

ADVERTISED TENDER

Tender Notice No.: NITR/PW/CC/2018/54

Dates: 18/09/2018

“TENDER FOR FACILITY MANAGEMENT SERVICE FOR NETWORK MANAGEMENT” CONTRACT FOR NATIONAL INSTITUTE OF TECHNOLOGY, ROURKELA.

Sealed Tenders are invited through “e-Procurement” module of CPP Portal (<https://eprocure.gov.in/eprocure/app>) from interested and eligible firms/ companies/ proprietors/ individuals for award of a Network Management contract on the following terms and conditions.

1. List of ANNEXURE:

a.	List of Network Equipment (active devices)	ANNEXURE-1
b.	Check list for preparation of Bid/Tender	ANNEXURE-2
c.	Instruction to Bidder and tender processing formality	ANNEXURE-3
d.	Letter of Undertaking and Format of particulars of tender	ANNEXURE-4 & ANNEXURE-4A
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2.1 Important Dates:

- a. Last date of submission of tender 22/10/2018 at 11:00 AM through e-Procurement Process.
- b. Opening of Technical Bid of the tender on 23/10/2018 at 11:00 AM
- c. EMD and Tender cost should reach to Registrar, NIT Rourkela - 769008 through Speed Post/ Registered Post/ Courier on or before date and time of opening of the technical bid.

2.2 Tender document is available in e-procurement module available in CPP portal (<https://eprocure.gov.in/eprocure/app>) or may be downloaded from the website of national institute of technology, Rourkela i.e. http://nitrkl.ac.in/oldwebsite/jobs_tenders/8maintenance/default.aspx.

3. Nature and Scope of Work:

- I. The contract involves “FACILITY MANAGEMENT SERVICE FOR NETWORK MANAGEMENT” of the institute that includes, academic building, Halls of Residence (hostels), quarters, any other building comprising of rooms, auxiliary rooms, and all other premises attached to the building and precinct thereof.
- II. The contract involves full control of NIT over the staff of the contractor ensuring maintenance of computer network.
- III. The period of the contract will be **three years** from the date of issue of work order, unless extended otherwise.
- IV. The contract price is inclusive of all taxes and duties excepting GST. Contractor is to bear all incidental cost/ tax connected to the execution of the contract.
- V. The tender may be cancelled without assigning any reason and EMD shall be returned within one month of cancellation of the Tender.
- VI. Revocation/ withdrawal from tender at any stage before or after opening of price bid shall entail forfeiture of EMD.
- VII. Bringing in outside influence or entering in to unsolicited correspondence / communication will entail rejection of tender and a proceeding for blacklisting.

4. ELIGIBILITY:

- I. **Status:** The Bidder shall necessarily be a legally entity either in the form of a sole proprietorship, partnership or a Private Limited Company or Limited Company registered under the Companies Act. Bidder in the form of JV/ consortium may be permitted. A proof on status the bidder shall be submitted. The bidder must have its head office or branch office in Bhubaneswar/Tata/Ranchi or Kolkata.
- II. **Financial Capacity:** The bidders should have the **minimum annual turnover of Rupees One Hundred (100) Crores** during the **last five (5) financial years (2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018)**. Relevant proof for supporting the above shall be submitted failing which the same shall be treated as void. The firms must be willing and/or capable to invest on minimum three month’s expenses before being reimbursed the claim. The Institute reserves the right to waive this requirement if convinced of the capability.
- III. **ISO Certification:** The bidder should have valid ISO 20000-11:2015 certification pertaining to the services OR ISO 9001:2008 and ISO/IEC 27001:2013 certification in Management of Information Security for IT Infrastructure Services and Network Operation Centre Services. Related documents must be produced.
- IV. **Extreme Networks Certification:**
As 95% of the network devices at NIT-Rourkela are products of “Extreme Networks”. Hence, the bidder must be an authorized service provider for “Extreme Networks”. The bidder must produce a Letter of Authorization from the OEM (Extreme Networks). Any bid without the same would be rejected on the spot.
- V. **Experience:**
 - a) The bidder must be established since last 15 years in Eastern India.

- b) The bidder must have its head office or branch office in Bhubaneswar/Tata/Ranchi or Kolkata.
- c) The bidder should be a registered firm in India, having GSTIN and PAN.
- d) The bidder must have adequate experience of network maintenance in Tier 2/3 Data Centers. Must have successfully executed installation, commissioning and maintenance of at least two (2) nos. of Tier 3 or five (5) nos. of Tier 2 Data Centers. Related documents must be produced.
- e) The bidder should have minimum annual turnover of Hundred (100) Crores in the last five (5) consecutive years. Balance sheet to be produced for the last five (5) years (2013-2014, 2014-2015, 2015-2016, 2016-2017, 2017-2018).
- f) The bidder must have at least 10 years' experience in providing Facility Management Service (FMS) for campus wide computer network maintenance (cable network & wireless network) in large institutions/organizations (academic buildings & blocks, class rooms, computer labs, offices/ departments, hostels and residential areas) having more than 10000 nodes across the network and user density more than 5000. Should have operated network management service in Academic Institution/ Public Sector Undertaking/ Government.
- g) The bidder must have at least 10 years' experience in maintenance of large computer networks comprising of active components like Routers, ISP link load balancer, UTMs, Firewalls, High end Core Switch (40G, 10G capable, SDN based), L3 (40G & 10G) Distribution Switches, L2 (1G) Edge Switches, Wireless Controllers and Access Points, Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc. and passive components like 40G/10G/1G fiber optic cable and CAT 6 UTP cable, etc. Details of network equipment installed in the campus wide network of NIT Rourkela is listed in **Annexure – 1**.
- h) The bidder must have successfully executed Facility Management Service (FMS) or AMC with resource deployment for network infrastructure maintenance in at least two (2) large academic institutions like IITs, NITs, etc., two (2) Central Government Organizations (non-academic) and two (2) public sector undertakings like SAIL, BHEL, NTPC, etc. Documents regarding FMS provided during last 5 years in said areas should be enclosed along with the sanctioned letter/ Order Copy and the list of clients indicating Contact Person & Phone, E-mail IDs and duration of contract. The size of the network maintained by the bidder should be mentioned here.
- i) The bidder must have ongoing FMS or AMC with resource deployment for network infrastructure maintenance in large academic institutions like IITs, NITs, CFTIs, etc. or Public-Sector Undertakings like SAIL, BHEL, NTPC, etc. or Central Government Organizations (non-academic). The bidder should produce a satisfactory service certificate in this regard along with contact details of respective institutions/ organizations/ departments. A list regarding the same must be enclosed along with Contact Person & Phone, email IDs and duration of contract.
- j) The bidder must have successfully installed, commissioned and maintained major networking devices like Core switches, L3 & L2 Distribution switches, Controller based wireless access points, etc. of "Extreme Networks" in at least ten (10) nos. of institutions/ Govt. or Pvt. organizations.
- k) The bidder should have minimum three (3) no of "Extreme Networks" certified engineers on their payroll to provide support to the Institute as well as to the Resident Engineers. Related documents must be produced.
- l) To provide on-site network support on an 24X7 basis and consistent management and monitoring of the campus wide network infrastructure of NIT Rourkela, the bidder should

deploy adequate number of qualified, certified and experienced Resident Engineers at NIT, Rourkela.

- m) NIT Rourkela will check and verify the documents and certificates of the Resident Engineers related to their qualification, certification and work experience. Any deviation may lead to cancellation of the work order or the bidder may be blacklisted.
- n) The total cost of FMS quoted must be breakup designation-wise per year for the employees posted by the bidder. Copy of the same must be produced to the HOD, Computer Centre.
- o) In order to attract quality manpower and motivate them to do better work, the bidder should spend at least 75% of the bill amount in the form of salary paid to the Resident Engineers posted at NIT, Rourkela. The bidder should produce Bank Statements and Salary Slips to N.I.T. Rourkela as a proof in this regard whenever it is asked for. In case of default or specific complaint received from any Resident Engineer engaged under this contract, N.I.T. Rourkela shall have the authority to get the payment disbursed through its designated officer at your cost. If it is found that the total salary disbursed to the employees (Resident Engineers) posted at NIT Rourkela by the bidder is less than 75% of the order value, the differential amount shall be recovered from monthly bill of the bidder and contract shall be terminated with immediate effect without any compensation.
- p) The bidder must provide EPF and ESIC or Insurance facility (as per the rules of Govt. of India) to the Resident Engineers engaged under this contract. The bidder should produce proper documents (payment challans, ECR statements, etc.) to N.I.T. Rourkela in this regard whenever it is asked for. If any irregularity found or specific complaint received from any of the Resident Engineers engaged under this contract in this regard, the amount shall be recovered from monthly bill of the bidder and contract shall be terminated with immediate effect without any compensation.
- q) The bidder must arrange training to the deputed engineers at their own cost for upgradation of technical knowledge whenever required so that they can be capable to handle the challenge due to new network equipment and software setup at Computer Centre and in the network of NIT, Rourkela so that network service of the institute should not be affected.

VI. **Registration:** The Bidder should be registered with Income Tax, GST and Employees Provident Fund Organization, Employees State Insurance Corporation (as applicable). Relevant proof in support shall be submitted.

VII. The tenders submitted in digital mode through the e-Procurement portal shall be subject to information and technology Act.

