

विकास विभाग
पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Pt. Ravishankar Shukla University, Raipur (C.G.)

No. 562/Dev/2021

Date 27/11/2021

SECOND TENDER NOTICE

Sealed tender is invited for Annual Maintenance Contract of Campus Area Network, Servers/Web Server and Antivirus Server from parties. Tender must reach by Registered Post or by Speed Post.

Last date of Submission – Date 28/12/2021, Time - 04:00 PM

Opening of Tender – Date 29/12/2021, Time – 03:00 PM

Experience required. The details are available on website www.prsu.ac.in


27.11.21
Registrar

Pt. Ravishankar Shukla University
Amanaka, G.E.Road, Raipur (C.G.) 492010



TENDER DOCUMENT FOR
Annual Maintenance Contract of Campus Area Network, Servers/Web
Server and Antivirus Server

TENDER NO. : - 562 /Dev /2021 dated 27/11/2021
TO BE SUBMITTED BY - on or before 28/12/2021 (04:00 PM.)

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Related Information

Sr. No.	Item	Description
1.	Scope of Work	Annual Maintenance Contract of Campus Area Network, Servers/Web Server and Anti-virus Server, Networking in Various SoS / Departments at PRSU (Details given)
2.	Cost of Tender Documents	Rs. 3000.00/-(non-refundable) by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document.
3.	EMD	Rs. 50,000/- by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur
4.	Sale of bid documents	Date 29.11.2021 to 27.12.2021 (Between 11.00 AM to 04.00 PM), Registrar Office, Pt. Ravishankar Shukla University, Raipur (C.G.) or can be downloaded from www.prsu.ac.in
5.	Last date of submission of bid	28 /12 /2021 (Up to 4:00 PM)
6.	Place of opening of bids	Office of the Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.)
7.	Date and Time of opening of bids	29/12 /2021, 03:00 PM
8.	Address for communication	Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.) Ph : 0771-2262540, Fax 0771-2262818 Email: registrarprsu@gmail.com

Note: Pt. Ravishankar Shukla University, Raipur has been written as PRSU on tender document.
Computer Centre has been written as CC on tender document.

विकास विभाग

विभागाध्यक्ष सूचना विज्ञान विभाग, रायपुर (छ.ग.)

DECLARATION

I _____ Son/Daughter/Wife of Sh. _____
_____ Proprietor/ Director, authorized signatory of the Agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;

1. I have carefully read and understood all the terms and conditions and other instruction of the tender and undertake to abide by them;
2. The Information/documents furnished along with the above tender are true and authentic to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;

Dated:

Name:

Place: Signature and stamp of the Agency/Firm

CERTIFICATE

Certified that full contents of tender document have been thoroughly studied and understood by us before quoting above mentioned rates. We shall not claim / charge any other amount by way of charges, expenses etc. The rate quoted by us above is inclusive of all.

(Signature of Tenderer with Seal)

Name :

Address :

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पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Documents Required to Qualify Technical Bid

1. Technical Bid

S.No.	Description	Yes/No
1.	Cost of Tender Documents: Rs. 3000.00(non-refundable) by Demand draft in favor of Registrar, Pt.Ravishankar Shukla University, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document	
2.	EMD Rs. 50,000/- by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur	
3.	Service Tax Registration Number/GST Number	
4.	TIN/TAN number	
5.	Must have at least Three years experience in the related field work(Campus Wide Network and Server/Web Server installation, commissioning and maintenance) and have executed at least Three similar projects in Govt. / having PSUs/ Govt. Academic Institutes, atleast one project must be having 200 computers (PCs) functionally connected with wired network	
6.	Must have minimum 30 Lacs AMC Turnover average in last three financial years.	
	Y1 (2020-21)Rs.	
	Y2 (2019-20)Rs.	
	Y3 (2018-19)Rs.	
7.	Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices	
8.	The bidders should also enclose a statement on their letter head stating that "We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery"	
9.	The bidder should submit a technical capability document describing the relevant facilities and resources available with them along with a list of technically qualified	
10.	Certificate of Service Engineers as per requirement of this Tender/ Satisfactory work done certificate of last project.	
11.	Kindly Attach duly signed tender documents and document for the evidence, failing which the technical bid will not be considered.	
12.	ISO 9001 Certificate (enclose proof)	

2. General Information

S.No.	Particulars	Details
1.	Name and Address of the Tender	
2.	Year of establishment	
3.	Contacts	
	Office Telephones	
	Mobile No.	
	Fax Number	
	e-mail address	
4.	Category of tenderer (whether company, partnership firm or proprietary concern)	
5.	Name of the Chief Executive and Telephone No please specify as to whether tenderer is a sole Proprietor/Partnership firm. The tenderer cannot transfer awarded contract into subcontract.	
6.	Income Tax TAN (TDS Account Number). Duly acknowledged copy of Income Tax return filed during the previous financial year.	
7.	GST Registration Nos.	
8.	EPF No. (enclose certificate)	

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place:

3. Technical Competence and work experience

Give details of customers in the following format, having campus network of similar type

List of top Three Customers preferably in Govt./Public Sector in Chhattisgarh & Other states.

