



GOVERNMENT ENGINEERING COLLEGE

(GOVERNMENT OF GUJARAT)

Sector -28, Gandhinagar-382028.

સરકારી ઈજનેરી કોલેજ, ગાંધીનગર



Tel: (079)23215167, Fax: (079)23215965

E-mail: gec-gnagar-dte@gujarat.gov.in, Website: www.gecgh.cteguj.in

TENDER FOR ANNUAL MAINTENANCE CONTRACT OF CAMPUS WIDE AREA NETWORKING (CWAN) AT GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR

Important Dates & Details:

Date: 23/04/2018

Bid Reference Number	GEC/CWAN/AMC/2018-19/01
Tender document Available schedule	23-04-2018 to 10-05-2018 11:00 to 15:00 Hrs
Pre Bid Meeting	05-05-2018 to 15:00 Hrs
Last Date & Time for Submission of Bids	11-05-2018 14:00 Hrs.
Date & Time of Opening of Bids(Technical)	11-05-2018 to 15:00 Hrs
Venue of Opening of Bids	GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR
Tender Processing Fees (Non-refundable) by DD	Rs. 1500/-
E.M.D Amount Demand Draft in favor of "PRINCIPAL, GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR"	Rs. 50,000/- (Rupees Fifty Thousand Only)

NOTE :

1. Agency has to purchase tender document from GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR Store office only.
2. The tender document should be submitted with **Price bid, Technical Bid qualification**, E.M.D DD, tender document and with all supporting document as mention in tender document.

Envelope need to be submitted with title "Price bid cover for CWAN-AMC 2018" address to **The Principal, GOVERNMENT ENGINEERING COLLEGE**, Near Animal Vaccine Centre, GEB Crossing, Sector-28, Gandhinagar -382028.

Tender for CWAN

- I. Tender are invited for providing maintenance services for CWAN installed at institute GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR.
- II. The details of the components of CWAN are as given in ANNEXURE-I.
- III. The maintenance support agency (hereafter referred to as agency / bidder in this document) is required to submit the Tender in a sealed cover super scribed "Price bid cover for CWAN-AMC 2018" to **The Principal, GOVERNMENT ENGINEERING COLLEGE** Near Animal Vaccine Centre, GEB Crossing, Sector-28, Gandhinagar



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Description of the Work & Working Condition

The AMC services will consist of

1. Attending to complaints raised by various departments/individuals of GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR.
2. Preventive (once in a four month) and corrective maintenance of CWAN should be carried out. Preventive maintenance certificate need to be produced along with periodic (Four month) payment bill.
3. The maintenance contract will include necessary repairs, troubleshooting, replacement of damaged parts/equipments and other accessories of the installed CWAN to keep it fully operational.
4. The contract will be initially for one year and it will be extended for next year if the contractor will do their job satisfactory. The AMC amount for next year will be same as quoted for 1st year AMC price. Only tax amount applicable as per government rule time to time. (Ex. Current GST applicable 18%). Institute may extend AMC contract for next two to three years.
5. GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR have a right to discontinue AMC any time without any intimation and it will be based on satisfactory services provided by the agency.
6. The maintenance services will be provided on all working days from 10.30AM to 6:00PM.
7. In case of emergency AMC service should be provided on sunday or other holidays.
8. The maintenance service agency should provide maintenance services onsite. No remote service will be accepted.
9. Normal complaint is to be attended within 2 working days. But in case of emergency it should be attended within two hours.
10. All the components of CWAN and their parts as mentioned in ANNEXURE-I will be covered under this maintenance contract and AMC must be comprehensive for all component mentioned in Annexure-I.
11. The Parts/ equipments /components /sub-assemblies used for repair / replacement by the contractor will be of the same / equivalent or higher make and functional capability as originally available in the existing one.
12. On campus engineer : Agency will ensure the availability of one full time engineer on campus during all working days. He will be responsible for immediate repair and maintenance of any network fault that may exist in campus wide area network. He has to personally visit the place in the whole campus and rectify the problem. He will be responsible for operation , administration and maintenance of CWAN under



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Technical Qualification Criteria

The Applicant to meet the following minimum criteria for Technical-qualification:

- a) Bidder should have experience of Annual Maintenance Contract in any government organization for similar type of works.

