

**GOVERNMENT OF MANIPUR**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**4<sup>th</sup> Floor, West Block, New Secretariat, Imphal West-795001**  
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**Scope of the Work**

1. Comprehensive Annual Maintenance Contract (AMC) for 300 numbers of Local Area Network (LAN) nodes at the Old and New Secretariat, Imphal. AMC is of comprehensive nature, this includes maintenance /repair/replacement of existing UTP cable/ switches / UTP patch cord etc. with same or equivalent brand located throughout the Secretariat.
2. Troubleshooting of network unavailability including rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC.
3. Assigning / resetting of network address to network devices.
4. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
5. Enabling of a network point by replacing the existing UTP cable (including terminations at both ends) with necessary related works with respect to upkeep & maintenance of the link, joining of cable using coupler/connectors, re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
6. Labeling of cables from the jack panel to I/O box.
7. Managing, configuring & troubleshooting for almost 100 % availability of present switches & UPS
8. Installation of new nodes. On completion of work, the project may be documented with detailed diagram of cable route map, jack panel and I/O details, labeling scheme, etc. and shall be submitted to officer-in-charge of IT Department.
9. To register complaints with respect to the faults in network from the users through a reliable Service Desk / Helpdesk Software tool. The Agency shall be free to use any reliable Open Source software tool for this purpose.
10. The Service Desk / Helpdesk Software should have the facility of report generation of the call registered, responded and resolved along with the timestamp.

### **Terms and Conditions:**

1. In order to visualize the type of work contemplated and scope of work involved, the bidder will survey and form an idea about the WORK involved.
2. The comprehensive maintenance will be carried out at Old & New Secretariat premises wherever the LAN Nodes & Switches have been installed. In case the Agency feels that the equipment cannot be repaired at Old & New Secretariat premises, the Agency may take out and deliver back the equipment at their own cost and risk getting it repaired promptly and provide standby forthwith.
3. The Agency shall carry out preventive maintenance on the LAN, switches, cables and other equipment etc. every month and submit a report to the DIT, Manipur. In case of failure to do so a penalty of Rs.500/- shall be imposed on every default and penalty will be adjusted against pending payment.
4. In case, Switch is not repaired or standby is not provided within 3 hours, DIT, Manipur will levy a penalty @ Rs. 1,000/- per day and penalty will be adjusted against pending payment.
5. Each complaint must be attended and fixed within 3 working hours. If repair/replacement of the component requires time then an alternate temporary arrangement must be provided by the Agency.
6. In case, the LAN Node is not repaired within the 3 hours, DIT, Manipur will decide to levy penalty @ Rs. 500/- per day and penalty will be adjusted against pending payment
7. The penalty will be imposed automatically without prior notice issued to Firm/Agency beyond the permitted attending & rectification time
8. Repair of cut UTP & OFC cable (partial or full) due to fire, digging, rodent and any accidental damage will be covered under AMC.
9. The party shall execute job within stipulated period failing which DIT reserves the right to get the work done from any other agency at sole risk and cost of the party. The amount will be deducted with penalty from the pending payment.
10. The Agency will provide an escalation matrix for issues that need to be escalated
11. All obligations arising of labour deployment, labour laws to meet the necessary statutory requirement would solely lie on the Firm/Agency. Firm/Agency would be solely responsible for safety and security of his manpower and materials.
12. Any damage or loss caused to equipment due to negligence, mishandling shall be the responsibility of the Agency to replace equipment/item of same make and specification.

13. The Agency shall maintain and use genuine/original components for replacement wherever needed with same make, specification and brand of items/component/part. In case, the brand/model has become obsolete, the same shall be replaced with similar/superior quality of the items/parts/components and must carry at least one year warranty.
14. The Agency shall depute at least **2 (two)** of its qualified service engineers during the working hours in the office premises of DIT, Manipur for attending day-to-day complaints. In case of any requirement beyond office hours or on Sundays & gazette holidays, the engineers should be available for service without any extra charges. In case of any absent without prior information, penalty of Rs 500 will be levied per day and will be deducted from the pending payment. Further, in case of any informed leave, the Agency should immediately send a replacement failing which penalty of Rs 500 will be levied per day. If necessary the Agency shall depute more personnel as requested by DIT, Manipur. The Agency will sign an undertaking in this regard. Format of the undertaking is at Annexure-I.
15. The Agency will quote the charges for comprehensive Annual Maintenance Contract (AMC) for 300 numbers of LAN including charges for installation of fresh LAN Nodes, Switches, Cabling etc and its all accessories, unit wise with specifications, during the period of the tender. Format of the Financial Bid is at Annexure-II.
16. The Agency will be responsible to arrange / procure a reliable Service desk / Helpdesk tool at its own cost.
17. The bidder should submit the experience Certificate of the Agency along with experience certificate of the service engineer to be deployed at IT Department.
18. The bidder should furnish Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees one lakh only) along with the bid. EMD should be submitted in the form of the Bank Draft of any Scheduled Bank drawn in favour of 'Director (IT), Government of Manipur payable at Imphal only. EMD submitted in any other form or bid without EMD will be summarily rejected.
19. The AMC will be valid for one year but it may be extended/renewed on mutual agreement.

### **Qualification Criteria**

1. The Firms/Agencies should be in the business of installation/maintenance for at least 150 nodes
2. The Firms/Agencies should have experience in similar lines for at least 5 years as of 31<sup>st</sup> March, 2019.
3. The bidder should have minimum annual turnover of **Rs. 50 Lakhs** in any of the last three financial years (2016-17, 2017-18 and 2018-19).
4. The bidder should have capacity to deploy with the following number of manpower :
  - a. System Administrator (Minimum 5 manpower)
  - b. Network Engineer (Minimum 5 manpower)

**Undertaking**

I, ..... do hereby agree that in the event of any critical requirement for rectification of Secretariat LAN, We am willing to depute more Network personnel as decided by Department of Information Technology until the issues of the Secretariat LAN are resolved.

(Signature of the Bidder)

.....

.....

Name

Seal

Date:

## Financial Bid

1. The Agency will quote the price of AMC based on the following format:

SL.NO	Description	Quantity	Unit Price	Amount (in Rs.)
1	LAN Nodes	300		
2	Switches (Cisco) 24 ports	5		
3	Switches (D-link) 8 ports	8		
4	Installation of additional LAN node with one year maintenance (rates should Include all types of cables/cabling charges per meter & other fixtures).	10		
<b>TOTAL(1+2+3+4)</b>				

2. The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted.
3. The rates quoted shall be inclusive of all applicable taxes and charges including Transportation.