

VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA

Detail Quotation Call Notice

No. VSSUT/INT/1521

Date: 25.07.2012

Quotation call notice for Comprehensive Annual maintenance Contract
of Networking Equipments (CISCO make) and Networks located at University campus.

The "Comptroller of Finance, Veer Surendra Sai University of Technology, Burla" (COF, VSSUT, Burla) invites sealed quotation in Two Bid system from the intending reputed and experienced firms for providing the annual maintenance contract of the Networking Equipments and Networks located at University campus. This quotation document contains the following.

- (i) General Guide Lines for submission of quotation
- (ii) Scope of work
- (iii) Details of Equipments
- (iv) Terms & Conditions for AMC
- (v) Undertaking by the Bidder
- (vi) The price bid (A1 & A2) (Annexure-I)

Important Dates

Last Date and Time of Submission of : 14th August 2012 at 4.00 PM
Quotations

Date and Time of Opening of Quotations : 16th August 2012 at 4.30 PM

Cost of Quotation Documents : ₹300.00 (Rupees Three Hundred only)


Comptroller of Finance

VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA
(Formerly University College of Engineering, Burla)
PO: Engineering College, Burla, Dist: Sambalpur, Odisha, India, PIN: 768018
Phone: 0663-2430211, FAX: 0663-2430204, Website: www.vssut.ac.in



Quotation Document for Comprehensive Annual maintenance Contract
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Quotation Call Notice No. VSSUT/ INT/1521

Date: 25.07.2012

Submitted by

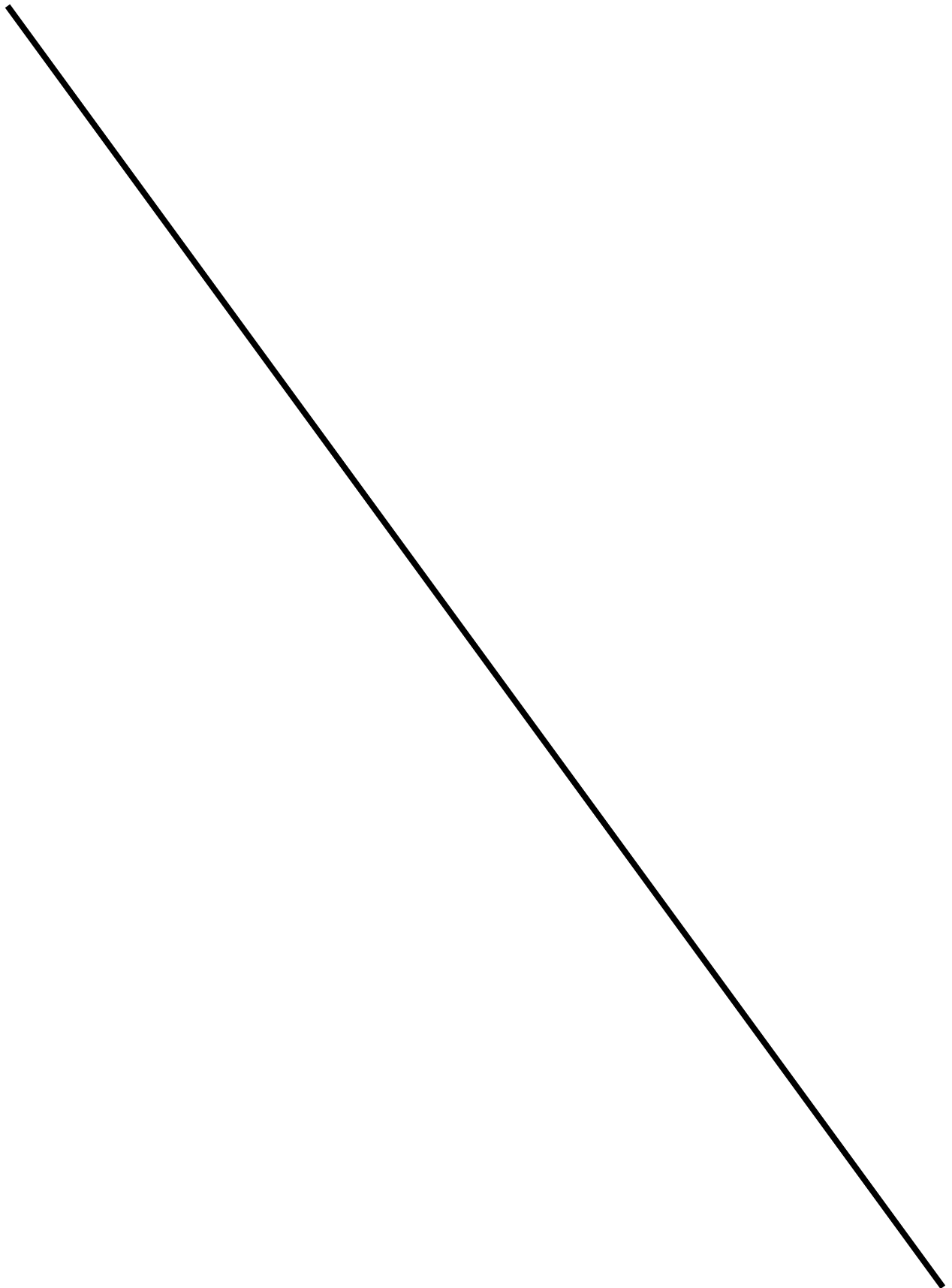
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The Document is prepared by VSSUT, Burla. It should not be reused or copied or used either in partially or fully in any form. The information provided by the bidders in response to this quotation document will become the property of VSSUT, Burla and will not be returned.



