

# University of Mumbai



## Tender Document

### **(A)AMC for LAN, (B)Server Administration & Facility Management Services and (C) Supply of Equipments**

No: Tender/ UCC/2012-2013

Date: 30<sup>th</sup> March, 2013

**Part A - Terms and Conditions**

**Part B – Specifications**

**Price: Rs. 5000/- each for A,B & C (non refundable)**

| Important Dates:                            |  |
|---|--|
| Period of Sale of Tender Document:          | 30 <sup>th</sup> March to 25 <sup>th</sup> April, 2013 during office hours 11.00 a.m. to 3.00 pm |
| Last Date of Receiving sealed Bids/Tenders: | 25 <sup>th</sup> April, 2013, during office hours 11.00 a.m. to 4.00 pm                          |

Co-ordinator  
University Computerization Center  
**University of Mumbai**  
Room No. 214 - 2nd Floor, IDOL Building, Dr. Shankar Dayal Sharma  
Bhavan, Vidyanagari, Mumbai -400098

# University of Mumbai



## Tender Notice

Sealed tender are invited in two bid systems (Technical/Pre-qualification bid and Price bid) by University Computerisation Centre, University of Mumbai for its campus wide Backbone Network (Vidyanagari, Fort & Churchgate) (A) AMC for Campus wide LAN, (B) Server Administration & Facility Management Services and (C) Supply of Equipments.

Tender Document containing terms and conditions and technical specifications of the equipments and Services are available with the Cash Unit of Dy. Registrar, Finance & Accounts, University of Mumbai, M.J Phule Bhavan, (Examination House) University of Mumbai, Vidyanagari, Santacruz (E), Mumbai 400 098, on all working days between 11.00 a.m. to 3.00 p.m. from 30<sup>th</sup> March to 25<sup>th</sup> April, 2013 by paying Rs.5000/- (Rs. Five Thousand Only) for each of A,B, & C in cash /Demand Draft from any scheduled bank/nationalized bank, drawn in favour of **“Finance and Accounts officer, University of Mumbai”**.

Terms & conditions and Technical Specifications can be also downloaded. In case, the tender document is downloaded from the website, the Tender Document fee of Rs. 5000/- should be enclosed in the Technical Bid Envelope, in the form of a Demand Draft from any nationalized bank, drawn in favour of **“Finance and Accounts officer, University of Mumbai”**. The tenders bids duly complete in all respects, along with the necessary documents and EMD of Rs 1.00 lakh/- (Rs. One Lakh only) each for A,B,C, should be submitted to University Computerization Center, University of Mumbai, Room No. 214 - 2nd Floor, IDOL Building, Dr. Shankar Dayal Sharma Bhavan, Vidyanagari, Mumbai –400098 **up to April 25, 2013 at 3.00 p.m.**

The tender bids so received shall be opened on a schedule and venue to be arranged later in the presence of the representatives of the suppliers. The names of shortlisted tenderness shall be announced on the website after scrutinizing the Technical bids and evaluating their suitability to meet the University requirements. Right to reject any or all tenders without assigning any reason there for is reserved by the University of Mumbai.

Co-ordinator

University Computerization Center, **University of Mumbai**  
Room No. 214 - 2nd Floor, IDOL Building, Dr. Shankar Dayal Sharma  
Bhavan, Vidyanagari, Mumbai –400098  
Website: <http://www.mu.ac.in>

# University of Mumbai



## Part A – Terms and Conditions

1. Sealed tender are invited in two bid systems (Technical/Pre-qualification bid and Price bid) by University Computerisation Centre, University of Mumbai for its campus wide Backbone Network (Vidyanagari, Fort & Churchgate) consists of (A) AMC for Campus wide LAN, (B) Server Administration & Facility Management Services and (C) Supply of Equipments. The period of the award of the AMC contract will be initially for THREE years. However, the same may be extended for the next one year based on satisfactory services provided by the firm and duly recommended by the Expert Committee.
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 firm must enclose the copy of Registration and Income Tax. 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.
4. If the firm is authorized service centre of companies like HP/CISCO/DAX/D-link etc., proof of the same to be attached.
5. The Tender shall remain valid for 120 days after the date of commercial bid opening. If any bidder withdraws his tender before the said period. University shall without prejudice to any other right or remedy, be at liberty to forfeit the Bid Security.
6. The tender must be submitted in a sealed cover. The sealed cover must be superscripted with “tender for (A) AMC for Campus wide LAN, (B) Server Administration & Facility Management Services and (C) Supply of Equipments” due on March 25, 2013, addressed to the, Co-ordinator, University Computerization Center, University of Mumbai, in sealed envelopes so as to reach on or 25<sup>th</sup> April, 2013 at Time 4.00 P.M. No responsibility whatsoever will be accepted with regard to postal delays or for wrong delivery of quotation sent by Post. It can also be dropped in the tender box kept at the University for the purpose by the date stipulated above. Quotation received after due date will not be entertained. Technical/Pre-qualification Bid will be opened on 25<sup>th</sup> April, 2013 at Time 4.00 P.M. (Technical/ Prequalification bid only) by the constituted committee members in the presence of representatives of the firms who participated in the tender.
7. Tenders must be accompanied by Rs. 1.00 Lakh (Rupees One Lakh only) each for A,B,&C as Earnest Money Deposit (EMD) in form of Bank Draft only drawn in favour of Finance & Accounts Officer, University of Mumbai. Quotations without EMD will be summarily rejected. No interest will be paid on Earnest Money Deposit. EMD of unsuccessful renderers 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. University of Mumbai reserves the right to order full or part thereof of the items included in the tender. The contract for AMC of LAN/WAN & FMS and rate contract of LAN components for

new connectivity 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 LAN&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 Mumbai University LAN. An indicative list is attached which is not exhaustive. Vendor should physically inspect our LAN components and quote to cover all LAN equipments installed.
10. The quantity given in quotation is approximate which may increase or decrease for which no compensation will be paid.

11. **ESSENTIAL ELIGIBILITY CONDITIONS:**

Bidders are to provide information on Technical/Pre-qualification requirements in separate sealed envelope with title "Technical/Pre-qualification requirement". Price bid is to be enclosed separately with title "Price bid of (A) AMC for Campus wide LAN, (B) Server Administration & Facility Management Services and (C) Supply of Equipments". Tenders satisfying the following essential conditions will only be considered for further processing.

**In absence of the proof of following supportive document the tender will not be considered, (which are mandatory requirements).**

- a) The firm has to attach an undertaking that no Government/undertaking organizations have blacklisted the firm for any reason.
- b) The Vendor should preferably be a Company registered in India.
- c) The firm must have preferably valid ISO certification. (Preference will be given to ISO for IT service support)
- d) Bidders should have successfully carried out minimum three AMC work of similar and having such large infrastructure during last five years. (Certificates of satisfactory service from above three organisations must be enclosed)
- e) The firm should have at least three years "experience in the field of maintenance of such LAN, Routers, Switches and Facility Management Services etc. The annual turnover should not be less than Rs.100 lakhs during the last two consecutive years.
- f) Latest certificates of satisfactory service from the organizations where the vendors are maintaining such LAN and FMS should be attached with tender. The tenderer should have full-fledged office at Mumbai.
- g) The firm has to provide a brief write up on approach and strategy making use of available resources in relation to Network Management and security for mail and web services from external and internal sources. A write up on approach, strategy maintenance and updating of website in tune with the upcoming technologies will be provided by the firm with technical/pre-qualification bid.

**12 BIDDING PROCEDURE**

- a) Bids are invited in two bid system, (1) Technical/pre-qualification bid and (2) 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/Pre-qualification 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) Price bid, of only successful Technical Bids, will be opened on pre scheduled date, time & venue.
- e) The bids must be accompanied by an Earnest Money Deposit of the amount of Rs. 1.00 lakh each for A,B & C (Rupees One Lakh for each A,B.& C) in a form of Bankers **cheque/ bank draft** issued by any commercial bank in favour of Finance & Accounts Officer, University of Mumbai, **payable at Mumbai.**
- f) All bids must be dropped in the Tender Box kept at the University Computerisation, University of Mumbai Room No. 214 - 2nd Floor, IDOL Building, Dr. Shankar Dayal Sharma Bhavan, Vidyanageri, Mumbai –400098, as mentioned in the Tender form.

### **13. SUBMISSION OF BID**

- i. The first envelope shall be super scribed with the name of work and the words. “Technical bid/Pre-qualification 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.No bid may be modified subsequent to its submission.
- viii. The University 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.

### **14. OPENING OF BIDS:**

- a. University of Mumbai 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)".

#### **15 CLARIFICATIONS OF BIDS:**

To assist the examination, evaluation and comparison of bids the University 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.

#### **16 EVALUATIONS 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 University 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 this 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.

#### **17. UNIVERSITY RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS:**

- a. University of Mumbai reserves the right to accept or reject any bids and to annul 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 University's action.
- b. The acceptance of tender, will rest with the Co-ordinator, UCC, UNIVERSITY of MUMBAI who does not bind himself to accept the lowest bid and reserves himself the right to reject any or all the tenders received 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.

#### **18. TERMINATION BY DEFAULT:**

- a) University of Mumbai 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 vendor fails to provide service/rectify the fault within the time period specified in the contract or any extension thereof granted by the University of Mumbai.
  - ii. If the vendor fails to perform any other obligation (s) under the Contract.

- b) In the event the University of Mumbai terminates the Contract in whole or in part, the University of Mumbai 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.

#### **19. 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 Mumbai.

#### **20. 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 University of Mumbai unless specified by the vender in the price bid.

#### **21. SECURITY & PAYMENT:**

- a. The successful bidder will have to deposit Security Deposit equal to 10% of the total value of the contract further reduced to the extent of EMD which will be accordingly adjusted and also execute the contract within 30 days from the date of placement of order. If the firm fails to provide services to the satisfaction of the University of Mumbai 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 University of Mumbai on a non-judicial stamp paper of appropriate value before taking over the contract.
- c. Maintenance charges will be paid on quarterly basis after deduction of penalty after completion of the quarter. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was 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.

#### **22. SCOPE OF SERVICE:**

- i. The solution for the below mentioned services need not be based on available resources at the University of Mumbai. Bidder is free to use additional hardware and legal software compatible with the existing system to provide the solution during the AMC period as stated above. The details of this, has to be provided in the strategy write-up of the tender.
- ii. The firm shall depute at least **four** of its qualified graduate service engineers during working hours (08:30 AM – 06.00 PM) from Monday to Saturday in the University of Mumbai 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. In case of any disaster/an unforeseen situation, the firm may be asked to depute others from their organization to sort out the problem. The resident Engineers should be qualified graduate engineer from recognized Institutions in Computer science/technology with minimum of two (2) years' experience. They have to submit attested copied of qualification and experience to University of Mumbai. The engineers so deputed must have their own vehicles, mobile phones and necessary tools like cable tester, crimping/punching, scanning machines etc.
- iii. Out of **four** resident Engineers, there will be one Linux Professional Engineer (RHEL Certified) and he should also have the knowledge of Windows Server. **Second** Engineer should be a Web Designer Professional with experience in HTML/XML/PHP/ Dreamweaver/ Adobe Photoshop/Flash/Corel Draw and especially in Joomla, Drupal etc. and must be stationed at

Network Centre, University of Mumbai. Third Engineer must be qualified Network Engineers preferably **Cisco Certified Network Engineer** or equivalent.

### **22.1. Details of AMC for Local Area Network**

- i. Each complaint must be attended and fixed on same day within working hours. If the component needs time for repairing or replacement then an alternate temporary arrangement must be made by the company.
- ii. 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.
- iii. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty.
- iv. University of Mumbai 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.
- v. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/network
- vi. The details of resident engineers posted at University of Mumbai should be provided in advance with duty schedule to the Network Centre. No resident engineer should be relieved of duties without prior notice of at least one week to In charge of the Network Centre. No resident engineer will leave or avail leave till the reliever reports for duty.
- vii. All the resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter University of Mumbai sites without proper identity cards as above.
- viii. The resident engineers should report to duty on time and late attendance will be marked as absent, and amount equivalent to  $1/\text{total no. of Resident Engineers} * 1/365 * \text{total value of AMC for network maintenance}$  will be deducted from the AMC bill.
- ix. A register will be maintained by the resident engineer of the firm for booking the complaints and to keep record of the uptime of the system . If possible, use of software for this purpose will be preferred. A complaint/call register will be maintained by the vendor.
- x. 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 Incharge Network Centre before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
- xi. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
- xii. The selected firm will not involve third party in implementation of service under this AMC.
- xiii. The vendor has to always maintain at least following parts as standby: Media Convertors (5), 8-port switches (5), 16- port switches (2), 24-port switches (3), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (200), I/O (5), I for RJ Connectors (10) etc. A room would be provided to the engineer to stock the above inventory & repairing of equipments.



- xiv. The tenderer will submit a monthly report to the In charge at the Network Centre, stating the complete list and status of well-being of the network system falling which the bill will not be considered for processing. The tenderer has to attend the quarterly review meeting called by In charge of the Network Centre.
- xv. Interested agencies may visit the site, if desired before quoting the rates for AMC.
- xvi. All LAN equipments on the present network will be covered under this AMC. As the AMC is of critical nature and expect O down time nature, this includes maintenance /repair/replacement of existing fiber cable/ switches/media converters/UTP/fiber patch cord/UTP patch cord etc. with same or equivalent brand located throughout the campus.
- xvii. The firm has to give the complete Network Audit Report and compiled list of nodes on LAN with hardware address, users, location etc. and to provide the same to In charge Network Centre within the first month of the contract.
- xviii. The firm has to ensure uninterrupted connectivity of LAN in all Departments till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes under the campus network.
- xix. The firm will, undertake cable laying activities as and when required by different departments or offices to extend network connectivity at our request based on accepted rate.
- xx. The firm will ensure that all users are directly connected to the campus network and are able to send and receive mails, browse the internet, share files through networking.
- xxi. Resident engineer posted at Network Centre will not be spared for new connectivity which will be considered as a fresh order.

## **22.2 Details of AMC for Facility Management Services**

### **The firm has to do following:**

- i. The firm must give a clear commitment and plan of action to implement the approach and strategy on all Network Services, as indicated in the essential requirements.
- ii. Service engineer should look after the system/network administration and capable to work on UNIX, Linux and Windows based servers, Routers, Firewalls (both software and hardware based), Leased lines, Server Administration and Web site administration and application deployment. DNS, DHCP, Proxy, Web, Mail, servers etc. (Servers are on Linux and Windows platform).
- iii. The wireless network needs to be properly configured for hot spots with user authentication management to prevent unauthorized use .
- iv. Management of databases including user database and login database with 32/64 bit server architectures.
- v. To identify and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers.
- vi. To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server.
- vii. Support for Virtual Local Area Network (VLAN) with Create and monitor Virtual LANs, Working Domains for effective use of network services.
- viii. Technical support in video conferencing as and when required including technical support and maintaining of virtual classroom.

- ix. Supporting and managing mailing services both of web mail and configures outlook express on multiple platforms like Sun and Windows.
- x. Security solution against the existing and all future external threats to the entire network including web and mail services and implement it as part of the contract.
- xi. Control access to and from the University network clients; intrusion detection with logging; should protect against external intrusions, hacking, denial of service, port scanning and spoofing attacks;
- xii. Secure support for Internet services; support URL filtering and packet screening: and demilitarized zone for web server.
- xiii. Protection for mail, http, ftp and other traffic from Spam, worms, Trojans, viruses and malicious java, active X, java script or other codes.
- xiv. During the contract period University IP address should not to be blocked /shared by any one.
- xv. Design, Development, Management and Maintenance of our University's web site
- xvi. Provide technical support and liaison with web developers in improving the University's Website.
- xvii. Provide solutions and implementation of discussion groups, mass mailing, e-news, online databases applications, e-Learning, and related services etc. using open source.
- xviii. Provide support in establishing web based knowledge management portals
- xix. 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 Library to all the Divisional nodes connected in the LAN.

#### **DETAILS OF UNIVERSITY OF MUMBAI CAMPUS LOCAL AREA NETWORK:**

Effective utilization of ICT & enabled services for e-Governance. The first phase which was completed in April 2002, networked all the departments at Vidyanagari Campus having 1000 nodes. Second phase was completed in Oct 2007, which interconnected all the buildings at the Vidyanagari campus to multimode optical fiber and integrated with existing network and connected with 3000 nodes with WAN connectivity to Fort Campus & V.V.Bhavan. The OFC Network has been connected by laying 2.5 kilometer fiber optic cable and 500 Box of Cat5/6 cable used for establishing 3000 IO points. After completion of the Second phase i.e. from April 2007 all the departments of the University are now on Campus LAN having access to the Internet through a TCL network with the bandwidth of 32 mbps. This is in addition to the 1 Gb. National Knowledge Network provided under the NME-ICT Project and the 10mbps UGC-INFONET scheme, from Jan 2004, UGC has provided our University free subscription to the various e-Journals along with 10Mbps bandwidth through MTNL.

| <b>DEVICE</b>                               | <b>BRAND</b> | <b>QTY (approx)</b> |
|---|--------------|---------------------|
| Layer 3 Switch (All Campuses)               | DAX          | 14                  |
| Layer 2 Switch                              | DAX          | 140                 |
| Access Point                                | Otptilink    | 350                 |
| Outdoor Unit (ODU)                          | Optilink     | 4 Pairs             |
| Optical Fiber Cable                         | DAX          | < 8 Kms             |
| Kalina Campus - nodes (Wired + Wi-Fi)       | -            | 2650                |
| Fort Campus - nodes (Wired + Wi-Fi)         | -            | 200                 |
| Vidyapeeth Vidyarthi Bhavan (Wired + Wi-Fi) | -            | 50                  |

### 23. 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 the each service affected. If the engineer fails to report to I/c Network Centre then in addition to penalty an additional amount per day (calculated on the basis of formula mentioned at xi under scope of service clause) 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, a penalty of Rs.1000/- per day 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 specification given in the list are broad ones and there could be some variation in the specification/brand/make/model. The quantity may also vary.
- viii. The above items include components installed at various locations in the University of Mumbai Campus. There may be some items that may be given on AMC after their warranty period is over, during this contract period. The maintenance would be on pro-rata basis.

| Sr.No. | Service down for > 4 hours   | 4 hours Penalty Charges |
|--------|------------------------------|-------------------------|
| 1.     | Web Services                 | Rs.2000/- per hour      |
| 2.     | Mail Service                 | Rs.2000/per hour        |
| 3.     | DNS Service                  | Rs.3000/per hour        |
| 4.     | LDAP Service                 | Rs.3000/- per hour      |
| 5.     | Proxy Service                | Rs.3000/ per hour       |
| 6.     | Departmental firewall        | Rs.1000/per hour        |
| 7.     | Internet access              | Rs.3000/per hour        |
| 8.     | Absence of service engineer: | Rs. 1000/- per hour.    |

## **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 EMD of Rs.1.00/- each (Rupees One Lakh each) drawn on any nationalized bank in favour of Finance & Accounts Officer, University of Mumbai, payable at Mumbai 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 tenderer's letterhead with dated signature and seal.
  - a) Tender form
  - b) Price Schedule
  - c) Statement on Compliance with required specifications
  - d) Performance statement
  - e) Service support details, catalogs, manuscript etc. if any
  - f) Other formats, if any provided in the tender; and
  - g) Details of previous contracts, if any.
3. Certificates of registration for Service tax, VAT, Sales tax, Excise Duty 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. List of Qualified Engineers with their name, qualification and designation and any other document or information as required in the tender document.
8. Corrections in bid document should be noted over and initialed at the places of corrections.
9. Time and Date for receipt of Tender: up to 25<sup>th</sup> April 2013, at Time 3.00 P.M.
10. Time and Date for opening of Tender: up to 25<sup>th</sup> April 2013, 2013 at Time 4.00 P.M.  
(Technical/Prequalification bid only)

## **Envelope No.1**

Tender for (A) AMC for Campus wide LAN, (B) Server Administration & Facility Management Services and (C) Supply of Equipments at, University of Mumbai, Mumbai TECHNICAL/ PRE QUALIFICATION BID. (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: 25th April, 2013, 3.00 P.M.

Date & Time of Opening of Tender: 25th April, 2013, 4.00 P.M. (Technical/Prequalification bid only)

1. Company Name & Address :
2. Is the EMD of Rs. 1.00/- enclosed for each of A,B, and C.  
If yes give details. : Yes/No, D.D.No..... Dated..... for Rs. 1.00/-
3. Company profile:
4. Service Tax Regn. No. :
5. Service Tax Paid in the year **2011-12: 2012-13:**
6. Income Tax PAN No. :
7. Total Income Tax paid in the year **2011-12 : 2012-13:**
8. Company Status (Prop./Pvt./Ltd.) :
9. Name of organizations and value of AMC (as per clause iv of Para11)
10. Compliance of essential eligibility conditions as per Sr.No.11 above including Mandatory requirements and certificate in respect of Annual turnover in the year **2009-10, 2010-11, 2011-12, 2012-13**
11. Registration details in State/Central Govt.:  
Work executed with University of Mumbai, give details, if any:
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 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.

A. List of full time senior engineers, Professional System Administration engineers / Network professionals currently Available

| Sr.No. | Name | Designation | Edu.Qualification | Professional Certifications | specialization | Date of Joining the organization | Total Experience |
|--------|------|-------------|-------------------|-----------------------------|----------------|----------------------------------|------------------|
|        |      |             |                   |                             |                |                                  |                  |

B. List of full time senior engineers, Professional System Administration engineers / Network professionals currently Available to sites.

| Sr.No. | Name | Designation | Edu.Qualification | Professional Certifications | specialization | Date of Joining the organization | Total Experience |
|--------|------|-------------|-------------------|-----------------------------|----------------|----------------------------------|------------------|
|        |      |             |                   |                             |                |                                  |                  |

SINGNATURE .....

(with Name, address, Phone No. e-mail.ID and SEAL)

**Financial Bid [To be kept in the second envelope]**

Having examined the conditions of the tender and specifications, including all the annexure, the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide comprehensive AMC of campus wide network & associated services in conformity with the said conditions of tender.

**Note:**

1. Tenderers are advised to read carefully the Terms and conditions of supply and “the Instructions to the Tenderers” before recording the rates in this schedule.
2. No. erasures or over writing shall be allowed, unless they are authenticated under the full signature and the seal of the tenderer.
3. The rates shall be on CIF basis Mumbai for the delivery & installation at the respective departments, including working performance demonstration and user training, wherever required.

**A: Annual Maintenance Contract (AMC) for Local Area Network ( Valid for three years, initially for one year, renewed subject to satisfactory performance every year) Fort, & Vidyanagari Campus, University of Mumbai.**

| Sr. No. | Details   | Amount(Rs.) | Remarks |
|---------|---|-------------|---------|
| a (1)   | <b>Comprehensive AMC for Campus Wide Network</b> Facility Management Services.<br>(with engineer support equipments and components) |             |         |
| (2)     | Details of taxes, other charges and discounts (if any).   |             |         |
| b (1)   | <b>Non Comprehensive AMC for Campus Wide Network</b> Facility Management Services<br>(with engineer support)                        |             |         |
| (2)     | Details of taxes, other charges and discounts (if any).   |             |         |

## **B: Server Administration and Facility Management Services.**

| Sr. No. | Details  | Amount(Rs.) | Remarks |
|---------|--|-------------|---------|
| 2       | <p>Professional Service Engineer to look after the Server administration (UNIX, Linux and Windows based servers), Routers, <b>Firewalls</b>, Leased lines, Web site administration and application deployment. DNS, DHCP, Proxy, Web, Mail, servers etc.</p> <ul style="list-style-type: none"> <li>• The wireless network needs to be properly configured for hot spots and prevent unauthorized use by applying user access management with endpoint admission defense, wireless services. Management of databases including user database and login database with 32/64 bit server architectures. To identify and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers.</li> <li>• To monitor and maintain the logs of the hits, server uptime charts, server backups and intrusion detection on the web server. Create and monitor Virtual LANs, Working Domains for effective use of network services. Technical support in video conferencing as and when required including technical support and maintaining of virtual classroom. Supporting and managing web mail services both of web mail and configures outlook express on multiple platforms like Linux and Windows.</li> <li>• Security solution against the existing and all future external threats to the entire network Protection for mail, http, ftp and other traffic from Spam, worms, Trojans, viruses and malicious java, active X, java script or other codes, including web and mail services and implement it as part of the contract.</li> <li>• Control access to and from the University network clients; intrusion detection with logging; should protect against external intrusions, hacking, denial of service, port scanning and spoofing attacks;</li> <li>• Secure support for Internet services; support URL filtering and packet screening; and demilitarized zone for web server.</li> <li>• During the contract period University IP address should not to be blocked /shared by any one.</li> <li>• Design, Development, Management and Maintenance of our University's web site.</li> </ul> <p>Provide technical support and liaison with web developers in improving the University's Website.</p> <ul style="list-style-type: none"> <li>• Provide solutions and implementation of discussion groups, mass mailing, e-news, online databases applications, e-Learning, and related services etc. using open source.</li> </ul> <p>Provide support in establishing web based knowledge management portals</p> <ul style="list-style-type: none"> <li>• 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 Library to all the Divisional nodes connected in the LAN.</li> </ul> <p>(with resident engineer support)</p> |             |         |
|         | Details of taxes, other charges and discounts (if any).  |             |         |



### C. Equipments, Active & Passive Components for New Connectivity:

| S # | Description   | Make & Model*   | Unit | Price Rs. |
|-----|---|---|------|-----------|
| 1.  | Switch 24-port<br>10/100/1000Mbps Auto sensing 10 Nos.  | Cisco /HP<br>DAX/D-Link   | Each |           |
| 2.  | Switch 24-port 10/100/1000 Mbps<br>(manageable, POE) L-2 10 Nos.  | Cisco /HP<br>DAX/D-Link   | do   |           |
| 3.  | Switch 24-port 10/100/1000Mbps<br>(manageable) L-3 with Fiber support 5 Nos   | Cisco /HP<br>DAX/D-Link   | do   |           |
| 4.  | Media Converter/Fiber module<br>10/100/1000 Mbps (Multi Mode) 5 Nos.  | CISCO/HP<br>DAX/D-Link  | do   |           |
| 5.  | Switch 48-port 10/100/1000Mbps (manageable) L-3 Fast<br>Ethernet intelligence throughput capacity with Fiber<br>support ports 5 Nos.  | Cisco/HP<br>DAX/D-Link  | do   |           |
| 6.  | IMC Module with User access management end point<br>Admission Defense, wireless service manager with QoS<br>Manager 1 No.   | Cisco/HP  | do   |           |
| 7.  | Firewall Security Appliance combined network security<br>appliance with solutions for, gateway antivirus, spyware,<br>gateway anti-spam, Intrusion Prevention, web filtering,<br>application filtering, web application firewall, VPN, SSL-<br>VPN, IMM, WiFi 1 No. | Cisco/HP/<br>Juniper<br>Check Point/<br>Forti Gate/<br>Cyberoam | do   |           |
| 8.  | Fault detection and restoration of fiber connectivity. This<br>includes digging, OTDR, splicing, splice box for OFC<br>(Bundled job Per termination)  | Job   | do   |           |
| 9.  | 9U Rack 5 Nos.  | Valrack   | Each |           |
| 10. | 42 U Network 1 No.  | do  |      |           |
| 11. | Cat-6 cable meters 10 Box   | Systemax/<br>Tyco/ Beldon                                       | do   |           |
| 12. | 3 ft. Patch Cord for Switch 100 Nos.  | do  | do   |           |
| 13. | 3 ft. Patch Cord for wifi access point 50Nos.   | do  | do   |           |
| 14. | 5 ft. Patch Cord for Lan 25 Nos   | do  | do   |           |
| 15. | 24 Port Cat-6 Patch Panel 5 Nos.  | do  | do   |           |
| 16. | Cat-6 I/O with Face plate and backbox 50 Nos.   | do  | do   |           |
| 17. | Conduit, Capon casing, Bend and Accessories<br>100 Nos. each  | do  | do   |           |
| 18. | Labor for Laying & Punching, Testing etc. Job   | do  | do   |           |
| 19. | Point to Point Outdoor Access Point<br>10 Nos.  | CISCO/HP/M<br>OTOROLA/<br>UBIQUITIE/<br>EnGenius                | do   |           |
| 20. | 300 Mb/ps Indoor Access Point 70 Nos.   | Do  | do   |           |
| 21. | POE Switch for Outdoor Access Point   | Do  | do   |           |
| 22. | Cisco 24 Port Switch 10/100 with 2 Giga Port<br>5 Nos.  | Do  | do   |           |
| 23. | Digital Copier (A3 Size) with duplex scanning and<br>printing 1 No.   | HP/Xerox/Can<br>on/ Sharp/                                      | do   |           |
| 24. | Online UPS 30KVA/24 KW with 2 Hour Battery backup<br>2 Nos.   | APC   | do   |           |
| 25. | Laptop Touch Screen, Intel Core i7 (3rd Generation) 6 GB<br>RAM/ 500 GB HDD windows 8 4 Nos   | Sony VIAO/HP  | do.  |           |
| 26. | In Row Rack Cooling System(server rack cooling system)<br>30 KW (N=1) 2 Nos.  | APC   | do   |           |

*\* Required to quote separately for different make & model number, as per the above format.*

1. We undertake, if our tender is accepted, the work will commence within 2 weeks, from the date of issue of your work order.
2. Tender submitted by us is properly wax sealed and prepared so as to prevent any subsequent alteration and replacement. All the tender documents, duly signed are enclosed herewith.
3. Until a formal work order of contract is prepared and executed this tender together with your written acceptance thereof, in your notification of award, shall constitute a binding contract between us.
4. If our tender is accepted, we will obtain the guarantee of a scheduled bank for a sum amounting to 20% of the contract sum for the due performance of contract.
5. We understand that you are not bound to accept the lowest or any tender, you may receive.
6. **User Access Management for network access with users identity authentication for both wired, wireless and remote network user integration for unified access to data and application admission defense with integrating security policy management solutions are highly appreciated.**
7. **Vendors with proven expertise in handling network bandwidth traffic management with usage for specific applications and monitoring with proven capabilities are requested to submit their strategic network management plan for working with the existing network for optimum performance and to provide Server administration and facility management services cater to 700000 plus students and 700 affiliated colleges.**
8. **The best proposal detailing all the aforesaid services and management facilities options well defined and declared in the technical proposal only will be considered for qualifying in the financial bids participation. Technical superiority with cost effective solutions will be given preference.**

Signature \_\_\_\_\_

Duly authorized to sign the tender for and on behalf of the organization in capacity of  
(Name & Designation with seal & Date)