



Agricultural and Processed Food Products Export Development Authority
Ministry of Commerce & Industry,
3rd Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg,
New Delhi-110016.

Website: <https://apeda.gov.in>

29th NOV, 2019

CPP Portal Tender ID: 2019_APEDA_497083_1

TENDER NOTICE for Setting up of Wireless Broadband Internet Service (Wi-Fi) including supply of hardware, installation & commissioning of wi-fi in APEDA, New Delhi.

The Agricultural and Processed Food Products Export Development Authority (hereinafter called as APEDA) would like to invite Proposals (both Technical and Financial) from Agencies meeting the eligibility criteria for setting up of Wireless Broadband Internet Service (Wi-Fi) including supply of hardware, installation & commissioning of wi-fi at specified Locations in APEDA, New Delhi.

A tender document may be downloaded from our website <https://apeda.gov.in> and <https://eprocure.gov.in>.

Tender Reference	APEDA/IT/2018-19/000077/___
Date of commencement of tender document	[29 th Nov' 2019]
Last Date and Time for receipts of tender	[24 th Dec' 2019] upto 05:00 P M
Address of Communication & Supply of required items	Secretary, APEDA, 3 rd & 4 th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016
Email address	sudhanshu@apeda.gov.in
Contact Telephone Number	[011-26513204 / 26513219 / 26514572]
Bids to be given to	Secretary, APEDA, 3 rd & 4 th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016

Secretary (APEDA)

INTRODUCTION

1) About APEDA

The Agricultural and Processed Food Products Export Development Authority (APEDA) was established by the Government of India under the Agricultural and Processed Food Products Export Development Authority Act passed by the Parliament in December, 1985. The Act (2 of 1986) came into effect from 13th February, 1986 by a notification issued in the Gazette of India: Extraordinary: Part-II [Sec. 3(ii): 13.2.1986]. The Authority replaced the Processed Food Export Promotion Council (PFEPCC).

APEDA has been providing services to agri-export community through its head office, five Regional offices.

HEAD OFFICE: New Delhi

REGIONAL OFFICES:

Mumbai

Kolkata

Bangalore

Hyderabad and

Guwahati

2) EXISTING IT INFRASTRUCTURE

APEDA has two (02) floors (3rd & 4th Floor) in its Head office, New Delhi. The IT setup at these floors includes following:

- 1) An In-house data centre for running house applications/software such as:
 - a) Budget software
 - b) Email server
 - c) Anti-virus server
 - d) In-house staging server
 - e) Firewall- UTM appliance Cyberoam CR100iNG
 - f) Pineapp Email filtering system
 - g) NO DHCP server in APEDA
 - h) Unmanaged Switches-D-Link, Cisco

*Data Centre is located at 4th Floor APEDA New Delhi.

- 2) Two internet lease line services:- MTNL & Airtel lease line
- 3) Approx 120 Desktop Computer at two floors
- 4) Approx 50 Mobile users
- 5) Approx 15-20 Laptop users

3) OBJECTIVE:

To implement Wi-Fi Network Solution at specified locations in APEDA Head office, New Delhi.

Specified location:

- (i) Chairman room at 4th Floor
- (ii) Conference room at 3rd floor
- (iii) Reception area at 3rd & 4th floor

Wi-fi solution must integrate with existing firewall and should be manageable through Cyberoam firewall. The existing internet lease line bandwidth will be used for wi-fi solution.

4) Tendering Process:

4.1 Tendering is carried out through an open tender process with single currency option and consists of 3 Covers as follows:

Cover-1: EMD: contains Earnest Money Deposit (EMD).

Cover-2: Technical Bid : The Bidder shall submit the Technical Bid documents (Annexure 1) duly filled in, along with the copies of the documents with duly signed and stamp of authorized signatory and the unconditional acceptance letter as per Annexure-3 format by the bidder

Cover-3: Financial Bid: The Bidder shall submit the duly filled Financial Bid in the attached Financial Bid format of Annexure-4

All three envelopes should be sealed separately and superscribed as “Cover - 1”, “Cover – 2” and “Cover -3” respectively. All these sealed covers should be inserted into a single cover superscribing “Tender for Setting up of Wireless Broadband Internet Service (Wi-Fi) including supply of hardware, installation & commissioning of wi-fi in APEDA, New Delhi”.