GENERAL GUIDE LINES FOR SUBMISSION OF QUOTATION

1. Eligibility: The bidder should verify its eligibility criteria as mentioned below before submitting the quotation and enclose the required documents in the sequence listed below, to avoid rejection or disqualification of your quotation. The bidder should meet the following criteria.
 - a. The Bidder should have highest level of partnership certification by the OEM i.e. CISCO.
 - b. The Bidder should have large support network, with presence across India
 - c. Proven large AMC capability and experience: documents demonstrating capability of Bidder (System Integrator) to execute large similar AMC of corporate/Govt. LAN, in other Academic Institution / Publics Sector in India.
 - d. The Firm shall have a minimum of 5 years of experience in field preferable in a university or an educational organization.
 - e. The Bidder should have experience of maintaining one LAN with a minimum of 275 nodes or two WANs with minimum of 150 WAN nodes on a Country wide basis. The networks should be currently in operation.
 - f. The Bidder should be an authorized system integrator of each of the service providers.
 - g. The Bidder should be a registered company making profit for the last three years.
 - h. The Bidder should have Network Operations Center running a 24*7 Technical Assistance Center (TAC).
2. The bidder shall have sufficient experience as on bid calling date in the following areas:
 - a. Maintenance of Active & Passive equipments of LAN
 - b. Maintenance of all types of networking devices like Router, firewall, switches, Hubs etc.
 - c. Networking cabling (termination) & all passive components etc.
 - d. Maintenance of licensed operating systems (such as window server 2003R)
3. Interested firms are suggested to visit the University and contact the officials, VSSUT and acquaint themselves with the (i) scope and extent of work, (ii) extent of the university campus and (iii) environment in which their work is required to be carried out.

4. The Intending firms may inspect the LAN equipments and networking installed in Internet Centre of the university at their own expense on all working days during office hours before quoting for the same.
5. Firms quoting should note that their offers should remain open for acceptance up to 90 days; if the 90th day falls on holiday then last date will be the next working day from the date of opening of quotation.
6. Cost of quotation Documents: The cost of quotation documents is ₹300/-(Rupees Three Hundred Only) (Non-refundable). The quotation documents can be downloaded from the University website www.vssut.ac.in and have to deposit a DD equal to the cost of quotation documents drawn in favor of “The Comptroller of Finance, Veer Surendra Sai University of Technology, Burla” payable at SBI, Burla along with quotation.
7. An A/C payee Bank draft towards EMD for the amount of ₹3,000.00 (Rupees Three Thousands Only) drawn in favor of “The Comptroller of Finance, Veer Surendra Sai University of Technology, Burla” payable at SBI, Burla is to be submitted. The EMD will not carry any interest.
8. This quotation documents must be filled in completely and must reach to “The COF, VSSUT, Burla, Sambalpur-768018 (Odisha) by the last date of submission under a sealed cover by registered/ speed post only. The quotations received after the due date & time is liable to be rejected. Quotation by FAX/ e-mail will not be entertained.
9. The envelope containing the quotation must be super-scribed as “Comprehensive Annual Maintenance Contract of Networking Equipments (CISCO make) and Network, VSSUT, Burla” with due date & time of submission”.
10. Any additional information you wish to provide may be attached separately.
11. The quotation will follow a simultaneous two bid system. The main envelope should contain the technical bid and financial bid in two separate envelopes.
12. The envelope-I must be superscribed with “quotation call notice no., name of the firm and Technical bid”. It should contain the following documents.
 - a. This quotation document signed on each page by the authorized signatory of the bidder.
 - b. Details Name & address with Phone no./FAX No., e-mail ID of the contact persons
 - c. Bank draft for EMD in favor of the Comptroller of Finance, Veer Surendra Sai University of Technology, Burla payable at SBI, Burla.

