

INDIAN COUNCIL FOR CULTURAL RELATIONS

Azad Bhavan, I.P. Estate,
New Delhi-110002

Notice Inviting Tender

Indian Council for Cultural Relations invites sealed tender from eligible bidders for the following identified "Name of Work"/"Services" for the council.

1	Tender No. & Date	ICCR/Proc/2020-2021/01/Web Conference & Webinar Solutions dated 30.08.2024
2	Name of the work/Services	Renewal of the License of Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions for the period of 1 Year
3	Date & Time of tender publication & download	05.09.2024 17 00 hours
5	Last Date and Time of submission of tender	Date 26.09.2024 Up to Time 1500 hrs.
6	Date and Time of opening of Technical Bid	Date 27.09.2024 at 1500 hrs.
7	Date and Time of opening of Financial Bid	Will be intimated later
8	Estimated Cost for Tender in Rs.	Rs. 6,00,000/- Lac (Six Lacs rupees only)
9	**Cost of Tender Document	Nil
10	Earnest Money Deposit (EMD)	EMD of Rs. 18,000/- in the form of the Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial Banks in favour of "Director General, ICCR, Azad Bhawan, I.P. Estate, New Delhi-110002". Bidders can also submit the EMD through online Payment with below details: Account Name :- ICCR Account No.- 10310541422 IFSC Code:- SBIN0001187 Bank Name:- STATE BANK OF INDIA Branch address:- IP ESTATE, Delhi

The detail requirements, specifications of procurement and Bid document will be published on website iccr.gov.in under Tender section & on gem.gov.in under bid section. If any future updates /corrigendum regarding Bid will be there, it will be only published in website iccr.gov.in & gem.gov.in during Bid period. Bidder may check iccr.gov.in & gem.gov.in regularly during Bid period. Bidder can participate in this Bid through gem.gov.in only.

The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Indian Council for Cultural Relations shall be final and binding.

Those Companies which are registered with the Central purchase Organization, National Small Industries Corporation (NSIC) or the Council of Micro Small and Medium Scale Enterprises (MSME) shall be exempt from the requirements of Earnest Money Deposit (EMD). The Bidding Company in this case required providing certificate copy of their registration with any of these organizations to claim exemption of Earnest Money Deposit (EMD).



TENDER NOTICE

The ICCR invites bids from reputed agencies, for “**Renewal of the License of Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions for the period of 1 Year**”.

User Subscription license (**Subscription id-Sub646670**)

Site URL: iccr.webex.com

SCOPE OF WORK:

Indian Council for Cultural Relations invites tender from eligible bidders for the Procurement of Renewal of the License of Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions for the period of 1 Year.

1. The successful bidder has to renew and support for Cisco Web Conference/ Meeting and Webinar Solution User Subscription license (**Subscription id-Sub646670**) for One Year with mentioned components in **Annexure II**.
2. Since the ICCR is already utilizing the Cisco Webex services, the successful bidder has to implement the project on turnkey basis.
3. The duration of subscription is One Year from the date of renewal / activation of the software license supplied.
4. The Bidder has to provide the entire configuration and all the service support whenever requested from the ICCR. All **Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions** support activities such as License installation, upgradation, and migration of data, and any other support related to this on the scope of the **Cisco Webex / Bidder**.
5. The Selected bidder is required to send the technical person for **Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions** if such requirement arises at ICCR. The Registered Office or one of the Branch Offices of the Service Provider Company should be located in the National Capital Territory of Delhi.
6. The selected bidder/OEM is required to provide complete 24*7 supports for **Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions** troubleshooting and any issue arise during the license period.
7. The Selected Bidder/OEM is required to provide all kind configuration support as per the instructions given by the EG & IT department of ICCR.
8. The successful bidder shall carry out all the work strictly in accordance with scope of work, technical specifications and as per detailed instructions of the EG & IT Department of ICCR.
9. The bidder shall also share escalation matrix of **Cisco Webex Cloud Software for Web Conferencing and Webinar Solutions** as well as of its own for complaint registration and redressal.

