



**UNIVERSITY COMPUTER CENTER
MOHANLAL SUKHADIA UNIVERSITY, UDAIPUR**

No.: UCC/VB/MLSU/2018/977-979

Date: 04/04/2018

**Limited Tender for Maintenance of University Network
Technical Bid**

S.No.	Item & Specification	Compliance (Yes/No)
1	<p>Maintenance Contract of University Network</p> <p>(a) Includes maintenance of Windows, Linux Servers, Firewall Cyber Roam UTM, Firewall Routers, Switches, Wireless Access Points, Maintenance of Single Mode and Multimode OFC GBPS connectivity various buildings in the campus for network and Internet Connectivity to more than 200 nodes and wireless Access in all the campuses/ units/ departments/ constituent colleges/ sections/ divisions/ hostels of M.L. Sukhadia University connected with BSNL OFC leased line, and Wireless Connectivity to provide uptime 98% or more for a period of one year as per work description.</p> <p>(b) Day to day maintenance of Servers (linux and Windows) Firewalls, Routers, switches, Wireless Access points, Management Cyber Roam UTM and other Utilities etc. (Cyber Roam Software License Renewal is not included)</p> <p>(c) Discharge of the duty of Network Engineer/ Coordinator (to be deployed in the university by the service Provider and rectify the complaints received from various units /colleges and departments of the university. The complaints should be entertained within a period of four hours and rectified immediately.</p> <p>(d) Ensure physical connectivity of the entire university network as a whole.</p> <p>(e) Configure and ensure connectivity of the clients of the with campus network and Internet.</p> <p>(f) Configure mail clients on work station.</p> <p>(g) Test and identify problems in networking components in whole university network and coordinate their repair as per the university norms.</p> <p>(h) Ensure Wireless connectivity in university Intranet.</p> <p>(i) Maintaining and protecting the security of the Intranet.</p> <p>(j) Registering complaints and follow up to the NKN, BSNL for uninterrupted bandwidth and connectivity in the entire university.</p>	

Specific terms and conditions for Maintenance of University Network

All the condition as laid down in general condition in the tender form of the university are followed during AMC of the system. In addition following specific condition are included:

1. The requisite number of network engineers (at least 16 man-power hours per day i.e., 2 persons * 8 hours per day) are to be deployed by the service provider so as to ensure timely rectification of complaints and smooth functioning of university network.
2. The service provider must provide satisfactory facility of services during all working days from 09.00AM to 06.00PM (including one hour for lunch) and on holidays, if required depending on exigency. The requisite number of network engineers (at least 16 man-power hours per day i.e. 2 persons * 8 hours per day) are to be deployed by the service provider so as to ensure timely rectification of the complain and smooth functioning of university network. Additional engineers should be deployed by the firm, if required depending on the number of connections not working on that day.
3. The maintenance work is to be carried out under the supervision of Coordinator, Internet Center, Vigyan Bhawan, New Campus. Service provider should give list of the qualified persons being deployed for this work along with their contact numbers. Further the deployed person should ask to report to Coordinator, Internet Center be directed to remain physical present in the Internet Center at Vigyan Bhawan and at University College of Science, Udaipur.
4. Networking items/components shall be provided by the university as per the requirement assessed by the university.
5. Satisfactory service is essence of the contract. In case the service are not found satisfactory by the university the contract may be terminated without giving any notice.
6. Maintenance charge will be paid after receipt of the satisfactory performance report from university Coordinator, Internet Center on monthly basis. A penalty of 3% of the monthly bill amount will be invoked in case of unsatisfactory performance.
7. The services provider should have prior experience about configurations of CISCO layer3 switches, Cisco routers and CISCO firewall, Mail Server, Wireless access points, IP devices, VOIP devices installation etc. During technical bid evaluation technical capability of the vendor will be assessed.
8. The service provider and the deployed Network Coordinator should have at least five year experience in maintaining such networks(having more than 100 nodes) for some reputed organization. The proof of the experience should be provided.
9. This is purely a service contract and does not include any spares/parts.
10. The service provider shall not be entitled to make any additional charge for carrying out maintenance services in any case.
11. The existing university network layout is available in Internet Center, Vigyan Bhawan, New Campus, MLSU, Udaipur.

12. Other Terms and conditions

- (a) All the services must be provided efficiently and all information related to security must be kept confidential.
- (b) An agreement to provide server and other services, confidentiality of data, security of the server etc. must be executed
- (c) 5% security / bank guarantee during execution of the services should be provided to the Director, University Computer Center, MLSU, Udaipur.
- (d) Network Engineers deployed must have professional training in Computer Hardware and Networking or completed training CCNA courses capable of carrying out day to day work at sites as described below.

13. PAYMENT TERMS

Maintenance charges will be paid on monthly basis against the verified work report of following:

- (a) Biometric attendance Record of Network staff deployed by the firm.
- (b) Daily Work report of the Network staff giving details of the maintenance work carried out.
- (c) Daily Status of the Network giving the daily Internet speed and Status of NKN, BSNL Broad band and Other Internet Connections in both campus at specified 15 points in the both campuses (Deans, Directors, Heads and other specified points).
- (d) Log book (date and time) of complaints registered and resolved should be maintained.

14. Penalty:

- (a) Downtime above 2% due to fault of firm will be charged @Rs 5000/-per day.
- (b) Rs. 500/- will be deducted for not reporting /Not carrying out Network Maintenance or Network staff is not found in the campus during service period (09.00AM to 6PM).
- (c) In case of loss of data/damage to Equipments of the university due to lapses from the part of the service provider/approved bidder ,losses must be compensated financially as per claim of the university.

DECLARATION

I/We hereby declare that I/We read carefully all the above mentioned SPECIFIC TERMS AND CONDITIONS I/We agree to these terms and conditions.

Dated: _____

**SIGNATURE OF THE BIDDER
WITH RUBBER STAMP**



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FINANCIAL BID

Name and address of the Bidder:

S.No.	Specifications/Scope of Work	Rate excluding GST
1.	<p><u>Annual Maintenance Contract of University Network</u></p> <p>(a) Includes maintenance of Windows, Linux Servers, Firewall Cyber Roam UTM, Firewall Routers, Switches, Wireless Access Points, Maintenance of Single Mode and Multimode OFC GBPS connectivity various buildings in the campus for network and Internet Connectivity to more than 200 nodes and wireless Access in all the campuses/ units/ departments/ constituent colleges/ sections/ divisions/ hostels of M.L. Sukhadia University connected with BSNL OFC leased line, and Wireless Connectivity to provide uptime 98% or more for a period of one year as per work description.</p> <p>(b) Day to day maintenance of Servers (linux and Windows) Firewalls, Routers, switches, Wireless Access points, Management Cyber Roam UTM and other Utilities etc. (Cyber Roam Software License Renewal is not included)</p> <p>(c) Discharge of the duty of Network Engineer/ Coordinator (to be deployed in the university by the service Provider and rectify the complaints received from various units /colleges and departments of the university. The complaints should be entertained within a period of four hours and rectified immediately.</p> <p>(d) Ensure physical connectivity of the campus network as a whole.</p> <p>(e) Configure and ensure connectivity of the clients of the with campus network and Internet.</p> <p>(f) Configure mail clients on work station.</p> <p>(g) Test and identify problems in networking components in whole university network and coordinate their repair as per the university norms.</p> <p>(h) Ensure Wireless connectivity in university Intranet</p> <p>(i) The AMC will include maintaining and protecting the security of the Intranet</p> <p>(j) Registering complaints and follow up to the NKN, BSNL for uninterrupted bandwidth and connectivity between both campuses</p>	<p>Monthly charges exclusive of GST</p> <p>Rs.</p> <p>In words</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Current rate of GST (in %)</p> <p>.....</p> <p>.....</p>

Date:

**Signature of the Authorized Signatory
Rubber Stamp of the firm**