidder is required to submit the details as per Form-L along with supporting documents as mentioned below:-  
Certificate(s)/documents(s) of completion of the contract/work(s) issued by the authorized signatory of the contract/work awarding agency, mentioning:
- 2.7.9 Period of the contract/work and Amount paid for the contract/work.
- 2.7.10 He shall not be blacklisted by Central Government, any State Government or any Government agency or Public sector undertaking (PSU). He shall submit an undertaking to this effect as per Form-O.
- **Turnover:** - The bidder should have average annual financial turnover of RS ~~10, 40, 70,000/-~~ 3, 50, 00,000/- in last three financial years (2015-16, 2016-17 and 2017-18). The Bidder is required to present the data as per Form-Q along with supporting documents for last three years as mentioned below:-  
Audited profit and loss A/c and /or audited balance sheet showing the required turnover, certified by a Chartered Accountant with stamp and signature
- OR
- Complete Income Tax Return (ITR) showing the required turnover, certified by a Chartered Accountant with stamp and signature.
- OR

Turnover statements are to be certified by a Chartered Accountant.

Name & Signature of the Bidder along with Seal

  
ASHOK MAURYA  
Executive Director (S&T)  
JMRC  
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# Comprehensive AMC of AFC & Telecom Peripherals of JMRC

## 4 Scope of Work (SOW)

AMC services under the SOW of this RFP covers all equipments i.e Servers, Workstations, Switches, Router and renewal of Oracles & Symantec antivirus licence of various AFC system & Telecom Systems installed at the 09 metro stations & OCC of Jaipur Metro.

The category wise services to be provided under the AMC are as:

### 4.1 Servers, Workstations, Switch and Router as per Annexure-A

The Major Corrective/Breakdown Maintenance includes Labour, Spare Parts and On Site Support as a minimum and it includes anything that would be required to complete the corrective/breakdown maintenance and to make the system healthy in all aspects. The same is to be carried out any time during 24 x 7 x 4\* 6\* inclusive of all Sundays & Holidays. It covers the attention of all type of major Failures/Breakdown, which includes Repair/Replacement of Assemblies, Sub- Assemblies, and Components etc. JMRC will log the complaint 24X7 any time, seven days of week in which all holidays are covered and the response is to be given within 1 hour.

The list of Servers, Workstations, Switch and Router those are to be covered under this type services is attached at annexure 'A'.

The time frame for failure attended & rectified is as:

- |  |  |
|--|--|
| a) Response Time (Max.)                  | - 01 hours (T) from call log.            |
| b) Fault Attending Time (Max.)           | - 02 hours (T+1) from call log.          |
| c) Rectification/Replacement Time (Max.) | - 04 06 hours (T+3) (T+5) from call log. |

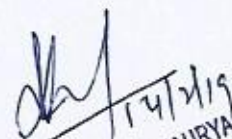
(\*24x7x4- 6 means - 24 Hrs 7 Days of Week and Service & replacement-rectification will be provided in -4- 6Hrs).

**Note:** - It shall be the liability of the bidder to contact/deal with the OEM for all the Service and Support for JMRC during the Contract Period.

### 4.2 Servers, Workstations, Switch and Router as per Annexure-B

The minor Corrective/Breakdown Maintenance include Labour, Spare Parts and On Site Support as a minimum and it includes anything that would be required to complete the corrective/breakdown maintenance and to make the system healthy in all aspects. The same is to be carried for 24 Hrs 7 Days of Week and the response will be given within 60 hrs from the call log. Inclusive of Repairing and Replacement of all Spares/Components and all other associated accessories, which are covered otherwise, and attention of all defects other than major defects.

Name & Signature of the Bidder along with Seal

  
14/11/19  
ASHOK MAURYA  
Executive Director  
JMRC  
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## Comprehensive AMC of AFC & Telecom Peripherals of JMRC

The list of Servers, Workstations, Switch and Router those are to be covered under this type services is attached at annexure 'B'.

