**ODISHA UNIVERSITY OF TECHNOLOGY AND RESEARCH**

(Formerly College of Engineering & Technology, Bhubaneswar)

**Techno Campus, Mahalaxmi Vihar, Bhubaneswar –29**

 **No. 960 / OUTR Date:19 /04 / 2022**

**Tender Call Notice**

Sealed Tenders are invited from reputed **Organization,** for AMC/ Maintenance work of IT infrastructures of OUTR, details of which are available in the tender papers. The tenderers must possess valid up-to-date GST /income tax clearance etc. The last date of submission of tender is 10.05.2022 (up to 3 PM) and will be opened on the same date at 4.00 PM. The sealed tender will be received **by Speed Post/Registered Post only.** Tender received after the scheduled date and time will not be considered. The authority is not responsible for any postal delay. The authority reserves the right to cancel the bids without assigning any reason thereof. More details are available at our college website **www.*cet.edu.in***.

 Sd/- **Officer on Special Duty**

**BID DOCUMENT FOR AMC/ MAINTENANCE WORK**

**OF**

**IT INFRASTRUCTURES OF OUTR**

**Odisha University of Technology and Research**

**(Formerly College of Engineering & Technology),**

**Mahalaxmi Vihar, and Bhubaneswar-751029**

**INVITATION FOR BIDS**

**Odisha University of Technology and Research (Formerly College of Engineering & Technology), Bhubaneswar** invites sealed tender under two bid systems i.e. Technical and Financial Bid from Agency to provide Residential Engineer for the **AMC/ Maintenance of IT Infrastructures Support Services**. Period of one year to **Odisha University of Technology and Research (Formerly College of Engineering & Technology), Mahalaxmi Vihar, and Bhubaneswar-751029** as per the schedule given below. Interested eligible bidders may download bid documents for detail information and list of items with technical specifications from **the website of the University, OUTR (Formerly CET)** [**www.**](http://www.nitdgp.ac.in)**cet.edu.in**

**Particulars &Important Information:**

1. Cost of Bids documents (non-refundable) **:Rs. 2000/-**
2. Earnest Money Deposit (Refundable) **:Rs. 100000/ (Rupees One Lakhs only)**
3. Issue of Tender Document: : **19/04/2022**
4. Last date and time for submission of Sealed Bids **: 10/05/202 up to 3PM**
5. Pre-bid meeting for clarification on queries: **: 25/04/2022 at 11:00 am to 12:00 pm**
6. Time and date of opening of Technical bid **: 10/05/2022 at 04:00 PM**
7. Time and date of opening of financial bids **: Will be communicated to the Successful**

 **bidders**

1. place of opening of bid **: OSD Office,**

 **Odisha University of Technology and Research**

 **Formerly College of Engineering and Technology**

 **Techno-Campus,Mahalaxmi Vihar**

 **Bhubaneswar-751029**

**Tenders should be submitted by Speed Post/ Regd Post Only. Tenders submitted by any other mode will not be accepted & rejected summarily. The Bid document should reach the Office of the undersigned within the scheduled date & time or otherwise it will be treated as non-responsive and such Bid shall not be opened for consideration by the tender opening Committee.**

**A. SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS**

The Vendor shall have to take up both preventive as well as break down maintenance jobs. The In-Charge will give instructions regarding jobs to be carried out as and when requirement arises at the OUTR Campus. The vendor shall have to carry out the jobs in consultation with In-Charge and have to be completed in all respect to the entire satisfaction of In-Charge, such as “Scheduled checking/servicing/overhauling of the OFC already laid across OUTR Campus as per instructions of In-Charge and maintenance schedules indicated in this tender document or recommended by manufacturers as the case may be & attending the faults in the OFC wherever these go out of order or work inefficiently”. Cost of materials, labour, tools, etc. as reqired for the maintenance work is to be borne by the Vendor.

1. Cleaning of Racks, LIUs, Switches, Wireless Access Points (Indoor & Outdoor) & Colouring of Outdoor wireless access points Tower and the cost has to be borne by the vendor.
2. Locating faults by OTDR. Required devices or tools such as OTDR, Splicing Machine, VFL, etc. to be kept on site throughout the AMC period and the cost has to be borne by the vendor.
3. Earth excavation for retrieving HDPE duct and OFC cable at the site of damage of Cable and the cost has to be borne by the vendor.
4. End & straight jointing of OFC by splicing and the cost has to be borne by the vendor.
5. Pulling of existing OFC for enabling jointing and the cost has to be borne by the vendor.
6. Laying and troubleshooting of optical fiber cable as and when required and routine preventive maintenance and the cost has to be borne by the vendor.
7. In spare time the technician may be assigned for the work of server room equipment & other equipment of the college i.e. (Server, Storage, Firewall, Projector, Printer, E-Podium, Laptop, Desktop computers, etc.) and also Work related to the preventive maintenance of the active & passive components of the campus W-LAN & LAN.
8. Materials required must be supplied by Vendor and it is expected that a stock of regularly required items are kept on site to reduce the turnaround time against any fault.
9. Laborer shall be engaged by the vendor as and when required and the cost has to be borne by the vendor.
10. Outer surface of all the racks shall be cleaned with semi wet cotton duster with light detergent if require. And inner surface are to be vacuum cleaned and the cost has to be borne by the vendor.
11. Checking of mounting and if require fixing to be made proper with required accessories and the cost has to be borne by the vendor.
12. Routing and fixing of cables if require and the cost has to be borne by the vendor.
13. Fans, Power sockets & supply to rack to checked and rectify and the cost has to be borne by the vendor.
14. Cleaning of LIUs with specified cleaning agents, Port caps integrity and provide port caps if missing.
15. All terminated cable to be checked for continuity with LASER light in every three months, and OTDR test loss measurement in every six months in presence of representatives of OUTR. And the cost has to be borne by the vendor.
16. Finding location of OFC fault by OTDR/Visual method and the cost has to be borne by the vendor.
17. Labelling to be done initially and has to be maintained throughout for each LIU and incoming and outgoing OFC. Wear and Tear of Labels to be checked and to be restored if needed and the cost has to be borne by the vendor.
18. Indoor & Outdoor wireless access points Lock should be checked and if required replace. And the cost has to be borne by the vendor.

**Other any type of IT related work as and when required, when assigned to the Residential Engineer in the entire campus, They have to obey the order and do the needful.**

**Minimum Details of IT Infrastructures in-side of the OUTR Campus**

* + - 1. **RACK**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **SL.** | **LOCATION** | **6U RACK** | **9U RACK** | **12U RACK** | **30U RACK** | **42U RACK** | **LIU (12F, 6F)** |
| 1 | SERVER ROOM |   | 1 | 1 | 1  | 6 | MORE THAN 25 |
| 2 | AB BUILDING | 3 | 4 | 1 |   |   |
| 3 | CD BUILDING | 4 | 3 |   |   |   |
| 4 | BC BUILDING |   | 3 |   |   |   |
| 5 | NL BUILDING | 2 |   | 1 |   |   |
| 6 | NNL BUILDING |   | 8 |   |   |   |
| 7 | WORKSHOP |   |   | 1 |   |   |
| 8 | RHR (BOYS HOSTEL) | 2 | 1 | 1 |   |   |
| 9 | APJAKHR (BOYS HOTEL) |   | 4 | 4 |   |   |
| 10 | KCHR (GIRLS HOSTEL) | 3 |   | 1 |   |   |
| 11 | KHR (GIRLS HOSTEL) |   |   | 8 |   |   |
| 12 | MAIN GATE |   | 1 |   |   |   |
| 13 | GUEST HOUSE |   |   | 1 |   |   |
| 14 | STAFF QUARTER |   |   | 1 |   |   |
| 15 | SAC |   | 1 |   |   |   |

* + - 1. **Wireless Access points**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SL.** | **LOCATION** | **INDOOR ARUBA 207** | **INDOOR ARUBA 103** | **INDOOR MSM 430** | **OUT DOOR ARUBA 365** | **OUT DOOR MSM 466** |
| 1 | SERVER ROOM | 8 | 1 | 4 | 3 |   |
| 2 | AB BUILDING | 1 | 32 |   | 1 |   |
| 3 | CD BUILDING |   | 32 |   |   |   |
| 4 | BC BUILDING | 21 |   |   | 1 |   |
| 5 | NL BUILDING |   |   | 15 | 1 |   |
| 6 | NNL BUILDING | 86 |   |   | 4 |   |
| 7 | WORKSHOP |   |   | 6 |   |   |
| 8 | RHR (BOYS HOSTEL) |   |   | 35 |   | 1 |
| 9 | APJAKHR (BOYS HOTEL) | 89 |   |   | 7 |   |
| 10 | KCHR (GIRLS HOSTEL) |   |   | 33 |   | 2 |
| 11 | KHR (GIRLS HOSTEL) | 89 |   |   | 7 |   |
| 12 | MAIN GATE |   |   |   | 1 |   |
| 13 | GUEST HOUSE | 10 |   |   | 1 |   |
| 14 | STAFF QUARTER |   |   | 4 |   |   |
| 15 | SAC |   |   |   | 1 |   |

* + - 1. **Network Switches**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SL | LOCATION | HP 1950 SWITCH | HP 1920 SWITCH | HP 1910 SWITCH | HP 2910 SWITCH | HP 2510 SWITCH | ARUBA 2920 SWITCH | ARUBA 1930 SWITCH | D-LINK 3528 | UNMANAGED SWITCH |
| 1 | SERVER ROOM | 6 | 7 | 3 | 7 | 1 | 3 | 1 |   |   |
| 2 | AB BUILDING |   | 3 | 1 |   | 1  |   |   |   | 4 |
| 3 | CD BUILDING |   | 4 | 1 |   |   |   |   |   | 2 |
| 4 | BC BUILDING |   | 6 |   |   |   |   |   |   |   |
| 5 | NL BUILDING |   | 3 |   |   |   |   |   |   |   |
| 6 | NNL BUILDING |   | 13 |   |   |   |   |   |   |   |
| 7 | WORKSHOP |   |   | 1 |   |   |   |   |   |   |
| 8 | RHR (BOYS HOSTEL) |   | 4 |   |   |   |   |   |   |   |
| 9 | APJAKHR (BOYS HOTEL) | 8 |   |   |   |   |   |   |   |   |
| 10 | KCHR (GIRLS HOSTEL) |   | 2 | 2 |   |   |   |   |   |   |
| 11 | KHR (GIRLS HOSTEL) | 8 |   |   |   |   |   |   |   |   |
| 12 | MAIN GATE |   | 1 (8 PORT) |   |   |   |   |   |   |   |
| 13 | GUEST HOUSE | 1 |   |   |   |   |   |   |   |   |
| 14 | STAFF QUARTER |   |   | 1 |   |   |   |   |   |   |
| 15 | SAC |   |   |   |   |   |   |   | 1 |   |

* + - 1. **OFC LAYING**

|  |  |  |
| --- | --- | --- |
| **SL** | **FROM** | **TO** |
| 1 | ADMIN BUILDING | CD BUILDING |
| 2 | ADMIN BUILDING | WORKSHOP |
| 3 | ADMIN BUILDING | RHR |
| 4 | ADMIN BUILDING | KCHR |
| 5 | ADMIN BUILDING | STAFF QUARTER |
| 6 | CD BUILDING | BC BUILDING |
| 7 | BC BUILDING | NNLB |
| 8 | CD BUILDING | NL BUILDING |
| 9 | NNL BUILDING | NLB |
| 10 | RHR | APJAK BUILDING |
| 11 | APJAK BUILDING | GUEST HOUSE |
| 12 | GUEST HOUSE | MAIN GATE |
| 13 | KCHR | KHR |
| 14 | KHR | GUEST HOUSE |

* + - 1. **Other Items Detail**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SL | LOCATION | AP CAGE | POWER INJECTOR | Tower |
| 1 | SERVER ROOM | 4 | 3 |   |
| 2 | AB BUILDING |   | 1 | 1 |
| 3 | CD BUILDING |   |   |   |
| 4 | BC BUILDING |   | 1 |   |
| 5 | NL BUILDING | 15 | 1 |   |
| 6 | NNL BUILDING |   | 4 |  2 |
| 7 | WORKSHOP | 6 |   |   |
| 8 | RHR (BOYS HOSTEL) | 35 | 1 | 1 |
| 9 | APJAKHR (BOYS HOTEL) |   | 7 | 2 |
| 10 | KCHR (GIRLS HOSTEL) | 22 | 2 | 1 |
| 11 | KHR (GIRLS HOSTEL) |   | 7 | 2 |
| 12 | MAIN GATE |   | 1 |  |
| 13 | GUEST HOUSE |   | 1 |   |
| 14 | STAFF QUARTER | 4 |   |   |
| 15 | SAC |   | 1 | 1 |

* + - 1. **Other Equipment**

Rack Mount Servers, Tower Servers, Blade Servers, HPC, Firewall, More than 1500 Desktop Computers and laptops and etc **(Due to Security Point of view the above details are not given)**

**General Instructions**

1. **OSD, Odisha University of Technology and Research (Formerly College of Engineering & Technology), Techno-Campus, Mahalaxmi Vihar, Bhubaneswar-751029** (herein after called **“Authority”**) requires the services of reputed, registered, well established and financially sound firms/agencies (herein after called **“AMC/ Maintenance of IT Infrastructures Support Services”** to provide 24 X 7 uninterrupted i:e Residential Engineer for the Maintenance of IT Infrastructures Support Services for the entire campus of OUTR for a period of one year w. e. f. the date of award of contract and execution of agreement thereof. The period of the contract may be further extended, provided the requirement of OUTR (Maximum up to Three years), The Residential Engineer deployed by the selected Bidder or because of change in the requirements of OUTR. The authority of OUTR however, reserves right to terminate this initial contract at any time after giving 30 days’ notice to the selected Bidder.
2. **Minimum eligibility conditions:**

**Bidders should**-

1. Be an experienced Service providing Agency having good track record and client satisfaction of AMC/ Maintenance of IT Infrastructures Support Services to provide 24 X 7 uninterrupted i:e Residential Engineer for the Maintenance of IT Infrastructures Support Services (proof of experience in above work to Govt. Dept. / Govt. Agencies or any other organization to be submitted).
2. Have been registered with GST Authorities.(Copy of GST registration Certificate and Copy of the GST Payment Certificate to be furnished).
3. Have PAN/ TIN/GIR allotted to him by concerned Department (Copy of Valid PAN/ TIN/GIR to be enclosed). Attested copy of the latest IT return filed by agency; for last three financial years i.e. 2017-18, 2018-19 and 2019-2020 should be enclosed.
4. Vendor must have office in Bhubaneshwar.
5. Vendor should have experience of providing similar contract for AMC or FMS support in last 10 years.
6. Vendor must be ISO 9001:2015, ISO 20000-1:2011 and ISO/IEC 27001:2013 certified organization.
7. Vendor should be authorized partner of OEM (HPe, DELL, ACER, Lenovo) copy should be attached.
8. Vendor should have 24x7 call login system Vendor should have an option of toll free number for service call logging
9. Vendor should have at least 15 technical Resident Engineer apart from the onsite engineers for giving backup support in case of absenteeism or higher technical guidance
10. Vendor should have proper ESIC and EPF facilities for his employees.
11. Have been registered with EPF authority. Attested copy of the E.P.F. registration letter/ certificate should be furnished.
12. Have been registered with ESI authority. Attested copy of the E.S.I registration letter/ certificate should be furnished.
13. Should be a profit making organization in the preceding three financial years. (2017-18 , 2018-19 and 2019-2020).Documents showing “ Profit Before Tax “ &” Profit After Tax “ for last 3 years (2017-18 , 2018-19 and 2019-2020) certified by a Charted Accountant should be furnished.
14. Copy of the Audited Balance Sheet and P & L Account for the last three consecutive financial years (2017-18 , 2018-19 and 2019-2020).

duly certified by the charted Accountant should be enclosed.

1. Should furnish the documents duly certified by Charted Accountant in support of the Annual turnover of the agency for preceding last three financial year i.e. (2017-18 , 2018-19 and 2019-2020).
2. The annual turnover should not be less than Rs.1.0 Crore for each individual three financially year. (2017-18 , 2018-19 and 2019-2020).
3. The Bidder should have executed such type of work preferably in Odisha, Proof of execution of contracts of similar type engaging 2-3 personnel per contract should be enclosed.
4. The registered office or one of the branch offices of the Bidder should be located within the jurisdiction of the user Office. i:e Bhubaneswar.
5. The terms and conditions in the tender Document duly signed (each page) and the tender document sealed by the authorised signatory of the agency in token of their acceptance.

**The conditional bids shall not be considered and will be out rightly rejected in very first instance.**

1. **Cost of the bid documents:** The interested bidders are to download the tender documents from the website of the OUTR (Formerly CET) [www.cet.edu.in](http://www.cet.edu.in). and should submit a Demand Draft of **Rs. 2000.00** drawn in any **Nationalized Bank** in favour of, **Principal CET, Bhubaneswar payable at Bhubaneswar** towards cost of bid documents (not refundable) along with the technical bid**.** Bids not accompanied with cost of bid documents of the requisite amount or without proper validity will be summarily rejected.
2. **Bid Security/EMD ( refundable without interest):**
	1. **An Earnest Money Deposit (EMD) of Rs.100000.00 (Rupees One Lakh only)** should be submitted in form of Demand Draft drawn in any **Nationalized Bank** in favour of, **Principal CET, Bhubaneswar** payable at Bhubaneswar along with the technical bid**, failing which Bids shall be treated as non-responsive and summarily rejected.**
	2. The submission of EMD is compulsory for all the bidders and no exemption will be granted for submission of EMD on any case.
	3. The EMD of unsuccessful bidders will be discharged / returned to them without any interest within 30 days after finalization of successful bidder.
3. **Amendment to bid documents**

At any time, prior to the date of submission of Bid, authority may, for any reason whether at its own initiative or in response to a clarification required by a prospective bidder, modify the bid documents by the amendments/ by issuing corrigendum. The amendments will be updated on same only.

1. **Submission of Bids Documents:** The bids are invited under two bid system **i.e. (i) Technical Bid and(ii) Financial Bid.** The interested firms/agencies are advised to submit **Technical Bid and Financial Bid** in two separate sealed envelopes.
	1. **Sealed Envelope No. 1.** Super scribed as **“Technical Bid for Providing Maintenance of IT Infrastructures Support Services*”*** shall contain *the covering letter addressed to OUTR (Formerly CET) in the prescribed format, all information and documents in the same serial order as given in General Instruction to Bidder in Bid Documents along with bid document cost and bid security(EMD) in form of D.D drawn* in any **Nationalized Bank** in favour of, **Principal CET, Bhubaneswar payable at Bhubaneswar***.*
	2. **Sealed Envelope No. 2** super scribed as “**Financial Bid for Providing Maintenance of IT Infrastructures Support Services*”*** shall contain ***Financial Bid*** duly filled in the prescribed format as given in Bid Documents and signed.
	3. Both the above sealed envelopes should be kept in a third sealed envelope super scribing **“*Bids for providing* Maintenance of IT Infrastructures Support Services” addressed to the OSD, Odisha University of Technology and Research (Formerly College of Engineering & Technology), Techno-Campus, Mahalaxmi Vihar, Bhubaneswar-751029.** The sealed tender will be received by Speed post / Regd. post only. No hand delivery will be accepted. The authority will not be held responsible for any postal delay. Tender received after the schedule date and time will not be entertained. All envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened, if required.
2. The bidder is expected to have examined all instructions, forms, terms and specification in the Bid Document. Failure to furnish the bid not substantially responsive to the Bid document in every respect will be at the bidders risk and may result in rejection of the Bid.
3. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must be initiated by the person authorized to sign the tender bids.
4. The prospective bidders should keep their offers valid up to 90 days from the date of tender opening.
5. The Technical bids shall be opened on the scheduled date and time (as mentioned in tender documents) in presence of the Bidder/his representatives of the Bidders, if any, who wish to be present on the spot at that time. Only one authorized person for each bidder shall be allowed to be present at the time of opening the tender subject to submission of authorization letter in the format given in bid document.
6. The Financial Bid of those Bidders will be opened whose Technical bids are found to be in order and qualified. The Financial bids shall be opened in presence of the Bidder/their authorized representatives of the technically qualified bidders.
7. **Rejection of tenders:** The incomplete & conditional Bid / tender(s) will not be considered and summarily be rejected. **No overwriting or cutting is permitted in the Technical & Financial Bid Form. In such cases, the tender shall be summarily rejected.** Quoting unrealistic rates will be treated as disqualification. A bid submitted with an adjustable price quotation will be treated **as non responsive** and will be rejected.
8. **The authority reserves the right** to accept or reject any bid including the lowest and to annual the bidding process and reject all bids, at any time prior to award of contract , without assigning to any reason thereof or any obligations to inform the affected bidder or bidders of the grounds for the said action.

**B. MINIMUM TECHNICAL REQUIREMENTS FOR RESIDENTIAL ENGINEER FOR THE MAINTENANCE OF IT INFRASTRUCTURES SUPPORT SERVICES.**

The Residential Engineer to be provided must have the following qualifications;

1. **The Resident Engineer personnel should be of minimum 21 years of age and not exceeding 45 years of age**.
2. The personnel to be deployed for different category of services must have minimum educational qualification and experiences as laid down in Annexure-I. The suitability of Resident Engineer shall be examined by the authority prior to be deployed by the bidders.

**C. TENDER APPLICATION – TECHNICAL BID**

The Technical Bid shall be accompanied with self-attested photocopies of the following requisite documents failing which the bid shall be rejected out rightly

1. Name of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. The bidder should have registered / Branch Office located within the jurisdiction of Bhubaneswar.
3. Name of Proprietor / Partner/ Director: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Full Address of Registered Office:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone No. :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax No. :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Full address of Operating/ Branch Office (if any) :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone No. :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax No. :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail Address :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Name & Telephone no. of Authorized Officer/Person for liaisoning :
2. EPF deposited challan of persons of last month as a proof of EPF deposit and latest ESI return should be submitted.
3. Financial capacity of the tendering Resident Engineer Bidder for the last 3 FinancialYears.(Duly certified by licensed Charted Accountant)

***FINANCIAL CAPACITY OF BIDDER***

|  |  |  |
| --- | --- | --- |
| **Sl** | **Period (Last 3 FYs)** | **Financial Turnover from the similar service in INR** |
| **1** | 2017-18 |  |
| **2** | 2018-19 |  |
| **3** | 2019-20 |  |
| **Certificate from the Statutory Auditor/Charted Accountant**This is to certify that [Insert name of the bidder with detail address] has the annual turnover against the respective FY on account of providing similar service. **Seal and Signature (Auditor/Charted Accountant) with UDIN NO** |

**DECLARATION**

1. I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Son / Daughter / Wife of Shri\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Proprietor / Director/ authorized signatory of the Bidder, mentioned above, am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

 **Signature of Bidder**

Name:

Seal:

Date:

Place:

**PROFORMA-I (PRE-QUALIFICATION/ELIGIBILITY)**

*PARTICULARS OF THE BIDDERS TO BE FURNISHED IN TECHNICAL BID FOR THE PURPOSE OF PRE-QUALIFICATION:*

|  |  |  |
| --- | --- | --- |
| 1. | Name of Organization/Firm/Company |  |
| 2. | Address & Telephone Number(Furnish address proof) |  |
| 3. | Year of establishment |  |
| 4. | Status of the Firm(Company/Firm/Proprietary)*Supporting document to be enclosed.* |  |
| 5. | Whether registered with the registrar of companies/registrar of firms. If so attach the copy of certificate. |  |
| 6. | Name & Mobile Number of Directors/Partners/Proprietor |  |
| 7. | Whether registered with GST. If so, mention number & date. Furnish also copies of GST registration certificate Mention the GST, enclose the relevant copies with required clearance certificates upto March, 2017. |  |
| 8. | Permanent Account Number (PAN) Furnish copy of PAN |  |
| 9. | State Annual turnover of the company.Furnish copies of audited balance sheet & profit & loss account for the last three years Certified Auditor.  |  |
| 10. | Specify the maximum value of single work executed in the year in the country/State. |  |
| 11. | Status and details of disputes/Litigation/Arbitration, if any. |  |

Place:

Date:

Name, Signature & Seal of Bidder:

**D. TENDER APPLICATION – FINANCIAL BID**

**FINANCIAL BID**

For AMC/ Maintenance of IT Infrastructures Support Services” to provide 24 X 7 uninterrupted i:e Residential Engineer for the Maintenance of IT Infrastructures Support Services for the entire campus of OUTR.

**Name of Bidder:-**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl.No** | **Residential Engineer** | **“A”****Amount in RS.** |  **“B”****TAX Details in RS.** | **“C=A+B”****Monthly** | **“D=C x 12”****For One Year****Total Amount in Rs.** |
| **1** | **RESIDENTIAL ENGINEER (1)** |  |  |  |  |
| **2** | **RESIDENTIAL ENGINEER (2)** |  |  |  |  |
| **3** | **RESIDENTIAL ENGINEER (3)** |  |  |  |  |
| **4** | **Any Other Charges** |  |  |  |  |
| **Grand Total Rs. for the period of One year** |  |

(\*\*) The Payment will be made on monthly basis.

(\*\*) The G.S.T and other statutory dues, if any, will be paid as per the rate in force as per Govt. circular.

Date : **Signature of Bidder**

/ authorized person

Place : Name:

 Seal:

1. OUTR, Bhubaneswar shall not be responsible for any financial loss or any injury to any person deployed by the Bidder in the course of their performing the functions/duties, or for payment towards any compensation.
2. The persons deployed by the Bidder shall not claim nor shall be entitled to pay, perks and other facilities as admissible to regular / confirmed employees of OUTR during the currency or after expiry of the Agreement.
3. In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Bidder shall not be entitled to claim for any absorption in regular or other capacity in OUTR, Bhubaneswar.
4. The person deployed shall not be entitled to claim any benefit or compensation or absorption or regularization of deployment in the establishment of OUTR, Bhubaneswar under the provision of rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Bidder.
5. The Bidder shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be responsibility of the Bidder. The Bidder shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.
6. The persons deployed by the Bidder should have good police records and no criminal case should be pending against them.
7. The persons deployed should be polite, cordial and efficient while performing the assigned work and their actions should promote good will and enhance the image of the OUTR. The Bidder shall be responsible for any act of indiscipline on the part of the persons deployed.
8. The successful bidder at its own cost and expenses and with all its liabilities employ and maintain the personnel and shall keep the Resident Engineer its own entire roll and pay their salaries including allowances and shall meet the cost of their other requirements.
9. The successful bidder shall deploy / arrange the personnel in accordance with the Resident Engineer/ Manpower guidelines and take responsibility of their accommodation by own arrangement
10. The Bidder Agency shall furnish the records / document / original vouchers/ challans in respect of statutory deposits in respect of the personnel to the officer concerned of the institute as and when required, falling which the authority has every right to terminate the contract with one month notice to the effect.

**Legal**

1. The persons deployed shall be, during the course of their work by privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Bidder as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

**Financial**

1. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) of Rs.100000.00 (Rupees One Lakh only) refundable without interest, in the form of Demand Draft drawn in any Nationalized Bank in favour of the Principal, College of Engineering and Technology, Bhubaneswar, payable at Bhubaneswar, failing which the tender shall be rejected outrightly**.**
2. The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid(First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest.
3. **If the successful Bidder fails to execute the agreement or to deploy the required Resident Engineer against the initial requirement within 15 days from the date of placing the order, the EMD shall stand forfeited without giving any further notice. The contract shall be terminated and the**  work order will may be awarded to the next lower quoted firm.
4. The successful bidder will be required to furnish the Performance Bank Guarantee from a nationalized bank towards 10% amount of the Order value. This Bank Guarantee shall remain valid for 1 year, which shall be commencing after the completion of entire job.
	1. The Performance Bank Guarantee amount **including statutory dues in the form of bank Guarantee from any Nationalized Bank in favour of Principal, College of Engineering & Technology , Bhubaneswar covering the period of contract within seven days from the date of signing the agreement.** In case the contract is further extended beyond the initial period, the bank Guarantee will be accordingly renewed by the successful Bidder. The amount of performance security deposit may be revised by the authority taking into account of contractual obligation of the Bidder.
	2. This is only to ensure the performance and satisfactory services of the bidder. This amount shall be adjusted as indemnities, if the Bidder engaged fails/refuses to provide services as per specifications/requirements of OUTR at any time during the tenure of the contract. After satisfactory completion of the contract, this security deposit shall be returned to the agency.
5. In case of breach of any terms and conditions attached to this agreement, the above Performance Security Deposit of the Resident Engineer Bidder shall be liable to be forfeited besides annulment of the Agreement .If any loss damage is caused to OUTR, Bhubaneswar by the persons deployed the same shall be recovered from the unpaid bills of Bidder or adjusted from the performance Security deposit.
6. Price Escalation: No request or claim for price escalation on any ground shall be entertained during tenure of the contract.
7. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
8. All disputes shall be under the jurisdiction of the appropriate court at Bhubaneswar.
9. The successful bidder will enter into an agreement with OUTR, Bhubaneswar for supply of suitable and qualified Resident Engineer as per requirement of OUTR, Bhubaneswar on the above terms and conditions.
10. The University Authority reserves the right either to accept or to reject the tender wholly or partially without assigning any reason and the decision of the Principal will be final in this regard.

**PROFORMA-III (FORMAT OF PERFORMANCE BANK GUARANTEE)**

 (To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.

 Date:

To

 The OSD

Odisha University of Technology and Research

(Formerly College of Engineering & Technology),

Techno-Campus, Mahalaxmi Vihar, Bhubaneswar-751029

Sub: Performance Bank Guarantee for your purchase order/work order No. \_\_\_\_ Date \_\_\_\_\_\_\_

Dear Sir,

Dated this, the………………………………………..Day of………………………………………………

WHEREAS

……………………………………………………………………………………………………………………………………………………………………… (Name of the Supplier with Address) here in after called “Supplier” has undertaken, in pursuance of RFP No. ………………………………………………., (here in after referred to as “Tender”) and AMC/ Maintenance order as mentioned above for Residential Engineer for the AMC/ Maintenance of IT Infrastructures Support Services at OUTR, Techno-Campus, Mahalaxmi Vihar, Bhubaneswar-751029

AND WHEREAS it has been stipulated in the above AMC/ Maintenance order that the supplier shall furnish a performance Bank Guarantee (“the Guarantee”) from a scheduled bank of the sum Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/- (Rupees\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_only) being 10% of the total value of the order specified therein as security for supply of the items.

WHEREAS

We ….…………………………………………………………………………………………………………………………………………………………… (“the Bank” Bank Name with complete address, which expression shall be deemed to include it, successors and permitted assigns) have agreed to give OUTR Bhubaneswar the Guarantee:

Dated this, the………………….. Day of…………………………………….

THEREFORE the Bank hereby agrees affirms as follows

1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the supplier to OUTR, Bhubaneswar, adhering and withstanding all the terms therein RPF No………………………………………………………..and a AMC/ Maintenance order No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ an account of not given the service for Residential Engineer for the AMC/ Maintenance of IT Infrastructures Support Services at OUTR, Bhubaneswar Provided however, that the maximum liability of the Bank towards OUTR, Bhubaneswar under this Guarantee shall not under any circumstances exceed the amount Rs.\_\_\_\_\_\_\_\_\_\_\_\_/-(Rupees \_\_\_\_\_\_\_\_\_\_\_only) as indicated in Tender No………………………………………………… and AMC/ Maintenance order No………………. Date………………………..
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of written notice from OUTR, Bhubaneswar reason to not given the service of Residential Engineer for the AMC/ Maintenance of IT Infrastructures Support Services at OUTR, Bhubaneswar which shall not be called in question, in that behalf and without delay/demur or set off, pay to OUTR, Bhubaneswar any and all sums demanded by OUTR, Bhubaneswar under the said demand notice, subject to the maximum limits specified in clause 1 above.

A notice from OUTR, Bhubaneswar to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………(Bank name with complete address).

1. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 1 years from date of its execution.
2. The liability of the Bank under the terms of this Guarantee shall not , in any manner whatsoever, be modified, discharge, or otherwise affected by:
	1. Any change or amendment to the terms and conditions of the contract or the execution of any further Agreements.
	2. Any breach or non-compliance by the Suppliers with any of the terms and conditions of any Agreements/credit arrangement, present or future, between the supplier and the Bank.
3. The Bank also agrees that OUTR, Bhubaneswar at its option shall be entitled to enforce this Guarantee against the Bank as principal Debtor, in the first instance without proceeding against supplier and not withstanding any security or other guarantee that OUTR, Bhubaneswar may have in relation to the supplier’s liabilities.
4. The Bank shall not be released of its obligation under these presents by reason of any act of omission or commission on the part of OUTR, Bhubaneswar any other indulgence shown by OUTR, Bhubaneswar or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
5. This Guarantee shall be governed by the laws of India and only the High Court of Odisha shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this, the……………………………………………….Day of…………………………………….

Witness

(Signature) (Signature)

(Name) Bank Rubber Stamp

(Official Address) Designation with Bank

Dated: Dated:

**Annexure-I**

**RESIDENTIAL ENGINEER FOR THE MAINTENANCE OF IT INFRASTRUCTURES SUPPORT SERVICES, AGE AND QUALIFICATION & EXPERIENCES FOR DIFFERENT CATEGORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.****No.** | **RESIDENTIAL ENGINEER** | **Minimum Educational Qualification & Experience** | **Duties & Responsibilities** |
| 1 | **RESIDENTIAL ENGINEER (1)** | Minimum having B-tech in CSE, IT, I&E, E&I, AE&IE & ETC, equivalent or CCNP/CCNA with MCSA, or equivalent from a reputed organization having minimum Ten years’ experience in IT infrastructure  | Maintenance of Servers, PCs, Rack, OFC, Laptops, Switches, Wi-Fi access Points Peripherals (As per list attached) in tender, Call logging of warranty component & maintaining the same, Network management, Network maintenance, Installation & Maintenance of software’s and firmware’s of the servers, switches, firewall, wireless access points, etc, Installation of any new hardware & related software’s, Maintenance of warranty PCs & other peripherals as per details in the tender, Antivirus server & clients management, Taking regular backups of all servers and other IT related equipment’s and other IT related works as assigned by In-Charge or Competent authority as when required. |
| 2 | **RESIDENTIAL ENGINEER (2)** | Minimum having B-tech in CSE, IT, I&E, E&I, AE&IE & ETC, equivalent or CCNP/CCNA with MCSA, or equivalent from a reputed organization having minimum Ten years’ experience in IT infrastructure  | Maintenance of Servers, PCs, Rack, OFC, Laptops, Switches, Wi-Fi access Points Peripherals (As per list attached) in tender, Call logging of warranty component & maintaining the same, Network management, Network maintenance, Installation & Maintenance of software’s and firmware’s of the servers, switches, firewall, wireless access points, etc, Installation of any new hardware & related software’s, Maintenance of warranty PCs & other peripherals as per details in the tender, Antivirus server & clients management, Taking regular backups of all servers and other IT related equipment’s and other IT related works as assigned by In-Charge or Competent authority as when required. |
| 3 | **RESIDENTIAL ENGINEER(3)** | Minimum having ITI in Electrical or in Electronic with Computer Hardware or Networking Certification from any recognized organization with minimum 3 years’ experience. | Cleaning of all the IT related components, Climbing of Towers, Colouring of Towers, watering of Earth pits, Electrical works for PDU, and etc. and other related works as assigned by In-Charge or Competent authority as when required. |

**CERTIFICATE OF DECLARATION**

**REGARDING BLACKLISTING**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Son/ Daughter of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / W/O\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AT / P.O\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dist:\_\_\_\_\_\_\_\_ here by confirm and declare that my/our firm/company M/S\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is not **Blacklisted /delisted** or debarred or on Holiday list with any company of private /Public Ltd. of Government Company/Govt. Deptt. from participating in the tender.

In case at any stage, it is found that the information given by me is false / incorrect, OSD, OUTR, Bhubaneswar shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

Sign:

For and on behalf of the Bidder

**Name :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Seal:**

**Signature of Bidder**

**N.B:- The Bidder must put the Signature with Seal in the all pages of the tender copy before submission. Failing which Bids shall be treated as non-responsive and rejected by the authorities.**