

## NOTICE INVITING TENDER

Sealed tenders are invited from the experienced networking facility management services vendors for providing the annual maintenance of the networking facility management in the University campus of Guru Gobind Singh Indraprastha University at Kashmere Gate, Delhi.

Name of the work	Providing the annual maintenance of the networking facility management in the University campus of Guru Gobind Singh Indraprastha University at Kashmere Gate, Delhi.
Last date and time and venue for submission of the quotation	Latest by 15 <sup>th</sup> Dec, 2011 at 11.00 AM in the office of the Prof. C.S. Rai, Chairman UCITIM, Room No.412, 4 <sup>th</sup> Floor, D Block, GGS Indraprastha University at 16 C Dwarka, New Delhi 110075
Opening of the Technical bid	15 Dec, 2011, at 12.00 pm at the above mentioned place.
Opening of the financial bid	15 Dec, 2011, at 3.00 pm at the above mentioned place
EMD	<b>30000/-</b> (thirty thousand only)

### **1. Terms and conditions.**

1. Sealed tenders superscripted with the name of the service addressed to Prof. C.S.Rai, Chairman UCITIM, GGS Indraprastha University, Sector 16 C Dwarka, New Delhi 110075.
2. The vendor/ service provider should be a registered firm, should possess PAN, TIN (VAT)/Sales tax and service tax as applicable.
3. The tender will follow a simultaneous two bid system. One the technical bid and the other financial bid). The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost. The financial bid will be sealed in a separate cover, super scribed "**FINANCIAL BID**" and will be inserted in the big sealed cover along with the technical bid and EMD.
4. The tender may be rejected in full or any part at the discretion of the University
5. The Company should be ISO 9001:2008 certified for Maintenance of Computer Networks, Hardware and Software
6. The company shall have a minimum annual turnover of Rs. 50 lac.
7. The company shall have a minimum of 5 years of experience in Network Facility Management preferable in a University or an educational organization
8. GGSIP University has full rights to reject the services of any engineer any time and can ask to change if not fit for the University.
9. The AMC will be for one year from the date of awarding of the tender. Renewal of AMC of FMS services will be to a maximum of three years on yearly basis depending up on the performance and satisfactory services.

10. The services can be terminated by the University with one month notice.
11. The EMD (refundable) of Rs. 30000/- in the form of demand draft/FD should be in favour of the Registrar, GGSIPU payable at New Delhi.
12. An Affidavit on non judicial stamp paper worth Rs. 100/- stating that (1) the firm has not been debarred/blacklisted by any University/Autonomous Organization/Govt./Semi Govt. Organizations., (2) will observe fair dealing in the business, (3) has no personal dealing with any of the employees of the University.
13. The successful bidder has to sign an agreement on non judicial stamp paper of worth Rs. 100/- within 10 days from the date of confirmation of the bid along with performance guarantee of 10% of the agreed value. If the bidder who has not completed the requirement of PG and agreement within the stipulated time, the EMD will be forfeited and may be debarred from further participation in any bid in the University.
14. Payment can be made half yearly on the basis of satisfactory performance
15. No advance will be given

**2. Validity:** The rate should be valid for at least six months from the date of opening the tender.

### **3. Warranty/Guarantee**

The contractor will be responsible for any damage or loss to the existing structures, furnishings and other fixed assets. He will make good of the loss of the said property. The successful bidder will have to submit a performance guarantee of 10% of the quoted price in the form of FD/BG within 10 days which should have a validity of three months after contract expired.

### **4. Time Period for start of Services**

The successful bidder shall start functioning within two weeks of the award of the order

### **5. The scope of the work for Network Facility Management Services at Kashmere Gate Campus may involve the following:**

- a. Operation, Management and Administration of the mail server, web server, proxy server, antivirus server and application/ database server;
- b. Ensuring the optimum utilization/Management of the available Bandwidth;
- c. To identify, diagnose and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers;
- d. Maintenance of existing Network Equipments like CISCO/3COM make switches, routers, modems, Hubs etc ;
- e. Replacement/Repair of defective LAN equipment - In case of any Network equipment failure, equivalent standby equipment shall be provided by the company till the time original equipment is repaired or replaced;
- f. Monitoring the network to ensure that no collisions in the network takes place and diagnose and solve the problems related to any existing network equipment (like switches/ hubs/ routers);

- g. To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server;
- h. Maintaining proper bandwidth management policies to various departments at Kashmere gate campus of GGSIP University.
- i. Supporting and managing mailing services both webmail and configuration of outlook express on multiple platforms like windows and Linux.
- j. Security solution against the existing and all the future external threats to the entire network including web and mail services and implement it as part of contract.
- k. Control access to and from the GGSIPUU network clients; intrusion detection with logging; should protect against external intrusions; hacking, denial of services, port scanning and spoofing attacks.
- l. Secure support for Internet services; support URL filtering and packet screening and demilitarized zone for web server
- m. Protection for mail, http, ftp and other traffic from spam, worms, Trojans virus and malicious java, Active x, java scripts or other codes
- n. Provide technical support and liaison with web developers in improving Website Wireless network, if any, needs to be properly configured for hot spots and prevents unauthorized use.
- o. Service provider/Resident Engineer should assist University in preparation of technical specification for the procurement of any additional hardware/software/Network Component for improvement of the network based services.
- p. Resident Engineer must maintain the Networking layout and entire inventory of Networking (Hardware & Software) Systems in the suitable format.
- q. Network Audit must be done on half yearly basis. The identified problems should be rectified for the smooth functioning of the network
- r. Making arrangement for Website Hosting in the campus excluding the development of website/WebPages

## **6. Out of Scope**

- i) Any Hardware related fault in the computers or servers
- ii) MTNL/Service provider Leased Line failure will not be a part of the AMC
- iii) Establishment/extension of Local Area Network for labs on actual cost basis
- iv) Any defect in the Fibre Optics Cable or UTP or any other cable of the campus shall be undertaken on actual cost basis.

## **7. Resident Engineer**

- (i) One resident engineers will be posted at Kashmere Campus from Monday to Saturday (9:00 AM to 5:00 PM) to provide the AMC and network facility management services. However, the timing and days of the duty may be changed according to the requirements of the University.
- (ii) Service Engineers shall be well qualified & experienced to manage the services specified in the scope of work.

- (iii) Service Engineers should look after the network administration and capable to do work on UNIX, Linux and Windows based servers, routers, switches, firewalls (both software & hardware based) and other related equipments.
- (iv) Service Engineer has to attend the service/support call to rectify the problems, as reported by the users. Engineer should be able to take calls (by internet/e-mail/messenger service) and respond to any problem reported by the users with respect to the Network/internet/Software(Browsers) problems.

#### **8. Response Time and Resolution Time**

- i) Response time for maintenance call should not exceed 2 Hours;
- ii) The servers shall be zero tolerance downtime;
- iii) The LAN network down time shall maximum of 4 Hours.

#### **9. Down time & Penalties**

1. Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated one day after lodging the complaint with service Engineer to be stationed at Kashmere Gate Campus either in writing or phone or email by the users.
2. The downtime will be counted until the unit/service starts functioning normally again. If anyone, the Server/Network Equipment /LAN does not function, penalty charges per day and **part their of** will be Rs. 100/- per equipment and Rs. 1000/- for failure in network services (access to LAN, mail and web services)
3. If the average system/network down time exceeds 72 hours observed on quarterly basis, there will be a penalty of 1. 25% subject to maximum of 10% per annum on the AMC or FMS value for that year.

#### **10. Rejection of tender.**

- a) The bid without security (EMD) will summarily be rejected.
- b) The tenders received after the last date and time will summarily be rejected..
- c) The terms & conditions other than the stipulated in the tender will be not be considered. The conditional tenders are likely to be rejected.
- d) The tender may be rejected in full or any part at the discretion of the university

#### **11. Legal:** All the disputes are subjected to Delhi courts jurisdiction only

**Prof. C. S. Rai**  
**Chairman, UCITIM**

**Annexure A**  
**TECHNICAL BID**

The technical bid should be in the following format.

1. Name and address of the bidder
2. Telephone No., Mobile number and Fax number and Email address
3. Status of the firm
  - i) An proprietary firm
  - ii) Partner ship firm
  - iii) Limited company or corporation
4. Particulars of registration with various govt. offices/bodies
5. PAN number with a copy of the latest return
6. TIN/Sales tax number with a copy of the latest return
7. Service tax number, if any with a copy of the latest return
8. Earnest money deposit as prescribed against each item in the form of DD/FD in favour of Registrar, GGSIPU payable at Delhi.
9. The copy of the ISO 9001:2008 certificate.
10. The copy of the terms and conditions as given in the tender with the signature and seal of the dealer/proprietor/manufacturer.
11. The firm should provide a list of users with their contact details, including phone/email.
12. Undertaking on non judicial stamp paper worth Rs. 100/-
  - i) The firm has not been debarred or blacklisted by any Govt./semi govt./autonomous organization/Public Sector Undertakings.
  - ii) it will ensure fair trade practice (where it will be mentioned that this equipment has not been sold for less than the price quoted)
  - iii) The firm has no personnel dealings with the officials of the University.

13.

Name of the Service	EMD
Description of Service as at para 5 of tender	

**Signature and seal of the authorized signatory.**

**Annexure B**  
**FINANCIAL BID (put up in a separate envelope)**

Will consists of the duly filled Financial Bid, cost including the taxes. The rate of taxes will be shown separately.

<b>Name of the Services</b>		<b>EMD</b>	
Description of Service as at Para 5	Price	Tax	Total price

**(Signature)**  
**(seal)**