The time frame for failure attended & rectified is as:

- |  |   |                         |
|--|---|-------------------------|
| a) Response Time (Max.)                        | - | 02 hours from call log. |
| b) Fault Attending Time (Max.)                 | - | 60 hours from call log. |
| c) Rectification Time /Replacement Time (Max.) | - | 96 hours from call log. |

~~(\*24x7x4 means 24 Hrs 7 Days of Week and Service & replacement will be provided in 4 Hrs).~~

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**Note:** - It shall be the liability of the bidder to contact/deal with the OEM for all the Service and Support for JMRC during the Contract Period.

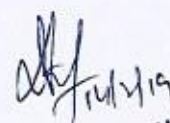
### 4.3 Oracle and Symantec:

- 4.3.1 The Bidder shall perform the renewal of the license of Oracle and Symantec antivirus as per annexure 'C' from the date to be mentioned at the time of issuance of LOA for 3 years period. The license should be got renewed within one month from the issuing of LOA.
- 4.3.2 It shall be the liability of the bidder to maintain the validity of this renewed license and contact/deal with the OEM for all the Service and Support for JMRC during the Contract Period.
- 4.3.3 Anything that would be required to complete the renewal of license in the beneficiary of JMRC will be covered under this scope of work and the cost of this account will be borne by bidder.
- 4.3.4 All the credentials to this renewal shall be submitted to JMRC immediate to the successful renewal.
- 4.3.5 The list renewal of the licence of Oracle and Symantec antivirus is attached at annexure 'C'

### 4.4 General Conditions:

- 4.4.1 The work is to be carried out as per International Norms/Standards and in such a manner that all premises always look Neat & Clean. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.
- 4.4.2 All Transport and Manpower, Testing instruments etc required for & corrective maintenance shall be arranged by the contractor. No Transport shall be supplied to contractor by EMPLOYER.
- 4.4.3 The work is to be carried out under the permission of EMPLOYER' representative only.
- 4.4.4 In case, faulty equipment cannot be rectified within the stipulated time frame, the contractor shall provide a suitable substitute before the expiry of the above said time frame.

Name & Signature of the Bidder along with Seal

  
14/4/19  
ASHOK MAURYA  
Executive Director (S&T)  
JMRC

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## Comprehensive AMC of AFC & Telecom Peripherals of JMRC

- 4.4.5 In case of replacement, the part must be of same or similar brand (branded & genuine). ~~The documentary proof to this effect shall be submitted and its record must be available in the fault report for verification by JMRC representative.~~ The contractor shall exhibit the defective nature of the hardware component to the representative of JMRC before removing the subject component. This and information about the replaced hardware (which needs to be sent to the Firm's Service centre, if cannot be repaired in JMRC) must be available with JMRC through fault report monitoring. **This support should be onsite only and defective parts should be replaced onsite.**
- 4.4.6 The fault report shall contain fault description, call Id, status of fault i.e. whether rectified or pending, description of rectification performed, detail of replaced item (if any) as specified in point 4 above as a minimum.
- 4.4.7 The AMC shall include both hardware and software support.  
(Note: - Software means telephonically support regarding OS/Antivirus/Oracles).
- 4.4.8 Bidder should provide OEM certificate for warranty extension of products cover under this AMC and also Support warranty should be updated/reflected on OEM portal. Bidder/OEM should provide support for EOSL product after EOSL date.
- 4.4.9 Penalty will be imposed as per clause 6 for if failure is not resolved in the time stipulated in this Bid and a Standby unit is not provided.
- 4.4.10 In case of breakdown of any equipment for which replacement is not available in market. Contractor will be liable to replace existing part with equivalent alternative available in market. No extra cost will be paid by JMRC on this account. In such case the contractor shall get the equivalent alternatives approved by JMRC representative before replacement.
- 4.4.11 The Contract period for the AMC of the servers, validity of the license for Symantec & Oracle supports which are existing under AMC & Validity shall commence as per clause 4.3.1.
- 4.4.12 The other terms & conditions that deems fit to the bidder may be submitted along with the Bid. On review the same, it will be JMRC discretion to include or not to include as the Bid conditions.

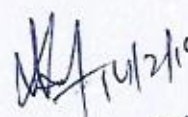
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### Other Terms and Conditions:

- 5.2.1 **Equipment to be repaired outside onsite JMRC premises only:**  
~~Any equipment that could not be repaired at JMRC premises/ offices may be transported by Contractor their workshop for repairs. All related cost will be borne by the Contractor. The movement of such Equipments shall be governed by JMRC's Security procedures.~~ Any equipment support should be onsite only and defective parts should be replaced onsite.
- 5.2.2 **Loss on Contractor's account:** The contractor shall be liable for any loss which JMRC may sustain due to damage to the equipment/ loss of service, on account of omissions/ commissions done by the contractor.

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Name & Signature of the Bidder along with Seal

  
14/12/19  
ASHOK MAURYA  
Executive Director (S&T)  
JMRC  
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# Comprehensive AMC of AFC & Telecom Peripherals of JMRC

## 6 Penalty

Penalties shall be levied in case failures are not attended in stipulated time as specified below. Penalty shall be deducted from the AMC charges.

| S.No. | Description   |  | Penalty  |  |
|-------|---|--|--|--|
| 1.    | For attending and rectification of failures (time to be taken from time of information given through email, SMS, Phone etc) |  |  |  |
|       | For Servers, Workstations, Switch and Router as per Annexure-A  | For Servers, Workstations, Switch and Router as per Annexure-B | For Servers, Workstations, Switch and Router as per Annexure-A | For Servers, Workstations, Switch and Router as per Annexure-B |
| a)    | Rectification /Replacement time up to 1 day 1 hour  | Rectification /Replacement time up to 1 hour day               | Rs. 500/- per day hour   | Rs. 500/- per hour day   |
| b)    | 2 days hour to 5 days hour  | 2 hour day to 5 hour days                                      | Rs. 1000/- per day hour  | Rs. 1000/- per hour day  |
| c)    | After 5 days hour   | After 5 hour days  | Rs. 2000/- per day hour  | Rs. 2000/- per hour day  |
| 2.    | Maximum Penalty   | Maximum Penalty  | 10% of AMC Value   | 10% of AMC Value   |

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Name & Signature of the Bidder along with Seal

*[Signature]*  
14/2/19  
ASHOK MAURYA  
Executive Engineer (S&T)  
JMRC 27R of 65

# Comprehensive AMC of AFC & Telecom Peripherals of JMRC

## 12 BID FORMS

### 12.1 Form A: Form of Bid

Note:-

- The Appendix Forms part of the Bid
- Bidders are required to fill up all the blank spaces in this Form of Bid and Appendix.

Name of Work: \_\_\_\_\_

To

**General Manager Executive Director (S&T),**  
Jaipur Metro Rail Corporation Limited,  
Room no.-314, 3<sup>rd</sup> Floor, Admin Building,  
Mansarovar Metro Train Depot,  
Bhrigu path, Mansarovar, Jaipur-302020

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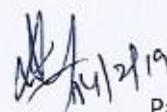
- Having visited the site and examined the General Conditions of Contract as well as Special Conditions of Contract, Specifications, Instructions to Bidders, for the execution of above named works, we the undersigned, offer to execute and complete such works and remedy defects therein in conformity with the said Conditions of Contract, Specifications, and Addenda for the sum of Rs. \_\_\_\_\_ (Amount in figures and words) for amount as mentioned in Form-P (BOQ) for BID F2 (18)/JMRC/O&S/S&T/AMC-002/2018-19 or such other sum as may be ascertained in accordance with the said conditions.

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|   |  |        |
|---|--|--------|
| 1 | Name of the Bidder   |        |
| 2 | Name and Designation of Authorized signatory                       |        |
| 3 | Registered Office Address of Bidder                                |        |
| 4 | Address, Phone numbers, Fax No. and e-mail of Authorized signatory |        |
| 5 | Checklist  | Yes NO |

- We acknowledge that the Appendix/Forms an integral part of the Bid.
- We undertake, if our Bid is accepted, to commence the works within 7 days of issue of the LOA.
- If our Bid is accepted, we will furnish performance security as per BID documents Clause 2.2.
- We have independently considered the amount as per the General Conditions of Contract as liquidated damages and agree that they represent a fair estimate of the damages likely to be suffered by you in the event of the work not being completed in time.

Name & Signature of the Bidder along with Seal

  
4/2/19

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ASHOK MAURYA  
Executive Director (S&T)  
JMRC



6. We agree to abide by this Bid for a minimum period of 90 days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiry of that period or any extended period mutually agreed to.
7. Unless and until a Formal Agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
8. We declare that the submission of this Bid confirms that no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We further confirm and declare that no agency commission or any payment, which may be construed as an agency commission has been, or will be, paid and that the Bid price does not include any such amount.
9. We acknowledge the right of the Employer, if he finds to the contrary, to declare our Bid to be non-compliant and if the Contract has been awarded to declare the Contract null and void.
10. We understand that you are not bound to accept the lowest or any Bid you may receive.
11. If our Bid is accepted we understand that we are to be held solely responsible for the due performance of the Contract.

Dated this.....day of..... 2019

Signature .....

Name..... in the capacity of .....

Duly authorized to sign Bids for and on behalf of.....

Address .....

Witness – Signature .....

Name .....

Address .....

Occupation .....

Note: - Financial proposal should not be indicated at any place in the Technical Bid, otherwise the Bid shall be summarily rejected.

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*ash*  
14/2/19  
ASHOK MAURYA  
Executive Director (S&T)  
JARC



# Comprehensive AMC of AFC & Telecom Peripherals of JMRC

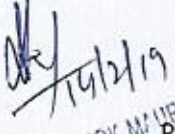
| S. No. | Product No.   | Server Details                          | DEVICE MAKE | Serial No   | Location       | Warranty Expiry Date |
|--------|---|---|-------------|-------------|----------------|----------------------|
| 1      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SN  | Backup Server  | 31.03.2019           |
| 2      | 665553-B21  | HP DL380p Gen8 8-LFF CTO Server         | HP          | SGH308N2S3  | DB Server 1    | 31.03.2019           |
| 3      | 665553-B21  | HP DL380p Gen8 8-LFF CTO Server         | HP          | SGH308N2S1  | DB Server 2    | 31.03.2019           |
| 4      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SM  | WAS server     | 31.03.2019           |
| 5      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2S6  | HSM            | 31.03.2019           |
| 6      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SA  | RAS            | 31.03.2019           |
| 7      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SD  | AVM            | 31.03.2019           |
| 8      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SE  | Application    | 31.03.2019           |
| 9      | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2S9  | Report         | 31.03.2019           |
| 10     | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2S5  | Web            | 31.03.2019           |
| 11     | 669253-B21  | HP DL380e Gen8 8SFF CTO Server          | HP          | SGH308N2SF  | Bank Interface | 31.03.2019           |
| 12     | 594869-371  | HP ML350T06 E5620 1P SFF Base AP Svr    | HP          | CN72190CVW  | NMS            | 31.03.2019           |
| 13     | HP Storage works<br>MSL 2024                                | Tape Library                            | HP          | MXA307Z035  | CC             | 31.03.2019           |
| 14     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2SS  | CDPE SC        | Expired              |
| 15     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2SV  | MRSN SC        | Expired              |
| 16     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2SX  | SMNR SC        | Expired              |
| 17     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2T2  | SICP SC        | Expired              |
| 18     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2T6  | NAMT SC        | Expired              |
| 19     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2T8  | CLJP SC        | Expired              |
| 20     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2TE  | MSOR SC        | Expired              |
| 21     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2TH  | RMNR SC        | Expired              |
| 22     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2T0  | VKVR SC        | Expired              |
| 23     | 664044-B21  | HP ML350e Gen8 Hot Plug 6LFF CTO Server | HP          | SGH308N2TA  | STORE(NEW)     | Expired              |
| 24     | PRODIANT DL370<br>G6  | TCS SERVER                              | HP          | CZJ24402PF  | OCC            | Expired              |
| 25     | PRODIANT DL370<br>G6  | TCS2 SERVER                             | HP          | CZJ2450F76  | OCC            | Expired              |
| 26     | PROLIANT DL 360e<br>GEN 8                                   | OCC SERVER 1                            | HP          | CZ3314B8TL  | OCC            | Expired              |
| 27     | PROLIANT DL 360e<br>GEN 8                                   | OCC SERVER 2                            | HP          | CZ3314B8TM  | OCC            | Expired              |
| 28     | CISCO ASR1000<br>SERIES ROUTER                              | ROUTER                                  | CISCO       | FOX1716GZKJ | OCC            | Expired              |
| 29     | J9019B  | SWITCH-24 PORT                          | HP          | CN246FW1FG  | OCC            | Expired              |
| 30     | Cisco ASA 5525-X<br>Adaptive Security<br>Appliance Firewall | FIREWALL                                | CISCO       | FCH1720J3R1 | OCC            | Expired              |
| 31     | 2911  | ROUTER                                  | CISCO       | FGL17231138 | MSOR           | Expired              |
| 32     | 2911  | ROUTER                                  | CISCO       | FGL172312LM | NAMT           | Expired              |
| 33     | 2911  | ROUTER                                  | CISCO       | FGL172312LJ | VKVR           | Expired              |
| 34     | 2911  | ROUTER                                  | CISCO       | FGL172312LH | SMNR           | Expired              |
| 35     | 2911  | ROUTER                                  | CISCO       | FGL170710DC | RMNR           | Expired              |
| 36     | 2911  | ROUTER                                  | CISCO       | FGL1723113A | CLJP           | Expired              |
| 37     | 2911  | ROUTER                                  | CISCO       | FGL172312LK | MRSN           | Expired              |

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Name & Signature of the Bidder along with Seal

  
 ASHOK M. MURYA  
 Executive Director  
 JMRC



## Comprehensive AMC of AFC & Telecom Peripherals of JMRC

| S. No. | Product No.                         | Server Details      | DEVICE MAKE | Serial No    | Location  | Warranty Expiry Date |
|--------|-------------------------------------|---------------------|-------------|--------------|-----------|----------------------|
| 182    | HP PRO 3330 MT                      | PC                  | HP          | INA247S38R   | 4TH FLOOR | Expired              |
| 183    | HP PRO 3330 MT                      | PC                  | HP          | INA247S3CR   | 4TH FLOOR | Expired              |
| 184    | HP PRO 3090 MT                      | PC                  | HP          | INA04109K5   | 4TH FLOOR | Expired              |
| 185    |                                     | CCTV SERVER         | DELL        | BSXKBX1      | 4TH FLOOR | Expired              |
| 186    |                                     | SERVER              | HP          | CZ130100YY   | 4TH FLOOR | Expired              |
| 187    | X3100M4                             | Server              | IBM         | 25821KA      | 4TH FLOOR | Expired              |
| 188    | HP PRO EIIINT                       | Server              | HP          | CN7201OD6H   | 4TH FLOOR | Expired              |
| 189    | HP PRO EIIINT                       | Server              | HP          | CN7201OD6G   | 4TH FLOOR | Expired              |
| 190    | N/A                                 | PC                  | HCL         | A123AC473397 | 4TH FLOOR | Expired              |
| 191    |                                     | CCTV SERVER         | DELL        | 4TXKBX1      | 3RD FLOOR | Expired              |
| 192    |                                     | CCTV SERVER         | DELL        | CQXKBX1      | 3RD FLOOR | Expired              |
| 193    | HP PRO 3330 MOCRO TOWER             | RCW                 | HP          | INA312Z1R8   | 4TH FLOOR | Expired              |
| 194    | HP PRO 3330 MOCRO TOWER             | RCW                 | HP          | INA324RX8M   | 4TH FLOOR | Expired              |
| 195    | HP PRO 3330 MOCRO TOWER             | RCW                 | HP          | INA324RX7M   | 4TH FLOOR | Expired              |
| 196    | HP PRO 3330 MOCRO TOWER             | RCW                 | HP          | INA324RX76   | 4TH FLOOR | Expired              |
| 197    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496667 | 4TH FLOOR | Expired              |
| 198    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496538 | 4TH FLOOR | Expired              |
| 199    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496759 | 4TH FLOOR | Expired              |
| 200    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496660 | 4TH FLOOR | Expired              |
| 201    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496537 | 4TH FLOOR | Expired              |
| 202    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496778 | 4TH FLOOR | Expired              |
| 203    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496707 | 4TH FLOOR | Expired              |
| 204    | PRO OA INDIA                        | DLC                 | HCL         | B123AC496749 | 4TH FLOOR | Expired              |
| 205    | PROLIANT DL 360e GEN 8              | PIDS/PAS SERVER     | HP          | CZ130100Z4   | 4TH FLOOR | Expired              |
| 206    | A5500 48 G 4 SAP HI SWITCH          | L3 SWITCH MAIN      | HP          | CN41FGH0G3   | OCC       | Expired              |
| 207    | A5500 48 G 4 SAP HI SWITCH          | L3 SWITCH REDUNDANT | HP          | CN41FGH0DR   | OCC       | Expired              |
| 208    | Cisco Catalyst 3750-X Series Switch | SWITCH-48 PORT      | CISCO       | FDO1721Z33K  | OCC       | Expired              |
| 209    | Cisco Catalyst 3750-X Series Switch | SWITCH-48 PORT      | CISCO       | FDO1721Z34P  | OCC       | Expired              |
| 210    | J9019B                              | SWITCH              | HP          | CN246FW0TY   | OCC       | Expired              |
| 211    | J9019B                              | SWITCH              | HP          | CN246FW09S   | OCC       | Expired              |
| 212    | J9019B                              | SWITCH              | HP          | CN246FW0FR   | MSOR      | Expired              |
| 213    | J9019B                              | SWITCH              | HP          | CN246FW13R   | MSOR      | Expired              |
| 214    | J9019B                              | SWITCH              | HP          | CN246FW1G1   | MSOR      | Expired              |
| 215    | J9019B                              | SWITCH              | HP          | CN246FW12W   | NAMT      | Expired              |
| 216    | J9019B                              | SWITCH              | HP          | CN245FW0YP   | NAMT      | Expired              |

A1

Name & Signature of the Bidder along with Seal

*(Signature)*  
14/6/19

ASHOK MAURYA  
Executive Director (S&T)  
JMRC



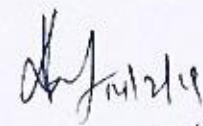
### Pre-Bid Queries Reply

| Sr. No. | Clause No./Page No. | Clause   | Bidder's Query   | JMRC's Reply   |
|---------|---------------------|--|--|--|
| 1.      | Nil                 | Suggestion   | Manufacturing Certificate should be asked by JMRC in TENDER.   | Updated. Please refer Addendum-A1.   |
| 2.      | 4.1/23              | 4.1 Servers, Workstations, Switch & Routers as per annexure-A. | SLA:- Need to cross check again as best SLA HPE have that is 6 CTR, below than this SLA we must - Deploy Engg & Spare parts in your office to maintain the UCTR SLA.   | Updated. Please refer Addendum-A1.   |
| 3.      | Nil                 | Suggestion   | Some product (Hardware/ Software are going end of support, Life(EOSL) in between the contract period, these equipments product will maintain by Bidder/ HPE our own on best efforts basis. On EOSL Product patch & Firmware are not available after EOSL Date. | Updated. Please refer Addendum-A1.   |
| 4.      | Nil                 | Suggestion   | It's a Deviation Bid if SLA clause not Amended.  | Bid should ensure all liabilities required to be fulfilled the Tender conditions.                |
| 5.      | 4.2/23              | 4.2 Servers, Workstations, Switch & Routers as per annexure-B. | On page number 24 under annexure B you have mention ((*24*7*4) means 24 Hours Days of Week & service & replacement will be provided in 04 hours)<br>This line is not applicable under Annexure B   | Updated. Please refer Addendum-A1.   |
| 6.      | Nil                 | Nil  | RTS Charges are applicable for Hardware also. (RTS - Return to Support Charges)<br>So price will be calculated from the date of warranty/ AMC expires.   | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 7.      | Nil                 | Nil  | Some Oracle lic. Are going Expire in between the contract. Exact details will provide you in next mail.  | (Noted)<br>Please refer Addendum-A1.   |

