



INDIAN MARITIME UNIVERSITY
(A Central University, Government of India)
VISAKHAPATNAM CAMPUS
GANDHIGRAM-VISAKHAPATNAM-530005

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TENDER NO.: IMUV/2024/2017-2018/IT/OT.advt/01
DATED : 06/05/2017

***TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR HARDWARE, SOFTWARE, NETWORK AND
FACILITY MANAGEMENT SERVICES***

SECTION - 1
NOTICE INVITING TENDER

Sealed Tenders are invited under Two Bid System from reputed IT Service Management Providers for providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services for a period of Two (2) Years for Indian Maritime University, Visakhapatnam Campus, Gandhigram, Visakhapatnam.

1.1. The tender documents can be downloaded from the web site www.imuv.edu.in.

1.2. The Bidders are advised to study the Tender Document including all Sections, Schedules and Annexure etc., carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.

1.3. Sealed tender prepared in accordance with the conditions enumerated in this tender and same should be submitted to the Director, Indian Maritime University, Visakhapatnam Campus, Visakhapatnam not later than the date and time mentioned at the address given in this section.

1.4. This Tender Document is not transferable.

1.5. **Schedule for Invitation to Tender**

a) **Name of the Purchaser**

Director
Indian Maritime University Visakhapatnam Campus
Gandhigram
Visakhapatnam 530005,
Andhra Pradesh
Phone: 0891 2578360, Fax: 0891 2577754

b) **Address at which Tenders are to be submitted**

Indian Maritime University Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005
Andhra Pradesh

c) **Date of issue of Tender document**

From Dt.08-05-2017 on all working days between 1000 Hrs to 1600 Hrs till Dt.-26-05-2017.

d) **Place of issue of Tender document**

Indian Maritime University
Visakhapatnam Campus,
Gandhigram
Visakhapatnam 530005
Andhra Pradesh

e) **Due Date of submission of Tender**

On or Before 1100 Hours on Dt.29/05/2017

f) **Pre-Bid Meeting**

At 1130 Hours on Dt.17/05/2017

g) **Date of opening of Tender**

At 1130 Hours on Dt.29/05/2017

h) **Place of opening of Tender**

Indian Maritime University
Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005,
Andhra Pradesh

1.6 **Tender validity**

90 Days from the date of opening of the Tender

1.7 **Date of opening of Price Bids**

The date of opening of price bid will be intimated to the technically qualified Tenderers after technical evaluation of the tenders.

SECTION 2
DEFINITIONS USED IN THIS DOCUMENT

- 2.1. **Bidder/ /Tenderer**: Refers to the Firm (or) the Company who has bid for this tender for providing Comprehensive Annual Maintenance and Facility Management Services for Computer Hardware, Network and Software.
- 2.2. **Purchaser** Refers to Director or his nominee(s), Indian Maritime University, Visakhapatnam Campus.
- 2.3. **IMUV**: Refers to Indian Maritime University, Visakhapatnam Campus
- 2.4. **Contract**: Refers to the Agreement entered into between IMUV and the successful Bidder as recorded in the Memorandum of Agreement, including all attachments and annexes thereto and all documents incorporated by reference therein. The agreement to be entered on a Rs.100/- non-judicial stamp paper.
- 2.5. **Contractor**: Refers to the Firm (or) the Company on whom the order for providing Comprehensive Annual Maintenance and Facility Management Services for Computer Hardware, Network and Software is placed.
- 2.6. **Goods**: Refers to the hardware, network and softwares covered under the scope of services to be provided by the contractor to the Purchaser under the Contract as indicated in this Tender.
- 2.7. **Hardware**: Refers to all types of computing equipment like Desktops/ Workstations/Laptops/Server/Printers/Plotters/Scanners /Projectors and their internal components like (graphic cards, sound cards, memory, motherboard, HDDs and chips), etc. and their accessories like monitors/Keyboards/Mouses etc.,
- 2.8. **Software**: Refers to all types of Systems softwares / Application software / special softwares / specific softwares / general softwares including IMU Visakhapatnam campus websites, IMUV portal etc.
- 2.9. **Comprehensive**: Refers to full coverage inclusive of Spares/Service/On Site.

- 2.10. Network: Refers to all active (Switches / Routers / Firewall / Wi-Fi Access Points etc., and passive network components
- 2.11. Service: Refers to various Services indicated in this Tender and shall include providing Resident Engineer's, movement of goods (transportation), and any other incidental services, such as installation, commissioning, provision of technical assistance, other such obligations of the contractor covered under this tender.
- 2.12. Items: Refers to all goods and services indicated in this tender and shall include all accessories which are essential to meet the requirements specified.
- 2.13. Start Date: Refers to the date on which the successful bidder enters into the contract with purchaser.
- 2.14. Completion date: Refers to the date by which the contract is deemed to be formally complete The contractor should ensure all the pending calls should be closed on or before completion date.

SECTION 3

GENERAL CONDITIONS AND DIRECTIONS

- 3.1. IMUV has a number of computing systems such as desktops, workstations, laptops, servers, SAN/NAS, printers, plotters, UTM, tape drives, switches, Wi-Fi access points, and wi-fi control unit located at its Campus. The entire Campus is networked with 1 GBPS LAN and Wi-Fi network. IMUV has its own website and mail server and is connected to the internet via a 200 Mbps leased line. It is intended that the contractor should provide comprehensive annual maintenance contract for hardware, software, network and facility management service for trouble free smooth running of the setup so as to ensure uninterrupted delivery of services to employees and students of IMUV. In this connection IMUV, invites tender as per the detailed specifications, terms and conditions indicated in this tender document.
- 3.2. Tenders must be sent in one sealed main cover superscribed as *“Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services”* containing two covers 1 & 2 separately. The Bidder shall clearly write on Cover-1 as **“Technical Bid - Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services”** and on Cover-2 as **“Price Bid-Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services”**. All the covers shall be addressed to the Director, Indian Maritime University, Visakhapatnam Campus, Gandhigram Visakhapatnam - 530005. Name and address of the Bidder shall also be written on all covers.
- 3.3. The “Contents of Technical Bid”, are placed at **Annexure - 1** and “Contents of Price Bid” is placed at **Annexure - 2**.
- 3.4. On the date of opening of bid, only the main cover and **Cover-1 Technical Bid** alone will be opened.
- 3.5. The price information should only be furnished in Price Bid **(Cover-2)**.
- 3.6. The Bidder shall offer and quote for all items and services indicated in the Tender. Tender responses that do not cover all items shall be summarily rejected.

- 3.7. The prices offered for the Goods and Services offered shall be firm and not subject to any variation at any stage till the completion of the Contract in all respects. This must be clearly stated in the Covering letter for Technical and Price bids failing which the tender will not be considered.
- 3.8. The Bidder should enclose with their bids, Response to Technical bids (RST) in the technical bid and response to price bid (RSP) in the price bid respectively. All documents supporting their bid should be enclosed accordingly. All documentation required is to be in English language.
- 3.9. The Bid documents should be complete in all respects and if the bid is incomplete the offer may be rejected. Any bid submitted with an adjustable price quotation or conditional bids shall be treated as non-responsive and the bid may be rejected.
- 3.10. The Bidder shall sign on all pages of the bid documents (both technical and financial bids) and such signature shall be made by a person, holding a power of attorney authorizing him to do so. The bid document should be numbered, signed and stamped by the authorised person failing which the tender will be summarily rejected.
- 3.11 Bid shall be signed by a person duly authorized by the firm who is participating in the tender. The proof of authorization such as power of attorney issued by the bidding company, in favour of authorized signatory must be submitted along with the technical bid.
- 3.12. Clarifications & Amendment to Tender Document
- a) Pre-Bid meeting will be held at 1130 hours on Dt.17/05/2017 at IMUV.
 - b) Prospective bidders may visit the site (IMUV Campus) to acquaint themselves of the IT system on the day of the prebid meeting.
 - c) The queries of the bidders will be discussed and clarifications will either be given at the time of the pre-bid meeting or subsequently & uploaded in the website.
 - d) Queries of the Tenderers and IMUV clarifications replies will be uploaded in the website www.imuv.edu.in.
 - e) It is to be noted that no queries / requisition / clarifications will be entertained after conclusion of the pre-bid meeting.
 - f) Bidders are requested to send their queries to IMUV mail ID purchase@imuv.edu.in prior to the prebid meeting. Mails received after prebid

meeting will not be considered.

3.13. IMUV may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment.

3.14. The amendment will be notified by issuing a suitable corrigendum and will be uploaded on the website www.imuv.edu.in only.

3.15. In order to give opportunity to prospective Bidders, reasonable time in which to take the amendment into account in preparing their bids, IMU Visakhapatnam Campus may or at its own discretion, extend the last date for receipt of bids. The same shall be uploaded to website.

