

**Basic Details**

<b>Organisation Chain</b>	Indian Maritime University  IMU Visakhapatnam Campus		
<b>Tender Reference Number</b>	IMUV/IT/CAMC/23-24/06		
<b>Tender ID</b>	2023_IMU_725664_1		
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Supply
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No		

**Payment Instruments**

Offline	S.No	Instrument Type
	1	Demand Draft

**Cover Details, No. Of Covers - 2**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV
2	Finance	.xls	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV

**Tender Fee Details, [Total Fee in ₹ \* - 1]**

<b>Tender Fee in ₹</b>	1		
<b>Fee Payable To</b>	NIL	<b>Fee Payable At</b>	NIL
<b>Tender Fee Exemption Allowed</b>	Yes		

**EMD Fee Details**

<b>EMD Amount in ₹</b>	1,00,000	<b>EMD Exemption Allowed</b>	Yes
<b>EMD Fee Type</b>	percentage	<b>EMD Percentage</b>	5.0%
<b>EMD Payable To</b>	INDIAN MARITIME UNIVERSITY VISAKHAPATNAM CAMPUS	<b>EMD Payable At</b>	VISAKHAPATNAM

**Work /Item(s)**

<b>Title</b>	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV				
<b>Work Description</b>	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Tender Value in ₹</b>	20,00,000	<b>Product Category</b>	Facility Management Services	<b>Sub category</b>	Comprehensive Annual Maintenance Contract and Facci
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	90	<b>Period Of Work(Days)</b>	365
<b>Location</b>	IMU Vangali campus and Gandhigram Visakhapatnam	<b>Pincode</b>	531035	<b>Pre Bid Meeting Place</b>	IMU vangali campus
<b>Pre Bid Meeting Address</b>	INDIAN MARITIME UNIVERSITY VISAKHAPATNAM CAMPUS Vangali Sabbavaram	<b>Pre Bid Meeting Date</b>	08-Sep-2023 11:00 AM	<b>Bid Opening Place</b>	IMU vangali campus

Mandal VISAKHAPATNAM 531  
035 ANDHRA PRADESH

### **Critical Dates**

<b>Publish Date</b>	01-Sep-2023 02:30 PM	<b>Bid Opening Date</b>	15-Sep-2023 03:00 PM
<b>Document Download / Sale Start Date</b>	01-Sep-2023 03:00 PM	<b>Document Download / Sale End Date</b>	15-Sep-2023 12:00 PM
<b>Clarification Start Date</b>	04-Sep-2023 10:00 AM	<b>Clarification End Date</b>	14-Sep-2023 04:00 PM
<b>Bid Submission Start Date</b>	04-Sep-2023 10:00 AM	<b>Bid Submission End Date</b>	15-Sep-2023 12:00 PM

### **Tender Documents**

<b>NIT Document</b>	<b>S.No</b>	<b>Document Name</b>	<b>Description</b>	<b>Document Size (in KB)</b>
	1	Tendernotice_1.pdf	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV	1805.03

<b>Work Item Documents</b>	<b>S.No</b>	<b>Document Type</b>	<b>Document Name</b>	<b>Description</b>	<b>Document Size (in KB)</b>
	1	Tender Documents	Tender document of IT CAMC and FMS For IMUV 2023-24.pdf	Tender for Comprehensive Annual Maintenance Contract and Facility Management Service for IMUV	1805.03

### **Tender Inviting Authority**

<b>Name</b>	Campus director
<b>Address</b>	Campus director INDIAN MARITIME UNIVERSITY VISAKHAPATNAM CAMPUS Vangali Sabbavaram Mandal VISAKHAPATNAM 531 035 ANDHRA PRADESH

### **Tender Creator Details**

<b>Created By</b>	Arunachalam Saravanan
<b>Designation</b>	Assistant Maintenance Engineer
<b>Created Date</b>	01-Sep-2023 12:07 PM



**INDIAN MARITIME UNIVERSITY**  
**VISAKHAPATNAM**

**Tekkalipalem post Near Rayavarapu Agraharam,  
Sabbavaram Mandal Visakhapatnam-531 035  
Phone no:- 0891-2890600 Ext;- 262,139  
Email:- it.vizag@imu.ac.in**

**1 September 2023**

**Tender No.: IMUV/IT/CAMC/23-24/06**

**Tender for Comprehensive Annual Maintenance Contract (CAMC) & Facility Management Service (FMS) for Hardware, Software and Network at IMU Visakhapatnam Campuses**

Indian Maritime University Visakhapatnam campus, having its offices at Vangali, Tekkalipalem post Near Rayavarapu Agraharam, Sabbavaram Mandal Visakhapatnam-531 035 and NSDRC building at Gandhigram Visakhapatnam, Andhra Pradesh 530011, invites tenders for hiring of Comprehensive Annual Maintenance Contract (CAMC) for Hardware, Software, Network and Facility Management Service (FMS) as per the details given in following sections. Requirements of IMU Visakhapatnam Campus (IMU-VC) based on the eligibility criteria, general terms and conditions were mentioned in this document.

**TENDER DETAILS**

<b>Sl. No</b>	<b>Item Name</b>	<b>Description</b>
<b>1.</b>	Service	Engagement of agency for providing Comprehensive Annual Maintenance Contract (CAMC) & Facility Management Service (FMS) for Hardware, Software and Network
<b>2.</b>	Tender Ref No. and Date	IMUV/IT/CAMC/23-24/06
<b>3.</b>	Tender Fee	Nil
<b>4.</b>	<b>Earnest Deposit Money(EMD)</b>	Rs. 1,00, 000/-only (DD/PayOrder to be drawn, on any nationalized bank infavor of "Indian Maritime University Visakhapatnam campus" and payable at Visakhapatnam) EMD exempted for MSME/NSIC registered agencies
<b>5.</b>	Contract Period	One year from 01-10-2023

6.	Date & Time of Online Publication/Download of Tender	01.09.2023
7.	Pre-Bid Meeting at IMU-VC Visakhapatnam Campus (Virtual or Physical)	08.09.2023 & Time 11.00 AM at IMU Vangali Campus
8.	Closing Date & Time for submission of bids in e-procurement portal (CPPP)	15.09.2023 & Time 12.00 PM at IMU Vangali Campus
9.	Opening of Technical Bids	15.09.2023 & Time 3.00 PM at IMU Vangali Campus
10.	Opening of Financial Bids	Will be notified later

\*These are the tentative timelines. These timelines may change if required. If the last date of opening of the tender coincides with a holiday, then the next working day shall be the receiving/opening date. Any corrigendum or amendments will be posted on the Institute's website and <https://eprocure.gov.in/epublish/app> only and the Bidders are advised to keep visiting the Institute's website regularly for updates/changes.

### **1) About Indian Maritime University Visakhapatnam campus IT Infrastructure**

Indian Maritime University Visakhapatnam campus IMU-VC a Central University under the Ministry of Shipping, was established by Act 22 of 2008, to facilitate and promote Maritime Studies and Research and to achieve excellence in areas of Marine Science and Technology, marine environment and other related fields and to provide for matters connected therewith or incidental thereto, to promote advanced knowledge by providing institutional and research facilities, to take measures for promoting innovations in teaching-learning process,

#### Vangali Campus

- Campus is Wi-Fi enabled
- Boardroom (1)
- Mini Boardrooms (2)
- Interactive classroom (1)
- Admin Building, Workshop, Auditorium,
- Computer labs with desktops/workstations for students capable of running CAD/CAM software's (4)
- Office software and academic research software
- Well-equipped Library with electronic knowledge resources
- Student Hostels (2)
- Student mess (1)
- Office cafeteria (1)

### Gandhigram Campus

- Campus is Wi-Fi enabled
- Boardroom (1)
- Auditorium
- Classrooms (4)
- Hostel
- Student mess
- Office cafeteria

### **Current User base (Considering future projections)**

- 500 students
- 50 staff
- Others: Outsourced staff

The institute may increase or decrease the user base/devices requirement depending upon the changes in the number of sections, class schedules, faculty and staff etc.

## **2) SCHEDULE OF REQUIREMENTS**

### **Description of Systems**

IMU-VC is operational at two locations. The Primary campus is located at Vangali in Sabbavaram Mandal of Visakhapatnam and the other one is located in erstwhile NSDR building at Gandhigram, Visakhapatnam.

#### **2.1 Vangali**

a) The facilities at this campus include Intel XEON based HP Servers, HP/Dell Desktops, HP Laptops, Storage Area Network (SAN), Dell/Lenovo/HP Workstations, Peripherals, Printers, Scanners, Network active/passive devices, smart classrooms, Microphones, Amplifiers, Wi-Fi network, Firewall, Local Area Network (LAN), Software packages etc. The computing system is running with Microsoft Windows server Operating system (OS) 2008/2012 for all the servers with the client machines running on Microsoft Windows OS 7/8/10/11. Apart from various servers the facility also has a SAN with 24 TB enclosure and 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 Domain Naming Server (DNS).

c) Storage Area Network: SAN with 24 TB storage capacity is utilized to store the Projects/User/Departmental Data. SAN is connected to two high end servers HP DL 580 G9 in clustered configuration for supporting Virtual Servers.

- d) The high end clustered HP DL 580 G9 servers operate using data center windows OS 2012 and have fourteen virtual servers including two Demilitarized Zone (DMZ) Servers, Exchange server, Web server etc.
- e) IMU Visakhapatnam campus has dedicated computer labs with Workstations for students capable of running CAD/CAM software`s & other specialized software`s.
- f) The networking caters to the data access requirements of client PC's. In order to achieve this, IMU-VC is using Gigabyte connectivity with CAT6A cabling for entire campus and Optical Fiber Cable (OFC) Connectivity for workshop and hostels. In addition to this Wi-Fi network connectivity is established 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 500E or equivalent) with content monitoring support is used as a gateway for internet access. The network is connected by a 100 MBPS Radio Frequency (RF) line for the web hosting and internet access. Connectivity to project sites and personnel on tour/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, Motorized 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 center is through a dual redundant UPS system with backup generator. The power supply to the client desktops and other peripherals are supplied through the UPS system. The CAMC of UPS systems are not under the current scope of this tender.
- k) IMU-VC Network diagram is shown in **Annexure-I**.

## **2.2 Gandhigram**

The facilities at this campus include HP/Dell Desktops, HP Laptops, HP Workstations, Peripherals, Printers, Scanners, Network active/passive devices, Wi-Fi network, Firewall, Local Area Network (LAN), Software packages etc. The client machines running on Microsoft Windows OS 7/8/10/11. A Unified Threat Management Device (Firewall: SOPHOS XGS 2100) with content monitoring support is used as a gateway for internet access. The network is connected by a OFC based 50 Mbps Leased line for internet access.

### **3) Scope of Work**

The Service Provider shall provide comprehensive maintenance for hardware, Software, Network and Facility management Service, at Indian Maritime University, Visakhapatnam Campus in accordance with the terms and conditions of the contract. The Service provider should take over work from existing Resident Service Engineer and should deploy one Resident Service Engineer to the site for parallel working with existing Resident Service Engineer for understanding the setup and environment and taking over. No charges on account this will be allowed to Service provider during the period of taking over process

#### **3.1 General**

- a) Service Provider shall provide comprehensive maintenance Service for all systems not covered under warranty and covered under warranty by the respective OEM(s), in order to keep the equipment`s in good working condition.
- b) For equipment`s covered under warranty by the respective OEM`s, the Service Provider 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 scanners, the Maintenance activity shall include overall cleaning of Equipment and generation of test output for records. In case of major failures, the Service provider should rectify the defects. All parts of printers including printer heads, plastic parts like sprockets, knobs, Teflon sheets, fuser assembly etc. shall also be replaced for laser mono/color and Ink jet mono/color printers. Necessary test on the hardware to be carried out to ensure performance of the equipment. IMU-VC will only supply consumables such as printer cartridges.
- d) It is service provider's responsibility to replace the consumable items of the equipment`s as and when it is required. These do not include printer cartridges & UPS Batteries, but includes accessories like keyboard, mouse, network consumables and Wi-Fi related consumables items. Whatever be the reason for failure of the equipment (electrical/ mishandling or any other reason maybe), service provider should take the responsibility to replace the defective part (it may be a consumable or non-consumable item), failing which penalty will be imposed.
- e) The Service Provider should inform to IMU-VC from time to time regarding the equipment`s End of Life (EoL) declaration by OEM with supporting documents.
- f) With respect to Biometric devices, the maintenance will include both Hardware and software.

g) The Service Provider 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 University for carrying out maintenance activity.

h) The Service Provider shall provide all spare parts for the equipment, which develop defect or breakdown during the period of Maintenance Contract. All spare parts replaced shall be of original equipment manufacturer / supplier and shall be subject to inspection of spare parts by the authorized officer of the IMU-VC before replacement.

l) The firm shall maintain all the machines satisfactorily till the end of the CAMC tenure and handover all inventory in good working condition to the next vendor, in case the CAMC is not extended or is terminated.

### 3.2 Maintenance Service

#### 3.2.1 Maintenance of Equipment not covered under OEM warranty

a. The detailed list of equipment which is not covered under OEM warranty is placed at **Annexure-II**. (The list provided is not exhaustive and will be updated from time to time)

b. The system may undergo changes due to shifting of various equipment, additions or deletions. Addition means new equipment procurement or receiving equipment from Head Quarters/other campuses. Deletion means any equipment which will not be used anymore. CAMC charges will be adjusted from date of withdrawal/addition till the end of the Contract. For addition the charges will be paid on par with similar equipment CAMC charges quoted by the bidder, to that extent amended order will be served. For any such alterations, prior intimation will be given to the Service provider.

c. The Service provider 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 service provider.

d. Where the items / parts / components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty. In case of Hard disk failure, the service provider must provide a new hard disk and the existing hard disk will be retained by IMU-VC.

e. The CAMC provider shall provide new and original spare parts, assemblies and subassemblies in place of such items, which develop defects/suffer breakdown during the period of CAMC. In order to cross check this point, the IT division may even sometimes ask the CAMC provider to provide copy of invoice to ensure that only genuine spare parts are being procured from Master Parts Reseller and not from grey market.

f. In case of non-availability of spares, the Service provider shall provide an equivalent standby 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, attracts penalty which will be deducted from the next quarter bill as indicated in the contract.

g. Supplied standby equivalent item/system should be loaded with necessary software's (OS & other application software's as required). The Service provider should configure and make the system operational like the original system to the satisfaction of IMU-VC.

h. 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 IMU-VC representative before replacement.

i. The supply of spares is the responsibility and at the cost of service provider.

j. Replaced parts of equipment will be the property of IMU-VC. The defective parts will be the property of the service provider.

### 3.2.2 Maintenance of systems covered under OEM warranty

a. The List of equipment covered under warranty placed at **Annexure-III** (The list provided is not exhaustive and will be updated from time to time).

b. For all the hardware and network components which are covered under warranty/extended warranty from the respective OEM(s) the Service provider 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/repared by OEM within the downtime period. The Service provider 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 service provider. The Service

provider shall provide maintenance Service for such equipment from the date of expiry of warranty till the contract completion date.

