

VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA  
(Formerly University College of Engineering, Burla)  
PO. Engineering College, Burla, Dist.Sambalpur, Odisha, India, PIN: 768018  
Phone: 0663-2430211, FAX: 0663-2430204, Website: [www.vssut.ac.in](http://www.vssut.ac.in)



Tender Document for Providing Facility Management Services to the Central Internet Facility  
and Central Computing Facility of the University

Tender Call Notice No. VSSUT/CIF/334/2018

Date: 31/10/2018

Submitted by

Last Date and Time of Submission of Tender : 03/12/2018 During Office Hours.

Cost of Tender Documents : Rs.500.00 (Rupees Five Hundred only)

EMD Cost of the Tender : Rs.5,000.00 (Rupees Five Thousand only)

The Document is prepared by VSSUT, Burla. It should not be reused or copied or used either in partially or fully in any form. The information provided by the bidders in response to this Tender document will become the property of VSSUT, Burla and will not be returned.

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**VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY,  
ODISHA, BURLA-768018**

Advt. No.: VSSUT/CIF/334/2018

Date. 31/10/2018

The "Registrar, Veer Surendra Sai University of Technology, Burla" invites sealed Tender from intending reputed and experienced firms for providing the Facility Management Services to the Central Internet Facility and Central Computing Facility of the University. The last date of submission of tender document is 03/12/2018 up-to 4.00 PM. The Technical Bid will be opened on 04/12/2018 at 04.00 PM in the Office of Registrar. The Financial Bid will be opened on 05.12.2018 at 4.00 PM. The intended firm may visit our University website [www.vssut.ac.in](http://www.vssut.ac.in) for other tender details

Sd/-  
Registrar

Memo No. VSSUT/CIF/335/2018

Date. 31/10/2018

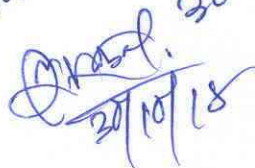
Copy to:

1. M/s/ Display Lines, 219 Saheed Nagar, Bhubaneswar. The above advertisement may be published in Odisha edition of the Samaj (Oriya Daily) and The Times of India (English Daily) newspaper all Odisha edition on 02.11.2018 in I & PR approved rates in one issue using minimum space. The bill may be sent in triplicate along with a copy of the paper in which the publications is made.
2. University Notice Board
3. Dean (Faculty & Planning) with a request to display the advertisement on the University website.
4. PA to Vice Chancellor for kind information to VC

  
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VSS University of Technology  
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VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA, BURLA

Detail Tender Call Notice

Tender Call Notice No. VSSUT/CIF/ 334 / 2018

Date: 31/10/2018

Sub: Tender for Providing Facility Management Services to the Central Internet Facility and Central Computing Facility of the University.

The "Registrar, Veer Surendra Sai University of Technology, Burla" invites sealed Tender from intending reputed and experienced firms for providing the Facility Management Services to the Central Internet Facility, Central Computing Facility of the University. The intended firm may quote their tender in either one or more services separately in separate cover. The Tender document contains the following.

- (i) General Guidelines for submission of Tender
- (ii) Scope of work
- (iii) Terms & Conditions of services
- (iv) Information sheet of the bidder
- (v) Undertaking by the Bidder
- (vi) The price bid

Important Dates

Last Date and Time of Submission of Tenders : 03/12/2018 During Office Hours.  
Cost of Tender Documents : Rs.500.00 (Rupees Five Hundred only)  
EMD Cost of the Tender : Rs.5,000.00 (Rupees Five Thousand only)



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GENERAL GUIDE LINES FOR SUBMISSION OF TENDER

1. Eligibility: The bidder should verify its eligibility criteria as mentioned below before submitting the Tender and enclose the required documents in the sequence listed below, to avoid rejection or disqualification of the Tender. The bidder should meet the following criteria.
  - a. The bidder should be leading computer network management service provider.
  - b. The bidder must have wide experience in supply, installation & commissioning of Networking Devices in Govt. organization / public sectors or reputed private sectors.
  - c. The bidder should have large support network, with presence across India.
  - d. The bidder should have capability and experience to execute large similar services to corporate/Govt./other Academic Institutions or Public Sectors in India.
  - e. The bidder shall have minimum 2 to 3 years of experience to execute such services preferably in a University or an educational organization.
  - f. The bidder should be a registered company making profit for the last three years, having good business track record.
  - g. The bidder should be a registered firm in India, having up-to-date GST/PAN/TIN/Service Tax etc.
2. The bidder shall have sufficient experience as on bid calling date in the following areas:
  - a. Maintenance of Active & Passive equipment/devices of LAN.
  - b. Maintenance of all types of networking devices like Router, firewall, switches, Hub etc.
  - c. Networking cabling (termination) & all passive components etc.
  - d. Maintenance of licensed operating systems (such as Window Server 2003R, windows, Linux etc.)
  - e. The bidder must fill up Table-1 of this Tender Call Document.
3. The intending firms may visit the University to acquaint themselves with the (i) scope and extent of work, (ii) extent of the university campus and (iii) environment in which their work is required to be carried out.

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4. The Intending firms may inspect the LAN installed in the University campus in the University at their own expenses on all working days during office hours before quoting for the same.
5. Firms quoting should note that their offers should remain open for acceptance up to 90days;if the 90<sup>th</sup> day falls on holiday then last date will be the next working day from the date of opening of Tender.
6. Cost of Tender documents: The cost of Tender documents is Rs.500/-(Rupees Five Hundred Only) (Non-refundable). The Tender documents can be downloaded from the University website [www.vssut.ac.in](http://www.vssut.ac.in) and have to deposit a DD equal to the cost of Tender documents drawn in favor of "VSSUT, Burla" payable at SBI, Burla along with Tender.
7. EMD for the amount of Rs.5,000.00 (Rupees Five Thousands Only) in the shape of Bank draft drawn in favor of "VSSUT,Burla" payable at SBI, Burla. The EMD will not carry any interest.EMD of unsuccessful bidder shall be returned within Thirty days of finalization of this contract on request. It shall be returned by speed post to the address of the bidder mentioned in Table-1. The University shall not be responsible for any non-receipt of the EMD by post.
8. The Tenders shall be opened in the presence of all bidder or their authorized representatives on due date and time. The bidder's representatives shall carry the letter of authorization and are required to sign an attendance sheet. Only one representative for any bidder shall be permitted to attend the Tender opening.
9. If the date of opening of Tender happens to be a holiday, a revised schedule will be notified. However, in absence of such notification, the Tender will be opened on the next working day. The time and venue remains unaltered.
10. This Tender documents must reach to "The Registrar, Veer Surendra sai University of Technology, Burla, Sambalpur-768018 (Odisha)" by the last date of submissioni.e.03.12.2018 under a sealed cover by registered/speed post only.
11. The Tenders received after the due date & time is liable to be rejected. Tender by FAX/ e-mail will not be entertained.
12. This Tender documents must be filled in completely and signed by the authorized signatory of the bidder on all the pages as acceptance of all the guidelines, terms and conditions laid in this Tender document. (This document should be printed on both side of the A4 size papersheet).

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and conditions laid in this Tender document. (This document should be printed on both side of the A4 size papersheet).

