



**ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION**  
(Deemed University), Indian Council of Agricultural Research



Panch Marg, Off Yari Road, Versova, Andheri (West), Mumbai-  
400061 Tel. No. 022-26361446/7/8, Fax No. 022-  
26361573 Web Site [www.cife.edu.in](http://www.cife.edu.in)

**File No.:36-108/18-19/IT Facility/P**

**Dated: 11 APR 2019**

**Notice Inviting E-Tender**

Director, ICAR-CIFE, Mumbai invites e-tenders for the “**TENDER OF IT-FACILITIES MANGEMENT & ANNUAL MAINTENANCE CONTRACT REG ICAR-CIFE, ICAR-CIFE, MUMBAI CENTRE.**” through the **website [www.eprocure.gov.in](http://www.eprocure.gov.in)** under **Two Bid Systems** from reputed firms as per Schedule given below:

<b>Tender Details</b>			
1	Tender ID		
2	Start of issue tender Download	11 APR 2019	01:30 PM
3	Last date for submission of tender	02 MAY 2019	03:00 PM
4	Pre-Bid Meeting	20 APR 2019	03:00 PM
5	Pre-Bid Meeting Place	ICAR-CIFE ,Mumbai	
6	Opening of Technical Bid	03 MAY 2019	11:00 AM
7	Mode of Tender	Open	
8	Tender type	Purchase	
9	Tender category type	Goods	
10	Type of Bid	Two Bid (Technical & Commercial)	
11	Tender validity	90 Days	
12	EMD Deposited (In Rupees)	Rs.45,000/- (INR)	
13	Security Deposit	10% (Tender quoted Value)	
14	Tender Value (Estimated)	Rs.18,00,000/- (INR)	
15	Location of Supplies	ICAR-CIFE ,MUMBAI	

**SENIOR ADMINISTRATIVE OFFICER**

## Important Notes:

1. Tender Document can be downloaded from ICAR-CIFE website [www.cife.edu.in](http://www.cife.edu.in) or from Central Public Procurement Portal [www.eprocure.gov.in](http://www.eprocure.gov.in). Bidders should enroll / register in the e-procurement module of Central Public Procurement Portal through the website: [www.eprocure.gov.in](http://www.eprocure.gov.in). Bidders should also possess a valid DSC for online submission of bids.
2. Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.
3. The Director ICAR-CIFE, Mumbai reserves the rights to accept / reject any /all tenders in part /full without assigning any reason thereof.
4. ICAR-CIFE will not be responsible for any delay in enrollment/registration as bidder or submitting/uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website [www.eprocure.gov.in](http://www.eprocure.gov.in) and enroll their **Digital Signature Certificate** and upload their quotation well in advance.
5. Any changes, corrigendum etc. in respect of this tender shall be issued only through on Central Public Procurement Portal [www.eprocure.gov.in](http://www.eprocure.gov.in). Bidders are therefore requested to regularly visit [www.cife.edu.in](http://www.cife.edu.in) website/ Central Public Procurement Portal [www.eprocure.gov.in](http://www.eprocure.gov.in) for updates.
6. **Earnest Money Deposit (EMD):** An amount of EMD Rs.45, 000/- (Rupees Forty Five Thousand Only). The Demand Draft drawn in favour of “**ICAR Unit CIFE**” payable at Mumbai Failure to deposit Earnest Money will lead to rejection of tender. If exception of EMD is claimed certificates like MSME, NSIC tec. may be attached.

**However, Agencies holding/registered with National Small Industries Corporation (NSIC) or concerned Ministry or Department are exempted from paying EMD. Such Agencies have to enclose necessary certificates to this effect along with the Technical Bid. The particulars of the earnest money deposited must also be superscripted on the top of the envelope by indicating the draft/receipt number and date, failing which the tender will not be opened.**

Note: EMD should be submitted in sealed envelope super-scribed as “**TENDER OF IT-FACILITIES MANGEMENT & ANNUAL MAINTENANCE CONTRACT REG ICAR-CIFE, ICAR-CIFE, MUMBAI CENTRE.**” and addressed to: The Director, ICAR-Central Institute of Fisheries Education (CIFE), Panch Marg, Off. Yari Road, Versova, Andheri (W), Mumbai-400 061. Those envelop having EMD should reach on or before last date & time of submission of bid.

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**ANNEXURE-I**

**Technical Requirements and Specifications for IT-FM/AMC at ICAR-CIFE, Mumbai**

ICAR-Central Institute of Fisheries Education wishes to outsource the Facilities Management/ Annual Maintenance of its Information Technology infrastructure at its headquarters at Mumbai.

It has two campuses:

**Old Campus Address**

Seven Bungalows  
Fisheries University Road  
Opp. Versova Welfare School

**New Campus Address**

Off. Yari Road, Panch Marg  
Opp. Panchvati Building  
Andheri (W), Mumbai-400061

Both the premises of ICAR-CIFE are at a distance of 1.2 km from each other. CIFE has a wired LAN connectivity covering servers, computers, printers, etc. in each premises while a point to point RF link and MTNL leased circuit line connects two campuses making it virtually a single network. Detailed list of IT infrastructure at CIFE and scope of FM/AMC are given in Annexures II-V.

