



UNIVERSITY OF GOUR BANGA



Established under the West Bengal Act XXVI of 2007

[Recognized U/S 2(f) & 12(B) of the UGC Act and NAAC accredited University with 'B' Grade (2016)]

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Tender Notice No.: NIQ-02/Reg./UGB/TC-18-19 for Annual Maintenance Contract (AMC) for Computer Hardware, LAN, Photocopier, Printer and Networking Equipments without Spare.

Technical Scope of Work for Comprehensive AMC of the University of Gour Banga network:

Total scope of work has two components.

A. Comprehensive AMC for existing 540 nodes.

i. **1000 UTP nodes (Existing) + 180 UTP nodes (Proposed)**

1. Troubleshooting of network problem from edge switches to the network devices (PC/Printers or any network devices).
2. Testing & troubleshooting of the UTP cables in case of any problem.
3. Rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC.
4. Assigning / resetting of network address to network devices.
5. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
6. Troubleshooting & comprehensive maintenance VLAN architecture with DHCP in Layer 3 and Layer 2 Switches:
 1. **Administrative Building**
 2. **Science Building**
 3. **Humanities Building**
 4. **Guest House**
 5. **Library Building**
7. Enable working of a network point by replacing the existing UTP cable (including terminations at both ends) with necessary related works to upkeep & maintenance of the link, joining of cable using coupler/connectors, re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
8. Attending and rectifying the UTP nodes faults within one working day except for backbone cables (cables connecting switches to core switch or other switch/ router or Wi-Fi access points) that must be attended & rectified within 24 hours after logging of complaints. After this the penalty will be imposed as per annexure Annexure-I.

9. OFC 1500 meter (Existing + Proposed)

1. To upkeep & maintenance of OFC links (including replacement) of the following:
 - i. OFC (single mode) link availability for all 24 cores should be kept to 100% with performance equivalent to previous test reports generated after conducting test as per international standards.
 - ii. Some of OFC laid for inter-building connectivity is above the ground and rest of the part (i.e. inside the ground).
 - iii. It will also cover AMC of indoor & outdoor fiber equipments to upkeep the OFC link.
 - iv. Enable working of an OFC link by replacing the existing OFC with necessary related works to maintain the link or joining of cut OFC by using a joint enclosure with jointing/ splicing of the OFC if required with a jointing pit with necessary related works to start the link.
 - v. Attending and rectifying the OFC faults (including mobilization of the team) within two days after logging of complaints. After this the penalty will be imposed as per annexure- I.

10. LAN switches and router (Existing)

1. To manage, configure & troubleshooting for almost 100 % availability of present switches & routers and further addition of active elements if any. The list of active devices with location for management is mentioned in annexure- II & III.
2. Network Administrator with operators will manage, configure, troubleshoot & resolve complete LAN issues as per contract.
3. Monitor, troubleshooting and Management of the Local Area Network via monitoring of WAN links and access, performance and managing the policies over switches and router.
4. Attending and rectifying the configuration problem of switches and router within 24 hours after logging of complaints. After this the penalty will be imposed as per annexure - I.

11. **Qualification & Scope of Network Operator: Resident Engineer**

Qualification:

Should be at least metric pass with Diploma in networking

ANTI VIRUS SUPPORT:

- (a) The contractor has to provide periodical preventive maintenance (PPM) services to all the systems at least once in 30 days during the period of AMC. The latest virus definition shall be updated in all systems for every 15 days with simultaneous antivirus cleaning in those clients. Reports shall be submitted to the office.
- (b) All viruses - cleaning jobs are to be carried by the contractor.
- (c) Contractor shall supply the Additional with the latest patch / virus cleaning for any new virus. The Anti-Virus to be installed should be the latest licensed version.