VIII. The Selection shall be done on Quality and Cost Based Selection (QCBS) basic as described in **Annexure - 9**. Selection process will be conduct by "Computer Centre Purchase Committee" nominated by the Director. The firm has to secure minimum 60% (i.e. 42 out of 70) in technical evaluation, otherwise the financial bid will not be opened.

REGISTRAR

1. List of Network Equipment (Active Devices):

Sl. No.	Network/ Security Devices	Make & Model	Quantity installed
1	ISP Link Load Balancer	Cyberoam 2500iNG	02
2	UTM/ Firewall	Checkpoint 13500	01
3	UTM Management Server	Checkpoint Smart 1 (225)	01
4	L3 Core switch	Extreme Balck Diamond X8	01
		Extreme Black Diamond 8810	02
5	L3 40G Distribution switch	Extreme Summit X670-G2	03
6	L3 10G Distribution switch	Extreme Summit X460-G2	25
7	L3 10G Distribution switch	Extreme Summit X460-24x	03
8	L2 1G Distribution switch	Extreme Summit X440-24t	26
9	L2 1G Access switch	Extreme Summit X440-48t	226
10	L2 1G Access switch	Extreme Summit X440-8p	07
11	L2 1G Access switch	Extreme Summit X440-24p	13
12	L2 1G Distribution switch	Extreme Summit X350-24t	24
13	L2 1G Access switch	Extreme Summit X150-48t	94
14	L2 1G Access switch	Extreme Summit X150-24t	38
15	Wireless Controller	Extreme WM3700	02
16	Access points	Extreme AP 4600	89
17	Network Management System (NMS)	Make: Extreme Networks Model: NetSight	Can manage up to 500 devices
18	DHCP Server	For providing Dynamic IP address	02
19	DNS Server		01
20	Checkpoint Log Server (External)	For keeping logs of HTTP/HTTPS, SMTP, Authentication, Virus, Spam and BOT, etc.	01

Note: Number of switches and access points may increase as new sites are coming up very shortly.

2. Location wise installation details of Networking (Active) Devices:

Sl.	Location	Network/ Security	Model	No. of	No. of Nodes
1	Data Centre	ISP Link Load Balancer	Cyberoam 2500iNG	02	40
		UTM/Firewall	Checkpoint 13500	01	
		UTM Management	Checkpoint Smart-1	01	
		Wireless Controller	Extreme WM3700	02	
		Access Point	Extreme AP 4600	02	
		Core Switch	Summit BD X8	01	
		Core Switch	Summit BD 8810	02	
		40G Switch	Summit X 670-48x	01	
		10G Switch	Summit X 460-24t	01	
		1G Switch	Summit X 440-48t	03	
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 440-8p	01	
		1G Switch	Summit X 440-24p	02	
		1G Switch	Summit X 350-24t	02	
		1G Switch	Summit X 150-48t	01	
		1G Switch	Summit X 150-24t	01	
2	Academic Section	1G Switch	Summit X 150-48t	01	40
3	Accounts Section	1G Switch	Summit X 440-24p	01	20
		Access Point	Extreme AP 4600	01	
4	Dean Office	1G Switch	Summit X 150-24t	01	20
5	Despatch Section	1G Switch	Summit X 440-48t	01	40
6	Senate Hall	1G Switch	Summit X 150-24t	01	20
		Access Point	Extreme AP 4600	02	
7	Board Room	1G Switch	Summit X 440-8p	01	2
		Access Point	Extreme AP 4600	01	
8	Director Residence	1G Switch	Summit X 440-8p	01	5
		Access Point	Extreme AP 4600	01	
9	Dispensary	10G Switch	Summit X 460-24x	01	15
		1G Switch	Summit X 440 48t	01	
10	Guest House	1G Switch	Summit X 440-24p	01	15
		Access Point	Extreme AP 4600	10	
11	Guest House	1G Switch	Summit X 150-24t	01	10
12	Estate MRS Building	1G Switch	Summit X 440-24t	01	10
13	Estate Building	1G Switch	Summit X 440-48t	01	25
			Summit X 440-24t	01	
14	FR Flat 6 Building	1G Switch	Summit X 440-48t	01	170

			Summit X 350-24t	02	
			Summit X 150-48t	05	
15	Central Library	1G Switch	Summit X 440-48t	02	160
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	02	
		Access Point	Extreme AP 4600	08	
16	Ceramic	1G Switch	Summit X 440-48t	06	280
		1G Switch	Summit X 440-24t	01	
17	Chemical	1G Switch	Summit X 440-48t	01	110
		1G Switch	Summit X 150-48t	01	
		1G Switch	Summit X 150-24t	01	
18	Chemistry	1G Switch	Summit X 440-48t	03	140
		1G Switch	Summit X 150-24t	01	
19	Civil Department	1G Switch	Summit X 440-48t	06	350
		1G Switch	Summit X 150-24t	05	
		Access Point	Extreme AP 4600	02	
20	Computer Science	1G Switch	Summit X 440-48t	22	1000
		1G Switch	Summit X 440-24t	03	
		1G Switch	Summit X 440-8p	01	
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	01	
		1G Switch	Summit X 150-24t	04	
		Access Point	Extreme AP 4600	04	
21	Electrical	1G Switch	Summit X 440-48t	10	600
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	01	
		1G Switch	Summit X 150-24t	04	
22	Electronics	40G Switch	Summit X 670-48x	01	1000
		1G Switch	Summit X 440-48t	16	
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	04	
		1G Switch	Summit X 150-24t	02	
		Access Point	Extreme AP 4600	08	
23	Humanities	1G Switch	Summit X 440-48t	03	120
24	L A Building	40G Switch	Summit X 670-48x	01	800
		10G Switch	Summit X 460-24t	01	
		1G Switch	Summit X 440-48t	15	
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 440-24p	06	
		1G Switch	Summit X 150-48t	01	

25	Life Science	1G Switch	Summit X 440-48t	05	200
			Summit X 150-48t	01	
26	Math Department	1G Switch	Summit X 440-48t	05	200
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	01	
27	Mechanical	1G Switch	Summit X 440-48t	09	400
		1G Switch	Summit X 350-24t	01	
28	Metallurgy	1G Switch	Summit X 440-48t	02	100
		1G Switch	Summit X 150-24t	01	
		Access Point	Extreme AP 4600	02	
29	Mining Department	1G Switch	Summit X 440-48t	08	350
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-24t	02	
30	PG Building	1G Switch	Summit X 440-48t	03	160
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-24t	01	
31	Physics Department	1G Switch	Summit X 440-48t	03	170
		1G Switch	Summit X 150-24t	01	
33	Planning	1G Switch	Summit X 440-48t	02	80
34	Dilip Tirki Stadium	10G Switch	Summit X 460-24x	01	10
		1G Switch	Summit X 150-24t	01	
35	SAC Building	1G Switch	Summit X 150-24t	01	15
36	TIIR Building	1G Switch	Summit X 440-48t	14	650
		Access Point	Extreme AP 4600	06	
37	Telephone	1G Switch	Summit X 440-48t	01	10
		1G Switch	Summit X 440-8p	01	
38	PP Auditorium	1G Switch	Summit X 440-48t	01	20
		Access Point	Extreme AP 4600	02	
39	Central Work Shop	1G Switch	Summit X 440-48t	01	40
		1G Switch	Summit X 150-24t	01	
40	Bio. Medical	1G Switch	Summit X 440-48t	04	560
		1G Switch	Summit X 350-24t	02	
		1G Switch	Summit X 150-48t	09	
		1G Switch	Summit X 150-24t	01	
		Access Point	Extreme AP 4600	04	

41	K M S Hall of	1G Switch	Summit X 440-48t	02	350
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 440-24p	02	
		1G Switch	Summit X 150-48t	04	
		1G Switch	Summit X 150-24t	02	
		Access Point	Extreme AP 4600	10	
42	M V Hall of	1G Switch	Summit X 440-48t	08	350
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 440-8p	01	
		Access Point	Extreme AP 4600	10	
43	G D B Hall of	1G Switch	Summit X 440-48t	10	600
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 350-24t	02	
		1G Switch	Summit X 150-48t	04	
44	D B A Hall of	1G Switch	Summit X 440-48t	12	550
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 150-48t	02	
45	M S S Hall of	1G Switch	Summit X 440-48t	04	450
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 350-24t	01	
		1G Switch	Summit X 150-48t	06	
47	C V R Hall of	1G Switch	Summit X 440-48t	04	1300
		1G Switch	Summit X 440-24t	01	
		1G Switch	Summit X 350-24t	03	
		1G Switch	Summit X 150-48t	17	
		1G Switch	Summit X 150-24t	03	
		Access Point	Extreme AP 4600	06	
48	H B Hall of	10G Switch	Summit X 460-24x	01	500
		1G Switch	Summit X 440-48t	02	
		1G Switch	Summit X 440-24t	02	
		1G Switch	Summit X 350-24t	02	
		1G Switch	Summit X 150-48t	07	
		1G Switch	Summit X 150-24t	03	
49	V S Hall of	1G Switch	Summit X 440-48t	06	1600
		1G Switch	Summit X 440-24t	03	
		1G Switch	Summit X 350-24t	02	
		1G Switch	Summit X 150-48t	26	
50	S D Hall of	1G Switch	Summit X 440-48t	27	900
		1G Switch	Summit X 440-24t	06	
		1G Switch	Summit X 440-8p	01	

CHECKLIST FOR BIDDER

Sl. No.	Particulars	Yes / No	Page No.
1.	Have you filled in and signed the details and enclosed relevant documents?		
2.	Have you read and understood various conditions of the contract and are willing to abide by them?		
3.	Have you submitted the DD for EMD of Rs 2,00,000/- and Tender Cost of Rs 1,000/- with the Registrar NIT, Rourkela through Post / Courier ?		
4.	Have you taken prints of all the sections of the Tender in the prescribed paper size and signed on all pages of the Tender document and submitted in the e-Procurement module of CPP portal?		
5.	Have you attached proof of having met the eligibility criteria?		
6.	Have you attached self-attested copy of the documents to show the financial status of Bidder?		
7.	Registration with Government bodies like IT, GST, ESIC, EPF and Legal Entity – Have you attached a copy of each of the certificate?		
8.	Have you attached the self-attested Order Copies issued by the organization / Govt. Depts. if any?		
9.	Have you attached the proof of authorization to sign on behalf of the Bidder?		
10.	Has your Technical Bid been submitted as per the requirements of the Tender?		
11.	Is your BOQ / financial Bid submitted as per the prescribed MS Excel Format in the e-Procurement module of CPP portal?		
12.	Have you submitted the tender documents in two parts within the respective cover in the e-Procurement site of CPP portal.		

Signature of Bidder

NATIONAL INSTITUTE OF TECHNOLOGY, ROURKELA

INSTRUCTIONS TO BIDDERS

TENDER NOTICE No. NITR/PW/CC/2018/54

DATED: 18/09/2018

1. The Bidder shall submit the tender in two parts in the e-Procurement site (<https://eprocure.gov.in/eprocure/app>) of CPP portal consisting of **Part-I (Techno-commercial)** and **Part-II- Financial Bid** (i.e. BOQ) each in separate cover. Bid Security in shape of Bank Guarantee/DD (Demand Draft) for **INR 2, 00 000/-** (Rupees Two lakh Only) and Tender Cost (Non- refundable) in the form of DD for **INR 1000/-** (Rupees One thousand Only) in favor of **Director, NIT Rourkela** Payable at Rourkela from any Scheduled Commercial Bank except Co-operative and Gramin bank. And Bank Guarantee/DD for the Bid-Security should remain valid for a period of **45 days** beyond the bid validity period from the date of opening of bids. Bid security of unsuccessful bidders should be return to them at the earliest and latest on or before the **30th days** after the award of the contract. **EMD (Earnest Money deposit)** and **Tender Cost** should reach physically through speed post/ register post/courier, containing in an envelope & superscripted with subject, tender reference number addressing to **Registrar, NIT Rourkela-769008, Odisha;** Attention: HOD(CC) **on or before 23/10/2018 at 11:00 AM**

Tenders not submitted with EMD and Tender Cost shall be considered as invalid and rejected.

2. Duly filled in tenders are to be submitted electronically in the e-Procurement module of CPP portal within the date & time mentioned in the Notice Inviting Tender clause no. 2.1 (page no.1). No tender is acceptable through any other mode.
3. The cover containing the DD for both EMD, Tender Cost shall be opened first at the time of opening of technical bid. The Part-I offer of those bidders, whose EMD and Tender Cost are found in order and submitted as prescribed at (1) above, will be opened immediately thereafter. Otherwise the offer will be considered as invalid and Part-I will not be opened.
4. The price discovery against this tender will be through e-Procurement.
5. The tender shall be valid for **90 days** for acceptance from the date opening of the price bid withdrawal in between shall entail the forfeiture of Earnest Money.
6. Tenders not received in the prescribed forms as specified in the invitation to Tender will be liable for rejection.
7. The Tenderer(s) shall dully fill in the “**Form of Tender**” enclosed as **Annexure - 4A** in the tender documents and submit along with **Techno-Commercial Bid (Part-I)** of the tender. Non-submission of duly filled in & signed form of tender shall make the tender liable for rejection.
8. The invitation to Tender, Instructions to Bidders, Special Conditions of Contract & General Conditions of Contract, form of tender along with the rates quoted with the Letter of Acceptance and Contractor’s Letter of acknowledgement shall form the contract. In case of any conflict

between the terms mentioned in General Conditions of Contracts and Special Conditions of Contract, The Latter shall prevail.

9. The Tenderer(s) shall furnish the following documents as part of **Technical Bid, with an index page and serially numbered pages properly**:

9.1. Category of Bidder, whether Proprietary Firm, Registered Firm, Registered Partnership Firm, Private Limited Company, Limited Company, Public Limited Company, etc. along with following documents:

i. In case of Proprietary Firm, attested copy of affidavit of Sole Proprietary.

ii. In case of Partnership Firm, attested copy of Partnership deed along with amendments if any and proof of registration if any.

iii. In case of Limited Companies, Memorandum & Articles of Association, Certificate Incorporation, Authorized, Subscribed and paid up capital.

If required, the original documents will have to be produced for verification.

9.2. Tender by a partnership firm shall be signed in the firm's name by one of the partners duly authorized by other partners. Tender by Joint Stock Company shall be signed in the name of the company, by a person duly authorized on its behalf. A power of attorney or other satisfactory proof showing that the person signing the tender document on behalf of the company is duly authorized to do so, shall accompany the tender. Tender submitted by the Bidder without furnishing the full particulars or submitting tender documents without strictly adhering to the directions given herein shall be rejected.

9.3. Information about officer of the firm/ Company being an employee, past or present or relationship of any employee of NIT, RKL with Proprietor, Partner Director of the firm is to be furnished.

9.4. Whether the Bidder or any of the Proprietor, Partner, Director, Shareholders or their spouse working as contractors in NIT or any Government Department / Public Undertaking has been:

a. Black listed.

b. Removed from the approved list of Contractors.

c. Demoted to lower class of job.

d. Under Orders for banning of suspending business with him/ them.

If yes, give the details indicating the period.

9.5. Banning of Business Dealings:

a. If it is found during processing of the Tender, the Bidder or his representative has resorted to corrupt, fraudulent practices including misrepresentation of facts and/or fudging /forging/tampering of documents, the bid submitted by the Bidder shall be disqualified and a ban or any further business dealings shall be imposed for a specified period under the laid down procedure of NIT, Rourkela.

b. If it is found during the validity of the Contract that the Contractor/Bidder or his agent/representative or any other person claiming interest under him, indulges in any

malpractice/activity prejudicial in the interest of the NIT or detrimental to the Plant/Unit, equipment and property, the said Contract may be terminated at once and a ban on any further business dealings shall be imposed for a specified period under the laid down procedure of the Company.

9.6. Contractor's Background:

Persons convicted for any criminal offence involving turpitude/ economic offences (other than freedom struggle) would not be eligible for allotment of Contract and if such a person is allotted the Contract by suppression of information, it will be cancelled.

9.7 PF/RPFC Registration Code Number, if any:

9.8 Registrations with ESI, if applicable.

9.9 Copy of Balance Sheet, Profit & Loss Account and Income Tax Return (Duly attested by Notary) for **preceding five years** from the date of tender.

9.10 Details of the bank account indicating the name of bank branch & account number to which payment is to be made in the **Mandate Form**.

9.11 Copies of Permanent Account Numbers (PAN Card).

9.12 GST Registration Number.

9.13 The tenderer is advised to inspect all the institute facilities & satisfy himself before submitting his tender as to the nature of work. No complaints on these accounts shall be entertained after submission of the tender. The inspection of the site can be made from 24/09/2018 to 29/09/2018 between 3:00 PM to 05:00 PM on prior appointment.

10. **Financial Bid (BOQ):** Bidder should prepare financial Bid in the BOQ as provided in the Microsoft Excel format.

11. **BID OPENING PROCEDURES:**

11.1 The Technical Bids may be opened at NIT Rourkela, on the specified date & time by the Committee authorized by the competent authority of NIT Rourkela.

11.2 If the selected bidder does not provide services in the stipulated time, gets terminated or leaves the contract, the selection of next eligible bidder for the same work may be considered.

12. **CLARIFICATION ON TECHNICAL BID EVALUATION:**

12.1 The technical bids shall be evaluated based on the available documents submitted by the bidder in the e-Procurement module of CPPP. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Institute may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Institute shall not be considered. The Institute's request for clarification and the response shall be in writing through e-Procurement site.

- 12.2 If a bidder does not provide clarifications of its bid by the date and time set in the Institute's request for clarification, the bid may be rejected.
- 12.3 Institute also reserves right to seek confirmation/ clarification from the issuer agency, on the supporting documents submitted by the bidder.

13. TECHNICAL BID EVALUATION:

The bidders who qualify in the technical evaluation may be intimated through the e-Procurement site. The evaluation shall be done as per procedure stated in **Annexure - 9**.

14. FINANCIAL BID OPENING PROCEDURE:

The Financial Bids (BOQ) of all technically qualified Bidders may be opened on the scheduled date and time.

15. Tenders containing overwriting or erasing, without authentication with full signature in the pages(s) of "Schedule of Rates" (Financial Bid) and amount / quantity not shown in figures and words will be liable for rejection.
16. The rates quoted in the tender by the Bidder shall be in figure as well as in words. In case of discrepancy in the rate(s) amount between figure and words, the value written in words shall be taken as finally quoted rate(s) / amount.
17. Tenders(s) with rates in units different from those prescribed in "Schedule of Rates" will be liable for rejection. Tenders not received in the prescribed format specified herein shall be liable for rejection.
18. The rate in the tender shall cover all statutory duties/ taxes/ levies, as on date of tender, except GST.
19. Conditional tenders either in Part-I or Part-II of the tender shall be liable to be rejected. Bidder must go through all the terms and conditions provided in the set of tender document and submit bonafide offer.
20. Any request from the Bidder in respect of additions, alterations, modifications, corrections etc. of either terms and conditions or rates of his tenders after opening of the tenders, shall not be entertained under any circumstances. If the Bidder withdraws his tender after opening of the tender, but before the expiry of the validity period of the tender, the Earnest Money shall be forfeited.
21. The successful Bidder shall make his own arrangement for all materials and machines with tools & tackles required for carrying out the job as specified, if any, in the contract and consider the cost, labour cost & other charges to be incurred in proper execution of work within specified time.
22. By submitting a tender for the work, the Bidder will be deemed to have satisfied himself that the rates quoted by him in the tender will be adequate to complete such work according to the specifications and conditions attached hereto and he has taken into account all conditions and difficulties that may be encountered during its progress /execution. Any complaint in this regard after submission of offer shall not be entertained.
23. Canvassing in any form is strictly prohibited and tenders submitted by the tender who resort to canvassing, will be liable for rejection.

24. Authority of NIT Rourkela reserves the right to accept/ reject any or all tenders without assigning any reason thereof.
25. Tender documents are not transferable.
26. Proprietary Firm, Registered Firm, Registered Partnership Firm, Private Limited Company, Limited Company, Public Limited Company, etc. formed after floating date of the tender are not eligible for participating in the tender.
27. It shall be the responsibility of the persons/ firms submitting the tender to ensure that the tenders have been submitted in the formats and as per the terms and conditions prescribed in the NIT website and no change is made therein before submission of their tender. In the event of any doubt regarding the terms and conditions/ formats, the person concerned may seek clarifications from the authorized officer NIT Rourkela. In case any tampering/ unauthorized alteration is noticed in the tender submitted from the tender document available on the website, the said tender shall be summarily rejected and the company shall have no liability whatsoever on the matter.
- 28. The evaluation shall be done as per procedure stated in Annexure - 9. The firm has to secure minimum 60% (i.e. 42 out of 70) in Technical evaluation, otherwise the financial bid will not be opened.**
- 29. For any clarification, please contact:**
 - I. Prof. Chandan Kumar Biswas
HOD, Computer Center
NIT Rourkela-769008, Odisha
Phone: 0661-2462670/2671; 9438210277
Email: hod-cc@nitrkl.ac.in / ckbiswas@nitrkl.ac.in
 - OR
 - II. Deputy Registrar (Purchase and Works)
NIT Rourkela, Rourkela-769008
Ph. No.: 0661-2462051/2082;
Email: purchase@nitrkl.ac.in / sonwanis@nitrkl.ac.in
30. The EMD submitted by the successful bidder shall be converted in to security deposit and the same will be released after expiry of one month of completion of the contract subject to adjustment /deductions of NITR dues if any, provided the amount is sufficient to cover the Security Deposit.
31. Before submitting the tender, the Bidder should ensure that the details/ documents submitted as per the check list.

Date:

Place:

Signature of Bidder

(On Letter Head of Bidder)

Ref No: _____

Date: _____

LETTER OF UNDERTAKING AND DECLARATION

To

The Registrar

National Institute of Technology

Rourkela – 769008

Ref: Invitation for Tender No. _____ dated _____

We, the undersigned, declare that:

1. We have examined the tender document and its terms and conditions and we have understood the details.
2. We are ready to execute in conformity with the tender document the contract in case we are found successful as a Bidder.
3. Our bid shall be valid for a period of 90 days from the date of opening of price bid and we shall not revoke the same.
4. If our bid is accepted, we undertake to comply all other formalities as per tender document and work order.
5. We also declare that neither our firm/company/proprietorship concerned was blacklisted in past nor any of our office bearer was convicted in any court of law.
6. We accept all the terms and conditions of this Tender document and undertake to abide by them including the condition that you are not bound to accept highest ranked bid/lowest bid or any other bid you may receive.
7. The detailed particulars of the Bidder are mentioned attached separately.

Yours sincerely

Authorized signatory of the Bidder

(Authorized person shall attach a copy of the authorization for signing on behalf of the Bidding Company)

Full name and Designation

(ON LETTERHEAD OF THE FIRM)

TENDER FOR FMS FOR NETWORK MANAGEMENT AT NIT-ROURKELA

Detailed Particulars of the Bidder:

Sl. No	Particulars	
1.	Name of Agency/ Firm/ Proprietor	
2.	Full Postal Address	
3.	Email ID	
4.	Mobile No.	
5.	Other business of the firm	
6.	Office/Residence Ph.no	
7.	Office/Work Email ID	
8.	Fax no. (if any)	
9.	Name(s) of Proprietor / Partner / Director	
10.	PAN No.	
11.	E.P.F. Registration No.	
12.	GST Registration No.	
13.	Volume of business in the FY	2013-2014
		2014-2015
		2015-2016
		2016-2017
		2017-2018
14.	Volume of business in previous financial years with NIT-Rourkela (if any)	2013-2014
		2014-2015
		2015-2016
		2016-2017
		2017-2018
15.	Past experience in similar business (enclose	
16.	Income Tax clearance certificate	
17.	Materials, machinery and methods proposed for	

Signature of Bidder

FORM FOR FINANCIAL CAPACITY

Description	Financial Years				
	2013-14	2014-15	2015-16	2016-17	2017-18
Annual Turnover					
Net Worth					
Current Asset					
Current Liabilities					
Total Revenue					
Profit before Tax					
Profit after tax					

FORMAT of BOQ (Bill of Quantity) /PRICE BID

[Should only be uploaded in the Price-Bid cover. Not to be enclosed with the Technical bid]

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Validate Print Help In Wise BoQ Tender Inviting Authority: REGISTRAR, NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA- 769008 Name of Work: TENDER FOR FACILITY MANAGEMENT SERVICE FOR HELPDESK CONTRACT AT NIT-ROURKELA Tender Notice No: NITR/PW/CC/2018/54 Date: 18/09/2018 Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in (without GST but inclusive of all other charges/taxes per month) Rs. P	TOTAL AMOUNT Without GST in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	6	7
1	Description :					
1.01	Service Charges for 1st year	1.00	Year		0.00	INR Zero Only
1.02	Service Charges for 2nd year	1.00	Year		0.00	INR Zero Only
1.03	Service Charges for 3rd year	1.00	Year		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words				INR Zero Only		

Signature of Bidder

GENERAL CONDITIONS OF CONTRACT

A. DEFINITIONS

1. **Approved** means approved in writing, including subsequent written confirmation of previous verbal approval.
2. **Company** means National Institute of Technology Rourkela.
3. **Competent Authority** means Head of the Department and officer authorized in this regard.
4. **Contract** means the Invitation to Tender, Instructions to Bidders, General Conditions of Contract, Special Conditions of Contract, Scope of Work showing approximate quantities, tender submitted by the Bidder including his price offer, Performance Guarantee Bond and other bonds, Letter of Acceptance, Work Order and any communication having the effect of amendment of the contract, and the contract agreement, unless otherwise specified.
5. **Contract Rate/Price** means the sum named in the tender that has been accepted subject to such additions thereto or deductions there from as may be made in course of the tender evaluation or thereafter.
6. **Contractor** means “the Bidder” whose tender has been accepted and includes the Contractor’s authorized representative, successors, permitted assignees, legal heirs.
7. **Director** means and includes Director of NIT-Rourkela or his authorized representative.
8. **Duration of contract** means the period stipulated in the contract or work order and includes any extended period thereof, if any made through by a written communication.
9. **NIT** means National Institute of Technology, Rourkela represented through authorized officer for this contract or Director as the case may be.
10. **Engineer** means officer authorized to perform certain duty under this contract.
11. **Authorized officer/Representative** means and includes Asst. Registrar, Deputy Registrar, Registrar, Dean, and Warden, HOD of NIT authorized or designated for this contract.
12. **Equipment** means all tools, instruments, appliances or things of whatsoever nature required in course of the execution of the contract.
13. **Notice in writing** or written notice including notice in digital mode means a notice in written, typed or printed characters sent or emailed (unless delivered personally or otherwise proved to have been received) by registered post / courier (with POD) to the notified address or the Registered office of the addressee, or the contractor’s site office and shall be deemed to be sufficient service if so sent or left at that address.
14. **Terms and Conditions** means the special condition of the contract and the General conditions of the contract herein mentioned and other stipulations incorporated in any part of the tender document and / or agreement.
15. **Tender** means offer against enquiry / advertisement / Notice Inviting Tender submitted by the Bidder in single part or in multiple part like Techno-commercial part, price bid part.

16. **Bidder** means and includes the person or firm or company who have submitted valid tender and also includes its authorized representatives, heirs, executors, administrators, successors and assignees as approved by the employer.
17. **Work** means all work given in the Scope of Work in the tender documents and includes any associated work required for fulfillment of the Scope of Work and as set forth and required by the specifications and also such additional instructions issued from time to time during the progress of the work.
18. **Words** importing the singular only shall include the plural and vice versa. Where the context requires words importing person shall include firms and companies and vice versa.
19. **Cartel:** If it is found that the tender price is rigged by cartel formation, the tender process/tender of the cartel group shall be cancelled. (Cartel means quoting price in connivance so as to influence the bid)

B. RESPONSIBILITIES OF NIT OFFICIALS

20. The duty of NIT's representative is to oversee the work. He / She shall have full authority to relieve the contractor of any of his duties or obligations under the contract except as expressly provided hereunder or elsewhere under the contract or to order any work involving any delay or extra payment by NIT not to make any variations in the works.

C. ASSIGNMENT AND SUB-CONTRACTING

21. The contractor shall not assign the contract, or any part thereof, or any benefit or interest therein without prior written consent of NIT.
22. The contractor shall not sub-contract the works without written consent of NIT and such consent if given shall not absolve the Contractor from responsibility, liability or obligation under the contract and he shall be responsible for the acts defaults or neglects of any sub-contractor, his agents, employees, or workman as fully as if they were the acts defaults, neglects of the contractor, his agent, employees or workman.

D. CONTRACT DOCUMENTS

23. **Documents mutually explanatory:** The several documents forming the contract are to be taken as mutually obligatory of one another, and interpreted harmoniously, and in case of ambiguities or discrepancies, the same shall be clarified by NIT who shall thereupon issue to the contractor instructions / directions indicating the manner in which the work is to be carried out.
24. **Further instructions:** The representative of NIT shall have full power and authority as delegated to him to issue to the contractor, from time to time during the progress of the work, such further instructions as shall be necessary for the purpose of proper and adequate execution of the work and the Contractor(s) shall carry out and be bound by such further instructions.

E. GENERAL OBLIGATIONS OF THE CONTRACTOR

- a) **Sufficiency of tender:** The contractor shall be deemed to have satisfied himself before submitting tender as to the correctness and sufficiency of his tender for the works and of the rates stated in the tender schedule which shall cover all his obligations under the contract and all matters things necessary for the proper completion and maintenance of the work.
- b) **Bankruptcy and breach:** A contract if the contractor shall become bankrupt or have an order for appointment of any receiver made against him or shall present any position bankruptcy or shall make an arrangement with / or assignment in favor of his creditors or shall agree to carry out the contract under committee of inspection of his creditors or being a corporation shall go into liquidation (other than voluntary liquidation, for the purpose of amalgamation , absorption or reconstruction) or if the contractor shall assign the contract without the prior consent of NIT Rourkela or it is found that the contractor
- I. has abandoned the contract or
 - II. Without reasonable excuse has failed to commence the work or has suspended the progress of the works for 7 days after receiving written notice to proceed or,
 - III. is not executing the works in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract or,
 - IV. has to the detriment of good workmanship or in defiance of NIT instructions to the contrary sublet any part of the contract or,
 - V. otherwise failed to perform his part of the contract according to the true intent and meaning thereof.

Then NIT may after giving 7 days' notice in writing to Contractor, enter upon the site and expel the Contractor therefrom, without thereby avoiding the Contractor or releasing the Contractor from any of his obligations or liabilities under the contract or affecting the rights and powers conferred on NIT or otherwise available under the law, may appoint any other Contractor to complete the work at the cost and risk of the Contractor. However, on happening of any eventualities as per above sub clause (I) to (V) the NIT shall be at discretion to terminate the contract by giving 7 days' notice and the contract shall stand/ terminated wef the 8th day from the date of issue of notice. In any of the eventualities mentioned above in a) to e), NIT shall have the right to take possession of the plants and machineries of the contractor and realise the dues by date of the said plants and machineries.

- c) **Illegal gratification, breach of contract:** The contract may also terminated and the Contractor shall be liable to make good any loss or damage resulting from such cancellation (specified under clause D of Annexure-8) , if any bribe gratuity , gift , loan reward or advantage pecuniary or otherwise shall either directly or indirectly be given, promised or offered by the contractor or any of his servants or agents to any person employed by NIT in any way directly or indirectly interested in the contract or if the Contractor has committed a breach of any of the terms of the contract.
- d) **Final Certificate:** The contract shall not be considered as completed until a Final Certificate have been signed and issued to the contractor stating that the works have been completed in

accordance with the terms of the contract & contractor shall submit a no dues certificate evidencing closure of contract.

e) **Notice:**

- i. **Service of notice on contractor:** Any notice given to the Contractor under the terms of the contract shall be served by the Engineer or his representative by registered post / courier to , or leaving the same, at the contractor's notified address or as its Registered office or at the Contractor's site office.
- ii. **Service of notice on NIT:** Any Notice to be given to NIT under the terms of contract shall be served by sending the same by Registered Post / courier at the office of Registrar, NIT Rourkela, Rourkela - 769008.
- iii. **Change of address:** Any change of address of the contractor shall immediately be notified to the Engineer.

f) **Safety:**

- i. The contractor will be responsible to ensure safety of the workmen under them.
- ii. Except in special circumstances (to be recorded in writing and with due approval) the contractor will not be allowed to employ subcontractor / petty contractors.
- iii. If required contractors will employ a supervisor with specifically assigned duties for ensuring safe working and will inform in writing.
- iv. For violation of safety norms, penalty may be imposed on the contractor. The penalty shall be decided after investigation and obtaining the report from the committee constituted for the purpose.

g) **Policing of the work:** Should the general conduct of the works including the Premises of NIT under occupation of the Contractor lead to violation of any of the provisions of the Indian penal code either in consequence of riotous or illegal proceedings of the contractor's labor or supervising staff or others to such an extent as to necessitate the deployment of Special Police or Magistrate the cost of such extra forces is to be defrayed by the Contractor and not by the employer.

h) **Law in Force in Relation to Contract:** The contract or amendments thereof entered into between the Employer and the contractor under the contract shall be governed and regulated by the relevant laws for the time being in force in the territory of India relating to contracts.

i) **Legal compliance:** the contractor shall comply with all statutes, rules, regulations, by law, orders of statutory authority including but not limited to compliance of:

- a. Payment of wages Act.(linked to Govt. of India)
- b. Minimum wages Act. (linked to Govt. of India)
- c. Maternity benefit Act.(linked to Govt. of India)
- d. EPF Act.(linked to Govt. of India)
- e. ESI Act.(linked to Govt. of India)
- f. Contract labour (R&A) ACT & such other laws if applicable to execution of the contract in question as employer of this staff engaged / deployed in execution.

- j) The contractor shall not allow any visitor on the work sites, without the prior permission of NIT.
- k) If a Bidder quotes unworkable rates and is considered for placement of order, the party will be asked to justify the rate quoted and will have to give a performance Guarantee Bond (in addition to the Performance Security) in the form of bank guarantee. The amount of performance guarantee bond Will be decided by NIT at the time of placement of order. Earnest money of the Bidders who refuse to give performance guarantee bond will be forfeited and they will not be considered in re-tendering if order /contract is not finalized from the present tender.

l) ARBITRATION:

- a) **Reference of Disputes to Conciliation /Arbitration:** All disputes or differences arising out of the contract, except disputes or differences for which separate provisions for their resolution have been made in the contract ('excepted matters'), shall be settled by Conciliation or Arbitration in accordance with the Arbitration and Conciliation act, 1996, and the provisions made hereinafter in this article. Such dispute shall first be referred to Conciliation but a Conciliator selected mutually by the parties, who shall also decide the fees / remuneration and the rules of procedure, which shall be flexible.
- b) **Appointment of Arbitrator:** In the event of failure of conciliation, that dispute will be referred to an arbitral tribunal comprising a sole arbitrator to be appointed by the Director, NIT Rourkela.

When a party sends a notice for arbitration to the said authority, within a period of thirty days, a panel of three names suggested by the said authority, will be forwarded to the party demanding arbitration. The party shall choose one of those persons, who will be appointed as the Sole Arbitrator.

In the event the party fails to intimate one of those persons within fifteen days from the date of intimation of the three names then said authority will be at liberty to appoint any one out of the said three persons as the sole arbitrator.

The Arbitrator(s) shall hear the cases independently and impartially and shall not represent the interest of any party. The Arbitrator shall, from the time of his appointment and throughout the arbitral proceedings and without delay, disclose to the parties in writing any circumstances likely to give rise to justifiable doubts as to his independence or impartiality. However, merely because he is or has been an employed by one of the parties, it shall not be a disqualification for a person to be an arbitrator.

- c) The arbitral tribunal shall free to determine its own rules of procedure, which it shall state at the beginning of the arbitral proceedings, and shall follow such procedure thereafter.

Arbitrators(s) may, in consultation with the parties, also determine the manner of taking evidence, the summoning of expert evidence, and all such matters for the expeditious disposal of the arbitration proceedings. The arbitrator shall be entitled to fees as may be agreed by the parties and also the expenses as per actual. The seat of the arterial tribunal shall be at Rourkela, but if necessary, the tribunal can hold the proceedings at other places, for convenience in recording evidence.

- d) **Work to continue during Conciliation / Arbitration**: Work under the contract shall be continued by the Contractor during the arbitration proceedings and recourse to arbitration shall not be a bar continuance for the work.

- l) **AMENDMENT**: Except to the extent expressly set forth in the Contract, no change in modification, in any form whatsoever, shall be valid or enforceable unless it is in writing on stamp paper of requisite value and signed by the party to be charged therewith or its duly, authorized representative.

- m) **JURISDICTION**: the competent court at Rourkela shall have the exclusive jurisdiction upon any matter arising out of this contract.

SPECIAL CONDITIONS OF CONTRACT

A. Scope of Work:

Network system support tasks are vital for maintaining the IT infrastructure at the Institute. They are supposed to provide Facility Management Service for campus wide Network Management with 24x7 user support in order to ensure 24x7 availability of the network resources uninterrupted operation, efficient and effective utilization of IT resources.

Looking into the nature and volume of work that the Data Centre and campus wide network management includes, the scope of work may be divided into two categories i.e. **Network Administration** and **Network Maintenance**.

1. Network Administration (Two Persons):

This includes installation, configuration, monitoring, maintenance and troubleshooting of active devices like UTMs, Routers, Core Switches, Distribution Switches, Edge or Access Switches, Wireless controller and APs, etc. in the Data Centre and throughout the campus. It also includes support to Server and HPC infrastructure in the Data Centre, IP Telephone, IP based CCTV surveillance system, Video Conferencing System, Biometric Attendance System, etc. installed throughout the campus.

Job description for Network Administration:

a. Managing ISPs:

- I. Monitoring the ISP link status, keeping record of down time, checking the bandwidth to ensure that the ISP is providing proper bandwidth.
- II. Call logging, contacting the ISP support team and troubleshooting in case of link failure, low bandwidth, website blocking or any web mail related issue.

b. Managing ISP links on UTM (Cyberoam 2500iNG):

- I. Configuring the ports in order to terminate the ISP links.
- II. Creating policies or rules to access Internet.
- III. Managing traffic as per bandwidth available on each ISP links. Priority is to be given to events like Video Conferencing, Online Exams, etc.
- IV. Configuring firewall security for servers in DMZ and LAN.
- V. Blocking sources or domains which are sending malicious traffic, attacks, spams, etc. into the network.
- VI. Checking the health of the device like CPU utilization, Memory utilization, Storage utilization, etc. in regular intervals. Analyzing the alarms generated and taking preventive action.

c. Managing the UTM (Checkpoint 13500) and Management Server (Checkpoint Smart 1):

Institute is using a high-end Unified Threat Management (UTM) system i.e. Checkpoint 13500, in order to provide adequate security to the servers and end users attached to the network and to provide proper Internet access service.

Following services are running on the UTM:

- **Firewall:** to provide security to the servers hosted in LAN & DMZ.
- **Application and URL filtering:** to block unwanted or unhealthy websites and applications depending upon their categories and contents. This also saves bandwidth.

- **Intrusion Prevention System (IPS):** to protect the network from malicious activities, security threats, policy violation, which may occur in the network.
- **Threat Prevention System (Anti-BOT/Anti-Virus):** to detect BOT/Virus infected machines, prevent BOT damages by blocking BOT communications between infected host and a remote operator and protect the network from virus attacks and hackers.
- **Gateway Anti-Spam:** to block spams and malware at the connection level by checking the sender's reputation against a dynamic database of known malicious database.
- **Quality of Service (QoS):** Prioritize critical traffic, such as Database, Web services, Streaming applications (if required), VoIP, Video Conferencing, priority access to specified employees or events.

In order to manage the above services running on the UTM (Checkpoint), Network Administrators have to perform following tasks:

- Creating hosts for each user & server and put them in their respective groups.
- Creating rules or policies according to their location like LAN – WAN, LAN – DMZ, WAN – LAN, WAN – DMZ, DMZ – LAN and DMZ – WAN. Access rules to be created according to the type of access in order to provide proper security to critical servers and services running on them.
- Creating customized web and application filter policies in order to block / allow specific websites or applications as per requirement.
- Applying IPS scanning on rules or policies wherever necessary. Update the IPS signature database in regular intervals.
- Applying Anti-BOT & Anti-virus scanning on all rules or policies. Update the signature database in regular intervals.
- Creating rules to block specific domains, IP address and e-mail id to block spam mails and protect the gateway IPs and mail server IPs from being blacklisted.
- Creating rules in the firewall in order to prioritize critical traffic, such as Database, Web services, Streaming applications (if required), VoIP, Video Conferencing, priority access to specified employees or events.
- Modifying or customizing the policies as and when requirement arises.
- Logging calls with the supplier / OEM's technical support team in case of any critical issue arises.
- Troubleshooting the issue by taking their remote support.
- Regular monitoring all traffic across the network using Smart View Tracker and Smart Event to analyze and troubleshoot issues related to Internet access.
- Keeping logs of all activities on the network and access them as and when required.
- Checking the health of the UTM and Management Server like CPU utilization, Memory utilization, Storage utilization, etc. in regular intervals. Analyzing the alarms and taking preventive actions.

d. Managing L3 Core switch:

Core switch is a high-capacity L3 switch positioned centrally within the backbone of the network. All buildings and blocks are connected to it through gigabit fiber optic backbone. The main job of a core switch is inter-VLAN routing and running the Intranet services of the Institute. Presently, NIT-Rourkela is using a high-end core switch i.e. Extreme BD X8 which is having 40G fiber optic slots, 10G fiber optic and Ethernet slots, 1G fiber optic and Ethernet slots to provide high speed network connectivity to all builds, blocks, hostels and residential areas as well as servers attached to the network.

In order to manage the core switch, Network Administrators have to perform following tasks:

- Creating VLANs for each department, hostels, etc.
- Creating and applying proper access-list to provide security to the mission critical data moving across the network.
- Modifying access-lists as per the requirement of specific users keeping network security as priority.

- Monitoring network traffic in order to trace out the systems which are generating SYN FLOOD and DoS attack over the network.
- Creating new network for newly constructed buildings and blocks.
- Keeping configuration backup in regular intervals.
- Checking the health of the Core Switch like CPU utilization, Memory utilization, Storage utilization, etc. in regular intervals. Analyzing the alarms generated and taking preventive action.

e. Managing 40G/10G/1G Distribution Switches and 1G Edge Switches:

- Deciding proper type of distribution switch i.e. 40G, 10G or 1G depending upon the number of edge switches are to be connected, user density, etc.
- Configuring the switches for respective VLANS.
- Creating and applying proper access-list to provide security to protect the data of the end user.
- Modifying access-lists as per the requirement of specific users keeping network security as priority.
- Monitoring the health of the devices, checking port status, checking utilization status of each port by using the Network Management Software i.e. Netsight.

f. Managing Wireless Controllers and Access Points.

- Configuring all wireless access points according to their location and use through the controller.
- Managing security features.
- Monitoring connectivity status, network traffic, User density on each AP, etc.

g. Providing support to other IT resources:

- Troubleshooting network connectivity issues to IP Telephone.
- Troubleshooting network connectivity issues to IP based CCTV surveillance system.
- Providing support to server administrators during new installation of servers, managing firewall rules accordingly, troubleshooting network connectivity issues to servers, etc.

h. Reporting: Administrators should prepare following reports on regular basis:

- **Daily/weekly/monthly backup report:** The backup report should be prepared for configuration of UTMs, switches and management software, etc. It will be implemented as per backup policy decided by Institute.
- **Weekly health checkup report:** Health checkup report should include information of usage of CPU, Memory, Disk, etc. of the network support devices. It should also include information about traffic analysis, user surfing pattern, bandwidth utilization, DoS attack, SYN Flood, virus, spam, malware and BOT detected, etc.
- **Monthly call execution and troubleshooting report:** Call execution and troubleshooting report should have information of detail of problem delegated, person handled the complain, action taken to solve the problem and details of solution followed, etc.
- **Monthly network status report:** Monthly network status report should include any change in network architecture, new implementations, replacement of faulty devices, etc.

i. Other responsibilities of Network Administrators:

- Regular monitoring of all network devices using NMS and taking quick corrective actions.
- Proactively managing the network recourses and ensure maximum uptime. Performing all preventive actions like any firmware upgradation / maintenance required to preempt failure.
- Keeping logs of user complains and assigning jobs to network support staffs in order to ensure good and time bound service to the end users.
- Creating and maintaining inventory of all hardware and software installed in the network along with their warranty status.
- Logging calls for defective hardware, communicate with the supplier or OEM technical support team and arrange for the replacement as soon as possible for equipment under warranty.

- Keeping configuration and data backup of network equipment like UTM device, L3 Core Switch, Distribution switches, Wireless Controller, etc.
- Reporting the authority regarding requirements of hardware upgradation, service license renewal, malicious activities, etc.
- Regularly maintaining the power backup system and cooling system in the Data Centre and periodically reporting to the authorities regarding the same.
- Site survey, planning and designing for fiber optic layout and UTP cable wiring for new buildings and blocks.
- Maintaining QoS in providing service to the end users.

To perform the above Network Administration task smoothly, the bidder have to deploy One (1) Network Administrator and One (1) Asst. Network Administrator.

1.1. Network Administrator (One person):

The Network Administrator posted by the bidder must have following qualification, certification and experience.

i. Qualification:

- B. Tech in Computer Science & Engineering / Electronics & Communication Engineering with minimum 10 years of experience OR MCA with minimum 15 years of experience.

ii. Certification:

- Must be an “Extreme Networks” Certified Engineer, as 95% of the network devices at NIT-Rourkela are products of “Extreme Networks”. The certification must be valid till date.

iii. Experience:

- Must have experience of managing large network infrastructure (preferably in academic institutions like IIT, NIT, etc.) consisting of network equipment like Router, UTM, High end core switch, L3 & L2 switches, Wireless controller and access points, Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have in depth knowledge and working experience in installation, configuration & troubleshooting of the products of “Extreme Networks” like core switches, L3 (40G & 10G) switches in distribution layer and L2 (1G) switches in access/edge layer, wireless controller and access points, etc.
- Must have sound knowledge of VLAN, networking protocols, inter VLAN routing, etc.
- Must have sound knowledge of network security. Must be able to create and implement appropriate “access-list” to provide security between VLANs and various network zones like LAN to LAN, LAN to WAN & LAN to DMZ.
- Must have knowledge of using “NetSight” NMS (network management system) in order to monitor and check the status of the network equipment and resolve issues at various departments, offices and hostels accordingly.
- Must be able to monitor and analyze network traffic and take preventive action to protect the network from spoof traffic like SYN FLOOD and Broadcast.
- Must be instantly able to identify/ detect BOT and Virus infected systems and isolate them from the network.
- Must have in depth knowledge of installation, configuration and troubleshooting of UTMs like Checkpoint and Cyberoam.
- Must have in depth knowledge of policy creation for firewall, web and application filter, End point security, Anti-spam, Anti BOT, QoS (user wise bandwidth management) & IPS.
- Must have knowledge of multiple ISP bandwidth management on UTM.
- Must have knowledge of Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have in depth knowledge of planning and designing of OFC and UTP cable network layout.

- Should have ability to take responsibilities and ensure 24x7 availability of the network services.
- Should have ability to understand user requirements and act proactively to resolve user complains and issues.
- Should have good management quality to lead the team, to coordinate with other service providers like Server Maintenance and Desktop Support and maintaining QoS in providing service to the end users.

NIT Rourkela will check and verify the documents and certificates of the Resident Engineers related to their qualification, certification and work experience. Any deviation may lead to cancellation of the work order or the bidder may be blacklisted.

1.2. Assistant Network Administrator (One person):

The Assistant Network Administrator posted by the bidder must have following qualification, certification and experience.

i. Qualification:

- B. Tech in Computer Science & Engineering / Electronics & Communication Engineering with minimum 7 years of experience OR MCA with minimum 10 years of experience.

ii. Certification:

- Must be an “Extreme Networks” Certified Engineer, as 95% of the network devices at NIT-Rourkela are products of “Extreme Networks”. The certification must be valid till date.

iii. Experience:

- Must have experience of managing large network infrastructure (preferably in academic institutions like IIT, NIT, etc.) consisting of network equipment like Router, UTM, High end core switch, L3 & L2 switches, Wireless controller and access points, Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have in depth knowledge and working experience in installation, configuration & troubleshooting of the products of “Extreme Networks” like core switches, L3 (40G & 10G) switches in distribution layer and L2 (1G) switches in access/edge layer, wireless controller and access points, etc.
- Must have sound knowledge of VLAN, networking protocols, inter VLAN routing, etc.
- Must have sound knowledge of network security. Must be able to create and implement appropriate “access-list” to provide security between VLANs and various network zones like LAN to LAN, LAN to WAN & LAN to DMZ.
- Must have knowledge of using “NetSight” NMS (network management system) in order to monitor and check the status of the network equipment and resolve issues at various departments, offices and hostels accordingly.
- Must be able to monitor and analyze network traffic and take preventive action to protect the network from spoof traffic like SYN FLOOD and Broadcast.
- Must be instantly able to identify/ detect BOT and Virus infected systems and isolate them from the network.
- Must have in depth knowledge of installation, configuration and troubleshooting of UTMs like Checkpoint and Cyberoam.
- Must have in depth knowledge of policy creation for firewall, web and application filter, End point security, Anti-spam, Anti BOT, QoS (user wise bandwidth management) & IPS.
- Must have knowledge of multiple ISP bandwidth management on UTM.
- Must have knowledge of Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have in depth knowledge of planning and designing of OFC and UTP cable network layout.
- Should have ability to take responsibilities and ensure 24x7 availability of the network services.
- Should have ability to understand user requirements and act proactively to resolve user complains and issues.

NIT Rourkela will check and verify the documents and certificates of the Resident Engineers related to their qualification, certification and work experience. Any deviation may lead to cancellation of the work order or the bidder may be blacklisted.

2. Network Maintenance (Two Persons):

The campus has a LAN consisting of more than 14000 nodes. This network has 40G/10G/1G fiber optic backbone connecting all Academic blocks, Hostels, Administrative blocks, Classrooms, Laboratories, Computing labs, Library, Seminar Halls, Sports Complex, Auditorium, telephone exchange. All the blocks are connected through Layer 3 & Layer 2 data switches to provide 100/1000 Mbps connectivity to the end users. Every hostel room has dedicated LAN connection. In hostels, each student is connected with LAN cable and specific areas/buildings are also covered through Wi-Fi. In the residential area of the Institute, newly built faculty residences are connected to the campus network through Data Switches for data and voice. Other new buildings/staff quarters are also under construction in the Institute as well as in the residential area which will also be connected to the campus network through Data Switches for data and voice.

The Network Maintenance work includes installation, basic configuration, health checkup, connectivity check and maintenance of Edge (L2) Switches, Access Points, etc. This also includes fixing of IO ports, patch panels, network connectivity check to end points like PCs, Laptops, Printers, IP Telephone, IP based CCTV surveillance system, Video Conferencing System, Biometric Attendance System, etc. installed throughout the campus.

Job description for Network Maintenance:

a. Institute and Residential area:

- Providing 8:00 AM to 8:00 PM Help Desk Support to all the users and resolve network related issues in Data Centre, Academic Departments, Computer labs and Centres, Offices, Dispensary, Guest House, Staff/Faculty Quarters, etc.
- Attending user complains and providing 8:00 AM to 8:00 PM onsite support to the end users of entire Institute, Offices, Guest House and Residential area. User complains should be attended and resolved within maximum 2 hrs.
- Installing and maintaining all passive networking components like I/O ports, patch panel, UTP patch cables, Fiber patch cables, etc.
- Maintaining a daily basis call report regarding service provided to the users.
- Installing the network switches, wireless Aps, etc. on site and replacing faulty hardware.
- Checking and maintaining proper UPS power backup system to all switch racks.
- Informing Network Administrators in case of any issue in the site.
- Providing support during any online exam, video conferencing, any other program of the Institute like Admission of BTech and MTech students, Convocation Ceremony, Book Fare, etc.
- Monitoring status of all network devices.
- Supervising fiber optic cable laying and UTP cable wiring at new sites.
- Testing, troubleshooting and supervising FOC & UTP connectivity to all network devices.

- Monitoring ISP link status and informing administrators in case of any trouble.
- Providing support to Network Administrator, Server Administrators and Desktop Support engineers for fault finding, new installation of equipment, etc.

b. Hostel Area (11 nos. of hostels in the Institute):

- Providing 8:00 AM to 8:00 PM Help Desk Support to all the users of hostel.
- Attending user complains and providing onsite support to the students residing in hostels and resolve their network related issues like network connectivity problem, slow access problem, installation of new or broken IO ports, replacing faulty UTP cables, patch panel installation, etc. User complains should be attended and resolved on the same day.
- Identifying and changing faulty Ethernet/ FO ports on Data Switches.
- Replacing faulty Data Switches, Wireless APs, etc. installing new devices.
- Taking proactive measures to protect the network equipment, especially during monsoon.
- Checking power supply and earthing to the network equipment.
- Reporting the authority regarding the site requirements in order to protect the network resources.

To perform the above task smoothly, the bidder have to deploy One (1) Network Support Engineer and One (1) Asst. Network Support Technician.

2.1. Network Support Engineer (One Person):

The qualification and experience of Network Support Engineer should be as follows:

i. Qualification:

- 3 years Diploma in Computer Science / Electronics & Communication Engineering with minimum 5 years of experience OR BSc with minimum 7 years of experience.

ii. Experience:

- Must have experience of configuration, installation, troubleshooting and maintenance of network equipment like Routers, L3 and L2 switches, Wireless Access Points, etc. Exposer and experience of “Extreme Networks” products is a must.
- Must have sound knowledge of VLAN, networking protocols, inter VLAN routing, etc.
- Must have knowledge of using “NetSight” NMS (network management system) in order to monitor and check the status of the network equipment and resolve issues at various departments, offices, hostels and residential areas accordingly.
- Must be able to install, manage and troubleshoot network equipment like switches and wireless APs at various departments, offices, hostels and residential areas.
- Must have experience of handling user complains related to network connectivity, low bandwidth, etc.
- Must have knowledge of Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have knowledge of UTP and OFC cabling, installation of patch panels and I/O ports, etc.

2.2. Network Support Technician (Two Person):

The qualification and experience of Network Support Technician should be as follows:

i. Qualification: Graduation with minimum 2 years of experience or 3 years Diploma with minimum 2 years of experience or ITI with minimum 5 years of experience.

ii. Experience:

- Must be able to install, manage and troubleshoot network equipment like switches and wireless APs at various departments, offices, hostels and residential areas.
- Must be able to check and resolve power supply and power backup issues with all the network equipment.
- Must have experience of handling user complains related to network connectivity, low bandwidth, etc.
- Must be able to troubleshoot network connectivity issues of Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.
- Must have exposure to “NetSight” NMS (network management system) in order to monitor and check the status of the network equipment and resolve issues at various departments, offices, hostels and residential areas accordingly.
- Must have sound knowledge and experience of UTP and OFC cabling, installation of patch panels, I/O ports, etc.

NIT Rourkela will check and verify the documents and certificates of the Resident Engineers related to their qualification, certification and work experience. Any deviation may lead to cancellation of the work order or the bidder may be blacklisted.

B. OTHER TERMS & CONDITIONS:

1. The bidder should spend at least 75% of the bill amount in the form of salary paid to the Resident Engineers posted at NIT, Rourkela. The bidder should produce Bank Statements and Salary Slips to N.I.T. Rourkela as a proof in this regard whenever it is asked for. In case of default or specific complaint received from any Resident Engineer engaged under this contract, N.I.T. Rourkela shall have the authority to get the payment disbursed through its designated officer at your cost. If it is found that the total salary disbursed to the employees (Resident Engineers) posted at NIT Rourkela by the bidder is less than 75% of the order value, the differential amount shall be recovered from monthly bill of the bidder and contract shall be terminated with immediate effect without any compensation.
2. The bidder must provide EPF and ESIC or Insurance facility (as per the rules of Govt. of India) to the Resident Engineers engaged under this contract. The bidder should produce proper documents (payment challans, ECR statements, etc.) to N.I.T. Rourkela in this regard whenever it is asked for. If any irregularity found or specific complaint received from any of the Resident Engineers engaged under this contract in this regard, the amount shall be recovered from monthly bill of the bidder and contract shall be terminated with immediate effect without any compensation.
3. The bidder must arrange training to the deputed engineers at their own cost for upgradation of technical knowledge whenever required so that they can be capable to handle the challenge due to new network equipment and software setup at Computer Centre and in the network of NIT, Rourkela so that network service of the institute should not be affected.
4. Machineries & equipment may be provided by the Institute as per availability to be used regularly and proper record regarding usage to be kept. Deliberate misuse/ mishandling shall be the sole responsibility of the agency/ firm/ contractor.
5. The job to be executed as per the Instruction of the faculty/officer in charge designated by the Institute.

- a. Payment will be made/released on monthly pro-rata basis of the services extended by the agency/firm/contractor during the preceding month based on the certification by concerned HOD, Computer center.
6. The assets and equipment provided by the Institute shall be property of the Institute and agency/firm/contractor shall be merely the custodians of such assets and equipment. On termination/ expiry of contract. Any such property shall be handed over to the Institute in proper working condition.
7. **Deficiency in Service:** If any deficiency in the contract is observed, the inspecting personnel may assess the value of the deficiency and recommend appropriate financial adjustment in the monthly bill.

C. LIQUIDATED DAMAGES:

The agency/firm/contractor shall ensure extension of the services as per the indicated in the scope of work. For any deviation there from or for any job not performed or left out or for any delayed performance, the agency/firm/contractor shall be liable for **liquidated damages @ 0.1% per day**, subject to **a maximum limit off 10% of the monthly bill**.

D. RISK AND COST:

1. In case of stoppage of performance or non-attendance to the job in extending the services as spelt out in scope of work, on any day or part of the day or days, this being an essential service without any reference, the job shall be forthwith executed by the NIT at the risk and cost of the agency/firm/contractor through alternate source.
2. Neglect or failure on the part of the contractor to execute the work will be carried out by alternate source at the risk and cost of the contractor and to the extent of alternate execution the contract will be deemed to be terminated either in part or full.

E. PAYMENT TERMS:

- i. Subject to any deduction that may have to be made in accordance with the terms and conditions of this contract, the Contractor shall be paid on-account bill on monthly basis for the work done during the previous month.
- ii. For the purpose of such monthly payments, invoices preferably in their printed forms along with the documentary proof for having deposited the Contractors' permanent employees and his laborers' contribution towards PF and pension with his jurisdictional RPF commissioner, along with the certificate from engineer's representative for provision of safety equipment to all his workers and also proof of payment of wages to his workmen in presence of the authorized representative of the employer shall be prepared and submitted by the contractor for the work done during the previous month within seven days from the expiry of the previous month.
- iii. Payments against on-account bills shall be released through a crossed account payee cheque within 30 days from the date submission of clear invoices and PF documents and others as in clause 11.2 above by the contractor. For this purpose, the contractor should give the details of the name of the bank, branch and account no. before submission of the first RA bills. Final bill will be paid within 60 days on completion of all formalities as per the Terms & Conditions of the Contract.

- iv. Payment shall be regulated as per terms of contract.
- v. The contractor shall observe necessary formalities for engagement of trucks measurement of truck body, loading pattern, issue and admission of challan if required in terms of contract.
- vi. Deduction of applicable taxes will be made the invoice and TDS certificate will be issued by finance & accounts department for such deductions.

F. Work to the satisfaction of NIT:

The contractor shall execute the work efficiency and complete it in all respects in accordance with the contract terms and conditions and shall comply with and adhere strictly to the instructions and directions on any matter in accordance to the terms of the contract.

G. Performance Security: The successful bidder must furnish 10% of the contract value as performance security deposit within 7 days after the award of contract. This should be drawn in favour of NIT Rourkela in the form of Bank Guarantee or Bank Draft from any scheduled commercial bank except co-operative and gramin Bank, it will be refunded after expiry of the contract. Any dues of the institute shall be adjusted/ recovered from such Security Deposit. The Security Deposit amount will not attract any interest.

H. INDEMNITY- The contractor shall indemnify NITR against any claim, order, and demand, made by competent authority & in case NIT was asked to comply such order / direction, NIT shall be entitled to recover/ adjust the said amount from the dues of the contractors.

Quality and Cost Based Selection (QCBS) criteria (Evaluation Sheet)

Sl. No.	Head of Requirement	Particulars enclosed	Page no. of supporting documents
1.	Years of establishment in Eastern India.		
2.	GSTIN and PAN details.		
3.	Experience of network maintenance in Tier 2 Data Centers.		
4.	Valid ISO 20000-11:2015 OR ISO 9001:2008 and ISO/IEC 27001:2013 certification pertaining to the services.		
5.	Certification for network integration (for both wired and wireless)		
6.	Annual turnover of last five (5) consecutive years (2013 to 2018).		
7.	Experience in providing FMS for campus wide computer network maintenance (cable & wireless network) in large institutions/ organizations.		
8.	Experience in maintenance of active components like Routers, ISP link load balancer, UTMs, Firewalls, High end Core Switches, L3 (40G & 10G) Distribution Switches, L2 (1G) Edge Switches, Wireless Controllers and Access Points, Video Conferencing System, Biometric Attendance System, IP-Telephone, IP based CCTV Surveillance System, etc.		
9.	Number of large academic institutions like IITs, NITs, etc. in which the bidder has successfully executed FMS or AMC with resource deployment during last 10 years. Name, address and contact details		

	of the institution must be furnished.		
	Number of Public Sector Undertakings like SAIL, BHEL, NTPC, etc. in which the bidder has successfully executed FMS or AMC with resource deployment during last 10 years. Name, address and contact details of the PSU must be furnished.		
10.	Number of ongoing FMS or AMC with resource deployment for network infrastructure maintenance in large academic institutions like IITs, NITs, CFTIs, etc. or Public-Sector Undertakings like SAIL, BHEL, NTPC, etc. or Central Government Organizations (non-academic). Name, address and contact details of the institution/organization/PSU must be furnished.		
11.	Authorized service provider for “Extreme Networks”.		
12.	Number of institutions/ organizations where major deployment of networking devices of “Extreme Networks” has been carried out. Name and address of the institutions/ organizations to be mentioned.		
13.	Number of “Extreme Networks” certified engineers on payroll.		
14.	Number of “ Extreme Networks ” Certified Engineers as Resident Engineers to be deploy at NIT, Rourkela		
15.	Qualification:		
	Network Administrator		
	Assistant Network Administrator		
	Network Support Engineer		

	Network Support Technician		
16.	Experience:		
	Network Administrator		
	Assistant Network Administrator		
	Network Support Engineer		
	Network Support Technician		

Note: Kindly attach proofs/ supporting documents for the above information failing which the technical bid will be rejected.

The Evaluated Bid Score (*B*) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each Bid:

$$B = \frac{C_{low}}{C} 0.3 + \frac{T}{T_{high}} 0.7$$

where,

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive Bids

The Bid with the highest evaluated Bid Score (*B*) among responsive Bids shall be the Most Advantageous Bid. Hence, the firm/ agency/ contractor with the highest evaluated Bid Score (*B*) will be awarded the contract.

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