- d. DD towards the cost of quotation documents.
 - e. Self attested copies of Certificates of registration for VAT, sales tax & service tax and incorporation etc., issued by appropriate government authority for the required services with seal of the quotation.
 - f. Self attested copies of VAT clearance certificate/service tax clearance certificate.
 - g. Technical Brochure.
 - h. List of Clients and documents related to experience of the bidder.
 - i. Other documents in support of the eligibility of the bidder as mentioned in clause- 1 & 2 above.
13. The envelope-II must be superscribed with "FINANCIAL BID quotation call notice no., name of the firm" and should contain the financial bid as stipulated in Annexure-I
14. The finance bid of only that bidder will be opened for evaluation, who qualifies the technical bid.
15. It may be noted that one Agency cannot represent or quote on behalf of more than one Dealer in the particular quotation. Such quotations if received will not be considered.
16. The Technical Bid shall be opened in the presence of all bidder or their authorized representatives on due date and time. The bidder's representatives shall carry the letter of authorization and are required to sign an attendance sheet. Only one representative for any bidder shall be permitted to attend the quotation opening.
17. If the date of opening of quotation happens to be a holiday, a revised schedule will be notified. However, in absence of such notification, the quotation will be opened on the next working day. The time and venue remains unaltered.
18. The quotation is liable to be cancelled, and the EMD shall be forfeited to the COF, VSSUT, Burla, in the event of any failure to comply with any of the clauses of the terms and conditions of this quotation call document or in the event of bidder withdrawing his offer before finalization of this selection process. Bid without the required EMD amount will be summarily rejected.
19. The University reserves the right to reject any or all the quotations without assigning any reason and the decision of the university shall be final & binding.
20. The University reserves the right to call the bidders and to conduct negotiations, if necessary and has the right to select more than one bidder for one or more items at its discretion.
21. The element of applicable taxes is required to be shown separately and distinctly.

22. The University is not responsible for delay, loss or non receipt of quotation documents sent by the post.
23. The authority reserves the right to select more than one bidder for one or more items at its discretion.
24. Any deviation in technical specifications shall not be entertained ordinarily. The University reserves the right to modify the system-specifications during the execution stage of the purchase process. Wherever the technical specifications of items are changed either at the University request or at Bidder's request, revised price will be fixed, if necessary, by negotiations and as agreed upon by both parties.
25. The University reserves the right to order all or part or none of the items and/or services given in the schedule. The University also reserves the right to order additional items/services based on the rates finalized as a result of this quotation for any other additional sites.
26. The University may at any time terminate the contract by giving written notice to the supplier, without compensation to supplier, if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to the University.
27. Any dispute arising out of the deal shall be subjected to the jurisdiction of the court at Sambalpur within the State of Odisha.
28. The University reserves the right to add/delete/change any of the terms and conditions stipulated in this quotation call document.
29. The University may reject the bid even if it is accepted but the successful bidder fails to furnish the performance security or to execute any of the terms and conditions mentioned herein.
30. A) Delivery Address:

The Comptroller of Finance,
Veer Surendra Sai University of Technology, Odisha
BURLA-768018
Dist. Sambalpur (Odisha)

B) Billing Address:

The Comptroller of Finance,
Veer Surendra Sai University of Technology, Odisha
BURLA-768018
Dist. Sambalpur (Odisha)

SCOPE OF WORK

1. The equipments for which the AMC shall be executed as laid herein this document are listed in Table-1.
2. Hardware issues: Attending of jobs related to systems configuration, OS and software package. Installation and solution of hardware/software problems, optimization, setup, interconnections etc.
3. Software issues: Software installation & trouble shooting, Network: IP conflict resolution, network connectivity trouble shooting etc. Installing of software packages, change in network settings\Proxy settings etc.
4. Any other services which may be instructed by PIC as required from time to time.

Table-1 Details of LAN Equipments & Networks

Sl.No.	Item	Qty	Unit	Description*	Make*	Model No.*
1	Core Switch	1	Nos	Catalyst 4500 Chassis (7-Slot), fan, no p/s, Red Sup Capable	CISCO	WS-C4507R
		1	Nos	Catalyst 4500 1400W AC Power Supply (Data Only)	CISCO	PWR-C45-1400AC
		1	Nos	Catalyst 4500 1400W AC Power Supply Redundant(Data Only)	CISCO	PWR-C45-1400AC/2
		2	Nos	Power Cord Europe	CISCO	CAB-ACE
		1	Nos	Catalyst 4000 Supervisor II-Plus (IOS), 2GE, Console(RJ-45)	CISCO	WS-X4013+
		1	Nos	Catalyst 4507R Supervisor II-Plus (IOS), 2GE, Console(RJ-45)	CISCO	WS-X4013+/2
		1	Nos	Cisco CAT4500 IOS IP BASE W/O CRYPTO	CISCO	S45IPB-12237SG
		1	Nos	Catalyst 4000 Gigabit Ethernet Module, 6-Ports (GBIC)	CISCO	WS-X4306-GB
		1	Nos	Catalyst 4000 24-port 10/100/1000 Module (RJ45)	CISCO	WS-X4424-GB-RJ45
		6	Nos	1000BASE-LX/LH long haul GBIC (singlemode or multimode)	CISCO	WS-G5486
2	ACCESS SWITCH (24 PORTS)	1	Nos	Catalyst 2960 24 10/100/1000, 4 T/SFP LAN Base Image	CISCO	WS-C2960G-24TC-L
		1	Nos	Power Cord Europe	CISCO	CAB-ACE
		1	Nos	GE SFP, LC connector LX/LH transceiver	CISCO	GLC-LH-SM=
3	Firewall & IPS	1	Nos	ASA 5510 Appliance with AIP-SSM-10, SW, 3FE, DES	CISCO	ASA5510-AIP10-K8
		1	Nos	Power Cord Europe	CISCO	CAB-ACE
		1	Nos	ASA 5500 Series Software v7.0	CISCO	SF-ASA-7.0-K8
		1	Nos	ASA 5500 Base Encryption Level (DES)	CISCO	ASA5500-ENCR-K8
		1	Nos	ASA 5500 AIP Security Services Module-10 included w/ bundles	CISCO	ASA-AIP-10-INC-K9
		1	Nos	ASA 5500 Series AIP Software 5.1 for Security Service Module	CISCO	SF-ASA-AIP-5.1-K9
		1	Nos	No Cisco VPN Client Software Included	CISCO	ASA-VPN-CLNT-NONE
		1	Nos	ASA 180W AC Power Supply	CISCO	ASA-180W-PWR-AC

4	Router	1	Nos	1841 Bundle w/AIM-VPN/SSL-1, Adv. IP Svcs, 10 SSL lic, 64F/256D	CISCO	CISCO1841-HSEC/K9
		1	Nos	Power Cord Europe	CISCO	CAB-ACE
		1	Nos	1-Port Serial WAN Interface Card	CISCO	WIC-1T
		1	Nos	1-Port ISDN WAN Interface Card (dial and leased line)	CISCO	WIC-1B-S/T-V3
		1	Nos	V.35 Cable, DTE Male to Smart Serial, 10 Feet	CISCO	CAB-SS-V35MT
		1	Nos	Cisco 1841 IOS ADVANCED IP SERVICES	CISCO	S184AISK9-12409T
		1	Nos	64MB Cisco 1800 Compact Flash Memory	CISCO	MEM1800-64CF
		1	Nos	128 to 256MB SODIMM DRAM factory upgrade for the Cisco 1841	CISCO	MEM1841-128U256D
		1	Nos	DES/3DES/AES/SSL VPN Encryption/Compression	CISCO	AIM-VPN/SSL-1
		1	Nos	Feature License IOS SSL VPN Up To 10 Users (Incremental)	CISCO	FL-WEBVPN-10-K9
		1	Nos	Device manager for routers	CISCO	ROUTER-SDM

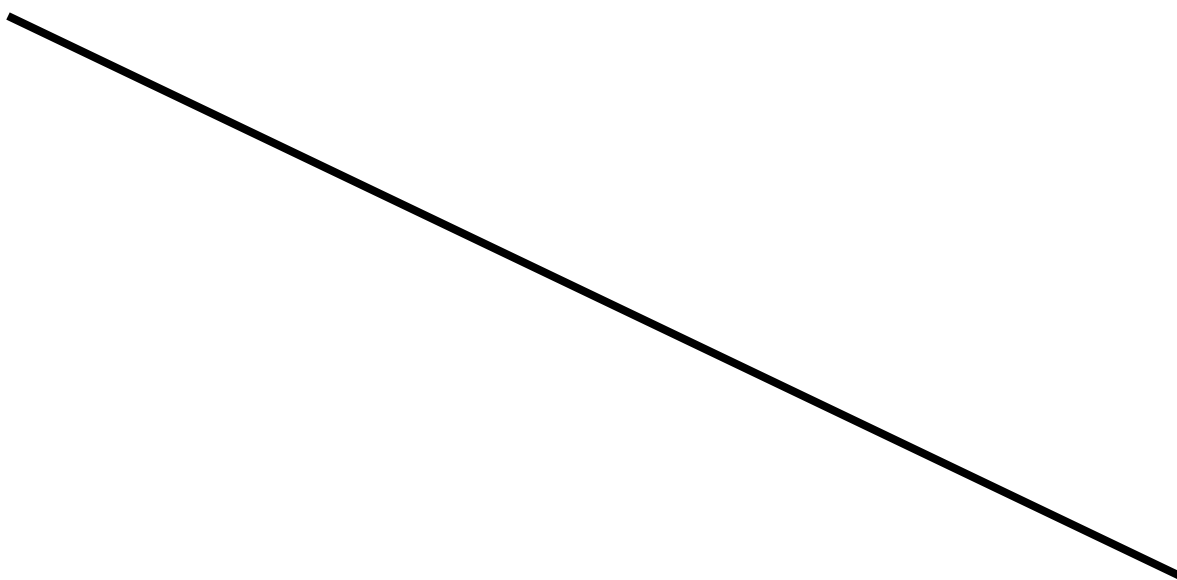
Table-2 Details of Passive components (Optical Fiber)

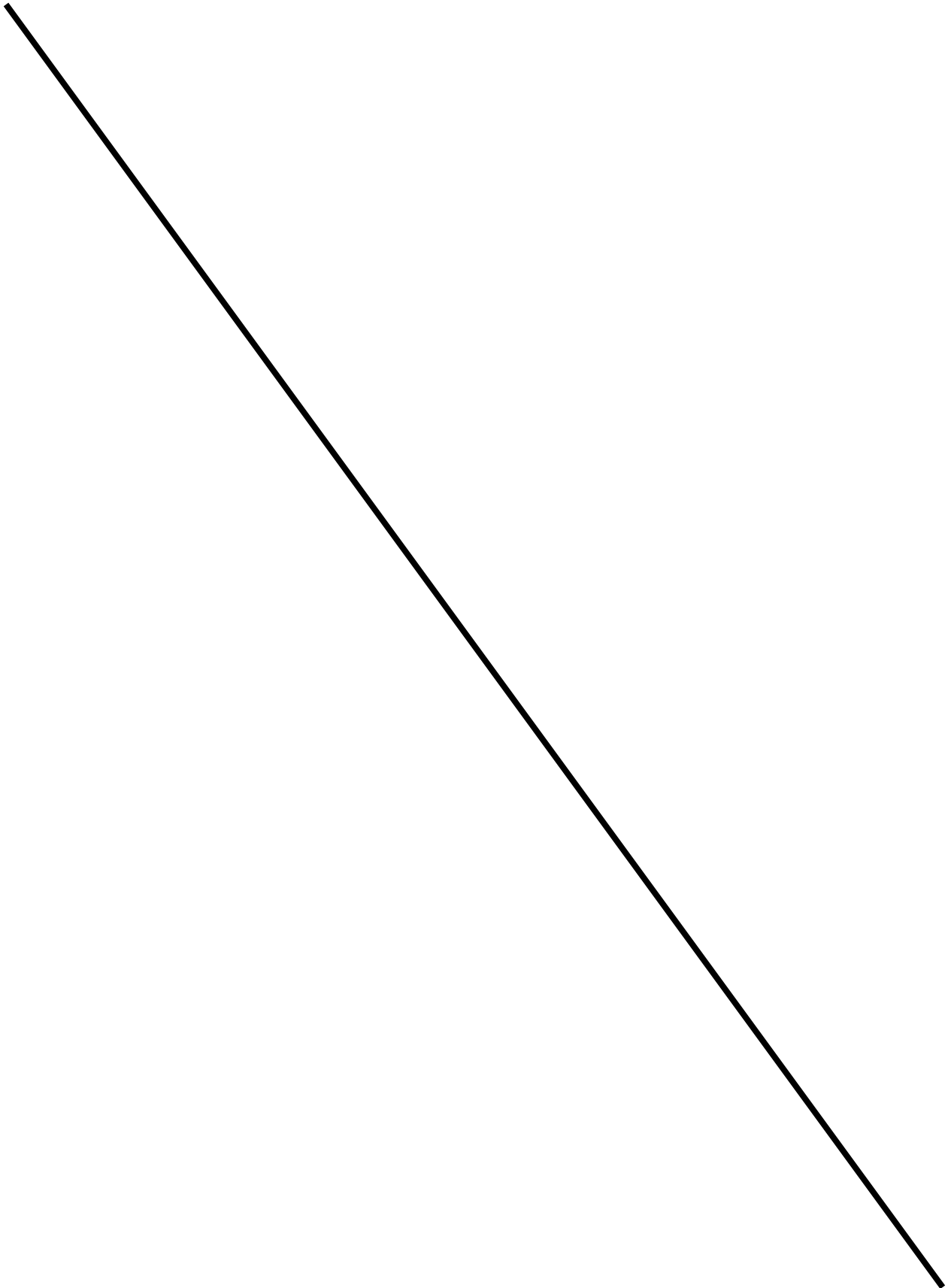
Description	Quantity	Unit
12 Core outdoor SMF Armoured Fiber Optic Cable	250	Mtrs
6 Core outdoor SMF Armoured Fiber Optic Cable	750	Mtrs
24 port Rackmount LIU	2	Nos
12 port Rackmount LIU	6	Nos
SC Coupler-simplex	72	Nos
SC Connector	72	Nos
SC -SC Duplex Patch cord, SM	11	Nos

TERMS AND CONDITIONS OF ANNUAL MAINTENANCE CONTRACT

1. Period of contract: The period of contract will initially be for two years from date of acceptance of work order (issued by the University) and extendable depending on performance satisfaction. The bidder is required to quote cost for three years on yearly basis. The period beyond two years is extendable on performance but not automatic.
2. Termination of contract: If service of the firm is not found satisfactory, the CONTRACT will be terminated by the University at any stage with one month notice and without any obligation on its part. Under such circumstances, payments shall be made only for the period for which AMC services has been availed. However, if the bidder desires to terminate contract, then a clear 3 months notice is required to be given.
3. Payment: The payment will be made on half yearly basis after successful completion of each period and acceptance of reports for satisfactory services. No advance payment is permissible.
4. Acceptance Certificate: The successful bidder must submit a certificate for the acceptance of the work order within fifteen days of the issue of the work order.
5. Personnel: The professionals (preferably certified professionals) deployed for the University should have knowledge of server and Network management (VLANs) on various platforms and should also be capable of providing services on hardware sizing, OS optimization, network optimization that is critical to the University, Maintenance and repair of the Data Network Equipments, Network Cabling and Terminations such as Patch Panels, Jack Panels & Crimping etc.
6. The service personnel should have more than two years experience in this area. The bidder should also arrange backup manpower to ensure sufficient help to meet the contingency needs of university. University has full rights to reject the services of the engineer and ask for a replacement. In the event of change of the service engineer from this site, prior consent from the in charge, campus network facility is essential.
7. The Engineers deployed from the firm shall have to be equipped with necessary tools in the form of hardware tools & software tools for the assigned work.
8. Response time (time from placement of call to the engineer attending the machine) for attending the machines should be less than 24 hours.
9. The down time beyond one day will be logged and added to cumulative down time with in that quarter for the item down or deemed down.

10. The help desk calls should be attended to in all respects, as much as possible efforts should be made not to lose the data while retrieving.
11. The Firm shall maintain the details of installed assets in the form of Hardware, software, Licensing, Warranty, AMC and spares across the Campus. VSSUT will define the Asset-Tag policy such as “Building Name–Floor–Dept–User” and the firm has to tag the asset as per the recommend tag label format. The firm is also responsible for retagging, should there be a change in the asset and they need to update the asset record accordingly.
12. Service providing: The essence of the hardware maintenance and network component maintenance contract is to ensure that all the components of the hardware as well as software work perfectly and deliver rated performance during the period of the contract and that the systems uptime is up to the standards prescribed.
13. Go Green: The firm should also implement/suggest Energy savings & Environmental safety measures.
14. Change Management: New or changed software / hardware requirements, Policies and policies that effect VSSUT should be intimated and implemented by the firm if required so by the University. Tracking of changes done to the systems and network infrastructure is a part of this process. This should be documented to the VSSUT.
15. Quarterly review will be held with the firm support head or with the Onsite Engineer assigned at VSSUT.





UNDERTAKING BY THE BIDDER

To

The Comptroller of Finance,
Veer Surendra Sai University of Technology,
Burla, 768-018.

Subject: Quotation for "Comprehensive Annual Maintenance Contract of Networking Equipments(CISCO make) and Networks located at University campus".

Dear Sir,

Having examined the conditions of this quotation call document I/we, undersigned, offer for Comprehensive Annual Maintenance Contract of Networking Equipments(CISCO make) and Networks located at University campus.

1. I/We undertake to take up the work order within 15 days time, calculated from the date of issue of your work order.
2. I/We understand that you are not bound to accept the lowest or any quotation, you may receive.
3. I/We enclose all the sheets of this quotation call document duly signed by me on every page, as a token of having studied the specifications pertaining to this site and having accepted the same.
4. Certified that I/We have studied the full contents of the quotation call document and enclosures and agree to quote by the terms and conditions herein. In case of non-observance of any of the conditions mentioned in the quotation form, my/our quotation may be cancelled.

Dated:

Signature of

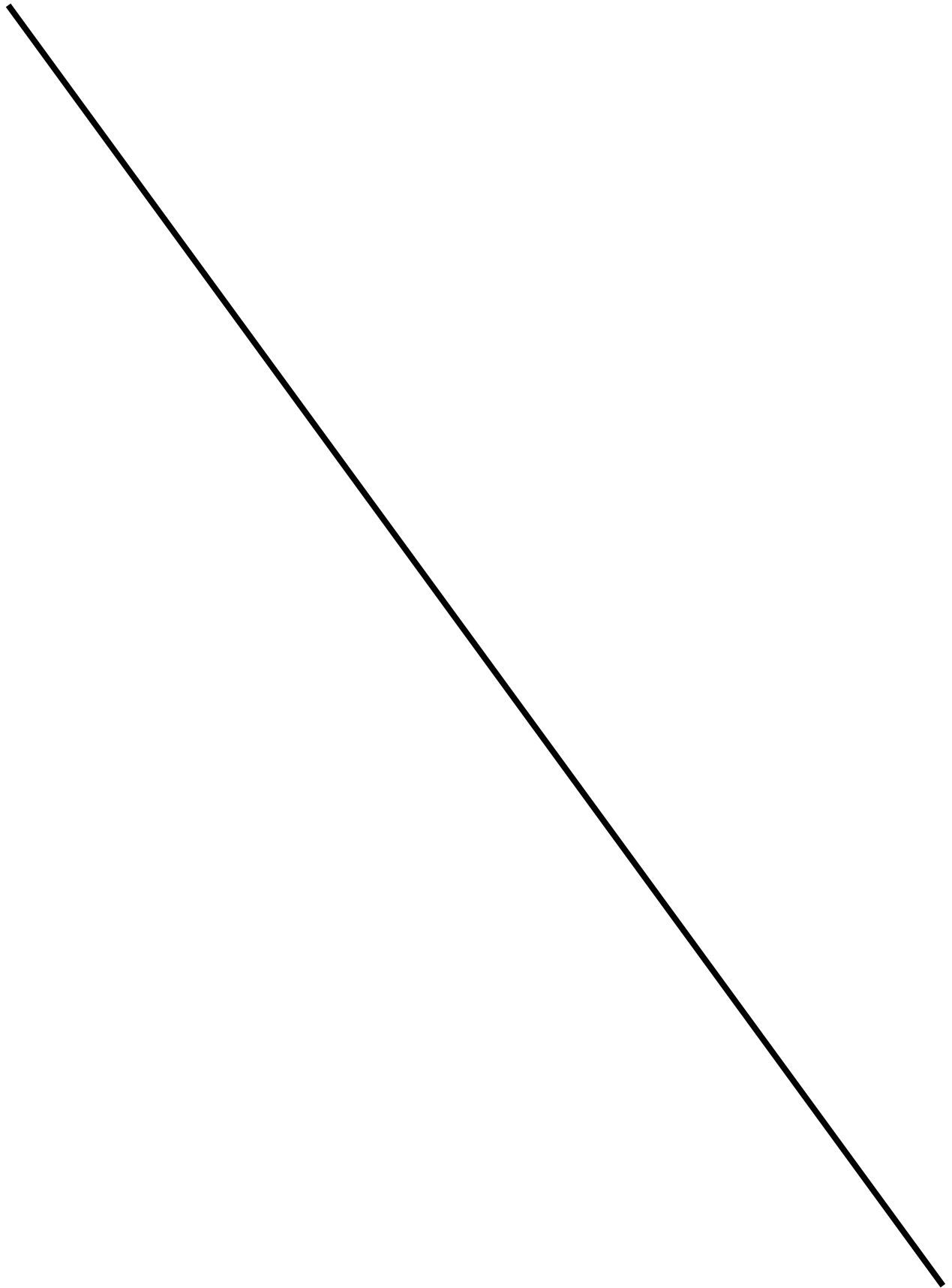
In capacity of

Duly authorized to sign the quotation for and on behalf of

Name and Address of the authorized Signatory

Signature.

Date:.



ANNEXURE-I

Financial BID: (To be submitted in Financial bid envelope)

