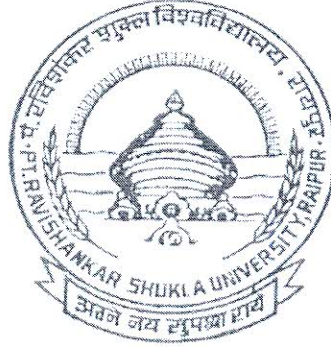

Pt. Ravishankar Shukla University
Amanaka, G.E. Road, Raipur (C.G.) 492010



TENDER DOCUMENT FOR

Annual Maintenance Contract of
Pt. Ravishankar Shukla University Servers and Antivirus Server

546

TENDER NO. : -/C.Sc. /2017 Date 04/10/2017
TO BE SUBMITTED BY : - on or before 24.10.2017 (04:00 PM.)

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Related Information

Sr. No.	Item	Description
1.	Scope of Work	Annual Maintenance Contract of Pt.RavishankarShuklaUniversityServers and Antivirus for 100 Users/ Desktops.
2.	Cost of Tender Documents	Rs. 1000.00(non-refundable) by Demand draft in favor of Registrar, Pt.RavishankarShuklaUniversity, Raipur. Downloaded Tender documents must enclose Demand draft of the cost of Tender Document.
3.	EMD	Rs. 30,000 by Demand draft in favor of Registrar, Pt.RavishankarShuklaUniversity, Raipur
4.	Sale of bid documents	Start from <u>03/10/2017</u> to <u>24/10/2017</u> (Between 11.00 AM to 04.00 PM) S.o.S. in Computer Science & IT, Pt.RavishankarShuklaUniversity, Raipur (C.G.) or can be downloaded from website.
5.	Last date of submission of bid	On or before <u>24/10/2017</u> (04:00 PM)
6.	Place of opening of bids	Office of the Registrar, Pt.RavishankarShuklaUniversity, Raipur (C.G.)
7.	Date and Time of opening of bids	<u>25/10/2017</u> , 12:00 PM
8.	Address for communication	Registrar, Pt.RavishankarShuklaUniversity, Raipur (C.G.) Ph: 0771-2262540, Fax 0771-2262583

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Pt. Ravishankar Shukla University, Raipur (C.G.)

No. _____/C.Sc./2017

Dated ___/___/2017

Commercial Bid

Pt. Ravishankar Shukla University, Raipur invites sealed tender offers from eligible, reputed firms/agency/organizations for Annual Maintenance Contract of University Servers and Antivirus for Servers/Desktops.

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S. No.	Particulars	Duration	Rate/ Month	Total Amount for 1 year
1.	Comprehensive Maintenance (Hardware & Software) of Four Servers on Server Room.	12 Months	-	-
1.1	IBM Blade Server HS22 (with four populated blades)			
1.2	IBM Server System X3200			
1.3	IBM Server System X3400			
1.4	LENOVO Server TS 140			
2.	Comprehensive Maintenance (Hardware) of server HP ProLiant DL165 G7 situated at Finance.			
3.	Comprehensive Maintenance (Hardware) of Sever HP Blade Server HPC 3000 BL 460 Blade chassis with Blade 06 No. of populated blade Intel power xeon situated at Library.			
4.	Protection from Desktop Virus and Spyware and related problems for Servers and Desktops with 100 Antivirus Users.			
5.	Supply, installation of Anti-virus /Anti-spyware Software (Total 100 Users license) with one year subscription license. (As per the other proposal)			
6.	Configuration, Installation of Microsoft Patch Management Server for Windows Server, Configuration, Installation of Package of Linux Servers.			
7.	Configuration & Installation of Linux Web Mail Server (Configuration and management), DNS Server (Management) , Log Reporting of DNS Server and Web Server , Storing Backups of All Servers.			
8.	Information Security Audit Report for AMC servers separately.			
9.	Service Engineers Salary			
10.	Total			

Note:

- (1) Please fill all the entries separately.
- (2) Quote the rate including all taxes.

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CERTIFICATE

Certified that full contents of tender document have been thoroughly studied and understood by us before quoting above mentioned rates. We shall not claim / charge any other amount by way of charges, expenses etc. The rate quoted by us above is inclusive of everything.

