



प्रसार भारती  
PRASAR BHARTI  
(भारत का लोक सेवा प्रसारक)  
(INDIA'S PUBLIC SERVICE BROADCASTER)  
दूरदर्शन केन्द्र : अहमदाबाद  
DOORDARSHAN KENDRA : AHMEDABAD  
DRIVE IN ROAD, THALTEJ, AHMEDABAD 380054



GSTN : 24AAAJP0288R1ZL email: enggstoredkham@gmail.com , Phone : (079)-26859115

**ENQUIRY LETTER**

Enquiry No. 1(2)/NEBERO/E(E/S)/AHM/2022-23

Date 01 02 2023

**SUB: Renewal of Support, Update of Nebero Internet Management Software Installed AT DDK AHMEDABAD.**

Due Date For Receipt of Quotation	15.02.2023	Time By : 15.00 Hrs.
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Sir,

Sealed quotations conforming to the specifications are invited for the following items:-

Sr. No.	Description Of Item	Qty.	Specification
1.	<b><u>Renewal of Support, Update of Nebero Internet Management Software Installed AT DDK AHMEDABAD. For period 10.03.2023 to 09.03.2024</u></b>	Job work	Please see 'Annexure-I'

The envelope, super scribed as under to be sent as per the clause 'A' of general terms and conditions.

QUOTATION No.	
DUE DATE	
ITEM	

Quotation may please be submitted, keeping in view, the terms and conditions overleaf, otherwise Quotation will be rejected.

**Note:**

- Firms or their authorized representatives can attend the opening of bids after closing time i.e. on **15.02.2023 at 15:00 hours.**
- Financial bids should be in sealed covers.

The tender is also available on <https://epublish.gov.in> & <https://prasarbharati.gov.in/pbtenders/>

(M. H. Chowdhary)  
Deputy Director (Engineering)  
Dy. Director General (Engineering)

## GENERAL TERMS AND CONDITION

- A. The sealed quotation should reach on or before the specified date in the enquiry letter addressed to the **Dy. Director General (E), Prasar Bharati (India's Public Service Broadcaster) , Doordarshan Kendra, Drive in Road, Thaltej, and Ahmedabad-380054.**

### THE COVER SHOULD BE SUPERSCRIBED WITH THE FOLLOWING:

- a. Reference to letter of enquiry.
  - b. Due date of opening quotation.
- B. This office takes no responsibility for delay, loss or non-receipt of quotations/documents sent by post where as reserves the right to accept or reject any part of the tender without assigning any reasons.
- C. Corrections if any must be attested. All rates shall be indicated both in words as well as in figures, where there is a difference between rates quoted in words and figures, rate quoted in words will prevail. The firm has to submit the signed copy of the Terms and Conditions along with the quotation. The submission is for the acceptance of the general terms and conditions without which the quote would be rejected.
- D. Forward your quotation along with the authorization letter from the manufacture/ Authorized Dealer.
- E. **RIGHT OF ACCEPTANCE:**  
This office reserves the right to reject the lowest tender or any or all the tenders without assigning any reason whatsoever.
- F. **QUOTATIONS VALIDITY:**  
Quotation should be valid for a minimum period up to 6 Months.
- G. **QUALIFYING BID:**  
The vendor may quote separate rates for accessories, but while awarding winner, total cost of the tender will be taken into consideration. (i.e. L1 will be decided on total cost of the system).
- H. **GURANTEE TERMS:**  
The supplier should provide warrantee/guarantee for minimum one year and onsite support. Any parts failing during the guarantee period shall be repaired /replaced free of charge by the supplier at the installation site.
- I. **Qualification Criteria :**
1. Bidder should have experience of minimum three years in the field. Details of experience must be enclosed.
  2. The bidder should have valid GST / PAN number. It is required to mention GST/ PAN number and must enclose copy of the registration without which bid would be rejected.

**J. PRICE & STATUTORY DUTIES:**

1. It should be mentioned specifically whether the price quoted includes all taxes and duties.
2. GST or other duties and levies where legally leviable and intended to be claimed should be distinctly and separately mentioned in the quotation. Where it is not done no claim for GST will be admitted at any later stage and no ground whatsoever.
3. GST registration No. and date of its validity should be mentioned.
4. This office will not issue any Form such as 'C', 'D' etc.