S.No	Name of the Client	Address With Contact Cell No. and Email ID	Description of Actual Services Provided/Network volume	Annual Contract Value	Duration (from -to)

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place:

On Company Letterhead

Tender No

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

To

The Registrar

Pt. Ravishankar Shukla University, Raipur

Chhattisgarh

Dear Sir,

We, the undersigned, have examined the Tender Document, hereby offer to provide maintenance and services in accordance with the same, We are hereby submitting our proposal, which includes this Pre-Qualification Information, Technical proposal and Commercial proposal. We have enclosed the Earnest Money Deposit in the form of Bank Draft, as mentioned in the tender document.

All the rates quoted in our proposal are in accordance with the terms as specified in tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of tenders.

We do hereby confirm that our prices include all the taxes including GST or other tax. We have studied the clauses relating to Indian Taxes and hereby declare that if any Tax, Surcharge on Tax and any other Corporate Tax altered under the law, we shall pay the same.

We declare that all the services shall be performed strictly in accordance with the technical specifications and other tender conditions except the deviations as mentioned in the technical deviation proforma. We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the tender document, except the deviations as mentioned in the commercial deviation proforma.

Our proposal is binding upon us the subject to the modifications resulting from the Contract negotiations. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that you are not bound to accept any/ all Proposal(s) you receive.

Yours sincerely,

Signature with seal

Name and Designation of Authorized Signatory

Date & Place

Details about facility Management / Network management Services.

Servers – All Public IP occupied servers (Computer Science and IT, Library and Finance Dept.)	
S. No.	Particulars
01.	Comprehensive Maintenance (Hardware & Software) of Two Servers/Web Server installed At Server room. Breakdown Maintenance report Needed – weekly to CC.
02.	Comprehensive Maintenance (Hardware) of One Server/Web Server installed on Finance Department. Breakdown Maintenance report Needed – weekly to CC.
03.	Comprehensive Maintenance (Hardware) of One Server / Web Server installed on Library. Breakdown Maintenance report Needed to CC – weekly to CC.
04.	Configuration, Installation and Updation of Microsoft Windows Server/Web Server with Log Reporting on all windows Servers/Web Server installed at Server Room.
05.	Configuration of Management of DNS Server and Management
06.	Vulnerability testing of All Servers report weekly to CC.
07.	Software Maintenance of Computers Campus Area Network (About 400 users) including Network Connectivity Problems, Software Patch Updates, Virus/Spyware related problems, Internet related problems etc.
08.	Comprehensive AMC of all Networking equipments connected with network Submission of Breakdown maintenance report weekly to CC.
09.	Protection from Desktop/ Gateway level Virus and Spyware and related problems, Monitoring of Internet usage, Submission of Internet usage log report - weekly, prevention of download like movies, songs or unwanted download, blocking of unwanted website - & submission of weekly report to CC.
10.	Supply, Installation of Antivirus/Anti-spyware Software (Total 400 users License) with one year subscription license (As per the other proposal)
11.	Information Security Audit Report.

CC stands for Computer Center. CAN Stands for Campus Area Network

1. Requirement of Manpower for Facility Management:

The contractor shall have to depute a team of following personals at PRSU. Their roles & responsibilities shall be as under

(i) On Site In-charge & Network and Server Support Engineer (Two Engineers only)

They shall be a single window contact with PRSU. Being the Site In-charge, should be capable of liaison with the users and coordinate activities within the team. Should be capable of monitoring & troubleshooting of Network and Servers equipment's (Active & Passive components). Should have good knowledge and work experience on Windows Server / LINUX / Client Server mode. They shall be responsible for monitoring all the remote IP based equipments such as SERVER / Online Storage/ Log Reporting.

2. List of Facility Management Services deliverable

1. MIS Reports

- a. Server/Web Server usage Report (Weekly).
- b. Daily-Pending call Reports.
- c. Exception Report on Security violation (Weekly).
- d. Log Report for web server (Weekly).
- e. Network Performance Report (Weekly).
- f. Report on pirated software/data/songs (Monthly).

2. Technical Support Service

- a. First level Support for Server /Web Server hardware / Software & Diagnosing the problem and getting the same resolved as per the severity level assigned to it.
- b. Support to the desktop OS and Office Automation Software.
- c. Support & Installation of Antivirus Software on Desktops / Servers. (At Server Client Model.)
- d. Resolution of network connectivity problems.
- e. Activity related to all install, Move Add or Change at the client & Server level.

3. Server, Network (LAN, WAN and Wi-Fi) and Network Security Management

The contractor shall be responsible for orderly system startup and shutdown, resolving server problems like system crash, network connection failure on servers and to the departments switch, creating/modifying /deleting users and groups, installation of OS upgrades and patches. Re-installation of OS, installation of system software, performing periodic backup of all system files/ volumes, re-organizing the disk space of server and changing system configuration parameters for better system performance etc.