I. Definition of Works: Bidder should have at least two orders of rupees 1.25 Lakhs for Annual Maintenance Contract in any government organization.

II. Bidder should have two purchase order of 100 nodes of networking works in government /corporate / PSU /Education Institutes /Others for similar works.

III. The Bidder should be a manufacturer /authorized representative of a manufacturer / OEM. DAX or PLEXONICS Manufacturers' Authorization form should be submitted along with the technical bid. Non-Compliance of the authorization is subject to bid rejection.

IV. Only those bidder will be technically qualified who comply above Points of eligibility criteria. In case if bidder will disqualify above eligibility criteria, bidders will be considered technically disqualified For this tender bid.

- b) Attested copy of GST & PAN to be enclosed with tender document.

c) The bidder should have a total sum of turnover of Rs. 3 crore (Minimum) of the three financial years. The copies of Audited annual accounts for the last three years shall be attached along with the bid.

d) It is mandatory for Bidder who want to participate for this tender inquiry, must do complete site survey / understanding during site visit and check complete existing network i.e. whether complete Network is in working condition or required support / Service / replacement / repair. Cost for same if required must be included in the commercial bid by bidder. Also it is mandatory to submit survey report to institute before bid Submission and take an acknowledgement copy of same received from Institute. Site Visit Acknowledgement copy issue by institute must be attached in tender bid document during final bid submission. Further extra claim/excuse will not be accepted by the institute.

e) Bidder will be technically disqualified if bidder has not attached site survey acknowledgement copy (issued by institute) during tender bid submission.

f) Please note that (customer / Indenter and bidder) Sign and stamp must be required in acknowledgement copy issued by institute. Deviation in this compliance, bidder will be directly technical disqualified in this bid.

g) It will be the sole responsibility of the bidder for maintaining whole / complete CWAN.

General Conditions



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- a) GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR has the right to accept or reject any quotations without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful servicing agency shall perform the same at the rate quoted.
- b) The GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR takes no responsibility for delay, loss or non-receipt of inquiry after dispatch.
- c) Performance security of 10% of contract value in the form of bank guarantee/Fixed Deposit for the period of AMC is to be Submitted to the institute in the of "Principal GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR.
- d) In the event of any correction of defects or replacement of defective material during the maintenance period, the maintenance for the corrected/replaced material shall be extended to a further period equivalent to the downtime.
- e) The period for correction of defect in the maintenance period is 2 (two) working days.
- f) You will be required to co-ordinate with software vendor and/or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes Server OS configuration with respect to LAN/WAN technologies implementation.
- g) If any critical component of the entire configuration is out of service for more than two working days, bidder shall either immediately replace the defective unit or replace it at its own cost.
- h) Maintenance and repair of the equipment at each location during the Maintenance Period including Supply of all spares. This shall not relieve- the supplier of any maintenance obligations under this contract.
- i) Configuration of Firewall and Internet connection distribution will have to be done by the bidder.
- j) All user ID creation, maintenance, up-gradation and necessary usage log maintenance should be done and taken care by the bidder.
- k) You are requested to furnish the unconditional acceptance of P.O with performance bank guarantee and agreement for AMC within 7 working days from the receipt of purchase order.
- l) The bidder should install additional 20 I/O port with material annually if institute have a requirement for the same. No extra cost will be paid by the institute for this work.



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Payment Terms and condition

- a) The payment to the contractor will be made **after each 4 month cycle on** basis of invoice with PAN number and preventive maintenance certificate from the institute, raised by the contractor and based on past performance.
- b) The maintenance charges quoted by the agency all item shall be on yearly basis (Total price) Inclusive of all taxes as applicable from time to time.

Penalty Clause

- If any agency do not show proper compliance and performance of allotted as per tender condition GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR will charged penalty of Rs.500/- per day.

(Signature of Authorized Signatory with Company Seal)



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ANNEXURE – I (Comprehensive)

List of CWAN Equipments/Components under maintenance contract during the period of contract. Note that Make is only for reference, Bidder is required to validate before submitting the tender. Device of Sr. No. 1 & 2 are not included for AMC, but bidder is responsible for their integration with CWAN.

Sr.No	Item Description	Make	Unit	Qty	Remark
1	Firewall	Fortigate	Nos	1	Device is under warranty. Not included for AMC.
		200D			
2	Firewall	Cyberoam	Nos	1	Not included for AMC.
		Cr500ia			
3	Layer-3 Gigabit Routing Stackable switch with 24 * 10/100/1000 base T Ports	Dax	Nos	2	comprehensive
		DX-0524GT-L3-AC			
4	Layer -2 Managed Switch - 48 Port	Dax	Nos	11	comprehensive
		DX-5050MGE			
5	Layer -2 Managed Switch – 24 Port	Dax	Nos	5	comprehensive
		DX-5026MGE			
6	Layer -2 UnManaged Switch – 24 Port	Dax	Nos	3	comprehensive
		DX5024 PG			
7	Layer -2 Managed Switch – 24 Port	Plexonics	Nos	11	comprehensive
		PI-2628 MG			
8	Layer -2 Managed Switch – 24 Port	Plexonics	Nos	2	comprehensive
		PI-2528 MG			
9	Layer -2 POE Switch – 24 Port	Plexonics	Nos	10	comprehensive
		PI-2628 P24			
10	DAX Gibic Module	Dax	Nos	12	comprehensive
		Module-XMGBIC			
11	SC-LC Duplex Single Mode Fiber Patchcord – 3 Mtr.	DAX/Plexonics	Nos	12	comprehensive
12	24 Port LIU Rack Mount Loaded with Adapter Panel	DAX/Plexonics	Nos	1	comprehensive



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	Mount Loaded with Adapter Panel				
14	SC Simplex Single Mode Fiber Pigtail, 1.5mtrs	DAX/Plexonics	Nos	72	comprehensive
15	Patch Panel 24 Port loaded	DAX/Plexonics	Nos	54	comprehensive
16	Information Outlet	DAX/Plexonics	Nos	850	comprehensive
17	42U Rack	42U	Nos	1	comprehensive
18	22U Rack	22U	Nos	1	comprehensive
19	12U Rack	12U	Nos	7	comprehensive
20	9U Rack	9U	Nos	12	comprehensive
21	6U Rack	6U	Nos	4	comprehensive
22	4U Rack	4U	Nos	1	comprehensive
23	Redundant Power Supply	DAX	Nos.	1	comprehensive
24	3 KVA Line Interactive for Central Networking (Without Battery)		Nos	1	comprehensive
25	Polycom VSX 5000	VSX 5000	Nos		comprehensive
26	Wifi Controller	PL-4114WS-64	Nos	1	comprehensive
27	Indoor Access Point	PL-4901UC-P	Nos	33	comprehensive
28	Outer Access Point	PL-4901OC-P	Nos	3	comprehensive

(Signature of Authorized Signatory with Company Seal)



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PRICE BID FORMAT

Date :

To,

The Principle,

Government Engineering College,

Near Animal Vaccine Centre, GEB Crossing,

Sector-28, Gandhinagar -382028

Tender No. :

Sr. No	Description	AMC Amount without GST	GST %	AMC Amount with GST
1	One Year Comprehensive Annual Maintenance contract of CWAN with onsite engineer for GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR ANNEXURE - I			

Sr. No	Description	AMC Amount without GST	GST %	AMC Amount with GST
1	Second Year Comprehensive Annual Maintenance contract of CWAN with onsite engineer for GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR ANNEXURE - I			

Sr. No	Description	AMC Amount without GST	GST %	AMC Amount with GST
1	Third Year Comprehensive Annual Maintenance contract of CWAN with onsite engineer for GOVERNMENT ENGINEERING COLLEGE, GANDHINAGAR ANNEXURE - I			

(Signature of Authorized Signatory with Company Seal)

