

# CORRIGENDUM TO THE ITFMS/CAMC TENDER

	Existing	Modified
1	Make Model of the Switches	CISCO Catalyst CORE Switch-9300; Distribution Switch 9500; Access Switch Cisco 9200.
2	ISO Certification- Quality Mgmt. system ISO 41001:2018 or equivalent OR LATEST AS REVISED BY The ISO.	ISO 40001:2018/ ISO 20000:2018/ Equivalent/CMMI Level 3 or above are acceptable
3	The service provider should have at least 3 orders of Rupees 50 lakhs per annum, each for Service Contract in IT area. This must be for support of 500 Desktops and 20 Servers during THE PERIOD FROM MARCH, 2021 to December, MARCH, 2024. (Copies of orders and certificate of satisfactory completion from the customer must accompany the technical bid.) In this context, contract for Supply of Computer Hardware will not be considered as IT Service business.	<p>1. 500 Nos of Desktop shall be considered as 500 nodes which includes (Desktop PC/Laptops/Work Stations/MFP Printers only)</p> <p>2. Experience in handling servers shall be minimum 20 Nos put together.</p> <p>1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost and the quantity : or</p> <p>2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost and the quantity; or</p> <p>3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost and the quantity</p>
4	Local Content	Local content will be calculated based on manpower being deployed as it is a FMS and CAMC contract.
5	CAMC & FMS	'FMS is only for IT Items under the warranty of OEMs. FMS+CAMC for IT items that are not covered under OEMs warranty.
6	There must be a centralized helpdesk and call log register  or A digital provision for call log on a daily basis. The desk and phone shall be provided by CSIR Hqrs.	All services logs, helpdesk software, phone calls, required manpower, etc need to be taken care by bidder only. The required technical manpower is only to facilitate and manage IT services
7	Escalation Matrix: (Onsite Team Leader)	Senior most person in the required L2 engineer will be the onsite team leader and also will be the single point of contact for all issues raised by CSIR Hqrs and its offices. That L2 Engineer will also act as an interface between CSIR and successful bidder organization.
8	Periodicity of review of services: The services of the SERVICE PROVIDER will be reviewed and record of the same will be maintained in the following manner: Daily- By supervisor of the firm with indicating the pending cases (in writing) at the end of the day.	Supervisor shall be the CSIR Account holder/ representative manager of the successful bidder organization to handle and manage the tasks/records, etc on daily basis. Who will also be act as single point of contact from bidder organization as and when required.
9	Preventive Maintenance: The preventive maintenance of the system by the contractor should cover necessary virus scanning/cleaning with virus scanner software. Antivirus definition has to be updated frequently to prevent system infected with virus, worm and Trojans. Similarly, preventive maintenance will also include updating of the operating system with service packs, patches etc.	No Change

4/2/2013

2/2/21



10	All bidders to include mandatory costs for Helpdesk Software & Resource else this may be underquoted, while quoting overall bid, and later might lead to refusal of executing the order by any bidder.	All bidders will have to provide mandatorily software for helpdesk which will be operated by the successful bidder. All costs pertaining to the above need to be loaded in the bid.
11	ISO /IEC 27001: 2022 / or the latest ISO REVISION for (Service Mgmt: System-SMS) Certified for IT Services. (Copies of the certificates must accompany the Bid).	CMM Level 3 and above will be considered and equivalent certification
12	The service provider should have centralized call logging system with a bi-lingual facility and 24*7 technical supports on toll free number. (Enclosed details in the Technical Bid).	Successful bidder organization shall provide remote support beyond office hours to meet 24x7 IT Supports on toll free/dedicated numbers.

4/2/23



21/2/23







## LOCAL CONTENT CERTIFICATE

Dear Sir,

It is certified that items offered by M/s. \_\_\_\_\_ for \_\_\_\_\_ as per  
Technical Specifications \_\_\_\_\_ has local content of \_\_\_\_%

Further, it is also certified that the local % certified above is in line with the definition of local  
content given in Public Procurement (Preference of Make in India), order 2017-revision, and  
M/s. \_\_\_\_\_ qualify as Class \_\_\_\_\_ supplier.

### Land Border sharing certificate

I have read the clause regarding restriction on procurement from a bidder of a country which  
shares a land border with India; I certify that M/s. \_\_\_\_\_ is not from  
such a country,

Or

If from such a country has been registered with the competent authority.

I hereby certify that M/s. \_\_\_\_\_ fulfil all requirements in this regard and is  
eligible to be considered for procurement on GeM

(Where applicable, evidence of valid registration by the competent authority shall be  
attached)

Director/Proprietor/Partner  
M/s. \_\_\_\_\_

### **Bid-Securing Declaration Form**

Date: \_\_\_\_\_  
Bid No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing



Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of : (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)