14/11/19  
 ASHOK MAURYA  
 Executive Director (Gen)  
 JMRC



| Sr. No. | Clause No./Page No. | Clause   | Bidder's Query  | JMRC's Reply   |
|---------|---------------------|--|---|--|
| 8.      | Nil                 | Nil  | Faulty part are the Property of Bidder/OEM.   | Yes  |
| 9.      | Nil                 | Nil  | AMC START DATE<br>END DATE OF All Equipment eg: Oracle, HP, Dell, SYMNTIC<br>POU, and Need Resident Engineer, if yes how many resources.                            | Bid should ensure all liabilities required to be fulfilled the Tender conditions.                |
| 10.     | 2.7/12              | Eligibility Criteria   | We request to allow JV/Consortion bid to have better competition/competitive price to pool resources and Credentials of TV Partners to fulfill tender requirements. | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 11.     | 6/27                | 6 Penalty  | SLA timing for Annexure - A&B maintenance mentioned at Pg No. 23 & penalty clause mentioned at Pg No. 27 are having mismatch. Kindly correct & modify it.           | Updated. Please refer Addendum-A1.   |
| 12.     | 4.1/23              | 4.1 Servers, Workstations, Switch & Routers as per annexure-A. | Page no. 23 of RFP<br>"Rectification/Replacement time(Max.) - 04 hrs (T+3) from call log. "<br>Need to Change.  | Updated. Please refer Addendum-A1.   |
| 13.     | 4.1/23              | 4.1 Servers, Workstations, Switch & Routers as per annexure-A. | For Server & Storage upto will be possible only 06 hrs CTR.   | Updated. Please refer Addendum-A1.   |
| 14.     | 56 to 64            | Annexure A & B   | Desktop/ Printer/ workstation only NBD only.  | (No Change)  |
| 15.     | 5.2.3/26            | 5 Other Terms and Conditions:                                  | Page - 57 of RFP<br>5.2.3 Others terms & conditions<br>Clarification required - Do Vendors has to provide third party public liability issuance?                    | Bid should ensure all liabilities required to be fulfilled the Tender conditions.                |

  
 ASHOK MAURYA  
 Executive Director (S&T)  
 JMRC




| Sr. No. | Clause No./Page No. | Clause   | Bidder's Query   | JMRC's Reply   |
|---------|---------------------|--|--|--|
| 16.     | 12.1/30             | 12 Bid Forms   | Page Number 30 of RFP - 12.1 form A: Form of Bid<br>* Amount Clarification Required?   | Updated. Please refer Addendum-A1.   |
| 17.     | Nil                 | Nil  | Page No. 57 of Annexure 4 Inventory<br>Many of CISCO Devices is going to be EOSL (End of Service Life) from OEM side during AMC tenure & hence amend c clause after EOSL from OEM side partner will provide support.   | Updated. Please refer Addendum-A1.   |
| 18.     | 4.1/23              | 4.1 Servers, Workstations, Switch & Routers as per annexure-A. | We understood that for the annexure-A, bidder has to provide the maximum time for the Rectification/Replacement of the failure is 04 hours (T+3) from call log, So in that case does bidder has to go for OEM back to back standard support, please confirm. | Updated. Please refer Addendum-A1.   |
| 19.     | 58 to 64            | Annexure B   | As per Maximum Time /Replacement Time frame mentioned for failure attended & rectification for devices mentioned under Annexure -B, we understood that bidder can support on own support model basis, Please confirm   | Bid should ensure all liabilities required to be fulfilled the Tender conditions.    |
| 20.     | 4.3/24              | 4.1 Servers, Workstations, Switch & Routers as per annexure-A. | We request you to share the License copies along with CSI number to get the renewal quotes from Oracle.  | CSI number will be shared to Successful Bidder Only.                                 |
| 21.     | 4.3/24              | 4.2 Servers, Workstations, Switch and Router as per Annexure-B | Symantec antivirus qty not mention under Annexure C, Please confirm the License renewal qty for Symantec Software and serial numbers   | Already mentioned in Annexure C & Serial number will be shared to Successful Bidder. |

*[Handwritten Signature]*

ASHOK MAURYA  
Executive Director (CSM)



| Sr. No. | Clause No./Page No. | Clause                                 | Bidder's Query   | JMRC's Reply   |
|---------|---------------------|--|--|--|
| 22.     | 7 & 28              | 4.3 Oracle and Symantec & Annexure 'C' | Is there any asset monitoring software tool currently using by JMRC, if yes please name the same.  | No   |
| 23.     | 56 to 64            | Annexure A & B                         | We understood that Sticker will be provided by JMRC for sticking on equipments   | No   |
| 24.     | 56                  | Annexure A                             | share the product name for line Item 13 (Tape Library) , line item 28 (Router) and line item 30 (Firewall)   | Updated. Please refer Addendum-A1.   |
| 25.     | 63                  | Annexure B                             | please share the product name for Line item 208 & 209 (Switch- 48 port)  | Updated. Please refer Addendum-A1.   |
| 26.     | General             | Annexure A & B                         | Is dedicated resource required on site   | Bid should ensure all liabilities required to be fulfilled the Tender conditions.                |
| 27.     | 2.23.2/21           | Performance Security Deposit           | "The amount of performance security shall be 10% of the amount of supply order in case of procurement of goods and services."<br><br>Please clarify if our understanding of 10% PBG is of ANNUALIZED VALUE of the PO.          | PBG is 10% of Overall Contract Value   |
| 28.     | Nil                 | Suggestion                             | We suggest you to include Minimum number of onsite resource required to serve the 24*7 support for AMC Services. Minimum 5 Onsite resources recommended (2 nos. days shift+ 2 no. other shift + 1 backup) for smooth services. | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 29.     | Nil                 | Suggestion                             | The bidder should have a minimum annual turnover of Rs. 50 Crore in last three financial years i.e. 2015-16,2016-2017 and 2017-18 - Submit audited Balance Sheet with duly signed and stamped and CA Certificate].             | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |

  
 14/12/19  
 AS-1  
 Executive Director (S&T)  
 JMRC



| Sr. No. | Clause No./Page No. | Clause                      | Bidder's Query  | JMRC's Reply   |
|---------|---------------------|-----------------------------|---|--|
| 30.     | Nil                 | Suggestion on Qualification | Bidder should have ISO 9001:20015 and ISO27001:2013 - Copy of valid ISO certificate to be submitted.    | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 31.     | Nil                 | Suggestion on Qualification | The agency should have at least 200 nos. of resources on its payroll at date of release of PQ Document. | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 32.     | Nil                 | Suggestion                  | Agency has to produce the undertaking for resources are on their payroll.- HR Declaration               | (No Change)<br>Bid should ensure all liabilities required to be fulfilled the Tender conditions. |
| 33.     | Nil                 | Suggestion                  | Is you required OEM Back to Back Support?   | Updated. Please refer Addendum-A1.   |
| 34.     | Nil                 | Suggestion                  | Is you required warranty extension certificate from OEM?  | Updated. Please refer Addendum-A1.   |
| 35.     | Nil                 | Suggestion                  | Is you required manufacturer's Authorization from (MAF)   | Updated. Please refer Addendum-A1.   |

*Handwritten signature and date 14/12/19*

ASHOK MAURYA  
Executive Director (S&T)  
JMRC