

No.D-16017/01/13/P&A

Date: 09 March 2026

Website/Notice Board

Notice Inviting Tender

Subject:- Annual Maintenance Contract (AMC) for Network and Hardware Support at Indian Red Cross Society (IRCS), NHQ

Sir,

Sealed double envelop quotations are invited by the Indian Red Cross Society, 1 Red Cross Road, New Delhi for providing Annual Maintenance Contract (AMC) for Network and Hardware Support at Indian Red Cross Society (IRCS), NHQ at 1 Red Cross Road, New Delhi. Bids to be received in the office of Secretary General, Indian Red Cross Society at 1-Red Cross Road, New Delhi up to 30 March 2026.

The Secretary General reserves the right to accept and reject any or all quotations without assigning any reason.

Yours faithfully,

(Dr. Vanshree Singh)
Joint Secretary

Encl: As stated above.

NOTICE INVITING TENDER (NIT)

Annual Maintenance Contract (AMC) for Network and Hardware Support at Indian Red Cross Society (IRCS), NHQ

1. Tender Details

Tender Type	Open Tender
Bid System	Two-Bid System
Contract Duration	24 Months (Extendable)
Bid Validity	180 Days
Last Date of Submission of Bid	30 March 2026
For any clarification you may please contact Dr. Vanshree Singh (Joint Secretary) at vanshrees@indianredcross.org	

2. Eligibility Criteria

- The bidder must have prior experience in handling AMC for network and hardware support in government or reputed organizations.
- Must have engineers for Fortigate switches and firewall for network support.
- Must provide proof of similar work executed in the last 3 years.
- Must have a local presence in Delhi NCR for quick response.
- The bidder must submit the Financial Proposal and Technical Proposal in two separate sealed envelopes. Both envelopes shall be enclosed within a single outer envelope, clearly marked with: Bidder's Name, Contact Details and Title: "Annual Maintenance Contract (AMC) for Network and Hardware Support at Indian Red Cross Society (IRCS), NHQ"
- Technical Bid must contain Company profile, certifications, experience, manpower details for technical evaluation.
- Financial Bid must be submitted in the given Financial Bid format

3. Scope of Work

The selected vendor will be responsible for:

- **Network Infrastructure Support**
 - Fortigate firewall and switches configuration, monitoring, and troubleshooting.
 - Coordination with NIC-managed network support.
 - Point-to-point 100 Mbps PGCIL line maintenance.
 - Internet redundancy 34 Mbps RailTel line.
- **Hardware Support**
 - Maintenance and troubleshooting of approximately 100 workstations.
 - Resolution of hardware issues including NIC cards, switches, and connectivity.

- **Service Level Requirements**

- Vendor must provide in-person support at IRCS premises in case of any critical crisis or major disruption.
- Vendor must provide on-call support through chat or phone calls for routine troubleshooting and urgent queries.
- Vendor must respond to any complaint or service request within 1 hour of reporting..
- Major issues must be resolved in a timely manner, with escalation procedures clearly defined and documented

4. Contract period

The AMC will be awarded for two years, renewable based on performance and mutual agreement.

5. Evaluation Criteria

- Technical evaluation will be based on experience, manpower, certifications, and compliance with scope.
- Financial bids will be opened only for technically qualified bidders.
- The lowest responsive bidder (L1) will be awarded the contract, subject to compliance with all requirements.
- IRCS NHQ reserves the right to accept or reject any bid, in whole or in part, without assigning reasons.

6. Terms & Conditions

- The vendor must ensure availability of engineers on-call with 1-hour reporting time.
- Preventive maintenance must be carried out quarterly.
- Any replacement of hardware components must be approved by IRCS before procurement.
- Payment will be made on a quarterly basis after satisfactory performance review.
- No advance payment shall be entertained.
- IRCS NHQ reserves the right to withhold or adjust payments in case of non performance, delays, or breach of contract terms.
- Non-compliance with SLA may lead to termination of contract.

7. Financial Bid Submission Format

S. No.	Description of Service	Rate per Visit (INR)- Excluding GST
1	In-person support visit for crisis resolution (including Fortigate Firewall, Switches, NIC Network, PGCIL Line, RailTel Line, Workstations)	[To be quoted by bidder]
2	On-call support (chat/phone) – per incident	[To be quoted by bidder]
3	Preventive maintenance visit (quarterly)	[To be quoted by bidder]

Grand Total (INR): (Excluding GST; GST will be paid extra as applicable)

Notes for Bidders

- Rates must be quoted per visit/incident, excluding GST.
- Payment will be made based on actual visits/incidents attended, verified by IRCS.
- Preventive maintenance visits will be scheduled quarterly and paid per visit.
- Crisis visits must adhere to the 1-hour response time SLA.
- No hidden charges will be entertained.

Declaration by Bidder

We hereby submit our financial bid for *“Annual Maintenance Contract (AMC) for Network and Hardware Support at Indian Red Cross Society (IRCS), NHQ”*.

- The quoted prices are exclusive of GST.
- We confirm that the rates are firm and valid for the duration of the contract.
- We agree to abide by the terms and conditions specified in the RFP.

Bidder Details

- Name of Bidder: _____
- Authorized Signatory: _____
- Designation: _____
- Contact Number: _____
- Email: _____
- Date: _____
- Seal/Stamp: _____