4. The Contractor shall be responsible for the Virus protection of all 400 computers and servers included in the associated LAN. For this purpose He shall have to periodic cleaning in the desktops/Servers/Laptops. He shall also diagnose and rectify any Virus problem that can be fixed by the Antivirus tool and shall provide feedback on any new virus detected to the Computer In-Charge, The Anti-Virus Anti Spyware software license for 400 Users with 1 Year Subscription is to be provided by Contractor in the beginning of contract. Contractor shall be responsible for Antivirus up-date, re-installation of OS, if required, Periodic system performance tuning such as changing the system configuration parameters and reorganizing the disk space etc. This refers to the operating system only and specifically excludes proprietary applications running on the Server, installing system software, escalating unresolved problems to Computer In-charge.

5. Audit of Hardware and Software

The contractor shall have to submit audit report of the IT equipments and software

as under. The first report shall be submitted in two months of beginning of contract and last report before contract expiry. Report shall include following:

- a. Condition of the IT equipment and its serviceability
 - b. Component configuration
 - c. Location
 - d. Database of Software licenses and shall have to ensure that unlicensed software/ data is not installed on the Machines.
6. The contractor shall have to provide suitable help desk / call management for antivirus software for online logging/ through phone calls/ calls of day to day service calls. Software should be web based so that the same can be accessed by concerned user who wants to register complaint about the service calls.
7. **Information Security Audit:** To be submitted within 3 months of beginning of Contract.

Information is a vital asset in PRSU. The protection and security of this information is of prime importance. Vendor along with PRSU Computer In-charge should set security policy, standards and procedures for information security.

The purpose of information security audit is to ensure business continuity and minimize business damage by preventing and minimizing the impact of security incidents.

Information security is characterized here as the prevention of:

- **Confidentiality:** ensuring that information is accessible only to those authorized to have access.
 - **Integrity:** safeguarding the accuracy and completeness of information and processing methods.
 - **Availability:** ensuring that authorized users have access to information and associated assets when required.
 - Contractor should implement a suitable set of controls like policies, practices, procedures, organizational structures and software functions. These controls need to be established to ensure that the specific security objectives of PRSU are met.
8. Complete Work should be carried out by contractors engineer only & outsourcing of job to third party is not allowed.
9. Technical Support Service as mentioned in point 2 and Servers and its Network Security Management as mentioned in point 3 will have to be provided in all conditions including Fire, High Voltage, Voltage Fluctuation, Rat bite, cutting of cable etc.

3. **Anti-Virus / Anti spyware Software Technical Specification:**

Total User License: 400

Period: 1 year subscription

License should be in the name of: Registrar, Pt. Ravishankar Shukla University, Raipur (C.G.).

Mail Server Security:

- Linux /Windows based full-fledged email solution with SSL based Administrative User Interface (UI)
- Full virus scanning and removal for all incoming and outgoing mails.
- Capable of handling large no. of mail accounts without additional impact on AV investments
- Capable of filtering SMTP traffic by the virtue of Root Elimination Technology
- Report Statistics

Antivirus Security:

- Dual Scan Engines for better efficiency.
- Full antivirus protection for 400(PCs and Servers) in the campus.

4. Qualification Criteria

1. Cost of Tender Documents: Rs. 3000.00(non-refundable) by Demand draft in favor of Registrar, Pt.Ravishankar Shukla University, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document
2. EMD Rs. 50,000/- by Demand draft in favor of Registrar, Pt. Ravishankar Shukla University, Raipur
3. Service Tax Registration Number/GST Number
4. TIN/TAN number
5. Must have at least Three years experience in the related field work(Campus Wide Network and Server/Web Server installation, commissioning and maintenance) and have executed at least **Three similar** projects in Govt. / having PSUs/ Govt. Academic Institutes, at least one project must have executed 200 computers (PCs) functionally connected with wired network
6. Must have minimum Rs. 30 Lacs AMC Turnover average in last three financial years.
7. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices
8. The bidders should also enclose a statement on their letter head stating that "We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery"
9. The bidder should submit a technical capability document describing the relevant facilities and resources available with them along with a list of technically qualified
10. Certificate of Service Engineers as per requirement of this Tender/Satisfactory work done certificate of last project.

11. Kindly Attach duly signed tender documents and document for the evidence, failing which the technical bid will not be considered.

12. ISO 9001 Certificate (enclose proof).

5. TERMS AND CONDITIONS

Sealed tenders are invited for the proposed Annual Maintenance Contract of Campus Area Network

1. Tender should be submitted in two part
 1. Technical bid
 2. Commercial bid.
2. Tender not properly filled, Telegraphic / Fax tender, mutilated with incorrect calculation or generally not complying with the conditions shall be rejected.
3. Tenderers should quote their rates including all taxes both in figures and words. The schedule of quantities must be fully priced and the total of each along with carried over figures of the previous page shall be given in ink and signed by the tenderer. No. Blank space shall be left. If the discrepancy found in quoted rate in figures and words the rate quoted in words will be considered
4. The sealed tender forms will be submitted at the address specified and not later than the time specified in the tender notice.
 - a) Any tender received after the due date and time prescribed will be rejected.
 - b) The tender forms will be opened in the presence of the Tenderers or their authorized representatives who choose to attend at the time and date specified in the tender notice at the office of the Registrar.
 - c) Not more than two persons will be permitted for each of a valid tender.
5. Sealed Tender duly signed by tenderer must be addressed (Write "Tender For Campus Area Network, Server and Anti Virus Server" at the top of envelope) to Registrar, Pt. Ravishankar Shukla University, Amanaka, G.E. Road, Raipur, 492010 and not to any individual by name. **Tender must reach by registered post or by speed post only on or before 28/12/2021 upto 4.00 PM (During office hours). Each page of the tender must be signed by the tenderer.**
6. The successful bidder shall enter into an agreement within 7 days after receipt of order. The bidder shall also execute a security deposit of an amount of **Rs.1,00,000/-** (Rupees One Lakh Only) or bank guarantee of the same amount as security deposit in favor of Registrar, Pt. Ravishankar Shukla University, Raipur.
7. No advance payment will be made.

8. If any of the services / deliveries cannot be made in accordance with the tender conditions from time to time, PRSU has sole right either to cancel the contract and the cost involved in getting the work done else where will be charged from the firm and /or to impose penalties on the Service Provider firm as decided by the Registrar / Vice Chancellor, PRSU.
9. Sealed tenders with name of the job and the name of the tenderer written on the envelope will be received by the Registrar, PRSU, Raipur (C.G.) through registered/speed post only. The PRSU reserves the right to postpone or/and extend the date of receipt or to withdraw the tender notice without assigning any reason thereof entirely at the discretion of the PRSU. In such an event tenderers shall not be entitled to any compensation in any form whatsoever.
10. Initially Annual Maintenance Contract of Campus Area Network, Server and Anti Virus Server of PRSU shall be for a period of one year from the date of service starts. If performance of the service provider is found satisfactory, the contract between Pt. Ravishankar Shukla University and service provider may be further extended for one year and the maximum contract period shall not be **more than four years** on same rate. (Also see Point No. 25)
11. Maintenance service shall consist of onsite preventive and corrective maintenance of Campus Area Networking, Server, Anti Virus Server and will include supply and replacement of all Active, Passive parts/component, Server component and related equipment.
12. The Service Provider (Firm) shall depute its Two qualified graduate service engineer during (working hours (9:30 AM – 6.00 PM) in the PRSU for attending day-to-day complaints. In the event of services required after office hours or on holidays the firm should be prepared to provide services with no extra charges.
13. In case an Active and Passive Network Devices and Server/Server related devices is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the Head Computer Centre of the PRSU before taking the equipment out. Cost of transportation and insurance of equipment will be born by the firm.
14. The Service Provider will honor complaints logged by phone/ email/ or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the CAN properly repaired and a certificate to the same effect is obtained from the user.
15. The selected Service Provider will not be allowed to exit from the agreement of AMC. In case they do so, the security would be forfeited.
16. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.

विकास विभाग

पं. रविशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

17. Vice Chancellor of Pt. Ravishankar Shukla University reserves the right to cancel the Contract at anytime without assigning any reason.
18. The bidder should be an organization/Company in operation with business office or service/support office in Chhattisgarh preferably in Raipur (C.G.) to ensure satisfactory Service/Support.
19. In any dispute, Vice Chancellor of Pt. Ravishanka Shukla University , Raipur (PRSU) shall reserve the right to settle the matter according to the circumstances of the case, as he may take proper decision that will be binding to Firm.
20. The Courts at Raipur (Chhattisgarh) only shall have the jurisdiction for the purpose of this AMC or agreement.
21. Pt. Ravishanka Shukla University , Raipur (PRSU) reserves the right to modify and amend of the above-stipulated conditions/criterion depending upon CAN priorities or urgent need of services for better network performance, this will be discussed with Firm by PRSU, if any extra cost in this regard PRSU will fulfill.
22. Pt. Ravishanka Shukla University , Raipur (PRSU) reserves the right to increase or decrease the services item given on commercial bid for the betterment, if item increase/add approved amount will be added to AMC amount, if item decreases/cut approved amount will be deducted from AMC amount.
23. Adequate spares/stocks of (active and passive parts of CAN like switches, connectors, cables, fiber module, Server, Server related component and other components etc. to keep the networking and web services up, be stocked and should be maintained at PRSU by Service Provider.
24. The Service Provider will take all necessary steps for the preventive maintenance, regular check- ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of proper lock and keys for network and Server components on regular/daily basis.
25. Initially the successful tenderer shall be required to maintain the network for one month on trial basis. On the basis of successful completion of the trial period, certified by the Registrar, PRSU the contract will be awarded, for rest eleven months. During the trial period, if performance is not found to be satisfactory, then next lowest tenderer will be invited for the trial offer. In case of failure no payment will be made for trial period.

6. Desired Qualification of Resident Engineer/Services

- a) The resident engineer (Two) should be network qualified graduate engineer /Trained / network certificated from recognized institutions with minimum of 2 years experience.

Annual Maintenance Contract of Campus Area Network, Servers/Web Server and Antivirus Server

He has to submit attested copies of qualifications and experience to PRSU.

- b) In case of pending/high workload, the firm will have to depute additional engineers to clear the backlog to maintain the uptime of the Campus Area Network (CAN).
- c) The details of resident engineers posted at PRSU should be provided in advance with duty schedule to the Computer Center. No resident engineer should be changed/relieved of duties without prior notice of at least one week to PRSU.
- d) No resident engineer will leave or avail leave till the reliever reports for duty.
- e) All the resident engineers should carry and display the identity card with photograph provided by the Firm No Resident engineer will be allowed to enter PRSU sites without proper identity cards as above.
- f) The resident engineers should report to duty on time and late attendance will be marked as absent and one day salary of engineer will be deducted from AMC amount.
- g) Each resident engineer should report to the computer centre for duty as per the duty schedule, as well as keep track of complaints register to discharge the AMC duties efficiently. He will carry the call report book & a cell phone in proper working condition, provided by Firm for receiving and responding to the complaint calls. The resident will also maintain a record of repair/ replacement of parts with complete details. In case of replacement of equipments (due to non repair) Firm has to issue a certificate for replacement giving reasons. A copy of the certificate needs to be sent to authority of PRSU
- h) The Firm must ensure 99% uptime for LAN. The uptime shall be calculated as follows:

$$\text{Uptime} = \frac{\text{No. of LAN available hours in month}}{\text{No. of total working hours in a month}}$$

- i) All network component level complaints are to be rectified / replaced within 6 hours of the complaint. Otherwise following penalty charges would be imposed as applicable.

Sr. No.	Service down for > 24 hours	Penalty Charges (Rs.)
1.	Web Services	1500=00 per day
2.	Mail Services	1500=00 per day
3.	Internet Access	2000=00 per day
4.	Network Support at PC Level	1000=00 per day

Absence of service engineer: The resident engineers should report to duty on time and late attendance will be marked as absent and one day salary of engineer will be deducted from AMC amount. In any case maximum penalty would not exceed 50% of the total AMC charges. In case services are not restored within three days, PRSU shall be free to get the work done through any agency and expenditure incurred on this account due to failure of the contractor to deliver the services shall be deducted from the balance payment of AMC or security deposit.

- j) The Service Provider should properly label all the network Active and Passive component, Server and Server related equipments of the CAN, name of the equipment, configurations, serial no, location, etc. The Firm will inform in writing before any change of network component is done or any relocation of the same within network, and the Firm should provide the updated details of device / line list accordingly.

7. Scope of work

1. The PRSU expects that the Service Provider Firm Must be fully equipped and should have full Original Equipment Maintenance Support to ensure Trouble free support and up-keep of the running CAN at PRSU Campus.
2. The Service Provider Firm must maintain due Spares for ensuring immediate support to the PRSU CAN at any eventuality of Server/Network Switches going bad/down.
3. The operating of the Core Switches/ other Switches and WiFi Assess points should be maintain time to time.
4. The Firm must ensure proper full support during 24x7 days basis in order to keep CAN fully functional.
5. The Service Provider Firm will repair and maintain the cutting/damage of optical fiber cable laid down under CAN- (if OFC damaged/cut during the contract period.), maintenance of Fiber Optics cable including connector, UTP cable, coupling, connector panel, all patch cords, Terminators and Server/Server components etc.,
6. The AMC for all the components includes Server, Server components, Active and Passive Network Components (Manageable and Non-Manageable Switches, Cable etc.) and their software configurations/setup maintenance, switches configuration, NMS, Network Administration and repair/replacements. (Like loading OS, image file of wireless access point, S/w utility maintenance, LAN etc.,)
7. In case of hardware replacement the Service Provider Firm will configure the switches/Access point as per previous configuration.
8. In case of fault in fiber the Service Provider Firm is responsible for digging of fiber, replacement of fiber, replacement of UTP, repairing, splicing and checking the fault.
9. Service Provider Firm is responsible for creating/modifying /deleting users and groups for all Internet users of CAN on firewall.
10. The Service Provider Firm must maintain as standby of Network Components as below or Service Provider will have to produce undertaking certificate on Rs.100/- Stamp Paper in order to ensure 24X7 server/network functional. In case of server/network down Service Provider will have to make server/network functional within 24 hours, otherwise PRSU is free to take necessary action against Firm in this regard.

विकास विभाग

प. रावशकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Sr. No.	Name Of Devices(Should be on stock as standby)	Qty	
1.	Manageable Layer 2 Network Switches (Must be compatible as installed Switches at Various Department of PRSU)	5	
2.	Sophos XG Firewall / Compatible Firewall	1	
3.	Manageable Layer 3 Switch installed at Server Room (Must be compatible as installed Switches at Server Room)	1	
4.	Unmanageable Switches (8 , 16 or 24 port switches installed at various department)	5	
5.	DLINK Wireless Controller Device	1	
6.	DHCP Server/ DHCP Device	1	
7.	Dlink WiFi Access Point installed at Various Department of PRSU		
8.	PRSU Campus Area Network is connected with Single and Multimode Fiber Optics Cable (including SFP Modules)	at least 500mtr	
9.	Server equipments as required		

8. Site Inspection:

Every tenderer is expected to inspect the site of the proposed Campus Area Network (RSU-CAN) having connected with about 30 various Departments before quoting his rates. Must also go through all the drawings and documents. It will be responsibility of tenderer that he has to visit the proposed CAN site on his own cost to insure about network component and sitemap so that tenderer can quote appropriate AMC amount.

9. Schedule of quantities

A Schedule of approximate quantities for various items accompanies this tender. It shall be definitely understood that the employer/consultant do not accept any responsibility for the correctness of the schedule, in respect of items and quantities and this schedule is liable to alternations by omissions, deductions or additions at the discretion of the employer/consultant without affecting the terms of the contract. The University reserves the right to completely delete any item from the scope of the work without affecting the terms of contract.

10. Contractor's Rates

The tenderers, rates must include the cost of transportation of material to the site, storage at site all taxes, excise etc. and fixing of placing in position for which the items of jobs are intended to be operated

11. Interpretation

In interpreting the specification, the following order of decreasing importance shall be

Annual Maintenance Contract of Campus Area Network, Servers/Web Server and Antivirus Server

followed:

- a. Schedule of quantities
- b. Drawing
- c. Particular or special specifications
- d. General Specification

Matters not covered by the specifications given in the contract as a whole, shall be covered by the relevant Indian Standard Code, if such code for a particular subject have not been framed, the decision of the employer/ consultant shall be final and binding.

12. Alterations N.I.T.

No alterations shall be made by the tenderer in the Notice Inviting Tenders and if any such alterations are made or any special condition attached, the tender is liable to be rejected.

13. Acceptance of Tender

The acceptance of the tender will rest with the Employer, who does not bind himself to accept the lowest tender and reserves to himself the authority to, reject any or all of the tenders received, without assigning any reason(s). The Employer reserves the right of accepting the whole or any part of the tenders received and the tenderers shall be bound to perform the same at their quoted rates.

14. Site Supervision

The AMC and Campus Area Network shall be carried out under the directions and supervision of the service provider /PRSU by their representative at site. On accepting the tender, the Service Provider shall intimate the name of his accredited representative who would be supervising the jobs and would be responsible for taking instructions for carrying out the work on day to day basis.

15. Quality

The University authority's decision with regard to the AMC will be final and binding to Service Provider Firm.

16. Commencement of work/period of completion

The Service Provider shall commence work on site within 10 days from the date of issue of the letter of intent. This date shall be considered as the date of Commencement of the said job.

17. Defects Liability Period

Any defects developed within 'Defect Liability Period' of 12 months from the date of issuing order for networking will have to be rectified by the manufacturer/supplier. In case of failure to do so, the clients with the concurrence of the consultants, shall get the

rectification work done by some other agency at risk and cost of the manufacturer/supplier. The rectification of such defects shall be taken immediately on receipt of written notice from the employer/ consultants and such defects may extend 'liability period'

18. Contract Signing

The tenderer shall sign the necessary contract papers (Stamp Paper) within 10 days of the contract intimation. Expenses for the agreement including cost of stamp paper etc, shall be borne by contractor. In case of delay the "Earnest Money" may be forfeited and the tender cancelled or the contract enforced as per terms of the tender and the tenderer shall thus be bound even though the formal agreement has not been executed and signed by the tenderer.

19. EMD

- i. EMD of Rs. 50,000/- in the form of Demand Draft in favor of the **Registrar, Pt. Ravishankar Shukla University, payable at Raipur**, shall be submitted along with tender, the tender received without EMD or in any other form than as stated above may be rejected. The EMD shall be returned to the unsuccessful tenderer within one month of the opening of tender.
- ii. Interest shall not be given on EMD amount.
 - The successful bidder – 3 months after award of the contract and satisfactory services within this period. Successful bidder must submit security deposit before releasing EMD.
 - The unsuccessful bidders – only after acceptance of the "Letter of Appointment" by the successful bidder.

20. Contacting the University

No Bidder shall contact the University, on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the University, it should do so in writing. Any effort by a Bidder to influence the University, in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

21. Security Deposit

Security Deposit of Rs. 1,00,000/- (Rs. One Lakh only) shall be submitted within 15 days from acceptance of the Letter of appointment. Registrar PRSU may also increase the amount of Security Deposit to any extent anytime during the period of contract at its sole discretion and such decision will be binding on successful bidder.

The PRSU shall be entitled and it shall be lawful on its part to forfeit the amount of Security Deposit in whole or in part in the event of any default, failure or neglect on part of

the contractor in fulfilment or performance of the contract under reference in all respects satisfaction of the PRSU.

The PRSU shall be entitled to deduct from the amount of Security Deposit any loss or damage which the PRSU may suffer or be put by any reason of or due to any act or other default recoverable by the PRSU from the contract.

The losses recoverable by the PRSU from the Security Deposit shall include all losses incurred by the PRSU during the contract period on account of failure of Goods or delay in attending the Goods by the contractor during the AMC period as per stipulations of the contract. The Security Deposit will be returned to the contractor without any interest on performance and successful completion of the contract.

The security of the Firm will be released on the production of the NOC from Head Department of Computer Centre and Registrar, PRSU.

22. Termination of the Contract

The contract may be terminated in any of the following contingencies :

On the expiry of the contract period, without any notice ;

OR

On giving three months notice at any time during the period of services, in case the services rendered by the Contractor are not found satisfactory and in conformity with the general norms and the standard prescribed for the services;

OR

On Contractor being declared insolvent by the competent Court of Law without any notice;

OR

In case the Contractor is not interested to continue the contract subject to the condition that the Contractor shall give minimum three months notice. If the Contractor does not give the requisite notice as mentioned before, then his security deposit shall be forfeited and Bank Guarantee shall be encased in proportion to the period falling short of the specified notice period ; "Provided that during the notice period for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging his duties as before till the expiry of notice period".

23. Award Criteria

The University will order to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be qualified to perform the Contract satisfactory with lowest rate criterion.

24. University right to vary Quantities at Time of Award

The University reserves the right at the time of Contract award to increase or decrease the quantity/Items of jobs originally specified in the Schedule of Requirement without any change in unit price or other terms and conditions.

25. University Right to Accept Any Bid and to Reject Any or All Bids

The University reserves the right to accept or reject Any Bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.

26. Corrupt of Fraudulent Practices

The University requires that Bidders, Suppliers, Contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the University.

Defines, for the purpose of this provision, the terms set forth below as follows:

“Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;

“Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

“Collusive practice” means a scheme of arrangement between two or more Bidders. With or without the knowledge of the borrower, designed to establish bid prices at artificial, non competitive levels; And

“Coercive practice” means harming or threatening to harm directly or indirectly, persons or their property of influence their participation in the procurement process or affect the execution of a contract;

Will reject a proposal for award if the manufacturer/supplier, in the judgment of the University has engaged in corrupt or fraudulent practices as defined in CC in competing for or in executing the Contract.

Will sanction a firm or individual, including declaring them ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged, in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract; and

Will have the right to require that a provision be included in Bidding Documents and in contracts requiring Bidders, Suppliers, Contractors and Consultants to permit the University to inspect their accounts and records and other documents relating to appointed by the University. Furthermore, Bidders shall be aware of the provisions stated in the Conditions of Contract.

27.Modification and Withdrawal of Bids

The Bidders may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the University prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy which should reach the University before the deadline for submission of bids. The university shall not be responsible for any postal and allied delays.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of his bid security.

28. Maintenance

The Firm will accomplish preventive and breakdown maintenance activities to ensure that all Server/Network Components execute without defect or interruption for at least 98% uptime for 24 hours a day, 7 days a week of operation of the equipment.

29.N.M.S/ Materials and completion of work

Owner does not bind himself to supply any materials whatsoever required for the job. The quality/make of equipments/ software to be purchased by the contractor shall be approved by the consultants. The target of contract work will be for 12 months from the date of the job started, all the related jobs given in the tender's details be supervised by Technical Experts, authorized by PRSU, Raipur.

30. Payment

- i. Payment of contract shall be made quarterly after having successful/ satisfactory completion of services/ job certified by University authority.
- ii. Payment of Anti-virus/Anti Spyware software (400 Users license) would be made after successful installation, testing and on production/submission of the invoice. Installation of the same may be completed by the end of first quarter.
- iii. Payment of first quarter service and Anti-virus/Anti Spyware software (400 Users license) will be made together if Anti-virus installation is completed.

31. Last Payment

The last AMC payment of the Firm will be cleared only after ascertaining clearance of any liability pending or payment will be made after having NOC from authority of PRSU.

32. Tax

Tax of gross amount billed will be deducted from contractor's bills as per Income tax act.

33. Dispute

Any dispute, if arises, the decision of the Hon'ble Vice Chancellor, Pt Ravishankar Shukla University, Raipur (C.G.) shall be final.

34. Escalation

No escalation on labor, material on any other statutory levy/tax will be paid to the contractor during the duration of the contract / project. No alternation in this clause will be acceptable.

Registrar
Pt. Ravishankar Shukla University
Raipur, (C.G.)

विकास विभाग

प. रावशंकर शुक्ल विश्वविद्यालय, रायपुर (छ.ग.)

