



CENTRAL UNIVERSITY OF JHARKHAND

**Established by an Act of Parliament of India, 2009
Central University of Jharkhand– 835205 Jharkhand (India)**

NOTICE FOR INVITING TENDER

Notice Inviting Tender/ Bid No.	:	CUJ/Advt./2019-20/515
Date of Issue	:	3/09/2019
Name of Work	:	FMS & Network Services
(i) Pre bid meeting	:	24/09/2019 (11:30 Hours)
(ii) Last Date for Submission of Tender	:	26/09/2019 (17:00 Hours)
(iii) Date of Opening of Technical Bid	:	27/09/2019 (11:30 Hours)
(iv) Indicative Date of Opening of Financial Bid	:	30/09/2019 (14:00 Hours)
(v) Period of Contract (Expected)	:	Three years from the date of Commencement of Contract extended to further 3 more years on the basis of yearly performance.

Central University of Jharkhand invites the sealed quotation under two bid systems from reputed Service providing firm/Agencies working in the field for "**Facility Management Services and Network services**" to take care of computer hardware and software maintenance / repairing and day to day activities on the fiber (inter/intra) network of University laid over the entire campus i.e., Academic area, faculty rooms, including University guest house, residential area, hostels , university auditorium and administrative blocks.

Tender Document and Other details may be downloaded from the university website www.cui.ac.in

The tender document consists of two parts:

Part A: Technical & Financial Bid with terms and conditions

Part B: Schedule of Requirement

Detailed specifications and term and conditions are given in tender document.

Bidders shall submit the tender document in two separate sealed envelopes super scribed "Technical Bid "and Financial Bid" respectively. The sealed envelopes should reach the office of **The Registrar, Central University of Jharkhand ,Ratu Lohardaga Road,Brambe,Ranchi-835205** by speed post on or before **26/09/2019 up to 17:00 Hours**. Technical Bid should accompany a D.D. amounting to Rs 20,000/- (Rs. Twenty Thousand only) for "**Facility Management and Network services**" as Earnest Money Deposit (E.M.D.) payable to the **Central University of Jharkhand** along with tender processing fee of Rs. 2,000/- may be submitted in the form of DD. E.M.D. will be refunded to the unsuccessful bidders within 30 days of finalization of the tender. In case of successful bidders E.M.D. may be adjusted against Performance Security Deposit. The technical-bid will not be considered without E.M.D.& tender processing fee.

Envelopes containing Technical Bid will be opened on **27/9/2019** at 11:30 Hours. Maximum two representatives of the desired bidders may participate at the time of opening of Technical Bid.

Financial Bid of the technically qualified bidders may be opened on the indicative date or on

a date to be intimated after the finalization of the technical bid. Successful bidder has to submit the Performance security deposit through D.D./ F.D.R/P.B.G. from nationalized bank amounting to 5% of the total cost of bid/tender.

REGISTRAR

Part A:

Technical Bid with terms and conditions

1. BIDDING DOCUMENTS

The bidder is expected to examine all instructions, terms and conditions, specifications, schedules to Tender, forms and other documents before quoting. Failure to furnish all information required or submission of 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.

2. BIDS

The bids are to be submitted in two parts in separate sealed envelopes

(a) *Technical Bid and Earnest Money Deposit (EMD) with tender processing fees*– in one envelope marked "Technical bid", and

(b) *Financial Bid* – in another envelope marked "Financial bid".

3. Earnest Money Deposit (EMD) and Tender processing fee

3.1 An earnest money of Rs 20,000/- (Rs. Twenty Thousand only) and the tender processing fee of Rs. 2,000/- has to be enclosed along with the technical bid. The Earnest Money Deposit shall be only in the form of crossed demand Draft in favour of Central University of Jharkhand payable at Ranchi. No Cheque or Cash shall be accepted as EMD. If the EMD & tender processing fee is not received or is not in order, the technical bid will be summarily rejected.

3.2 The EMD/Security money will not carry any interest.

3.3 The earnest money of the unsuccessful tenderer will be refunded within one month , after the final decision on the tender.

3.4 The EMD shall be forfeited:

(a) If the tenderer withdraws his tender during the period of validity specified in tender document.

(b) If the tenderer makes any modifications in the terms and conditions of the tender before acceptance of the tender which are not acceptable to CUJ Or

(c) In case of successful tenderer, if the tenderer fails:

(i) To sign the agreement, or

(ii) To furnish security deposit.

3.5 The earnest money deposit of successful tenderer shall be adjusted towards performance security deposit for the due fulfillment of the contract. EMD of the successful tenderer may be refunded in case the full security money as required is deposited by the contractor in the form of crossed bank draft / bank guarantee/FDR.

4. Technical Bid

The Technical bid prepared by the bidder shall be submitted on the formats **Annexure 1**. No deviations in respect of NIT conditions are acceptable. The bidders are required to attach entire NIT (except for the price bid part) duly signed & stamped as token of the acceptance to the NIT conditions with this bid. The following specific conditions are essential for prequalification:-

- (i) Earnest Money Deposit & tender processing fee
- (ii) Vendor/Bidder must have executed/served at least **three** similar projects of Facility Management Services and Network Services at any Universities/ IITs/ IISERS/PSUs/Government Organizations/ Banks-Attach Documentary evidence.
- (iii) Annual turnover for the preceding year should not be less than Rs.20,00000/-for last 3 years. Copy of audited a/c of last turn over to be attached.
- (iv) Vendor should attach work completion certificates of Maintenance of Campus Wide service management and Networking of at least **Three years** with Central/State Government/Departments/Institutions/Public Sector Undertakings/Autonomous Bodies.
- (v) A Copy of the PAN/ GST/ TAN Number of the firm or proprietor.
- (vi) Copy of Income-Tax return during last 3 years.
- (vii) Registration of the company under Company Act 1956.
- (viii) Certificates for satisfactory completion of previous work.
- (ix) Entire NIT (except price bid) duly signed & stamped by the bidder.
- (x) Any technical deviations/suggestions should be attached.

5. The bidders shall be present at the time of opening of technical bid if desire.

6. Financial Bid

The Financial bids of only the technically evaluated and qualified vendors will be opened subject to the following:-

- (i) The financial bid shall be submitted in the format indicated at **Annexure 2**.
- (ii) The bidders must quote their rates strictly as per Tender in separate envelopes.
- (iii) The rate must be stated for each item separately both in words and figures.
- (iv) The prices once accepted by Central University of Jharkhand shall remain valid for at least three years. Central University of Jharkhand shall not entertain any increase in the rates during the period. However, in the event there is a reduction or increase in Taxes/Government levies/duties during the period of execution of the contract, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/excise duty.
- (v) The Bidder to whom the contract is awarded will have to carry out the Maintenance of all hardware placed in CUJ, during the period of Contract.

7. Late Bids

Any bid received by Central University of Jharkhand after the deadline for submission of bids prescribed by the Central University of Jharkhand will be rejected and/or returned unopened to the bidder.

8. VALIDITY

Tenders submitted by tenderers shall remain valid for acceptance for a period of 180

days from the date of opening of tender. The tenderers shall not be entitled during this period to revoke or cancel the tender or to vary the tender submitted in terms and conditions thereof.

9. REJECTION OF TENDER

9.1 Tender once submitted will remain with the Central University of Jharkhand and will not be returned to the bidders.

9.2 Central University of Jharkhand reserves the right to reject any or all the tenders in full or in part including lowest one without assigning any reasons what-so-ever, and the decision of the Competent Authority of Central University of Jharkhand in this regard will be binding all the bidders. Tenders not complying with any of the provisions stated in this tender document are liable to be rejected.

9.3 No Bidder shall contact Central University of Jharkhand on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of Central University of Jharkhand, it should be done in writing. Any effort by a Bidder to influence any University Officials in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

10. TERMINATION OF CONTRACT

10.1 Competent Authority reserves the right to terminate the contract or impose penalty as deemed fit by the Competent Authority, on account of non-satisfactory services, failure to mobilize site within 30 days, non-compliance of set norms /orders, violation of any contract provisions by the Firm/Agency/Contractor. The decision of the Competent Authority shall be final and binding on the Firm/Agency/Contractor.

10.2 The contract can also be terminated at the request of Firm/Agency/Contractor in such case the contractor is liable to pay the Liquidated damages @ 5% of tendered value besides performance security deposit.

10.3 The contract can be terminated by Central University of Jharkhand by giving 30 days notice period and by vendor side the notice period should be 60 days.

11. AWARD OF CONTRACT

11.1 The contract will be awarded to the technically accepted vendor whose financial quotes are the lowest provided financial & contractual terms & conditions are being met by the vendor, who in the opinion of the Committee is having the capacity and resources to execute the work.

11.2 Normally, there will not be any negotiation with vendor if rate quoted by them is found reasonable. However, the Committee reserves the right to negotiate with L-1 and also reject bids wherein abnormally low rate which are not workable financially is quoted by vendor.

11.3 Prior to the expiry of the period of bids validity, The Registrar will notify the successful Bidder in writing by letter or by fax, to be confirmed in writing by speed post or hand delivered letter, that its bid has been accepted.

11.4 At the same time as the Registrar notifies the successful Bidder that its bid has been accepted, it will convey to bidder about acceptance of his Bid. The bidder will sign the same and return it to the Registrar, within 10 days from date of issue. If nothing comes into the notice of the Registrar within the above period of 10 days, contractor's acceptance of all terms & conditions will be presumed.

11.5 Confidentiality will have to be maintained in all the Central University of Jharkhand jobs.

- 11.6 Failure of the successful Bidder to comply with the requirement of signing of contract within stipulated period as decided by CENTRAL UNIVERSITY OF JHARKHAND, shall constitute sufficient grounds for the annulment of the award in which event CENTRAL UNIVERSITY OF JHARKHAND may make the award to the next evaluated bidder or call for new bids and forfeiture of the EMD.

12. PERFORMANCE SECURITY

- 12.1 The Vendor/Contractor should furnish performance security to CENTRAL UNIVERSITY OF JHARKHAND for an amount of 5% of the total cost of FMS & NS in the form of D.D/ Bank guarantee from a commercial bank in given format at **Annexure- 3** or FDR pledged in favour of **Central University of Jharkhand, Ranchi** payable at Ranchi, valid up to three years and six months from the date of implementation of the Contract.
- 12.2 The proceeds of the performance security shall be payable in favour of Central University of Jharkhand, Ranchi payable at Ranchi, to as compensation resulting from the Vendor's failures to complete its obligation under the contract.
- 12.3 The performance security deposit would be refunded after the completion of contract and no interest would be paid.

13. CORRUPT OR FRAUDULENT PRACTICES

- 13.1 Vendors shall observe the highest standard of ethics during the procurement and execution of the contract.
- 13.2 The Competent Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 13.3 In case vendor does not meet the obligations of the Contract or does not provide the satisfactory service, the vendor may be black-listed. The quality of service will be reviewed quarterly.

14. MISCELLANEOUS

- 14.1 It will be imperative on each bidder to fully acquaint it of all the local conditions and factors, which would have effect on the performance of the contract.
- 14.2 During the validity of this bid or during the extended period, if any, if the bidder provides the same or equivalent services to any other Department/Organization in India at a price lower than the price fixed for Central University of Jharkhand, the bidder shall automatically pass on the benefits to Central University of Jharkhand.

15. PAYMENT CONDITIONS

- 15.1 Payment will be made on quarterly basis within 15 days after receiving bills and satisfactory execution of the jobs.
- 15.2 No advance payment will be made.
- 15.3 The Competent Authority reserves the right to make suitable deduction from the Bidder's bill, in case repair work is delayed or the quality of work is not satisfactory.
- 15.4 Every complaint will have to be attended to within 24 hours.
- 15.5 In case of failing in maintenance of hardware available penalty shall be imposed which shall be equivalent to the amount incurred in repairing the same from other agencies.
- 15.6 All payments will be made subject to deduction of TDS as per Income Tax Act, 1961 and other taxes/deductions, if any, as per Government of India rules.

16. PENALTY

The penalty will be imposed on vendor as per the following terms.

- 16.1 Rs. 1000/- per service call for not rectifying / fixing the minor trouble within 24 hrs form time registration of the complaint.
- 16.2 Rs. 3000/- per service call for not rectifying / fixing the major trouble within 72 hrs form time registration of the complaint.
- 16.3 The nature of trouble/complaint shall be decided by the technical cell
- 16.4 If more than 5 registered complaints (major or minor or both), remains unresolved in one month, University has the right to terminate the contract.

17. ARBITRATION

Any dispute arising between the University and the Contractor/ Agency shall be resolved by an Arbitrator appointed by the Vice Chancellor of the Central University of Jharkhand.

- 1. The firms/company's black listed at any stage need not to apply. A self-undertaking in this regard shall be given.
- 2. The Central purchase Committee of Registrar's Office, Central University of Jharkhand reserves the right to reject or accept any tender without assigning any reason.
- 3. The Central purchase Committee of Registrar's Office, Central University of Jharkhand reserves the right to alter/modify any or all conditions of this tender document.
- 4. Each bidder should clearly specify that the bidder agrees to abide by the conditions of this tender document on their printed letter head indicating thereon GST No., FAX, Email, Telephone No., contact address etc.
- 5. All pages of the tender document are to be signed and stamped by the bidder.
- 6. All disputes are subject to Jurisdiction of Ranchi.

Certified that I/We agree to the contents of terms and conditions of the tender.

Signature & Seal of the bidder

Part B

SCHEDULE OF REQUIREMENTS

CUJ has a fiber network laid over the entire campus i.e., Academic area, faculty rooms, including University guest house, residential area, hostels , university auditorium and administrative blocks. CUJ calls for quotations under two-bid systems from reputed venders to take care of the following broad services:-

- **FMS (Facility Management Services) to take care of day-to-day activities in the computer hardware, software and other related equipment's of the University.**
- **Network Services for backbone over OFC and Switches, Internet services in the form of maintenance and user authentication, proxy services, bandwidth management, content filtering etc. for the entire network.**

FMS: (Facility Management Services)

1. Day-to-day Computer hardware and software maintenance activities like (formatting the system, installation of software, repairing and maintenance of computer peripherals and replacement etc.) of CUJ should be taken care by expert personal in the field. the CUJ will provide the required items.
2. Day-to-day Internet activities of the network and computer hardware of CUJ should be taken care by expert personal in the field.
3. Minimum Two Expert personal having sound knowledge in networking and Data centre servers (S/w) expert would be stationed at CUJ, and work under Technical Cell to ensure 24×7 connectivity.
4. The expert technical personnel should report in technical cell and maintain a complain register to book the complaints of users under the supervisor of technical cell. As per the instruction of technical cell the complaint should be attended and should be resolved and report accordingly.
5. The Expert technical personnel shall maintain a fault register. The complaints may be communicated telephonically as well as by other means *i.e.* letter, e-mail, in person etc.
6. Detailed call report should be maintained on the daily, weekly and monthly basis.
7. Internet associated activities like web site opening, browsing, delay in access of the web sites etc.

Network Services

8. CUJ has OFC based backbone which the vendor needs to take care of. End-to-end Connectivity of the OFC needs to be assured.
9. Network relates activities like Ethernet based connectivity to LAN, Operating System issues, Network monitoring/management tools etc.
10. Router based issues like management of bandwidth, day-to-day measurement of bandwidth, conversation with ISPs (Internet Service Providers) etc.
11. CUJ has following items (the list is not exhaustive/only indicative):-
 - a. Access (Edge) Switch - HP Model:A5120-24G-SFP EI - 02
 - b. Access Edge Switch – HP Model:A5120-24G-SFPEI -02
 - c. Router – HP Model:A-MSR50-60

- d. Switch SF 300-24-24 Port 10/100 Managed Switch (Make Cisco) -30
 - e. Cisco WAP 321 K-9 Dual Band Access Point with POE -12
 - f. D-Link access point in different department
 - g. Fort iGATE 301 E series firewall -01
 - h. Network Printer installed in different department
12. Vendor would be responsible for managing the Network and hardware items. Repairing and replacement of the network items during the contract, the CUJ will provide the required items.
13. Internet access should be made possible by username + password through LDAP based authentication along with Integrated DHCP Server, Bandwidth Management should exist.

Terms and Conditions

1. The Incharge Technical Cell of Central University of Jharkhand will be a Nodal Officer. The nodal officer will work as coordinator for Facility Management Services and Network services maintenance.
2. All the maintenance personnel required for the efficient maintenance of Facility Management Services and Network shall be qualified and experienced for the job. The Identity card staff must be issued by the Contractor to the staff deputed on work. The contractor shall give list of such staff to Registrar.
3. Any damage /loss suffered due to negligence on the part of the contractor shall have to be made good to the entire satisfaction of Officer-in-Charge of that Department/office.
4. The normal working hours of Central University of Jharkhand are from 09:00 hours to 05:00 hours. A minimum of **two qualified maintenance technical personnel shall be present at University during working hours and should be available on phone call beyond working hour or in case of emergency.** The maintenance engineers will be well versed in the maintenance of the other peripherals also.
5. If a maintenance engineer is absent without suitable replacement and its information, or coming late, or leaving the office early, it will be treated as absence.
6. The contractor shall have to arrange their own conveyance for attending units and no departmental vehicle etc. shall be provided for attending the units in Central university of Jharkhand, Ranchi.
7. The service engineers will have to attend complaints for rectifications of faults and **in case there is no complaint received on any particular day, they will utilize the available time for preventive maintenance and other related works.**
8. In case any delay is expected by the engineers in repair of fault there of the vendor will have to make alternative arrangement, so that the work must not suffer in the office.
9. Contractor's personnel shall follow all security procedures as prescribed by University for entry of personnel.
10. After award of work order vendor has to go through the Agreement process with competent authority of CUJ.
11. Complaint registration system should be made available so that users register the problems.
12. Delay in fixing/solving the problems would result in penalty.

TECHNICAL BID

APPLICATION FORM FOR FMS & NETWORK SERVICES

- 1. Name of the Agency/Firm :
- 2. Complete Address :
:
:
:
- 3. Mobile Number :
- 4. E-mail address :
- 5. Registration of the company under Indian Companies Act 1956:
- 6. Experience of having executed minimum 3 similar Project for Academic Institution/University/PSU/Bank:
 - i.
 - ii.
 - iii.

8. Certificate regarding Non-Blacklist(Self declaration):

9. Payment Details : **Earnest Money:** D.D. Amount: D.D. No.: Date:
Bank & Branch

Tender Fee: D.D. Amount: D.D. No.: Date:
Bank & Branch

10. Goods & Service Tax Registration number issued by the Central :
Excise Deptt. in favor of the contractor/agency (Documents attached)

11. PAN Number issued by the IT Deptt.
In favor of the contractor/agency (Documents attached) :

12. Last 3 years ITR ending 31.03.2018 (attached 2015-16, 2016-17, 2017-18 ITR)
:

13. Annual Turnover of the firm last three financial years (Copy of audited financial statement must be attached)

Financial Year	20.....to 20.....	20.....to 20.....	20.....to 20.....
Amount (Rs.20.00 In lakh)			
Annual turnover			

14. Any Other Details :

Date:
Place:

Signature of Authorized Signatory:

Seal

TECHNICAL BID (FORMAT)**Annexure 1**

Sl. No.	Specific conditions as essential for prequalification	Vendor Response (Yes/No)	If Yes, then Page No.
1.	Earnest Money Deposit		
2.	Tender Processing fee		
3.	Vendor/Bidder must have executed three similar projects of at any Universities/ PSU/Government Organization/Bank/s- Documentary evidence Attached.		
4.	Vendor should attach performance certificates of Maintenance of Campus Wide Networking of at least three years with Central/State Government Departments/Institutions/ Public Sector Undertakings/ Autonomous Bodies		
5.	Vendor should attach full client list along with the attested copies of the work orders.		
6.	Copy of Audited Annual Account of last three year for turn over 20.00 lakhs		
7.	A Copy of the PAN/ GST/ TAN Number of the firm or proprietor		
8.	Copy of Income-Tax return certificates for last 3 years		
9.	Registration of company under Indian Company Act		
10.	Entire NIT (except price bid) duly signed & stamped by the bidder		
11.	Any technical deviations/suggestion should be attached		

Annexure-2

FINANCIAL BID (Format of Price Schedule)

Sub.: Tender for FMS & Network Services.

S. No.	Item/Module/Services	Rates for Three Year (INR)	
		In figures	In words
1.	FMS Services		
3.	Network Services		
	Taxes		
	Grand Total		

Signature & Seal of the bidder

Annexure-3

PERFORMANCE SECURITY FORM

To: _____ (Name of Purchaser)

WHEREAS _____ (Name of Supplier) hereinafter called "the Supplier" has undertaken, in pursuance of Contract No..... dated to supply (Description of Goods and Services).

AND WHEREAS it has been stipulated by you in the said order that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the order.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the order and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of

Signature and Seal of Guarantors (Bank)

.....
.....
.....
Date

Address

All correspondence with reference to this guarantee shall be made at the following address:

(Name & address of the Bidder)

Check List for FMS & Network Services

Sl. No.	Document Required	Option (Yes/No)	Description		Name of the documents attached
1.	Registration of the Company under Indian Companies Act 1956	Yes/No			
2.	Experience of having executed minimum 3 FMS & Network Services for Academic Institution/University	Yes/No	1.		
			2.		
			3.		
3.	Certificate regarding Non-Blacklist(Self declaration)	Yes/No			
4.	Annual turnover for the preceding year should not be less than Rs.20,0000/-for last 3 years.	Yes/No	Year		Amount(Rs.)
			20..... to 20.....		
			20..... to 20.....		
			20..... to 20.....		
			Turnover		
5.	Last 3 years ITR ending 31.03.2018 (attached 2015-16, 2016-17, 2017-18 ITR)				
6.	Tender Fee of Rs.2,000/-	Yes/No			
7.	EMD amount of Rs.-50,000.00(Fifty Thousand)	Yes/No			
8.	GSTN No.	Yes/No			
9.	PAN No.	Yes/No			