3.16 The amount of Earnest Money Deposit (EMD) is Rs1,00,000/- (Rupees One Lakh only). The amount of EMD may be paid by electronic transfer (Digital Payment) as per details given below

A	Name of the Account:	Indian Maritime University, Visakhapatnam Campus
B	Account Number:	3360464289
C	Name of the Bank/Branch	Central Bank of India, Gandhigram, Visakhapatnam, 530005
D	IFSC Code	CBIN0281170

Proof of payment along with UTR number to be enclosed with the technical bid

The EMD can also be paid in the form of a bank guarantee from any scheduled bank in the format given at **Annexure 3** valid for the period of the tender.

Submission of EMD is mandatory for all bidders and no exemptions will be given to any bidder. If the EMD is not enclosed the bid will be summarily rejected.

3.17. The EMD deposited by the unsuccessful Bidder will be refunded without any interest upon issue of the Letter of Intent on the successful Bidder. The EMD for the successful Bidder shall be refunded on submission of security deposit/ performance bank guarantee.

- 3.18. All the taxes and duties, etc., applicable shall be included in price bid. The offers that contain the prices in the technical bid will be invalid and such Tenders will be summarily rejected.
- 3.19 The prices quoted should be on Indian Rupee basis and should include all the charges till the contract completion date along with applicable taxes and duties. The Bidder shall quote for all the items in the Price Bid both for existing hardware as well as the hardware to be included subsequently on expiry of the Warranty period of the respective items. All the prices **Exclusive** of taxes shall be taken for the purpose of evaluation. The Purchaser does not bind itself to accept claims for extra payment for items not included in the Tender.
- 3.20. The Bidder shall abide by the specifications and terms and conditions as mentioned in this tender. It must be clearly understood that the prices quoted in the tender should be inclusive of everything and no claims whatsoever will be entertained later.
- 3.21 The Purchaser has right to not to recommend for acceptance of the lowest or any tender or to assign any reason for non-acceptance.
- 3.22 EMD of the Bidder would be forfeited if -
- a) The Bidder is not willing to abide by the terms and conditions after submission of tender.
 - b) The Bidder does not honor the clarifications provided by the purchaser.
 - c) The Bidder withdraws the tender before receipt of final acceptance
 - d) The Bidder) fails to execute an agreement and submit the security deposit / Performance Bank Guarantee as indicated in this tender within the stipulated time.
- 3.23 Tenders will be opened on the day and time as indicated in this document or as notified separately.

Eligible Bidders should send letter of authorization with attested specimen signatures of their representative who are deputed to attend at the time of opening of Tenders. Representatives without such authorization letters may not be permitted to be present to witness the opening. Only one person is authorized to attend on behalf of each Bidder for Bid Opening.

3.24 Offers received through Fax/E-Mail will be treated as defective, invalid and rejected.

3.25 Only detailed complete hard copy offers received prior to closing time and date of the Tenders will be taken as valid.

3.26 Subcontracting of the work in part or whole is not permitted

3.27 Eligibility Criteria for Bidders

a) The amount of Earnest Money Deposit (EMD) is Rs1,00,000/- (Rupees One Lakh only). The amount of EMD may be paid by electronic transfer (Digital Payment) as per details given below

A	Name of the Account:	Indian Maritime University, Visakhapatnam Campus
B	Account Number:	3360464289
C	Name of the Bank/Branch	Central Bank of India, Gandhigram, Visakhapatnam, 530005
D	IFSC Code	CBIN0281170

Proof of payment along with UTR number to be enclosed with the technical bid

The EMD can also be paid in the form of a bank guarantee from any scheduled bank in the format given at **Annexure 3** valid for the period of the tender.

Submission of EMD is mandatory for all bidders and no exemptions will be given to any bidder. If the EMD is not enclosed the bid will be summarily rejected.

b) The Bidder should be a firm / company providing services as an IT system integrator / IT service management (ITSM) provider. The

bidder should have sales and service tax registration certificate and the same should be submitted along with the technical bid.

- c) The bidder should be **ISO 20000-1:2011** certified for providing the Network and Facility Management Services and the certificate shall be valid as on the date of submission of bid. A copy of the Certificate should be submitted.
- d) 1. The bidder in his own name should have been awarded atleast one work of not less than Rs 10.0 Lakhs involving Comprehensive Annual Maintenance for Hardware, Software, Network and Facility management Service related projects in each of the last three financial years (2013-14, 14-15, & 15-16) in Government Organizations / PSU's / Universities (Central / State / Deemed) / Government R&D Labs
2. The scope of each of the work mentioned above should necessarily involve the maintenance of SAN/NAS and a combination of routers, Layer 3 Switches, Layer 2 switches, UTM/Firewall security related Software/Appliances, Network Management Tools, Wi-Fi access points and control units, Servers, Plotters, Printers & Peripherals .
- A brief description of the projects executed and equipment/facility maintained/managed should be submitted along with the Technical Bid. Copies of the Work Orders in support of the same shall also be submitted **(RST-3)**. It is to be understood that the three works undertaken should compulsarily involve the maintenance of SAN/NAS. Documentary evidence for the same will need to be submitted.
- e) The bidder should have an office in Visakhapatnam with operational help desk facility for call logging, assigning/allocation of necessary resources and escalation etc. Proof of local office to be enclosed in the form of VAT registration/ Telephone bill.
- f) The bidder should have in his roll at least 4 (B.tech/MCA) engineers, each with atleast 3 years experience and possessing additional certification in "Microsoft / HP servers / Network / UTM / Symantec" to support the Maintenance & facility management services. The bidder should submit resumes of such staff along with the tehcnical bid.

- g) The Bidder should have Annual Turnover of minimum Rs.1.0 Crores in each of the last Three Financial Years (2013-2014, 2014-2015 and 2015-2016). Audited Balance Sheet should be submitted for all the Three Years in support of the same.

3.28 Award of Contract:

- a) After evaluation and finalization of bids received, the Purchaser will intimate the award of Contract to the successful Tenderer by issuing Letter of Intent (LOI). The successful tenderer should submit 10% of the contract value towards Performance security in the form of a bank guarantee valid upto 60 days beyond completion of all contractual obligations. After receiving the BG and accepted by the purchaser, the successful Tenderer should sign the contract on a stamp paper of Rs.100/-. The draft contract is enclosed as **Annexure 4.**

- b) Prior to signing the agreement, the Purchaser reserves the right to include / modify / exclude terms and conditions of the agreement.

3.29 Terms of Payment

- a) No advance payment will be made

- b) Payments will be released on quarterly basis for all the services for which acceptance certificate has been given by the authorized representative of the Purchaser.

- c) Penalty for any default in service will be levied in accordance with the terms and conditions of the contract

SECTION - 4

SCHEDULE OF REQUIREMENTS

4.1 Description of Systems

- a) The facilities at IMUV include Intel XEON based HP Servers, HP Desktops, HP workstations, HP/Compaq Laptops, SAN / NAS, Dell Workstations, Peripherals, Plotters, Printers, Scanners, Network active and passive devices, Wi-Fi network, firewall, LAN, Software packages etc. The computing system is running with Microsoft Windows server OS 2008/2012 Server for all the servers with the clients running with Microsoft Windows 7 / 8. Apart from various servers the facility also has a SAN with 24 TB ,NAS with 12 TB disk enclosure and LTO5 external tape drive, to cater to the entire file Storage and backup requirements.
- b) The Domain Controller, which is the primary server also has the DNS server.
- c) Storage Attached Network: SAN with 24 TB stores all the projects/user data / Departments Data is stored. SAN connected to two high end servers HP DL 580 G9 clustered.
- d) The high end clustered HP DL 580 G9 servers operate using data centre win 2012 and have fourteen virtual servers including two DMZ Servers, Exchange server and Web server.
- e) IMU Visakhapatnam campus has a dedicated computer lab with 40 Desktops for students capable of running CAD/CAM softwares & C .
- f) The networking caters to the data access requirements of client PC's. In order to achieve this, IMUV is using Gigabit connectivity with CAT6 cabling for entire office and OFC for hostels. In addition to this Wi-Fi network connectivity is from servers to the stacked Layer 3 central switch and from central switch to Layer 2 switches for each floor. A Unified Threat Management Device (Fortigate 300 D) with content monitoring support is used as a gateway for internet access. The network is connected by a 200 MBPS leased line router for the web hosting and internet access. Connectivity to project sites and personnel on tour and travel is provided through VPN connection.

- g) Campus is covered with seven IP cameras, located at Library, Computer Lab, Ground floor entrance, 1st floor reception counter and Main gate. The NVR is located at server room.
- h) The camous has two biometric devices for capturing the attendance details of the employees and the presence of students respectively.
- i) The power supply to all the servers in the data centre is through a 20KVA UPS system with a back up generator and having a redundancy of an alternate supply through a 50 KVA UPS system. The clients / Desktops and other peripherals are supplied through the 50 KVA UPS system. The UPS systems are not under the crrent scope of this tender.
- j) The System diagram is shown in **Annexure 5**
- k) The network diagram including Wi-Fi is shown in **Annexure 6**

4.2 **Scope of Work**

The 'contractor' shall provide comprehensive maintenance for hardware, software, network and facility management services, at Indian Maritime University, Visakhapatnam Campus in accordance with the terms and conditions of the contract.

The Contractor should take over from the existing service provider. The contractor should deploy two Service Engineers to the site for parallel working with existing Service Engineers at least two weeks prior commencement of the contract for understanding the setup and environment and taking over. IMUV will not pay any charges for the deputed service engineers during this period.

4.2.1 General

- a) Contractor shall provide comprehensive maintenance services for all systems not covered under warranty and covered under warranty by the respective OEM(s).

- b) For equipments covered under warranty by the respective OEM's, the contractor should provide diagnostic support service so as to register the complaints with the respective OEM's and follow up till the problem is rectified and close the call.
- c) For Printers and Plotters, the Maintenance activity shall include overall cleaning of Equipment and generation of test output for records. In case of major failures, the contractor should rectify the defects. Necessary tests on the hardware to be carried out to ensure performance of the equipment. The purchaser will only supply consumables such as Printer/ Plotter cartridges & heads.
- d) The Contractor should inform to IMUV from time to time regarding the equipments End of Life (EoF) declaration by OEM with supporting documents.
- e) With respect to Biometric devices, the maintenance will include both Hardware and software including modifications to software if required.

4.2.2 Maintenance Services

4.2.2.1 Maintenance of Equipment not covered under warranty

- a) The detailed list of equipment which is not covered under OEM warranty is placed at **Annexure-7**.
- b) The system may undergo changes due to shifting of various equipment, additions or deletions. For any such alterations, prior intimation will be given to the Contractor. Generally additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore will also be intimated to the Contractor and charges will be adjusted from date of withdrawal till the end of the Contract.
- c) The contractor should provide preventive and corrective maintenance and includes carrying out of the necessary repairs with original OEM supplied spare parts only, within the time frame allowed for downtime as indicated in the contract, after the complaint is reported to the contractor.

- d) Irrespective of the cause of failure of any part, component /subassembly, the contractor should take the responsibility of replacing the defective items as part of the corrective maintenance activity which may include any consumables other than printer / plotter cartridges, **heads** and backup tapes.
- e) In case of non availability of spares, the contractor shall provide an equivalent system for use within the limits of downtime as provided in the draft contract till repair of the system is carried out without any additional charges. Failure to provide equivalent systems within the time frame allowed for downtime, penalty will be deducted from that quarter as indicated in the contract.
- f) Supplied standby equivalent/systems should be loaded with necessary software's (OS & other application software's as required. The contractor should configure the system and make the system operational like the original system to the satisfaction of IMUV.
- g) In case the system is to be repaired with parts other than original parts due to non availability of original spare part, the contractor should give proof of non availability of original spare from OEM. The alternative spare part should be approved by the IMUV representative before replacement.
- h) The supply of spares is the responsibility and at the cost of contractor.
- i) Replaced parts of equipment will be the property of IMUV. The defective parts will be the property of the contractor.

4.2.2.2 Maintenance of Systems covered under warranty

- a) The List of equipment covered under warranty placed at **Annexure-8**.
- b) For all the hardware and network components which are covered under warranty/extended warranty from the respective OEM(s) the contractor is expected to log the calls in case of any hardware failures and take necessary follow up action with the OEM till the equipment is brought into its working condition.

- c) In case of breakdown of items covered under warranty, and could not be replaced / repaired by OEM within the downtime period. The contractor should arrange for alternative equivalent system to avoid the downtime and penalty as per the contract.
- d) If the equipment warranty expires during the tenure of the contract, the same will be added to the list of equipment to be maintained by the contractor. The contractor shall provide maintenance services for such equipment from the date of expiry of warranty till the contract completion date.

4.2.2.3 Additional details of hardware are enclosed as **Annexure-10**. Annexure-10 is to be read together with Annexures-7 & 8

4.2.3 Technical Support Service

The contractor should review the status of the systems, processes, policies and network issues from time to time and suggest improvements to be made so as to deliver the services efficiently to users. The status reports and suggestions should be made to the representatives of IMUV for approval. The service engineers should implement the existing policies and approved improvements throughout the contract period. The contractor should also assist IMUV in preparation of technical specifications for procurement of any hardware / software / network components.

4.2.4 Asset Management Service

The contractor is to maintain the entire inventory of computing systems (hardware, software, peripherals, spares, tapes etc) in a suitable format.

4.2.5 Mail, website and IMUV portal Management Service

The contractor should Manage and maintain IMUV official website www.imuv.edu.in, corporate mail IDs, internal IMUV portal, internet services and VPN User accounts.

4.2.6 System Administration Services

- a) The contractor should Manage and maintain servers with windows 2008/2012OS, clients with windows 7/8, Applying operating system updates and configuration, other computing equipment in all respects of network management, for trouble free smooth running of the IT department.
- b) The contractor should maintain the system software and other software packages. The maintenance services include downloading and updating of necessary patches, installation / configuration / customization / fine tuning / of software as and when required.
- c) The contractor should Manage and monitor the security aspects of systems and data. In terms of backup / restore activity Daily/ weekly / monthly / yearly / special backups and retrieval of data. With proper schedule, the software to be used for this is Yosemite. Symantec Antivirus shall be used for protection from virus.
- d) Maintenance of User profiles / projects / mail IDs Manage and monitor users and project Profiles (accounts) in windows 2008/2012 server OS.
- e) If any new hardware and software procured the contractor should install, configure and provide ground support.
- f) The contractor should manage the Consumables procurement of entire IT requirements. IMUV shall only procure Printer/Plotter Cartridges & **heads**, Data Back up tapes and blank CD/DVD's.
- g) Troubleshooting any reported problems from users in using Hardware/ Software.
- h) Maintenance of Logbooks (Consumables/Gate pass/Backup restore/Laptop issues/asset register/Hardware movement etc.)
- i) The software maintenance implies that the loading, reformatting to software like WINDOWS Server 2008/2012, WINDOWS XP, Vista, windows 7, MS Office suite, MS Exchange, ORACLE server &

Clients, Anti Virus Software, AutoCAD, ADOBE and any other type of software's presently installed, taking data backup & retrieval, device driver software, system/network configuration and installation of software purchased by IMUV of the aforementioned category from time to time.

- j) The list of software's being used at IMUV is placed at **Annexure-9**. For all the specialised softwares used in academic/research & consultancy programs, the purchaser has the responsibility towards ensuring the continuity of service support. The contractor should be able to assist the purchaser in ensuring the working of all such specialised packages.

4.2.7 Network Management Service

- a) The contractor has to continuously monitor the network, identify, isolate and remove any viruses and also take necessary actions to prevent network threats so as to ensure that all systems are adequately protected.
- b) The contractor should have necessary tools and exposure to check and troubleshoot connectivity (LAN) and cut/crimp cables and rectify connectivity problems.
- c) The contractor should store sufficient amount of patch cords I/O boxes, RJ45 clips and CAT6 UTP cable for rectification of LAN connectivity problems.
- d) Contractor should maintain sufficient number of power adopters / PoEs and other Wi-Fi related consumable items to attend Wi-Fi related problems.
- e) The contractor should manage and maintain UTM / L3&L2 Switches/ configuration and fine tuning.
- f) The contractor should manage and maintain the Wi-Fi network users (students and staff of IMUV) and maintenance.

4.3 **Resident Engineer**

4.3.1 General

- a) In order to provide the services mentioned in the scope of work above, the contractor must place two resident engineers onsite to resolve the hardware / software / configuration / customization / network problems. It is to be understood that the contractor is responsible to provide the required services and that the contractor through the deployment of the resident engineers will execute the work.
- b) Contractor should undertake the responsibility to maintain the trouble free 24/7 service. The contractor should train at least four engineers. However two engineers will be in the site, one engineer standby. Contractor should rotate the engineers to keep everybody in touch with the site.
- c) The contractor should also allocate necessary additional resources to support the resident engineers in times of need, to solve/give technical advice on specific problems, if the same is not resolved by the resident engineers and /or upon the request of IMUV for specific tasks.
- d) If IMUV requires service of the residential engineers occasional nature outside what is agreed upon, then the contractor shall endeavor to provide the services.

4.3.2 Duties of Resident Engineers

The primary duties (but not limited to) of the resident engineers are as briefly described below:

- a) Network monitoring including monitoring of firewall / L3 & L2 switches, antivirus for network threats and ensuring that updates for threat management systems are implemented effectively.
- b) Disaster recovery policy & implementation
- c) Backup activity policy & implementation.

- d) Warranty covered equipment call log and follow up.
- e) Specialised software issues resolving through support from OEM.
- f) Servers and Network shutdown and start-up as and when required.
- g) Contractor should implement call logging and follow up system to track the calls and follow up with the respective OEM to ensure that the systems are rectified and made operational within the stipulated downtime as provided for in the warranty contracts.
- h) Domain user creation and maintenance including VPN users.
- i) Monitoring and maintenance of Domain controller policies.
- j) Exchange server user Account creation and maintenance.
- k) Attending to service /support calls from users as part of help desk services, troubleshooting of systems, network, peripherals and devices.
- l) Wi-Fi users including student's calls and accounts and radius server maintenance.
- m) The resident engineers should inform and take permission from such officer before doing any modifications / changes to the systems. The Resident Engineers should record all the changes made in the logbook.

4.3.3 Qualifications of Resident Engineers

- a) The contractor shall provide necessary support by placing engineers with adequate qualification and experience to troubleshoot and maintain the systems as and when required.
- b) Out of the two Engineers, one should be a qualified engineer and will be one person out of the four resumes submitted as per clause 3.28 h) (RST 5).
- c) The other engineer should be atleast a diploma (polytechnic) holder in the relevant subject and should possess additional certification in Hardware (HP) maintenance, Microsoft technologies and networking.

- d) The purchaser reserves the right to request the contractor to replace any resident engineer which should be honoured by the contractor.
- e) The deputed engineer should have sound knowledge in Microsoft failover clustering operation.

4.3.4 Working Hours and Reporting

- a) Engineers should available at site from 0900 Hours to 1900 Hours from Monday to Friday on all working days of the University.
- b) On Saturday atleast One Engineer should attend between 0900 Hrs to 1730 Hrs.
- c) On University holidays or in emergency situations/as and when required one or more engineers should attend the duty on request of IMUV.
- d) The contractor should deploy additional resources as & when necessary to ensure that the systems are operational with minimum downtime.
- e) Deputed resident Engineers will be under the supervision of IMUV. Contractor will not have any right to depute the designated Resident Engineers to any other site for any purpose. In case a resident engineer does not attend on any particular day, the contractor should replace him with a suitable substitute or else deduction will be made in the payment in accordance with the contract. If the resident engineer leaves the services of the contractor then the contractor should provide another engineer of equivalent qualifications and experience in advance so that there is no disruption of services.
- f) The resident engineers should report to the authorized officer nominated by IMUV.

ANNEXURE - 1

CONTENTS OF TECHNICAL BID

- 1) Bidders Particulars (**RST-01**)
- 2) Authorization Letter.
- 3) EMD
- 4) Organization Profile indicating the year of incorporation and Nature of business including Sales / Service / System Integration / Maintenance & Facility Management services and Eligibility Criteria (**RST-02, RST-03, RST-04, RST-05, RST-06 & RST-07**)
- 5) Signed copy of the Tender Document along with clarifications if any issued prior to last day of submission of the tender.

RESPONSE SHEETS FOR TECHNICAL BID
RST – 01 To RST – 07

RST- 01: BIDDER’s PARTICULARS FOR TENDER No. IMUV/

<<On the letterhead of the Bidding Organization>>

The Director
Indian Maritime University
Visakhapatnam Campus
Gandhigram
VISAKHAPATNAM –530005

Being duly authorized to represent and act on behalf of hereinafter called “the Bidder” and having examined the Scope of work, Conditions of Contract, Specifications, Schedules and Bill of Quantities for the work of “providing annual maintenance and facility management services for computer hardware, network & software” and

1. I / We offer to execute the work in conformity with the said schedule of requirements, Conditions of tender, Schedule of requirements, annexure to the tender & draft contract.

2. Attached to this letter are copies of original documents defining
 - a) The Bidder Legal Status
 - b) The Principal place of Business
 - c) The place of Incorporation (or) the place of Registration
 - d) Delegation of power to the signatory to the tender.
 - e) Compliant escalation Responsible employee name / phone no / mail Id

3. This tender (**Cover-1** and **Cover-2**) is made in the full understanding that contents of Cover-I will be subject to verification of all information submitted therein along with the tender and authorize IMU or its authorized representative to verify the statements, documents and

information submitted and to clarify the financial and technical aspects of this application

4. We understand that the Purchaser reserves the right to,
 - a) Amend the scope of tender and value of contract under this work
 - b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender.
 - c) We agree that the Purchaser will not be liable for any such action and will be under no obligation to inform the Bidder of the grounds for such action.
5. The bid submitted by us is valid for a period of 90 Days from the date of opening of the Tender.
6. We agree to adhere to the prices **Exclusive** of taxes as quoted by us for a period of Two years from the date of award of contract.
7. The undersigned declare that the statements made and the information provided in the fully completed Cover-I details are complete, true and correct in every detail.

Date :

Signature of the Bidder with Seal

Place :

**RST-02: Organization Profile and Technical Capability Document
describing the relevant facilities and resources available with
the Tenderer**

Place :

Signature of the Bidder with Seal

Date :

RST-03: Similar Works Undertaken in the last three Financial Years (2013-2014 to 2015- 2016)

Sl. No	Client Name Address	Nature of Job (Enclose Work orders)	Value of Order Rs. Lakhs	Date of Commencement	Date of Completion

Note: Supporting documents such as contracts/Purchase/work orders indicating scope of work, items covered, & value to be enclosed.

Place :

Signature of the Bidder with Seal

Date :

RST-04: Annual Turnover for the Past Three Financial Years (2013-2014 to 2015-2016)

Year	Turnover Rs. Lakhs
2013-2014	
2014-2015	
2015-2016	

Note: Enclose copies of Audited Statement of Accounts and IT returns

Place :

Signature of the Bidder with Seal

Date :

RST-05: Resource Personnel Details

S.No	Name	Designation	Employed full time / parttime	Qualifications	Experience	Specialized Expertise (CISCO/ Networking/ Hardware/ Microsoft/

Note: Supporting documents such as Signed resume / qualifications / Experience & Specialized expertise to be furnished.

Place :

Signature of the Bidder with Seal

Date:

RST 06: Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units

<<On the letterhead of the Bidding Organization>>

Date:

To:

Indian Maritime University
Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005
India

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with the Government of any State/ Central and Public Sector Units in India

Dear Sir,

I/We, the undersigned, hereby declare that We are not under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India or abroad for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Company Seal:

RST 07: CERTIFICATE OF CONFORMITY/ NO DEVIATION

<<To be submitted on the Company Letterhead of the Bidder>>

Date:

To:

Indian Maritime University,
Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005
India

This is to certify that, the specifications of scope of work which I/ We have mentioned in the Technical Proposal, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Company Seal:

ANNEXURE - 2

CONTENTS OF PRICE BID

- 1) Covering Letter (**RSP-01**)
- 2) Price Bid (**RSP-02**)

RSP-01: BIDDER's PARTICULARS FOR TENDER No. IMUV/

<<On the letterhead of the Bidding Organization>>

The Director
Indian Maritime University,
Visakhapatnam Campus
Gandhigram,
Visakhapatnam

Sir,

Being duly authorized to represent and act on behalf of hereinafter called "the Bidder" and having visited the site and examined the Scope of work, Conditions of Contract, Specifications, Schedules and Bill of Quantities for the work of "Tender for providing annual maintenance and facility management services for computer hardware, network & software" and

1. I / We offer to execute the work in conformity with the said schedule of requirements, Conditions of tender, Schedule of requirements, annexure to the tender & draft contract for a sum of Rs. ----- (Rupees-----) per month or part thereof inclusive of applicable taxes and duties as per the details enclosed in **RSP-02**.
2. We understand that the Purchaser reserves the right to,
 - a) Amend the scope of tender and value of contract under this work
 - b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender.
 - c) We agree that the Purchaser will not be liable for any such action and will be under no obligation to inform the Bidder of the grounds for such action.
3. The bid submitted by us is valid for a period of 90 days from the date of opening of the Tender.
4. We agree to adhere to the prices **Exclusive** of taxes, as quoted by us for a period of Two years from the date of expiry of the bid.
5. The undersigned declare that the statements made and the information provided in the fully completed Cover-II details are complete, true and correct in every detail.

Place :

Signature of the Bidder with Seal

Date :

RSP - 2 Part -1

A. Hardware Not Covered Under Warranty

Sl.No	Category of Equipment	Description of Equipment	Qty (1)	AMC Rate Per Unit per month in Rs. (2)	Total AMC Charges per month (1 x 2)
1	Servers	DL 180 G5 (Present Foran + Orical 10g)	1		
		ML Proliant 350 G6	1		
		DL 580 G7 - Backup software	1		
		DL 380p G8 present in old domain exchange & libsys	1		
		AiO 1200 NAS	1		
		HP Storage works D2600 Disc Enclosure (2 TB x 6)	1		
		HP LTO5 Ultrium 3000 SAS Ext Tape Drive	1		
2	Workstations	HP Z210	10		
		HP Z800	1		
		HP xw 4600	7		
		HP xw 4400	2		
		Dell Workstations Precision T7610	2		
3	Desktops	HP Pro 3090 MT Core 2 Duo	15		
		HP 8300 SMFF I7	40		
		Dell OPTIPLEX 7010	60		
4	Laptops	Compaq Laptop 6730s	1		
		HP Pro Book 4420s	1		
		Compaq 6710s	1		
		HP Elite Book 8560W MWS	3		
		HP Pro Book 4430S	4		
		HP Folio 13-1017TU	1		
		HP Pro Book 4540S	1		
		HCL LEAPTOP N45 C2D	1		
5	Printers	Laser Jet P3005 DN	2		
		Laser CannonFax MF4600 Printer	1		
		HP LASERJET 3015DN	2		
		HP Laser Jet Pro 1108	6		
		HP Laser Jet 9040DN	1		

		HP Deskjet D2668	1		
		HP Colour L J CP5220 CE712A	1		
6	Plotters	HP Designjet T1200 PS with scanner CQ653B	2		
		HP Designjet 500	1		
7	Switches	Cisco L3 Switch WS-C3750G	1		
		Cisco L2 Switch WS-C2960G	6		
		Dax L2 Switch	2		
		D-link 16 Port Unmanaged Switch	1		
		DAX/D-Link 8 Port switches with power adopters	8		
8	Projector	Cannon Projector LV-7265e	1		
		Hitachi Projector CP-X467	2		
		Hitachi Projector CP-X3020 EF	2		
		Epson LCD Project H436c	3		
9	Wi - Fi network	Ruckus Zone Director 1112	1		
		Ruckus ZF 7962 Access points with Power adopters	11		
		CISCO WAP 4410N with Power adopters	5		
10	Biometric Attendance Device	Identix IDS K-20	1		
11	D-Link Broad Brand Modem	DSL-2750 U	2		
12	Facility Management and Resident Engineer Charges	Facility Management service charges	1		
		Resident Engineers Charges	2		
A	Total Charges Per Month				
	In Words (Rupees)				
B	Applicable prevailing Taxes (i.e Service Tax, VAT Etc., as per Govt. Order)				
	In Words (Rupees)				
C	Total Charges Per Month Inclusive of Taxes (A+B)				
	In Words (Rupees)				

RSP - 2 Part -2

B. Hardware Covered Under Warranty (Subsequently added to AMC after Warranty)

Sl.No	Category of Equipment	Description of Equipment	Qty (1)	AMC Rate Per Unit per month in Rs. (2)	Total AMC Charges per month (1 x 2)	AMC Commencing From
1	Servers	HP DL380 G9 8SFF CTO SERVER	1			13-05-19
		HP DL580 G9 CTO SERVER	2			13-05-19
2	SAN	NETAPP E2700 Series (Controllers-2Nos, Redundant Power Supply-2Nos) project 9427)	1			31-12-19
		1.2 TB SAS, 24 Nos HDDs Part code: "E-X4054A-0E-R6-C(1.2 TB, 10k, fed, de 5600,oe-c)"	24			31-12-19
3	Laptops	Panasonic CF-31Rugged laptop	1			05-09-17
		Apple MAC Book Air A1466	1			08-08-17
4	Printers	HP MFP LASERJET ENT M725F(CF067A)	3			24-04-19
5	IP Cameras With NVR	DS-2CD2010-I Indore Cameras	7			28-04-19
		DS-2CD2010-I Outdore Camera	1			28-04-19
		NVR with 2TB HDD	1			28-04-19
		ATEN KVM SWITCH with 8 port controller Cs1308) & cables	1			28-04-19
		ATEN 1U 17" RACK LCD MONITOR	1			28-04-19
		FortiNet 300D FG300D	1			05-05-19
		FortiNET FORTIANALYZER -200D APPLIANCE	1			05-05-19
		FRPS-100 REDUNDANT AC POWER SUPPLY	1			05-05-19
6	Biometric Attendance Device	Identix IDS K-30	1			01-11-17
A	Total Charges Per Month					
	In Words (Rupees					
B	Applicable prevailing Taxes (i.e Service Tax, VAT Etc., as per Govt. Order)					
	In Words (Rupees					
C	Total Charges Per Month Inclusive of Taxes (A+B)					
	In Words (Rupees					

RSP - 2 Part -3

The Detailed Price Bid

C. TOTALS

Sl.No	Totals of Part 1 & Part 2 per month	Total AMC Charges per month
A)	Total Charges Per Month of Part 1 & Part 2 in Rs	
	In Words (Rupees	
B)	Applicable prevailing Taxes (i.e Service Tax VAT, Etc., as per	
	In Words (Rupees	
C)	Total Charges Per Month Inclusive of Taxes (A+B) in Rs	
	In Words (Rupees	

Place :

Date :

Signature of the Tenderer with Seal

ANNEXURE - B
(Ref. Para 7.1 of Chapter 7)

MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD

Whereas
(hereinafter called the "tenderer")
has submitted their offer dated.....
for the supply of
(hereinafter called the "tender")
against the purchaser's tender enquiry No.
KNOW ALL MEN by these presents that WE
of having our registered office at
..... are bound unto
(hereinafter called the "Purchaser")
in the sum of
for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch

ANNEXURE – 4

AGREEMENT FOR COMPREHENSIVE ANNUAL MAINTENANCE FOR HARDWARE, SOFTWARE, NETWORK AND FACILITY MANAGEMENT SERVICES

This agreement made on ----- day of ----- 2017 between-----, having their Registered/Corporate office: ----- and having branch at-----, Visakhapatnam ----- herein after called “Contractor” which expression shall include their successors and assignees of the ONE PART:

And

Indian Maritime University, Visakhapatnam Campus, Gandhigram, Visakhapatnam – 530 005 having their registered office at East Coast Road, Uthandi, Chennai – 600 019, Tamil Nadu, hereinafter called “IMUV” which expression shall include its successors and assignees represented by the SECRETARY of the OTHER PART

WHEREAS, IMUV is desirous that their hardware, software and network should be maintained under Comprehensive Annual Maintenance Service and facility management service and WHEREAS, the Contractor has offered their services for an amount of Rs.----- /- (Rupees -----only), **exclusive** of Taxes covering the period from -----2017 to -----2019, and IMU, Visakhapatnam Campus has accepted their offer.

Now This Agreement Witness As Follows :

The following documents shell form a part of this agreement and are to be read as a part of this agreement.

- 1) **Tender No.IMUV/----- Dated-----**
- 2) **Pre bid meeting held on -----**
- 3) **Corrigendum to the tender (if any) issued on -----**
- 4) **Contractor’s technical bid No.-----, Dated-----**
- 5) **Clarifications on Technical Bid sought by IMUV and the responses of the contractor**
- 6) **Contractor’s Price bid dated-----, (Opened on -----)**
- 7) **Clarifications on Price Bid sought by IMUV and the responses of the contractor**
- 8) **LOI Issued by IMUV Dated-----**
- 9) **Correspondence between IMUV & the Contractor subsequent to issue of LOI**
- 10) **Performance Bank Guarantee given by the contractor dated-----**

The ‘contractor’ shall maintain the comprehensive annual maintenance contract (AMC) for hardware, software, network and facility management services, at Indian Maritime University,

Visakhapatnam Campus hereinafter referred to as IMUV as specified in the schedule of requirements of the tender in accordance with the terms and conditions hereinafter mentioned.

1. **Terms of Agreement**

1.1 This agreement shall remain in force from -----2017 to -----2019 unless or otherwise terminated or extended as per the terms of this agreement.

1.2 The tender document and all other correspondence with the contractor shall form a part of this agreement.

1.3 This agreement can be extended by a **maximum period of 12 months** with same terms and conditions.

2. **Resident Engineers**

2.1 Contractor undertakes the responsibility to maintain trouble free 24/7 services.

2.2 In order to provide the services mentioned in the scope of work above, the contractor must place [two] [three] resident engineers onsite to resolve the hardware / software / configuration / customization / network problems. It is to be understood that the contractor is responsible to provide the required services and that the contractor through the deployment of the resident engineers will execute the work.

2.3 The contractor undertakes to allocate necessary additional resources to support the resident engineers in times of need, to solve/give technical advice on specific problems, if the same is not resolved by the resident engineers and /or upon the request of IMUV for specific tasks without any additional charge.

2.4 The qualification of the resident engineers will be in accordance with the specifications in the tender document.

2.5 The working hours will be in accordance with the specifications in the tender document.

2.6 Deputed resident Engineers will be under the supervision of IMUV. Contractor will not have any right to depute the designated Resident Engineers to any other site for any purpose. In case a resident engineer does not attend on any particular day, the contractor should replace him with a suitable substitute or else deduction will be made in the payment in accordance with the contract. If the resident engineer leaves the

services of the contractor then the contractor should provide another engineer of equivalent qualifications and experience in advance so that there is no disruption of services.

