



INDIAN MARITIME UNIVERSITY
(A Central University, Ministry of Shipping, Govt. of India)
VISAKHAPATNAM CAMPUS
GANDHIGRAM-VISAKHAPTNAM-530005

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TENDER NO. IMUV/2014-2015/AMC&FMC/007
DATED 30-0802014

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

SECTION - 1
NOTICE INVITING TENDER

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

- 1.1. The Cost of Tender documents is Rs.1000-00 (Rupees One Thousand) payable by way of Demand Draft drawn on any Scheduled Commercial Bank drawn in favor of Indian Maritime University, Visakhapatnam Campus payable at Visakhapatnam.
- 1.2. The tender documents can also be downloaded from the web site www.nsdr.res.in/www.nsdr.com. In such case, the cost of tender document should be submitted along with the tender.
- 1.3. 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.
- 1.4. Sealed tender prepared in accordance with the conditions enumerated in **Section-3** and same should be submitted to the Director, Indian Maritime University, Visakhapatnam Campus, Visakhapatnam not later than the date and time mentioned at the address given in this section.
- 1.5. This Tender Document is not transferable.
- 1.6. **Schedule for Invitation to Tender**

a) **Name of the Purchaser**

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

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

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

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

From 30-08-2014 on all working between 1000 Hrs to 1600 Hrs

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

Indian Maritime University
Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005
Andhra Pradesh
Phone: 0891 2578360
Fax : 0891 2577754
E mail : it@nsdrc.res.in

f) **Due Date of submission of Tender**

On or Before 1500 Hours of 19-09-2014

g) **Pre-Bid Meeting**

On 1100 Hours of 05-09-2014

h) **Date of opening of Tender**

On or before 1600 Hours of 19-09-2014

i) **Place of opening of Tender**

Indian Maritime University
Visakhapatnam Campus
Gandhigram
Visakhapatnam-530005
Andhra Pradesh

1.7 **Tender validity**

90 Days from the date of opening of the Tender

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



SECTION 2
DEFINITIONS USED IN THIS DOCUMENT

- 2.1. Bidder/Contractor/Tenderer: Refers to the Firm (or) the Company with whom this tender is issued or the order for providing Annual Maintenance and Facility Management Services for Computer Hardware, Network and Software is placed.
- 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.
- 2.5. 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.
- 2.6. 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.,
- 2.7. Software: Refers to all types of Systems softwares / Application software / special softwares / specific softwares / general softwares including IMU visakhapatnam campus websites etc.
- 2.8. Comprehensive: Refers to full coverage inclusive of Spares/Service/On Site.
- 2.9. Network: Refers to all active (Switches / Routers / Firewall / Access Points / Bridges etc., and passive network components inclusive of Wi-Fi Network and its Accessories.

- 2.10. Service: Refers to various Services indicated in this Tender and shall include providing Resident Engineer, movement of goods (transportation), and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the bidder covered under this Contract.
- 2.11. Items: Refers to all goods and services indicated in this tender and shall include all accessories which are essential to meet the requirements specified.
- 2.12. Start Date: Refers the date on which the successful bidder enters into the agreement with the Purchaser.
- 2.13. Completion date: Refers to the date by which the agreement is deemed to be formally complete. However it is required that all the items covered under the scope of services should be fully functional and operational at completion date.

SECTION 3
GENERAL CONDITIONS AND DIRECTIONS

- 3.1. IMUV has a number of computing systems such as desktops, workstations, laptops, servers, SAN/NAS, printers, plotters, firewall, routers, tapedrives, switches, Wi-Fi access points, bridges and control units located at its Campus. The entire Campus is networked with 1 GBPS LAN and 150 MBPS Wi-Fi network. IMUV has its own website and mail server and is connected to the internet via a leased line. It is intended that the contractor should provide comprehensive annual maintenance contract for hardware, software, network and facility management service for smooth operation of these systems so as to ensure uninterrupted delivery of services to employees and students of the IMUV. In this connection IMUV, invites tender as per the detailed specifications, terms and conditions indicated in this document.
- 3.2. Tenders in sealed cover superscribed as “Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services” as per ‘Schedule of Requirements’ as indicated in Section - 4 in this tender are to be submitted to The Director, Indian Maritime University, Visakhapatnam Campus, Gandhigram, Visakhapatnam-530005.
- 3.3. Tenders must be sent in one sealed main cover containing cover 1 & 2 separately and the main cover shall be superscribed as “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. Name and address of the Bidder shall also be written on all covers.
- 3.4. 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”**.
- 3.5. The “Contents of Technical Bid”, are placed at **Annexure - 1** and “Contents of Price Bid” is placed at **Annexure - 2**.

- 3.6. On the date of opening of bid, only the main cover and **Cover-1 (Technical Bid)** alone will be opened.
- 3.7. The price information should only be furnished in Price Bid **(Cover-2)**.
- 3.8. The Bidder shall offer and quote for all items and services indicated in the Tender. Tender responses that do not cover all items shall be summarily rejected.
- 3.9. The prices offered for the Goods and Services offered shall be firm and not subject to any variation at any stage till the completion of the Contract in all respects. This must be clearly stated in the Covering letter for Technical and Price bids.
- 3.10. The Bidder should enclose **(RST-2)** in the Technical Bid, full details and capability of the organization to take up this work with full documentation, description to meet the requirements as indicated in the tender. All documentation required is to be in English Language.
- 3.11. The Tender should be complete in all respects and if the Tender is incomplete the offer may be rejected.
- 3.12. The Bidder shall sign on all pages of the tender documents and such signature shall be made by a person, holding a power of attorney authorizing him to do so.
- 3.13. Clarifications & Amendment to Tender Document
- a) Pre-Bid meeting will be held at 1100 hours on 05-09-2014 at IMUV.
 - b) The queries of the bidders will be discussed and clarifications will be given at the time of the pre-bid meeting.
 - c) Queries of the Tenderers and IMUV clarifications repliers will be uploaded in the website www.nsdrc.res.in, / www.nsdrc.com within five working days from the date of pre-bid meeting.

- d) It is to be noted that no queries / requisition / clarifications will be entertained after conclusion of the pre-bid meeting.
- 3.14. 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.
- 3.15. The amendment will be notified by issuing a suitable corrigendum and will be uploaded on the website www.nsdrc.res.in, / www.nsdrc.com.
- 3.16. 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.
- 3.17. The amount of Earnest Money Deposit (EMD) is Rs.1,00,000 (Rupees One Lakh). The amount EMD may be paid in the form of Demand Draft drawn on any Scheduled Bank in favour of Indian Maritime University, Visakhapatnam Campus payable at Visakhapatnam. The Demand Draft should be enclosed to the Technical Bid and should not be sent separately.
- 3.18. The EMD deposited by the unsuccessful Bidder will be refunded without any interest on issue of the Letter of Intent on the successful Bidder. The EMD for the successful Bidder shall be refunded on submission of security deposit.
- 3.19. All the taxes and duties, etc., applicable shall be indicated clearly in price bid. The offers that contain the prices in the technical bid will be invalid and such Tenders will be summarily rejected.
- 3.20. 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 taxes and duties, if any, shall be indicated clearly in the price bid. The Purchaser does not bind itself to accept claims for extra payment for items not included in the Tender. Regarding statutory levies like duties, taxes etc. Any revision to the taxes and

duties during the contract period made by Government would be paid additionally by the purchaser, on receiving documentary evidence for such revisions against the information furnished in the Tender.

- 3.25 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 are to include everything required to be done as per the conditions of tender required to ensure that the system is operational throughout the tenure of the contract.
- 3.26 The Purchaser does not bind itself to recommend for acceptance of the lowest or any tender or to assign any reason for non-acceptance.
- 3.27 EMD of the Bidder would be forfeited if -
- a) The Bidder is not willing to abide by the terms of 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 (Successful Tenderer) fails to execute an agreement and submit Bank Guarantee as indicated in this tender within the stipulated time.
- 3.28 Tenders will be opened on the day and time as indicated in this document. Eligible Bidders as above 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.
- 3.29 Offers received through Fax/E-Mail will be treated as defective, invalid and rejected.
- 3.30 Only detailed complete hard copy offers received prior to closing time and date of the Tenders will be taken as valid.

3.31 Eligibility Criteria for Bidders

- a) The bidder should be a registered firm in India, Registered under the Companies Act 1956 and should be registered under the CST and/or have the Sales Tax Registration in the State where the Firm/Company has its Registered Officer or a Statutory Body by the Central / State Government.
- b) The bidder should have valid agreement with OEM authorizing the Bidder to provide service to their equipment and a copy of the agreement in support of the same shall be submitted.
- c) The bidder should be ISO 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 should indicate briefly about their organisation (Organisation Profile) and should submit a technical capability document describing the relevant facilities and resources available with them **(RST-02)**.
- e) The bidder should be a system integrator, providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility management Services during the last Five Financial Years (2009-2010 to 2013-2014) to till the date of submission of the Tender. The bidder should have undertaken at least Three network and facility management related projects, comprising managing routers, firewall, Layer 3 Switches, Layer 2 switches, security related Software/Appliances, Network Management Tools, Wi-Fi access points, bridges and control units, Servers, SAN/NAS, Desktops, Laptops, Printers & Peripherals in the last three years in Government Organization/ PSU's/Universities (Central/State/Deemed). A brief description of the projects executed and equipment/facility maintained/managed should be submitted along with the Technical Bid and copies of the Work Orders in support of the same shall also be submitted.**(RST-3)**
- f) Out of the Projects as indicated above, the tenderer should have executed at least one project whose scope is to provide FM/AMC of value not less than Rs.20.00 Lakhs per year.

- 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.,
- h) A list of technically qualified manpower in CISCO, Microsoft, HP, Symantec end point, Oracle database proposed to allocate for maintenance of the network and other equipment at IMUV is to be submitted along with the Technical Bid. The Resident Engineers should have at least 3 Years experience in providing Maintenance and Facility management services **(RST-03)**.
- i) The Bidder should have Annual Turnover of minimum Rs.20-00 Crores in each of the last Three Financial Years (2010-2011, 2011-2012 and 2012-2013). Audited Balance Sheet should be submitted for all the Three Years in support of the same **(RST-04)**.
- j) The bidder should have annual income generated from Facility Management (FMC) / Annual Maintenance Charges (AMC) services should be minimum Rs.150-00 Lakhs in each of the last three financial years (2010-2011, 2011-2012 and 2012-2013). Required proof should be submitted.

3.32 Subcontracting the same is not permitted.

3.33 **Award of Contract:**

- a) After evaluation and finalization of bids received, the Purchaser would intimate the award of Contract to the successful Tenderer by issuing Letter of Intent (LOI). The tender will be awarded to the technically qualified lowest bidder, whose overall cost is the lowest inclusive of taxes. Within 10 days of such award of work (LOI), the successful Tenderer, shall enter into a Contract covering the entire scope of services with the Purchaser for execution of work. The cost of stamp paper for entering in to Contract shall be borne by the Contractor.
- b) Prior to issue of Letter of Intent, the Purchaser reserves the right to include/modify/exclude specific terms and conditions of Contract.

- c) The successful Tenderer is required to submit a Bank Guarantee as per the pro-forma enclosed as **Annexure-3** for 10% of the contract value towards Security Deposit / Performance guarantee and shall be valid throughout out the contract period and 60 days beyond completion of all contractual obligations.
- d) The purchaser at his discretion may extend the contract prior to the termination of the contract. The bidders have to confirm that the prices will be remaining firm and unchanged for the extended period in the Technical Bid and Price Bid.

3.34 **Terms of Payment**

- a) Payments will be released on a Quarterly basis for all the services for which acceptance certificate has been given by the authorized representative of the Purchaser and No advance payment will be given.

SECTION - 4
SCHEDULE OF REQUIREMENTS

4. Description of Systems

- a) The facilities at IMUV include Intel XEON based HP Servers, HP Desktops, HP workstations, HP/Compaq Laptops, SAN, 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 2003/2008 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 12 TB and Network Attached Storage Server (NAS) with 12 TB disk enclosure and LTO5 external tape drive, to cater to the entire file Storage and backup requirements.
- b) The Domain Controller, which is the primary server also containing DNS server.
- c) There are seven application servers which provide the front-end to all users for all ship designing requirements and other applications like Maxsurf, Libsys, Hyperworks, Tribon, Intranet, Matlab, Foran, Oracle 11g and Yosemite backup software.
- d) Storage Attached Network: SAN with 12 TB stores all the projects/user data / Departments Data is stored. SAN connected to Hyper Server and DL580 G7 servers through HBA cards.
- e) There is one Hyper-V server which is having virtual application servers like Tally, Symantec, Matlab, Tally, Oracle 10g for Libsys, ADC and two DMZ Servers Exchange and Web server are there in this machine and Students data folders.
- f) Being an academic institution, IMU Visakhapatnam campus has a dedicated computer lab with 40 Desktops for students CAD/CAM & C lab.
- g) The networking caters to the data access requirements from the client PC;s to the services of the servers. In order to achieve this, IMU is using Gigabit connectivity with CAT6 cabling for entire office. In addition to this Wi-Fi network connectivity is from servers to the Layer 3 central switch and from

central switch to Layer 2 switches for each floor/wings. A Unified Threat Management Device (CISCO ASA5510) Firewall with Trend Micro content monitoring support is used as a gateway for internet access. The network is scaled to connect by a leased line router and with a 40 MBPS leased line for the web hosting, internet access. Connectivity to project sites and personnel on tour and travel is provided through VPN connection.

- h) The system Diagram is shown in **Annexure-4**.
- i) Wi-Fi network diagram is shown in **Annexure-5**.

4.2 Scope of Work

- a) The successful Tenderer should take over from the existing Contractor. The successful Tenderer should deploy three Service Engineers to the site for parallel working with existing Service Engineers for understanding the setup and environment and taking over. No charges on account this will be allowed to successful Tenderer during the period of taking over process.
- b) The services to be provided by the successful Tenderer are as follows:
 - i) Contractor shall provide comprehensive maintenance services for all systems not covered under warranty / extended warranty by the respective OEM(s) in order to keep the equipments in good working condition.
 - ii) 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.
 - iii) 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 defects should be rectified using spares as required by the contractor. The relevant on line tests are to be performed after the corrective action.
 - iv) It is contractor's responsibility to replace the consumable items of the equipments as and when it is required. These do not include printer/

plotter cartridges but includes network consumables and Wi-Fi related consumables items. Whatever the reason for failure of the equipment (electrical / mishandling or any other reason maybe) contractor should take the responsibility to replace the defective part it may be consumable or non consumable item failing which penalty will be imposed.

- v) The Contractor should inform to IMUV from time to time regarding the equipments End of Life (EoF) declaration by OEM with supporting documents.

4.3 **Maintenance Services**

- 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, prior intimation will be given to the Contractor. Generally additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore will also be intimated to the Contractor and charges will be adjusted from that quarter 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, after the compliant is reported to the contractor.
- d) 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 such spares 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.
- e) Supplied standby equivalent/systems should be loaded with necessary software's (OS & other application software's), configuration of the system

and making the system operational as the original system. It should satisfy the IMU requirements.

- f) In case the system is to be repaired with parts other than original parts due to non availability of original spare part, the contractor should give proof of non availability of original spare from OEM. The alternative spare part should be approved by the IMUV representative before replacement. The supply of spares is the responsibility and at the cost of contractor.
- g) All replacements of defective parts of equipments carried out during the above maintenance would be the property of IMUV while the defective part becomes the property of contractor.

4.4 Maintenance of Equipment 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. If the equipment warranty expires during the tenure of the contract, the same may 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.
- d) The successful tenderer should purchase the Ruckus partner premium support pack for two years for the Wi-Fi equipment, the purchased care pack should be in the name of IMUV. Wi-Fi Equipment list placed at **Annexure-8**.

4.5 Facility Management Services

- a) Apart from the maintenance services indicated above, the contractor is to provide facility management services for the systems at IMUV. The type of services to be provided is as follows:

4.6 Help Desk Service

- a) The Contractor should place two service engineers to rectify the problems reported by the users. The persons 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.

4.7 Technical Support Service

- a) The contractor should review the status of the systems, processes, policies and network issues from time to time to the representatives of IMUV and suggest improvements to be made so as to deliver the services efficiently to users. 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.

4.8 Asset Management Service

- a) The contractor is to maintain the entire inventory of computing systems (hardware, software, peripherals, spares, tapes etc) in a suitable format.
- b) The contractor should advise and assist IMUV in the disposal of any Hardware which was condemned (end of life declared by the respective OEM) from time to time.

4.8 Mail and website Management Service

- a) The contractor should Manage and maintain IMU official website (WWW.nsdrc.com and www.nsdrc.res.in) and corporate mail IDs and internet services and VPN User accounts.

4.9 System Administration Services

- a) The contractor should Manage and maintain servers with windows 2003/2008 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. 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.

- b) The contractor should Manage and monitor the security aspects of systems and data. In terms of backup / restore activity Daily/ weekly / monthly / yearly / special backups and retrieval of data. With proper schedule, the software to be used for this is Yosemite. Symantec Antivirus shall be used for protection from virus.
- c) Maintenance of User profiles / projects / mail IDs Manage and monitor users and project Profiles (accounts) in windows 2003/2008 server OS.
- d) If any new hardware and software procured the contractor should install, configuring and support.
- e) The contractor should manage the Consumables procurement of entire IT requirements.
- f) Troubleshooting any reported problems from users in using Hardware/ Software.
- g) Maintenance of Logbooks (Consumables/Gate pass/Backup restore/Laptop issues/asset register/Hardware movement etc.)
- h) The software maintenance implies that the loading, reformatting to software like WINDOWS Server 2003/2008, 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, data backup & retrieval, device driver software, system/network configuration and installation of software purchased by IMU of the aforementioned category from time to time.
- i) The list of software's being used at IMUV is placed at **Annexure-9**.

4.11 Network Management Service

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

4.12 Resident Engineer

- a) In order to provide the services mentioned above, the contractor must place two resident engineers onsite to resolve the hardware / software / configuration / customization / network problems. The primary duties (but not limited to) of the resident engineers are as briefly described below:
 - i) Service engineers should report to the authorized officer nominated by IMUV. Service Engineers should inform and take permission from such officer before doing any modifications / changes to the systems. Service Engineers should record all the changes made in the logbook.
 - ii) Maintenance and Service of Hardware.
 - iii) Network monitoring including monitoring of firewall / router /L3 switch, antivirus for network threats and ensuring that updates for threat management systems are implemented effectively.
 - iv) Disaster recovery policy & implementation
 - v) Backup activity policy & implementation.

- vi) Warranty covered equipment call log and follow up.
 - vii) Servers and Network shutdown and start-up as and when required.
 - viii) 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,
 - ix) Domain user creation and maintenance including VPN users. Monitoring and maintenance of Domain controller policies.
 - x) Exchange server user Account creation and maintenance.
 - xi) Attending to service/support calls from users as part of help desk services, troubleshooting of systems, network, peripherals and devices.
 - xii) Any other function as directed by the IMUV.
 - xiii) Wi-Fi user including student's calls and accounts and radius server maintenance.
- b) The contractor shall provide necessary support by placing engineers with adequate qualification and experience to troubleshoot and maintain the systems as and when required, 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 IMU for specific tasks.
- c) The contractor should ensure that all the engineers are appropriately qualified (CISCO/Microsoft/ORACLE/Symantec/certified) and have necessary expertise to resolve the problems/provide solutions as required so that there is minimal disruption of the services to the users of IMU.
- d) Contractor should consider the responsibility to maintain the trouble free environment service should be 24/7. The contractor should train at least three engineers. However two engineers will be in the site, one engineer standby. Contractor should rotate the engineers to keep everybody in touch with the site. Engineers should available at site from 0830 Hours to 2000 Hours in two shifts (0830 Hrs to 1700 Hours (Shift A), from 1100 Hrs to 2000 Hours (Shift-B) from Monday to Friday and on Saturday One Engineer should attend 0900 Hrs to 1730 Hrs. On public holidays/in emergency situations/as and when required one Engineer should attend the duty.

- e) Deputed resident Engineers will be under the supervision of IMUV. Contractor will not have any right to depute the Resident Engineers to any other site for any purpose. Resident engineers' will not have any type of permissions/leaves in case any Engineer requires Leave/ permission suitable Engineer should be posted for relief.



ANNEXURE - 1

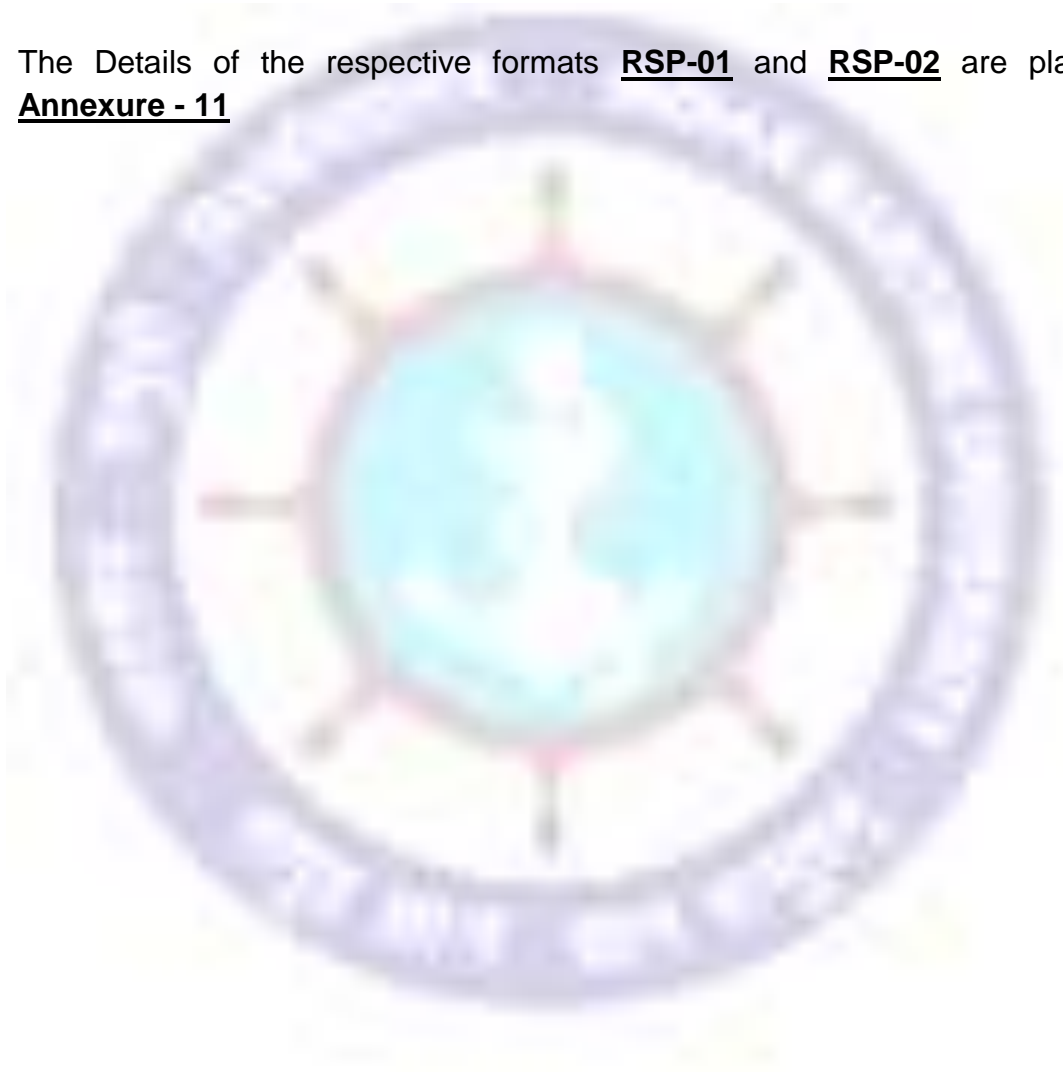
CONTENTS OF TECHNICAL BID

- 1) Bidders Particulars (**RST-01**)
- 2) Authorization Letter.
- 3) Demand Draft towards the cost of Tender document (applicable in case of download of tender document)
- 4) EMD in the form of Demand Draft Drawn on Schedule Bank
- 5) 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 and RST-05**)
- 6) Signed copy of the Tender Document along with clarifications if any issued prior to last day of submission of the tender.
- 7) Resident Engineer Proposed to be allocated to IMUV (**RST-06**)
- 8) The Details of the respective formats **RST-01** to **RST-06** are placed at **Annexure-10**

ANNEXURE - 2

CONTENTS OF PRICE BID

- 1) Covering Letter (**RSP-01**)
- 2) Price Bid (**RSP-02**)
- 3) The Details of the respective formats **RSP-01** and **RSP-02** are placed at **Annexure - 11**



ANNEXURE - 3

FORM OF BANK GUARANTEE

Bank Guarantee No: _____

Date _____

Valid up to _____

Indian Maritime University
Visakhapatnam Campus
Gandhigram
Visakhapatnam - 530 005

Dear Sir,

In consideration of Indian Maritime University Visakhapatnam Campus , having its Office at Gandhigram, Visakhapatnam-530005, Andhra Pradesh (hereinafter referred to as "Purchaser") which expression shall mean and include its successors and assignees and having entered in to a Contract for _____ contract dated _____ (hereinafter called "THE CONTRACT") which expression shall include all the amendments thereto with _____ having its Registered Office at _____ (hereinafter referred to as "THE CONTRACTOR"), which expression shall unless repugnant to the context or meaning thereof, shall include all its successors, administrators, executors and assignees and the purchaser having agreed that the CONTRACTOR shall furnish the purchaser a Bank Guarantee for of Rs. _____ (Rupees _____ only) as per the terms of Contract.

2. We, _____ registered under the laws of India having its Registered / Head office at _____ , (hereinafter referred to as the Bank) which expression shall unless repugnant to the context of meaning thereof, include all its successors, administrators, executors and permitted assignees do hereby guarantee and undertake to pay immediately on first demand in writing and any/all monies to the extent of Rs. _____ (Rupees _____ only) without any demur, reservation, contest or protest and/or without any reference to the CONTRACTOR. Any such demand made by the purchaser on the Bank by serving return notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute pending before any Court, Tribunal, Arbitrators or any other

Authority and/or any other matter or things whatsoever, as liability under these presents being absolute and unequivocal. We agree that Guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by the purchaser in writing. This guarantee shall not be determined, discharged or affected by liquidation, winding up, dissolution or insolvency of the Contractor and shall remain valid, binding and operating against the Bank.

3. The Bank also agrees that the purchaser of its option shall be entitled to enforce this Guarantee against the bank as a principal debtor, in the first instance, without proceeding against the CONTRACTOR and notwithstanding any security or other guarantee that the purchaser may have in relation to the Contractor's liabilities.

4. The Bank, further agrees that the purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the said CONTRACTOR from time to time or to postpone for any time or from time to time exercise of any of the powers vested in the purchaser against the said Contractor and forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor or for any forbearance, act or omission on the part of the purchaser or any indulgence by the purchaser to the said Contractor or any such matter or thing whatsoever which under the laws relating to the sureties would, but for this provision have effect of so relieving us.

5. The Bank further agrees that the guarantee herein contained shall remain in full force until _____ and all dues of the purchaser under or by virtue of this Contract have been fully paid and its claim satisfied or discharged or till the purchaser discharges the guarantee in writing, whichever is earlier.

6. This guarantee shall not be discharged by any change in our constitution, in the constitution of the purchaser or that of the Contractor.

7. The Bank confirms that this Guarantee has been issued with observance of the appropriate laws of the country of issue.

8. The Bank also agrees that this Guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Court of the place from where tenders have been invited.

9. We further agree that as between us and the purchaser for the purpose of this Guarantee any notice given to us by the purchaser that the money is payable by the CONTRACTOR and any amount claimed in such notice by the purchaser shall be conclusive and binding on us notwithstanding any difference between the purchaser and the CONTRACTOR or any dispute pending before any Court, Tribunal Arbitrator or any other authority. We further agree that this Guarantee shall not be affected by any change in our constitution or that of the CONTRACTOR. We also undertake not to revoke this Guarantee during its currency.

10. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Rs. _____ (Rupees _____ only) and Guarantee shall remain in force until _____.

11. We must receive any claim under this Guarantee before the expiry of this Bank Guarantee. If we have received no such claim by the said date, the rights of the purchaser under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the purchaser's right under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this _____ Day of _____ 2014 at _____

Date:

Authorized Signatory of the bank
(with Bank Seal)

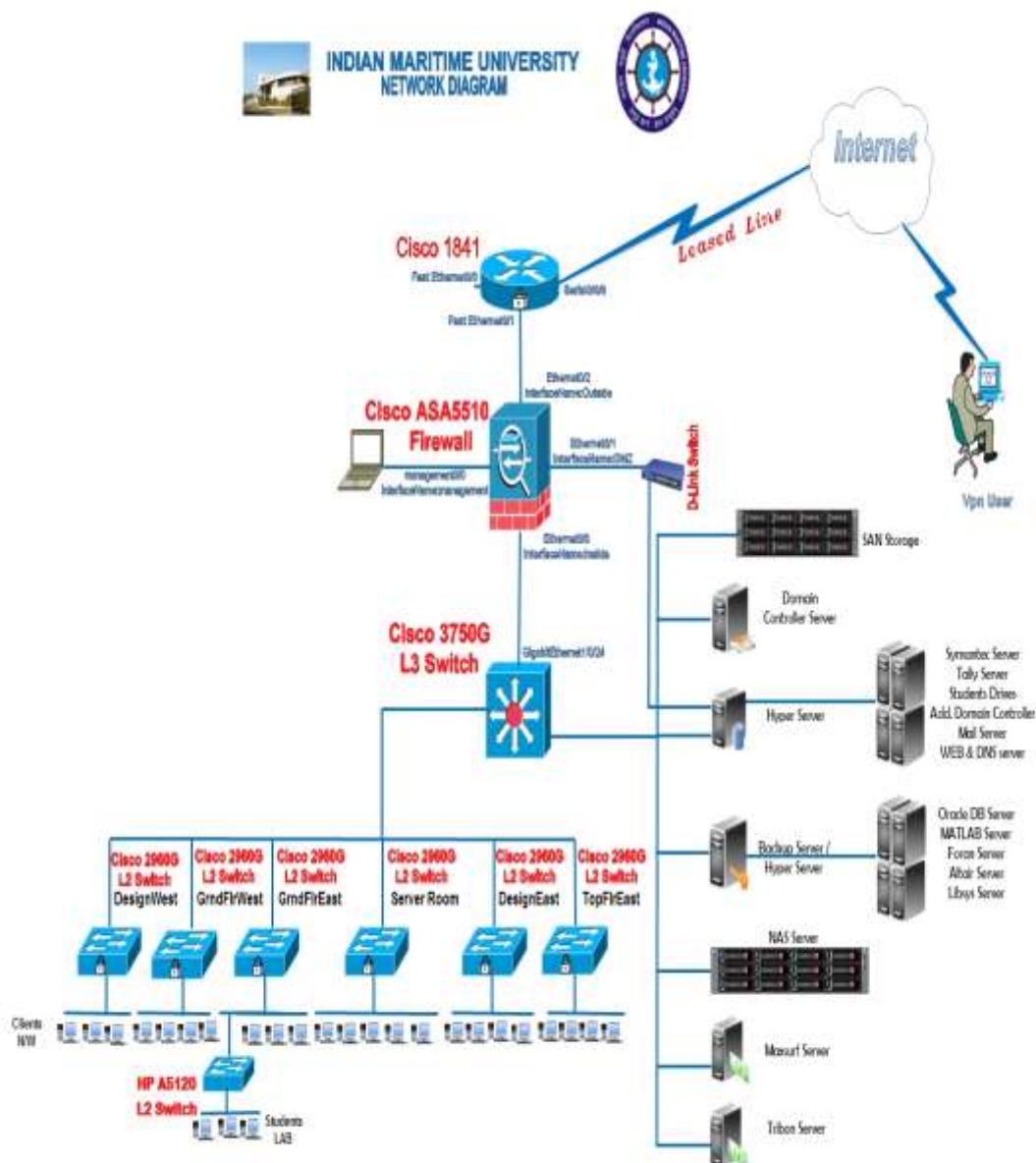
Place:

Witness No.1

Witness No.2

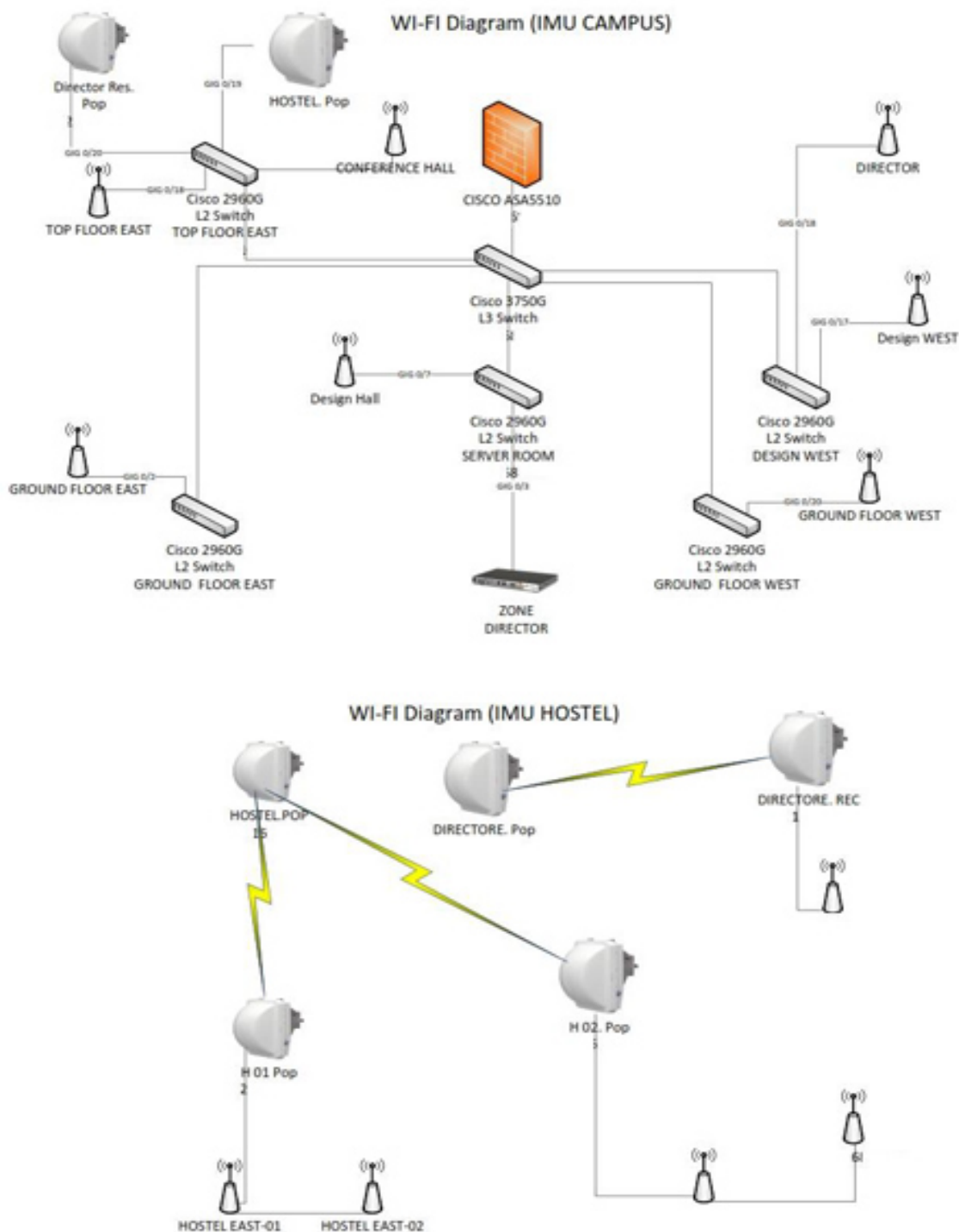
ANNEXURE - 4

SYSTEM DIAGRAM



ANNEXURE - 5

Wi-Fi network DIAGRAM



ANNEXURE - 6

List of Equipment Not Covered Under Warranty

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number
1	Servers	ML Proliant 350 G5	6	INI70402TY	435024-371
				INI7030D5N	
				INI7030D6N	
				INI720030T	
				INI70402TX	
				INI70402TM	
		DL 180 G5	1	SGH836YJSO	456830-371
		AiO 1200 NAS	1	SGH834Y5MH	AG655A
		HP DL 320 G5	1	CN68160HOS	418064-371
		HP ML 350 G6	1	CN7937038S	487932-371
		DL 580 G7	1	SGH108XC MR	588857-B21
		HP D2600 (2 TB x 6)	1	CN8104P17D	AJ940A
2	Workstations	HP XW4400	6	SGH738078S	ET115AV
				SGH738078T	
				SGH738078R	
				SGH738078V	
				SGH738078W	
		HP xw 4600	7	SGH014R7F1	RV724AV
				SGH014R7DY	
				SGH014R7DW	
				SGH022STP3	
				SGH014R7DZ	
				SGH014R7DV	
				SGH014R7DR	
		HP Z 200	10	SGH131PL4F	XM856AV
				SGH131PL4D	
				SGH131PL49	
				SGH131PL4C	
				SGH131PL4J	
				SGH131PL48	
				SGH131PL4G	
				SGH131PL47	
				SGH131PL4B	
				SGH131PL4H	
		HP Z 800	1	SGH101R5LW	SGH101R5LW

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No.IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number
3	Desktops	HP DX2480 Dual Core	17	INA9120C2P	FN949PA
				INA9120C93	
				INA9120C3L	
				INA9120C3H	
				INA9120C2K	
				INA9120C7R	
				INA9120CCC	
				INA9120C79	
				INA9120CCD	
				INA9120C6B	
				INA9120C6F	
				INA9120C43	
				INA9120C2H	
				INA9120C5G	
				INA9120C6H	
				INA9120CBK	
				INA9120CBV	
		HP DX2480 Core 2 Duo	19	INA90808QX	NA347PA
				INA90808RL	
				INA9340S2W	
				INA9340S5Y	
				INA90808WV	
				INA9340S1X	
				INA9080823	
				INA90809D3	
				INA908092K	
				INA9340RXX	
				INA9340S2G	
				INA9340RPJ	
				INA9080963	
				INA9340RYF	
				INA9340RX9	
				INA9080909	
				INA9340S5D	
				INA9340S1D	
		HP Desk top DC7800	4	INA83406WP	FX774PA
				INA83406WM	
				INA83406XX	
				INA83406TJ	

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No.IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number
	Desktops	HP DX2480 Core 2 Duo	10	INA952067W	VP570PA
				INA9470M1G	
				INA95205RF	
				INA952073R	
				INA9470LZ1	
				INA9520C2H	
				INA9470M6K	
				INA9520749	
				INA952074H	
				INA952063B	
		Pro 3090 MT Core2 duo	15	INA107TYH7	XT760PA
				INA129RPD9	
				INA107TYG6	
				INA0450546	
				INA107TYK8	
				INA107TYJ0	
				INA045059H	
				INA107TYGB	
				INA107V3TL	
				INA045055G	
				INA107TYJY	
				INA04503GC	
				INA107TYGL	
				INA045054P	
				INA107TYKW	
4	Laptops	HP Elite Book 8530P	2	SGH90608KX	KRI51AV
				SGH90608K6	
		HP Pro Book 4420s	2	CNF1250FR3	LJ829PA#ACJ
				CNF1250FRX	
		Compaq Laptop 6730s	1	CNU9171BJ2	
5	Scanners	HP Scan jet 4500C	1	CN31KT7092	
		HP Scan jet 3670	1	CN42QS70WZ	
		Mustek A3 Scanner	1	BAD820D00545	
	Interactive panel	Hitachi T-Sxlg	2	W643017A0C31K0129	
				W643043A0A21K0168	
6	Printers	Laser Jet 3800 DN	1	CNPH04953	
		Laser Jet P3005 DN	2	CNK2P53647	
				CNS2N57507	
		Cannon Fax Printer	1	ABB02521	
		HP OJ100 mobile printer	1	MY122110C7	
		HP LJ 1108	6	VNC7K28195	
				VNC7K28700	
				VNC7L18509	
				VNC6402899	
				VNC7K15313	
				VNC7L26806	
		HP LJ 9040 DN	1	JPRXD3XQ59	Q7699A
		HP LJ 3015 DN	2	VNBXC4TS4G	CE528A
				VNBXC6JSBD	CE528A

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No.IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number
7	Plotters	HP DJ A0-PS Plotters	2	MY6CED309V	
		HP - DJ 500		SG22I3102M	
8	Projector	Cannon Projector	1	V400262C	
		Hitachi projectors	4	F1BHO2343	
				F1BHO2335	
				F1BHO1581	
				F1BHO1572	
		EPSON-H436C	3	PUEF230490L	
				PUEF230469L	
				PUEF230619L	
9	Active & passive network components	D-Link KVM switches (ordinary 4 port)	3		
		D-link 16 Port Unmanaged Switch	1	DRBS686000042	
		HCL 42 U Server Rack	1		
		Dlink / Dax 8 port switches	8		
		Vero President Switch Rack	1		
		Dlink / Dax 8 port switches			
		Gigabit - IO - Points	175		
10	Zdirects	HP Zdirects	4		

ANNEXURE - 7

List of Equipment covered under Warranty

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number	Warranty Valid up to
1	Server	DL 380p G8	1	SGH309NDMW	653200 - B21	06-Mar-2016
2	Desktops	HP 8300 SMFF i7	40	INA248S7SQ	D0P95PA#ACJ	15-Jan-2016
				INA248S7PS	D0P95PA#ACJ	15-Jan-2016
				INA248S7Q9	D0P95PA#ACJ	15-Jan-2016
				INA248SDD7	D0P95PA#ACJ	15-Jan-2016
				INA248S7SS	D0P95PA#ACJ	15-Jan-2016
				INA248SDDT	D0P95PA#ACJ	15-Jan-2016
				INA248S7S8	D0P95PA#ACJ	15-Jan-2016
				INA248SDDM	D0P95PA#ACJ	15-Jan-2016
				INA248SDCM	D0P95PA#ACJ	15-Jan-2016
				INA248S7PH	D0P95PA#ACJ	15-Jan-2016
				INA248SDCW	D0P95PA#ACJ	15-Jan-2016
				INA248SDFM	D0P95PA#ACJ	15-Jan-2016
				INA248SDFJ	D0P95PA#ACJ	15-Jan-2016
				INA248SDF5	D0P95PA#ACJ	15-Jan-2016
				INA248SDF8	D0P95PA#ACJ	15-Jan-2016
				INA248SDCY	D0P95PA#ACJ	15-Jan-2016
				INA248SDCR	D0P95PA#ACJ	15-Jan-2016
				INA248SDF2	D0P95PA#ACJ	15-Jan-2016
				INA248SDD5	D0P95PA#ACJ	15-Jan-2016
				INA248SDF4	D0P95PA#ACJ	15-Jan-2016
				INA248S7ST	D0P95PA#ACJ	15-Jan-2016
				INA248S7Q1	D0P95PA#ACJ	15-Jan-2016
				INA248S7PQ	D0P95PA#ACJ	15-Jan-2016
				INA248S7QG	D0P95PA#ACJ	15-Jan-2016
				INA248S7Q8	D0P95PA#ACJ	15-Jan-2016
				INA248SDFC	D0P95PA#ACJ	15-Jan-2016
				INA248S7SG	D0P95PA#ACJ	15-Jan-2016
				INA248S7PY	D0P95PA#ACJ	15-Jan-2016
				INA248S7SN	D0P95PA#ACJ	15-Jan-2016
				INA248S7QD	D0P95PA#ACJ	15-Jan-2016
				INA248SDD4	D0P95PA#ACJ	15-Jan-2016
				INA248S7Q4	D0P95PA#ACJ	15-Jan-2016
				INA248S7QV	D0P95PA#ACJ	15-Jan-2016
				INA248SDCK	D0P95PA#ACJ	15-Jan-2016
				INA248SDFG	D0P95PA#ACJ	15-Jan-2016
				INA248SDD9	D0P95PA#ACJ	15-Jan-2016
				INA248SDDR	D0P95PA#ACJ	15-Jan-2016
				INA248S7T2	D0P95PA#ACJ	15-Jan-2016

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - Tender No.IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014

Sl. No.	Category	Description of Equipment	Qty	Serial Number	D0P95PA#ACJ	15-Jan-2016
	Desktops	HP 8300 SMFF i7		INA248S7QJ	D0P95PA#ACJ	15-Jan-2016
				INA248S7S6	D0P95PA#ACJ	15-Jan-2016
				INA248S7SQ	D0P95PA#ACJ	15-Jan-2016
				INA248S7PS	D0P95PA#ACJ	15-Jan-2016
				INA248S7Q9	D0P95PA#ACJ	15-Jan-2016
				INA248SDD7	D0P95PA#ACJ	15-Jan-2016
				INA248S7SS	D0P95PA#ACJ	15-Jan-2016
				INA248SDDT	D0P95PA#ACJ	15-Jan-2016
				INA248S7S8	D0P95PA#ACJ	15-Jan-2016
				INA248SDDM	D0P95PA#ACJ	15-Jan-2016
				INA248SDCM	D0P95PA#ACJ	15-Jan-2016
				INA248S7PH	D0P95PA#ACJ	15-Jan-2016
				INA248SDCW	D0P95PA#ACJ	15-Jan-2016
				INA248SDFM	D0P95PA#ACJ	15-Jan-2016
				INA248SDFJ	D0P95PA#ACJ	15-Jan-2016
				INA248SDF5	D0P95PA#ACJ	15-Jan-2016
				INA248SDF8	D0P95PA#ACJ	15-Jan-2016
				INA248SDCY	D0P95PA#ACJ	15-Jan-2016
				INA248SDCR	D0P95PA#ACJ	15-Jan-2016
				INA248SDF2	D0P95PA#ACJ	15-Jan-2016
3	Laptops	Panasonic CF-31Ruggerd laptop	1	1GSKB78084	-	05-Sep-2017
		HP Elite Book 8560W MWS	3	5CB2211KDF	BOM50PA#ACJ	27-Jul-2015
				5CB2211KDD	D0P95PA#ACJ	15-Jan-2016
				5CB2211KDC	D0P95PA#ACJ	15-Jan-2016
		HP Pro Book 4430S	4	INA209PNSX	A9D43PA#ACJ	13-May- 2015
				INA209PP14	D0P95PA#ACJ	15-Jan-2016
				INA209PNZ3	D0P95PA#ACJ	15-Jan-2016
				INA209PP0C	D0P95PA#ACJ	15-Jan-2016
		HP Folio 13-1017TU	1	CND209MFV8	A9R11PA#ACJ	11-Mar- 2015
		HP Pro Book 4540S	1	INA316PK41	DON72PA#ACJ	28-Jul- 2016
4	CISCO	ASA5510-CSC10-K9	1	JMX1243L1FD	D0P95PA#ACJ	07-Jul-2015
		ASA-CSC-10-INC-K9	1	JAF1238ARMT	D0P95PA#ACJ	07-Jul-2015
		WS-C3750G-24T-S	1	FDO1228Y1W4	D0P95PA#ACJ	07-Jul-2015
		WS-C2960G-24TC-L	1	FOC1317X4LB	D0P95PA#ACJ	07-Jul-2015
		WS-C2960G-24TC-L	1	FOC1317X4LG	D0P95PA#ACJ	07-Jul-2015
		CISCO1841-SEC/K9	1	FHK1234219A	D0P95PA#ACJ	07-Jul-2015
		WS-C2960G-24TC-L	1	FOC1231V31L	D0P95PA#ACJ	07-Jul-2015
		WS-C3560-8PC-S	1	FOC1230V2HK	D0P95PA#ACJ	07-Jul-2015
		WS-C2960G-24TC-L	1	FOC1230V4L8	D0P95PA#ACJ	07-Jul-2015
		WS-C2960G-24TC-L	1	FOC1230V4LF	D0P95PA#ACJ	07-Jul-2015
		WAP4410N-G5	1	SER154801L1	D0P95PA#ACJ	07-Jul-2017
		WAP4410N-G5	1	SER1607012D	D0P95PA#ACJ	07-Jul-2017

Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services - **Tender No.IMUV/2014-2015/AMC&FMC/007 Dated 30-08-2014**

Sl. No.	Category	Description of Equipment	Qty	Serial Number	Part Number	Warranty Valid up to
	CISCO	WAP4410N-G5	1	SER160400GQ	-	07-Jul-2017
		WAP4410N-G5	1	SER160400JW	-	07-Jul-2017
		SF90-24-AS	1	PSZ165203S9	-	07-Jul-2017
		SF90-24-AS	1	PSZ165203SC	-	07-Jul-2017
		SF90-24-AS	1	PSZ165203SD	-	07-Jul-2017
		WAP4410N-G5	1	SER160400JZ	-	07-Jul-2017



ANNEXURE - 8

LIST OF WI-FI EQUIPMENT

Sl. No.	Category	Description of Equipment	Qty Nos.	Serial Number
1	Ruckus	Bridges -zf7731	5	991155003131
				991155003156
				991155003309
				491255002418
				491255002125
		ZF 7962 Access points	11	471103000988
				471103001500
				451103001149
				471103000776
				471103001347
				451103001196
				451103001631
				451103001379
				451103001587
				431003001633
				291303005884
		Media Flex MF7211	1	441003000923
		Zone Director 1112	1	491123000098

ANNEXURE - 9

LIST OF SOFTWARES AVAILABLE

Sl. No	Description of the Software
1	OS – windows 2003 Standard edition SP1, 64 bit & 32 Bit
2	OS – windows 2003 Enterprises edition SP1, 64 Bit & 32 Bit
3	OS – Windows 2008 Standard edition SP1, 64 Bit & 32 Bit
4	OS – Windows Storage Server 2003 R2 32 bit (preloaded)
5	OS – windows XP Professional 32 bit & 64 bit
6	OS – windows Vista
7	OS – Windows 7
8	Foran V70
9	Tribon M3
10	AVEVA Marine
11	Maxsurf
12	Altair hyper works
13	AutoCAD
14	Ship flow
15	Libsys
16	LS Digital
17	Tally
18	Microsoft Exchange Server 2007
19	Symantec 11
20	Oracle 10g & 11g
21	IBM Tivoli and Yosemite
22	Math Lab
23	Trend Micro
24	Adobe Provisional 8
25	CISCO (Firewall, Router, Switches) OS
26	MS office 2007
27	MS Visio 2003
28	Orca Flex
29	ANSYS

ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

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

The Director
Indian Maritime University
Visakhapatnam Campus
Gandhigram
VISAKHAPATNAM - 530005

Sirs,

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

4. We understand that the Purchaser reserves the right to,
 - a) Amend the scope of tender and value of contract under this work
 - b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender.
 - c) We agree that the Purchaser will not be liable for any such action and will be under no obligation to inform the Bidder of the grounds for such action.
5. The bid submitted by us is valid for a period of 90 Days from the date of opening of the Tender.
6. We agree to adhere to the prices (exclusive of taxes) as quoted by us for a period of Two years from the date of expiry of the bid.
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 :

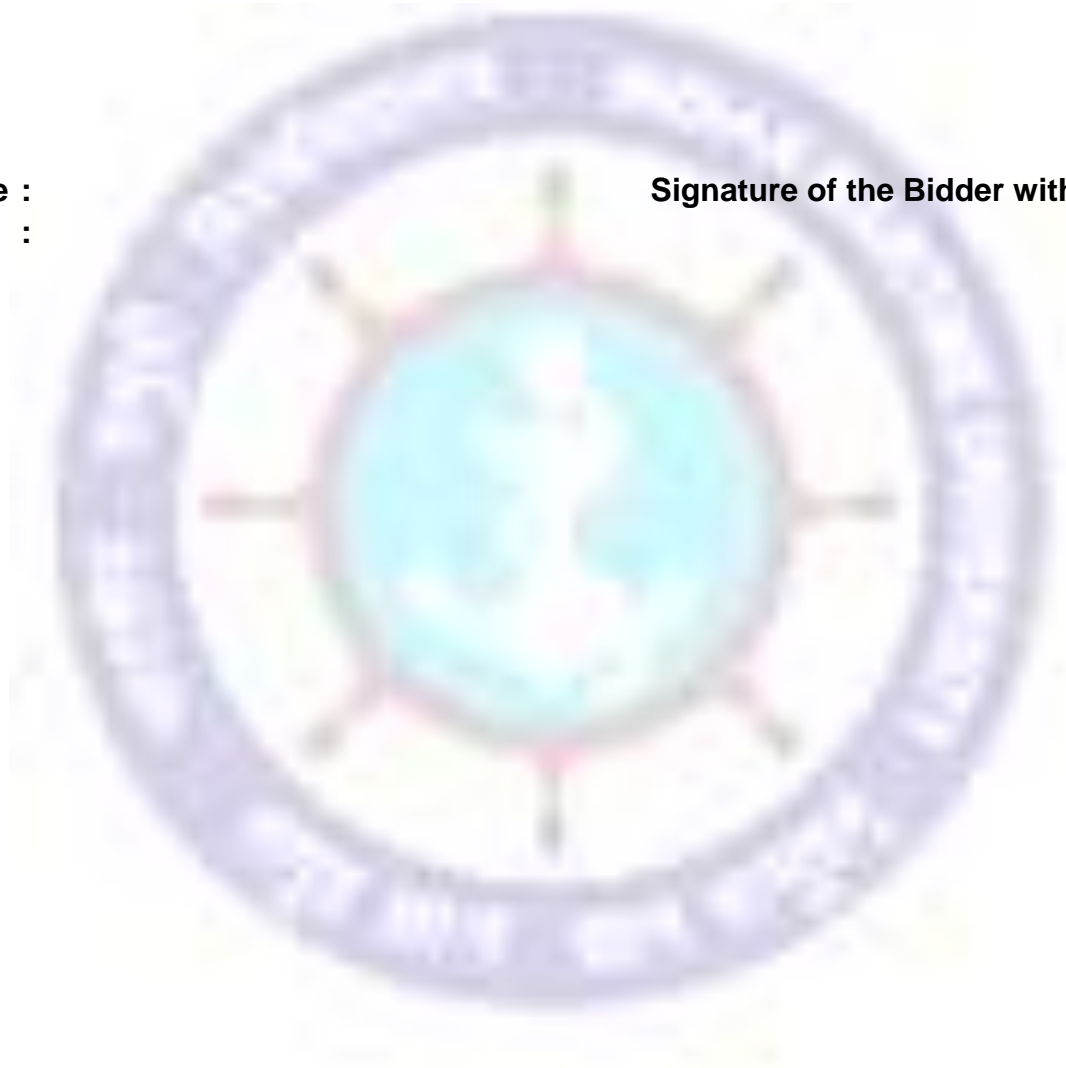
ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

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

Place :
Date :

Signature of the Bidder with Seal



ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

RST-03: **Similar Works Undertaken in the last Five Years (2009-2010 to 2013- 2014) till the date of submission of the Tender**

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

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

Accomplishments if any:

Place :

Signature of the Bidder with Seal

Date :

ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

RST-04: **Annual Turnover for the Past Three Years (2010-2011 to 2012-2013)**

Year	Turnover Rs. Lakhs
2010-2011	
2011-2012	
2012-2013	

Note: Enclose copies of Audited Statements and IT returns

Place :

Signature of the Bidder with Seal

Date :

ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

RST-05: **Resource Personnel Details**

Sl. No.	Name of Person	Nature of Job/ Designation	Whether employed Full time/ Part time	Educational Qualification	No of Years of Experience	Specialized Expertise (CISCO/ Networking/ Hardware/ Microsoft/ ORACLE/ System Integration/ Symantec)

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

Place :

Signature of the Bidder with Seal

Date :

ANNEXURE - 10
(Continuation)

RESPONSE SHEETS FOR TECHNICAL BID

RST-06: (Continuation)

Resident Engineer Proposed to be allocated to IMU Visakhapatnam

Sl. No.	Name of Person	Nature of Job/ Designation	Whether employed Full time/ Part time	Educational Qualification	No of Years of Experience	Specialized Expertise (CISCO/ Networking/ Hardware/ Microsoft/ ORACLE/ System Integration/ Symantec)

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

Place :

Signature of the Bidder with Seal

Date :

ANNEXURE - 11
(Continuation)

RESPONSE SHEETS FOR PRICE BID

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

The Director
Indian Maritime University,
Visakhapatnam Campus
Gandhigram
Visakhapatnam - 530005

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

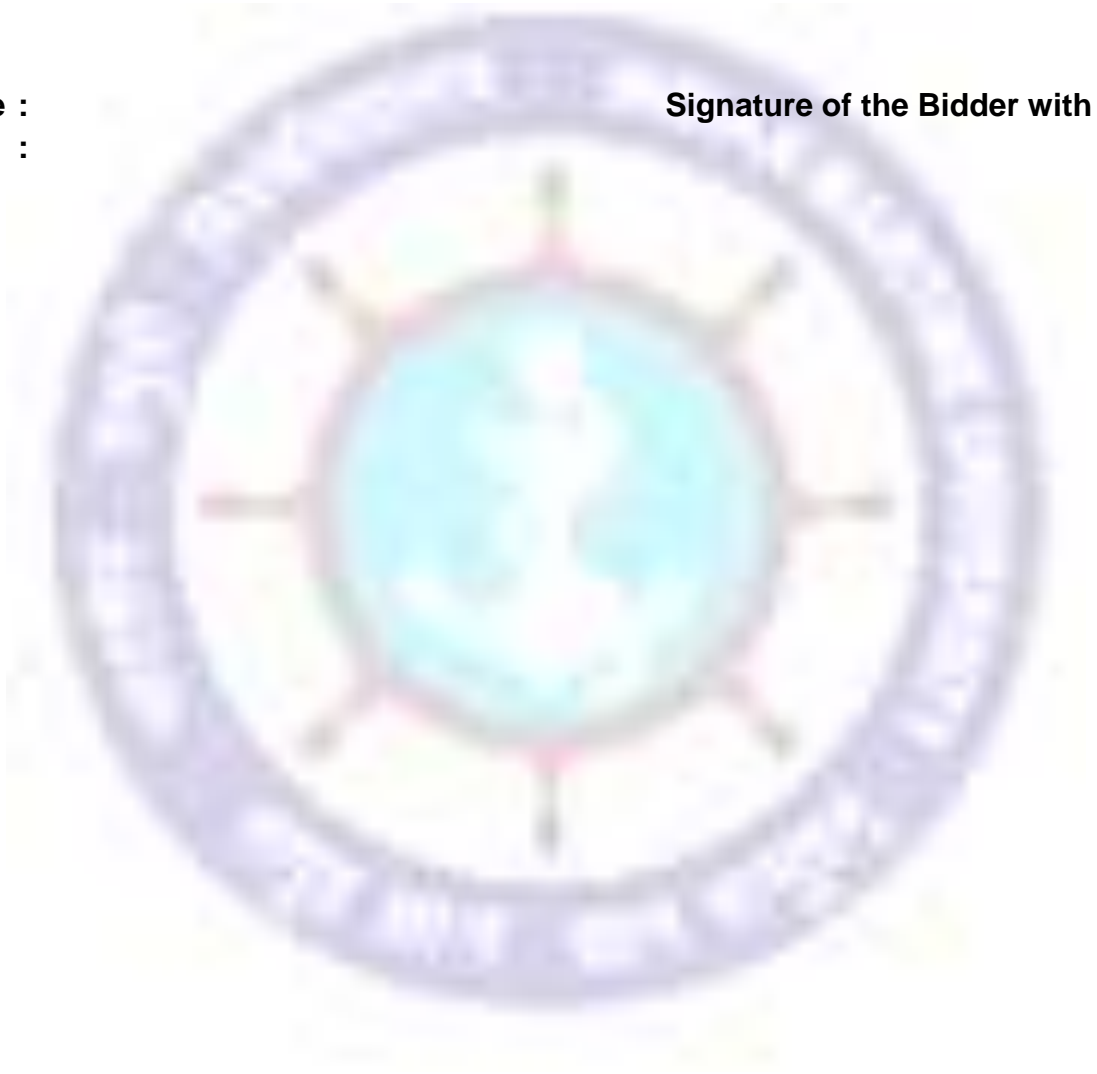
1. I / We offer to execute the work in conformity with the said schedule of requirements, Conditions of tender, Schedule of requirements, annexure to the tender & draft contract for a sum of `----- (Rupees-----) per month or part thereof inclusive of applicable taxes and duties as per the details enclosed in **RSP-02**.
2. We understand that the Purchaser reserves the right to,
 - a) Amend the scope of tender and value of contract under this work
 - b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender.
 - c) We agree that the Purchaser will not be liable for any such action and will be under no obligation to inform the Bidder of the grounds for such action.
3. The bid submitted by us is valid for a period of 90 days from the date of opening of the Tender.

4. We agree to adhere to the prices (exclusive of taxes) as quoted by us for a period of Two years from the date of expiry of the bid.
5. The undersigned declare that the statements made and the information provided in the fully completed Cover-II details are complete, true and correct in every detail.

Place :

Signature of the Bidder with Seal

Date :



ANNEXURE - 11**(Continuation)**

RESPONSE SHEETS FOR PRICE BID - RSP-02: The Detailed Price Bid
(EXISTING HARDWARE as per Annexure- 6) (Quote should be both in Figures and in Words)

Sl. No	Category	Description of Equipment	Qty	AMC Rate/ Per Unit per Month	AMC Rate/ per Month in	Taxes %	Total Taxes	Total Amount (Rs) / Month
1	Servers	ML Proliant 350 G5	6					
		DL 180 G5	1					
		AiO 1200 NAS	1					
		HP DL 320 G5	1					
		HP ML 350 G6	1					
		DL 580 G7	1					
		HP D2600 (2 TB x 6)	1					
2	Workstations	HP XW4400	6					
		HP xw 4600	7					
		HP Z 200	10					
		HP Z 800	1					
3	Desktops	HP DX2480 Dual Core	17					
		HP DX2480 Core 2 Duo	19					
		HP Desk top DC7800	4					
		HP DX2480 Core 2 Duo	10					
		Pro 3090 MT Core2 duo	15					
4	Laptops	HP Elite Book 8530P	2					
		HP Pro Book 4420s	2					
		Compaq Laptop 6730s	1					
5	Scanners	HP Scanjet 4500C	1					

		HP Scanjet 3670	1					
		Mustek A3 Scanner	1					
		Hitachi T-Sxlg Interactive panel	2					
6	Printers	Laser Jet 3800 DN	1					
		Laser Jet P3005 DN	2					
		Cannon Fax Printer	1					
		HP OJ100 mobile printer	1					
		HP LJ 1108	6					
		HP LJ 9040 DN	1					
		HP LJ 3015 DN	2					
7	Plotters	HP DJ A0-PS Plotters	1					
		HP - DJ 500	1					
8	Projector	Cannon Projector	1					
		Hitachi projectors	4					
		EPSON-H436C	3					
9	Active & passive network components	D-Link KVM switches (ordinary 4 port)	3					
		D-link 16 Port Unmanaged Switch	1					
		HCL 42 U Server Rack	1					
		Dlink / Dax 8 port switches	8					
		Vero President Switch Rack	1					
		Dlink / Dax 8 port switches	8					
		Gigabit - IO – Points	175					

10	Ruckus Care Pack	Ruckus Partner Premium Support pack	1					
11	Zdirects	HP Zdirects	4					
12	Facility Management Service	Facility Management Service	1					
		Resident Service Engineer	2					
Total Charges				Total Per Month (Exclusive of Taxes)		Total Per Month (Inclusive of Taxes)		
Total Charges Per Month (Exclusive of Taxes) in words								
Total Charges Per Month (Inclusive of Taxes) in words								

Place :

Date :

Signature of the Bidder with Seal

ANNEXURE - 12**(Continuation)**

RESPONSE SHEET FOR PRICE BID - RSP-02: The Detailed Price Bid
(HARDWARE TO BE INCLUDED SUBSEQUENT TO WARRANTY PERIOD as per Annexure-7 of tender)

(Quote should be both in Figures and in Words)

Sl. No	Category	Description of Equipment	Qty	AMC Charges per Unit per Month exclusive of Taxes	Total Charges per Month exclusive of Taxes	Taxes %	Total amount of Taxes	Total Charges per Month inclusive of Taxes
1	Servers	DL 380 G8	1					
2	Desktops	HP 8300 SMFF Core i7 with Graphic Card & 17" TFT Monitor, Keyboard & mouse	40					
3	Laptops	HP Elite Book 8560W MWS	3					
		HP Pro Book 4430S	4					
		HP Folio 13-1017TU	1					
		HP Pro Book 4540S	1					
Total Charges				Total Per Month (Exclusive of Taxes)		Total Per Month (Inclusive of Taxes)		
Total Charges Per Month (Exclusive of Taxes) in words								
Total Charges Per Month (Inclusive of Taxes) in words								

Place :**Date :****Signature of the Tenderer with Seal**