4.2 Tenders received after the last date and time of submission, will be rejected.

4.3 Submission of a Tender by a Bidder implies that he has read this notice and all other contract documents and has made himself aware of the eligibility criteria, scope and specifications of the works to be done, local conditions, local material rates and other factors bearing on the execution of the works.

4.4 Technical Bid Qualification documents of the bidders who have submitted Earnest Money Deposit and also submitted unconditional acceptance letter as per the tender conditions will only be opened and evaluated.

4.5 Financial Bid: Only the Financial Bid of the Bidders who have qualified in Technical Bid as per the tender conditions and accepted by APEDA will be opened on a later date.

EARNEST MONEY DEPOSIT (EMD)

4.6 Submission of EMD in the form of DD for the amount of Rs. 50,000/- (Rupees Fifty thousand only) in favour of “APEDA” payable at New Delhi is essential for the bid without which the bid offer will be rejected.

CLARIFICATION ON TENDER & Pre-Inspection of Site:

4.7 All enquiries/clarifications in connection with this tender should be addressed to **Mr Harpreet Singh, Executive Officer (C&I)**, by writing an email to **harpreet@apeda.gov.in** before the clarification deadline. The Clarifications / queries shall be replied through the website by publishing the responses. Last date for receiving the clarification is 15 Dec 2019 at 5 PM.

If you wish to pre-inspect the locations, then you may inform Mr. Harpreet Singh, EO(C&I) in advance about the same vide email.

4.8 To assist in the examination, evaluation and comparison of Tenders, APEDA may, at its discretion, ask the Bidder for a clarification. All responses to requests for clarification shall be in writing only.

MODIFICATION AND WITHDRAWAL OF TENDERS:

4.9 No Tender shall be modified subsequent to the deadline for submission of Tenders.

4.10 No Tender shall be withdrawn in the interval between the deadline for submission of Tenders & completion of bid process.

4.11 If the tenderer modifies the tender condition at any stage even after submitting the unconditional acceptance letter, then the bid submitted by the Bidder is liable to be rejected and the EMD shall be forfeited.

5) General Terms & Conditions:

- A) APEDA, at its discretion can extend the deadline for the submission of Tender Bidder
- B) APEDA reserves the right to accept/modify or reject any or all bids any time without incurring any liability.
- C) No bidder shall be called during the opening of Technical or financial bids. Bids shall be opened & evaluated by a committee constituted by the Competent authority of APEDA.
- D) The bidder must submit the bids strictly as per the format given in this tender document.
- E) If the vendor fails to deliver the correct required items as per Annexure-III or delivers wrong items, then APEDA reserves right to cancel the order and return the items back to vendor. In such condition, APEDA shall not borne any expense in returning item. The vendor will have to take back the hardware from APEDA premises itself.
- F) **Price:** Price must be quoted item wise as per Annexure-1. Any cost of delivery during supply/support should be borne by vendor. APEDA shall not pay any additional cost of any kind.
- G) **Payment Terms:** No advance payment shall be made.
Payment will be released after the successful supply, installation & commissioning of Wi-fi Solution as per requirement mentioned in scope of work and subject to submission of satisfactory performance report by the concerned division of APEDA.
- H) No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself.
- I) Installation and delivery of all wi-fi hardware equipments must be completed within 30 days after awarding the order to selected bidder.
- J) The bidder must sign and stamp each page of tender document by authorized signatory accepting each and every condition mentioned in tender.
- K) If the solution offered by bidder is a license based wi-fi solution, then the license should be one time purchase. It should not be a subscription based wi-fi solution.
- L) **Security Conditions:**
The agency shall take adequate and timely measures to ensure that information provided through it as part of this contract/agreement shall be kept confidential, secured and protected and shall not be divulged to any unauthorized person/firm.

6. Scope of Work and responsibilities of the bidder

6.1 Supply, Installation, Commissioning and One Year On-site Comprehensive Warranty of Wireless Networking Equipment with necessary accessories/equipment for making specified location Wi-Fi enabled in APEDA Head office. Warranty, Support, shall be delivered by the bidder.

