

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



**INDIAN MARITIME UNIVERSITY
(A Central University, Government of India)
VISAKHAPATNAM CAMPUS
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.**

Email: sysadmin@imuv.edu.in

TENDER NO.: IMUV/2024/2019-20/AMV&FM/005

DATED : 30.01.2020

SECTION – 1

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 Three (3) Years for Indian Maritime University, Visakhapatnam Campus.

1.1. The tender documents can be downloaded from the web site www.imuv.edu.in and www.imu.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, 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,
Vangali Village,
Tekkalipalem Post, Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.

b) Address at which Tenders are to be submitted:

Indian Maritime University,
Visakhapatnam Campus,
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam,
Sabbavaram Mandal,
Visakhapatnam –531035.
Andhra Pradesh, India.

c) Due Date of submission of Tender

On or Before 1100 Hours 24.02.2020

d) Pre-Bid Meeting

At 1130 Hours on 17.02.2020

e) Date of opening of Tender

At 1130 Hours on 24.02.2020

f) Place of opening of Tender

Indian Maritime University,
Visakhapatnam Campus,
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam,
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.

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

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 an 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 in accordance with the terms of the tender.

- 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

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 100 Mbps dedicated RF link. 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 sealed 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, Vangali Village, Tekkalipalem Post, Near Rayavarapu Agraharam Sabbavaram Mandal, Visakhapatnam – 531035. Andhra Pradesh, India. 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. This means that all the items indicated in proce bid must be quoted by the tenderer and there are no blanks in the response bid format. Tender responses that do not cover all items shall be summarily rejected.
- 3.7 The prices offered for the services 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 in the formats provided for the same. 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 17.02.2020 at IMUV.
 - b) Prospective bidders may visit the site (IMUV Campus) to acquaint themselves of the IT system either prior to or 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 sysadmin@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 Rs 1,75,000/- (Rupees One Lakh Seventy Five Thousand only).

- a) EMD is to be paid in the form of a Demand Draft from any Nationalised Bank / Scheduled Bank drawn in Favour of Indian Maritime University, Visakhapatnam Campus payable at Visakhapatnam.
 - b) 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 inclusive of taxes shall be taken for the purpose of evaluation. The Purchaser does not bind itself to accept claims for extra payment for items 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) 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 for atleast three years. Self attested copies of any of the following (i) Partnership Deed (For Firms), (ii) Certificate of Incorporation (For Companies & Limited Liability Partnership Firms), (iii) Copy of PAN Card (For other than Individuals) (or) Registration under Central/State Tax Authorities, (iv) in the case of Sole proprietorship business:- Self attested copies of relevant Work Orders/ Work Completion Certificate. (or) Registration under Central/State Tax Authorities (or) Income Tax Acknowledgement along with Profit & Loss Account & Balance Sheet, (v) any Valid certificate to that effect/Valid Supporting Document. The bidder should have a valid GST registration certificate and the same should be submitted along with the technical bid.
- c) The bidder should be ISO/IEC 20000-1:2018 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) The bidder in his own name should have undertaken at least
1. One work of not less than Rs 20.0 Lakhs involving Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Service related projects in any of the last three financial years (2016-17, 2017-18, & 2018-19) in Government / Semi Government Organizations / PSU's / Universities (Central / State / Deemed) / Government R&D Labs / Public Limited Companies or
 2. Two works of not less than Rs 10.0 Lakhs each involving Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Service related projects in any of the last three financial years (2016-17, 2017-18, & 2018-19) in Government / Semi Government Organizations / PSU's / Universities (Central / State /

Deemed) / Government R&D Labs / Public Limited Companies.

- e) The scope of the works mentioned above should necessarily involve the maintenance of SAN/NAS, UTM/Firewall security related Software/Appliances and a combination of routers, Layer 3 Switches, Layer 2 switches, , Network Management Tools, Wi-Fi access points and control units, Servers, desktops, laptops, Plotters, Printers & Peripherals.
- f) 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-03). It is to be understood that the work undertaken in in support of clause d above should compulsarily involve the maintenance of SAN/NAS and UTM/Firewall security related Software/Appliances. Documentary evidence such as work order/ contract for the same will need to be submitted. Docuemntary evidence of satisfactory performance corresponding to the order will also need to be submitted
- g) 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 landline Telephone bill.
- h) The Bidder should have Annual Turnover of minimum Rs.1.0 Crore (One Crore) in each of the last Three Financial Years (2016-17, 2017-18, & 2018-19). Audited Balance Sheet should be submitted for all the Three Years in support of the same (RST-04).

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 3.

- b) The format of the Performance Security Bond is enclosed as Annexure 4.
- c) 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

4. SCHEDULE OF REQUIREMENTS

4.1. Description of Systems

There are two campuses at IMU Visakhapatnam. The main campus is located at Vangali Village in Sabbavaram Mandal of Visakhapatnam and the other is located in the erstwhile NSDRC building at Gandhigram.

4.1.1. Vangali Campus

- 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, LTO7 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 labs with Desktops for students capable of running CAD/CAM softwares & other specialised softwares .

