

Tender no:

CIT/JU/21/222

Date: 09/02/2021

Online Bids are invited
for
Annual Maintenance Contract of Campus Networking Equipments (Active & Passive Components, Wireless Access Points & IPDSLAM)



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***University of Jammu, New University Campus Baba Sahib
Ambedkar Road Jammu-180006***

University of Jammu, Jammu

(INVITATION FOR BID)

On behalf of the University of Jammu, Director, CITES&M, invites online tender from reputed Manufacturers/ Authorized Dealers under two bid system i.e. Technical bid and Financial bid for Annual Maintenance Contract of Campus Networking Equipments (Active & Passive Components, Wireless Access Points & IPDSLAM) in the main campus of the University of Jammu, the format as specified for the networking equipments listed in **Annexure-I**. The networking equipments to be covered under AMC are located in various departments, Centers, Hostels, Guest Houses and residential campus of the University.

The Important information related to tender are as follows:

S.no	Description	Particulars
1	Tender document no:	CIT/JU/21/222 dated 09/02/2021
2	Description of the work	AMC of Campus network
3	Mode of Tendering	E-tendering
4	E-tendering website	www.jktenders.gov.in
5	Tender Document Fee	nil
6	Tender processing fee	nil
7	Last date for Submission of Queries	20.02.2021
8	Earnest Money Deposit (E.M.D.)	Rs50,000/- in the form of a FDR for a period of 1 year in favour of Registrar, University of Jammu
9	Mode of Tender Document, Processing Fees & EMD	Offline
10	Last Date and Time for request of Tender Document	01.03.2021
11	Last Date and Time for Online submission of bids	03.03.2021 4 pm
12	Date and Time for opening / of Eligibility & Technical bids	04.03.2021 1 pm
13	Date and Time for opening / of commercial bids	08.03.2021 (In case there is a change in this scheduled date and/or time, then the technically qualified tenderer/bidders will be intimated about the date and time by a letter/email)

* Dates to be added at the time of upload of tender

- In case of Online submission of EMD and tender fee, The proof of the same shall be attached with the tender bid failing which the bid is rejected.
- No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E- procurement portal).
- The Institute shall not be responsible for any delay in submitting on-line Bids. The Institute reserves the right to accept or reject any bid, cancel the Tender without assigning any reason thereof. No correspondence in this regard will be entertained.
- **Contact Person's Address for correspondence and clarifications**

The bidder requiring any clarification of the Tender documents may notify University in writing, either by post or email, at the following address:

The Director

Centre for IT Enabled Services and Management

University of Jammu, Jammu- 180006.

Tele Fax: +91 9419183235

E-Mail: directorit@jammuuniversity.ac.in

Website: www.jammuuniversity.ac.in

NOTE: The decision of the Director, Centre for IT, UNIVERSITY OF JAMMU will be final and binding to all bidders.

Earnest Money shall be forfeited, if it is found at any stage that information/particulars regarding supply of tendered item (s) are false.

1. INSTRUCTIONS TO BIDDERS

1.1 Invitation to online bid

Centre for IT Enabled Services and Management, University of Jammu, hereinafter called "Purchaser" invites Bids from the bidders, hereinafter called "Bidder" against published Tender. The bidders will need to submit their comprehensive bids under two bid system – **Technical and Financial bids** – in two separate sealed envelopes, at the address mentioned in Section "Submission

of Bids”. The details of scope of work, technical requirements and formats for submission of technical and financial bids are given in the subsequent sections.

1.2 Contents of Invitation to Bid

Invitation to Bid (ITB) document consists of:

- Annexure to this document.
- Technical Bid Form.
- Financial Bid Form.
- Any other addendum that University might release on a later date.

Wherever the term “Invitation to Bid” is referred, it should be considered as inclusive of all the documents mentioned above.

- All the Bidders, for the purpose of submitting a Proposal shall treat the content of this document as private and confidential. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

1.3 Authorized Person of the Bidder

The selected bidder shall indicate the authorized signatory who can discuss and correspond with the University, with regard to the obligations under the tender notice or Contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign agreements/contracts with the University, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by the purchaser.

1.4 Proposal Validity

The Bids shall be valid minimum for a period of “SIX MONTHS” from the date of submission of the bid. On completion of the validity period (6 months), in case required, University, may solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

1.5 Format and Signing of Bid

The Cover Letter, Technical Proposal and Financial proposal shall be placed in three separate sealed envelopes clearly marked “**Cover Letter**”, “**Technical Proposal**” and “**Financial Proposal**” respectively followed by the name and reference number of the tender. All the 3 envelopes (Cover Letter, Technical and Financial Proposals shall be placed into an outer envelope which shall bear the submission address, reference number and title of the tender along with the name and address of the bidder and should be sealed properly. University shall not be responsible for misplacement, losing if the outer envelope or envelopes of any of the three proposals are not sealed . This circumstance may be case for Proposal rejection. If the Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non- responsive.

The Proposal shall be signed by authorized person of the bidder. All pages of the proposal, where entries or amendments have been made, shall be initialed by the person or persons signing the Proposal. **All signatures on the letters / certificates attached with the Bid document shall be dated suitably.**

1.6 Guidelines for Filling Financial Format

The bidders should submit their financial bid in the specified formats only. No changes would be allowed in the financial bid on account of foreign exchange fluctuations and changes in local taxes, duties, levies, rate of inflation etc.

1.7 Address of Submission

The bids duly completed as per the instructions given in this document and the amendments issued if any, shall be submitted to the following address on or before the last date of bid submission.

The Director

Centre for IT Enabled Services and Management

University of Jammu, Jammu- 180006.

Tele Fax: 91 9419183235

E-Mail:directorit@jammuniversity.ac.in

Website: www.jammuuniversity.ac.in.

1.8 Deadline for submission of proposals

Proposals must be received by University, at the address specified in the tender not later than the dates as mentioned in the Schedule of Important dates. University of Jammu, may in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum or by intimating all bidders who have issued the tender document, in writing by post or email. In this case, all rights and obligations of University and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

1.9 Late Proposals

Any Proposal received by University after the deadline for submission of Proposals prescribed in tender document will be summarily rejected and will be returned unopened to the Bidder.

1.10 Sub-Contractors

Employment of sub-contractors for the purpose of carrying out any part of the job or warranty period maintenance of all or any part of the equipment is not acceptable.

1.11 Right to Accept and Reject the Bid

Notwithstanding anything contained in this document, University reserves the right to accept or reject any or all the bids. University also reserves the right to cancel the bid process at any time prior to signing the contract and University will have no liability for above-mentioned actions.

2. Eligibility Criteria (Pre-Qualification Criteria)

Only those vendors who full fill the following criteria are eligible to participate in the bid.

2.1

The Bidders should meet the following Eligibility Criteria to participate in the Tender and should enclose supporting documents for fulfilling the Eligibility in the Technical Bid. Non-compliant bidders shall not be evaluated technically or commercially.

S.no	Qualification	Documentary Evidence to be attached
1	Bidders must be either Original Equipment Manufacturer (OEM) or authorized dealer of the OEM. Traders are not eligible to participate in this EOI.	OEM Certificate addressed to the Tendering Authority

2	The bidder should have an annual turnover of INR 50.0 lakh or above in each of the last three Financial years(2017-18, 2018-19, 2019-20).	Certified Copy of Audited balance sheet of last three financial years (2017-18, 2018-19, 2019-20).
3	The bidder should have networking integrator experience of minimum 5 years in similar institutions or reputed organizations.	Experience certificate along with documentary proof
4	The bidder should have one similar work/AMC/warranty Service of value not less than Rs.50 Lacs	Attach Documentary proof
5	The bidder should have GST registration	Copy of GST Registration certificate / GST No.
6	The bidder should have their own office in J&K since last 5 years and a good number of technical professionals for extending full technical support.	Documentary Proof of Local Office and employee strength
7	The bidder at any point of time shall not have been either under blacklisting by any government organization in the country or shall not be under the scrutiny of any criminal investigation agency in the country for malpractices in the field of IT.	A Self declaration on company letter head with sign and stamp of authorized signatory
8	The bidder company should have ISO certification.	ISO certificate

NOTE: All the above mentioned documents should be duly in order and are essential to qualify at Technical Bid Stage.

3. Scope of work with Terms and Conditions for Service Level Agreement.

The scope of work, terms and conditions etc. for the AMC is specified below. All these conditions will be covered under Service Level Agreement (SLA) on affidavit.

1. The bidder has to do on-site comprehensive maintenance of networking Equipments for which the order is placed. The equipment are located at various departments and Offices of University of Jammu.
2. For on-site comprehensive maintenance of equipment, the tools, test equipment and fixtures etc. required (if any) for maintenance shall be provided by the bidder only.
3. The Vendor will have to station **Three resident engineers (for Residential Campus and Main University Campus)** for support to the Campus Network to attend the Calls Logged in the Control Room of the Campus Networking on all working days" In addition, the vendor will have to ensure the availability of the engineer to the University in case of breakdown of the equipment or network connectivity in holidays or non-working days.
4. The Senior resident engineer out of three deputed should have ample experience of more than 7 years to handle the network.
5. The vendor will attend to all breakdowns in the equipment and rectify problems there of and replace the faulty components of the equipment with serviceable components. Such replacements will be free of cost on exchange basis except in case of Fire, Physical damage and damage due to erratic power supply. In the event the maintenance/repair of any unit is to be carried out outside the University, the bidder shall make all arrangements for removal and transportation of equipment to the workshop and back to site at their risk and cost and he will hand over the systems in 100% working condition after repair/maintenance/rectification and replacement.
6. In case of exchange of faulty equipment, the bidder will provide replacement, which shall be same as the replaced in all respects including make, model and technical specifications. In case such equipment is not available with the vendor, equipment of higher specification may be installed with a certificate from the OEM stating non-availability of the replaced equipment and higher specification of the replacement. This will be however subjected to the acceptance of University of Jammu.
7. The vendor is required to provide technical help/support for feasibility study and implementation of subsequent upgradation/changes in system configuration proposed by University of Jammu at no additional cost. The upgraded systems (less new components) will continue to be governed by the AMC agreement. New equipment and main equipment,

procured and configured as I Part configuration suggested by University of Jammu/ Vendor shall be covered under AMC on expiry of warranty period.

8. Configuration of Firewalls and IDS has to be implemented to ensure full security of the network. In case of reconfiguration, the same can be done with the consent of the University authorized personnel.
9. The vendor has to take care of the compatibility of the wireless network with wired network. If required, changes can be done on the configuration level to ensure proper functioning of the wireless network with the consent of the University authorized personnel.
10. The Vendor will have to handover the system in 100% working condition on termination or at the end of the contract. Any defect/breakdown call that has been reported before termination of the contract shall have to be corrected by the vendor before handing over to University of Jammu.

11. **Technical Support:**

The selected Vendor has to ensure and extend technical support to University of Jammu. whenever required and in cases such as:

- a) Changes or improvements in system features and software configuration changes, IOS upgradation, if any, have to be carried out on the existing systems/units in the normal course of maintenance by the vendor after getting consent from UNIVERSITY of JAMMU without any additional cost.
- b) Whenever required, the vendor shall carry out all necessary changes in routing configuration, access control lists, IP addressing and enable QOS required for full and secure availability of data transmission over the network.
- c) The vendor shall document all the changes made in the configuration of equipment and submit the same to UNIVERSITY OF JAMMU.
- d) In the process of providing technical support, if required, bidder may have to carry out joint resolution of problems with other vendors.
- e) Complete Security of the network Wired / wireless is the responsibility of the Vendor. Any precautionary measures required to be further strengthened to secure the network can be implemented with mutual consent of the University.
- f) It is the responsibility of the Vendor to make the existing network compatible with the new network Hardware.

