

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT  
FOR HARDWARE, SOFTWARE, NETWORK AND FACILITY  
MANAGEMENT SERVICES AT INDIAN MARITIME UNIVERSITY-  
VISAKHAPATNAM CAMPUS



TENDER No: IMUV/2024/2019-20/AMV&FM/005.  
ISSUE DATE: 30-01-2020

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CORRIGENDUM 1

Following Clause/Clarification is being issued with respect to the tender for comprehensive annual maintenance contract for hardware, software, network and facility management services at IMU- Visakhapatnam Campus and is based on the e-mail requests and discussions with the prospective bidders in the pre bid meeting held on 17<sup>th</sup> February 2020.

**Clarifications/New Clause**

1. There is no change in the due date and time of submission of the tender.
2. The S.No of Firewall and analyzer Fortigate 500 is FG5H0E5818902467 and will enter into AMC from 1<sup>st</sup> July 2021. The same is to be taken into account in Annexure 7. Accordingly the Price Bid format for Part 2 (RSP-2, Part 2) is revised and enclosed. The Bidders are requested to submit the quotes for the items in the price bid in the formats provided (RSP-2 Part 1, Part 2 and Part 3) only.
3. Section 3 Clause 3.16 (b) is modified to read as follows:  
"Submission of EMD is mandatory for all bidders except from Micro and Small Enterprises (MSME) who are registered with

Ministry of Micro, small and medium enterprises in the area of computer consultancy and computer facility management activities. Such MSMES have to submit the certificate issued by the Ministry of Micro, small and medium enterprises. If the EMD/MSME certificate relevant to the tender is not enclosed the bid will be summarily rejected."

4. Section 4, Clause 4.2.2.2 (C) is modified as follows: 'In case of breakdown of items covered under warranty, and could not be replaced / repaired by OEM within the downtime period. The contractor should endeavour to arrange for repair with equivalent spares or provide an alternative equivalent system to the extent possible till such a time the issue is resolved by the University with the OEM. However penalty will not be levied under such conditions."
5. Section 4, Clause 4.2.2.2 (d) is modified as follows: "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 as indicated in the price bid (RSP2 Part 2) from the date of expiry of warranty till the contract completion date".
6. Section 4 Clause 4.2.6 (e) is modified as follows: "If any new hardware and software procured the contractor should install, configure and provide support for installation of OS and liaise with the OEM for configuring the hardware /specialized software's."
7. Annexure 3 clause 2.3 is modified to read as " Contractor undertakes the responsibility to maintain trouble free services."
8. Annexure 3 clause 6.3 is modified to read as " If any equipment is defective at the time of entering this agreement, the same will be out of AMC. Post rectification of the defect by the University it will be included in the scope of the contractor".
9. Annexure 3 clause 6.8 is modified to read as "The contractor should provide preventive and corrective maintenance with the original spare parts of the OEM and within the time frame allowed for downtime. In case the system is to be repaired with parts other than original parts due to non-availability of original spare part, the IMUV representative before replacement should approve the alternative spare part."
10. Annexure 3 clause 12.1 is modified to read as "All disputes and differences of any kind, arising out of or in connection with this AGREEMENT, shall be resolved through an arbitrator appointed

a mutually agreed by both parties and the arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modifications or enactment thereof."

RSP-2, Part 2							
Hardware Covered Under Warranty (Subsequently added to AMC after Warranty)							
Sl. No	Category of Equipment	Description	Campus	AMC from	Qty (1)	AMC Rate Per Unit per month in Rs (2)	Total AMC Charges per month in Rs = (1 * 2)
Class rooms PA & Projection System							
1	Microphone (Hand Held) and (Lapel)	AKG WMS HT 420	VANGALI	30 April 2020	20		
2	Ultra Hi Freq (UHF) Collar Microphone	AKG WMS PT 420			20		
3	Amplifier	Bosch PLE 2MA240-UA / 120-UA			19		
Tape Drive							
4	Back Up Tape Drive	Dell LTO7 Ultrium SAS Tape Drive	VANGALI	14 April 2021	1		
Network							
5	Firewall and analyzer	Fortigate FG500	VANGALI	01 July 2021	1		
6	Wi-Fi controller	Extreme NX - 5500SP		31 May 2022	1		
7	Access Points	Extreme AP-8432			38		
8	L3 switch	Extreme 48 port x460			4		
9	L2 switch	Extreme 24 port X440T			21		
10	L2 switch	Extreme 48 port x440T			5		
11	L2 switch	Extreme 24 port X440P			12		
12	L2 switch	CISCO 10 Port SG300			27		
13	LIU	12 Port 32171 MM			40		
14	LIU	24 Port 32171 MM			10		
15	LIU	12 Port SM			40		
16	Jack Panel 24 port	Legrand 33584			42		
17	42 U Rack	Legrand Valrack			3		
18	SFP	Extreme 10G SFP			2		
19	SFP	Extreme 1 G SFP			84		
CCTV cameras							
20	PTZ Cameras	Axis P-1365-E MKII	VANGALI	31 May 2022	13		
21	Desk tops	Dell 3050			3		
22	Displays	Samsung UH46F5			4		
23	Joysticks	Axis 78311			2		
24	Switch	Aten VM5404H			1		
25	Management Servers	Dell R440			1		
26	Recording Server	Dell R540			1		
A	TOTAL CHARGES PER MONTH IN Rs						
B	APPLICABLE TAXES (GST) (As per prevailing rate as on date of the tender)						
C	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs						