



राष्ट्रीय प्रौद्योगिकी संस्थान नागालैंड
NATIONAL INSTITUTE OF TECHNOLOGY NAGALAND
Chumukedima, Dimapur
Nagaland - 797 103

**NOTICE INVITING TENDER
FOR
ANNUAL MAINTENANCE CONTRACT (AMC) OF CAMPUS AREA
NETWORK (CAN) & FACILITY MANAGEMENT SERVICES AND
RATE CONTRACT FOR NEW WORK AT NIT NAGALAND**

Notice Inviting Tender No.	: 0218 / NIT-N / DC / 2017 / 08-01
	Date: 18-08-2017
Tender Document Issue Date	: 18-08-2017
Last Date of Submission of Tender	: 13-09-2017, 2.00 p.m.
EMD Amount	: Rs. 1,00,000/- (One Lakhs Only)
Pre-Bid Meeting	: 05-09.2017 (2.00 p.m)
Technical Bid Opening Date and Time	: 13-09-2017, 2.30 p.m.
Financial Bid Opening Date and Time	: 13-09-2016, 3.00 p.m.
Delivery Period	: 4 weeks from the date of Work Order
Tender Document Fee	: Rs. 10,000/- (Ten Thousand Only)
Address for Submission of Tender	: The Registrar National Institute of Technology Nagaland Chumukedima, Dimapur Nagaland-797 103

NATIONAL INSTITUTE OF TECHNOLOGY NAGALAND
Chumukedima, Dimapur
Nagaland– 797 103.

NOTICE INVITING TENDER

No. 0218 /NIT-N/DC/2017/08-01 Date: 18-08-2017

National Institute of Technology Nagaland is one of the newly established Institutes by MHRD under the NIT Act 2007 to impart technical education and to promote research activities in the North East region. It is proposed for **Annual Maintenance Contract (AMC) of Campus Area Network & Facility Management Services and Rate Contract for New Work at NIT Nagaland.**

Sealed Quotations under two cover system (1. Technical, 2. Financial) are invited from the reputed Manufacturers / firms for providing **Annual Maintenance Contract (AMC) of Campus Area Network & Facility Management Services and Rate Contract for New Work at NIT Nagaland** at NIT Nagaland as per the specifications, terms and conditions given., so as to reach the office of the Registrar on or before the scheduled date and time. Detailed tender document can be downloaded from the Institute Website at URL <http://www.nitnagaland.ac.in>.

The bidder shall be required to deposit the earnest money (EMD) for an amount of Rs. 100,000/- (Rupees one lakhs only), which is refundable and a tender document fee for an amount of Rs. 10,000/- (Rupees Ten Thousand only), which is non-refundable by way of Demand Draft only. The Demand Draft shall be drawn in favour of “The Director, NIT Nagaland” payable at Chumukedima, Dimapur. **The Demand Drafts for Earnest Money Deposit & Tender Document fee must be enclosed in the envelope containing the technical bid.**

The tender document shall be submitted in a sealed envelope bearing the following reference on the top left corner: **No. 0218/NIT-N/DC/2017/08-01, latest by 13th September 2017 at 2.00 p.m.** and addressed to:

The Registrar
National Institute of Technology Nagaland
Chumukedima, Dimapur
Nagaland - 797 103

Bid(s) received beyond the due date of submission will be rejected. No tender document will be entertained by E-mail / FAX. The Institute shall not be responsible for any postal delay about non-receipt / non-delivery of the tender documents.

Technical bid(s) will be opened on 13-09-2017 at 2.30 p.m. in the Conference Hall, Administrative Block of the Institute in the presence of the bidder(s) or their authorized representative(s) who are present at the scheduled time. The Financial bid(s) of the technically qualified bidder(s) will be opened on 13-09-2017 at 3.00 p.m.

In the event of the due date of receipt and opening of the tender being holiday/declared as holiday for the Institute, then due date of receipt / opening of the tender will be the next working day at the same time.

The tender document duly signed and stamped on each page shall be submitted in original with the Technical bid as a proof to confirm the acceptance of the entire terms and conditions of tender. Any amendment and / or addition made to the tender are not permissible after opening of the tender. Incomplete tender and unsigned tender document will be rejected.

The Institute reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to award of contract without assigning any reason whatsoever.