(Signature of Tenderer with Seal)

Name :

Address :

Subodh
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Date
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Pt.RavishankarShuklaUniversity, Raipur (C.G.)
Details about Campus Area Networks equipment

Sr. No.	Equipments	Qty. Installed
1	IBM Blade Server HS22 (with four populated blades)	1
2	IBM Server System X3200	1
3	IBM Server System X3400	1
4	LENOVO Server TS 140	1
5	HP ProLiant DL165 G7	1 (on Finance)
6	HP Blade Server HPC 3000 BL 460 Blade chasis with Blade 06 No. of populated blade Intel power xeon.	1 (on Library)
Server Installed on Computer Science & IT		
	One Semester Result Server (Windows Based)	IBM Blade Server
	One Antivirus Server (Quickheal endpoint security with latest console)	
	DNS Server (Windows Based)	IBM X3200 and IBM Blade Server
	One Web Server (www.prsu.ac.in)	IBM X3200 and IBM Blade Server
	One Semester Result Server backup	IBM X3400
	To Setup and Manage Webmail Server Linux Based on two Blades	IBM Blade Nos. 02
	Vulnerability Testing OS for all Server	LENOVO Server TS 140
Server Installed on Finance Department of Pt.RSU		
	HP ProLiant DL165 G7 (Hardware)	
Server Installed on Pt. Sundarlal Sharma Library		
	HP Blade Server HPC 3000 (Hardware)	

Details about facility Management / Network management Services.

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Server Farm – All Public IP occupied servers (Computer Science and IT, Library)	
S. No.	Particulars
01.	Comprehensive Maintenance (Hardware & Software) of Four Servers installed on Computer Science Dept server room. Submission of Breakdown Maintenance report – weekly
	Comprehensive Maintenance (Hardware) of One Server installed on Finance Department. Submission of Breakdown Maintenance report – weekly to Finance dept.
	Comprehensive Maintenance (Hardware) of One Server installed on Library. Submission of Breakdown Maintenance report – weekly to Library.
02.	Configuration, Installation of Microsoft Patch Management Server with Log Reporting on all windows Servers installed on Computer Science and IT.
03.	Configuration & Installation of Linux Web Mail Server
04.	Configuration of Management of DNS Server and Management
05.	Vulnerability testing of All Servers from
06.	Configuration & Installation of Servers farms from DMZ zone of firewall.

Requirement of Manpower for Facility Management:

The contractor shall have to depute a team of following personals at RSU. Their roles & responsibilities shall be as under

- (1) On Site In-charge & Network and Server Support Engineer (One Engineer only)

He shall be a single window contact with RSU. He being the Site In-charge, should be capable of liaison with the users and coordinate activities within the team. Should be capable of monitoring & troubleshooting of Server equipment's (Active & Passive components). Should have hands on experience on routers & switches. Should have good knowledge and work experience on Windows server 2008/Windows server 2012/ LINUX / Client/Server mode. He shall be responsible for monitoring all the remote IP based equipments such as PC, SERVER, ROUTER, SWITCH and NETWORK PRINTER, Online Storage, Log Reporting and SSL.

Penalty

1. In case engineer comes late after 10:30 am Rs. 200 will be deducted from AMC. If engineer does not come for one office day, then on day salary will be deducted from AMC.
2. If any service is interrupted within the campus due to Software or Hardware problem is not resolved within 3 days than 0.5% amount of Quarterly AMC charges will be deducted. If the problem is not solved within one week then 0.1% of Quarterly AMC amount will be deducted each day.

List of Facility Management Services deliverable

1. MIS Reports
 - a. Server usage Report (Weekly).
 - b. Log Report for web server and DNS Server.
 - c. Vulnerability testing report weekly.
2. Technical Support Service
 - a. First level hardware support for IT equipment's. – Diagnosing the problem and getting the same resolved as per the severity level assigned to it.
 - b. Support to the desktop OS for Antivirus software.
 - c. Resolution of network connectivity problems for Servers/Desktop.
 - d. Installation of software on the clients & Server.
 - e. Activity related to all Install, Move Add or Change at the client & Server level.

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3. Server Security Management

The contractor shall be responsible for orderly system startup and shutdown, resolving server problems like system crash, network connection failure on servers and to the departments switch, creating/modifying /deleting users and groups, installation of OS upgrades and patches. Re-installation of OS, installation of system software, performing periodic backup of all system files/volumes, re-organizing the disk space of server and changing system configuration parameters for better system performance etc.

4. The Contractor shall be responsible for the Virus protection of all 100 computers and servers included in the associated LAN. For this purpose He shall have to periodic cleaning in the desktops/Servers/Laptops. He shall also diagnose and rectify any Virus problem that can be fixed by the Antivirus tool and shall provide feedback on any new virus detected to the Computer In-Charge, The Anti-Virus Anti Spyware software license for 100 Users with 1 Year Subscription is to be provided by Contractor in the beginning of contract. Contractor shall be responsible for Antivirus up-date, re-installation of OS, if required, Periodic system performance tuning such as changing the system configuration parameters and reorganizing the disk space etc. This refers to the operating system only and specifically excludes proprietary applications running on the Server, installing system software, escalating unresolved problems to Computer In-charge.

5. Audit of Hardware and Software

The contractor shall have to submit audit report of the IT equipments and software as under. The first report shall be submitted in two months of beginning of contract and last report before contract expiry. Report shall include following:

- a. Condition of the IT equipment and its serviceability
- b. Component configuration
- c. Location
- d. Database of Software licenses and shall have to ensure that unlicensed software/ data is not installed on the Machines.

6. The contractor shall have to provide suitable help desk / call management for antivirus software for online logging/ through phone calls/ calls of day to day service calls. Software should be web based so that the same can be accessed by concerned user who wants to register complaint about the service calls.

7. Information Security Audit: To be submitted within 3 months of beginning of Contract.

Information is a vital asset in RSU. The protection and security of this information is of prime importance. Vendor along with RSU Computer In-charge should set security policy, standards and procedures for information security.

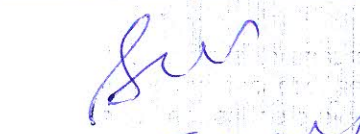
The purpose of information security audit is to ensure business continuity and minimize business damage by preventing and minimizing the impact of security incidents. Information security is characterized here as the prevention of:

- Confidentiality: ensuring that information is accessible only to those authorized to have access.
- Integrity: safeguarding the accuracy and completeness of information and processing methods.
- Availability: ensuring that authorized users have access to information and associated assets when required.
- Contractor should implement a suitable set of controls like policies, practices, procedures, organizational structures and software functions. These controls need to be established to ensure that the specific security objectives of RSU are met.

8. Complete Work should be carried out by contractors engineer only & outsourcing of job to third party is not allowed.

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9. Technical Support Service as mentioned in point 2 and Servers and its Network Security Management as mentioned in point 3 will have to be provided in all conditions including Fire, High Voltage, Voltage Fluctuation, Rat bite, cutting of cable etc.

Anti-Virus / Anti spyware Software Technical Specification:

Total User License: 100

Period: 1 year subscription

License should be in the name of: Registrar, Pt. RavishankarShuklaUniversity, Raipur.

Mail Server Security:

- Linux based full-fledged email solution with SSL based Administrative User Interface (UI)
- Full virus scanning and removal for all incoming and outgoing mails.
- Capable of handling large no. of mail accounts without additional impact on AV investments
- Capable of filtering SMTP traffic by the virtue of Root Elimination Technology
- Report Statistics

Antivirus Security:

- Dual Scan Engines for better efficiency.
- Full antivirus protection for 100 (PCs and Servers) in the campus.

TERMS AND CONDITIONS FOR AMC OF RSU-CAN

1. Sealed item rate tenders are invited for the proposed Maintenance/ Network Management services of RSU-CAN. Tender should be submitted in two part
 1. Technical bid
 2. Commercial bid.Tender not properly filled, Telegraphic / Fax tender, mutilated with incorrect calculation or generally not complying with the conditions shall be rejected.
2. University has right to remove one or more server at any time from AMC.
3. Weekly reports of breakdown maintenance of all servers must have to be submitted.
4. Tenderers should quote their rates both in figures and words. The schedule of quantities must be fully priced and the total of each along with carried over figures of the previous page shall be given in ink and signed by the tenderer. No. Blank space shall be left. If the discrepancy found in quoted rate in figures and words the rate quoted in words will be considered.
5. Sealed tenders with name of the job and the name of the tenderer written on the envelope will be received by the Registrar, Pt. R.S.U, Raipur (C.G.) through registered/speed post only. The PRSU reserves the right to postpone or/and extend the date of receipt or to withdraw the tender notice without assigning any reason thereof entirely at the discretion of the PRSU. In such an event tenderers shall not be entitled to any compensation in any form whatsoever.

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6. If the tender is made by or on behalf of a company incorporated under the companies Act (of 1956), it shall be signed by their Managing Director or one of the directors duly authorized on that behalf, if it is made by partnership firm, it shall be signed with co-partnership name by a member of the firm who shall sign his own name and give the name and address of each partner of the firm attach a copy of power of attorney with the tender authorizing him to sign on behalf of the other partners. A certified copy of the registered partnership deed shall also be submitted along with the tender.
7. Initially Maintenance/Servers /Antivirus Server Management Services of RSU-CAN shall be for a period of one year from the date of service starts. If performance of the service provider is found satisfactory, the contract between Pt.RavishankarShuklaUniversity and service provider may be may further extended for one year and the maximum contract period shall not be more than four years on same rate.
8. Acceptance period of the tender shall remain valid for acceptance for a period of 10 days from the date of opening of tender.

9. Site Inspection:

Every tenderer is expected to inspect the site of the proposed Campus Area Network (RSU-CAN) for 100 users of antivirus clients before quoting his rates. Must also go through all the drawings and documents. It will be construed that the contractor has inspected the site at his own cost, and the quoted rates shall hold good in all conditions.

10. Schedule of quantities

A Schedule of approximate quantities for various items accompanies this tender. It shall be definitely understood that the employer/consultant do not accept any responsibility for the correctness of the schedule, in respect of items and quantities and this schedule is liable to alternations by omissions, deductions or additions at the discretion of the employer/consultant without affecting the terms of the contract. The University reserves the right to completely delete any item from the scope of the work without affecting the terms of contract.

11. Contractor's Rates

The tenderers, rates must include the cost of transportation of material to the site, storage at site all taxes, excise etc. and fixing of placing in position for which the items of jobs are intended to be operated

12. Interpretation

In interpreting the specification, the following order of decreasing importance shall be followed,

- a. Schedule of quantities
- b. Drawing
- c. Particular or special specifications
- d. General Specification

Matters not covered by the specifications given in the contract as a whole, shall be covered by the relevant Indian Standard Coder, if such coder for a particular subject have not been framed, the decision of the employer/ consultant shall be final and binding.

13. Alterations N.I.T.

No alterations shall be made by the tenderer in the Notice Inviting Tenders and if any such alterations are made or any special condition attached, the tender is liable to be rejected.

14. Acceptance of Tender

The acceptance of the tender will rest with the Employer, who does not bind himself to accept the

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lowest tender and reserves to himself the authority to, reject any or all of the tenders received, without assigning any reason(s). The Employer reserves the right of accepting the whole or any part of the tenders received and the tenderers shall be bound to perform the same at their quoted rates.

14. Site Supervision

The work shall be carried out under the directions and supervision of the employer/consultant of their representative at site. On accepting the tender, the contractor shall intimate the name of his accredited representative who would be supervising the jobs and would be responsible for taking instructions for carrying out the work on day to day basis.

15. Quality

The University authority's decision with regard to the quality of the Server Management Services, Maintenance and workmanship will be final and binding to contractor.

16. Commencement of work/period of completion

The contractor shall commence work on site within 7 days from the date of issue of the letter of intent. This date shall be considered as the date of Commencement of the said job. Time is the essence of the contract.

17. Defects Liability Period

Any defects developed within 'Defect Liability Period' of 12 months from the date of contract, will have to be rectified by the contractor. In case of failure to do so, the clients with the concurrence of the consultants, shall get the rectification work done by some other agency at risk and cost of the contractor. The rectification of such defects shall be taken immediately on receipt of written notice from the employer/ consultants and such defects may extend "liability period"

18. Contract Signing

The tenderer shall sign the necessary contract papers within 10 days of the contract intimation. Expenses for the agreement including cost of stamp paper etc, shall be borne by contractor. In case of delay the 'Earnest Money' may be forfeited and the tender cancelled or the contract enforced as per terms of the tender and the tenderer shall thus be bound even though the formal agreement has not been executed and signed by the tenderer.

19. EMD

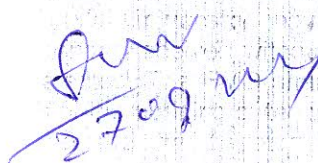
- i. EMD of Rs. 30,000/- in the form of Demand Draft in favor of the **Registrar, Pt. Ravishankar Shukla University, payable at Raipur**, shall be submitted along with tender, the tender received without EMD or in any other form than as stated above may be rejected. The EMD shall be returned to the unsuccessful tenderer within one month of the opening of tender. The EMD shall be retained in addition to the retention money and shall be returned on completion of the project.
- ii. Interest shall not be given on EMD amount.

20. Qualification of Tenderers

The Tenderer should enclose/produce satisfactory evidence that they have necessary experience, financial resources and Technical/Engineering organization to undertake such work to the satisfaction of the PRSU. Tenderer should clearly state their experience in Annual Maintenance Contract, various services of Campus Area Network Management etc. As detailed in this tender documents. Tenderer should also fulfill the following criteria: (Supported by

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documentary evidence)

- This Invitation for Bids is open to all eligible registered suppliers/ Contractors having TIN/TAN number & GST and copy of same should be enclosed.
- Must have at least two years' experience in the related field work and have executed at least one similar project in Govt./PSUs/ Govt. Academic Institutes with minimum 100 users for antivirus in the Client Server at a time.
- Must have minimum 10 Lakhs AMC Turnover average in last three financial years.
- Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the University / to provide consulting services for the preparation of the design, specifications, and other documents to be set for the procurement of the goods under this Invitation of Bids.
- Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices.
- The bidders should also enclose a statement on their letter head stating that "We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery".

21. Contacting the University

No Bidder shall contact the University, on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the University, it should do so in writing.

Any effort by a Bidder to influence the University, in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

22. Award Criteria

The University will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be qualified to perform the Contract satisfactory.

23. University right to vary Quantities at Time of Award

The University reserves the right at the time of Contract award to increase or decrease the quantity/Items of jobs and services originally specified in the Schedule of Requirement without any change in unit price or other terms and conditions.

24. University Right to Accept Any Bid and to Reject Any or All Bids

The University reserves the right to accept or reject Any Bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.

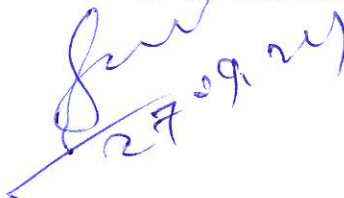
25. Corrupt or Fraudulent Practices

The University requires that Bidders, Suppliers, Contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the University

(a) Defines, for the purpose of this provision, the terms set forth below as follows:

- i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
- ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;


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- iii. "Collusive practice" means a scheme of arrangement between two or more Bidders. With or without the knowledge of the borrower, designed to establish bid prices at artificial, non competitive levels; And
- iv. "Coercive practice" means harming or threatening to harm directly or indirectly, persons or their property of influence their participation in the procurement process or affect the execution of a contract;

(b) Will reject a proposal for award it the supplier/ contractor, in the judgment of the University has engaged in corrupt or fraudulent practices as defined in CC in competing for or in executing the Contract.

(c) Will sanction a firm or individual, including declaring them ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that they have, directly or through an agent, engaged, in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract; and

(d) Will have the right to require that a provision be included in Bidding Documents and in contracts requiring Bidders, Suppliers, Contractors and Consultants to permit the University to inspect their accounts and records and other documents relating to appointed by the University. Furthermore, Bidders shall be aware of the provisions stated in the Conditions of Contract.

26. Modification and Withdrawal of Bids

The Bidders may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is receive by the University prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy which should reach the University before the deadline for submission of bids. The university shall not be responsible for any postal and allied delays.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of his bid security.

27. Hardware Maintenance

The Supplier/Contractor will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 98% uptime for 24 hours a day, 7 days a week of operation of the equipment.

28. EMD will be return after completion of contract.

29. N.M.S/ Materials and completion of work

Owner does not bind himself to supply any materials whatsoever required for the job. The quality/make of equipments/ software to be purchased by the contractor shall be approved by the consultants. The target of contract work will be for 12 months from the date of the job started, all the related jobs given in the tender's details be supervised by Technical Experts, authorized by PRSU, Raipur.

30. Payment

- i. Payment of contract shall be made quarterly after having successful/ satisfactory completion of services/ job certified by University authority.
- ii. Payment of Anti-virus/Anti Spyware software (100 Users license) would be made after successful installation, testing and on production/submission of the

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invoice. Installation of the same may be completed by the end of first quarter.

- iii. Payment of first quarter service and Anti-virus/Anti Spyware software (100 Users license) will be made together if Anti-virus installation is completed.

31. Tax

Tax of gross amount billed will be deducted from contractor's bills as per Income tax act.

32. Dispute

Any dispute, if arises, the decision of the Hon'ble Vice Chancellor, Pt. Ravishankar Shukla University, Raipur (C.G.) shall be final.

33. Escalation

No escalation on labor, material on any other statutory levy/tax will be paid to the contractor during the duration of the contract / project. No alternation in this clause will be acceptable.

34. Appendix

Summary of Various clauses

1. Date commencement (16) : 7 days from the date of issue of job order
2. Period of contract (5) : **Initially for 1 Year. And maximum for four years.**
3. Defects Liability period (17) : Minimum 12 months or warranty period of articles
4. EMD (19): Rs. 30,000/- each along with Tender in the form of The Demand Draft



Registrar

Pt. Ravishankar Shukla University
Raipur, Chhattisgarh

29/09/2017
Date
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