12. **Preventive Maintenance:**

The selected vendor has to carryout preventive maintenance on quarterly basis. Activities not limited to the following should be carried out during the PM:-

- a) Checking of all Network Equipments.
- b) Checking of routers/switches for proper configuration

- c) Checking of the power supply, earthing and connectivity to equipment and proper dressing of the cables connected to network equipment.
- d) Monitoring the network-rack condition, temperature and other environmental conditions like dust, dampness etc. and coordinating with the assistance of passive network service provider for appropriate action.
- e) Supervising cleaning of the equipment/accessories (without opening the chassis).
- f) Any other job related to servicing/maintenance.
- g) Preventive maintenance report has to be submitted as per the format proposed by the vendor and approved by the University
- h) The vendor has to ensure that all the complaints lodged by the University of Jammu are attended to and rectified within the shortest possible time. For complaint Resolution University has set some standards as mentioned herein. The vendor should be in a position to supply standby equipment and/or accessories, if the equipment/accessory of these locations goes down, in order to restore the network services.

Response Time (First level Diagnostics): 2 working hours

Resolution Time: 24 working hours

If the complaint/ call is not resolved within the resolution time-frame window or no stand by equipment is/are provided by the vendor, penalty will be charged as per the University decision.

13. **NON -Disclosure AGREEMENT (NDA)**

During the AMC period, the engineers of vendor will have access to confidential, information of University regarding IP addresses, router and switch configuration, network design and architecture. The vendor or engineer shall not disclose at any point of time to any other person/third party the information so received. Also the vendor may use the information only for serving University interest and restrict disclosure of information solely to those employees of vendor having a need to know such information in order to accomplish the purpose stated above, advice each such employee, before he or she receives access to information of the obligation of vendor under this agreement and require such employees to maintain these obligations. Violation of this will lead to legal action and blacklisting.

14. **Miscellaneous conditions:**

- a) **In case of damage or loss of the equipment due to reason beyond the control of University of Jammu(Like Theft,Fire,Physical Damage,burnt due to Eratic power supply etc.the vendor should be in position to supply standby equipment with same configuration till the time University arranges the new equipment.**
- b) **Whenever any equipment is taken out of University premises for repair purpose, the transportation and safe custody of such equipment will be the responsibility of**

the vendor. Any damage/loss of the equipment while in vendor's custody will be the responsibility of the vendor.

- c) The Bidder shall not assign in whole or in part, the obligations to perform under the contract, to any third Party
- d) The venue of arbitration, shall be Jammu, subject here to the court in Jammu shall have exclusive jurisdiction to exclusion of all other courts.

4. Evaluation Criteria

- 4.1 The bidder will be shortlisted on the basis of information submitted by them and verified by the University in the technical bids. Subsequently, the commercial bids(to be submitted in the Format in BOQ_AMC.xlsx) will be opened and compared for the selection of the successful Bidder (Lowest bidder).
- 4.2 The lowest rate for the AMC will be selected after comparison of the rates to be quoted by the bidder for the network equipment as whole and not on item wise basis.

5.AMC Period

The AMC should be provided for 1 years from **date of award of contract** by the OEM. Bidder should provide declaration regarding back to back agreement once order is awarded.

6.Terms of Payment

The AMC charges shall be paid on quarterly basis, payable after the expiry of each quarter.



ANNEXURE I

Active Components Cisco (Cisco Chasis No1)