TENDER DOCUMENT

[Tender Notice No. 0218 /NIT-N/DC/2017/08-01 Dated. 18.08.2017]

Sealed tender are invited in two bid systems (Technical Bid and Financial Bid) for

ANNUAL MAINTENANCE CONTRACT (AMC) OF CAMPUS AREA NETWORK (CAN) & FACILITY MANAGEMENT SERVICES AND RATE CONTRACT FOR NEW WORK AT NIT NAGALAND

Name and address of Tenderer

M/s. _____

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. INSTITUTE WILL PROCESS THE TENDER AS PER NIT NAGALAND STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. NIT NAGALAND WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATION TO THE AGENCIES WHOSE BIDS ARE REJECTED.

CHECKLIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

1. Tender should accompany with an Tender Fee of Rs 10,000/- (Rs. Ten Thousand only) and EMD of Rs.1,00,000/- (One Lakhs) drawn on any nationalized bank in favour of **Director, NIT Nagaland payable at Dimapur** in the form of Demand Draft valid for six months. The tenders without EMD will be rejected.
2. Following documents as indicated in the tender document printed on the renderers' letterhead with dated signature and seal
 - a) Tender form
 - b) Price Schedule
 - c) Statement on Compliance
 - d) Performance statement
 - e) Service support details
 - f) Other formats, if any provided in the tender; and
 - g) Details of previous contracts, if any.
3. Certificates of registration for GST, Sales Tax and incorporation etc. issued by appropriate government for the required services with seal of the tenderer.
4. Income tax clearance certificate issued by the concerned IT circle for the past three years with the seal of the tenderer.
5. Certificates issued by employers where the similar services were rendered / being rendered with seal of the tenderer.
6. The entire original tender document with seal and signature on **each page**.
7. Any other document or information as required in the tender document.
8. Corrections in bid document should be noted over and initial at the places of corrections.
9. Time and Date for receipt of Tender: **Up to 2:00 PM on 13th September 2017**
10. Time and Date for opening of Tender: **At 2:30 PM on 13th September 2017**

TENDER FORM

From

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To

The Registrar,
National Institute of Technology Nagaland
Chumukedima, Dimapur
Nagaland-797103

Dear Sir,

I/We offer to supply the items/services detailed in the schedule and agree to hold this offer valid up to 180 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period.

I/We have understood the instructions and conditions for the contract pertaining to the above mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement.

Copies of the necessary certificated as asked for in the terms and conditions have also been enclosed with the tender.

A Demand Draft/Pay Order bearing No.dated.....
Issued byfor Rs.1,00,000/- (Rupees
One Lakhs only) in favour of Director, NIT Nagaland, Dimapur is enclosed as Earnest
Money Deposit.

Signature

NAME

ADDRESS.....

PHONE NO.....

FAX NO.....

SEAL

National Institute of Technology Nagaland,
Chumukedima, Dimapur
Nagaland-797103

TERMS AND CONDITIONS

1. DIRECTOR, NIT Nagaland invites sealed quotations, in two separately sealed bids, one technical and second commercial, for ANNUAL MAINTENANCE CONTRACT AND CAMPUS AREA NETWORK (CAN) OF NIT NAGALAND & FACILITY MANAGEMENT SERVICES AND RATE CONTRACT FOR NEW WORK. The period of the award of the contract will be for three years.
2. The rates are to be quoted in the Performa enclosed herewith both in words and figures. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered. Only typed bid will be considered and hand written quote will be considered as invalid bid.
3. The bidder has to quote the complete package. Part bidding will be completely rejected. The bidder has to quote the complete package (three items) from the same OEM/ Manufacturer with same brand only will be accepted.
4. The firm must enclose the copy of GST Registration Number, Income Tax and Service Tax Returns for the last three years. Details of ISO Certification (if any), company profile, Income Tax Clearance Certificate and list of valued customers, if any, should accompany along with the quotation. All the documents are to be attached with Technical/Pre-qualification Bid.
5. The tender shall remain valid for 180 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period. NIT NAGALAND shall-without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security.
6. The quotation must be submitted in a sealed cover. The sealed cover must be superscripted with “TENDER FOR AMC OF CAMPUS AREA NETWORK AND FACILITY MANAGEMENT SERVICES AND RATE CONTRACT FOR NEW WORK” due on 13.09.2017 addressed to REGISTRAR, NIT NAGALAND, Chumukedima, Dimapur, Nagaland-797103, in a registered A.D. cover so as to reach on or before 13.09.2017 by 2.00 P.M. No responsibility whatsoever will be accepted with regard to postal delays or for wrong delivery of quotation sent by Post. Quotation received after due date will not be entertained. Technical Bid will be opened on 13.09.2017 at 2.30 PM by the constituted purchase committee members in the presence of representatives of the firms who participated in the tender.
7. Tenders must be accompanied by Rs.100,000/- (Rupees one lakhs only) as Earnest Money Deposit (EMD) in form of Demand Draft only drawn in favour of Director, NIT NAGALAND payable in Dimapur. Quotations without EMD will be summarily rejected. No interest will be paid on Earnest Money Deposit. EMD of unsuccessful tenderers will be returned in due course of time. If the quotation is accepted and firm fails to undertake the maintenance contract EMD will be forfeit.
8. Director, NIT NAGALAND reserves the right to order full or part thereof from the list of item enclosed. The contract for AMC of CAN & FMS AND NEW WORK will be given to the same firm. In case of variation in price of new LAN components,

- the firm having the lowest quote of AMC of CAN & FMS should agree to provide all components at the lowest rate in the comparative list.
9. The Vendors should have the capabilities to handle AMC for all brands and types of hardware and peripherals deployed on NIT NAGALAND CAN. An indicative list is attached which is not exhaustive. Vendor should physically inspect our Network components and quote to cover all CAN equipments installed.
 10. The quantity given in quotation is approximate which may increase or decrease for which no compensation will be paid.

1. ESSENTIAL ELIGIBILITY CONDITIONS:

- a) The firm has to attach an undertaking that no Government / undertaking organizations have blacklisted the firm for any reason.
- b) Bidder should be in the business of Information Technology for the last 10 years in India.
- c) The bidder must have a service office in North East India either in Dimapur or Guwahati, for last 10 years. (Documentary evidence like Incorporation / Registration Certificate, Service Registration / Trade License should be submitted).
- d) The bidder should have minimum 2 expert engineers having working experience of minimum 3 years in the service office of North East (Document should be furnished).
- e) GST Registration number
- f) The Bidder must have valid Service Tax registration and Provident Fund registration.
- g) Average annual turnover during the last five years, ending 31 March, 2017 should be at least Rs. 30.00 core. The bidder should produce Audited statement of accounts for the last 5 years.
- h) Bidder must have carried out two successful AMC orders in centrally funded institutions/Govt. Educational or R&D Institute / Govt. Organization / PSUs of Campus Area Network / Network Devices / High End Server / Storage of minimum of Rs.20.00 Lakh each (preferably in NE region.) The bidder has to mention clearly the name of such organization(s) with contact details and need to furnish necessary proof thereof.
- i) Bidder must have a previous experience of successfully supplying and maintenance of minimum of one order of not less than of Rs.1.00 Cr of active networking equipment. (Preferably CISCO Product) in Govt. Educational or R&D Institute / Govt. Organization / PSUs.
- j) The Bidder must have latest valid ISO standard Certificate for IT Service support.
- k) The successful bidder should provide full equipment / tools to their service personnel, particularly Laptop, LAN Tester etc., NIT Nagaland shall not provide any equipment / tools to Service personnel
- l) OEM Authorized Partner certificate should be enclosed with list of documents.

Note: All the supporting documents should be attached with the Technical Bid, without which the tender will be completed rejected. The bidder need to bring the above original documents at the time of technical opening for the verification.

2. BIDDING PROCEDURE

- a) Bids are invited in two bid system, (1) Technical and (2) Financial / Price bid, which shall be sealed separately by mentioning Technical bid and Price bid on the top of envelop. Both of these two envelop will be then enclosed in a single sealed envelope.
- b) No Bids will be accepted after due date and time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bid must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
- d) Financial/ Price bid of only successful Technical Bids, will be opened on scheduled date, time & venue.
- e) All the bids must be accompanied by an Earnest Money Deposit of the amount of Rs. 1,00,000.00 (Rupees one lakhs only) in a form of Demand Draft issued by any Nationalized bank in favour of Director, NIT NAGALAND payable at Dimapur.

3. SUBMISSION OF BID

- i. The first envelope shall be super scribed with the name of work and the words. "Technical bid". The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security shall be enclosed with the envelope marked "Technical bid/Pre-qualification bid".
- ii. The second envelope shall be super scribed with the name of work and the words "Price Bid (Commercial Bid)". It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- iii. Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.
- iv. Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- v. All offers shall be made available in hard copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all the pages of the hard copy.
- vi. All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- vii. The bid should be submitted in the prescribed bid form of this document. All columns of the bid form should be filled. Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid.
- viii. No bid may be modified subsequent to the deadline for submission
- ix. The Institute reserves the right to inspect any or all the works and satisfy itself about the quality and reliability of the service rendered before opening of the concerned vendor's price bid.

4. OPENING OF BIDS:

- a. NIT NAGALAND will open the Technical bids at scheduled time, date and venue in the presence of the bidders representatives who chose to attend.
- b. The bidder's representatives who will be present shall sign on the paper evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- c. The bidders names, bid withdrawals, presence of bid security and such other details as the Purchaser at its discretion may consider appropriate will be announced at the bid opening.
- d. The firm who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelope i.e. "Price Bid (Commercial Bid)".

5. CLARIFICATION OF BIDS:

To assist the examination, evaluation and comparison of bids the Institute may constitute a Technical Evaluation Committee and may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

6. EVALUATION OF BIDS:

- i. The Institute will examine the bids to determine whether they are complete, required EMD has been furnished and all relevant documents have been properly signed. Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specification and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.
- ii. The Institute may examine the bids to determine
 - a. The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
 - b. The substantial responsiveness of each bid to the bidding: For purpose of these clause, a substantially responsive bid is one, which conforms to all technical specifications and terms and conditions of the bidding documents without material or commercial deviations. The Institute's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
 - c. **Lowest Bidder [L1] will be evaluated based on AMC & Facility Management only.**

7. INSTITUTE RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:

- a. NIT NAGALAND reserves the right to accept or reject any bids and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any

obligation to inform the affected Bidder or Bidders of the grounds for the Institute's action.

- b. The acceptance of tender, will rest with Director, NIT NAGALAND who does not bind himself/herself to accept the lowest bid and reserves himself/herself the right to reject any or all the tenders receive without the assignment of any reason. All the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- c. Canvassing in connection with tenders is illegal and strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

8. TERMINATION BY DEFAULT:

- a) Institute may, without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the Contract in whole or part:
 - i. If the vender fails to provide service/rectify the fault within the time period specified in the contract or any extension thereof granted by the Institute.
 - ii. If the vender fails to perform any other obligation (s) under the Contract.
- b) In the event the Institute terminates the Contract in whole or in part, the Institute may procure, upon such terms and in such manner, as it deem appropriate, services similar to those undelivered for any excess costs for such similar services. However, the vender shall continue the performance of the Contract to the extent not terminated.

9. APPLICABLE LAW:

The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of Court in Dimapur.

10. TAXES AND DUTIES:

Vendor shall be entirely responsible for all taxes, duties, license, fees etc. incurred until delivery of the contracted services to the Institute. No tax or duty will be payable by the Institute unless specified by the vender in the price bid.

11. SECURITY & PAYMENT:

- a. The successful bidder will have to deposit Security Deposit equal to **10%** of the total value of the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of the Institute as per the order during contract period, the contract will be cancelled and the Security Deposit will be forfeited or Bank Guarantee revoked. The Security Deposit will be released after completion of the contract to the satisfaction of the Institute. Additional Security money needs to be deposited in case more items are added in the AMC in future.
- b. The successful tenderer will have to sign an agreement with the Institute on a non-judicial stamp paper of appropriate value before taking over the contract.

12. TERMS OF PAYMENT:

- a. The total work value of 80% will be released after the successful Renewal of the Warranty of the Active Components. The remaining 20% of the total value will be paid on Quarterly Basis after deduction of penalty after on completion of each quarter. The payment shall be released after end of each quarter on satisfactory completion of assigned services. If calculation of penalty is not readily available, then only 80% of the bill amount will be released provisionally. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time. For this purpose, the vendor will have to submit bill at the end of each quarter and payment shall be made by within 15 days from the receipt of bill.

13. SCOPE OF SERVICE:

1. The bidder shall quote for 36 months OEM warranty renewal for the components (Hardware, Software, OEM Technical Support) mentioned in the list of devices or items. Bidder have to submit the proof of warranty renewal and OEM technical support document from the respective manufacturers.
2. The warranty renewal should start from the next day of the completion of the existing warranty period. It should not be taken from the date of the delivery of the warranty certificate.
3. Bidder should clearly mention the OEM warranty / care pack part number in the bid.
4. The solution for the below mentioned services need not be based on available resources at the Institute. Bidder is free to use additional hardware and legal software compatible with the existing system to provide the solution during the support cost period as stated above. The details of this, has to be provided in the strategy write-up of the tender.
5. The bidder shall depute at least one of its qualified service engineers during working hours (08:30 AM – 05.30 PM) from Monday to Saturday in the Institute for attending day-to-day complaints. In the event of service required after above hours or on holidays the firm should be prepared to provide services with no extra charges. The service engineers should have CCNA / CCNP certification. In case of any disaster/an unforeseen situation, the firm may be asked to depute expert engineers from their organization to sort out the problem.
6. The engineers so deputed must have their own vehicles, mobile phones and necessary tools like cable tester, crimping/punching machines, laptop, Wi-Fi spectrum analyser etc. No accommodation will be provided by the NIT Nagaland.
7. The resident engineer should have proficiency in Linux, VM and windows servers. He/she must have CCNA/CCNP certification. Before appointment of the engineer, he/she will be interviewed by the Data Centre section of NIT Nagaland. The Engineers deputed at NIT NAGALAND have to submit self-attested copied of qualification and experience to Institute. The engineers will be given leave or relieved only if an equally qualified engineers is sent by the firm as reliever.
8. Resident engineer should not take leaves without prior notice of at least one week to In charge of the Data Centre. Resident engineer will leave or avail leave after reliever reports for duty.

9. The resident engineers should report to duty on time and late attendance will be marked as absent and amount equivalent to 1/365 multiplied by total value of network maintenance will be deducted from the bill.
10. Residential engineer work instruction will be given by the Data Centre and he/she should follow the policy, confidentiality of the Data Centre. Violation of mentioned may lead to legal/departmental action
11. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the Data Centre In-charge before taking the equipment out. Cost of transportation, insurance of equipment and any courier charges will be borne by the firm.
12. The firm shall maintain all the machines satisfactorily till the end of the support cost tenure and handover all inventory in good working condition to the next vendor, in case the support cost is not extended or is terminated.
13. Interested agencies may visit the site, if desired before quoting the rates.
14. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call.
15. The bidder should have round 8X7 Helpdesk facility to resolve P3 (configuration change) issues remotely, if required. Resolution time for residential engineer support should be within 2 hours. (The bidder must have an 8X7 Helpdesk number and E-mail ID. Bidder must mention the number & mail ID in the bid). Mail ID should be of company's domain only.
16. In case the issue is not resolved by residential engineer or P1 & P2 (P1 - Network down & P2 - link failure, hardware replacement, warranty claim), Bidder shall provide additional support to resolve the issues. For additional support resolution time should be within 2 working days.
17. The vendor has to always maintain at least following parts as standby:
Media Convertors (3), SFP Optical Module MM (5), SFP Optical Module SM (5), 8-port POE+ switches (2), 24-port POE+ switches (1), 1 m patch cord (10), 2 m patch cord (10), 3 m patch cord (10), SC to SC and LC to LC OFC patch cords (5 each), one bundle UTP Cable, RJ 45 connectors (50), I/O (10) etc. A room would be provided to the engineer to stock the above inventory.
18. In case of any ISO / Patches related issues or any Device/Hardware/Modules replacement required from the listed items, Bidder should provide the solution/replacement within 48 hours of reporting the issues. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.
19. The bidder should identify and resolve CAN / Internet faults and to keep ready disaster management plans to upkeep the important servers.
20. The bidder should monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server. The bidder should provide secure support for Internet services; support URL filtering and packet screening; and demilitarized zone for web server.
21. During the contract period NIT NAGALAND IP address should not to be blocked /shared by any one. The bidder should support and managing mailing services in web as well as on multiple platforms like android, apple and windows devices.