- (d) In case of unforeseen circumstances such as new type of virus attack, where the installed packages do not ensure complete safety and if no patches are available within reasonable amount of time, if user wishes to get back the system running immediately, the systems shall be formatted and restored to the earliest available mirrored backup.
- (e) The Contractor shall ensure that all viruses related contingencies/complaints shall be promptly attended to on the same day. They shall also ensure proper speed & quality of service to all clients and servers installed in the office.
- (f) General scope of work includes:
- (g) Upkeep and maintenance of the hardware and installed software.
- (h) The Annual Maintenance Contract (AMC) shall be comprehensive in nature and shall cover reloading of licensed operating systems, application software, data retrieval, data back-up, virus cleaning and repair and replacement of hardware, if necessary with similar functional parts, of all parts and accessories installed in the CPU, Monitor and Printer, including Motherboard, Processor, PCB, SMPS, HDD, FDD, Optical Disk Drive, RAM, power strips, connection cords etc.
- (i) But shall not include consumables like floppy, printer cartridges/ribbons. Plastic parts of the machines will not be treated as consumables. In other words, all components, parts and connecting cables shall comprise the hardware (excluding consumables like DVD, CD floppy, printer cartridges/ribbons, etc.), and all operating systems, application software, data retrieval, data back-up, virus removal software, etc., shall comprise the software for the purpose of this comprehensive AMC. Components and parts that may not have been expressly mentioned here but which are provided by the manufacturer as standard original equipment of the computer/printer/scanner shall be treated as hardware/software of the computer for the purpose of the comprehensive AMC.
- (j) TECHNICAL TERMS AND CONDITINS
- (k) The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone desktop computers, laptops, notebooks, network components, peripherals and other hardware parts and accessories. The firm also must have expertise and experience in LAN troubleshooting. Contracts of more than 278 computers connected in LAN under Linux / Window.

Qualification & Scope of Network Administrator: Resident In-charge

Scope:

Will be responsible for in overall network administration of Local Area Network in University of Gour Banga

- Job content of Network Administrator

a) Have to get involved in Design, operational and implementation in Local Area Networks (LAN, Wide Area Networks (WAN), Virtual Private Networks, Wireless Networks and facility planning

- b) Managing small to medium sized projects from the beginning to till end
- c) Providing guidance and supervision to junior level engineers
- d) Maintaining and monitoring all points of external connectivity, ensuring security of international standard.
- e) Continuous monitoring and troubleshooting WAN links.
- f) Managing security on Switches & Routers.
- g) Configuring, modifying and maintaining access policies as required
- h) Monitoring links, accesses and performance of Firewalls and Switches
- i) Monitoring links and utilization on a continuous basis
- j) Managing LAN switches & Router
- k) Managing remote VPN access and monitoring

Special Terms & Conditions:

1. Maps of Wired LAN, laid OFC are attached with the tender. These are only for the general guidance & reference to the CONTRACTOR to enable him to visualize the type of work contemplated and scope of work involved. The CONTRACTOR will be deemed to have studied the DRAWINGS and formed an idea about the WORK involved.
2. Only UTP cables & UTP Patch Cords (Category 6 or higher) and optical fiber patch cords (SM) SC to LC of make AMP or D-link will be used.
3. Preventive maintenance of LAN may be carried out quarterly in order to forestall any major failure of LAN.
4. Contactor will carry out testing of any existing joints and OFC repairs along with testing of OFC route for improvement in the performance with link margin as per industrial standards with the consent of EIC. No extra charges will be payable for this schedule maintenance.
5. In case any activity though specifically not covered in description of items under 'Bill of Quantity' but is required to complete the works as per Technical Scope of Work, Specifications, Standards, Drawings, Special T& C and T&C or any other part of Bidding Document, the prices quoted shall deemed to be inclusive of cost incurred for such activity. Items against which no rate or price is entered by the bidder will not be paid for by University of Gour Banga when executed and shall be deemed covered by the rates for other items and prices in the BOQ.
6. **The Contractor has to manage the whole network at all the power stations by deputing a full time resident team for management of Network administration.**
7. The team will be available at site during the working hours of University of Gour Banga on all working days including Saturdays.
In case of emergency, the services for team can be asked for if required on Sundays & gazette holidays without any extra charges.

In conjunction to the above, the contractor shall:

- i. Provide full backend network technical support to every member of the team for this contract.
 - ii. Provide appropriate substitute during period of leave or absence of any member in the team.
 - iii. Ensure that the Team shall observe and abide by conduct & discipline of University of Gour Banga.
8. The contract for maintenance of LAN will be awarded initially for a period of One year from the date of acceptance of AMC by the agency.
9. Extent of coverage for LAN will among all locations of University of Gour Banga. List of locations is placed at annexure – II.
10. The working days and hours for the contract is as follows:
- i. Working Days: 5 days a week (Monday to Friday) except gazette holidays
 - ii. Working Hours: 10:30 a.m. to 6:00 p.m.
 - iii. In case of emergency, the services can asked for on gazette holidays, Sundays and beyond working hours.
11. The payment towards the AMC for existing nodes will be paid on successful completion of work for quarters on submission of invoices from vendor. For new nodes, payments will be done on successful completion of quarters after installation, testing and documentation of the work as per contract.
12. The vendors may submit the quotes for maintenance service of LAN (Wired, & OFC) covering configuration/ re- configuration of managed switches, services, repairs and replacements (excluding managed switches & router) necessary to keep the node/ equipments in good working order on reasonable use of the equipments during the contract period.
13. For the maintenance purposes in the event of addition/ deletion of the Nodes (Wired) or OFC Link to the existing network, the payment shall be made on pro-rata basis.
14. Vendor shall provide documentation (updated LAN diagrams and other documents related to LAN including wired, wireless or OFC) after project completion. The vendor shall give latest documentation of each node up to switch/ jack panel. This is necessary for project completion report, acceptance & release of final payment.
- 15. Force Majeure:** Vendor shall not be responsible for delay in providing services/delivery resulting from acts/ events beyond his control provided notice of the happening of any such act/ event is given by the vendor to the purchaser within 15 days from the date of its occurrence. Such acts/ events shall include but not be limited to acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, riots or Governmental regulations superimposed after the date of order/ contract.
16. The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted.

FINANCIAL BID

Tender Form for Annual Maintenance contract for Computer Hardware, LAN and Networking Equipments.

<u>Sl. No.</u>	<u>Description of Items</u>	<u>Nos of Units (Approx.)</u>
01.	UTP nodes	1000
02.	Desktop Computers	500
03.	Laptop Computers	150
04.	Layer 3 Switch	2
05.	Layer 2 Switch	40
06.	Approximate 1500 Mtr OFC	1
07.	Photo Copier Machine	25
08.	Printer	100
09.	CCTV	100 Cameras

Total Network maintenance and support of LAN (1000) Nodes and to provide remedial steps for the upkeep of the entire network to achieve the network performance at the optimum level by the fine tuning various parameters of different software and hardware.

Terms & conditions:

1. Payment will be made on account payee cheque on the basis of actual measurement on finish work.
2. Taxes shall be deducted as per Govt. norms.
3. Documents like PAN, professional Tax, GST registration / enrollment certificate, Trade License etc. are to be submitted by the demand of the Finance Department.
4. The University of Gour0020Banga reserves the right to amend or cancel the scope of the job as well as to modify the terms and conditions of the tender.
5. Suppliers must have credential with the specific items otherwise submitted quotation will be rejected.
6. *****There will be a EMD of 2% on the quoted rate as demand draft.**

7. **Date & Time Schedule:**

<u>Sl. No.</u>	<u>Particulars</u>	<u>Date and Time</u>
1	<i>Date of submission of Tender Documents.</i>	27.06.2018 (Within 11:00 am to 4:00 pm, except Sunday and holiday)
2	<i>Last Date and time of submission of Technical and Financial Bid.</i>	10.07.2018 up to 03.00 P.M.
3	<i>Date and time of opening of Technical & Financial Proposal</i>	11.07.2018 at 03.00 P.M.