Commercial Bid

Price Schedule for Annual Maintenance Contract of Campus Area Networking (CAN) for one Year (on the letter head of Tenderer)

Pt.Ravishankar Shukla University, Raipur (PRSU) invites sealed tender offers from eligible, reputed firms/agency/organizations for Annual Maintenance Contract of Pt. Ravishankar Shukla University (PRSU) Servers, Campus Area Network, Server and Antivirus Server (Console Admin 400 users)

		Particulars	Monthly Rate		Total Amount for 1 year	
			Base Price	Taxes	Base Price	Taxes
1	1.1	Software Maintenance of Computers Campus Area Network (About 400 users), including Network Connectivity Problems, Software Patches Updates, Virus/Spyware related problems, Internet related problems etc.				
	1.2	Comprehensive AMC of all Networking equipments connected with network.				
2.		Comprehensive Maintenance (Hardware & Software) of Two Servers on Server Room.	-	-	-	-
	2.1	IBM Blade CENTER S HS22 (four populated blades)				
	2.2	LENOVO Server TS 140				
3.		Comprehensive Maintenance (Hardware) of server HP ProLiant DL165 G7 situated at Finance Section				
4.		Comprehensive Maintenance (Hardware) of Sever HP Blade Server HPC 3000 BL 460 Blade chassis with Blade 06 No. of populated blade Intel power xeon situated at Library				
5.		Protection from Desktop Virus and Spyware and related problems for Servers and Desktops with 400 nos. of Admin Console Antivirus.				
6.		Supply, installation of Anti-virus /Anti-spyware Software / Anti-malware /Anti-fishing (Total 400 nos. of Admin Console Antivirus license) with one year subscription license.(As per the other proposal)				
7.		Configuration, Installation of Microsoft Patch Management Server for Windows Server, Configuration, Installation of Package of Linux Servers.				
8.		Maintenance of Webmail Service (webmail.prsu.ac.in)				
9.		Information Security Audit Report for AMC servers separately.				
10.		Service Engineers Salary				
11.		Total (Inclusive of all taxes)				

Signature of Bidder :

Name:

Address :

Mobile Number :

Landline Phone

Place:

Date :

Annual Maintenance Contract of Campus Area Network, Servers/Web Server and Antivirus Server

Page 23

विकास विभाग

सिद्धिचंकर सुपल विरुधविद्यालय, रायपुर (उ.प्र.)

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.

Self-Attested

Ido hereby declare that our firm is not black listed and no enquiry/cases are pending against us by the Govt. of India/any State Board/Universities, since inception of the firm/company.

Or

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ was blacklisted or debarred by Union/ State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender/contract will be rejected/cancelled by Registrar, PRSU, Raipur and EMD/SD shall be forfeited.

Date :

Place:

Signature of Authorized Person

Details Items of Active and Passive Network Components at PRSU (Tenderer should also do site visit)

Sr. No.	Name Of Devices	Qty	
1.	Dlink Layer 2 Manageable Network Switch installed at Various Department of PRSU	41	
2.	Gajshield and Sophos XG Firewall	2	
3.	DLink Layer 3 Switch installed at Server Room	1	
4.	Unmanageable Switches (8 , 16 or 24 port switches installed at various department)	30	
5.	DLink Wireless Controller Device	1	
6.	DHCP Cyberoam Device	1	
7.	Dlink WiFi Access Point installed at Various Department of PRSU	50	
8.	PRSU Campus Area Network is connected with Single and Multimode Fiber Optics Cable (including SFP Modules) Department to Department and within department network is of cat 6 cable (Contractor will have to ensure 24X7 hrs functional connectivity, if any problem in the mentioned, cable contractor is responsible to repair or replace it , no extra cost will be given by PRSU in this regard), Service provider shall have to arrange Optical Time Domain Relactor (OTDR) device and Splicing Device for Fibre optics cable if needed		
9.	OFC Cable	aprox 5000 mtr	

Note : Other details of Campus Area Network related equipment can be provided to successful bidder.

Pt. Ravishankar Shukla University, Raipur (C.G.)
Details about Server installed

Sr. No.	Equipments	Qty. Installed
1	IBM Blade Center S HS22 (with four populated blades)	1
2	LENOVO Server TS 140	1
3	HP ProLiant DL165 G7	1 (at Finance)
4	HP Blade Server HPC 3000 BL 460 Blade chasis with Blade 06 No. of populated blade Intel power xeon.	1 (at Library)
Server Installed At Server Room		
	One Web Server (www.prsu.ac.in)	IBM Blade Server
	Old Web Server (www.old.prsu.ac.in)	IBM Blade Server
	Soul Server (At Library)	HP Blade Server
	Tally Server (At Finance Dept)	HP Rack Server
	Learning Management Server	LENOVO Server TS 140
Server Installed on Finance Department of Pt.RSU		
	HP ProLiant DL165 G7 (Hardware)	
Server Installed on Pt. Sundarlal Sharma Library		
	HP Blade Server HPC 3000 (Hardware)	

Registrar
Pt. Ravishankar Shukla University
Raipur, (C.G.)