22. The bidder should provide technical support in video conferencing as and when required.
23. Provide solutions and implementation of discussion groups, mass mailing, e-news, online databases applications, e-Learning, and related services etc. using open source.
24. They have to take Periodic Backups of Systems and Databases using CD-Writer /Tape Drive and to ascertain network connectivity, data transaction and Internet availability from Data Centre to all the nodes connected in the LAN.
25. Bidder shall be responsible for coordinating with OEMs for supporting ISO/patches upgradations, software issues, hardware replacement, etc.
26. In case, any device/hardware/modules are not repaired/replaced or standby is not provided within four business days, NIT Nagaland may elect/choose to get the same repaired or replaced by any other outside agency or by internal datacentre team. The cost & expenditure incurred therein will be recovered from the vendor. NIT Nagaland datacentre may also decide to levy a penalty of Rs. 1,000/- per day for first five days and after 5th day it may be Rs. 2000/- per day on the bidder. Applicable for all P1, P2 & P3 tickets.
27. The bidder shall conduct quarterly review meeting with NIT Nagaland datacentre team to discuss about the service experience & performance.
28. There must be a Service Request No. against each & every complaint of NIT Nagaland. Both bidder & NIT Nagaland should refer to this only in case of any issue & closure.
29. The bidder must submit a proper order of communication with contact details. The same will be followed in case of any service escalation.
30. The bidder must be legal OEM partners of the listed items.
31. The bidder shall quote the comprehensive warranty renewal price in Indian rupees only. The applicable tax must be mentioned separately.
32. Fibre & copper links maintenance should also be taken care by the bidder, whereas the replacement spare cost may be borne by NIT Nagaland.
33. For reconfiguring existing devices, support should be provided. While reconfiguring it should not affect any operations of the equipment/network. If it happens, the penalty will be applicable per hour basis. (Rs.1000 per hour & Rs. 2000 from 5th hour).

14. PENALTY:

- i. In cases of downtime beyond those stipulated above, penalty will be automatically deducted from the quarterly payable amount.
- ii. The firm will respond to a site visit and commence repair work on the equipment within 24 hours of being notified of equipment malfunction. The firm will ensure making the faulty system usable within maximum 48 hours from the time complaint is lodged. If the equipment is beyond repair at the Institute, the firm will provide standby equipment.
- iii. In case the agency fails to provide any service listed above, there would be a minimum penalty of Rs. 1000/- per day for each service affected. If the engineer fails to report to in-charge Data Centre, then in addition to penalty an additional amount of Rs 1000/- per day will be deducted from the quarterly payment of the company as well.

- iv. If the firm fails in execution and successful completion of the new orders as approved in this contract within given stipulated time (10 working days for order upto Rs. One Lakh and 20 working days for orders more than Rs. One Lakh), a penalty @ 2% of the bill value per week upto maximum 10% per order will be deducted from his quarterly bill.
- v. Penalty to be imposed will be subject to a maximum of total value of the contract. In case of the gross negligence and downtime, security deposited by the firm can be forfeited besides immediate cancellation of the contract.
- vi. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.
- vii. The items in the list (Point 15) include components installed at various locations in the NIT NAGALAND Campus. There may be some items that may be under warranty at the time of contract but after their warranty period is over, during this contract period, are to be maintained by the firm.

REGISTRAR
NIT Nagaland

15. DETAILS OF RENEWAL OF THE COMPONENTS AND AMC OF THE CAMPUS AREA NETWORK AT NIT NAGALAND

A. NON-CISCO COMPONENT

Sl.No	Devices with modules	Service Level Required	Quantity	Current Warranty expire date
1.	UTM Bundle FortiGate 800C		1	24-05-2018
	Hardware Coverage	Return To Factory		
	Firmware & General Updates	Web/Online		
	Enhanced Support	8x5		
	Virus Definitions Updates	Web/Online		
	Next Generation Firewall	Web/Online		
	FortiGuard Web Filtering	Web/Online		
	FortiGuard AntiSpam	Web/Online		
2.	Storage Bundle 1. NetApp E2724-BASE-R6 2. Hitachi 1 TB SAS 10k rpm – 24 nos. 3. Brocade Switch - X-6505-12-16G-0R-R6	CS-A2-INST-NBR <ul style="list-style-type: none">• HARDWARE• FIELD_SUPPORT• Disk Drives• Software	1	30-04-2017
3.	Trend Micro office Scan XG <ul style="list-style-type: none">• Anti-Virus• Anti-Spyware• Web Reputation• Damage Cleanup Services	Update & patches	350 users	31-05-2018
4.	Servers 1. HP Proliant DL180 Gen6 <ul style="list-style-type: none">• Intel Xeon CPU E5620- 2 nos.• 8 GB RAM - 2 nos.• 500 GB SAS 15k rpm - 2 nos.	HP care pack for 3 years.	1	-
	2. HP Proliant ML 350p Gen8 <ul style="list-style-type: none">• Intel Xeon CPU E5-2640 - 2 nos.• 8 GB RAM - 2 nos.• 500 GB SAS 10k rpm - 2 nos.	HP care pack for 3 years.	1	-
	3. IBM System x3620 M3 <ul style="list-style-type: none">• Intel Xeon E5620 - 2 nos.• 8 GB RAM - 2 nos.• 1 TB HDD - 2 nos.	AMC for 3 years including Hardware replacement.	1	