**K. PAYMENT TERMS:**

1. Payment will be made, after completion of work satisfactorily and submission of invoice for the same. No advance payment will be made.
2. Payment would be in Indian Rupees by Online.
3. Payment would be made after the end of **every quarter**.

**L. COMPLIANCE TO ANNEXURE -I**

- a) Compliance statement in respect of all the points laid down in this Specification is to be enclosed along with the offer in the format given below.
- b) Compliance statement in the format mentioned below shall only be accepted.
- c) The manufacturer/dealer should also record the performance figures of their equipment offered in the quote for which the compliance statement is enclosed. The figure so mentioned should be supported by record of these in the technical literature enclosed with the tender and reference to the page number of enclosed literature for all features and technical specifications should be mentioned in the compliance Statement. Any deviation from the specification detailed in the compliance statement is to be highlighted separately.

Sl.No Of DD specs	DD specs	Compliance	Performance Fig. of Equipment Offered	Reference to the Page no. enclosed literature	Deviation in Case of non compliance	Optional Items if any required .to make the system compliant to DD specs	Features in the offered product which exceeds DD Specs

**M. ENCLOSURES:**

The firm must submit the following enclosures along with the tender.

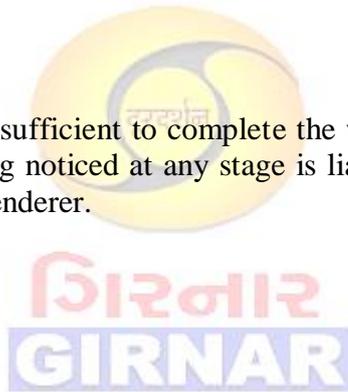
- 1) Financial bid with all quoted items as per Annexure I.
- 2) Compliance statement with respect to all the points of the specifications in Annexure-I.
- 3) Signed copy of general terms and condition by the authorized person. Printed terms and conditions of tendering firms will not be considered as forming part of their tender.
- 4) Any other document mentioned elsewhere in the tender document.

The tender is liable to be rejected in the absence of the above enclosures with the sole responsibility of the tenderer.

**N. THE TENDERER CAN SUBMIT THEIR BIDS IF THEY CAN PROVIDE THE ABOVE SERVICES.  
ACCORDINGLY THE WORK ORDER WILL BE ISSUED TO THE L1 BIDDER.**

**O. Completeness of the work**

The contractor should be self sufficient to complete the work with the satisfactory services for the tenderer. Any short coming noticed at any stage is liable for the tender to be rejected, with the sole responsibility of the tenderer.



## CHECK LIST

Please ensure to check the following before submitting quotation otherwise, quotation will be liable for rejection:

1	Price	Price quoted both in figures and words are correct. However price quoted in words will prevail, if there is any difference.
2	Validity of offer	Up to 6 Months.
3	Payment terms	No advance/part payment will be made. Payments will be done after every quarter on satisfactory completion of work. If accepted by this office, payment will be made in INR only. Clearly indicate as per clause K of GTC.
5	Delivery period	The work is to be completed within time frame from the date of work order. Period of Contract will be starts from 10.03.2023 to 09.03.2024
6	Packing & forwarding charges.	Should be clearly indicated. Mentioning "EXTRA" will not be acceptable. Delivery is to be made at <b>Doordarshan Kendra, Drive In Road, Thaltej, Ahmedabad-54</b>
7	Payment of statutory levies/ Taxes	Levis/Taxes if any are to be clearly mentioned.
8	Compliance	Compliance as per clause 'L' confirming to technical Specification of Annexure-I.
9	Enclosures	As per clause "M" of GTC

**Scope of work:**

AMC for renewal of online support, updates and upgrade pack (SUUP) of Nebero Internet Management Software.

This will include services and support for

1. Software maintenance and upgrades.
2. Software updates and support.
3. Troubleshooting with in 10 minutes of lodging complaint.
4. Online support for assistance in configuring the web console of Nebero server for all the user settings, firewall settings, bandwidth settings, IDS / IPS settings, and also assisting in enabling other features of the product as per version.
5. Tuning of Nebero server for better performance.
6. Assistance in restoration from backups.
7. Online emergency maintenance such as patch installations etc. at any emergency 24 X 7.



**Bill Of Material :**

Sr. No.	Description	Qty	Unit Price	Total Rs.
01	AMC for renewal of on line support, updates and upgrade pack (SUUP) of Nebero Internet Management software. Period:10.03.2023 to 09.03.2024	Job Work		
GST @18%				
Grand Total				