Price for Comprehensive Annual Maintenance of LAN Equipments & Networks

Name of the Bidder- : _____

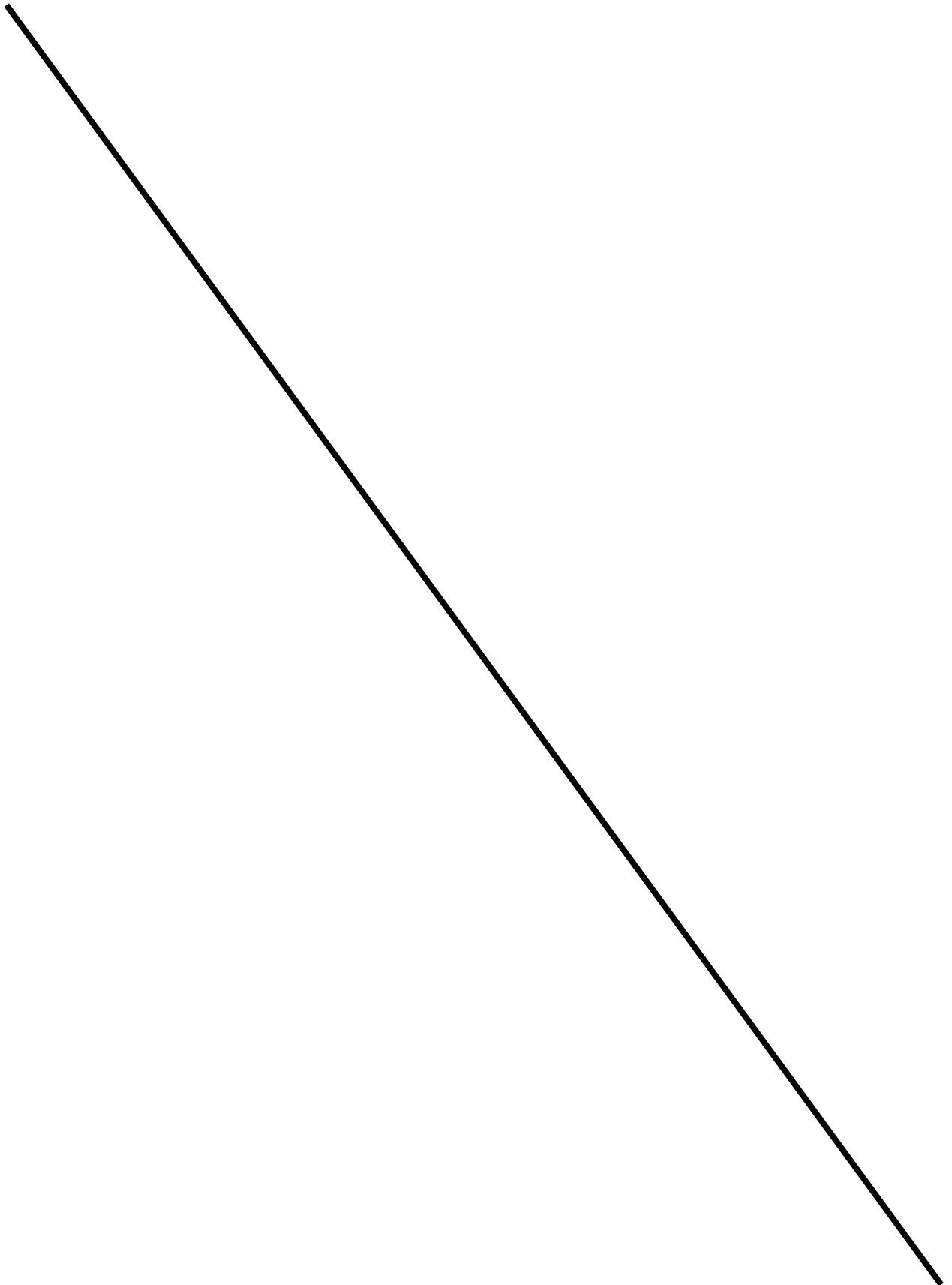
Address: _____

Table-A1 Price for Active Equipments

S/N	Description	Quantity	Rate	Amount in ₹
a	Router - Cisco 1841-HSEC/K9 with necessary auxiliaries	01		
b	Firewall –CISCO ASA 5510 –AIP10-K8 with necessary auxiliaries	01		
c	Core Switch- CISCO :WS-C4507R(Catalyst 4500 Chassis-7Slot) with necessary auxiliaries	01		
d	Access Switch: CISCO-WS-2960G-24TC-L(Catalyst2960-24-10/100/1000,4T/SEP LAN BASE Image) with necessary auxiliaries	09		
A	Total Cost (a+b+c+d)			
B	Taxes, if any Please Mention detail break up			
C	A1: Grand Total Cost (A+B)			

A1. Grand Total Cost (In Words)

Note: Taxes like VAT, Service Tax and or other taxes/ Charges, if any applicable must be explicitly mentioned in this price schedule. Any type of correction/ addition in price schedule shall not permissible.



ANNEXURE-I (Contd..)

Financial BID: (To be submitted in Financial bid envelope)

Price for Comprehensive Annual Maintenance of LAN Equipments & Networks

Name of the Bidder- : _____

Address: _____

Table-A2 Price for Passive components (Optical Fiber)

Sl. No.	Description	Quantity	Unit	Rate	Amount in ₹
a	12 Core outdoor SMF Armoured Fiber Optic Cable	250	Mtrs		
b	6 Core outdoor SMF Armoured Fiber Optic Cable	750	Mtrs		
c	24 port Rackmount LIU	2	Nos		
d	12 port Rackmount LIU	6	Nos		
e	SC Coupler-simplex	72	Nos		
f	SC Connector	72	Nos		
g	SC -SC Duplex Patch cord, SM	11	Nos		
A	Total Cost (a+b+c+d+e+f+g)				
B	Taxes, if any Please Mention detail break up				
C	A2: Grand Total Cost (A+B)				

A2. Grand Total Cost (In Words)

Note: Taxes like VAT, Service Tax and or other taxes/ Charges, if any applicable must be explicitly mentioned in this price schedule. Any type of correction/ addition in price schedule shall not permissible.