B. CISCO COMPONENTS

Sl.No	Devices with modules	Service Level Required	Quantity	Current Warranty expire date
1.	Core Switch - WS-C6509-E chassis <ul style="list-style-type: none"> • 10GBASE-LR X2 Module – 8 nos. • Catalyst 6509-E Chassis Fan Tray- 1 no. • C6k 48-port 10/100/1000 GE – 1 no. • Cat 6500 Sup 2T with 2 x 10GbE and 3 x 1GbE - 1 no. • Catalyst 6500 3000W AC power supply – 2 nos. 	Extended service agreement SMARTnet 8x5xNBD	1	07-10-2017
2	Distribution Switch - WS-C4500X-16SFP+ chassis <ul style="list-style-type: none"> • Catalyst 4500X 750W AC power supply – 2 nos • 10GBASE-LR SFP Module – 2 nos. 	Extended service agreement SMARTnet 8x5xNBD	3	07-10-2017
3	Access switch – Type I WS-C2960X-24PS-L	Extended service agreement SMARTnet 8x5xNBD	17	14 nos: 07-10-17 3 nos: 26-12-17
4	Access switch – Type II WS-C3560CG-8PC-S	Extended service agreement SMARTnet 8x5xNBD	11	07-10-2017
5	Access switch – Type II WS-C3560CX-8PC-S	Extended service agreement SMARTnet 8x5xNBD	3	26-12-2017
6	5508 Wireless Controller AIR-CT5508-100-K9	Extended service agreement SMARTnet 8x5xNBD	1	07-10-2017
7	Aironet 1600e Access Point AIR-CAP1602E-N-K9	Extended service agreement SMARTnet 8x5xNBD	40	07-10-2017
8	Aironet 1530i Outdoor Access Point AIR-CAP1532I-D-K9	Extended service agreement SMARTnet 8x5xNBD	11	07-10-2017
9	Cisco TelePresence MCU 5310	Extended service agreement SMARTnet 8x5xNBD	1	07-10-2017
10	Cisco Call Manager Software <ul style="list-style-type: none"> • BE6K-ST-BDL-K9= • UCM-9X-ENH-UCL • UCM-9X-ESS-UCL • UCN-9X-VM-UCL Hardware	Extended service agreement SMARTnet 8x5xNBD with software license upgrade contract	1	07-10-2017

Sl.No	Devices with modules	Service Level Required	Quantity	Current Warranty expire date
	<ul style="list-style-type: none"> • 2.4 GHz E5-2609 - 2 processors • 500GB 6Gb SATA 7.2K RPM SFF - 4 nos. • 8GB DDR3-1600-MHz RDIMM - 4 nos. • 650W Power Supply Unit - 1 no. 			
11	Cisco 2901 Integrated Services Router 1-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1 – 1 nos.	Extended service agreement SMARTnet 8x5xNBD	1	07-10-2017
12	Cisco TelePresence SX20 Cisco TelePresence SX20 Quick Set PrecisionHD Camera 1080p 12x Gen 2 for use in auto expand Remote Control TRC 5	Extended service agreement SMARTnet 8x5xNBD	4	07-10-2017
13	Cisco UCS C240 M3L Rack Server <ul style="list-style-type: none"> • 2.80 GHz E5-2680 • 16GB DDR3-1866-MHz RDIMM • Intel X520 Dual Port 10Gb SFP+ Adapter • 650W power supply for C-series rack servers • MegaRAID 9271CV with 8 internal SAS/SATA ports with Supercap • 1TB SAS 7.2K RPM 3.5 inch HDD/hot plug/drive 	Extended service agreement SMARTnet 8x5xNBD	4	07-10-2017

REGISTRAR

PART-A
(TECHNICAL/ PRE QUALIFICATION BID)

Tender for Annual Maintenance Contract (AMC) for Campus Area Network & Facility Management Services at NIT Nagaland,

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available, use separate sheets)

SCHEDULE: Last Date of Receipt of Tender: 13th September 2017 upto 2.00 P.M.
Date & Time of Opening of Tender: 13th September 2017 at 2.30 P.M.