#### Facility Management Services:

Apart from the maintenance services indicated above, the service provider is to provide facility management services for the systems at IMU-HQ. The type of services to be provided is as follows

##### Help Desk Service:

The Service Provider should place one Resident Service Engineer to rectify the problems reported by the users. The person deployed should be able to take calls (by intercom/e-mail/ messenger services) and respond to any problem reported by users with respect to the systems/network/software related problems.

#### 3.2.3 Technical Support Service:

The Service provider 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 Service efficiently to users. The status report and suggestions should be made to the representatives of IMU-VC for approval. The service engineers should implement the existing network policies and any future amendments throughout the contract period. The Service provider should also assist IMU-VC in preparation of technical specifications for procurement of any hardware/software/network components.

#### 3.2.4 Asset Management Service:

The Service provider should maintain the entire inventory of computing systems (hardware, software, peripherals, spares, tapes etc.) in IMU-VC formats.

The Service Provider should advise and assist IMU-HQ in the disposal of any Hardware which was condemned (end of life declared by the respective OEM) from time to time.

#### 3.2.5 Mail, website and IMU-VC portal Management Service:

The Service provider should manage and maintain IMU-VC official website www.imu.edu.in, corporate mail IDs pertaining to the domain imu.edu.in, internal IMU-VC portal, internet Service and VPN User accounts.

### 3.2.6 System Administration Service:

- a) The Service provider should manage and maintain servers with windows 2008/2012 or above OS, clients with windows 7, 8, 10, 11 or above, 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 Service provider should maintain the system software and other software packages. The maintenance Service include downloading and updating of necessary patches, installation/configuration/customization/fine tuning of software's as and when required.
- c) The service provider should manage and monitor the security aspects of systems/data with help of Veritas backup or equivalent software and Symantec antivirus or equivalent software. Daily/weekly/monthly/yearly/special backups and retrieval of data is to be carried out with proper scheduling.
- d) Manage, maintain and monitor User profiles/projects/mail IDs with the help of DC in windows 2008/2012 server OS or above.
- e) If any new hardware and software procured, the Service provider should install, configure and provide ground support.
- f) The Service provider should maintain list of consumables, advise IMU well in advance on the deficiency in stock of consumable items and assist in procurement of required consumables items. IMU-VC will procure the consumables as per the requirement raised from the service provider.
- g) Troubleshooting of problems reported by users while using Hardware/Software.
- h) The Service Provider or his Resident Service Engineer shall intimate the status of Complaints pending/rectified on daily basis. The Service Provider shall also submit a consolidated report furnishing the details of calls attended, Remedial action taken & their status and a list of standby equipment's provided on monthly basis.
- i) Maintain and monitor the Logbooks for Consumables/Gate pass/Backup-restore/Laptop issues/Asset register/Hardware movement/troubleshooting problems reported by users/CCTV access/Hardware issue etc.)
- j) The software maintenance implies loading, reformatting of software's like WINDOWS Server OS 2008/2012 or above, WINDOWS OS 7, 8, 10, 11 or above, MS Office suite, MS Exchange, ORACLE server & Clients, Anti-Virus and domain specific application software's (Maxsurf, NAPA, Ship flow, ANSYS etc.), data backup & retrieval,

device driver software, system/network configuration and installation of software purchased by IMU-VC of the aforementioned category from time to time.

k) The list of software's being used at IMU-VC is placed at **Annexure-IV**. For all the specialized software's used in academic/research & consultancy programs, IMU-VC has the responsibility towards ensuring the continuity of service support. The Service provider should be able to assist IMU-VC in ensuring the working of all such specialized packages.

### 3.6.7 Network Management Service

a) The Service provider 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 Service provider has to undertake the maintenance of all Unshielded Twisted Pair (UTP) 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 Optical Fiber Cable (OFC) or fiber module or CAT6/CAT6A cable including connectors, couplings, connector panels, all patch cords, terminators, etc.

c) The work under this section also includes network configuration for existing setup/any new setup and its maintenance at the node level. The bidder has to replace/reinstall all the defective, malfunctioning/non-functional cable with standard quality in coordination with IMU-VC.

d) The Service provider should have necessary tools and exposure to check and troubleshoot/rectify connectivity (LAN) issues and cut/crimp cables as and when required.

e) The Service provider should store sufficient amount of patch cords I/O boxes, RJ45 clips, 10G/1G SFP modules and CAT6/CAT6A UTP cable for rectification of LAN connectivity problems.

f) Service provider should maintain sufficient number of power adapters/POEs and other Wi-Fi related consumable items to attend Wi-Fi related problems.

g) The Service provider should manage and maintain UTM/L3 & L2 Switches/configuration and fine tuning.

h) The Service provider should manage and maintain the Wi-Fi network users (students and staff of IMU-VC).

#### 4) **Resident Engineer**

##### 4.1 General

a) In order to provide the Service mentioned in the scope of work mentioned above, the Service provider must place two resident engineer's onsite at Vangali and one resident engineer at Gandhigram to resolve the hardware/software/configuration/customization/network problems. It is to be understood that the Service provider is responsible to provide the required Service and that the Service provider through the deployment of the resident engineers will execute the work.

b) Service Provider should take responsibility to maintain the trouble free environment and the service should be 24/7.

c) The Service provider 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 IMU-VC for specific tasks.

d) If IMU-VC requires service of the residential engineers outside IMU-VC premises in the event of any special occasion/event, the Service provider shall endeavor to provide the Service on those occasions without fail.

e) The wages (per month) payable by the bidder should not be less than the Minimum Wages for Zone 'B' as prescribed and revised from time to time by Ministry of Labor & Employment, Government of India. No increase in amount, other than the minimum wages in the present rate as increased by Gol will be considered by the IMU-VC. Manpower salary should pay as central Government Minimum Wages. Please refer tender and replace the sentence.

f) All the workers should be provided with Identity cards by the Service Providers.

##### 4.2 **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) Should implement call logging, 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 in the terms and conditions of OEM warranty.
- i) Domain user creation and maintenance including VPN users.
- j) Monitoring and maintenance of Domain controller policies.
- k) Exchange server user Account creation, deletion and maintenance.
- l) Attending to service/support calls from users as part of help desk Service, troubleshooting of systems, network, peripherals and devices.
- m) Liaise with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime.
- n) Wi-Fi users including student's calls, accounts and Remote authentication dial-in user service maintenance.
- o) Should inform and take permission from IMU-VC officer before doing any modifications/changes to the systems. The track of changes made to the systems should be recorded by the resident engineers.

##### 5) Qualifications of Resident Engineers

- a) The Service provider shall provide necessary support by placing Engineers with adequate qualifications. Out of the three service engineers, one candidate should be a graduate in IT/Computers/Electronics (or) a post graduate M.Sc.(IT/Computers)/MCA. The candidate must possess additional certification in Microsoft Certified Systems Engineer (MCSE)/Network (CCNA or equivalent). The candidate should be a senior engineer/team

leader with at least five years' work experience in relevant field for a graduate holder and three years' work experience in relevant field for a post graduate holder.

b) The second candidate should be a diploma/graduate holder in IT/Computers/Electronics and should possess additional certification in Hardware maintenance. The candidate should possess at least five years' work experience in relevant field for a diploma holder and at least three years' work experience in relevant field for a graduate holder.

c) The third candidate should be at least any diploma/graduate holder in IT/Computers/Electronics. The candidate should possess at least three years' work experience in relevant field for a diploma holder and at least one year work experience in relevant field for a graduate holder.

d) The Service provider shall ensure that at least one engineer is fully qualified and experienced in maintenance of Audio Visual (AV) Equipment (say, Projectors, Microphones/Speakers, Amplifiers, Screens etc.) 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 Service provider in the items specific to the site so that any contingency can be attended by any engineer.

f) IMU-VC reserves the right to request the Service provider to replace any resident engineer which should be honored by the service provider.

g) Anyone of the deputed engineers should have sound knowledge in Microsoft failover clustering operation.

h) In case an issue could not be resolved by the Resident Engineers, the Service provider should establish an escalation matrix wherein the problem is escalated to experts who may be available with the service provider. In case the experts are not available with the service provider, the Service provider should further escalate the issue with outside experts and resolve the problem at no additional cost to IMU-VC.