6.2 To provide one year on-site comprehensive warranty after complete commissioning of the project. SLA during the warranty period should be as per SLA terms mentioned in this document at Point No 9.

6.3 Any updates/ patches / bug fixes /releases in the supplied software or firmware updates to be implemented by the bidder from time to time during the warranty & maintenance period shall be done / carried out without charging any extra cost.

6.4 Wi-Fi facility should be available 24/7 without fail. The primary aim of Wi-Fi facility is to provide internet access in specified areas used by visitors. Connectivity must be activated within 30 seconds. Minimum information should be asked for activation (not more than 2 parameters).

6.5 The agency should provide the required equipment for access to the Wi-Fi facility and shall bear all the cost on account of development and setting up required infrastructure for the said services. The agency shall submit the details of drawing for approval prior to commencement of entire work.

6.6 The agency must submit all the details in writing for installation, operation and commissioning of internet Wi-Fi facility.

6.7 No structural alterations and additions are to be made in the space allotted, if any without prior written consent from APEDA.

6.8 Agency shall be responsible for the planning and design of the access network architecture (access controllers, backhaul connectivity, switches etc) to meet the technical, capacity and service requirements.

6.9 Agency shall plan for high availability, reliability and redundancy of the access network elements to meet the requirements.

6.10 Agency shall be responsible for providing and executing Cabling, testing etc. Undertake cabling necessary for system integration and overall solution.

6.11 Agency shall be responsible for obtaining all approvals from Wireless Planning Commission (WPC) wing of DOT and Standing Advisory Committee for Frequency Allocation (SACFA) or any other concerned organization/agency, if any, as required for the equipment provided.

6.12 Agency shall be responsible for design and engineering of all the network components to meet capacity requirements.

6.13 Network shall be designed keeping in view the peak load conditions.

6.14 Providing the operational training to technical staff (2-3 people) of APEDA Head office. The cost of training shall be deemed to be included in the cost of Supply of Devices.

6.15 Support during Warranty: 8x5 Support (onsite, remote support, telephonic, Email etc.) as per requirement.

6.16 Provide details of the equipment & full network diagram with full connectivity details deployed by agency on execution of contract.

7. Features requirement in the Wi-fi solution

7.1 The coverage criteria shall be:

- a) At least -65 dBm at 95% of the intended coverage locations.
- b) At least -70 dBm at 100% of the intended coverage locations.

The Access Point shall comply IEEE 802.11 a/b/g/n or higher protocols for centralized management and control.

7.2 The supplied wired -3 pair/5pair/CAT5 and Wi-Fi devices shall be certified from Wi-Fi alliance forum/ or any other concerned authority/ agency.

7.3 The Wi-fi product/equipments must compliance to all mandatory government regulations.

7.4 Capacity Requirement

7.4.1 Solution provided by the Agency shall support below bandwidth:

- a) Total BW: 20MBps ILL Minimum
- b) Per user BW: 1 Mbps Minimum

7.4.2 Average Number or concurrent users in total Wi-Fi access area: 30 to 50 users which may increase in the future.

7.5 Content Restriction

a) The wi-fi solution should have the features to restrict the web sites which are obscene and are having potential security threat. It should be manageable through a single login portal for content restriction and to manage the whole wi-fi network.

7.6 Wi-Fi network should ensure better availability and should be free from unauthorized access and security attacks.

7.7 Equipment Security

Adequate Security mechanisms shall be provided in the Wi-Fi service equipment so as to prevent unauthorized access or interfaces to services, calls, protocols and data.

7.8 The wi-fi solution should integrate with existing IT setup of APEDA i.e it should be manageable through Cyberoam Firewall Model CR100iNG.

7.9 The system shall produce reports, graphs and charts on usage history based on URL visited, user name, MAC, IP Address, Time, duration, sessions etc.) which can be stored for a desired usage tracking.

7.10 All Hardware, Software and Tools to be supplied under the scope of the project must be of latest versions, unless otherwise required by APEDA and must be IPv6 ready. Software tools must be compliant with acceptable standards.