**SECTION I: ESSENTIAL REQUIREMENTS OF VENDORS/FIRMS FOR PARTICIPATION IN IT-FM/AMC**

- Ability to provide on-site FM/AMC of IT infrastructure in two Campuses of CIFE located at Seven Bungalows and Yari Road, Versova, Andheri West, Mumbai - 400061.
- Experience of maintaining a minimum of 100+ networked computers in LAN environment including Windows/LINUX based Servers, Thin Client Terminals, Network Security / Firewall, Routers, Switches, RF links & Wi-Fi devices, desktops, printers, CCTV cameras, etc.

*(Enclose copies of Purchase Order / Service Level Agreement worth Rs.10 lakhs & above /yr & certificate of satisfactory service from clients at least for two years during last 3 years).*

- At least 10 engineers in regular pay roll currently of the firm, having a minimum two years' work experience. At least two engineers should have MCP certification, and one engineer with CCNP and CCIE certifications or equivalent.

*(Enclose the employee details along with their qualification and experience as well as Self-Certification that they have expertise to handle more than 100 network PC and Servers).*

- Firm shall be an authorized channel partner / service provider / technology partner of principal IT companies / major OEMs. Should enclose authorized letter from at least one of the OEM (HP/Dell/ Lenovo/Acer). *(Enclose supporting documents)*
- Participating firm's must have well-equipped Service Centre in Mumbai with test and repair capability for PCs, Servers, and peripherals with advanced tools and facilities *(Enclose the Self-certification to this effect along with address of Service Centre)*

## **SECTION II: BRIEF SCOPE OF IT-FM/AMC**

- Maintenance of the entire existing ICT infrastructure as on date at both Old Campus and New Campus, CIFE, Mumbai. The on-site maintenance would cover both under warranty and out of warranty IT - hardware and software related issues. It means technical trouble shooting and repair services for listed 'out of warranty' hardware / software and liaison with respective suppliers for 'under warranty' hardware /software and subsequently resolve the problem.
- IT infrastructure would mean both hardware and software. It also means maintenance of both LAN and end user level support. Hardware includes Desktops, Laptops, Printers, Scanners, Servers, Switches, Routers, Wi-Fi router / radio, internet connectivity, CCTV Cameras& monitoring solutions. Software includes trouble shooting of both desktop and server level Operating System, monitoring and first level support for firewall and anti-virus updates, and first level support for third party applications like MS Office, Adobe, SAS, SPSS and any others mainly at the server level.
- AMC would include regular on-site monitoring and providing technical support services, repair/replacement of listed hardware, and systematic maintenance of online service requests and preparation of regular reports on the status of the IT infrastructure as per the details given under SECTION III.

## **SECTION III: DETAILED SCOPE & REQUIREMENTS OF IT-FM/AMC**

### **A. Help Desk & Technical Support Services.**

#### **A1. List of Deliverables**

- First level hardware support - Diagnosing the problem and troubleshoot must be done.
- First level support for software and application support to users.
- Resolving network connectivity problems at the client end.
- Co-ordination with OEM vendors for support Server calls.
- Day- to- day checking of classrooms PC and proper maintenance with zero downtime.
- Day –to –day checking of CCTV camera and maintain proper register for the same.
- Supporting the Computer OS and application software (Win 7/8/10, Win 2003 & 2008 Server / Linux) and all latest OS, MS Office etc. for authorized software only.
- Performing any clean installation of PC with application, move, add or changes of hardware in concern with user as per requirement.
- Keeping the entire IT setup secure and virus free.
- Engineers should not entertain any call unless it is send through mail by the users.
- Proper maintenance of User calls in register.
- Minimum time to resolve any IT related calls.
- Generating and submission of weekly call report.

#### **A2. Service Level Objectives**

The problems will be classified into **3 Severity Levels**:

##### ***Severity Level – 1***

- Calls that can have severe impact on organization / business affecting large number of users i.e. any network server e.g. File server, Web server, Internet Connectivity, Thin Client Server, and computers placed in Class rooms/committee rooms/Conference hall / Auditorium etc.), LAN equipment (e.g. Routers, switches, hubs, Servers, etc.), CCTV Cameras, etc.
- Calls should be prioritized on the basis of hierarchy of the management level and should be attended immediately and try to resolve within a day either through: repair; providing standby; replacement or reconfiguration of faulty equipment.

##### ***Severity Level – 2***

- The end user system is unusable affecting individual users. e.g. Printing problems, problems using application tools, Internet security and virus problems, client network connectivity problems, etc. Calls to be attended within one day and resolved within 2 days if software / configuration problem or depending on AMC vendor if hardware problems.

##### ***Severity Level – 3***

- New Software/ Hardware installations & upgrades change in configuration of the desktop etc. Calls shall be attended and resolved within a week.

### **A3. Down time will be calculated as below:**

- For **Severity Level-1** problem: Each extra day taken to resolve the problem beyond the stipulated **one-day resolution time will be considered as 2 days down time.**
- For **Severity Level - 2&Severity Level - 3** problems: Downtime will be considered normal number of days taken to resolve problem beyond stipulated resolution time as stated.

### **B. Antivirus Updates / Maintenance Services**

**Scope:** It will involve updating the antivirus gateway server, attending to virus problems at the desktop level, installation of the software and also liaison with the vendor for technical support.

#### **B1.List of Deliverables**

- Pattern file / s/w updates to antivirus gateway server.
- Attending to and clearing virus attacks at desktop level.
- Keep the existing standalone virus scanning s/w updated.

#### **B2. Service Level Objectives**

- Keeping all incoming/outgoing internet traffic viruses free and secure.
- Keeping the entire PCs virus free.

### **C. Hardware Maintenance of PC, Printers, Scanners, CCTV Cameras, etc.**

**Scope:** It will involve hardware maintenance of PCs, printers, scanners, CCTV Cameras, etc. as per the list in Annexures. Every 3 months, generate list of such items whose Warranty is going to expire in next 3 months and add them to the above list in the intervening 3 months period.

#### **C1. List of Deliverables**

- Preventive Maintenance (PM) must be done in every three months for PC's; Printer to make sure equipment does not break down unexpectedly. It is most essential thing and every participating firm's must made some provision for doing PM.
- Proper diagnose of the problem reported by users must be done and try to troubleshoot the issue within a day.
- Comprehensive maintenance (repair/replacement), support for PCs (Desktops / Laptops), Printers, Scanners, CCTV cameras listed under AMC contract as per the technical terms and conditions indicated in this document.
- Proper maintenance of standby PC's Printers and their availability for end users.

#### **C2. Service Level Objectives**

- As under Help Desk & Technical Support Services.

#### **C3. Reports**

- Maintain a register for weekly pending calls report.
- Maintain a register for outgoing and incoming materials as well as Printers / Monitor / for repairing.

- Monthly report of machines going out of AMC / Warranty.
- Weekly report of standby / spares deployed, hardware repaired.
- Maintain register for Preventing Maintenance done.

#### **D. Server Management: DC, ADC and Server OS Administration Services**

**Scope:** It will cover all the Servers listed in the Annexure with their Software, Hardware and services maintenance. Server level OS are Win Server 2003 & 2008 AD, Windows 2000, Linux (Fedora, Centos), servers offering LDAP/DHCP/DNS service, web service, remote access service (Thin Client Server, Domain Server), anti-virus gateway, file server, etc. The servers under warranty are also to be taken care off by attending the call and getting it resolved by liaising with the vendor without affecting the institute Network setup.

##### **D1. List of Deliverables**

- General system administration of servers providing authentication and permission to server client based applications.
- Proper maintenance of server hardware parts and to keep clean and dust proof environment. Monitoring CPU utilization, disk space usage etc.
- Resolving server problems like system-hang, HDD crash, network connection failure, etc.
- Creating new file systems and correcting file system if required.
- User account management.
- Update user roles as per requirements.
- Creating / modifying / deleting users and groups if required.
- Installation of OS upgrades and patches.
- Re-installation of Operating System if required in consultation with SIC-ICT Cell / CA.
- Performing periodic system performance tuning - changing the system configuration parameters and re-organizing the disk space, etc.
- Performing periodic backup of all volumes, installing application software if required.
- Escalating unresolved problems to the principal / hardware vendor for ensuring resolution.
- Prioritize and Monitor the services installed and running on critical servers.
- Migration of service to backup server within 8 hours of server failure.
- Weekly data backup from Data server and Web Server.

##### **D2. Service Level Objectives**

- As given under Help Desk & Technical Support Service. Severity Level 1.

##### **D3. Reports**

- Server uptime charts.
- Monthly server usage statistics particularly on usage of web server.
- Monthly report on OS upgrades and patches.

## **E. Internet Service Provider & Firewall**

**Scope:** At CIFE there are two ISPs: M/s. Railtel India Ltd. is providing 10 Mbps of connectivity through TATA RF link (nearest line of sight is Lokhandwala) along with router and the router is installed at CIFE new campus; M/s. NIC's NKN (National Knowledge Network) of 100 mbps with last mile connectivity through MTNL leased line. The installation and router is provided by NIC, Belapur, Mumbai. For security Cyberoam X750ing series of UTM device has been installed with three years subscription. For this, **AMC engineers have to liaison with VENDORS & sort out issues related to Internet service or Firewall device.**

### **E1. List of Deliverables**

- Proper monitoring of internet connectivity and coordination with respective vendor for zero downtime of Internet connection.
- Attending/resolving any internet browsing related complaints from users.
- Creation and Deletion of users and their roles as per requirements.
- Check updates of blacklisted sites.
- Proper management of bandwidth distribution through Firewall, load balancing, blocking of illegal sites limiting downloads, etc.
- Generating reports from Firewall for Bandwidth usage.

### **E2. Service level objectives**

- As under Help Desk service severity level: Severity Level 1.

### **E3. Reports**

- Monthly down-time report on the network, ISP connectivity.
- Monthly ISP traffic analysis.
- Daily plots of internet traffic graphs.
- Monthly report on LAN traffic.

## **F. Network Management Service at CIFE**

**Scope:** It will cover the LAN and WAN including Switches / LAN equipment's, Wi-Fi routers, OFC converters, inter-campus RF links & 20Mbps leased circuit connection from MTNL at CIFE, Mumbai.

### **F1. List of Deliverables**

- Identifying LAN faults and getting them resolved.
- Vendor management for WAN links and monitoring the ISP connectivity.
- Advice on requirements of LAN hardware upgrades.
- Monitoring LAN traffic using appropriate monitoring software.
- First level support for leased line and ISP vendor
- First level support for WAN connectivity (data and voice) and IP sec VPN connectivity.



- Comprehensive maintenance support for LAN equipment (active devices) as per the list attached in the **Annexure IV**.
- The Comprehensive support should include standby equipment support at no `extra charges.
- The severity level for LAN equipment failure will be treated as **Severity level – 1** problem as detailed under help desk service and downtime will be taken as one week down time for each day.
- Calls to be attended immediately and resolved within 24 hours.
- An equivalent standby (switch/hub) should be replaced in place of failed equipment and the failed equipment should be repaired within 5 days of failure.
- This equipment's will come under the severity level 1.

#### **F2.Service Level Objectives**

- As under Help Desk Service **Severity Level – 1**.

## **G. Web Site Maintenance at CIFE**

**Scope:** CIFE has designed its website ([www.cife.edu.in](http://www.cife.edu.in)) in-house, hosting it in its web server and is regularly updating it. The website is designed using asp.net and MySQL database. Web page designing, modifications, uploading of data, archival of data and webserver backup etc. are to be taken care of by FM/AMC team. The website connectivity is to be regularly monitored. A qualified technical person with experience in asp.net for website related activities and maintenance is to be deputed full time at CIFE for this assignment.

### **G1. List of Deliverables**

- Design / modification of Web Pages.
- Uploading of News/Events/Tenders etc. on same day.
- Monitoring of Website activity.
- Check Up gradation of website on regular basis.
- Taking weekly backup of Website databases.
- Maintaining both version of website English and Hindi.

### **G2. Service Level Objectives**

- As under Help Desk Service **Severity Level – 1.**

### **G3.Reports**

- Monthly Web analytics including web traffic analysis.
- Down-time report on the Website connectivity.
- Monthly report on up-gradation done.
- Daily changes made on pages.
- Report on Daily hits on the Website.

## **H. Vendor Management at CIFE**

**Scope:** It will cover liaison with different vendors providing IT related services at CIFE, Mumbai.

### **H1. List of Deliverables**

- Maintaining database of various vendors with complete contact details, escalation matrix, response time and resolution time commitments, etc. Logging calls with vendors.
- Coordinating with vendors to get problems resolved and escalating problems, if required.
- Keeping track of hardware & software maintenance contracts entered into by CIFE with the various vendors.

### **H2. Service Level Objectives**

- Every 3 months, generate list of such equipment's whose AMC/warranty will expire within next 3 months and get this equipment added to above list in intervening period.
- Coordinating with vendors of other AMC keeping all the equipment under AMC, so that the calls logged on them are resolved within the times stipulated in their maintenance contract entered into with CIFE - Measured on a weekly basis.

### **H3. Reports**

- Weekly call reports (vendor wise) and Monthly Downtime report (vendor wise).

#### **SECTION IV: TECHNICAL TERMS & CONDITIONS FOR IT-FM/AMC**

- a) The Comprehensive FM/AMC should include spare parts support at no extra charge
- b) Faulty parts arising out of replacement would be firms' property. The spare parts which are taken for repairs to the factory/work shop of the contractor shall be replaced back in original (serial number will be noted down) after repairs in perfect working condition. Necessary permission will be given for movement of spares in and out of CIFE.
- c) The firm should keep a minimum number of following materials as standbys at CIFE during entire period of contract:
  - Five number of fully functional sets of Desktop computers (CPU, Monitor, keyboard, Mouse etc.), five each of key boards, Mouse, Hard disk (500 GB), SMPS etc. in working condition for replacement.
  - Three numbers of monochrome LaserJet printers.
  - All compatible spares required for testing and replacement should be stocked in sufficient quantity at CIFE itself for resolving hardware issues without delay.
- d) The support engineers should be well trained in all respects i.e. well mannered, technically sound and having requisite knowledge in the field.
- e) Preventive maintenance should be strictly carried out once in a quarter on each machine (PC/printer). A report signed by each user will have to be submitted for each quarter for all the machines under AMC. Following shall be the Scope of Preventive Maintenance:
  - Periodical check and service the computer systems.
  - Scan the hard disk drive for bad sectors and corrupted files.
  - Cleaning of Optical disk drive and any other devices which require cleaning.
  - Cleaning of printer carriages, heads, oiling, etc. for preventive printer maintenance.
  - Routine maintenance of laser printers.
- f) Following shall be the Scope of Breakdown calls:
  - In case of breakdown of computer systems, the calls shall be attended on priority basis by the resident engineer.
  - Wherever spare parts are required to be replaced, the standby spare parts are to be put so that the computer is not down.
  - In case of parts replaced are beyond repairs then the parts replaced shall be of equivalent configuration or standard and will be the property of CIFE.
- g) A computerized registering of the complaints through intranet server and for follow-up will be maintained.
- h) The customer support engineer will take the priority slips of complaints. The customer service reports (CSR) which are duly signed and commented by the complainant shall be filed and updated on the intranet server without any delay after attending all the given complaints.

- i) **Penalty:** The downtime shall be calculated each month which considers the number of working days for resolution of the call beyond the first day of the complaint for software and 5 days for hardware or as per service levels defined. Please note one full day is given to solve the problem before downtime starts. **The penalty would be calculated as follows:**
- Let A= AMC rate per machine per day (take 365 working days in a year).
  - Let D = Total number of down time days of all machines
  - **Penalty in (rupees) would be calculated as =  $3 \times A \times D$ .**
- j) On expiry/termination of the contract, the contractor shall handover all equipment's under the contract over to CIFE in good working condition, before release of that quarter's payment.
- k) The service contract shall be terminated if the terms and conditions of the AMC are not fulfilled. Further, if the contractor fails to fulfill all the terms and conditions of the AMC, the contractor will not be allowed to bid again for AMC in future, at any circumstances.
- l) Any failed hardware/PC/Printer should be repaired within 5 working days of call log or as per the service level defined, whichever is earlier. If hardware/ PC /printer are not repaired / replaced in 5 days, standby has to be provided. Failure to comply with this requirement will attract the penalty as mentioned in this document/ as decided by the competent authority of the institute.
- m) The Engineers deputed should not be changed frequently and in any case of any changes it should be done in consultation with and approval of the competent authority. **In absence of the deputed Engineers, an equally qualified and trained Engineer is to be deputed immediately. If an replacement Engineer is not provided immediately, Rs.500/- per day will be calculated and deducted from the quarterly AMC bill.**
- n) The list of items not covered under AMC for printers should be submitted along with tender. The firm will deliver the service in sincerity and by maintaining confidentiality.
- o) The firm will ensure continuous service availability and will deploy backup personnel as and when required.
- p) Either party has the option to terminate the contract with one month advance notice and without obligation either side.
- q) In case of LAN & PCs, equipment's declared obsolete shall be removed from contract.
- r) The contract can be renewed for a further period of one year if performance is found to be satisfactory and if warranted. However, it will be at the sole decision of CIFE.
- s) Handover period to next contractor at the end of the contract period, in event of contract being awarded to a contractor different from the incumbent contractor is two months.
- t) The working hours will be 9:30 AM to 6:30 PM from Monday to Saturday except for holidays under the 'Shops & Establishment Act'. The Institute may request contractor to ensure personnel availability on holidays or in emergencies or on need basis. On such occasion/s the required engineer/s should be available at the institute without fail. Such requirement/s will be communicated to the team leader of the engineer's posted at CIFE.
- u) All maintenance at server level which requires shutdown / stoppage of some server/service should be carried out on holidays at no extra charge.
- v) **The firm will depute a minimum 4 personnel with the qualifications as below for ICTFM/AMC at CIFE campus for full working hours and nominate one of them as the team leader.**

- **One senior person (Network Administrator)**-A responsible person should be posted at CIFE who can take decisions with reference to any emergency/new requirements from CIFE and need not wait for response from parent company to avoid delays. Diploma with Microsoft and Cisco certification with minimum 2 years server / network administration, Unix scripting, configuration of network servers (DNS / Mail / Web / Firewall / DHCP/ Proxy/ Spam/ Anti-Virus/ADS/ database) as a network administrator.
- **One Person (Web Designer)** – With the certification and experience of programming in HTML, JavaScript, Query, Asp.net, PHP etc. and a minimum of one year working experience on web page designing and maintenance. He will be responsible for updating/designing/maintaining the institute website on daily basis.
- **Two persons (Site Engineers)** – Diploma with minimum 2 years working experience in hardware/software maintenance of PCs, printers, scanners, networking, CCTV Cameras etc.

**x. The deputed personnel shall**

- At all times abide by rules for holidays, working hours as specified above, time sheet and attendance as per CIFE format.
- At all times abide by general rules of conduct and discipline as required by CIFE and changes made to it from time to time.
- At all times strictly follow the confidentiality conditions laid out by CIFE and changes made to it from time to time.
- Shall be eligible for canteen, email, and internet and bus facility between both campuses.
- CIFE would provide a PC with Network connectivity/intercom facility along with email accounts, and seating place for 4 people at CIFE and to keep spare parts.
- If the competency of the staff deputed at the institute is found to be wanting, the same will be communicated to vendor and the staff should be changed without any further delay.
- Any damage that is caused to institute IT facility due to the negligence and or incompetency by the staff posted at the institute will be sole responsibility of the vendor and the cost of damage along with other penal charges will be recovered from the vendor.
- The vendor should make sure that their personals will be maintaining the strict secrecy and will not reveal it to any one in any form which will be harmful to the interest of CIFE.
- Review & Feedback: Monthly review meetings will be held to discuss status of all the Services listed above. Any pending issues/ problems and suggesting for improvement / additional facilities/ services will be discussed in the weekly meetings. The minutes of this meeting will be documented and kept in records.
- The contact details of all the engineers deputed at the institute and senior level contact point person at the vendor HQ should be made available.
- The company should nominate one senior level contact point person with whom the institute will communicate for resolving issues if any.

## Annexure II: Laptops, Desktops & Thin Clients

Sl. No	Description of Items	Total No. of Items	Items	Items	Specifications	Scope of FM & AMC
1	Laptops/ Notebook PCs	5*	0	5	Laptops are out of warranty. All out of warranty laptops are of Sony Vaio make purchased on or after 2010.	First level technical support and troubleshooting with respect to both hardware & Software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors/ firms for resolution/ repair / replacement for under warranty items
2	Branded Desktop PCs with TFT/CRT Monitors, Keyboards and Mouse	242	23	219	<p>Of 23 Under warranty items,</p> <p><b>2 HP Z 640 Workstation (Warranty expires on 4<sup>th</sup> May 2019)</b></p> <p><b>21 HP406 G1 MT (warranty expires on 23<sup>rd</sup> May 2019).</b></p> <p><b>197 Out of warranty items,</b></p> <p><b>82 are Acer make (Purchased during 2010 &amp; 2011)</b></p> <p><b>80 Lenovo (48 ThinkCenter Mp91 (purchased in 2012) + 22 ThinkCenter M72e (purchased in 2013) + 10 Think Center M58e (purchased in 2010))</b></p> <p><b>27 Dell OptiPlex (18 OptiPlex 9010 (purchased in 2014) + 09 OptiPlex 330 (purchased in 2008))</b></p> <p><b>30 HP Compaq make purchased between March 2005 &amp; 2007.</b></p>	
3	Assembled Desktop PCs with CRT Monitors, Keyboards and Mouse	10	0	10	Almost all of the either assembled PCs with PIV Intel 2.4Ghz processor, 512MB DDR RAM & 40GB HDD or with Xeon P IV Processors.	
4	Thin-Client Terminals with TFT Monitors, Key-boards and Mouse	32	0	32	All are HP make Thin Clients. TCs are t7530 series models purchased in May 2009. All have 17" TFT monitors of HP make.	
<b>Total No. of Laptops, Desktops &amp; Thin Clients</b>		<b>289</b>	<b>23</b>	<b>271</b>		

\*This Number is indicative and subject to change

**Annexure III: Servers**

Sl. No	Description of Items	Total No. of Items	Items	y Items	Specifications	Scope of FM & AMC
1	DHCP/Domain Server (HP Server)	1	0	01	HP Pro liant DL 320G5 (Rack Server) Intel Xeon Processor, 2 GB RAM 320 GB –SATA HDD (Sr. No. CN69080CVX)	First level technical support and troubleshooting with respect to both hardware & software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors/ firms for resolution/ repair / replacement for under warranty items
2	Web Server	1	0	01	Dell Inc. PowerEdge R720 Rack Model 2.60 gigahertz Intel Xeon E5-2630 v2 32 GB Ram 500*4 Hard Disk DVD R/W S/N :3BB8102  Used as a Web server hosted in-house (very Critical Server)	
<b>Total No. of Servers</b>		<b>2</b>	<b>0</b>	<b>1</b>		

Note: 8 HP make servers models HP Pro Liant 180G5 (6 nos.) and HP Pro Liant 320G5(2nos.) are covered under AMC with the OEM – M/s. HP Enterprises India through its channel partner. The successful bidder shall liaison with the firm and resolves issues as per service level defined in the tender document.

**Annexure IV: LAN Switches and Equipment's**

Sl. No	Description of Items	Total No. of Items	Warranty	Items	Specifications	Scope of FM & AMC
1	LAN Switches- Manageable 24 & 48 Port Switches	3	0	03	48port HP Procure make Layer2 SNMP managed Stackable switches purchased in May 2009 and 1 no. of 24 port 3-COM managed switch purchased in March 2007	First level technical support and troubleshooting with respect to both hardware & software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors / firms for resolution / repair / replacement for under warranty items
2	LAN Switches- 24, 16, 8 & 5 Port distribution switches	78	0	78	25 nos. of 24 port D-Link/Digisol switches, 28 no. of 16 port D-Link switches, 19 no. of 8 port D-Link switches & 6 nos. of 5 port D-Link Switches.	
3	Wireless Access Points	19	0	19	4 Brovis AP (AS100), 2 Airpro AP, 1 Mro Tek AP & 1 D-link AP at Ladies Hostel (New campus), 3 Brovis AP (AS100) & 2 Air pro AP at Boy's Hostel (old campus) 2 Mro Tek & 2 D-Link AP at Type IV quarters (new campus) and 2 Rukus RFR radio that connect both campuses	
4	Fiber Optic Converter	16	0	16	Fiber optic converter of Digisol and D-link make for Back end connectivity.	
	<b>Total</b>	<b>116</b>	<b>0</b>	<b>116</b>		

**Note:** 2 Routers (1 no. of AS102 CISCO series and 1 no. of Tecroute Bd-Com 1700 series) are covered under AMC with the ISP Providers NKN (NIC Belapur) and Rialtel India Ltd. The successful bidder shall liaison with the firm and resolves issues as per service level defined in the tender document.

**Apart from this, 8 distribution manageable HP switch and 1 core switch at Server room are new and covered under warranty with HP India.**



**Annexure V: Printers & Scanners**

Sl. No	Description of Items	Total No.	Warranty	Warranty	Specifications	Scope of FM & AMC
1	Printers-Color LaserJet	47	00	47	6 are Epson L800 Make All are basic models of HP Color Laser jet printers while few of them are Printer cum Scanner 3-in-1 models (2-4 years old)	First level Technical support and troubleshooting with respect to both hardware & software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors/ firms for resolution/ repair / replacement or under warranty items
2	Printers-B&W LaserJet	110*	00	110	All are HP make LaserJet printers. HPP 1506 model being purchased in Feb 2011. Most of the out of warranty HP 1020 model (2 year old), while rest are either 1200 series or 1022/20 series printers (3-4 Years old)	
3	Scanners	44	00	44	All are basic HP Scanjet 2400 and upper model few are of Cannon make model	
4	Network Printer-B&W	4	0	4	All printers are in Administrator are of HP 2025 dn make	
5	CCTV Cameras & NVR		00		26 Indoor Dome camera of 2MP and 1.5 MP 5 Bullet Camera for outdoor, 50mtrs range. All the cameras are make of Histream, Sony and Dahua. 2 NVR with 4TB and 1 NVR of 2TB HDD of Dahua make.	
	<b>Total</b>	<b>239</b>	<b>00</b>	<b>239</b>		

\*This Number is indicative and subject to change

**Annexure VI: Check List for Participating Firms**

1	Name of the Participating Firm	
2	Full postal address with Telephone, Telefax, e-mail	
3	Please specify whether Public Limited Company, Private Organization or Partnership Firm	
4	Nature of the Business	
5	Date of Establishment	
6	Present Turnover(Proof of IT Returns to be attached)	
7	Permanent Income Tax Ref. No.	
8	CST/STNo./ TIN No.	
9	Address & Telephone Nos. of your Branch office in Mumbai if HO is located outside (please specify whether Distributing/ Servicing/Marketing the products	
10	Company Profile / Brochure and other relevant documents must be attached.	
11	Certificate of incorporation attached(YES/NO)	
12	Whether E.M.D. & 2% attached with Bid document. (Yes/No). If exempted, necessary documents shall be attached.	
	Experience of maintaining a minimum of 100+ networked computers in LAN environment. Purchase Order / Service Level Agreement worth Rs.10 lakhs & above / year as well as certificates of satisfactory service from clients at least for two years during last 3 years)( <b>TQ1</b> )(Yes/No)	
13	Employee details along with their qualification and experience as well as Self-Certification that they have expertise to handle more than 100 network PC and Servers).( <b>TQ2</b> )(Yes/No)	
14	Authorization from Manufacturer/ Supplier attached in proof of Authorized Service provider/Preferred technology partner, etc. Should enclose authorized letter from at least one of the OEM (HP/Dell/ Lenovo/Acer) ( <b>TQ3</b> )(Yes/No)	
15	Self-certification that well-equipped Service Centre in Mumbai with test and repair capability for PCs, Servers, and peripherals with advanced tools and facilities is available & the address of Service Centre( <b>TQ4</b> ). (Yes/No)	
17	Furnished all information required by the tender document (Yes/No)	

(Name & Signature of the Tenderer with Stamp)

## ANNEXURE VII

**Price Bid Form (To be submitted in separate envelope Part A:Price  
Bid Form for IT-Facilities Management & AMC at CIFE**

Sr.No	Description of IT Components/Units	No.of Units	Unit Rate /Year	Total annual Cost(Rs.)
1	Laptops/Note-book PCs	5.00		
2	Branded Desktop PCs with TFT/CRT Monitors, keyboard, mouse etc.	197.00		
3	Assembled Desktop PCs with CRT Monitors, Keyboards and Mouse	10.00		
4	Thin Client Terminals with TFT Monitors, Keyboards and Mouse	20.00		
5	Domain Server	1.00		
6	Web Server	1.00		
7	Printers-Color LaserJet	47.00		
8	Printers–B &W Laser Jet	110.00		
9	Scanners	44.00		
10	Network Printer(B/W)	4.00		
11	CCTV Cameras	3.00		
12	NVR for CCTV Cameras	31.00		
13	LAN Switches–48portManaged Switches	3.00		
14	LAN Switches–24portUnmanaged Switches	25.00		
15	LAN Switches–16portUnmanaged Switches	28.00		
16	LAN Switches–8portUnmanaged Switches	19.00		
17	LAN Switches–5portUnmanaged Switches	6.00		
18	Wireless Routers(Brovis Make)	7.00		
19	RF Radio(Rukus Make)	2.00		
20	Wireless Routers(D-Link Make)	3.00		
21	Wireless Routers(MroTek Make)	3.00		
22	Wireless Router (Air pro)	2.00		
23	Fiber Optic Converter	16.00		
			Taxes, if any	
			Total Cost	

**ANNEXURE VIII****PART B: Price bid Form for Occasional LAN Wiring At CIFE**

Scope: This will involve occasional LAN cabling at CIFE campuses, involving laying of CAT 6 UTP / Fiber optic cable (with proper casing Patti & conduit pipes), etc. All LAN point terminals at both ends shall be suitably labeled. However, as the cable /conduits would not be covered under AMC, this work has to be done by the AMC vendor on a case by case basis based on predetermined unit rate and on actual basis. You shall provide the cost details as per the format given below. These rates/ charges are not to be included for calculating the AMC charges.

<b>Sr.No</b>	<b>Items</b>	<b>Unit</b>	<b>Unit Rate (Rs)</b>
1	CAT 6 UTP cable (D-Link)	Per Box	
2	I/O with plate and mount Box	1 No.	
3	8 Port 10/100 Mbps LAN Switch	1 No.	
4	16 Port 10/100 Mbps LAN Switch	1 No.	
5	CAT 6 Laying charges with casing Patti, conduit pipe and labor charges	Per mtr.	
6	Splicing and OTDR testing of Fiber optic cable (6 core MM)	One time cost	
7	OFC patch cable for OFC converter	1 No.	
8	External HDD 1TB (Seagate/WD)	1 No.	
9	External HDD 500GB (Seagate / WD)	1 No.	
10	D-Link I/ O port with face plate and without face plate	1 No.	



## SECTION-IV

### TECHNICAL & BILL OF QUANTITIES (FINANCIAL BID)

#### A) TECHNICAL BID

The Online bids (complete in all respect) must be uploaded online in Two Covers as explained below-

<b>COVER – I- Technical Bid (Following documents to be provided as PDF file)</b>			
<b>Sl. No.</b>	<b>Documents</b>	<b>Content</b>	<b>File types</b>
1	Technical Bid	Scan copy of PAN and GST Registration Documents	PDF
2		Scan copy of Earnest Money Deposit by way of Demand Draft	PDF
3		Scan copy of certificate for EMD exemption, if claiming.	PDF
4		Scan copy of ITR last three years	PDF
5		Scan copy of Balance sheet last three(3) years //(Certified by CA)	PDF
6		Scan copy of Technical Details	PDF
7		Scan copy of Clients List	PDF
8		Scan copy of Authorization Certificate of brand dealing with	PDF
9		Scan copy of Annexure I, II, III and IV	PDF
10		Scan copy of other documents (Brochure of model name quoted for)	PDF
11	Financial Bid	Price bid (BOQ) to be filled in Excel format	XLS

All the documents and BOQ has to be digitally signed by the bidder.



DETAILS OF COMPANY ADDRESS, BANK, TENDER FEE & EMD, CONTACT FOR CO-ORDINATOR

**A. Company Address Details:**

Name of the Company	:	
Address	:	
Pin Code	:	
State	:	
Phone No.	:	
Fax No.	:	
Email ID.	:	

**B. Bank Details:**

Bank Name	:	
Branch Name	:	
Branch Address	:	
Branch Code	:	
Account Number	:	
IFSC Code	:	
MICR No.	:	

**C. Contact Person for Co-ordinator:**

Name of Person	:	
Designation	:	
Contact No.	:	
Email ID	:	

(SIGNATURE OF THE TENDERER)



**ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION**  
(Deemed University), Indian Council of Agricultural Research



PanchMarg, Off Yari Road, Versova, Andheri (West), Mumbai-  
400061 Tel. No. 022-26361446/7/8, Fax No. 022-26361573

Web Site [www.cife.edu.in](http://www.cife.edu.in)

**ANNEXURE –B**

**A)DETAILS OF EMD AND TENDER FEE AS PER EQUIPMENTS**

Sr. No	Particular of Equipments	Qty	Tender Value (Estimated)	Security Deposited	Tender fees (Rs.)	EMD (Rs.)
1	IT-FACILITIES		18,00,000/-	10%	----	45,000/-

**B) Bank details of EMD and Tender Fee**

Sr. No	Particular of Equipments	Tender Fees(Rs)			EMD(Rs.)			
		Bank Name	DD No	DD Date	EMD Amt.(Rs)	Bank Name	DD No	DD Date
1	IT-FACILITIES							

**C) Authorization Certificate Details:**

Sr. No	Particular of Equipments	Are you applied in equipment? (Yes/No)	Do you Have Authorization Certificate(Y/N)	If Yes, Please mentioned the details of name.
1	IT-FACILITIES			

**(SIGNATURE OF THE TENDERER**

