

Tender Document

For

Campus Wide Network Management & Services

At

IT Center

Devi Ahilya University

Takshashila Campus, Khandwa Road, Indore

Ph. 0731-2761358, <https://www.dauniv.ac.in>

(Tender No. DAVV/ITC/NMS/2024/1)

On Line Tender Notice

Online tenders are invited under two bid system (Technical and Financial) from reputed experienced and financially sound Companies/Firms/Agencies for providing experienced IT manpower, who will assist in **Campus wide Network Management and Services**

The tender document may be downloaded on payment of Rs. 2000/- (Rs. Two Thousand only) at <http://www.mptender.gov.in> (main portal)

The formats of Technical and financial bid, declaration, check list, detailed specifications and terms & conditions, are given in Annexure I, II, III, IV & V and the same are available at <http://www.mpeproc.gov.in> (main portal) and can be seen at DAVV web site www.dauniv.ac.in .

Sr No.	Particulars	Description
1	Name	Campus wide Network Management and Services
2	Uploading/Publication of Tender Document	03/02/2024 by 10:30 hrs.
3	Downloading of Tender Document through website https://www.mptenders.gov.in	03/02/2024 by 11:00 hrs.
4	Seek clarification start Date	03/02/2024 by 11:00 hrs.
5	Seek clarification End Date	08/02/2024 by 17:00 hrs.
6	Last date of bid submission	26/02/2024 by 16:00 hrs.
7	Technical bid opening	27/02/2024 by 16:30 hrs.
8	Financial Bid Opening	Date will be notified on University website https:// www.dauniv.ac.in
9	Bid Security/Earnest Money Deposit (EMD)	INR Rs.50,000.00/- (Rs. Fifty Thousand Only) to be paid online through e-procurement portal in favor of Registrar, Devi Ahilya Vishwavidyalaya, Indore. Bidder is required to upload the scanned copy of e-transaction details.
10	Tender Fee	INR Rs. 2000/- (Rupees Two Thousand only) (nonrefundable) + GST to be paid online through e-procurement portal in favor of Registrar, Devi Ahilya Vishwavidyalaya, Indore. Bidder is required to upload the scanned copy of e-transaction details.

The on line Technical Bid will be opened by the committee constituted for this purpose in presence of the tenderers or authorized representatives interested to be present on prescribed date. The financial bids of technically qualified tenderers will only be opened after technical evaluation by the technical committee. The tenderers should bring ID proofs and representatives should bring the authorization letter from their authorized signatory for attending the process of tender opening.

NOTE: Amendment etc. in Tender will not be published in News Paper, it will be uploaded at DAVV's web site www.dauniv.ac.in

**Registrar,
DAVV**

Ref: DAVV/ITC/NMS/2024/1

[Envelope A]

**To:
The Registrar
DAVV, Indore.**

Dear Sir,

We, the undersigned, have examined the Tender Document, hereby offer to provide network management and services in accordance with the same. We are hereby submitting our proposal, which includes this Pre-Qualification Information, Technical proposal and Commercial proposal. We have enclosed the receipt of Earnest Money Deposit online submission, as mentioned in the tender document.

All the rates quoted in our proposal are in accordance with the terms as specified in tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of tenders.

We do hereby confirm that our prices include all taxes including GST or other tax. We have studied the clauses relating to Indian Taxes and hereby declare that if any Tax, Surcharge on Tax and any other Corporate Tax altered under the law, we shall pay the same.

We declare that all the services shall be performed strictly in accordance with the technical specifications and other tender conditions except the deviations as mentioned in the technical deviation proforma. We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the tender document, except the deviations as mentioned in the commercial deviation proforma.

Our proposal is binding upon us and subject to the modifications resulting from the Contract negotiations. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that you are not bound to accept any/ all Proposal(s) you receive.