13. The envelope containing the Tender must be super-scribed as "Tender for FMS to CIF and CCF" with due date & time of submission.
14. Any additional information you wish to provide may be attached separately.
15. The Tender should contain the following documents.
  - a. This Tender document signed on each page by the authorized signatory of the bidder.
  - b. Detail Name & address with Phone no./FAX No., e-mail ID of the contact person.
  - c. Bank draft for EMD in favor of the VSSUT, Burla payable at SBI, Burla.
  - d. Bank draft (Non-refundable) towards the cost of Tender documents in favor of VSSUT, Burla payable at SBI, Burla.
  - e. Self-attested copies of Certificates of registration for GST issued by appropriate government authority for the required services with seal of the Tender.
  - f. Self-attested copies of GST/VAT clearance certificate/service tax clearance certificate.
  - g. List of Clients and documents related to experience of the bidder.
  - h. A technical capability document describing the relevant facilities and resources available with them along with a list of technically qualified and certified engineers for Campus Wide Networking.
  - i. The plan & detail schedule of providing services and deployment of manpower for every month along with this Tender document in Table-2.
  - j. The sheet mentioning the designation-wise breakup for the total cost of FMS for each year for all the staffs to be deployed by the firm.
  - k. The escalation matrix details for these services.
  - l. Price bit in a separate sealed cover. The price bid should show the annual salary of each professional separately.
16. The Tender is liable to be cancelled, and the EMD shall be forfeited to the COF, VSSUT, Burla in the event of any failure to comply with any of the clauses of the terms and conditions of this Tender call document or in the event of bidder withdrawing his offer before/after finalization of this selection process. Bid without the required EMD amount will be summarily rejected.
17. The University reserves the right to reject any or all the Tenders without assigning any reason and the decision of the university shall be final & binding.

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18. The University reserves the right to call the bidders and to conduct negotiations, if necessary and has the right to select more than one bidder for one or more services at its discretion.
19. The element of applicable taxes is required to be shown separately and distinctly.
20. The University is not responsible for delay, loss or non-receipt of Tender documents sent by the post.
21. The authority reserves the right to select more than one bidder for one or more items at its discretion.
22. Any deviation in terms and conditions shall not be entertained ordinarily. If it is necessary to change any of the terms and conditions of the contract during the contract execution process, it should be agreed upon by both the parties.
23. The University reserves the right to order all or part or none of the items and/or services given in this schedule. The University also reserves the right to order additional services based on the rates finalized as a result of this Tender.
24. The University may at any time terminate the contract by giving written notice to the service provider, without compensation to service provider, if the service provider becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to the University.
25. Any dispute arising out of the deal shall be subjected to the jurisdiction of the court at Sambalpur within the State of Odisha.
26. The University reserves the right to add/delete/change any of the terms and conditions stipulated in this Tender call document.
27. The University may reject the bid even if it is accepted but the successful bidder fails to execute any of the terms and conditions mentioned herein.

28. A) Delivery Address: The Registrar,  
Veer Surendra Sai University of Technology, Odisha BURLA-  
768018  
Dist. Sambalpur (Odisha)

B) Billing Address: The Comptroller of Finance,  
Veer Surendra Sai University of Technology, Odisha  
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## SCOPE OF WORK

The scope of the work for services to Central Internet Facility and Central Computing Facility of the University is as follows:


### **CENTRAL INTERNET FACILITY**


The University LAN is extended over the entire campus, covering various academic departments, centers and Hostels etc. catering connectivity to approximately 4000 nodes at present. The scope of work is to provide qualified manpower by the firm at University, on a full time basis for 7 days x 24 hours x 365 days of operation, maintenance and development of Central Internet Facility and the University campus wide LAN. The deployed personnel are required to perform the following task.

#### 1. Hardware Support

- Monitoring of network devices/nodes/Links and take appropriate action.
- Ensuring LAN connectivity up to the users physical port level in the University.
- Take necessary steps in order to avert all possible attempts of malicious activities by inside/outside users and keeping all records.
- Responding to emergencies such as virus attack and system crash & taking immediate corrective measures.
- Maintenance of secrecy and confidentiality of data, as per the policy of University
- Configuration and maintenance of other network peripherals as and when provided by the University, to replace the existing ones or to augment the present system, including minor Installation of any new network device and associated peripherals.
- The Uptime for active components would be 95% for the LAN network provided in University.
- Faults in the wiring etc. would be attended within 48 hours of reporting. Following shall be excluded from the downtime calculations.
  - a. Scheduled downtime.
  - b. All failures due to source power unavailability and power conditioning etc. beyond control.
  - c. WAN Link failures.

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- Service and Maintenance of all other equipment available under CIF other than networking items may be taken care in consultation with the Technical In-charge and Prof. I/C Central Computer Facility.

## 2. Helpdesksupport

- A helpdesk system with trouble ticketing feature to be set up by the Bidder and report to be submitted on weeklybasis.
- For any issue support engineer to coordinate with other vendor to render the service e.g. Desktop, Links, Electric issuesetc.
- To perform round the clock monitoring, Network fault management, LinkManagement, Report generation, Preventive maintenancetc.
- To establish setup to receive complaints during the currency of the project, this includesdevice errors.
- To record each and every complaint received verbally, telephonically, through email or on website etc. and action taken thereof in a logbook to be maintained such that University authorities can verify the said register at any point oftime.
- To liaison with civil and electrical maintenance section of the University, ISPs, vendors having warranty/ AMC with the University (up to extent permitted by theUniversity).

## CENTRAL COMPUTING FACILITY

- The University has three central computer laboratories each equipped with 50-100 computers and an e-learning center with 300 computers which is under process.
- Staff members deployed in Central Computer laboratories have to help the students in computer laboratory classes.
- To maintain the cleanliness and of the laboratories and maintenance of computers in the laboratories
- To install various application or any utility software or driver software as required and maintain the Computers in the campus with minor troubleshooting including installation and configuration of Windows Operating Systems (if needed).

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TERMS AND CONDITIONS OF FACILITY MANAGEMENT SERVICES

1. All the terms and conditions enumerated in the Tender document shall remain enforced and shall form part of the contract.
2. Acceptance Certificate: The firm/firms must submit a certificate for the acceptance of the work order within seven days of the issue of the work order.
3. Period of contract: The period of contract will be for three years from 01.01.2019 to 31.12.2021 or three years from the actual date of deployment of manpower by the firm (whichever is later) for Central Internet facility and Central Computing facility. It can be extended depending on performance satisfaction. However the manpower deployed by the firm/firms has to go for performance test by the university. If the firm does not deploy the manpower within the prescribed date then it shall be open to the University to cancel the contract. In such case of event the EMD shall be forfeited.
4. Termination of contract: If service of the firm is not found satisfactory, the contract will be terminated by the University at any stage with one month notice and without any obligation on its part. Under such circumstances, payments shall be made only for the period for which the services have been availed. However, if the bidder desires to terminate contract, then a clear 3 month notice is required to be given. The contract can be terminated under any one of the following circumstances.
  - i. If in the opinion of the authority such termination is in the interest of the University. This termination will not be challenged by the service provider.
  - ii. The firm/agency not performing his duties properly as per the agreed terms and conditions of the contract. The University shall decide whether the performance of the firm/ agency meets the requirements of the University or is deficient and to what degree.
  - iii. For committing breach of the terms and conditions of the contract or assigning the contract or any part thereof by the firm to any third party or subletting whole or part of the contract or the premises to any third party.
  - iv. The firm/ agency being declared as insolvent by court of law. The notice period shall be one week.
5. During the notice period for termination of contact in any of the situation contemplated above the firm shall keep discharging the duties as before till the

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expiry of notice period. It shall be the duty of the firm to remove all the deployed manpower by the firm on termination of the contract on any ground whatsoever and to ensure that no person creates any disruption/problem of any nature to the University.

