

GOVERNMENT COLLEGE OF ENGINEERING, JALGAON
N. H. 6, JALGAON, 425002
MAHARASHTRA, INDIA

BID DOCUMENT

For

Providing Comprehensive and Non-Comprehensive Annual
Maintenance Contract and Manpower Supply
for Campus Wide Network of Institute

Section I: PREAMBLE

The Government College of Engineering, Jalgaon invites sealed Bids from the Experienced and Competent Services providers for providing both Comprehensive and Non-Comprehensive Annual Maintenance contract along with Manpower supply for routine maintenance and service of Network equipments, Firewall, Active & Passive Components, and Servers etc. It shall include fault diagnosis, fault isolation, repairs, rectification, installation, updation, etc. of the Campus Wide Network (CWN) of the institute as per the requirements & technical compliance, defined in the section “**Schedule of Technical Requirements**” in this Bidding document; as the terms and conditions are specified in the section “**General Terms & Conditions**”, provided the vendor satisfies the pre-qualification requirements as listed out in the section “**Pre-qualification Requirements of the Bidder**” of bid.

- The entire bid document comprises of various sections, as listed below:
 1. Preamble (this page)
 2. Schedule of Bidding & Bidding details
 3. Prequalification Requirements of the Bidder
 4. Schedule of Technical Requirements
 5. General Terms & Conditions
 6. Declaration to be honoured and signed by the bidder
 7. Summary Sheet
 8. Form No. 1
 9. Form No. 2
- The Bid document shall be downloaded from the institute website; the **Bid fees have to be remitted with the bid**. Without the bid fees being remitted, the bid will not be considered. For bid fee, the Demand Draft in favour of Principal, **Government College of Engineering, Jalgaon** payable at Jalgaon shall be submitted along with bid document or shall be paid in cash at cash section of institute.
- All bids must be accompanied by a **bid security** as specified in the bid document and must be delivered to the above office latest by the date and time indicated.
- Bids will be opened in the presence of Bidders representatives who may present on the specified date and time.

The bid from the vendor who is found fraud in activity with Institute or on the name of Institute shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected. The bid submitted in consortium with such vendor will not be considered and if such information is found later then the work order issued will be terminated immediately without any notice.

Section II: SCHEDULE OF BIDDING & BID DETAILS

1. Tender floating of Bid document : 13th Apr 2018
2. Pre Bid Meeting : 23th April 2018 at 11:30 AM
3. Last date of submission of Bid at : 04th May 2018 (up to 5:00 PM)
GCOE, Jalgaon
4. Date of Opening of Bid of Pre-qualification : 05th May 2018 at 11:30 PM
Requirements
5. Date of Opening of Techno-commercial offer: 07th May 2018 at 04:00 PM
6. Place of opening of bids : Administration building, GCOE, Jalgaon
7. Address for communication : Government College of Engineering,
Opp to DIC, NH-6, Jalgaon - 425 002
8. Bid fee of Rs. 1,500/- (Rupees One Thousand : D. D/Cash Receipt No. _____ Date: _____
and Five Hundred only) to remitted with Bid by Name of Bank: _____
DD/Cash. Branch: _____
9. EMD of Rs. 5,000/- (Rupees Five Thousand : D. D. No. _____ Date : _____
Rupees Only) to be remitted with Bid by DD. Name of Bank: _____
Branch: _____

(DD of EMD and Bid fee must be separate otherwise bid will be rejected.)

Important Notes:

- DD of EMD and Bid document fee must be paid separately otherwise Bid will be rejected.
- Bid offers must be sent by Registered Post A.D./Speed Post/Hand delivery only.
- Price shall be quoted and mentioned in Indian Rupees only.
- The Bidding procedure will be done as per norms and guidelines of TEQIP and Institute.

Bidding Form

FROM: _____

To,
The Principal,
GCOE, Jalgaon

Subject: Bid for Providing Comprehensive and Non-Comprehensive Annual Maintenance Contract
along with Manpower Supply for Campus Wide Network (CWN) at GCOE, Jalgaon.

Sir,

With reference to above, we submit the following particulars of our Firm/Agency.

1. Name of the firm & address with direct phone numbers :

2. Name of the proprietor/chief of the firm :

3. Registration number & date :

4. Date of Establishment :

5. Present strength of the firm :

● Any Certification Standards : _____

● No. of Major Clients with execution of work : _____

● Orders involving similar scope and magnitude : _____
of work _____

● No. of sites handled : _____

6. Annual turnover in Rs. lacs : _____
(Only in providing similar works and services)

Section III: Prequalification Requirements of the Bidder

Following are the specific pre-qualification requirements which should be satisfied by the bidding Information Technology setup Infrastructure Service Provider – Maintenance Services Contractor (henceforth referred to as the “bidder”) for being primarily considered for bidding for aforesaid services at GCOE, at the terms & conditions, mentioned in the appropriate section in this document:

Sr . No.	Details	Documentary Evidence Required to be attached	Compliance YES/NO	Corresponding Document as Proof in our Prequalification Requirements Document Set on PAGE NO
1	The bidder must have minimum five years of experience in providing annual maintenance services in Network equipment, Active & Passive Components, etc	Copy of Work Orders for last five years & detail as per Form No. 1 should be attached		
2	The bidder must have successfully executed at least three same kind of AMC work orders, not less than 200 nodes of value at least Rs. 4.0 lacs or above.	Copies of the three work orders (i.e. for AMC of Network equipment, Active & Passive Components only) of value at least Rs. 4.00 lacs or above		
3	The bidder should have an experience of maintaining the network equipments, active & passive components etc. of following companies Cisco, D-Link, Cyberoam etc.	Copy of trained manpower Certification from the concerned vendors. (at least 2 company)		
4	Satisfactory Performance Certification from existing client mentioned at Sr. No. 2 must be submitted	Copy of satisfactory Performance Certification from clients at Sr. No. 2		
6	The annual turnover of the bidder: Average of last three years should be more than Rs. 50,0000/- lacs and above.	Copies of the Annual Audited Account Statement		
7	Omni-presence across the country with Offices/ resident engineers deputed at about various places throughout the country. However, the bidder must have sufficient personnel/Manpower in Maharashtra to provide at least 8*7*365 customer support	Self certification with complete list of branch offices (for service) throughout the country in Form No. 2		
8	Net worth of the service provider must be with positive balance	Copies of the Annual Audited Account Statement		
9	The bidder should have well defined capabilities and procedures to track call resolution progress status and provide the updates to the customer	Statement for Call resolution and escalation matrix.		
10	Relevant Certification (preferably applicable to maintenance services)	Copies of such certification		

If **complying all of the above conditions and appearing to be qualifying to bid**, the prospective bidder shall provide appropriate documents stating compliance of the above, **put them in a separate envelope along with a compliance statement** stating compliance to all the above requirements, superscribe it with **“Prequalification Requirements of the Bidder”** and enclose it in the main envelope along with the techno commercial bid (**which should be supplied in other separate envelope**).

Place:
Date:

Signature of the Bidder:
Name & Address of the Bidder with office Stamp

Section IV: Schedule of Technical Requirements

This contract will provide Comprehensive/Non-Comprehensive Annual Maintenance contract along with Manpower Supply for CWN consists of Active and Passive Components at GCOE, Jalgaon. This contract shall cover the following:

1.1 Call Centre Services :

- (i) These services should provide single point of contact for all assistance for all services. End users would contact this service as a first point of contact for problem resolution.
- (ii) User may log calls using Service Desk Maintenance Request System - either telephonically, through e-mail, through SMS or through written complaint or personally. Site In-Charge shall enter all such calls into service desk (call centre management software & separate register also) and initiate the action.
- (iii) Site In-Charge/ Maintenance Engineer would determine the severity level and would assign task to competent service engineer & take feedback and call slip of call resolution.
- (iv) Any change to IT system (DNS address, Name, New services) would be communicated to Site In Charge who shall in turn be responsible for communicating to End Users.
- (v) Site In-Charge shall make daily & monthly reports and discuss with the CWN Incharge, Administration building.
- (vi) The contractor should adhere to the following Response and Resolution time as per the severity of the utility and as per their definitions here viz.

A. Response time: This is defined as the time taken by the Site In-Charge to respond to the user over telephone, person or deputing service engineer.

B. Resolution time: This is defined as the time taken to resolve a problem & call is closed.

Sr. No.	Type of problem/service	Response Time	Resolution Time
1	Network equipment, Active & Passive Components, etc which affects the major group of users.	Within 4 hours	Within 24 hours

1.2 Network Management Services & Technical Support Services :

- (i) Ratification of the networking & LAN problems at the users end and checking the internet speed at user end.
- (ii) The contractor shall provide highly efficient network management services.
- (iii) Installation / updatation / up-gradation for the switches and network monitoring system must be carried out during contract period. Contractor must be able to configure the switches, Whatsapp Gold & CLI for wired & wireless network as per GCOEJ requirement.

- (iv) The contractor must check UTP cable at user end in case of any failure and rectify the problem within the maximum resolution time.
- (v) The contractor must identify failure of optical fiber & initiate process to rectify the same.
- (vi) In case of failure of optical fiber either due to fiber cut because of civil work or any such type of activities in the campus, contractor shall initiate process to rectify the problem, necessary charges, digging work or any type of civil work required for making joint will be done by GCOE, Jalgaon.
- (vii) The contractor must have COMMSCOPE & CISCO certified competence for laying the cable both fiber and copper, punching of cable at user/ jack panel and cater for such need of end user as and when required.
- (viii) All the racks of Network Equipments such likes switches, access points etc. should be cleaned and maintained once in each quarter and report should be submitted to the CWN Incharge, of the institute.
- (ix) The contractor should maintain, take regular backup of the existing mail server/ web server.

1.3 Maintenance of All Devices:

- (i) This maintenance contract shall cover proactive, preventive, breakdown maintenance of hardware & software support for the various make Network equipments etc located at GCOE, Jalgaon. For a detailed list of items covered under this contract refer Annexure A.
- (ii) The contractor will keep necessary spares as to achieve agreed uptime at his end and supply as per the certified rate list so that increase in down time due to non-availability of spares shall avoided, If it will not be in time then the institute holds the rights to take appropriate penalty action thereof.
- (iii) The complete records of inventory must be maintained by the contractor. Institute property-hardware or software must not be taken out of the institute premises without prior permission of the concerned Incharge.
- (iv) The UPS and batteries shall be maintained by the contractor, however if those shall needs to be replaced by new ones, after their life is over, it will be the responsibility of the institute not the contractor.
- (v) If any equipment/Item needs to be replaced by new ones, after its life is over, it will be the responsibility of the institute not the contractor.
- (vi) The contractor shall carry out preventive maintenance in each quarter of the year for each system with the prior appointment with the user. The contractor's Service Engineer shall check the system by running diagnostics software to ensure that all the units are working satisfactorily. The contractor will also do the internal and external cleaning of the network equipments during this preventive maintenance. Preferably, the contractor will plan a preventive maintenance schedule for each section and inform the CWN Incharge, Administration building well in advance.

- (vii) A unique identification number i.e. an Asset tag has already been given to IT asset i.e. network equipments. The contractor has to verify the Asset tag already given and has to fix new Asset tag to the equipment which are not tagged and will be covered under Annual Maintenance Contract. Tag No. must be given as per instruction from CWN Incharge, of institute. The process of verifying and fixing new tag must be completed before commencement of contract.
- (viii) The contractor has to submit list of pending calls with justification for not completing call in the format given by Administration building daily.
- (ix) Report of breakdown as well as preventive maintenance of the equipment shall be submitted with each bill.
- (x) The contractor shall take the signature of the concerned department head/section/In-charge, laboratory or end user on call report in triplicate after each call, as a proof of having provided the satisfactory service. The contractor shall give one copy of call report to the concern end user and submit one copy to Administration building, GCOE, Jalgaon on next working day.
- (xi) Minimum manpower/service engineer (with minimum required qualifications and experience) has to be deployed by the contractor as per the details shown below in the table. The contract will commence only after deploying manpower/service engineer with minimum required qualification and experience as mentioned below. Deviation in minimum qualification with experience manpower/service engineer during the contract period will lead to termination of contract without any notice and superseding the other terms and conditions mentioned in the bid.

Sr. No.	Designation	Qualifications and Experience
1	Service Engineer	B.E. (Electronics/Computer/IT) with minimum two years of experience or a Diploma holder (Electronics/Computer/IT) with minimum four years of experience or Cisco Company Certified Engineer with minimum two years of similar kind of work experience.

- (xii) In any case, Site In-charge or Service Engineer remain absent due to any reason, same should be substitute by same or higher qualification person, failing to which a per day penalty will be levied. The penalty will be Rs. 300 per day up to three days or decision taken by institute authority as per severity of problem will be deducted from final payment of AMC.
- (xiii) Generally working hours for service engineers will be from 09:30 A.M. to 06:00 P.M. for Monday to Saturday with recess 01:00 P.M. to 01:30 P.M. On Sunday, in case of emergency work, the service engineer has to present and must provide service to the institute.
- (xiv) The contractor has to provide the services of a local Engineer as and when required to resolve the faults as per the timeframe mentioned in this document.
- (xv) The contractor should furnish the complete bio-data, address-proof, Aadhaar card, Certificates of Service Engineer and undertaking for having no police cases/criminal background against him before deploying at GCOE, Jalgaon. This staff can be deployed at Institute after approval from Principal and these persons have to wear official/ civil dress/ uniform. While on duty, the staff/service engineer must carry an identity card issued by contractor. They must maintain the discipline and follow the rules and regulations of the institute.

- (xvi) All the staff of the contractor will be under the direct control of CWN In charge, of institute. They have to follow the instructions of CWN In charge, of institute.

1.4 Asset Management Services:

- 1) The contractor shall take perpetual inventory of networking assets by personally visiting each location in the campus and update database online as and when requested by GCOE, Jalgaon. The contractor will also make hard copy of such records in section wise and take signature of CWN In charge, Administration building. Any addition or removal or transfer of asset must be properly recorded online as well as in Network asset register.
- 2) This exercise must be done in each quarter and submit the report to the CWN In charge, Administration building of GCOE, Jalgaon.
- 3) The contractor shall collect the user feedback in survey form once in each quarter & submit the same to the CWN In charge, Administration building of GCOE, Jalgaon.

A. For Comprehensive Maintenance

The contractor shall maintain all necessary spares in the institute along with inventory. The entire inventory maintained by the contractor must be of reputed make. No unbranded hardware or pirated software should be kept by contractor.

B. For Non-Comprehensive Maintenance

The contractor shall maintain spares at his end. The entire inventory maintained by the contractor must be of reputed make. No unbranded hardware or pirated software should be kept by contractor.

1. Bidder shall provide the cost of following items mentioned in Annexure-B along with the bidding cost of Non Comprehensive type maintenance bid in the same envelope. In case of maintenance the items shall be repaired or replaced with same rates inclusive all taxes. The rates shall be valid for the Year of AMC.
2. In the condition of replacement / standby of all the equipments mentioned, it must be replaced by same or higher brand and higher configuration with suitable documentation.

Section V: GENERAL TERMS AND CONDITIONS

1. The bidder must comply all the pre-qualification conditions mentioned in the head **“PRE QUALIFICATION REQUIREMENTS OF THE BIDDER”**
2. Bids should be enclosed in a separate **sealed covers**, super scribed **“Bid For Providing both Comprehensive and Non-Comprehensive Annual Maintenance contract along with manpower supply for Campus Wide Network at GCOE, Jalgaon”** addressed to the “The principal, Government College of Engineering, NH-6, Jalgaon - 425 002”
3. The main sealed cover should contain within it, apart from the other required documents/items, the following at least three envelopes viz.
 - a. A sealed Envelope super scribed as **“Prequalification Requirements of the Bidder”**
 - b. **A sealed envelope to contain the Demand Draft for EMD and the Demand Draft for bid fees.**
 - c. A sealed Envelope super scribed as **“Techno-Commercial Statement comprising of bid for Comprehensive Maintenance, Non-Comprehensive Maintenance and price list for Annexure–B (Applicable for Non-Comprehensive Maintenance only)”**

It should very clearly be noted that **any bid without these three envelopes, enclosed in the main envelope, will be treated as an incomplete bid and is liable to be rejected.**

4. The Bid documents without the earnest money deposit will be rejected. EMD shall not bear any interest and will be refunded on request only to the contractors who does not qualify or receive the work order.
5. The Bid documents with earnest money deposit previously for any other Bid will not be considered and in such case Bid will be rejected.
6. **Price of both Comprehensive and Non-Comprehensive AMC shall be quoted for One Year only. The rates quoted should include all the taxes, duties, levies including GST.**
7. **The bids will be compared and finalised on the basis of price quoted for period of one year AMC only.**
8. The Bid received after due date will be rejected.
9. The Techno-commercial offer of those bids will be considered who satisfies pre-qualifying criteria.
10. The validity of offer must be at least **60 days** from the date of opening of the price bid.
11. The bidder should preferably visit the various sites where networking equipments are kept and shall satisfy himself about the local conditions, locations, accessibility of equipment installed in the department/sections, nature/extent/character of work and obtain clarification in writing from the CWN Incharge, Administration building of GCOE, Jalgaon if required.
12. No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on. Interested parties may

contact CWN Incharge, Administration building of GCOE, Jalgaon for inspection of Network equipments during working hours of the institute.

13. The rates quoted once will be treated as final. No alteration either in rates or in bid documents will be entertained.
14. **No negotiation meetings will be conducted.**
15. The successful bidder to whom the work is awarded will be under direct control of the CWN Incharge, Administration building of GCOE, Jalgaon and has to follow the instructions from time to time as issued by this CWN Incharge, Administration building of GCOE, Jalgaon.
16. In case of any dispute, the decision of GCOE authority/ Principal shall be final and abiding to the contractor.
17. The Principal, GCOE Jalgaon reserves the right to cancel contracts without any reason.
18. The bidder will not be permitted to assign or give sub contract of the work awarded to him without prior permission from the Principal, GCOE, Jalgaon. The decision of GCOEJ authorities in this regard shall be final and binding to the contractor/bidder.
19. The contractor must meet necessary statutory and legal compliances. GCOEJ will not be responsible for any legal action arising out of non-compliance to statutory and other similar legal compliances.
20. The contractor must take necessary insurance for their personnel deputed at the institute. The institute will not be responsible for any injuries, damage caused to these personnel by way of accident including the loss of life.
21. No attempt shall be made by the contractor or the staffs deputed by the contractor at GCOE, Jalgaon to unlawfully reveal, misuse or encroach upon the intellectual or private data/information at the GCOE, Jalgaon to which they may have access, as part of the maintenance work carried out.
22. Any loss or damage caused to the institute property by the personnel deputed by the contractor will be recovered from the contractor and the decision of institute authority in this matter will be treated as final and binding to the contractor.
23. **The duration of the contract shall be for a period of one year only. If the work is satisfactory then the Principal in consultation with CWN Incharge will take decision on the basis of performance regarding the continuation of AMC for next Year. In this regards, the Principal reserves the right. Then AMC can be extended up to maximum three years from the date of commencement of first contract with the same annual cost.**
24. After accepting work order contractor is required to inspect all the equipment which are to be covered under contract and the same should be finalized in consultation with CWN Incharge, and submit the detail report to CWN Incharge, Administration building of GCOE, Jalgaon. The list of devices and details is attached with the document for reference in Annexure-A.
25. The successful bidder must submit the list of spares to be maintaining as inventory at GCOE, Jalgaon duly approved by CWN Incharge, Central Administration building of GCOE, Jalgaon and get it verified physically before the commencement of the contract.

26. The successful bidder must submit a Service Level Agreement along with accepting the work order within 15 days of receipt of work order otherwise the work order is liable to be cancelled without intimation. Service Level Agreement should be executed on Non-judicial stamp paper of Rs. 100/- (Cost of stamp paper is to borne by contractor) on receipt of work-order. The contract will commence only after duly signed Service Level Agreement is submitted to Administration building of GCOE, Jalgaon.
27. The bidder must deposit a Security Deposit at a rate of 5% of work order for the price of the respective year at the time of accepting the work order within 15 days of receipt of work order. The contract will commence only after Security Deposit and penalty if applicable is deposited.
28. Security deposit shall be released only after the satisfactory completion of work, due if any and faithful performance of the work. No interest will be paid on security deposit, in case of any default on the part of the contractor, the security deposit will be forfeited and the decision of GCOEJ authorities in this regard will be treated as final and binding to the contractor.
29. Though the successful bid shall be decided based on the value of the bid as one of the parameter after evaluating all the prequalification and technical criteria for Networking.
30. GCOEJ authorities reserve the right to add/delete item/items at any point of time during the entire duration of the contract. The addition / deletion of the items will be as per rates mentioned in the contract for that group of item (on pro-rate basis).
31. The bidders are **STRONGLY** advised to fill in the cost of the solution in the SUMMARY SHEET provided at the end of this document – which shall become the basis for the financial comparison of the bid. Any bids without the summary sheet may be rejected.

32. **Payment Terms :**

- (i) **Payment will be released quarterly, after submission of bills by contractor and satisfactory performance certificate by CWN, Incharge.**
- (ii) The necessary deduction of income tax at source will be done as per government norms.

33. **Termination:**

- (i) The contract can be terminated by giving one month notice. In such case, the payment shall be made of appropriate amount of rendered services after deducting at least 10% of bill amount.
 - (ii) In case of failure on the part of the contractor to sustain the maintenance work to the satisfaction of the GCOE, Jalgaon the Principal/ institute authority reserves the right to forfeit security deposit and any of the dues due to the contractor, terminate the maintenance contract with immediate effect and will be at liberty to get the work executed through a separate contractor at the risk and cost of the defaulting contractor.
34. The bid from the vendor who is found in fraud activity with GCOEJ or on the name of GCOEJ shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected.

The bid submitted in consortium with such vendor will not be considered and if such information is found later then the work order issued will be terminated immediately without any notice.

35. The bid from the vendor who has been blacklisted at any Government organization / Semi Government Organization will be rejected.
36. At any time prior to the deadline for submission of bids, GCOE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
37. All prospective bidders should keep looking at the institute website for information concerning the changes/amendments on the website. Claims of any nature, on any ground, on inadequate information or knowledge or misunderstanding or otherwise in such respects will not be admissible, later on.
38. It is compulsory to attach all the mentioned and required documents at time of submission of bid. No additional attachment is permitted later on.
39. All documents along with bid form must be numbered. (1, 2...n) and corresponding page number must be entered in the pre-qualify sheet, no further clarification will be entertained.
40. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
41. GCOE, Jalgaon reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
42. Dispute, if any will be subject to Jalgaon jurisdiction only.

Principal, GCOE Jalgaon.

Section VI: DECLARATION

Bid document no: GCOEJ/AMC/CWN/2018/

Date:

I/We hereby declare I/We have read all the terms and conditions of the Bid stated in all the sections in this Bid document and as may be modified/mutually agreed upon, are acceptable and binding to me/us.

I/We have also verified that the bidding document contains at least the following

- A sealed Envelope superscribed as **“Prequalification Requirements of the Bidder”** containing compliance statement for all the prequalification requirements.
- **A sealed envelope to contain the Demand Draft for EMD and the Demand Draft for bid fees.**
- A sealed Envelope superscribed as **“Techno-Commercial Statement”** to contain at least the following:
 - The Bid document appropriately signed and stamped at all pages
 - General Conditions of Contract
 - Acceptance to all the Requirements;
 - **Price of AMC quoted for One Year.**
 - **Summary Sheet in the format laid in this document (format-1, format-2, annexure-B)**

I also understand that **my bid without these three envelopes, enclosed in the main envelope, superscribed as “Bid For Providing both Comprehensive and Non-Comprehensive Annual Maintenance along with Manpower Supply for CWN at GCOE, Jalgaon will be treated as an incomplete bid and is liable to be rejected.**

Place: Signature:

Date: Name & Address of the Bidder with office Stamp with all contact details

Section VII SUMMARY SHEET

Bid document no: GCOEJ/AMC/CWN/2018/

Date:

Sr. No.	AMC details	Year of AMC	Price in Rupees	Remark
1	Comprehensive Annual Maintenance Contract and Manpower Supply for Campus wide Network at GCOE, Jalgaon as per items mentioned in Annexure A	2018-19		
2	Non comprehensive Annual Maintenance Contract and Manpower Supply for Campus wide Network at GCOE, Jalgaon as per items mentioned in Annexure A	2018-19		

Form No. 1

The Bidder should be providing Annual Maintenance services for Network Equipments, Active & Passive Components, etc. since last five financial years.

Name of the Bidder:

Sr. No .	Name of the Customer	Address of Installation	Start date of Project	Completion date of Project	Scope of Work	Value of the Project (Rs)	Work Order attached (Yes/No)

Note: - Please attach purchase order/ contract agreement and completion certificate for each of project details mentioned

Date:
Place:

Signature & Stamp of Bidder

Form No. 2
Detail of Office Locations

Sr. No.	Address	Contact Person	Contact No.	Type of Supporting Document Attached

Date:
Place:

Signature & Stamp of Bidder

**Annexure A
CWN Devices Detail**

Sr. No	BLOCK NO	LOCATION	MODEL NO	SERVICE TAG NO	EXPRESS SERVICE TAG NO
SERVER					
1	05	DATA CENTER	2FYGT12	C81F66ED26CA	
2	05	DATA CENTER	BFYGT13	2487929654	
3	05	DATA CENTER	9FYGT14	20525644982	
4	05	DATA CENTER	DFYGT15	29232774326	
5	05	DATA CENTER	FFYGT16	33586338998	
6	05	DATA CENTER	CFYGT17	27055991990	
SWITCH					
1	05	Data Center (Admin Building Ground Floor)	WS-C3850-48P-S	FOC1811Y3RJ	
2	05	Data Center (Admin Building Ground Floor)	WS-C3850-24P-S	FOC1821U0M6	
3	05	Data Center (Admin Building Ground Floor)	WS-C2960X-24-TD-L	FOC1820S0NM	
4	213	Computer Dept (Admin Building Second Floor)	WS-C2960x-24-TD-L	FOC182050NN	
5	101	Tutorial Room (Admin Building First Floor)	WS-C2960X-24-TD-L	FOC182050T8	
SWITCH					
1	09	Mechanical dept (Admin Building Ground Floor)	SG 300-52	DNI16520E30	
2	09	Mechanical dept (Admin Building Ground Floor)	SG 300-52	DNI16520E25	
3	18	Electrical Dept (Admin Building Ground Floor)	SG 300-52	DNI173004VJ	
4	106	Instrumentation dept (Admin Building first floor)	SG 300-52	DNI1730056A	
5	111	Electronics and Telecom (Admin Building first floor)	SG 300-52	DNI173408PB	
6	111	Electronic and Telecom	SG 300-52	DNI173004VK	

		(Admin Building first floor)			
7	118	Electronic and Telecom (Admin Building first floor)	SG 300-52	DNI17520E25	
8	211	Basic Programming Lab (Admin Building second floor)	SG 300-52	DNI17300547	
9	207	Graphics Lab (Admin Building second floor)	SG 300-52	DNI173004VL	
10	103	Simulation lab (Admin Building second floor)	SG 300-52	DNI173004TH	
11	213	HoD Computer dept (Admin Building second floor)	SG 300-52	DNI17300542	
12	WS-7	Workshop	SG 300-52	DNI17300566	
13	05	In-Stock	SG 300-52		
SWITCH					
1	25	Applied Science dept (Admin building first floor)	SG 300-28	DNI17340C90	
2	121	HoD Electronic & Telecom (Admin Building first floor)	SG 300-28	DNI173408PK	
3	205	Language lab (Admin Building second floor)	SG 300-28	DNI17300548	
4	101	Tutorial Room (Admin Building first floor)	SG 300-28	DNI1734075N	
5		Library (Beside Admin Building)	SG 300-28	DNI1734075C	
6	001	Boy's hostel No 1	SG 300-28	DNI17340CQX	
7	50	Boy's hostel No 2	SG 300-28	DNI1845029V	
8	39	Girl's hostel	SG 300-28	DNI17340C93	
9		Staff Quarters Building-C	SG 300-28	DNI173406Y3	
10		Faculty Quarter Building-A	SG 300-28	DNI191305PE	

Annexure-B

Bidder shall provide the cost of following items mentioned in table along with the bidding cost of Non-Comprehensive type maintenance bid in the same envelope. In case of maintenance, these items shall be repaired or replaced with same rates inclusive all taxes. The rates shall be valid for the Year of AMC.

Sr No	Item	Model	cost of repair per item	cost of replacement per item
1	Switch	Cisco catalyst 3850- 48 port		
2	Switch	Cisco catalyst 2960 x- 24 port		
3	Switch	Cisco SG-300- 52 and 28 port		
4	wireless controller	Cisco 5500		
5	UTM firewall	Cyberoam 200ing		
6	Access point (indoor)	Aironet 2602I		
7	Access point (outdoor)	AIR cap1532E		
8	Fire Alarm			
9	Biometric Access door control			
10	Fiber laying (splicing)			
11	New node connection			
12	UTP laying and maintenance per meter			
13	AC maintenance			
14	UPS, battery maintenance			
15	Dell servers			
16	POE for Access point (indoor & outdoor)			
17	KVM switch	Cadyce CA-UK800		
18	SFP module			
19	Light Interfacing Unit (LIU)			