8. *Tender paper should be addressed to:* The Convener, Tender and Purchase Committee University of Gour Banga, Malda – 732103, W.B., India.

A-1. Statutory Cover Containing

1. Intending bidders have to submit the Quotations document directly to the Convener with **demand draft only** issued from any nationalized bank in favor of “*University of Gour Banga*”, payable at **Malda**. No interest shall be paid on EMD.
2. Special Terms, condition & specification of works.

A-2. Not statutory Cover Containing

1. Professional Tax (PT), deposit receipt challan, Pan Card, IT Saral, GST Registration Certificate.
2. Registration Certificate under Company Act. (if any).
3. Registered Deed of partnership Firm/ Article of Association & Memorandum.
4. Power of Attorney (For Partnership Firm/ Private Limited Company, if any)
5. Credential documents preferably within last 3 (three) years from date of issue of Tender.
6. List of Technical staffs along with structure & organization.

Note: Failure of submission of any of the above mentioned documents will render the tender liable to summarily rejected for both statutory & non statutory cover.

THE ABOVE STATED NON-STATUTORY / TECHNICAL DOCUMENTS SHOULD BE ARRANGE IN THE FOLLOWING MANNER

The Technical Documents are as follows:

<i>Sl. No.</i>	<i>Category</i>	<i>Sub-Category Description</i>	<i>Details</i>
A	<i>CERTIFICATES</i>	<i>CERTIFICATES</i>	<ol style="list-style-type: none"> 1. <i>GST Registration Certificate & Acknowledgement.</i> 2. <i>PAN, I. Tax Return (up to date)</i> 3. <i>P. Tax (Challan and Number, Current FY).</i>
B	<i>COMPANY DETAILS</i>	<i>COMPANY DETAILS 1</i>	<ol style="list-style-type: none"> 1. <i>Proprietorship Firm (Trade License).</i> 2. <i>Partnership Firm (Partnership Deed, Trade License).</i> 3. <i>Ltd. Company (Incorporation certificate, Trade License).</i> 4. <i>Co-operative Society (Society Registration copy, Renewal copy, NOC from ARCS, Up to date meeting resolution copy.</i> 5. <i>Power of Attorney.</i>
C	<i>CREDENTIAL</i>	<i>CREDENTIAL -1</i> <i>CREDENTIAL – 2</i>	<i>Credential of similar nature of job without any reservation for any particular class of contractors(Credential means Credential Certificate, Work Order will not be considered as Credential)</i>
D	<i>P/L AND BALANCE SHEET</i>	<i>P/L AND BALANCE SHEET</i> <i>Last Three Years.</i>	<i>Profit and Loss and Balance Sheet (with Annexure in Current F.Y.).</i>
E	<i>MAN POWER</i>	<i>TECHNICAL PERSONNEL</i>	<i>List of Technical Staffs Along with Structures of Organization.</i>

01. Rejection of Bid

The Employer (tender accepting authority) reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's (tender accepting authority) action.

02. Award of Contract

The Bidder, whose Bid has been accepted will be notified by the Quotations Inviting & Accepting Authority through acceptance letter/ Letter of Acceptance / Work Order.

The notification of award will constitute the formation of the Contract.

The Agreement will incorporate all agreements between the Tender Accepting Authority and the successful Bidder. All the tender documents including Tender& quoted rate will be the part of the Contact Document

Sd/-
Convener
(Tender & Purchase Committee), UGB.

The Copy for information:

1. The Hon'ble Vice-Chancellor, UGB, Malda.
2. The Registrar, UGB, Malda.
3. The Finance Officer, UGB, Malda.
4. The Audit Officer, UGB, Malda.