7.11 The solution should have facility of MAC based blocking.

7.12 The wi-fi access points, controller and PoED switch must have long term life cycle.

7.13 All the hardware equipments must have life cycle more than 5 years after date of awarding of work order.

7.14 The wifi solution must have DHCP protocol enables so as to provide dynamic IPs to laptops, smart phone, tablets etc.

7.15 The solution should have capability of maintaining client session based browsing logs of last 30 days.

8. REQUIRED TECHNICAL SPECIFICATION

It is mandatory to submit the duly filled Technical Compliance Sheets, given as under, otherwise technical bid will be considered null and void.

Wireless Access point

S. No.	Specification	Compliance Yes/No
	Make and Model (To be specified by vendor)	
	Should support IEEE 802.11a/b/g/n, Dual-Band 2.4 GHz and 5.0 GHz	
	At least 1 no 10/100/1000 Mbps port supports PoE and 1 console port.	
	Should support at least 100Mbps data rate	
	Should support Wi-Fi Multimedia (WMM) for QoS	
	Security features include WPA, WPA2, WEP and MAC Authentication	
	Should Support Remote configuration and management through Web browser, SNMP or telnet with command line interface (CLI)	
	Should support Power over Ethernet (PoE)	
	Should support IPv4 and IPv6	
	Should support integrated antenna.	
	Should support load balancing	
	Should be Wi-Fi regulatory standards	
	Provision to have Wall/Ceiling mountable	

Wireless Controller

S. No	Specification	Compliance Yes/No
	Make and Model (To be specified by vendor)	
	Should support 802.11a/b/g/n or latest Wireless Standards	
	Should have support for minimum 20 Access Points and should be scalable up to 50 Access Points	
	Should support Seamless L2/L3 fast roaming from AP-to-AP	
	Should support minimum 8 or more SSIDs	
	Controller should have integrated DHCP server	
	Should support authentication for Users/Admin	
	Should support AP load balancing	
	Should Support Wi-Fi Multimedia (WMM) for QoS	
	Should support IPv4 and IPv6 based protocol	
	Should support automatics channel selection- interference avoidance	
	Should support Wi-Fi Security standards	
	Should support Local database (Permanent/ temporary user	

	database), External database	
	Should support minimum 200 or more concurrent user	
	Extraction of logs of every user activity	
	Should support Detection and mapping of Rogue Access Points	
	Device should support Account Creation.	
	Management interface HTTP, SNMP v1/v2c, telnet , secure shell (SSH) logging and reporting	
	Should support Guest Management	
	Maintenance : Save /Restore configuration ,restore to factory defaults ,admin password change ,Add user (read-only)firmware upgrade via web browser for the wireless controller and the managed access points	
	Should support real-time monitoring	
	Should support Captive portal for user authentication	
	Should support Spectrum Analysis	
	Should support minimum two 10/100 or higher Mbps Ethernet and one USB port	
	Should be Wi-Fi regulatory standards	

24 Port Switch Specifications

S. No	Specification	Compliance Yes/No
	Make and Model (To be specified by vendor)	
	24-Ports 100/1000 Mbps with atleast 12 PoE ports and 2 SFP	
	Should support PoE(Power over Ethernet) with Power Budget Min 100 W	
	Support for atleast 20 Gbps switching capacity	
	Should support minimum 16K MAC address entries	
	Should support IGMP Snooping	
	Should support IEEE 802.3X Flow control	
	Should support Port Mirroring	
	Should support Jumbo Frame support to improve the performance of large data transfers	
	Should support VLAN	
	Should support Broadcast/Multicast/Unicast Storm Control	
	Should have Support for advanced network security applications such as IEEE 802.1X	
	Should support IPV6 Host management	
	Should support IPv4 /IPv6 Dual stack	
	Should support SNMP v1, v2c and v3	
	Should support TFTP, Telnet Server	
	Should support International Certifications and Compliance	

9. Service Level Agreement (During one year onsite warranty support)

S.No.	Description	Availability in percentage
1	Access point & Controller	99 %
2	All other WiFi equipment's including cabling	99 %

Must have services to support the following :

- a) Maximum 4 hours response time for any reported fault.
- b) Maximum one day resolution time.

Technical Bid format

(to be submitted in Cover-2)

S. No	Eligibility Criteria	Documents Required	Page no
1	Self attested copy of Certificates of Incorporation / Partnership Deeds or any other valid document issued by the respective Registrar of firms/companies. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice	Attach relevant documentary evidence.	
2	Copy of PAN card	Copy of PAN	
3	GST Registration Certificate	Copy GST certificate	
4	The bidder should have been in IT / WiFi related operations for a period of at least 5 years as on last date of bid submission,	Attach documentary evidence for 5 years experience in IT/Wi-fi operations such as copy of purchase order, Completion certificate.	
5	The bidder should have an average turnover of at least Rs. 25 lakhs or more (each year) during last three financial years ending on 31/03/2019.	Attach CA certificate clearly showing the turnover amount year wise in last 3 years.	
6	The bidder shall be the single point of contact for APEDA and shall be solely responsible for all warranties, upgrades and guarantees etc. offered by the OEM etc	Attach an undertaking to this effect for single point of contact and for one year onsite warranty maintenance.	
7	The bidder should be either (i) Manufacturer (OEM) / authorized distributor/authorized dealer and also (ii) Authorized service provider or system integrator for Wireless equipment's.	(Attach the OEM authorization(s) and service provider proof(s) issued by the OEM)	
8	The bidder should have registered or support office in Delhi or NCR.	Enclose proof for support office.	
9	Bidder should never ever have been blacklisted in any Govt. dept./PSU etc. As per Annexure 2	A self-undertaking in this respect.	
10	Bid should accompany an Earnest Money Deposit of Rs 50,000/- (Rupees Fifty Thousand only) in the form of a demand draft	EMD as mentioned	
11	Signed unconditional acceptance letter as per annexure 3	As mentioned	
12	Required Technical specifications according to Technical Compliance Sheets as per point no 8 at Page no. 10-11	Attach the compliance sheet as mentioned	
13.	Bidders should have at least 2 Govt project of similar nature in last 2 years i.e. Wi-fi supply & installation	Attach copy of work order/completion certificate	

UNDERTAKING FOR NOT BEEN BLACKLISTED
(Duly filled in the letter head of the bidder, to be submitted in Cover-2)

We do hereby undertake that our firm or its partners or Directors have not been blacklisted or any case is pending or any complaint regarding irregularities is pending, in India or abroad, by any Organization or any Indian State/Central Governments Departments or Public Sector undertaking of India

Date:

AUTHORIZED SIGNATURE
NAME OF THE SIGNATORY:
OFFICIAL SEAL

UNCONDITIONAL ACCEPTANCE LETTER
(On the letter head of the company, to be submitted in Cover-2)

To,
Secretary,
APEDA
New Delhi

Date:

Sub: Acceptance of APEDA's Terms and Conditions of the tender document

Sir,

<Bidder Company name> hereby unconditionally accept the terms and conditions of APEDA mentioned in the tender document in entirety, for providing Wi-fi solution in your office. Any conditions submitted by us stands automatically withdrawn.

Yours faithfully

(Signature with office seal)

Financial Bid Format**Amount in INR**

S.No.	Item Description	Qty.	Unit Price Inclusive of One year comprehensive on-site warranty maintenance and support charges	Tax Amount	Total Price (Inclusive of taxes)
		(A)	(B)	(C)	D = (A * (B +C))
1	Supply, Installation, Commissioning with One Year On-site Comprehensive Warranty Maintenance of Wi-Fi Controller with management software and licenses along with necessary accessories as per technical specifications and scope of work	01			
2	Supply, Installation, Commissioning with One Year On-site Comprehensive Warranty Maintenance of Wireless Access Point with necessary accessories as per technical specifications and scope of work	06			
3	Supply, Installation, Commissioning with One Year On-site Comprehensive Warranty Maintenance of 24 Port PoE L-2 Switch with necessary accessories as per technical specifications and scope of work.	01			
4	Supply, Installation, testing, commissioning of interconnection of all access points through with all industry standard accessories such as Network Rack (12 U RACK) , PVC Conduit, UTP Cables, Patch Panel, Patch Cord, Cat-6 cables, cable laying accessories , electrical works etc.	01			
				Grand Total =	