- 2.7 IMUV reserves the right to request the contractor to replace any resident engineer, which should be honoured by the contractor.
- 2.8 The resident engineers should report to the authorized officer nominated by IMUV. The resident engineers should inform and take permission from such officer before doing any modifications / changes to the systems. The Resident Engineers should record all the changes made in the logbook.
- 2.9 If IMUV requires service of the residential engineers occasional nature outside what is agreed upon, then the contractor shall endeavor to provide the services.

3. **Downtime Considerations**

3.1. In the event of non-delivery service or spares for the systems, the contractor shall make arrangements for equivalent alternative system immediately and the defective components shall be replaced. The defective equipment/items will be replaced by the equipment/spares of the same specification/make and, in case these are not available, the equipment with higher specification will have to be installed.

3.2. The downtime for equipment shall be calculated as indicated below:

3.2.1. The downtime would be calculated in those cases where the contractor is not able to provide functionally equipment system in lieu of defective system.

3.2.2. The downtime would be calculated Monday through Friday, 09-00 hrs to 17-30 hrs, on all working days of IMUV, except holidays. Recording of downtime would start immediately after the problem was first reported to Contractor and till the satisfactory functioning of the equipment, with the completion of

rectification / suitable replacement hardware provided by Contractor, duly endorsed by authorized representative of IMUV. If the calculated downtime is beyond the above allowable norms, IMUV may exercise the option of levying the penalties, which shall be adjusted against Quarterly payments.

4. **Penalty**

- 4.1. In case any equipment is not under warranty and could not be repaired / replaced and completely unusable within the allowed time, (equipment full failure) 100% penalty cost will be levied or if the equipment partially failed (equipment is defective however can be used) 50% of the penalty cost will be levied.
- 4.2. The upper limit for the penalty: In case the penalty amount reaches equal to the cost of new equipment, IMU may consider to accept similar or higher new equipment from the contractor.
- 4.3. Service engineer attendance: In case service engineer not attended to duty in time (late) 15 minutes grace time is considered. 4 times late shall be considered as half day absent. Contractor should depute two service engineers to the site.
- 4.4. Penalty will be levied as indicated in this clause, amount calculated as per the below given table 4.10 and shall be adjusted against quarterly payment.
- 4.5. Penalty will be levied if delivered goods or services not of the contracted quality.
- 4.6. Penalty will be levied if contractor refuses or being unable to supply goods or services covered by contract either in whole or in part.
- 4.7. The contractor should provide preventive and corrective maintenance and includes carrying out of the necessary repairs with original OEM supplied spare parts only, within the time frame allowed for downtime, after the complaint is reported to the contractor.
- 4.8. Irrespective of the cause of failure of any part, component /subassembly, the contractor should take the responsibility of replacing the defective items as part of the maintenance activity which may include any consumables other than printer / plotter cartridges and backup tapes.
- 4.9. In case of non-availability of spares, the contractor shall provide an equivalent system for use within the limits of downtime as provided in the draft contract till repair of the system is carried out without any additional charges. Failure to provide equivalent systems within the time frame allowed for downtime, penalty will be deducted from that quarter as indicated in the contract.

4.10. Severity service level and penalty rate indicating Table:

Sl. No.	Item Description	Maximum Fee period for Breakdown (includes Software problems)	Rate of Penalty beyond Free Period/ Working Day /Item
Level - I (High availability Service)			
1	SAN and SAN connected Servers	Within 24 hours after call logged	Penalty per day Rs. 500 /-
2	UTM		
3	L3 Switches		
Level - II (Less severity Service)			
1	Servers	Within 48 hours after call logged working days	Penalty per day Rs. 250 /-
2	Plotters, Printers and L2 switches		
3	Resident engineer service	Next Business Day	
Level - II (Ordinary Service)			
1	Workstations	Within 5 working Days	Penalty per day Rs. 150 /-
2	Desktops		
3	Scanner & Projectors		
4	Laptops		
5	Passive Network Components including CAT 6 UTP cable etc.,		
6	Access points		
7	All other Miscellanies items		

5. **Records**

5.1. Records of attendance of the site engineers will be maintained at IMUV campus.

5.2. Logbooks like "Hardware Movement Log" "Gate pass for Laptops / other items" "consumables log book" "backup / restore Log" "Hardware Log" etc., IMUV may insist for any other log to maintain in the interest of the organization, apart from log books maintenance, contractor should maintain paper and file maintenance also.

- 5.3. The relevant records hardcopy/softcopy as applicable shall be made available to IMUV for verification and records.
- 5.4. The profile (Resume) of the resource persons (including resident service engineers) allocated for carrying out the Maintenance & Facility Management services as per the scope of work shall be submitted.
- 5.5. The contractor undertakes to update the profiles of the resource persons as & when required throughout the tenure of the contract. The IMUV reserves the right to accept the persons so allocated by the contractor, failing which the contractor shall allocate alternative resource to the satisfaction of the IMUV.
- 5.6. In case any OEM warranty covered equipment repair, as per facility management service contractor should take care to lock the call and follow up with OEM. Proper Log should be maintained. In case maximum free time for replacement / repair is crossed. The contractor should take care for contingency.

6. **Charges**

- 6.1. If the warranty from the OEM expires for any equipment during the tenure of the contract, the same will be automatically comes under the coverage of AMC list to be maintained by the contractor and so included in the scope of coverage as indicated above. The contractor shall provide maintenance services for such equipment from the date of expiry of warranty till the contract completion date.
- 6.2. The system may undergo changes due to shifting of various equipment, additions or deletions. For any such alterations, intimation will be given to the Contractor. Generally additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore will also be intimated to the Contractor and charges will be adjusted from the date of withdrawal till the end of the Contract.
- 6.3. No Advance payment. Payment will be made after completion of the quarter. The payments are made quarterly at the end of each quarter upon production of satisfactory performance certificate from the authorized representative of IMUV.
- 6.4. Any changes in the AMC charges due to clause 6.2 / 6.3 shall be given by way of amendment to the agreement charges.

6.5 The charges payable for the services rendered are for the period from----- 2017 to -----2019 amounting to Rs.-----/- (Rupees ----- ----Only) **exclusive of taxes.**

6.6. Taxes as applicable will be paid at actuals on submission of proof along with each quarterly payment.

7. **Security Deposit**

7.1. The Contractor is required to furnish Bank Guarantee from any Schedule Commercial Bank for an amount of Rs.----- equivalent to 10% of the contract value towards security deposit /performance guarantee as per the pro-forma and shall be valid throughout the contract period and 60 days beyond completion of all contractual obligations.

7.2. Upon the complete fulfillment of this Contract / extended contract by the Contractor to the satisfaction of the IMUV, the amount deposited by the Contractor, as Security for the due fulfillment of this contract will be returned to him less the amount if any due by the Contractor.

8. **Extension**

8.1 This contract may be extended for one year on same terms and conditions. The prices agreed in this tender will remain unchanged for the extended period.

8.2 The contractor should extend / renew the performance guarantee (security deposit) till the end of extension period.

9. **Assignment**

9.1. Either of the two parties shall not assign this Agreement or any part thereof any benefit hereunder without other party's written consent.

9.2. The terms of this agreement are subject to Indian Laws.

10. **Agreement**

- 9.1 This document together with any attachment hereto signed by both the parties shall constitute the agreement between Contractor and IMUV.
- 9.2 The foregoing terms and conditions shall prevail notwithstanding any variations contained in the terms and conditions of any order or document submitted by either party unless both parties have specifically agreed upon such variations in writing.
- 9.3 Any notice to the Contractor shall be deemed to be sufficiently served, if given or left in writing at his usual or latest known place of abode or business.

10. **Termination**

- 10.1 Either party may terminate these terms by giving written three months notice.
- 10.2 Upon breach by the Contractor of any contract (MAC/FM) agreement hereunder and Failure to remedy such breach within (30) days of receipt of written notice to do so.
- 10.3 In the event of the insolvency of the service provider's organization, the IMUV shall have the right to terminate the contract at IMUV's discretion.
- 10.4 In the event of the IMUV terminating the Contract for breach by the Contractor of any of the provisions thereof, the Contractor shall be liable for any loss suffered by the IMUV up to the time of the termination of the Contract and for any further loss which the IMUV may suffer during the remainder of the period originally covered by the contract.
- 10.5 Any termination of these terms shall not relieve either party of its obligations under these terms on the date of termination, unless otherwise mutually agreed to in writing.
- 10.6 Notwithstanding any of the above, the IMUV reserves its right to terminate the maintenance contract at any time by giving three months notice, without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

11. **Force Majeure**

The Contractor shall not be liable for the delay in providing services or failure of the performance of the system due to causes, contingencies or circumstances beyond their control such as:

- 11.1 Acts of any Government Authority, domestic or foreign including, but not limited to, war declared or undeclared priorities quarantine restrictions.
- 11.2 Strikes, slowdown, lockout, and or any other form of major labour trouble.
- 11.3 Natural phenomena weather conditions, fire, flood, draught, earthquakes and epidemics, acts of war, riot, and strikes.

12. **Arbitration**

All disputes and differences of any kind, arising out of or in connection with this AGREEMENT, shall be resolved by ARBITRATION only in accordance with and subject to INDIAN ARBITRATION ACT, 1940 under the jurisdiction of Visakhapatnam.

In witness whereof the parties here to have executed this AGREEMENT on this _____ day of _____ YYYY.

Signature of the authorized Official Signature of the authorized Official

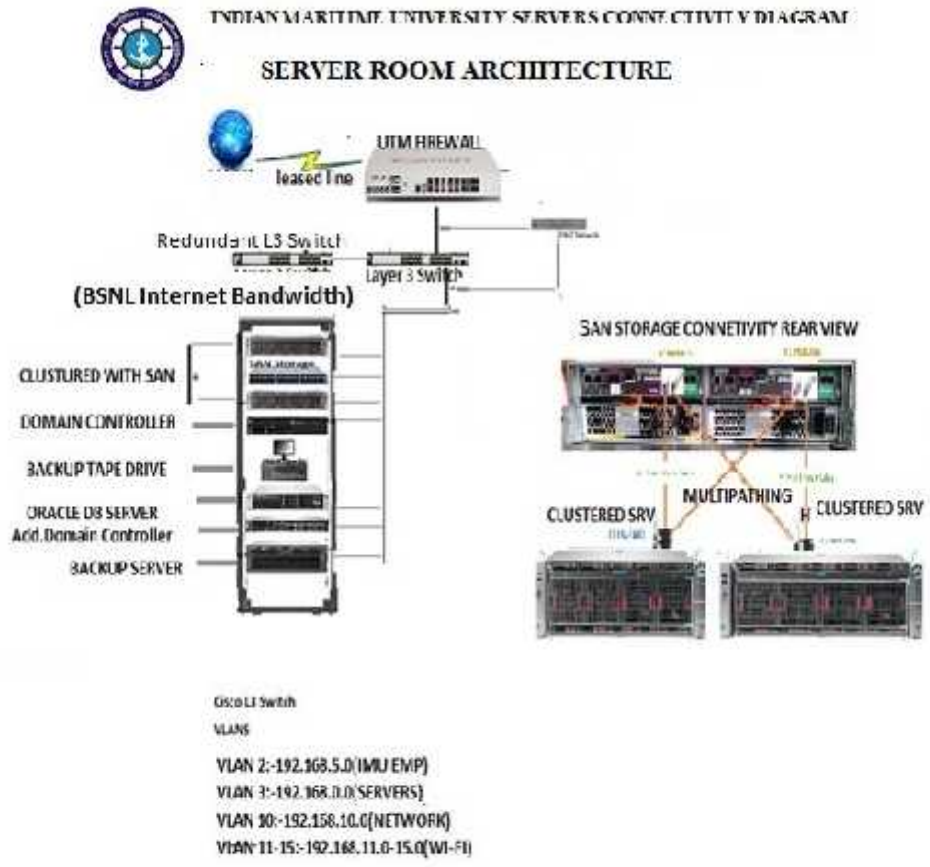
With Seal

with Seal

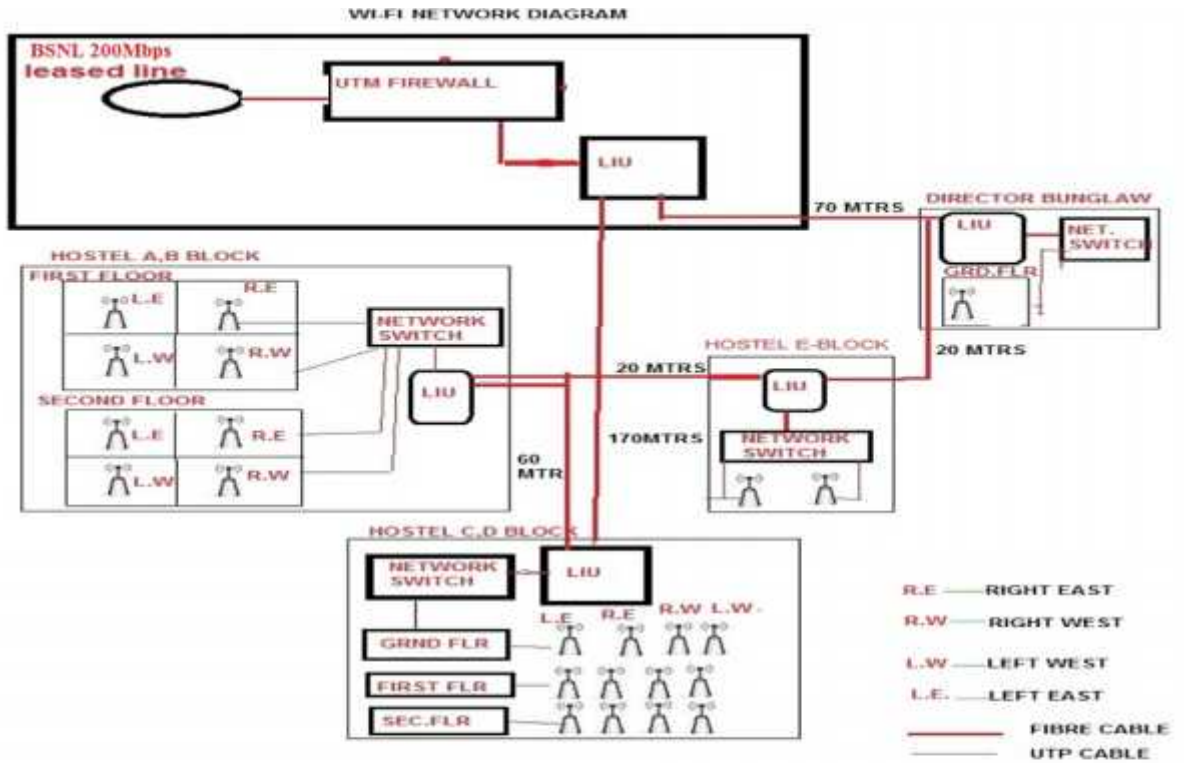
Witness:

Witness:

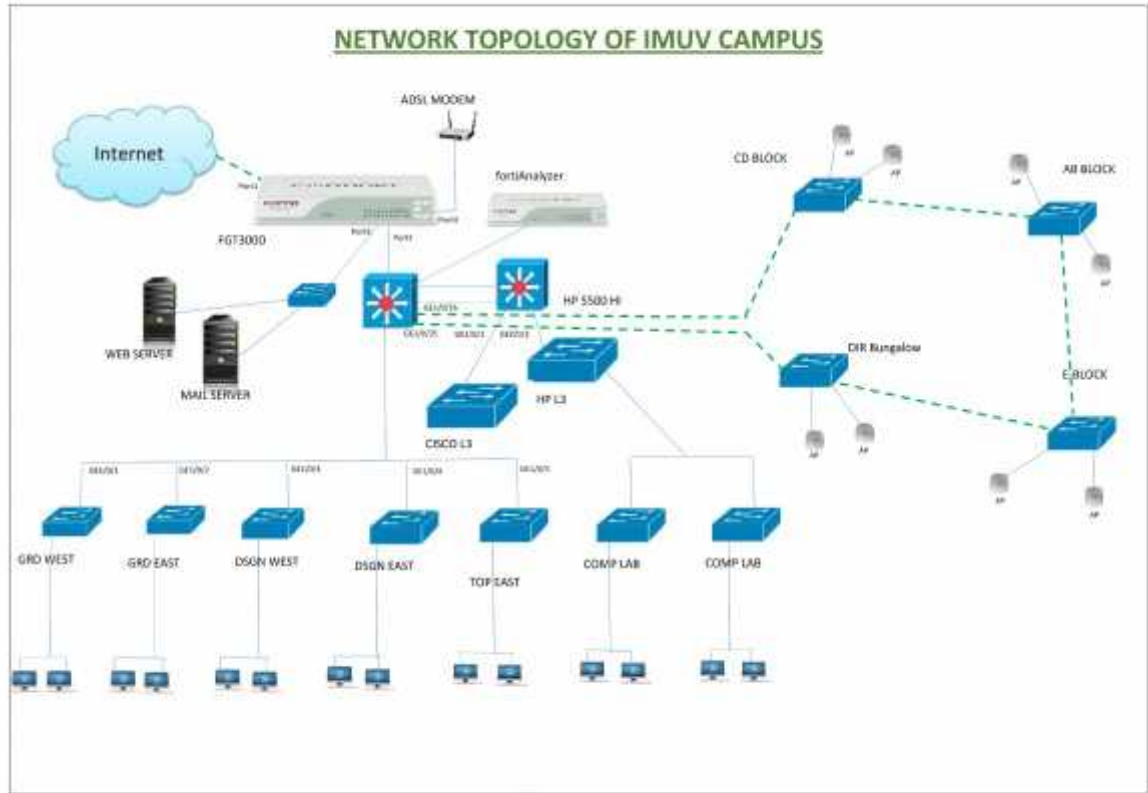
Annexure – 5



Annexure – 6 Part-1



Annexure – 6 Part-2



Equipment not covered under warranty

Sl.No	Category of Equipment	Description of Equipment	Qty
1	Servers	DL 180 G5 (Present Foran + Orical 10g)	1
		ML Proliant 350 G6	1
		DL 580 G7 - Backup software	1
		DL 380p G8 present in old domain exchange & libsys	1
		AiO 1200 NAS	1
		HP Storage works D2600 Disc Enclosure (2 TB x 6)	1
		HP LTO5 Ultrium 3000 SAS Ext Tape Drive	1
2	Workstations	HP Z210	10
		HP Z800	1
		HP xw 4600	7
		HP xw 4400	2
		Dell Workstations Precision T7610	2
3	Desktops	HP Pro 3090 MT Core 2 Duo	15
		HP 8300 SMFF I7	40
		Dell OPTIPLEX 7010	60
4	Laptops	Compaq Laptop 6730s	1
		HP Pro Book 4420s	1
		Compaq 6710s	1
		HP Elite Book 8560W MWS	3
		HP Pro Book 4430S	4
		HP Folio 13-1017TU	1
		HP Pro Book 4540S	1
		HCL LEAPTOP N45 C2D	1
5	Printers	Laser Jet P3005 DN	2
		Laser CannonFax MF4600 Printer	1
		HP LASERJET 3015DN	2
		HP Laser Jet Pro 1108	6

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		HP Laser Jet 9040DN	1
		HP Deskjet D2668	1
		HP Colour L J CP5220 CE712A	1
6	Plotters	HP Desigenjet T1200 PS with scanner CQ653B	2
		HP Desigenjet 500	1
7	Switches	Cisco L3 Switch WS-C3750G	1
		Cisco L2 Switch WS-C2960G	6
		Dax L2 Switch	2
		D-link 16 Port Unmanaged Switch	1
		DAX/D-Link 8 Port switchs with power adopters	8
8	Projector	Cannon Projector LV-7265e	1
		Hitachi Projector CP-X467	2
		Hitachi Projector CP-X3020 EF	2
		Epson LCD Project H436c	3
9	Wi - Fi network	Ruckus Zone Director 1112	1
		Ruckus ZF 7962 Access points with Power adopters	11
		CISCO WAP 4410N with Power adopters	5
10	Biometric Attendance Device	Identix IDS K-20	1
11	D-Link Broad Brand Modem	DSL-2750 U	2

List of Equipment under Warranty

Sl.No	Category of Equipment	Description of Equipment	Qty	AMC from
1	Servers	HP DL380 G9 8SFF CTO SERVER	1	13-05-19
		HP DL580 G9 CTO SERVER	2	13-05-19
2	SAN	NETAPP E2700 Series (Controllers-2Nos, Redundant Power Supply-2Nos) project 9427)	1	31-12-19
		1.2 TB SAS, 24 Nos HDDs Part code: "E-X4054A-0E-R6-C(1.2 TB, 10k, fed, de 5600,oe-c)"	24	31-12-19
3	Laptops	Panasonic CF-31Rugged laptop	1	05-09-17
		Apple MAC Book Air A1466	1	08-08-17
4	Printers	HP MFP LASERJET ENT M725F(CF067A)	3	24-04-19
5	Wi-Fi Network	HP - 215 Accesspoints (Aruba)	24	2116
6	IP Cameras With NVR	DS-2CD2010-I Indore Cameras	7	28-04-19
		DS-2CD2010-I Outdore Camera	1	28-04-19
		NVR with 2TB HDD	1	28-04-19
7	Switches	HP A5120-24G L2 SWITCHS	2	2116
		HP A5500-24G L3	1	2111
		HP 1920-24G-PoE+ JG926A	4	2116
		HP HI 5500 - 24G - 4SFP SWITCH (JG311A)	2	2116
		With HP5500 150W AC Power Supply - JD362A (4 Nos)	4	2116
		HP X240 10GSFP+ 1.2M SWT Switch cables	2	2116
		ATEN KVM SWITCH with 8 port controller Cs1308) & cables	1	28-04-19
		ATEN 1U 17" RACK LCD MONITOR	1	28-04-19
		FortiNet 300D FG300D	1	05-05-19
		FortiNET FORTIANALYZER -200D APPLIANCE	1	05-05-19
		FRPS-100 REDUNDANT AC POWER SUPPLY	1	05-05-19
8	Biometric Attendance Device	Identix IDS K-30	1	01-11-17

LIST OF SOFTWARES FOR WHICH SYSTEM ADMINISTRATION IS TO BE CARRIED OUT BY THE CONTRACTOR

A	GENERAL SOFTWARES
Sl. No	DESCRIPTION OF THE SOFTWARE
1	OS – Windows 2008 Standard edition SP1, 64 Bit & 32 Bit (not in use)
2	OS- Windows 2012 Data Center Edition 64 Bit
3	OS- Windows 2012 Standard Edition 64 Bit
4	OS – Windows Storage Server 2003 R2 32 bit (preloaded)
5	OS- Windows Exchange 2016
6	OS – Windows 7
7	Yosemite
8	Adobe Professional 8
9	MS OFFICE 2013
10	NITRO PDF PRO 10
11	MS office 2007
12	MS Visio 2003
13	TURBO C,C++
14	MatLab
15	AutoCAD
B	SPECIALISED SOFTWARES WITH AMC FROM OEM
Sl. No	DESCRIPTION OF THE SOFTWARE
1	Libsys
2	LS Digital
3	Tally
4	Symantec 12
5	Oracle 10g & 11g
6	Foran V70
7	Tribon M3
8	AVEVA Marine
9	Maxsurf
10	Altair hyper works
11	Ship flow
12	Orca Flex
13	ANSYS
14	STAR CCM
15	DNV-GL
16	MARIN SHIP MO
17	NAPA
18	VA-ONE
19	ESI
20	MIKE
21	DELFT 3D

Hardware Specification Details

Model	Processor	RAM	HDD	Additional Cards	Qty
DL 180 G5	Intel Xeon CPU E5420 @ 2.50GHz	4 GB	3 X 146 GB	NA	1 No
ML Proliant 350 G6	Intel Xeon CPU E5540 @ 2.00GHz	4 GB	6 X 146 GB	NA	1 No
DL 580 G7	2 x Intel Xeon CPU E7520 @ 1.87GHz	8 GB	3 X 146 GB	HP HBA SAS Card	1 No
DL 380p G8	2 x Intel Xeon CPU E5-26650 @ 2.40GHz	64GB	8 X 300 GB	NA	1 No
AiO 1200 NAS 1	Intel Xeon CPU 3070 @ 2.66 GHz	4 GB	12 X 250 GB	NA	1 No
HP Storage works D2600 Disc Enclosure (2 TB x 6)	NA	NA	6 x 2 TB	NA	1 No
HP DL580 G9 CTO SERVER	2 x Intel Xeon CPU E7-4809 @ 2.00GHz	128 GB	5 x 300 GB	HP HBA FC Card	2 Nos
HP DL380 G9 8SFF CTO SERVER	2 x Intel Xeon CPU E5-2620 @ 2.40GHz	16 GB	5 x 300 GB	NA	1 No
NETAPP E2700 Series			24 X 1.2 TB	Controllers-2Nos	1 No
HP 8300 SFF	Intel I7-3770 CPU 3.4GHz	8 GB	500 GB	Nvidia geforce 210 1GB	7 Nos
HP 8300 SFF	Intel I7-3770 CPU 3.4GHz	5 GB	500 GB	Nvidia geforce 210 1GB	18 Nos
HP 8300 SFF	Intel I7-3770 CPU 3.4GHz	4 GB	500 GB	Nvidia geforce 210 1GB	15 Nos
Dell Precision T7610 Workstation	2 x Intel(R) Xeon(R) CPU E5-2687W v2 @ 3.40GHz	128 GB	4 X 900 GB	Nvidia QuadroK5000 1GB	2 Nos
HP Z800 Workstation	2 x Intel(R) Xeon(R) CPU E5630 @ 2.53GHz	48 GB	1 TB	Nvidia Quadro 600 1GB	1 No
HP Z210	Intel(R) Xeon(R) CPU E31230 @ 3.20GHz	32 GB	250 GB	ATI firepro v3800 512MB	10 Nos
HP XW4600	Intel(R) Core(TM)2 Duo CPU E8500 @ 3.16GHz	4 GB	250 GB	Quadro FX 380 256MB	7 Nos
HP Pro 3090 MT	Intel(R) Core(TM)2 Duo CPU E7600 @ 3.06GHz	2 GB	300GB	NA	15 Nos
Dell OPTIPLEX 7010	Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz	4 GB	500 GB	NA	60 Nos
HP XW4400	Intel Core 2 Duo 1.86GHz	2 GB	160 GB	NA	2 Nos