Yours sincerely,

Signature with seal

Name and Designation of Authorized Signatory

Date & Place

Ref: DAVV/ITC/NMS/2024/1

Online Technical Bid (Envelope A)**I. General Information**

Sno.	Particulars	Details
1	Name and Address of the Tenderer	
2	Year of establishment	
3	Contacts	
	Office Telephones	
	Mobile No.	
	e-mail address	
4	Category of tenderer (whether company, partnership firm or proprietary concern)	
5	Name of the Chief Executive and Telephone No	
6	GST Registration Nos.	
7	Income Tax PAN / GIR No	
8	EPF No. (enclose certificate)	

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place:

II. Eligibility criteria for Pre-Qualification Information Sheet

Sno.	Particulars	Details
1	Annual Turnover for the Last 3 Years (also attach proof):	
	Y1 (2022-23)	Rs.
	Y2 (2021-22)	Rs.
	Y3 (2020-21)	Rs.
		Compliance (Yes/No)
2	Agency's experience (in years) related to the scope of work. Also attach proof.	
3	ISO 9001 certificate (enclose proof)	
4	Amount to be paid	
a.	Tender form Fees Rs.2000/- (nonrefundable) to be paid online. (enclose online transaction details)	
b.	EMD Amount Rs. 50,000/- to be paid online. (enclose online transaction details)	
5	Other Certifications (if any) (enclose proof)	

III. Technical Competence and work experience

Give details of customers in the following format, having campus network of similar type (Linux based services etc.) and dimension (Approx. 1000 nodes).

List of top five Customers

Sl.No	Name of the Client	Address	Description of Actual Services Provided	Annual Contract Value	Duration (from- to)

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place:

IV. Duly authenticated list of full time engineers / Network professionals working in the company.(Minimum 8)

Sr.no.	Name	Designation	Grad. Degree and professional Certificatio ns (CCNA/ RHLC etc.)	Date of Joining the organization	Total Experience

Signature with seal:

Name and Designation of Authorized Signatory

Date:

Place

Ref: DAVV/ITC/NMS/2024/1

Online Financial Bid C
(To be quoted Online on prescribed proforma only)

To,

The Registrar,
Devi Ahilya Vishwavidyalaya,
Nalanda Campus, RNT Marg, Indore.

Sub: – **Quotation for AMC of Campus Wide Network and Services at Devi Ahilya Vishwavidyalaya, Indore.**

Sir,

This has reference to your call for submitting quotation for **Quotation for AMC of Campus Wide Network and Services at Devi Ahilya Vishwavidyalaya, Indore**. I have read all the terms and the conditions as stipulated in the above. I have gone through all the terms and conditions mentioned in the tender document and already given my acceptance for it. I confirm that I fulfill the eligibility criteria as stipulated by you.

I offer my rate in INR for Campus Wide Network Management and Services (for one Year) as under:

Sno.	Details	Number of persons	Amount per (Rs.)	Tax (Rs.) per	Total Amount (Rs.)
1.	Network Engineers	03			
2.	Application Engineers	01			
3.	Assistant Application Engineer	01			
	Grand Total				

Signature with seal:

Name and Designation of Authorized Signatory

Date & Place

Tender No.: DAVV/ITC/NMS/2024/1

DECLARATION
(Envelope A)

I..... do hereby declare that our firm is not black listed and no inquiry/cases are pending against us by the Govt. of India/any State Board/Universities, since inception of the firm/company.

I further undertake that if above declaration proves to be wrong/incorrect or misleading our tender/contract stands to be canceled/terminated.

Date:

Place:

Signature of Authorized Person

Tender No.: DAVV/ITC/NMS/2024/1

CHECK LIST FOR TENDERER TO BE SUBMITTED ALONG WITH TENDER**Mention Yes/No with the Details required:**

1.	Tender Document	
2.	E.M.D. Paid (online envelop A) Enclose online generated receipt copy	
3.	Income tax Return	
4.	Technical Bid I. General Information II. Eligibility Criteria for Pre-qualification III. Technical Competence and work experience IV. List of Engineers all supporting documents required in above.	
4.	Have you submitted all documentary evidence dully attested	
5.	Other Documents (if any)	

DECLARATION

I/We solemnly declare that I/we have attached all the documents mentioned here above and mentioned in the tender. I/We also understand that non-compliance of any documents will be treated as no- respective tender and we will lose our claim to participate in the tender inquiry automatically and our tender will be liable to rejected.

Signature of Authorized:

Name of the authorized Person:
Seal of the Company

(A) Scope of work and Technical Specifications:

University IT Center was established to create a campus wide Local Area Network for providing Internet access to Faculty, students, researchers, and staff of the University. All the departments of Takshashila and Nalanda campus are interconnected through campus wide Network. In addition to network management, IT Center is also managing various services namely web service, e-mail, single Sign-on (LDAP), DNS services. The servers are placed in IT Center and operational on 24X7 basis.

Under the scope of the work, the successful tenderer is required to maintain the seamless services by deputing the staff in IT Center and to provide remote online expert support as and when needed. The deputed staff will assist in managing these services and report to network administrator/system administrator of IT Center. The detailed scope of work is as under :

a) Network Services

- i. Network Management:** Routine monitoring and management of the network devices and links/segments at DAVV campuses, which includes network at Takshashila, Nalanda and IET-Pharmacy campuses. Identification of the problem in the connectivity and fixing the problem, if any link is found faulty. However, procurement of active/passive components shall be done by DAVV.
- ii. Configuration Fine-Tuning.**
 - DAVV has various active & passive networking devices installed at Takshashila Campus, Nalanda Campus, RNT Marg and IET-Pharmacy Campus. The active devices have been configured to satisfy the current connectivity requirement at the DAVV campus. Periodic inspection and analysis of the existing configurations and fine-tuning / modification for the optimal usage of features and functionalities suiting to DAVV's policies and requirements. Interaction & coordination with ISP's for proper functioning of leased lines.
 - Assist DAVV in integration of new network equipment & upgrade in the existing network. This also includes Integration of additional servers and services.
 - Desktop Support: Troubleshooting of user machine including antivirus software Installation (software will be provided by department), network connectivity and performance related issues.
 - Single Sign-On: Configuration and administration of existing Single Sign-On authentication scheme (LDAP) for the network users across the campus.
 - Policy framework setup and implementation: Assist DAVV in setting up a proper policy framework for network access, management and various services.
 - Backup Solution: Implementation, configuration and administration of backup server

(b) Web Service

- i) OS Upgrade:** Up gradation of the current Linux operating system to the latest

version and migrate the current data and configuration to the new version, applying current software patches as and when needed. The licensed/open source media of latest version will be provided by DAVV.

- ii) **Content Hosting:** Assist in data porting on the web server including creation of data- space and configuration. However, content creation will be DAVV responsibility.
- iii) Regular backup of configuration files and data.

(c) Mail Service

- i) **OS Upgrade:** Up gradation of the current Linux operating system with mailing software to the latest version and migrate the current data and configuration to the new version. The licensed media/open source media of latest version will be provided by DAVV.
- ii) Regular Backup of configuration files.

(d) In addition to above, assist in managing following services under the scope of work:

Name Services (DNS): This includes creation of Domains, DNS updates and mail server configuration, NMS, Performance monitoring, Network audit and documentation. (Necessary hardware/Software will be provided by the DAVV.)

(e) Security

Assist in Continuous monitoring and evaluation of the security threats and possible solutions to be implemented in the following areas:

- (i) Internal and External Security threats.
- (ii) Various firewalls and other security products for DAVV requirement.
- (iii) Policy framework formation for implementing sub-net level security
- (iv) Host level security using OS features and capabilities.

(f) Maintenance staff and tools needed

- (i) **Minimum staff strength to be deputed in University campus:** The following minimum staff will have to be arranged by the successful bidder (Contractor) for Network Management and services in DAVV campus:

S.No.	Description	No. of persons
1	Network Engineers: Graduate and CCNA certification with two years' experience in areas mentioned in A(a)	3(Three)
2	Application Engineer: Graduate with RHCE certification with 3-year experience in areas mentioned in A(b) to A(e)	1(One)
3	Assistant Application Engineer: Graduate/Diploma with RHCE certification .	1(One)

- (ii) **On call support** – In case, DAVV along with deputed on-campus staff has difficulty and unable to troubleshoot any network or security related issue then the contractor shall provide services of off-site experts, as and when required on phone/e-mail and should ensure that the required expert will provide services within a maximum period of 1 day of the requirement being communicated by the DAVV coordinator. The contractor shall provide adequate support to

Technical Services in resolving the problems by providing off-site / onsite support.

- (iii) Initially the successful tenderer shall be required to maintain the network for two months on trial basis. On the basis of successful completion of the trial period, certified by the Head, IT Centre, the contract will be awarded, for one year. During the trial period, if performance is not found to be satisfactory and then next lowest tenderer will be invited for the trial offer. In case of unsatisfactory performance, no payment will be made for trial period.
- (g) Initially the contract shall be awarded to successful tenderer for one year. However, this can be renewed yearly maximum for two more years' subject to the satisfactory performance of the tenderer.
 - (i) **Proper functioning of all hardware and Networking software necessary for campus wide network shall be covered under the contract. Identification of any hardware or software failure is covered under the contract. However faulty hardware will be repaired/replaced or procurement of required software (if any) will be done by DAVV. This contract does not cover any hardware maintenance.**
In case of failure of networking services, the software fault should be repaired within stipulated time, failing which a penalty will be imposed as mentioned in (B) Penalty provisions
 - (ii) The tenderer is required to test the virus-infected machines and remove the virus accordingly. However, antivirus software will be provided by respective department.
 - (iii) The tenderer is required to ensure connectivity of each machine on the network. Any problem related to the user machine must be resolved within 24 hours.
 - (iv) The tenderer is required to maintain daily activity record in pre-specified format mutually agreed.
 - (v) The tenderer is required to do daily analysis of network health and must submit weekly report accordingly. Required analysis tools will be managed by tenderer only.
 - (vi) The tenderer is required to perform network audit six monthly basis.
 - (vii) The contractor shall provide Preventive Maintenance (including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment), once every 30 days, preferably during the first week of every month. This also includes cleaning of fiber termination points.
 - (viii) During trial period tenderer has to migrate or Reinstall existing network services.
- (h) Tools to be provided by the Contractor for smooth handling of the contract are as under: -
 - Cable fault locator (UTP/Fiber)
(This equipment may not be the property of the contractor, but it would be the duty of the contractor to ensure that the equipment is made available within 24/48 hours of breakdown.)
 - Cable Tester, Crimping tools for connecting cable, Multi-meter and handy vacuum cleaner machines for servicing of active networking components.
 - Laser light and Screw driver sets to operate the networking devices and servers.

(B) Eligibility Criteria for tenderer

- a. **Company Turnover:** Minimum Rupees 50 Lac per annum for last three years, out of which **Rupees 25 lac** per annum from LAN AMC/ FM services and must have executed single order of LAN AMC/ FM service of minimum value of **Rs. 6 lakh** per year (attach proof)
- b. **Experience:** Minimum one years' experience of maintaining Campus Wide Network of size, services & platform similar to DAVV network. (attach proof)

- c. The company should be ISO 9001 Certified (attach proof).

(C) General Terms and Conditions

1. The tenderer cannot transfer awarded contract into subcontract.
2. The tenderer should submit certified original copy of satisfactory performance of the quoted AMC and FM service work. Giving the details about the location, network services and network equipment's.
3. The Bidder should submit the following documents along with the quotation:
 - (a) Profile giving complete details about the firm, including period for which it is in
 - i. the similar business, duly signed by an authorized person(s).
 - (b) Annual accounts of the firm for last three years duly certified.
4. The individual signing the document and other documents on behalf of the bidder
 - (a) should submit proof in support of his /her authority.
5. DAVV may modify the Scope of work in the best interest of the University, if necessity arises. Any change or modification in the scope of work or the content will be notified on University website ***www.dauniv.ac.in***
6. The successful tenderer shall provide the services as mentioned in the scope of work and carry out its other obligations under the agreement with due diligence, efficiency and economy. It shall apply appropriate advanced technology and safe and effective methods during execution of this contract.
7. The track record of the bidder should be clean and should not have any involvement in illegal activities or financial misappropriation /frauds or should not be blacklisted by any organization etc.
8. The Bidder shall be responsible for depositing provident fund, ESI Contribution (if applicable) and other statutory charges payable and shall attach documentary proof of having deposited for the manpower deployed in DAVV along with the bill of next instalment. Non-compliance of this condition will be a sufficient ground for cancellation of contract and forfeiture of performance security.
9. **Earnest Money Deposit (EMD) Rs. 50,000/- in favor of Registrar, Self-Finance, DAVV, Indore (to be submitted in online mode). The printed receipt to be submitted in sealed envelope A. Without EMD, the tender shall be considered as invalid and summarily will be rejected.**
10. The EMD shall stand forfeited if the successful tenderer, who's tender is accepted, fails or refuses to furnish the security deposit amount within a fortnight from the date of acceptance of his offer, fails or refuses to execute the contract. No interest would be payable for any period on EMD. The amount of EMD will be refunded only after finalization of tenders, and on receipt of written request from the unsuccessful tenderers. The EMD in case of successful tenderer may be adjusted against security deposit. It will be refunded only after the receipt of the Prescribed Security Deposit.
11. Security deposit as 3% of order value at the time of signing service contract by successful bidder will have to be deposited. Security deposit can be submitted as bank guarantee/ F.D.R./banker's cheque /demand draft from a nationalized scheduled bank.
12. Termination for Default:
In course of two months' trial maintenance, University, without prejudice to any other remedy for breach of contract, by written notice of default sent to the tenderer terminate the contract in whole or in part thereof, and amount of performance security deposit shall stand forfeited. No payment will be done for this period.
13. **Contract period:** The contract shall be awarded for a period of one year from the date of execution of the contract and may be extended for another year, (maximum for 2 years) after a review of contractor's performance during the period of contract, on the same terms and conditions and rates. Expiry of the tenure of the agreement or on the termination of the contract for any reason whatsoever as per the terms and the conditions the contractor shall deliver the articles of other equipment or any other property of DAVV in his/its possession.
14. We do not intend to call vendors for financial negotiations. Vendor should, therefore, quote

- their lowest possible rates.
15. Financial bid will be opened only for Successful Bidders, who will be shortlisted on the basis of technical committee report.
 16. The Bidder should have full knowledge of network services and management. Bidder should have staff having professional qualification and relevant certifications.
 17. The authorized person of the contracting firm/ contractor must put his signature on all the pages of the tender documents invariably in having accepted all the terms and conditions in respect of this tender work.
 18. The details of the establishment (names, addresses, telephone no. etc.) where of networking and/or FM Services are currently being rendered/ have been rendered, with value and period of the contract for last one year.
 19. Certificates from the clients regarding the quality and duration of services rendered during the last one year shall also be furnished.
 20. It may be noted that tenders not accompanied by any of above documents will be liable for rejection.
 21. DAVV reserves the right to reject any or all offers without assigning any reason thereof.
 22. **Bids received after due date will be summarily rejected.**
 23. The tenderers are required to submit the required details strictly in the specified format, failing which; their tender is likely to be rejected.
 24. **Disputes Resolution:** All questions, disputes and/or difference arising under or in connection with this agreement or in any way touching or relating to or concerning the construction, meaning or effect or the terms herein, shall be referred to the sole arbitration of Registrar, DAVV, Indore. The award of the arbitrator so appointed shall be final and binding. All disputes shall be jurisdiction of courts of District Indore only.
 25. **Personal Supervision:** It will be Contractor's responsibility to ensure that the obligations under the terms of this agreement are duly performed and observed by the contractor and their staff.
 26. **Settlement of Accounts:** Tax deduction at source will be done as per the Govt. rules. The amount equivalent to any damages / loss etc. caused to DAVV Indore by the working employees of the Contractor or any other charges (penalties and other deduction etc.) will be recovered by the University.
 27. DAVV, Indore shall have the right to withhold/deduct any reasonable sums from the amounts payable to the successful tenderer under this contract, if the tenderer commits breach of any of the terms and conditions or fails to perform to the satisfaction of DAVV with regard to Campus Wide Network Management and Services. DAVV have the right to terminate this agreement as per the conditions given below:
 - (a) The agreement shall be terminated without notice on gross violation or by efflux of time. It may be terminated on account of un-satisfactory services by one months' notice at the option of DAVV.
 - (b) On termination of contract by DAVV for any reason whatsoever, DAVV shall be entitled to engage the services of any other person, agency or contractor to meet the requirements without prejudice to its rights including claim for damages against the contractor.
 - (c) The amount of performance security deposit shall stand forfeited.
 28. The contractor shall keep all its assets & workmen/employees properly insured and in case of any mishap DAVV shall not be liable/responsible for any damages payable on these account.
 29. **Clarification on Bidding Document:** If the prospective bidder is in doubt as to the true meaning of any part of the bid document: he shall be at once make a request in writing for an interpretation/clarification to the Devi Ahilya Vishwavidyalaya (DAVV) Indore. The University shall issue interpretation/clarification as it may think fit in writing. The University will not respond to any clarification sought by the bidders 5 days before the last date of submission of the bid.
 30. Quoted rate should be valid at least for six months.
 31. The lowest rate will not be the only basis of claim to get the order.
 32. The bidder should be registered with the Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC) on the date of bid submission.

33. DAVV shall not be responsible for any damages, losses. Claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
34. The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Department during the currency or after expiry of the contract.
35. The tendering agency will be responsible for timely payment to the supplied manpower and statutory authorities and compliance of all statutory provisions relating to minimum wages/specified contract amount, Provident Fund and Employees State Insurance etc. in respect of the persons deployed by it in this Department.

(D) Penalty Provisions:

- Delay will be calculated from the date and time of registering the fault with the resident service engineer.
- Any fault should be attended immediately and must be set right within 24 hours. Failure to maintain above dead line would result in penalty charges as under: If a service is not available for more than twenty-four hours then penalty will be applicable. Following are the details of penalty charges.

Service down for > 24 hours	Penalty Charges
Web Service	Rs.2000/- per day
Mail Service	Rs.2000/- per day
DNS Service	Rs.3000/- per day
LDAP Service	Rs.3000/- per day
Internet access	Rs.3000/- per day
Network support at Desktop	Rs. 1000/- per day

- Absence of service engineer: Rs. One thousand per day, alternatively it can be replaced by another service engineer having same qualification and experience and as per para A(f).
In any case maximum penalty would not exceed 50% of the total AMC charges. In case services are not restored within three days, DAVV shall be free to get the work done through any agency and expenditure incurred on this account due to failure of the contractor to deliver the services shall be deducted from the balance payment or security deposit.

(E) University Campus Network overview: University campus wide network covers all UTD buildings at Takshashila campus (26 Numbers), IET-Pharmacy campus (7 Numbers), all hostels, and all buildings at Nalanda campus (6 Numbers) having total 5000+ network points. All buildings are connected to IT Center through Optical fiber/leased circuits. Network inside building is UTP based structured cabling. Two Leased circuits from i) IT Centre to Nalanda campus (7 Km.approx.), ii) IT Center to IET campus (2Km. approx..). The Network administration is done from IT Center, which is located at Central Library building, Takshashila campus, Khandwa road, Indore.