- f) The networking caters to the data access requirements of client PC's. In order to achieve this, IMUV is using Gigabit connectivity with CAT6a cabling for entire office and OFC for hostels. In addition to this Wi-Fi network connectivity is from server room to the stacked Layer 3 central switch and from central switch to Layer 2 switches for each location in the academic block, hostel block, mess block and workshops. A Unified Threat Management Device (Fortigate 500 D) with content monitoring support is used as a gateway for internet access. The network is connected by a 100 MBPS RF line 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 86 CCTV cameras, The management & recording servers are located at server room.
- h) The classrooms of the campus are equipped with Audio/Video & Projection systems comprising of Projectors, Motorised screens, wireless audio microphones (hand held and collar) amplifiers and speakers .
- i) The campus has biometric devices for capturing the attendance details of the employees.
- j) The power supply to all the servers in the data centre is through a dual redundant UPS system with back up generator. All the clients / Desktops and other peripherals are supplied through the UPS system. The AMC of UPS systems are not under the current scope of this tender.
- k) The System diagram is shown in Annexure 5.

4.1.2. Gandhigram Campus.

At the Gandhigram campus the facilities include a network for which internet is provided through a 20 Mbps Leased line through a UTM (Fortigate 300).

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 three 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. All parts of printers including printer heads, plastic parts like sprockets, knobs, ribbon masks etc. Teflon sheets, fuser assembly etc. shall also be replaced for laser mono/color printers. 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.
- d) The Contractor should inform to IMUV from time to time regarding the equipments End of Life (EoL) 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.

- f) The contractor shall arrange for its transport for carrying out the maintenance and for movement of material required and other support required by them like tools, equipment documents/drawing, cleaning agents, etc. Only required electrical power/electricity would be provided by the institute for carrying out maintenance activity.

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-6.
- b. The system may undergo changes due to shifting of various equipment, additions or deletions. For any such alterations, Generally additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore AMC 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 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, will attract penalty which 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 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-7.
- 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.

- 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.

4.2.3. 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 IMUV formats.

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 pertaining to the domain imuv.edu.in, 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 2008/2012 OS, 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 is to be carried out with proper scheduling. The software to be used for this is Veritas back up Exec. 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 and advise IMU well in advance on the procurement of such items. IMUV shall only procure Printer/Plotter Cartridges, 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-8. 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 has to undertake the maintenance of all UTP cable and fiber cable connections from server room/edge switches or any other location through switches, connectors and I/O box including all supporting passive components. The work under this includes maintenance and replacement / splicing & joining of faulty Fiber Optics cable or fiber module or CAT6/CAT6a cable including connectors, couplings, connector panels, all patch cords, and terminators, etc.
- c) The work under this item also includes network configuration and its maintenance at the node level. The Bidder has to replace/reinstall all the defective, malfunctions / non-functional cable with standard quality in coordination with IMUV.
- d) The contractor should have necessary tools and exposure to check and troubleshoot connectivity (LAN) and cut/crimp cables and rectify connectivity problems.
- e) The contractor should store sufficient amount of patch cords I/O

boxes, RJ45 clips, 10G /1 G SFP modules and CAT6/CAT6a UTP cable for rectification of LAN connectivity problems.

- f) Contractor should maintain sufficient number of power adopters / PoEs and other Wi-Fi related consumable items to attend Wi-Fi related problems.
- g) The contractor should manage and maintain UTM / L3 & L2 Switches/ configuration and fine tuning.
- h) 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 three resident engineers onsite at Vangali Campus 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 three engineers will be in the site at vangali campus, 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.

- e) The resident engineers shall support the infrastructure at the Gandhigram Campus from the Vangali campus itself. In case the requirement necessitates the presence of the resident engineer at the Gandhigram Campus, one or more of the engineers from Vangali Campus will need to be physically present at the Gandhigram Campus to rectify the issue.

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) Managing Licenses of proprietary software and coordinating with respective OEM's for resolving issues through OEM support.
- f) Arrangements / IT support for different activities like presentations / video conferencing/ workshop/conference/ classrooms/ any other events as and when required.
- g) Servers and Network shutdown and start-up as and when required.
- h) 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.

- i) Domain user creation and maintenance including VPN users.
- j) Monitoring and maintenance of Domain controller policies.
- k) Exchange server user Account creation and maintenance.
- l) Attending to service /support calls from users as part of help desk services, troubleshooting of systems, network, peripherals and devises.
- m) Liaise with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime.
- n) Wi-Fi users including student's calls and accounts and Radius server maintenance.
- o) 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.

4.3.3 Qualifications of Resident Engineers

- a) The contractor shall provide necessary support by placing engineers with adequate qualification and at least 2 years of experience to troubleshoot and maintain the systems as and when required.
- b) Out of the three engineers, one should be a graduate (BE/Btech) in electronics/IT/Computers or be a post graduate (Msc) in IT/Computers or an MCA. The candidate must possess additional certification in "Microsoft (MCSE) /Hp servers/Network (CCNA or equivalent)/UTM/ Symantec"

- c) The other engineers should be atleast a diploma (polytechnic)/ BSc graduate holder in Electronics/IT/Computers and should possess additional certification in Hardware maintenance, Microsoft technologies (MCSE) and networking (CCNA or equivalent) or possess NSQF level 5 Certification in the job role of Infrastructure Engineer as required by ITES Sector Skill Council.
- d) The contractor shall ensure that atleast one engineer is fully qualified and experienced in all the Audio Visual Equipment (projecotrs, Microphones/ Speakers, Amplifiers/ screens) included in the scope of coverage from the date of commencement of contract.
- e) All the engineers will have to be given hands on training by the contractor in the items specific to the siteso that any contingency can be attended to by any engineer.
- f) The purchaser reserves the right to request the contractor to replace any resident engineer which should be honoured by the contractor.
- g) The deputed engineers should have sound knowledge in Microsoft failover clustring operation.
- h) In case an issue could not be resolved by the Resident Engineers, the contractor should establish an escalation matrix wherein the problem is escalated to experts who may be available with the contractor. In case the experts are not available with the contractor, the contractor should further escalate the issue with outside experts and resolve the problem at no dditional cost to the purchaser.

4.3.4 Working Hours and Reporting

- a) Engineers should available at Vangali Campus site from 0900 Hours to 1830 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 to Vangali Site and one Engineer at Gandhigram Site.
- c) On University holidays or in emergency situations/as and when required one or more engineers should attend the duty at either of the sites 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 contractor should not change the engineers without the permission of IMUV or insist to do any other works other not related to this site.
- g) 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)
- 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 – 06

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

<<On the letterhead of the Bidding Organization>>

The Director
Indian Maritime University
Visakhapatnam Campus
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.

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 inclusive of taxes as quoted by us for a period of Three 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 (2016-2017 to 2018- 2019)

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 along with performance certificates to be enclosed.

Place : Signature of the Bidder with Seal

Date :

RST-04: Annual Turnover for the Past Three Financial Years (2016-2017 to 2018-2019)

Year	Turnover in Rs. Lakhs
2016-2017	
2017-2018	
2018-2019	

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

Place :

Signature of the Bidder with Seal

Date :

RST-05: 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
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, 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:

Company Seal:

Designation:

Date:

RST-06: CERTIFICATE OF CONFORMITY/ NO DEVIATION
<<To be submitted on the Company Letterhead of the Bidder>

Date:

To:

Indian Maritime University
Visakhapatnam Campus
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, 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
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.

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. I / We have quoted for all the items mentioned in the Price Bid format and no item has been left blank. I / We understand that failure to do so will lead to disqualification
3. 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.

4. The bid submitted by us is valid for a period of 90 days from the date of opening of the Tender.
5. We agree to adhere to the prices inclusive of taxes as quoted by us for a period of Three years from the date of expiry of the bid.
6. 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 :
Date :

Signature of the Bidder with Seal

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No IMUV/2024/2019-20/AMV&FM/005. Dated 30.01.2020

RSP-2, Part 1						
Equipment Not Covered under Warranty						
Sl. No	Equipment / Service Type	Description	Campus	Qty (1)	AMC Rate Per Unit permonth in Rs (2)	Total AMC Charges permonth in Rs = (1 * 2)
1	SERVERS	DL 180 G5	VANGALI	1		
		DL 580 G7		1		
		DL 380p G8		1		
		DL 380 G9 8SFF CTO		1		
		DL 580 G9 8SFF CTO		2		
2	STORAGE NAS	AiO 1200 NAS		1		
		HP storage D2600 (2TBx 6)		1		
3	STORAGE SAN	NetApp E2700 Series (Two Controllers, two power supplies 1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"		1		
		1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"		12		
		1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"		12		
4	WORK STATION	HP Z 210	10			
		HP Z 800	1			
		HP XW 4600	7			
		HP XW4400	2			
		Dell Workstations Precision T7610	2			
5	DESKTOPS	Pro 3090 MT Core 2 Duo	15			
		HP 8300 SMFF i7	40			
		Dell OPTIPLEX 7010	60			
6	LAPTOPS	HP Pro Book 4420S	1			
		HP Elite Book 8560W MWS	3			
		HP Pro Book 4430S	4			
		HP Folio-13-1017 TU	1			
		HP Pro Book 4540S	1			
		Panasonic CF-31 Rugged Laptop	1			
		Apple MAC Book Air A1466	1			
7	PRINTERS	HP LaserJet P3005 DN	2			
		HP LJ 3015 DN	2			
		HP LJ 1108	7			
		HP LJ 9040 DN	1			
		HP Colour LJ CP3220 CE712A	1			
		HP MFP Laser Printer M725F(CF067A)	3			

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No IMUV/2024/2019-20/AMV&FM/005. Dated 30.01.2020

Sl. No	Equipment / Service Type	Description	Campus	Qty (1)	AMC Rate Per Unit permonth in Rs (2)	Total AMC Charges permonth in Rs = (1 * 2)	
8	PLOTTERS	HP DJ T1200 PS With Scanner CQ653B	VANGALI	2			
		HP - DJ 500		1			
9	SWITCHES	Dax L2 Switch 24 port		1			
		FRPS-100 Redundant AC power supply		1			
		ATEN 1U 17 inch Rack LCD Monitor		1			
		ATEN KVM Switch with 8 port controller (CS1308) and cables		1			
10	PASSIVE NETWORK COMPONENTS	OFC Cable (Splicing & Joining), CAT6a cable & accessories, IO Boxes, Patch Cords etc.		1			
11	BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30		2			
12	FACILITY MANAGEMENT SERVICE CHARGES	FMS		1			
13	RESIDENT SERVICE ENGINEER CHARGES	Engineer Charges		3			
14	SWITCHES	Cisco L3 Switch WS-C3750G		GANDHIGRAM	1		
		Cisco L2 Switch WS-C2960G			6		
		Fortinet 300 D			1		
		Fortynet Analyzer 200 D	1				
		FRPS-100 Redundant AC power supply	1				
		D-link LIU	1				
15	IP CAMERAS WITH NVR	DS-2CD2010-I Indoor Cameras	7				
		DS-2CD2010-I Outdoor Cameras	1				
		NVR with 2 TB HDD	1				
A	TOTAL CHARGES PER MONTH IN Rs						
	TOTAL CHARGES PER MONTH IN Rs WORDS						
B	APPLICABLE TAXES (GST) (As per prevailing rate as on date of the tender)						
	TOTAL TAXES PER MONTH IN Rs WORDS						
C	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs						
	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs WORDS						

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No IMUV/2024/2019-20/AMV&FM/005. Dated 30.01.2020

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 permonth in Rs (2)	Total AMC Charges permonth in Rs = (1 * 2)
Class rooms PA & Projection System							
5	Microphone (Hand Held) and (Lapel)	AKG WMS HT 420	VANGALI	30 April 2020	20		
6	Ultra Hi Freq (UHF) Collar Microphone	AKG WMS PT 420			20		
7	Amplifier	Bosch PLE-2MA240-UA / 120-UA			19		
Tape Drive							
8	Back Up Tape Drive	Dell LTO7 Ultrium SAS Tape Drive	VANGALI	14 April 2021	1		
Network							
9	Firewall and analyzer	Fortigate FG500	VANGALI	31 May 2022	1		
10	Wi-Fi controller	Extreme NX - 5500SP			1		
11	Access Points	Extreme AP-8432			38		
12	L3 switch	Extreme 48 port x460			4		
13	L2 switch	Extreme 24 port X440T			21		
14	L2 switch	Extreme 48 port x440T			5		
15	L2 switch	Extreme 24 port X440P			12		
16	L2 switch	CISCO 10 Port SG300			27		
17	LIU	12 Port 32171 MM			40		
18	LIU	24 Port 32171 MM			10		
19	LIU	12 Port SM			40		
20	Jack Pannel 24 port	Legrand 33584			42		
21	42 U Rack	Legrand Valrack			3		
22	SFP	Extreme 10G SFP	2				
23	SFP	Extreme 1 G SFP	84				
CCTV cameras							
25	PTZ Cameras	Axis P-1365-E MKII	VANGALI	31 May 2022	13		
26	Desk tops	Dell 3050			3		
27	Displays	Samsung UH46F5			4		
28	Joysticks	Axis 78311			2		
29	Switch	Aten VM5404H			1		
30	Management Servers	Dell R440			1		
31	Recording Server	Dell R540			1		
TOTAL CHARGES PER MONTH IN Rs							
A	TOTAL CHARGES PER MONTH IN Rs WORDS						
APPLICABLE TAXES (GST) (As per prevailing rate as on date of the tender)							
B	TOTAL TAXES PER MONTH IN Rs WORDS						
TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs							
C	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs WORDS						

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 Taxes (GST) (As per Prevailing rate as on date of the tender)in Rs	
	Taxes in In Words (Rupees	
C)	Total Charges Per Month Inclusive of Taxes (A+B) in Rs	
	In Words (Rupees	

Place :

Date :

Signature of Tenderer with Seal

ANNEXURE – 3

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

This agreement made on ----- day of ----- 2020 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, Vangali Village,
Tekkalipalem Post, Near Rayavarapu Agraharam, Sabbavaram Mandal,
Visakhapatnam – 531035. 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
Personnel Administrative Officer cum 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
_____2020 to _____20__, 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 render the comprehensive annual maintenance for hardware, software, network and facility management services, at 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 -----2020 to -----20... 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 on mutual understanding with same terms and conditions for one more year.

2. Resident Engineers

- 2.1 In order to provide the services mentioned in the scope of work of the tender, the contractor shall provide three numbers Resident Engineers onsite at Vangali campus to resolve the Hardware / Software / Configuration / Customization / Network problems.
- 2.2 IMUV may require the services of the resident engineer at Gandhigram campus. In such cases one of the three resident engineers shall be deputed for such time as may be required.
- 2.3 Contractor undertakes the responsibility to maintain trouble free 24/7 services.

- 2.4 The contractor shall 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 charges.
- 2.5 The Resident Engineers deputed shall 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 from the charges 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.
- 2.6 IMUV reserves the right to request the contractor to replace any resident engineer, which should be honoured by the contractor.
- 2.7 The resident engineers should report to the authorized officer nominated by IMUV. The resident engineers shall inform and take permission from such officer before doing any modifications / changes to the systems.
- 2.8 If IMUV requires service of additional the residential engineers then the contractor shall endeavor to provide the services at the same at the same rate as per the tender.

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. Records

- 4.1. Logbooks viz., (a) Hardware Movement Log (b) Gate pass for Laptops / other items (3) Consumables log book (4) Backup / Restore Log Softcopy (5) Hardware Maintenance Log etc. IMUV may insist for any other log to maintain in the interest of the organization, apart from the said log book maintenance.
- 4.2. The hardcopy / softcopy of the relevant records as applicable shall be made available to IMUV for verification and records.
- 4.3. The contractor undertakes to update the profiles of the resource persons as and 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. Charges

- 5.1. The charges payable for the services rendered during the period of Contract from -----2019 to -----20-- shall be Rs.----- (Rupees -----only) inclusive of Taxes (GST)

amounting to Rs.----- at the prevailing rate of ---% as per the Annexure to this Agreement.

- 5.2. The charges shall be payable on quarterly basis as per the schedule mentioned in the Annexure to this agreement on completion of services satisfactorily on the basis of certification by the authorized official of IMUV, subject to deduction of penalties, if any, as per Clause 6 of this agreement.
- 5.3. In case warranty of OEM expires for any of the equipment during the tenure of the contract, the same will be considered automatically under the coverage of AMC and included in the scope of coverage of this agreement. The contractor shall provide maintenance services for such equipment from the date of expiry of warranty till the contract completion date.
- 5.4. The system may undergo changes due to shifting of various equipment, on account of additions / deletions. For any such additions / deletions, alterations, necessary intimation will be given to the Contractor and charges will be adjusted proportionately from the charges payable in successive quarter.
- 5.5. Any revision on account of taxes and duties levied / withdrawn during the contract period by Government would be paid / adjusted by IMUV, on receiving documentary evidence for such revision.

6. Penalty

6.1. 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	Domain Controller Servers, 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	Other Servers, NAS Backup Devices	Within 48 hours after call logged	Penalty per day Rs. 250 /-
2	Plotters, Printers, L2 switches,		
3	Access points (Wi-Fi network)		
4	Resident engineer service	Next Business Day	
Level - III (Ordinary Service)			
1	Workstations	Within 5 working Days	Penalty per day Rs. 150 /-
2	Desktops		
3	Scanners, Audio systems		

4	Laptops		
5	Passive Network Components including CAT 6 UTP cable etc.,		
6	Biometric attendance devices, CC TV Cameras and associated equipment		
7	All other Miscellanies items		

- 6.2. 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.
- 6.3. If any equipment is defective at the time of entering this agreement, the AMC charges will be deducted proportionately.
- 6.4. If any equipment is not in use, the AMC charges will be deducted proportionately.
- 6.5. 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.
- 6.6. The resident Engineers shall attend to IMUV from 09 AM hours to 1830 hours on working days of IMUV. One resident engineer shall attend to both the campuses of IMUV on Saturdays between 09 AM hours to 1730 hours.
- 6.7. A grace time of 15 minutes is considered for late coming or early leaving. In case of late arrival / early leaving beyond the grace period is more than 4 times then half day penalty will be deducted from the quarterly charges payable for the respective quarter.

- 6.8. The contractor should provide preventive and corrective maintenance with the original spare parts of the OEM and within the time frame allowed for downtime.
- 6.9. 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 and printer /plotter heads / printer maintenance kit/ printer document feeder kit.
- 6.10. 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.

7. Assignment

- 7.1. Either of the two parties shall not assign this Agreement or any part thereof any benefit hereunder without other party's written consent.
- 7.2. The terms of this agreement are subject to Indian Laws

8. Extension

- 8.1 This agreement can be extended with the same terms and conditions on mutual agreement by both the parties.
- 8.2 The contractor shall agree to provide all the services as indicated in the scope of work for such extended period.
- 8.3 The contractor shall extend / renew the performance guarantee in the event, the IMUV exercises the option of granting extension.

9. Performance Security

- 9.1. The Contract shall submit 10% of the Contract Value (Rs.-----) towards Performance Security in the form of a Bank Guarantee valid

up to 60 days beyond completion of all contract obligations i.e. up to -----20-----.

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 (AMC/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.

11. Force Majeure

11.1. 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:

11.2. Acts of any Government Authority, domestic or foreign including, but not limited to, war declared or undeclared priorities quarantine restrictions.

11.3. Strikes, slowdown, lockout, and or any other form of major labour trouble.

11.4. Natural phenomena weather conditions, fire, flood, draught, earthquakes and epidemics, acts of war, riot, and strikes.

12. Arbitration

12.1. 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

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

Signature of the authorized Official
With Seal

Signature of the authorized Official
with Seal

Witness:

Witness:

PROFORMA FOR PERFORMANCE SECURITY BOND

(To be stamped in accordance with Indian Stamp Act)

Bank Guarantee No. _____
Valid upto _____

Date : _____
Amount : _____

To

**Indian Maritime University,
Visakhapatnam Campus
Vangali Village, Tekkalipalem Post,
Near Rayavarapu Agraharam
Sabbavaram Mandal,
Visakhapatnam – 531035.
Andhra Pradesh, India.**

Dear Sir,

1. In consideration of Indian Maritime University, Visakhapatnam Campus, having its office at Vangali Village, Tekkalipalem Post, Sabbavaram Mandal, Visakhapatnam 531005 (hereafter referred to as “IMUV” which expression shall unless repugnant to the context or meaning thereof, include all its successors, executors, administrators and assignees) and having entered into an Agreement dated _____ (hereinafter referred to as “Contract” which expression shall include all amendments thereto) with M/s. _____ having its Head / Registered office at _____ (hereinafter referred to as “Contractor” which expression unless repugnant to the context or meaning thereof, shall include all its successors, executors, administrators and assignees) and the Agreement having been unequivocally accepted by the Contractor resulting into a contract bearing No for (Scope of Work) _____ and the IMUV having agreed that the Contractor shall furnish to the IMUV a Performance Guarantee for the faithful performance of the entire Contract (including but not limited to Liquidated Damages, Guarantee Warranty, Satisfactory Installation / Commissioning / Performance of the Equipment / Product / System / Services) to the extent of 10% of the value of the Contract, _____ (in words), We _____ (Bank) _____ having its Registered office at _____ (hereinafter referred to as “BANK” which expression shall unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) do hereby undertake to pay on demand to the IMUV any money or all monies to the extent of _____ (in words) in aggregate at any time without any demur, reservation, recourse, contest or protest and/or without any reference to the Contractor. Any such demand made by the IMUV on the BANK

shall be conclusive and binding notwithstanding any difference between the IMUV and the contractor or any dispute pending before any Court, Arbitrator, Tribunal or any other authority. We agree that Guarantee herein contained shall be Irrevocable and shall continue to be enforceable till it is discharged by the IMUV in writing.

2. The IMUV shall have the fullest liberty, without affecting in any way the liability of the BANK under the Guarantee, from time to time, to extend the time for performance of the Contract by the Contractor, or vary the terms, of the Contract. The IMUV shall have the fullest liberty without affecting this Guarantee to postpone, from time to time, the exercise power vested in them or of any right which they might have against the Contractor and to exercise the same at any time in any manner and either to enforce, or to forebear to enforce, any covenants contained or implied in the Contract between the IMUV and the Contractor or any other course or remedy or security available to the IMUV. The BANK shall not be released of its obligations under these presents by any exercise by the IMUV of its liberty with reference to the matters aforesaid or any of them or by reason of any other action or forbearance or other acts of omission or commission on the part of the IMUV or any other indulgence shown by the IMUV.
3. The BANK also agrees that the IMUV at its option shall be entitled to enforce this Guarantee against the BANK as a principal debtor, in the first instance, without proceeding against Contractor & notwithstanding any security or other Guarantee that IMUV may have in relation to the Contractors liabilities.
4. The BANK further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the Contract and it shall continue to be enforceable till all the dues of the IMUV under or by virtue of this Contract have been fully paid and its claims satisfied or discharged or till the IMUV discharges the Guarantee in writing.
5. We further agree that as between us and IMUV for the purpose of this Guarantee any notice given to us by the IMUV that the money is payable by the Contractor and any amount claimed in such notice by the IMUV shall be conclusive and binding on us notwithstanding any difference between the IMUV and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any authority. We further agree that this Guarantee shall not be affected by any change in our Constitution or IMUV or that of the Contractor. WE also undertake not to revoke this Guarantee during its currency.
6. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to _____ (in words) in aggregate and it shall remain in full force upto and including 60 days after _____ unless extended further, from time to time, for such as may be instructed in writing by M/s. _____ on whose behalf this Guarantee has been given, in which case it shall remain in full force upto and including 60 days after the extended date. Any claim under this Guarantee must be received by us or by our correspondent banks in India before the expiry of 60 days from _____ or before the expiry of the 60 days from the extended date, if any, if no such claim has been received by us or by our correspondent banks in India within the 60 days after the said date / extended date, the IMUV's right under this Guarantee will cease. However if such a claim has been

received by us or by our correspondent banks in India within and upto 60 days after the said date / extended date, all the IMUV's rights under this Guarantee shall be valid and shall not cease until we have satisfied that claim. We further confirm that unless the Guarantee is renewed by the bank or discharged by IMUV or cancelled by the bank with the prior consent of IMUV, WE shall treat a claim under this bank guarantee deemed to have been made by IMUV on us whether IMUV has served the claim notice or not on us.

- 7. We further confirm that this Guarantee has been issued with the approval of the appropriate Exchange Control Authorities in _____(if required) and that the issue of this guarantee is in order and in accordance with the Laws and Regulations in force in _____.
- 8. We also agree that this Guarantee shall be governed by and construed in accordance with Indian Laws.

Dated this ____day of _____20__ at _____

Yours faithfully
(Signature)

WITNESS No.1

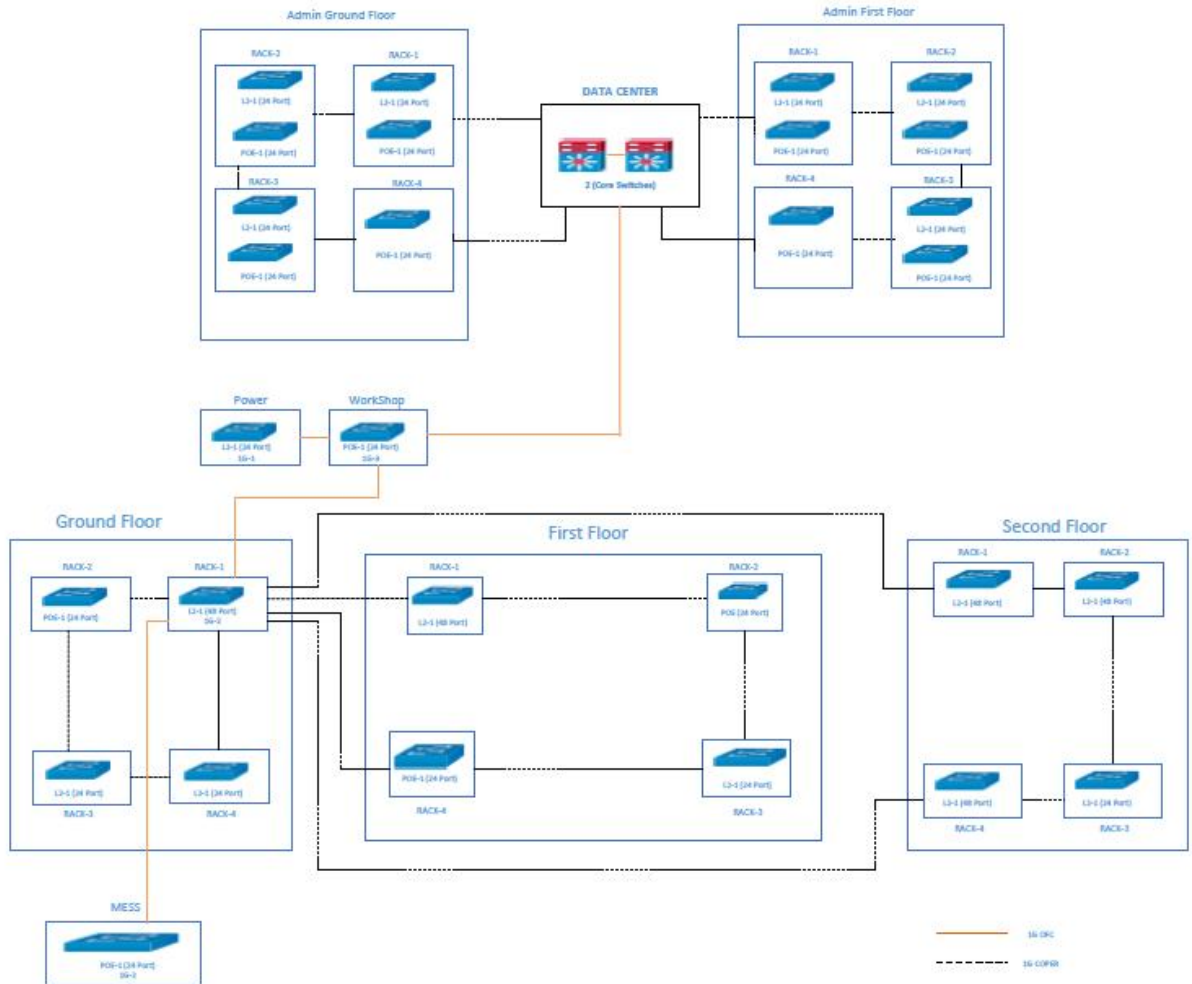
Name in full
(Signature with full name and Designation)
Date
(Address)

WITNESS No.2

Name in full
(Signature with full name and Designation)
Date
(Address)

Annexure 5

IMU Network Diagram



ANNEXURE 6

List of Equipment Not Covered under Warrnaty

Vangali Campus

Sl. No	Equipment / Service Type	Description	Qty
1	SERVERS	DL 180 G5	1
		DL 580 G7	1
		DL 380p G8	1
		DL 380 G9 8SFF CTO	1
		DL 580 G9 8SFF CTO	2
2	STORAGE NAS	AiO 1200 NAS	1
		HP storage D2600 (2TBx 6)	1
3	STORAGE SAN	NetApp E2700 Series (Two Controllers, two power supplies	1
		1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"	12
		1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"	12
4	WORK STATION	HP Z 210	10
		HP Z 800	1
		HP XW 4600	7
		HP XW4400	2
		Dell Workstations Precision T7610	2
5	DESKTOPS	Pro 3090 MT Core 2 Duo	15
		HP 8300 SMFF i7	40
		Dell OPTIPLEX 7010	60
6	LAPTOPS	Compaq Laptop 6730s	1
		HP Pro Book 4420S	1
		Compaq Laptop 6710s	1
		HP Elite Book 8560W MWS	3
		HP Pro Book 4430S	4
		HP Folio-13-1017 TU	1
		HP Pro Book 4540S	1
		HCL Laptop N45 C2D	1
		Panasonic CF-31 Rugged Laptop	1
		Apple MAC Book Air A1466	1

Sl. No	Equipment / Service Type	Description	Qty
7	PRINTERS	HP LaserJet P3005 DN	2
		Laser Cannon Fax MF4600 Printer	1
		HP LJ 3015 DN	2
		HP LJ 1108	7
		HP LJ 9040 DN	1
		HP Colour LJ CP3220 CE712A	1
		HP MFP Laser Printer M725F(CF067A)	3
8	PLOTTERS	HP DJ T1200 PS With Scanner CQ653B	2
		HP - DJ 500	1
9	SWITCHES	Dax L2 Switch 24 port	1
		FRPS-100 Redundant AC power supply	1
		ATEN 1U 17 inch Rack LCD Monitor	1
		ATEN KVM Switch with 8 port controller (CS1308) and cables	1
10	PASSIVE NETWORK COMPONENTS	OFC cable (splicing 7 joining), CAT6a cable & accessories, IO Boxes, Patch Cords etc.	1
11	PROJECTORS	Sony VPL-EX450	1
12	BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30	2
Gandhigram Campus			
Sl. No	Equipment / Service Type	Description	Qty
1	SWITCHES	Cisco L3 Switch WS-C3750G	1
		Cisco L2 Switch WS-C2960G	6
		Fortinet 300 D	1
		Fortinet Analyzer 200 D	1
		FRPS-100 Redundant AC power supply	1
		D-link LIU	1
2	PROJECTORS	Hitachi CPX467	1
3	IP CAMERAS WITH NVR	DS-2CD2010-I Indoor Cameras	7
		DS-2CD2010-I Outdoor Cameras	1
		NVR with 2 TB HDD	1

Annexure 7

List of Equipment under Warranty

Vangali Campus

Sl. No	Category of Equipment	Description	Qty	AMC from
Class Rooms PA & Projection System				
1	Projectors	SONY VPL-CH370	20	30 April 2020
2	Screens	Liberty vega manto 120"	8	
3		Liberty vega manto 150"	12	
4	Speaker	Bosch LB2-UC30-D	94	
5	Microphone (Hand Held) and (Lapel)	AKG WMS HT 420	20	
6	Ultra Hi Freq (UHF) Collar Microphone	AKG WMS PT 420	20	
7	Amplifier	Bosch PLE-2MA240-UA / 120-UA	19	
Tape Drive				
8	Back Up Tape Drive	Dell LTO7 Ultrium SAS Tape Drive	1	14 April 2021
Network				
9	Firewall and analyzer	Fortigate FG500	1	31 May 2022
10	Wi-Fi controller	Extreme NX - 5500SP	1	
11	Access Points	Extreme AP-8432	38	

Sl. No	Category of Equipment	Description	Qty	AMC from
12	L3 switch	Extreme 48 port x460	4	31 May 2022
13	L2 switch	Extreme 24 port X440T	21	
14	L2 switch	Extreme 48 port x440T	5	
15	L2 switch	Extreme 24 port X440P	12	
16	L2 switch	CISCO 10 Port SG300	27	
17	LIU	12 Port 32171 MM	40	
18	LIU	24 Port 32171 MM	10	
19	LIU	12 Port SM	40	
20	Jack Pannel 24 port	Legrand 33584	42	
21	42 U Rack	Legrand Valrack	3	
22	SFP	Extreme 10G SFP	2	
23	SFP	Extreme 1 G SFP	84	
CC cameras				
24	CC cameras	Axis P-3225-LVE MKII	73	31 May 2022
25	PTZ Cameras	Axis P-1365-E MKII	13	
26	Desk tops	Dell 3050	3	
27	Displays	Samsung UH46F5	4	
28	Joysticks	Axis 78311	2	
29	Switch	Aten VM5404H	1	
30	Management Servers	Dell R440	1	
31	Recording Server	Dell R540	1	

Gandhigram Campus				
Sl. No	Category of Equipment	Description	Qty	AMC from
1	Switches	Aruba access points	24	Lifetime Warranty
		HP A5120 L2 switch	2	
		HP 1920 L3 switch	3	

Annexure - 8

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

A	GENERAL SOFTWARES
SI. 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	Adobe Professional 8
8	MS OFFICE 2013
9	NITRO PDF PRO 10
10	MS office 2007
11	MS Visio 2003
12	TURBO C,C++
13	MatLab
14	AutoCAD
B	SPECIALISED SOFTWARES WITH AMC FROM OEM
SI. No	DESCRIPTION OF THE SOFTWARE
1	Libsys
2	LS Digital
3	Tally
4	Symantec 12
5	VERITAS Backup EXEC
6	Oracle 10g & 11g
7	Foran V70
8	Tribon M3
9	AVEVA Marine
10	Maxsurf/Bentley Suite
11	Altair hyper works
12	Ship flow
13	Orca Flex
14	ANSYS
15	STAR CCM
16	DNV-GL
17	MARIN SHIP MO
18	NAPA
19	VA-ONE
20	ESI
21	MIKE
22	DELFT 3D