**Payment and Performance Security**

6. **Payment:** The payment will be made on QUARTERLY basis for Central Internet Facility and Central Computing Facility after successful completion of each quarter and acceptance of bank statements and PF statements of the deployed personals. One quarter mean clear three months calculated from the date of commencement of the contract. No advance payment is permissible.
7. The supplier shall submit all bills in triplicate on printed forms to the University. The billing must be done with Odisha State GST billing.
8. The firm must submit valid and up-to-date VATCC/GST, service tax certificate and PAN along with the bill before release of payment.
9. The University will make payments through account payee cheque drawn on SBI Burla, in Indian Rupees. No interest on any deferred claim arising out of this contract shall be payable in any case whatsoever.
10. The prices charged by the firm for services performed under the contract shall not be higher from the prices quoted by the firm in this Tender.
11. **Data Security:** The firm should maintain confidentiality of the data in the systems, as per policy of University; the firm should take necessary steps to ensure that the data is not leaked to any unauthorized person or agency.
12. **Security of Hardware:** Any damage or loss caused to the hardware or their components or their parts due to negligence, mishandling by the firm should be rectified by the firm either by payment in cash at the prevailing market price of the equipment, components including their parts and peripherals or by a new one of the same make and specifications within the specified downtime.
13. The assets and articles provided by the University shall be property of the University and the firm shall be merely the custodians of such assets and articles. On termination of the contract, any such property shall be handed over to the University.
14. **Maintenance of log files:** The logs files generated by the hardware devices and software components should be well preserved by taking timely backups in a repository as required by University.

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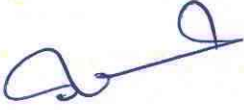
  
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15. The firm shall be responsible for jobs for correcting the defect in network and the contractor's scope of work include the following rectifications also 1) I/O Box fitting & termination 2) RJ 45 connector crimping, 3) L2 Switch Configuration and 4) L3 Configuration. All the spares & equipment required for carrying out the above mentioned jobs shall be provided by the Contractor.
16. The firm must have their own tools including the special tools required for smooth execution of contract.
17. Response time (time from placement of call to the engineer attending the machine) for attending the machines should be less than 24 hours.
18. The down time beyond one day will be logged and added to cumulative down time within that quarter for the item down or deemed down.
19. The help desk calls should be attended to in all respects, as much as possible efforts should be made not to lose the data while retrieving.
20. The essence of the hardware maintenance and network component maintenance contract is to ensure that all the components of the hardware as well as software work perfectly and deliver rated performance during the period of the contract and that the systems uptime is up to the standards prescribed.
21. The firm should also implement/suggest Energy savings & Environmental safety measures.
22. New or changed software / hardware requirements, policies and procedures that affect University should be intimated and implemented by the firm if required so.
23. The tracking of changes done to the systems and network infrastructure is a part of this contract. This should be documented to the University.
24. The University may conduct periodic review with the firm support head or with the Onsite Engineer assigned at University.

**Deployed Manpower**

25. The professionals (preferably certified professionals) deployed for the University should have knowledge of server and Network management (VLANs) on various platforms and should also be capable of providing services on hardware sizing, OS optimization, network optimization that is critical to the University, Maintenance and repair of the Data Network Equipment, Network Cabling and Terminations such as Patch Panels, Jack Panels & Crimping etc.

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## MANPOWER FOR CENTRAL INTERNET FACILITY

26. The qualification & job responsibility of personnel posted by the firm to manage the services.

**a. System Administrator/System Manager/Project Manager (The number required is to be mentioned by the firm)**

- i. He should be preferably possess B.Tech./B.E. in computer science/ computer engineering/Information technology with two years of experience or Diploma in computer science/ computer engineering/Information technology with minimum 5 years of experience.
- ii. Engineers having good experience on L-2 & L-3 switch configuration and network management software.
- iii. He should organize, prioritize and allocate work load for optimum efficiency and possess required managerial and leadership skills to lead the team.
- iv. Ability to pro-active in assessing and preparing for future needs in regards to network architecture, monitoring and adjusting network topology.
- v. Ability to diagnose, troubleshoot and recommend solutions, determine the root cause of chronic issues, configuring and troubleshooting.
- vi. Certification any one in networking such as CCNA, CCNP, MCSE etc.
- vii. Management for the total infrastructure as detail in the document.

**b. Network Engineer/Network Operator (The number required is to be mentioned by the firm)**

- i. Diploma in computer science/ computer engineering/Information technology/any graduate with certificate course in hardware and advanced networking with minimum 3-years' experience.
- ii. Having good knowledge on L-2 & L-3 network management.
- iii. Coordinate Network Administrator and supporting staffs related to fault finding, new installation of network equipment etc.
- iv. To prepare reporting related documents, troubleshooting, rectification of problems and make call log whenever problem found in internet link or network devices covered under AMC or warranty.
- v. Troubleshooting and support in academic area network.
- vi. To look after Hostel area network, help in installing data switches and troubleshooting network related issues whenever felt necessary.
- vii. Certification in networking such as CCNA, CCNP, MCSE etc.

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## MANPOWER FOR CENTRAL COMPUTING FACILITY

### Computer Programmer (Three Numbers)

- i. He should be preferably possess B.Tech./B.E. in Computer Science/ Computer Engineering/Information Technology/MCA/M.Sc Computer Science with minimum 1 year of experience.
- ii. He should have adequate knowledge in C,C++, Java, Data Structure, Web Programming, Oracle and experience in maintaining the laboratory for reputed Universities/institutions/Organizations.
- iii. He should help in collecting the requirements from the concerned sections and departments and prepare the tables in proper format and prepare suitable document before implementation and testing for the Automation team.

### Laboratory Attendant (Three Numbers)

- i. He should be preferably possess H.S.C. Pass and preliminary knowledge of computer.
27. The firm must deploy the required numbers of persons to meet the scope of work. The firm should submit the details plan of the deployment of the persons in the format given in Table-2(A) &2(B).
28. The firm must submit the plan & detail schedule of providing services and deployment of manpower for every month along with this Tender document in Table-2.
29. The network equipment in the data center shall not be left unmanned at anytime.
30. The firm must ensure that the manpower deployed by the firm must get their salary, remuneration and other perks with statutory deductions such as EPF, ESI etc. in due time. An undertaking in this regard for every quarter must be submitted by the firm along with the bill.
31. To attract and retain qualified and competent personnel, the firm should pay around 70% of the total value of the work order of this contract to its employee posted at the University. The firm should produce bank/statement/salary slips in this regard quarterly before release of payment.
32. The Firm shall be directly responsible for payment of salary, P.F., ESI and GIS facility to its employees engaged under this contract as per Government rule. The University shall have no responsibility for the personnel salary, PF, ESI and GIS, social security, medical care, safety or any other aspect.
33. The performance appraisal of the deployed manpower must be prepared by the firm considering all the technical and non-technical parameters and be submitted

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to the University once in every quarter. While preparing such report the views of the concerned authority of the University may be taken.

34. All the professionals are expected to work at odd hours whenever the need arises in order to keep the service available on an uninterrupted basis.
35. The firm should also arrange backup manpower to ensure sufficient help to meet the contingency needs of university. University has full rights to reject the services of the engineer and ask for a replacement. In the event of change of the service engineer from this site, prior consent from the in charge, campus network facility is essential.
36. The engineers deployed from the firm shall have to be equipped with necessary tools in the form of hardware tools & software tools for the assigned work.
37. The deployed personnel shall work under the overall supervision/control of the Professor In-Charge of Central Internet Facility (CIF) and Professor In-Charge of Central Computing Facility (CCF) of University, or as decided by the competent authority of University.
38. All the responsibilities should be satisfactorily discharged by the persons deployed by the firm at University, on behalf of the firm. If for some reasons, the firm needs to depute some other person/persons on a temporary basis at University, for dealing with any matter relating to the contract, i.e. for meeting the contractual obligations, the same may be done by the firm only upon obtaining required approval from the competent authority at University. The University, shall not, however, make any extra payment (DA/TA/any other expenditure) to the firm for the same.
39. Failure to discharge any of the responsibilities satisfactorily by the personnel deployed by the firm shall be considered as non-fulfillment of contractual obligation by the firm and University, may, under such a situation, impose penalty to the firm and also the authority reserves the right to request for the change of the deployed personnel.
40. The deployed personnel cannot take up any other job, except the ones for which they are specifically deployed at University, either on behalf of the firm or on private basis during the period of the contract.
41. The deployed personnel must maintain the decorum and decency according to rules regulation and practice of University, while dealing with the stakeholders at University.

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42. Nonperforming or inadequately trained or improperly behaved personnel deployed by the firm must be replaced within 15 days from the date of lodging complaints for the same by University. The decision as to whether a deployed person or persons are non-performing or inadequately trained shall lie solely at the discretion of competent authority of University. University reserves the right to impose penalty to the firm.
43. The deployed personnel may be required to assist in conducting computer related training for students, staff members or for any other related purpose at University, as and when necessary. They may be required to assist the University in taking laboratory classes as well, if required. They may also be required to perform all other jobs (related to contract) as decided by the competent authority at the University from time to time.
44. In case of need, the deployed personnel may be required to travel from one location to other within and around the campus of University relating to discharging their responsibilities. No TA and DA will be paid to the firm by University for the purpose.
45. All the deployed personnel should be having Cell Phones and each of them must accept the service calls as and when made by any stakeholder at University. No extra payment shall be charged by the firm for the same.
46. All the deployed personnel shall be guided by the leave rules of the firm. However, in case any of the deployed personnel goes on leave, the firm must provide substitute so that the network activities at University are not hampered in any way. The firm should also intimate University about the actual leave rules to be adopted for the deployed personnel. The person taking leave must be available over phone to respond any issues related to the contract.
47. The deployed personnel should help in shifting of hardware from one location to other or in installing new hardware at University as and when required by University.
48. Personnel deployed by the firm should have their own arrangement for conveyance to attend and rectify problems within the entire campus at University. No additional payment will be made by University towards their transportation.
49. No manpower and/or resources should be engaged exclusively for this rate contract; when the contract terminates and/or expires there shall be no physical

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or moral pressure on the University, on grounds of "person and/or resources displaced from job." The University shall not entertain such claim.

50. The network engineers will be responsible for 24x7 network operation for the existing and future network infrastructure updated time to time. They have to attend the network related complaints & solve the problem in time of emergency whenever raised by the University.
51. The network engineers provided by the service provider responsible to make call log for networks and lease line network connectivity problems in the central Internet Facility as and when required. It should be reported to the concerned authority and recorded in report preparation. They have to certify the service call report before final signature of concerned authority at the University.
52. The deployed manpower should abide by any policy decision taken by concerned authority at the University as and when felt necessary.
53. The firm must ensure that the personnel deployed should upgrade their knowledge by self or training to keep themselves updated with the latest technologies.
54. The personnel should maintain an updated documentation related to entire contract. This document must be submitted to the concerned authority of the University in every quarter. The University shall not provide residential accommodation for the deployed manpower.
55. Penalty: If the firm fails to provide the services for more than 48 hours, penalty equal to charges for the period (this period excludes the time span due to force majeure such as earth quake, fire etc., or any such event, which are beyond the act of human) for which services has not been provided, may be imposed and deducted from the next bill.
56. Jurisdiction and Right to Amend Rules: The University reserves the right to amend the rules of operation whenever and wherever considered necessary and appropriate. The same shall be intimated to the service provider firm in due course.

The University rules shall be binding for execution of the contract. Further, in case of any dispute arising out of or in connection with the aforesaid contract either during subsistence of the contract or thereafter, the Vice-Chancellor of the University is the sole arbitrator to decide the same and his decision is final and binding on both the parties. If differences persist even after attribution and there

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are compelling reasons to go the court, it will be decided in the court of Sambalpur only.



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Table-1 INFORMATION SHEET OF BIDDER


S/L	Description	To be filled in by the supplier
1	Name of the Service Provider/Agency	
2	Address with phone No./FAX/ e-Mail	
3	Contact Person(s) Phone No. /Mobile	
4	Contact Escalation Matrix	
5	Details of Bank Draft towards the cost of Tender documents	
6	Details of EMD	
7	GST /Service Tax registration details	
8	Experience Details	
9	Financial Turn Over (Annual) for last three years	


DECLARARION: We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the Tender is liable to be rejected.


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Table-2A: Deployment Plan of Persons for providing the Services

Day	General Shift (8 AM to 12 Noon)& (2 PM to 6 PM)	1st Shift (6 AM- 2 PM)	2nd Shift (2PM- 10PM)	3rd Shift (10PM-6AM)	Off	Leave Reserve
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
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26						
27						
28						
29						
30						
31						

If required the bidder may attach separate sheets for any additional proposal for deployment of its employees to meet the scope of the work.

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*M. V. S.*


Table-2B: Plan of Total Number of persons to be deployed by the firm to meet the scope of work


S/N	Designation of person to be deployed	Number(s)	Remarks
1			
2			
3			
4			
5			
6			
7			


- The bidder may add or delete rows if required as per their plan for providing the services

  
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UNDERTAKING BY THE BIDDER

To

The Comptroller of Finance,  
Veer SurendraSai University of  
Technology, Burla, 768-018.

Sub.: Tender for Providing Facility Management Services to Central Internet Facility and  
Central Computing facility of the University.

Dear Sir,

Having examined the conditions of this Tender call document I/we, undersigned, offer to provide Facility Management Services to Central Internet Facility of the University." I/We undertake to take up the work order within 15 days time, calculated from the date of issue of your work order.

1. I/We understand that you are not bound to accept the lowest or any Tender, you may receive.
2. I/We enclose all the sheets of this Tender call document duly signed by me on every page, as a token of having studied the specifications pertaining to this site and having accepted the same.
3. Certified that I/We have studied the full contents of the Tender call document and enclosures and agree to quote by the terms and conditions herein. In case of non-observance of any of the conditions mentioned in the Tender form, my/our Tender may be cancelled.

Dated:

Signature of in capacity of

Duly authorized to sign the Tender for and on behalf of

(Name and Address of the authorized Signatory Signature)

Date

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Table-3 Price for the Facility Management Services

Name of the Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

Sl. No.	Description	1 <sup>st</sup> Year in Indian Rupees	2 <sup>nd</sup> Year in Indian Rupees	3 <sup>rd</sup> Year in Indian Rupees
a.	Salary to the deployed manpower.			
b.	Overhead Expenses			
c.	Service Tax as Applicable			
A	Total Cost (a+b + c)			

Grand Total Price (In Words)

\_\_\_\_\_

\*\* The bidder must submit the sheets mentioning the designation wise breakup for the total cost of services for each year.

##No correction on this sheet shall be entertained.

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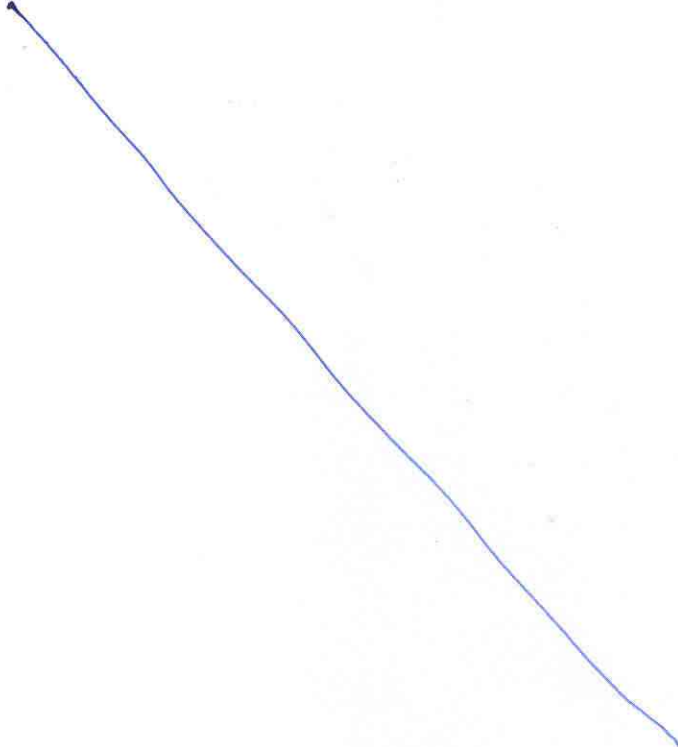
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