1. Company Name & Address :
2. Is the EMD of Rs. 1,00,000/- enclosed : Yes/No
If yes give details .
D.D.No..... Dated..... for Rs. 1,00,000/-
3. Company profile :
4. Service Tax Regn. No. and Tax paid in year 2016-17:
5. GST Registration No. :
6. Income Tax PAN No. :
7. Total Income Tax paid in the year 2016-17 :
8. Company Status (Prop./Pvt./Ltd.) :
9. Name of organizations and value of AMC
(as per clause iv of Para11)
10. Annual turnover in the year
2012-13:
2013-14:
2014-15:
2015-16:
2016-17
11. Registration details in State/Central Govt. :
12. No. of Engineers & Technicians in the firm :

13. What is the Infrastructure and spares support Programme:
14. List of clients along with their contact names, telephone numbers and address (tender will not be considered without this information):
15. Present total number of such AMCs being serviced:
16. Are you authorized service provider of any reputed Company:
(If yes, please give details and enclosed copy of authorization)
17. Address of Workshop
18. Facility available for servicing
 - i) Spares available
 - ii) Test equipment
 - iii) Test tools (Hardware/software)
 - iv) any others.
19. Is your firm certified with latest ISO: Yes/No
(If yes, please enclose a copy of certification)
20. Have you attached the brief write up on approach and strategy: Yes/No
(If yes, please enclose a copy of write up)
21. Has the firm ever been black listed by any Government/undertaking organization:
Yes/No (If No, enclose the undertaking as asked in para-11)
22. Any other Information

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

SIGNATURE

NAME

ADDRESS

.....

PHONE NO.....

FAX NO.....

SEAL

(PART-B)

FINANCIAL/COMMERCIAL BID

Tender for Annual Maintenance Contract (AMC) for Campus Area Network & Facility Management Services at NIT Nagaland

(To be submitted on the letter head of the bidder and enclose in a separate envelope titled “FINANCIAL/PRICE BID”)

Name and Address of the Firm quoting the rates:

1. Price for COMPREHENSIVE AMC of Campus Area Network (CAN) & Facility Management Services

S.No	Service for which Price is to be quoted	Rate per year (Rs.)	Total Amount for two years (Rs.)
1.	Comprehensive AMC of Campus Area Network (CAN) & Facility Management Services (Scope of work and Details of CAN of Tender Document)		
	Taxes (as applicable)		
	GRAND TOTAL		

Total in Words (Rupees.....)

Note: Lowest Bidder will be evaluated based on AMC & Facility Management only.

Signature of the Bidder
Seal of the firm/company

FINANCIAL/PRICE BID

2. Price quote for PASSIVE COMPONENTS for new connectivity/work

Sl.No	Items	Make & Model	Unit Price (Rs)
1.	SM 6 Core OFC Cable (Per Mtr)		
2.	SM 24 Core OFC Cable (Per Mtr)		
3.	OFC laying cost As per standard(Per Mtr)		
4.	OFC Pigtail SC		
5.	OFC Pigtail LC		
6.	Fiber enclosures with associations		
7.	Fiber Splicing cost (Per Core)		
8.	UTP (CAT 6) 305 MTR BOX		
9.	UTP (CAT 6A) 305 MTR BOX		
10.	STP (CAT 6A) 305 MTR BOX		
11.	Coper cable laying cost As per standard(Per Mtr)		
12.	Copper IO with Surface mount box and face plate(STP)		
13.	Copper IO with Surface mount box and face plate(UTP)		
14.	3 Mtr. Fiber Patch cord (LC to SC)		
15.	3 Mtr. Fiber Patch cord (SC to SC)		
16.	3 Mtr. Fiber Patch cord (LC to LC)		
17.	SFP Optical Module SM 1G		
18.	SFP Optical Module SM 10G		
19.	24 port LIU SC (Fully loaded)		
20.	24 port LIU LC (Fully loaded)		

Sl.No	Items	Make & Model	Unit Price (Rs)
21.	UTP CAT 6A 1 Mtr. Patch cord		
22.	UTP CAT 6A 2 Mtr. Patch cord		
23.	UTP CAT 6A 3 Mtr. Patch cord		
24.	IO patch panel		
25.	STP Crimping tool		
26.	UTP crimping tool		
27.	42U Rack floor mount		
28.	24U Rack floor mount		
29.	15U Rack wall mount		
30.	9U Rack wall mount		
31.	Lock and Key for Network Rack		
32.	Ac power cord for switches 5 and 15 amp		

Signature of the Bidder
Seal of the firm/company