



KERALA AGRICULTURAL UNIVERSITY
Centre for e-Governance
KAU Main Campus, KAU P.O., Thrissur, Kerala, 680 656

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No. CeG/0003/2018(002-I)

Dated: 15-03-2018

TENDER NOTICE

Sealed super scribed tenders are invited for providing manpower support for the following works at the Centre.

A1. Routine Hardware & Software management activities at the KAU Headquarters premises and the CITI, excluding supply of any kind of spares required for repairs. Approx. number of Desktops & Laptops is around 250. Exact details of the systems like make and model, configuration, age, present status etc. can be obtained by contacting the Systems Manager, CeG, KAU Headquarters. Items under warranty and items presently in non-working condition (junked) will not be covered by this contract.

A2. Management of the network backbone infrastructure including OFC terminations, LAN, WAN, Switches, Routers, Firewall, Wi-Fi etc. and connectivity inside the Main Campus including routine servicing of network peripherals, excluding supply of any kind of spares required for repairs

A3. Management of the KAU Central servers and servers inside the CeG & CITI.

A4. Routine maintenance and updation of the KAU Internet website.

A5. Maintenance of the telephone instruments inside the HQR premises, excluding supply of components and spares. Approx. no. of units is 150.

A6. Maintenance of telephone lines at user locations inside the HQR building premises.

Activities at A1 above will involve troubleshooting and maintenance of the Hardware systems both Laptops and Desktops along with OS, Software and Antivirus ecosystems under Windows XP, 7, 8, 10 & Linux (Ubuntu, Mint) at the specified locations. Since Hardware Maintenance is a critical requirement, support requests will have to be attended to within 2 Hours or less.

Activity at A2 will involve the monitoring & troubleshooting the WAN, LAN & Wi-Fi connectivity inside the CITI, HQR NOC and the Campus Area optical fiber network backbone, which extends over a span of approx. 6 km end to end. Resources supplied should have sufficient expertise in networking and

hardware maintenance, duly evidenced by documents. They should have currently valid networking certifications like CCNA etc. They should arrange their own transportation support to cover the span of the network. Since WAN monitoring is a continuous activity and WAN connectivity is a critical requirement, connectivity-related support requests will have to be attended within 15 minutes or less.

Activity at A3 above will involve installation and management of Windows servers (Windows 2003, 2008, 2012), Linux servers (Red hat, Cent OS), Kaspersky corporate antivirus Server systems and other software normally used by KAU. Windows & Linux networking knowledge is essential. Knowledge of server installation, migration, database backup and restoration is desirable. The details of the various packages and the mode of their deployment can be obtained from this office on specific request.

Activity at A4 above will require knowledge of web content creation and publishing.

A NIL Bill of work showing the actual service/support charge and along with the cost of the replaced/serviced components adjusted against the AMC charges should be submitted for each support call mentioning the Inventory ID/Seat of the Serviced Item to the Systems Manager, CeG, KAU on a daily basis. A monthly report of work mentioning each support call must also be submitted to Officer i/c of Networks, CeG, KAU

Support will include making available at least one qualified support personnel at our premises during normal office hours on working days (9AM to 5PM). The contract will be covered by an SLA, the details of which can be obtained from this office on specific request.

The tender form may be downloaded from the "Tender Related Documents" section in the KAU website (www.kau.in/tenders). The cost of the tender form will be accepted by way of DD in favour of Systems Manager, Centre for e-Governance, KAU Main Campus, payable at SBI, Vellanikkara and should be enclosed along with tender. The tender cost and Tax amount should be specified, while submitting the tender. The cost of tender form may be checked in the Store Purchase Manual (under the section **Cost of Tender Documents**) available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents"

Intending tenderer may submit their offers on their own letter pads. Tenders super scribed "**Tender for IT services in KAU Headquarters**" should be sent to the Systems Manager, KAU Main Campus, KAUP.O., Thrissur, 680656, Kerala so as to reach before **11.00 a.m. on 27-03-2018**. The offer submitted

should be accompanied by tender fee and Earnest Money Deposit of 1% value of the quoted amount by way of a crossed Demand Draft (separate DD for tender fee & EMD) in favour of the Systems Manager, KAU, drawn on the State Bank of India, KAU Campus . Firms who are exempted from the payment of EMD should furnish copy of the currently valid certificates issued from Stores Purchase Department, Government of Kerala.

Tenders should be accompanied by an agreement as per format available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format. Tenderers should have IT/PAN registration and photo copy of the same should be attached with the offer. Income Tax as applicable will be deducted from the payments. Annual rates may be quoted. Probable period of contract is till the end of March, 2019.

The accepted tenderer will have to execute an agreement as per format available in the KAU website (www.kau.in/tenders) under the "Tender Related Documents" section on Kerala stamp paper of value mentioned in the format for the satisfactory fulfillment of the contract and remit security deposit of 5% of the total value of the contract by way of TDR in favour of the Systems Manager, KAU, Vellanikkara, failing which the order is liable to be cancelled and the EMD forfeited.

Offers received will be opened at **12.00 pm on 27-03-2018** in the presence of such of the tenderers or their authorized agents who may be present at that time. Offers received after the last date and time are liable to be rejected. If the date of opening happens to be a holiday due to unexpected circumstances like bandh, hartal etc., tenders will be opened on the next working day at the same place and time. Offers will be evaluated taking into consideration the technical capabilities of the tenderer. Suitable methods will be adopted to assess the expertise level of the manpower resources offered. The undersigned reserves the right to accept or reject any/all offer/s without assigning any reasons whatsoever. All rules and procedures normally applicable to purchases as per Kerala state government purchase rules will be applicable in this case also. Further details can be had from the office of the undersigned during working hours.

Additional Terms & Conditions

(To be added to Agreement submitting at the time of supply)

- The Contractor agrees that he will resolve / make an alternative arrangement for solving Hardware/Software related issue reported to them within 2 Hours and connectivity related issues within 15 minutes during all working days of KAU.
- The Contractor agrees that he will provide two Contact Numbers which are available 24 hours for reporting issues.
- The Contractor agrees that his service person will report to the Officer i/c of Networks every working day at 10AM irrespective of service requests exists or not.
- The Contractor agrees that he will provide the Report of Work done including the actual expenditure incurred by him on carrying out each support request to the Officer i/c of Networks, CeG,KAU for accounting and accessing the work.
- The Contractor agrees that the payment will be sanctioned against the performa/original invoice submitted by him. Income Tax as applicable will be deducted from the sanctioned amount. The sanctioned amount will be release in four installment, each at the end of every quarter on submitting the work done report along with the invoice for that quarter.

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Systems Manager, KAU