6) Working Hours and Reporting

a) The designated resident engineers for respective campus locations should be available at Vangali and Gandhigram from 0915 Hours to 1800 Hours on all working days of IMU-VC.

b) On a non-working day, one resident engineer should be deputed at Vangali and Gandhigram as per the requirement of IMU-VC.

- 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 IMU-VC.
- d) The Service provider should deploy additional resources as and when necessary to ensure that the systems are operational with minimum downtime.
- e) Deputed resident Engineers will be under the supervision of IMU-VC. Service provider will not have any right to depute the designated resident engineers to any other site (or) change the resident engineers without the permission of IMU-VC. In case a resident engineer does not attend on any particular day, the Service provider 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 Service of the service provider, then the Service provider should provide another engineer of equivalent qualifications and experience in advance so that there will be no disruption of Service.
- f) The Service provider should not insist resident engineers to do other works which are unrelated to this site.
- g) The resident engineers should report to the authorized officer nominated by IMU-VC.

7) Contract:

Refers to the Agreement entered into between IMU-VC 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.

8) RECORDS FOR PERFORMANCE MONITORING OF THE SERVICE LEVELS

The CAMC & FMS service provider shall furnish the following reports to IT Department, IMU-VC as per the frequency below:

Logbooks viz.,

S.No.	Log book description	Frequency (in months)
1	Hardware Movement Log	One
2	Gate pass for Laptops/other items	One
3	Consumables log book	One
4	Backup/Restore Log	One
5	Call Analysis Reports	One
6	Hardware Maintenance Log	One

7	Any other report required by IT department from time to time	As when as required
---	--	---------------------

IMU-VC may insist for any other log to maintain in the interest of the organization, apart from the said log book maintenance.

The hardcopy/softcopy of the relevant records as applicable shall be made available to IMU-VC for verification and records.

The resident engineers deputed by the CAMC & FMS service provider must report to IT department of IMU-VC for day-to-day activities, submit all the required reports and coordinate with IT department to ensure seamless and efficient IT support functions.

The CAMC & FMS service provider shall provide extra manpower to support need-based task/work as and when required on his own cost.

The CAMC & FMS service provider shall ensure that any specific work related to Support/Maintenance assigned by Institute is carried out diligently and well in time.

## **10) Penalty**

Severity service level and penalty rate indicating Table:

<b>Sl. No.</b>	<b>Item Description</b>	<b>Maximum Free period for Breakdown (includes Software problems)</b>	<b>Rate of Penalty beyond Free Period/Working Day/Item</b>
<b>Level - I (High severity Service)</b>			
1	Domain Controller Servers, SAN and SAN connected Servers	Within 24 hours after call logged	Penalty per day Rs. 750/-
2	UTM		
3	L3 Switches		
<b>Level - II (Moderate severity Service)</b>			
1	Other Servers, Backup Devices	Within 48 hours after call logged	Penalty per day Rs. 375/-
2	Plotters, Printers, L2 switches		
3	Access points (Wi-Fi network)		
4	Resident engineer service	Next Business Day	

5	Biometric attendance devices, CCTV Cameras and associated equipment	Within 48 hours after call logged	
6	Interactive displays, commercial displays, HDMI to USB converters, mini PC`s, videos conference cameras	Within 48 hours after call logged	
<b>Level - III (Less severity Service)</b>			
1	Workstations	Within 5 working Days	Penalty per day Rs. 225/-
2	Desktops		
3	Scanners, Audio systems		
4	Laptops		
5	Passive Network Components including CAT 6 UTP cable etc.,		
6	All other miscellaneous items		

10.1. In case any equipment is not under warranty and could not be repaired/replaced and completely unusable (equipment full failure) within the allowed time, 100% penalty cost will be levied or if the equipment partially fails (equipment is defective however can be used) 50% of the penalty cost will be levied.

10.2. If any equipment is defective at the time of entering this agreement, the CAMC charges will be deducted proportionately.

10.3. If any equipment is not in use, the CAMC charges will be deducted proportionately.

10.4. The upper limit for the penalty: In case the penalty amount reaches equal to the cost of new equipment, IMU-VC may consider to accept similar or higher new equipment from the service provider.

- 10.5. The resident Engineers shall attend to IMU-VC from 09:15 AM hours to 1800 hours on working days of IMU-VC. On a non-working day, one resident engineer should be deputed at Vangali and another resident engineer at Gandhigram as per the requirement of IMU-VC.
- 10.6. 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 than half day penalty will be deducted from the quarterly charges payable for the respective quarter.
- 10.7. The Service provider should provide preventive and corrective maintenance with the original spare parts of the OEM and within the time frame allowed for downtime.
- 10.8. Irrespective of the cause of failure of any part, component/subassembly, the Service provider 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 heads/printer maintenance kit/printer document feeder kit.
- 10.9. In case of non-availability of spares, the Service provider 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 Clause 10.

## 11. **Assignment**

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

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

## 12. **Extension**

- 12.1 Period of Contract: One year from the date of Award of contract and can be extendable with same rates, terms and conditions for one year at a time for two more years subject to satisfactory performance and mutual agreement.
- 12.2 The Service provider shall agree to provide all the Service as indicated in the scope of work for such extended period.
- 12.3 The Service provider shall extend/renew the performance guarantee in the event, the IMU-VC exercises the option of granting extension.
- 12.4 In case of addition of any new equipment/peripherals, the CAMC charges shall be increased proportionately for the extended period.

## 13. **Termination**

- 13.1. Either party may terminate these terms by giving written three months' notice.
- 13.2. Upon breach by the Service provider of any contract (CAMC/FM) agreement hereunder and failure to remedy such breach within (30) days of receipt of written notice to do so.
- 13.3. In the event of the insolvency of the service provider's organization, the IMU-VC shall have the right to terminate the contract at IMU-VC's discretion.
- 13.4. In the event of the IMU-VC terminating the Contract for breach by the Service provider of any of the provisions thereof, the Service provider shall be liable for any loss suffered by the IMU-VC up to the time of the termination of the Contract and for any further loss which the IMU-VC may suffer during the remainder of the period originally covered by the contract.
- 13.5. 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.

14. **Force Majeure**

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

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

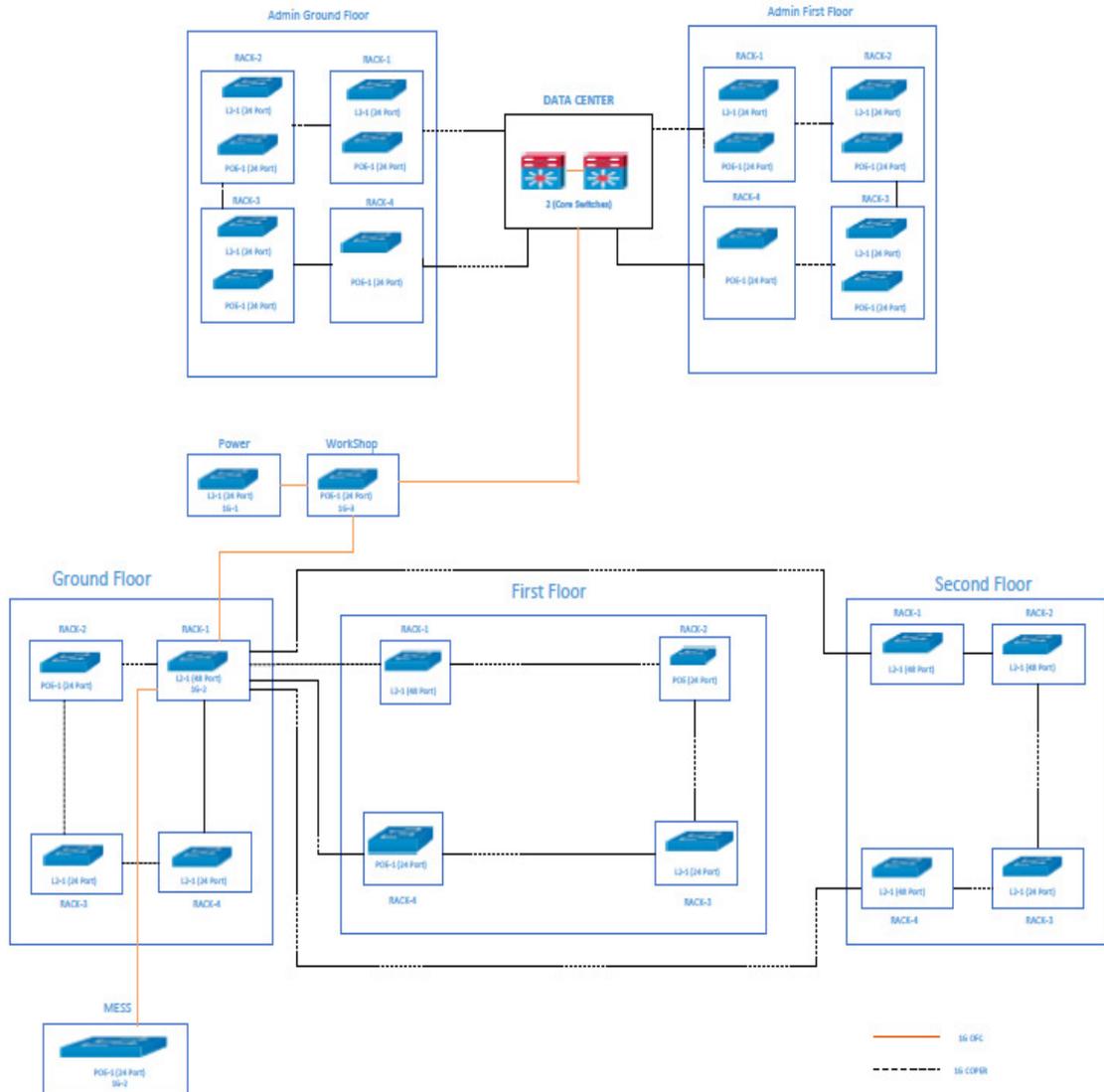
14.3. Strikes, slowdown, lockout, and or any other form of major labor trouble.

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

15. **Arbitration**

15.1. 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.

# IMU Network Diagram



**List of Equipment Not Covered under Warrnaty**

<b>Equipment/Service Type</b>	<b>Description</b>	<b>Qty</b>
SERVERS	DL 380p G8	1
	DL 380 G9 8SFF CTO	1
	DL 580 G9 8SFF CTO	2
STORAGE SAN	NetApp E2700 Series (Two Controllers, two power supplys	1
	1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"	24
WORK STATION	HP Z 210	10
	HP Z 800	1
	Dell Workstations Precision T7610	2
DESKTOPS	HP 8300 SMFF i7	40
	Dell OPTIPLEX 7010	60
LAPTOPS	HP Elite Book 8560W MWS	3
	HP Pro Book 4430S	4
	Compaq 6710s	1
	HP Folio-13-1017 TU	1
	HP Pro Book 4540S	1
	Panasonic CF-31 Rugged Laptop	1
	Apple MAC Book Air A1466	1
	HP Pavilion 15-CS3006TX	2
PRINTERS	HP LaserJet P3005 DN	2
	HP 9040 DN	1
	HP LJ 3015 DN	2
	HP LJ 1108	6
	HP LaserJet P3005 DN	1
	HP Colour LJ CP5220 CE712A	1
	HP MFP Laser M725F(CF067A)	3
	Laser Cannon Fax MF4600 Printer	1
	EPSON M1140	3
	EPSON M2140	3
BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30	2
	Identix IDS-K30	1

	ESSL UFACE 602	1
PANEL PC & KVM SWITCH	ATEN 1U 17 inch Rack LCD Monitor	1
	ATEN KVM Switch with 8 port controller (CS1308) and cables	1
Tape Drive	Dell LTO7 Ultrium SAS Tape Drive	1
<b>Networks</b>		
L2 Switch	Dax 24 port	1
Wi-Fi controller	Extreme NX - 5500SP	1
Access Points	Extreme AP-8432	38
L3 switch	Extreme 48 port x460	4
L2 switch	Extreme 24 port X440T	21
L2 switch	Extreme 48 port x440T	5
L2 switch	Extreme 24 port X440P	12
L2 switch	CISCO 10 Port SG300	27
SFP	Extreme 10 G SFP	2
SFP	Extreme 1 G SFP	84
<b>CCTV EQUIPMENT</b>		
PTZ Cameras	Axis P-1365-E MKII	13
Dome Cameras	Axis P-3225-LVE MKII	73
Desktops	Dell 3050	3
Displays	Samsung UH46F5	4
Switch	Aten VM5404H	1
Management Servers	Dell R440	1
Recording Server	Dell R540	1
<b>DIGITAL CLASS ROOMS</b>		
HDMI to USB Converters	Inogeni - 4K 2USB3	4
Mini PC	Intel NUC - NUC 10 FNH	2
	Intel NUC - NUC 8 BEH	2
Video Conference Camera	Lumens - VC-B30U	5
Interactive Display 75"	LG - 75TR3BF-I	3
Commercial Display 55"	LG - 55UT640S0TA	2
Commercial Display 75"	LG - 75UT640S0TA	1
<b>Class Rooms PA &amp; Projection System</b>		
Projectors	SONY VPL-CH370	20
Screens	Liberty vega manto 120"	8
	Liberty vega manto 150"	12

Speaker	Bosch LB2-UC30-D	94
Amplifier	Bosch PLE-2MA240-UA/120-UA	19
Microphone (Hand Held) and (Lapel)	AKG WMS HT 420	20
Ultra Hi Freq (UHF) Collar Microphone	AKG WMS PT 420	20
<b>GANDHIGRAM EQUIPMENT LIST</b>		
DESKTOPS	HP 8300 SMFF i7	1
	Dell OPTIPLEX 7010	7
PRINTER	EPSON M1140	1
	EPSON M2140	1
BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30	1
IP CAMERAS WITH NVR	DS-2CD2010-I Cameras	8
	NVR with 2 TB HDD	1

**Annexure 3**

<b>List of Equipment Under OEM Warranty</b>		
FIREWALL	Sophos xgs 2100	1
Desktops	Acer H3200-H510 & Acer EK240Y	20
Printer	Epson L6460	1
Switches	Aruba access points	24
	HP A5120 L2 switch	2
	HP 1920 L3 switch	3
	CISCO 2960G L2 switch	5
	HP A5500	1
<b>Vangali Campus</b>		
CCTV Equipment	16 channel NVR (CP plus) 2MP support single SATA With 2TB HDD	1
	POE 8 port switch	2
	2MP IP dome cameras	8
Firewall and analyzer	Fortigate FG500E	1
Switches	HP A5500	2
Workstation	Lenovo P360 & S27E	4

- **BID SUBMISSION.**

- **Annexure-5**

*(To be printed on Bidder's letterhead and submitted as the first page of 'Technical Bid')*

**LETTER FOR SUBMISSION OF BID**

To:

The Campus Director  
VISAKHAPATNAM CAMPUS  
Vangali, Tekkalipalem Post  
Near Rayavarapu Agraharam,  
Sabbavaram Mandal  
VISAKHAPATNAM - 531 035

Dear Sir,

**Subject:** Tender for IT Facility Management Service (FMS) at IMU-VC Visakhapatnam Campuses. Ref: Tender No.: IMUV/IT/CAMC/23-24/06 Dt.01.09.2023 Subject to the conditions given in the tender documents, I/We hereby submit my/our bid for Tender No.: IMUV/IT/CAMC/23-24/06 Dt. 01.09.2023 inviting Bidders for IT Facility Management Service (FMS), I/We hereby certify that I/We have read all the terms and conditions of the tender document and agree to abide by them unconditionally and without demur.

<b>S.No</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the Bidder (Firm/Co./Agency)	
2	Address of Registered Office	
3	GSTN & PAN	
4	Authorized Signatory's Name	
5	Authorized Signatory's Designation	
6	Contact No.(s): Landline	
7	Contact No.(s): Mobile	
8	Email ID:	

- **Note:** All correspondence shall be made by the Institute on the mentioned address, contact No. and email ID only.

**DECLARATION**

I, \_\_\_\_\_, the undersigned, being the authorized signatory for submission of bid for Tender No.: IMUV/IT/CAMC/23-24/06 Dt.01.09.2023 inviting Bidders for IT Facility Management Service (FMS), hereby declare that I read and understand all the terms and conditions of the Tender document.

All the documents submitted, and the details being furnished are true, complete, and correct to the best of my knowledge. I also declare that no fact or information has been concealed or misrepresented in the bid being submitted. I understand that if at any time, during or after the tender process or after the award of the contract, if any breach of this declaration has been found out or comes to light, the bid will be summarily rejected and the contract (if awarded) will be nullified without the Institute incurring any liability whatsoever and suitable action as deemed fit by the Institute will be initiated against me and my firm, company or agency.

Authorized Signatory:

Full name:

Designation:

(Company Seal)

Date:

Place:

**TECHNICAL BID****A). Pre-Qualification Criteria for Technical Eligibility**

Tender for IT Facility Management Service (FMS) at IMU-VC Visakhapatnam Campuses. Ref: Tender No.: IMUV/IT/CAMC/23-24/06 Dt.01.09.2023

Bid is open to all Bidders who fulfill the eligibility criteria. The minimum eligibility criteria for selecting the vendors for the purpose stated above have been listed in this section. All bidders are requested to study the pre-qualification criteria listed below carefully and submit the bids only if they fully qualify for bidding.

<b>Sr. No.</b>	<b>Criteria</b>	<b>Documents required to be attached with Technical Bid to establish eligibility</b>	<b>Documents Submitted (Yes/No)</b>	<b>File Name to be given</b>
1	The bidder must be a public/private limited Company registered under Companies Act, 1956/2013 or a partnership firm or a public/private limited company duly registered under the concerned acts. The bidders should be operating in India for the last ten years ending on 31.12.2022	Copy of Firm registration/Certificate of Incorporation, Copy of the GST certificate and Copy of PAN Card		PQ1
2	The bidder shall be a reputed Indian/Multinational Company/firm with primary business in Information Technology; and it must be either an Original Equipment Manufacturer or Authorized System Integrator(s) of the principle OEM, in India.	OEM Authorization Certificate		PQ2

3	The bidder should be a registered entity under applicable Act with its Registered or Branch office in Visakhapatnam VMRDA region, Andhra Pradesh. The bidder should have a valid GST.	Labor/Trade/Registration Certificate of the firm clearly showing the nature of business issued by competent authority, GST Certificate and Proof of Address at Visakhapatnam, Andhra Pradesh		PQ3
4	The bidder should have positive Net-Worth for last three Financial Years ending 31.03.2022.	Copy of the audited balance sheets of the firm duly certified by an authorized Chartered Accountant.		PQ4
5	The bidder should have an average annual turnover of at least Rs. 80 Lakhs during last 3 financial years as on 31.03.2022	Copy of the audited Profit & Loss Statements for each of the last 3 financial years duly certified by an authorized Chartered Accountant.		PQ5
6	<p>The bidder should have successfully executed/completed similar Service in a Central/ State/Local Government Organization/Institution/PSU/Any other such public organization/ Educational institution over the last 7 years ending 31.12.2022 with <b><u>either of the following</u></b></p> <ul style="list-style-type: none"> <li>• Three similar Service completed in a financial year with total value not less than to Rs. 20 Lakhs for each work order. (or)</li> <li>• Two similar works completed in a financial year with total value not less than to Rs. 30 Lakhs for each work order. (or)</li> <li>One similar work completed in a financial year with total value not less than to Rs. 40 Lakhs.</li> </ul>	The copies of the Work orders /contracts/Agreements/work completion certificates/Invoice/ <del>work satisfactory report</del> which should indicate the duration of the contract, deliverables and scope of work as stipulated		PQ6

7	The bidder must not be blacklisted by a Central/State/Local Government Organization/Institution/PSU/Any other such public organization (or) firm involved in the Educational Administration /Management in last 5 years	Self-declaration (Annexure-4)		PQ7
8	The Bidder must have at least seven years of experience/operation in the field of IT FMS.The required no of years of experience should include a minimum two years of experience/ Operation in the field of Audio-Visual maintenance/integration/support Service.	Copies of Work orders or agreements and Work completion certificates		PQ8
9	The Bidder should have valid registrations with ESIC, EPFO and other acts as applicable.	The details of the same along with supporting document are to be submitted		PQ9
10	EMD Details	(DD/Pay Order to be drawn, on any nationalized bank in favor of "Indian Maritime University Visakhapatnam" and payable at Visakhapatnam) EMD exempted for MSME/NSIC registered agencies		PQ10

Technical evaluation will be carried out for the bidders who meet the Eligibility Criteria. After completion of detailed evaluation of technical bids, the Committee shortlists the bidders.

**Note: Similar work means maintenance of Campus Network, Datacenter, Desktops, Laptops, Switches, Routers, Wi-Fi, etc.**

**b). Technical Evaluation Criteria (70% Weightage)**

S.No.	Criterion	Details	Reference Documents	Max Points	Document Name to be given
<b>A</b>	<b>Financial Strength of Bidder (IT related)</b>			<b>8</b>	
1	<i>Average Turnover for last three Financial Years more than or equal to Rs.1.5 crore</i>	8 points	Audited Financial Statements		TEC1
2	<i>Average Turnover for the last three Financial Years more than or equal to Rs. 1 crore</i>	6 points			
3	<i>Average Turnover for the last three Financial Years more than or equal to Rs. 80 lakhs</i>	4 points			
<b>B</b>	<b>Bidder's Experience</b>			<b>42</b>	
1	<i>IT Integration/Managed Service project in a Central/State/Local Government Organizations /PSUs/Any other such public organizations of value 30 Lakhs per annum</i>	2 points per project for a max of 3 projects	Work Orders/agreements and Completion Certificates	6	TEC2
2	IT Integration/Managed projects in an educational Institutions/universities.	2 points per project for a max of 3 projects	Work Orders/agreements and Completion Certificates	6	TEC3
3	IT Integration/Managed projects in Central/State/Local Government Organizations/Institutions/PSUs/Any other such public organizations containing the following:	2 points per project for a maximum of 3 projects	Work Orders/agreements and Completion Certificates	6	TEC4
	a. Server & Storage				
	b. Data Center Disaster Recovery				
	c. Backup				

4	Audio-Visual Equipment Implementation/Integration/Maintenance	2 points per project for a max of 4 projects	Work Orders and Completion Certificates	8	TEC5
5	IT Managed service projects containing:		Implementation /Work Orders and Completion Certificates	8	TEC6
	More than 200 Users	8 points			
	More than 100 Users	4 points			
	More than 50 Users	2 points			
6	<i>Managed IT Service (DC/DR +Network &amp; Security +Desktop/Laptops )</i>		Certified ClientList	8	TEC8
	Services Clients list > 7 Nos.	8 points			
	Services Clients list > 4 Nos	4 points			
	Services Clients list > 2 Nos	2 points			
<b>C</b>	<b>Certifications, Tools &amp; Processes</b>			<b>10</b>	
1	ISO certifications: 22301:2019, 20000-1-2011, 9001:2015, 27001:2013	10 points	Copy of the Certificates		TEC9
<b>D</b>	<b>Quality of Proposal</b>			<b>20</b>	
1	Fairness and Completeness of Proposal as per Tender Document(Flagging, document Index, flow chart, clarity, proofs etc.)	10 points	Proposal		TEC10
2	The presentation should contain the vendor skills, experience, client list, tools & process used, IT managed service Implementation Methodology (Integration Plan, Transition, Governance, Operation, Transformation & Timelines) etc. as per the indicative list in the technical bid format.	10 points	Presentation		TEC11

<b>E</b>	<b>Manpower Strength</b>			<b>20</b>	TEC12
1	Certified Service Engineers across India		PF statement		
	More than 200	10 points			
	More than 100	6 points			
	More than 50	4 points			
2	Certified Service Engineers at Vizag branch		Authentic list /Professional Tax Statement		TEC13
	More than 60	10 points			
	More than 40	6 points			
	More than 25	4 points			
	Total			100	

FINANCIAL BID EVALUATION (30% WEIGHTAGE)

All the bidders are required to submit their bids in the prescribed format only.

Notes:

- Cut-off Marks for Qualifying: Financial Bids of only those Bidders who score 60 marks and above only will qualify. Only those Financial Bids will be opened and evaluated further.
- The Presentation will be evaluated by a committee constituted by IMU-VC. The date,time and mode of the presentation shall be communicated by IMU-VC, post the closure date for the submission of the Bids, to the Bidders whose Bids are not rejected.
- Bidders should submit all the requisite documents as mentioned for the BID SUBMISSION
- The Bidders should not have been blacklisted by any Department of the Government of India, Quasi-Govt. or Autonomous body of the Central Govt., anytime in the past. There should not be any criminal case registered against the Bidder including the firm and its owners, representatives, successors, assigns, partners, or management, anywhere in India or abroad. The Bidder should not have faced any action by any law enforcement agency of India or any foreign country. A declaration to this effect is to be submitted with the Technical Bid, signed by an authorized signatory (as per Annexure-4).

Name of the Bidder (Firm/Co./Agency) \_\_\_\_\_

Name & Designation of the Authorized Signatory: \_\_\_\_\_

Date:

Signature:

Place:

Name:

Company Seal:

**BID SECURITY DECLARATION FORM**

*(To be printed on the company/firm/agency's letterhead)*

Date:

To:

The Campus Director  
VISAKHAPATNAM CAMPUS  
Vangali, Tekkalipalem Post  
Near Rayavarapu Agraharam,  
Sabbavaram Mandal  
VISAKHAPATNAM - 531 035

Sir,

Sub: 'Bid Security Declaration' for IT Facility Management Service (FMS) at IMU-VC  
Visakhapatnam Campuses. Ref: Tender No: IMUV/IT/CAMC/23-24/06  
Dt.01.09.2023

We, \_\_\_\_\_ understand that, as per the Notice Inviting Tender, bids may be supported with a 'Bid Security Declaration' towards payment of EMD for the companies which are not exempted from payment of EMD, to participate in the tender process. We declare as under:

We will automatically be suspended from being eligible for bidding in any tender issued by the IMU Visakhapatnam for the period of 3 years, from the date of award of contract, if we are in breach of any of the following obligation(s) under the bid conditions: -If we withdraw the bid or increase the quoted prices after opening of the bid and during the period of bid validity or its extended period, if any.

- In case we fail to sign the Contract in accordance with the terms and conditions (including timelines for execution of the Agreement) of this Tender or fail to furnish the Performance Security in accordance with the terms and conditions of this Tender and Letter of Award.
- During the bid process, if we indulge in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

We understand that this declaration shall expire, if we are not the successful Bidder, and on receipt of IMU-VC's notification of the award to another Bidder; or thirty days after the validity of the Bid; whichever is earlier.

Name of the Bidder (Firm/Co./Agency)

\_\_\_\_\_

Name & Designation of the Authorized Signatory: \_\_\_\_\_

Date:

Signature:

Place:

Name:

Company Seal:

DECLARATION REGARDING NON-BLACKLISTING OF THE FIRM

**(To be printed on Bidder's letterhead)**

To:

The Campus Director  
VISAKHAPATNAM CAMPUS  
Vangali, Tekkalipalem Post  
Near Rayavarapu Agraharam,  
Sabbavaram Mandal  
VISAKHAPATNAM - 531 035

Dear Sir,

Subject: Non-Blacklisting declaration in connection with IMU-VC Visakhapatnam Tender for IT Facility Management Service (FMS) at IMU-VC Visakhapatnam Campuses. Ref: Tender No.: IMUV/IT/CAMC/23-24/06 Dt.01.09.2023

\*\*\*\*\*

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to Tender No.: IMUV/IT/CAMC/23-24/06 Dated 01.09.2023 inviting Bidders for Engagement as Service Provider to Market & Manage Executive Education Programs.

In accordance with the above we declare that:

- We are not involved in any litigation that may have an impact of affecting or compromising the delivery of Service as required under this assignment.
- We are not blacklisted by Central or any State Government or by any entity, organization, agency, autonomous body, or society of any State or Central Government or any Regulatory Authority in India or any other country in the world, for any kind of fraudulent activities.
- No action by any law enforcement agency in India or abroad has ever been initiated by us, at any time.

Name of the Bidder (Firm/Co./Agency) \_\_\_\_\_

Name & Designation of the Authorized Signatory: \_\_\_\_\_

Date:

Signature:

Place:

Name:

Company Seal:

**FINANCIAL BID FORMAT**

**Tender for Comprehensive Annual Maintenance Contract (CAMC) & Facility Management Service (FMS) for Hardware, Software and Network at IMU Visakhapatnam Campuses**

**Ref: Tender No.: IMUV/IT/CAMC/23-24/06 Dt.DD.MM.2023**

**PRICE IS TO BE QUOTED IN THIS FINANCIAL BID PART 1 & PART 2 ONLY, IN THE FOLLOWING FORMAT:**

Part 1					
Equipment Not Covered under Warranty					
Sl. No	Equipment/Service Type	Description	Qty (1)	CAMC Rate Per Unit per month in Rs (2)	Total CAMC Charges per month in Rs = (1 * 2)
1	SERVERS	DL 380p G8	1		
		DL 380 G9 8SFF CTO	1		
		DL 580 G9 8SFF CTO	2		
2	STORAGE SAN	NetApp E2700 Series (Two Controllers, two power supply)	1		
		1.2 TB SAS, 24 Nos HDDs Part Code "E-X4054A-OE-R6-C(1.2 TB, 10K, fedse 5600, oe-c)"	24		
3	WORK STATIONS	HP Z 210	10		
		HP Z 800	1		
		Dell Workstations Precision T7610	2		
4	DESKTOPS	HP 8300 SMFF i7	39		
		Dell OPTIPLEX 7010	53		
5	LAPTOPS	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		
		HP Pavilion 15-CS3006TX	2		
6	PRINTERS	HP LaserJet P3005 DN	2		
		HP LJ 3015 DN	2		
		HP LJ 1108	6		
		HP Colour LJ CP5220 CE712A	1		
		HP MFP Laser M725F(CF067A)	3		
		EPSON M1140	3		
		EPSON M2140	3		
7	PANEL PC & KVM SWITCH	ATEN 1U 17 inch Rack LCD Monitor	1		
		ATEN KVM Switch with 8 port controller (CS1308) and cables	1		

8	BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30	1		
		ESSL UFACE 602	1		
9	RESIDENT SERVICE ENGINEER CHARGES	Engineer Charges	3		
10	Tape Drive	Dell LTO7 Ultrium SAS Tape Drive	1		
<b>Networks</b>					
11	L2 Switch	Dax 24 port	1		
12	Wi-Fi controller	Extreme NX - 5500SP	1		
13	Access Points	Extreme AP-8432	38		
14	L3 switch	Extreme 48 port x460	4		
15	L2 switch	Extreme 24 port X440T	21		
16	L2 switch	Extreme 48 port x440T	5		
17	L2 switch	Extreme 24 port X440P	12		
18	L2 switch	CISCO 10 Port SG300	27		
19	SFP	Extreme 1 G SFP	84		
<b>CCTV EQUIPMENT</b>					
20	PTZ Cameras	Axis P-1365-E MKII	13		
21	Dome Cameras	Axis P-3225-LVE MKII	73		
22	Desktops	Dell 3050	3		
23	Displays	Samsung UH46F5	4		
24	Switch	Aten VM5404H	1		
25	Management Servers	Dell R440	1		
26	Recording Server	Dell R540	1		
<b>DIGITAL CLASS ROOMS</b>					
27	HDMI to USB Converters	Inogeni - 4K 2USB3	4		
28	Mini PC	Intel NUC - NUC 10 FNH	2		
29		Intel NUC - NUC 8 BEH	2		
30	Video Conference Camera	Lumens - VC-B30U	5		
31	Interactive Display 75"	LG - 75TR3BF-I	3		
32	Commercial Display 55"	LG - 55UT640S0TA	2		
33	Commercial Display 75"	LG - 75UT640S0TA	1		
<b>GANDHIGRAM EQUIPMENT LIST</b>					
34	DESKTOPS	HP 8300 SMFF i7	1		
		Dell OPTIPLEX 7010	7		
35	PRINTER	EPSON M1140	1		

		EPSON M2140	1		
36	BIOMETRIC ATTENDANCE DEVICE	Identix IDS-K30	1		
37	IP CAMERAS WITH NVR	DS-2CD2010-I Cameras	8		
		NVR with 2 TB HDD	1		
<b>Class Rooms PA &amp; Projection System</b>					
38	Microphone (Hand Held) and (Lapel)	AKG WMS HT 420	20		
39	Ultra Hi Freq (UHF) Collar Microphone	AKG WMS PT 420	20		
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				

<b>Part 2</b>							
<b>Hardware Covered Under Warranty (Subsequently added to CAMC after OEM Warranty)</b>							
<b>Sl. No</b>	<b>Category of Equipment</b>	<b>Description</b>	<b>Campus</b>	<b>CAMC from</b>	<b>Qty (1)</b>	<b>CAMC Rate Per Unit permonth in Rs (2)</b>	<b>Total CAMC Charges permonth in Rs = (1 * 2)</b>

1	Desktops	Acer H3200-H510 & Acer EK240Y	Gandhigram	19-Oct-25	20		
2	Printer	Epson L6460		13-Jul-26	1		
3	Workstation	Lenovo P360 & S27E	VANGALI	30-Jan-26	4		
4	CCTV Equipment	16 channel NVR (CP plus) 2MP support single SATA With 2TB HDD		09-May-25	1		
		POE 8 port switch			2		
		2MP IP dome cameras	8				
	<b>TOTAL CHARGES PER MONTH IN Rs</b>						
A	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	
	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs	
C	TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs WORDS	

**NOTE:-**

- Bids with conditions of any kind will be rejected.
- In case of any discrepancy between figures and words, the value in stated in words shall prevail.
- Price quoted in any form other than as above will result in the rejection of the Bid.
- Any corrections/interlineations on this page shall result in rejection of the Bid.
- In Financial bid only part 01 value (i.e., TOTAL CHARGES PER MONTH INCLUSIVE OF TAXES IN Rs.) will be considered for evaluation.

**LIST OF SOFTWARES FOR WHICH SYSTEM ADMINISTRATION IS TO BE CARRIED OUT BY THE SERVICE PROVIDER**

<b>A</b>	<b>GENERAL SOFTWARES</b>
<b>Sl. No</b>	<b>DESCRIPTION OF THE SOFTWARE</b>
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 , 10,11
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>B</b>	<b>SPECIALISED SOFTWARES WITH CAMC FROM OEM</b>
<b>Sl. No</b>	<b>DESCRIPTION OF THE SOFTWARE</b>
1	Libsys
2	LS Digital
3	Tally (VPN)
4	Symantec
5	VERITAS Backup EXEC or Equivalent
6	Oracle 10g & 11g
7	Maxsurf/Bently Suite
8	Altair hyper works
9	Ship flow
10	Orca Flex
11	ANSYS
12	DNV-GL
13	MARIN SHIP MO
14	NAPA
15	VA-ONE
16	ESI
17	MIKE
18	DELFT 3D
19	FINE MARINE
20	CAESES
21	HYPACK

Tentative Equipment Configuration					
SERVER	HP	DL 580 G9	Intel Xeon CPU E7-4809 v3 @2.00GHz 2.00GHz (2 Processors)	128 GB	
SERVER	HP	DL 580 G9	Intel Xeon CPU E7-4809 v3 @2.00GHz 2.00GHz (2 Processors)(Cluster 2)	128 GB	
SERVER	HP	DL 380 G9	Intel Xeon CPU E5-2620 v3 @2.40GHz 2.40GHz (2 Processors)	16 GB	1 TB
SERVER	HP	DL 380P G8	Intel Xeon CPU E5-2665 0 @2.40GHz 2.40GHz (2 Processors)(hyper)	64 GB	2 TB
STORAGE	NetApp	E2700 Series	1.2 TB SAS ,24 Nos HDD Part Code"EX4054A-OE-R6-C(1.2TB,10K,Fedse 5600,0e-c)"		24TB
DESKTOPS	DELL	OPTIPLEX 7010	Intel Core i7-3770@3.40GHz	4 GB	500 GB
DESKTOPS	HP	HP COMPAQ 8300	Intel Core i7-3770@3.40GHz	4 GB	500 GB
DESKTOPS	DELL	DELL 3050	intel core i5-7500@3.40GHz	16 GB	1 TB
WORKSTATION	LENOVO	lenovo 30FMS0CA00	12Th Gen intel corei7-12700,2.10 GHz	128 GB	1 TB
WORKSTATION	HP	Z210	Intel Xeon cpu e31230 @3.20Ghz 3.20 GHz	32gb	500 GB
WORKSTATION	HP	Z800	Intel Xeon e 5630 @2.53GHz 2.53GhZ (2 processor)	64 GB	1 TB
WORKSTATION	DELL	PRECISION T7610	Intel Xeon CPU E5-268W v2 @3.40GHz 3.40GHz (2 Processors)	128 GB	3 TB
LAPTOPS	HP	PAVILION 15-CS3006TX	Intel i7 processor	8GB	1TB
	HP	PROBOOK 4430S	Intel i5 processor	4GB	500GB

		Intel i7 processor		
HP	Folio 13-1017TU		4GB	500GB
HP	PROBOOK 4540S	Intel i7 processor	4GB	500GB
HP	Elite book 8560w MWS	Intel i5 processor	4GB	500GB
panasonic	CF-31 TOUGH BOOK	Intel i5 processor	4GB	500GB
APPLE	Mac Book Air A1466			