

Subject: Invitation for Bids – Hiring of Router on Rental Basis for Delhi Secretariat

The IT Department of Delhi Secretariat invites bids from authorized partners in Delhi NCR of OEM (CISCO) for hiring a router on a rental basis, matching the specifications of the existing router, as detailed below:

The router will be required for an initial period of three (03) months, with the possibility of an extension for another three (03) months or until a new/compatible router is procured, delivered, and installed—whichever is earlier.

A. Technical Specifications

The specifications of the existing core router installed at Delhi Secretariat are as follows:

- **Model:** Cisco Router ASR9006 with following cards -
 1. 02 no. of A9K-RSP440-SE
 2. 01 no. of A9K-MOD80-SE with:
 - 01 no. of A9K-MPA-20X1GE
 - 01 no. of A9K-MPA-4X10GE
- **Usage:** This router serves as the main core router at Delhi Secretariat, facilitating connectivity for approximately 180 Delhi Government departments.

B. Terms & Conditions

1. The router will be hired initially for three (03) months and may be extended for another three (03) months or until the new router is procured and installed. A 30-day notice will be provided for withdrawal.
2. The selected authorized OEM partner must provide technical support for any router issues.
3. Contact details and an escalation matrix must be provided for issue resolution.
4. The OEM partner must depute an engineer within two (02) hours of complaint registration. If the issue remains unresolved, a replacement router must be provided within 24 hours.
5. Engineers must be available beyond office hours and on holidays for urgent rectifications.
6. Penalties for delay in resolution:
 - ₹500 per hour if the engineer fails to respond within 02 hours.
 - ₹10,000 per day if the issue is not resolved within 24 hours.
7. The router provided must be either the same model or a compatible alternative with the existing infrastructure.
8. The selected partner must deliver and install the router within three (03) days of receiving the work order in coordination with the NIC network team.
9. Rental payments will be made bi-monthly at the end of the month, subject to penalty deductions as per SLA compliance.

10. The bidder must provide an undertaking agreeing to the terms & conditions, along with all required documents.
11. The OEM partner must confirm that they are not under liquidation, bankruptcy, or any legal receivership through a duly signed undertaking.

C. Bid Submission Process

- **Mode:** Physical submission
- **Deadline:** 31st March 2025, 4:30 PM
- **Location:** IT Department, 8th Level, B-Wing, Delhi Secretariat, IP Estate, New Delhi – 110002
- A pre-bid meeting will be held on 18.03.2025 through online mode. Interested bidders may send their request for participation in pre-bid at email-id: pk.gupta68@gov.in by 17.03.2025. An online link will be shared to the interested participants.
- The bid must be submitted in a **sealed envelope** containing:
 1. Relevant supporting documents
 2. Financial quotation (placed in a separate sealed envelope inside the main envelope)
- Only those bidders meeting the **documentary requirements** will have their financial quotations opened for evaluation.

D. Required Documents for Bid Submission

Bidders must submit the following:

1. Certificate of Incorporation of the firm
2. Balance Sheets for the last three (03) years
3. GST Registration Details
4. Certificate of Authorized Partnership with CISCO
5. Performance Bank Guarantee (PBG) of 3% of the quoted cost, to be submitted within 10 days of receiving the work order
6. Undertaking on official letterhead, signed and sealed by the competent authority, confirming that the bidder is not under liquidation, court receivership, or bankruptcy
7. Undertaking of agreement to the terms & conditions along with relevant supporting documents

For any clarifications, please feel free to reach out at mobile no: **9958307792**