S.no	Product code	Description	Qty
1	WS-C4507R	Catalyst 4500 Chasis(7slot),Fan,no p/s,Red sup capable	1
2	PWR-C45-1000AC	Catalyst 4500 1000W Ac Power Supply(data Only)	1
3	PWR-C45-1000AC/2	Catalyst 4500 1000W Ac Power Supply Redundant	1
4	CAB-7KACE	Ac power cord(Europe)	2
5	WS-X4515	Catalyst 4000 Supervisor IV (2GE), Console(RJ-45)	1
6	WS-X4515/2	Catalyst 4507R Redundant Supervisor IV(2GE),Console(Rj- 45)	1
7	S4KL3K2-1211EW	Cisco IOS basic L3 C4000 sup 3/4 3DES(RIP,St.Routes,IPX,AT)	1
8	WS-X4148-RJ	Catalyst 4000 10/100/Auto Module,48-ports(Rj-45)	1
9	WS-X4424-GB-RJ45	Catalyst 4500 24 Port 10/100/1000 Module(Rj-45)	1
10	WS-X4306-GB	Catalyst 4000 Gigabit Ethernet Module 6ports(GBIC)	3
11	WS-G5484	1000BASE-SX short Wavelength GBIC(Multimode Only)	15
12	WS-G5486	1000 BASE-LX/LH Long haul GBIC MULTIMODE)	2

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Active Components Cisco(Cisco Chasis No2)

S.no	Product code	Description	Qty
1	WS-C4506E	Catalyst 4500 Chasis(6slot),Fan,no p/s,Red sup capable	1
2	PWR-C45-1300AC	Catalyst 4500 1300W Ac Power Supply(data Only	1
3	PWR-C45-1300AC/2	Catalyst 4500 1300W Ac Power Supply Redundant	1
4	CAB-7KACE	Ac power cord(Europe)	2
5	WS-X45-SUP6L-E	Catalyst 4000 Supervisor (2 SFP Uplink, Console(RJ- 45)	1
6	WS-X4612-SFP-E	1000BASE-SX short Wavelength GBIC(Multimode Only)	24

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Switches/Access Points installed in Various Departments

S.no	Product code	Description	QTY
1	WS-G5486	1000 base -lx/lh long haul GBIC(Multimode)	17
2	WS-C2950SX-24	24 /10/100/ports w/2 1000Base-SX ports Standard Image only	17
3	DGS 1210-1224-(24/28)	24 /10/100/ports w/2 1000Base-SX ports Standard Image only	60
4	SRW 2024	24 /10/100/ports w/2 1000Base-SX ports	5
Access Points Indoor			
1	Linksys	WAP-54G	105
2	D-link	DAP-2590	60

Passive Components

S.no	Description	Make	QtY /Mtrs
1	12 core armoured laser optimized mm cable	Avaya/AMP/Dlink/Molex	7000 mtr
2	6 core armoured laser optimized mm cable	Avaya/AMP/Dlink/Molex	5600 mtr
4	12 port LIU,loaded with adpater plated and couplers	Avaya/AMP/Dlink/Molex	62
5	6 port LIU,loaded with adpater plated and couplers	Avaya/AMP/Dlink/Molex	22
6	Sc-Connectors	Avaya/AMP/Dlink/Molex	640
7	SC-Sc Duplex Patch card	Avaya/AMP/Dlink/Molex	35
8	LC-Sc Duplex Patch card	Avaya/AMP/Dlink/Molex	40
9	SC-MTRj Duplex Patch card	Avaya/AMP/Dlink/Molex	25
10	Maintenance of Structured Cabling (LAN) of the Switches under active Components installed in Various departments		

3	Rujie	AP 520	4
		Access Points Outdoor	
1	D-link	DAP-2590	12
2	Rujie	AP 530	1

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Residential Campus IPDSLAM Connectivity, University of Jammu

S.no	Name of the Item	Make	Qty
1	IP Dslam Ac versionStandard ROHS with telco cable 48 port	Zyxel(IES-1248-51A)	2
2	IP Dslam Ac versionStandard ROHS with telco cable 24- port	Zyxel(Ip express EES-1000)	1
3	100 Pair Cat3 Riser cable		550mtr
4	25 pair cat 3 Riser cable		1100mtr
5	24 port jackpanel		5
6	10 pair Krone type Module		16
7	Box for Krone Type Module 20 pair		5
8	Box for Krone Type Module 100 pair		1
9	Dropwire in quarters		2000mtr
10	Rj-11 connectors		100
11	Rossette Box		100

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