

**GOVERNMENT OF MANIPUR**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**4<sup>th</sup> Floor, West Block, New Secretariat, Imphal West-795001**  
**E-mail:[dit-mn@nic.in](mailto:dit-mn@nic.in)**

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**NOTIFICATION**  
Imphal, the 3<sup>rd</sup> March, 2016

No.32/10/2016-DIT: Sealed Rate Quotations are invited from reputed Firms / Agencies for Comprehensive Annual Maintenance Contract (AMC) of 250 numbers of Local Area Network (LAN) nodes at the Old and New Secretariat, Imphal. Details of the Scope of work, Terms and Conditions and Qualification Criteria can be downloaded from <http://manipur.gov.in> and <http://ditmanipur.gov.in>.

*Nambam Deben*

**(N. Deben)**  
Additional Director (IT)

**Copy to:**

1. Commissioner (IT), Government of Manipur
2. Special Secretary (IT), Government of Manipur
3. The Director (DIPR), Government of Manipur.
  - It is requested to publish the same in 3 (three) local dailies.

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**Scope of the Work**

1. Comprehensive Annual Maintenance Contract (AMC) for 250 numbers of Local Area Network (LAN) nodes at the Old and New Secretariat, Imphal
2. Troubleshooting of network unavailability including rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC.
3. Assigning / resetting of network address to network devices.
4. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
5. Enabling of a network point by replacing the existing UTP cable (including terminations at both ends) with necessary related works to upkeep & maintenance of the link, joining of cable using coupler/connectors, re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
6. Labeling of cables from the jack panel to I/O box
7. To manage, configure & troubleshooting for almost 100 % availability of present switches & UPS
8. Installation of new node. On completion of work, the project may be documented with detailed diagram of cable route map, jack panel and I/O details, labeling scheme, etc. and shall be submitted to officer-in-charge of IT Department



### **Terms and Conditions:**

1. In order to visualize the type of work contemplated and scope of work involved, the bidder will survey and form an idea about the WORK involved.
2. The comprehensive maintenance will be carried out at Old & New Secretariat premises or wherever the LAN Nodes & Switches have been installed. In case the Agency feels that the equipment cannot be repaired at Old & New Secretariat premises, it will take out and deliver back the equipment at their own cost and risk to get it repaired promptly and provide standby forthwith.
3. The Agency shall check the LAN, switches, cables and other equipment etc. every month and submit a report to the DIT, Manipur. In case of failure to do so a penalty of Rs.500/- shall be imposed on every default and penalty will be adjusted against pending payment.
4. In case, Switch is not repaired or standby is not provided within 3 hours, DIT, Manipur will levy a penalty @ Rs. 1,000/- per day and penalty will be adjusted against pending payment.
5. Each complaint must be attended and fixed within 3 working hours. If repair/replacement of the component requires time then an alternate temporary arrangement must be provided by the Agency.
6. In case, the LAN Node is not repaired within the 3 hours, DIT, Manipur will decide to levy penalty @ Rs. 500/- per day and penalty will be adjusted against pending payment
7. The penalty will be imposed automatically with no separate prior notice issued to Firm/Agency beyond the permitted attending & rectification time
8. Repair of cut UTP & OFC cable (partial or full) due to fire, digging, rodent and any accidental damage will be covered under AMC.
9. Preventive maintenance of LAN may be carried out quarterly in order to forestall any major failure of LAN.
10. The party shall execute job within stipulated period failing which DIT reserves the right to get the work done from any other agency at sole risk and cost of the party. The amount will be deducted with penalty from the Firm/Agency's bill.
11. All obligations arising of labour deployment, labour laws to meet the necessary statutory requirement would solely lie on the Firm/Agency. Firm/Agency would be solely responsible for safety and security of his manpower and materials.
12. Any damage or loss caused to equipment due to negligence, mishandling shall be made good by Agency by replacing equipment/item of same make and specification.
13. The Agency shall maintain and use genuine/original components for replacement wherever needed with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with similar/superior quality of the items/parts/components and must carry at least one year warranty.



14. The Agency shall depute at least **one** of its qualified service engineers during working in the office premises of DIT, Manipur for attending day-to-day complaints. In case of emergency, the services for qualified service engineers can be asked for if required on Sundays & gazette holidays without any extra charges. If necessary the Agency shall depute more personnel as requested by DIT, Manipur. The Agency will sign an undertaking in this regard. Format of the undertaking is at Annexure-I
15. The Agency will quote the charges for comprehensive Annual Maintenance Contract (AMC) for 250 numbers of LAN including charges for installation of fresh LAN Nodes, Switches, Cabling etc and its all accessories, unit wise with specifications, during the period of the tender
16. The Agency will quote the price of AMC based on the following format:

SL.NO	Description	Quantity	Unit Price	Amount (in Rs.)
1	LAN Nodes	250		
2	Switches (Cisco) 24 ports	5		
3	Switches (D-link) 8 ports	8		
4	Installation of additional LAN node with one year maintenance (rates should Include all types of cables/cabling charges per meter & other fixtures).	10		
<b>TOTAL(1+2+3+4)</b>				

17. The quantities shown against the various items are only approximate. Any increase or decrease in the quantities shall not form the basis of alteration of the rates quoted and accepted.
18. The AMC will be valid for one year but it may be extended/renewed on mutual agreement.
19. The rate quotations along with copy of experience Certificate should be submitted at the office Chamber of Additional Director (IT), Government of Manipur, 4<sup>th</sup> Floor, Western Block, New secretariat, Imphal latest by 2.00 P.M. 21<sup>st</sup> March, 2016 (Monday).
20. The rates quoted shall be inclusive of all taxes and charges including VAT/ Sales Tax, Service Charge/Tax, Transportation etc.



### **Qualification Criteria**

- 1 The Firms/Agencies should be in the business of installation/maintenance for at least 100 nodes
- 2 The Firms/Agencies should have experience in similar lines for at least 2 years as of 3<sup>rd</sup> March, 2016.
- 3 The bidder should have average annual turnover of **Rs. 50 Lakhs** and above in any three financial year the last three financial years of 2012-13, 2013-14, and 2014-15
- 4 The bidder should have an office in Manipur with the following number of manpower :
  - a) System Administrator (Minimum 1 manpower)
  - b) Network Engineer (Minimum 2 manpower)



**Annexure-I**

**Undertaking**

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

A handwritten signature in black ink, consisting of several stylized, overlapping strokes, positioned above a horizontal line.

(Signature of the Bidder)

.....

Name

Seal

Date: