



भारत सरकार
Government of India
श्रम एवं रोजगार मंत्रालय
Ministry of Labour & Employment
खान सुरक्षा महानिदेशालय
Directorate General of Mines Safety



TENDER NOTICE

No. D-21013/34/2010-11/MAMID(Vol-II)/420

Dhanbad, dated : 15/06/2018

Subject : Annual Maintenance Contract (AMC) of Campus Wide Network in DGMS at Dhanbad

The earlier Annual Maintenance Contract (AMC) of Campus Wide Network in DGMS is expiring on 24th July 2018 and needs to be re-tendered. Sealed tenders are invited from competent service providers for Maintenance of DGMS Campus Wide Network (Services for active and passive components) by posting one Network Engineer at DGMS. The order shall be initially for a period of three years, which may be extended for the subsequent year(s) with mutual consent based on the performance. The price has to be quoted on yearly basis. Quarterly payment shall be made after completion of each quarter satisfactorily. The terms and conditions are enclosed in **ANNEXURE-I**.

The bid has to be submitted in sealed envelope clearly superscripted with the subject alongwith No. & date of tender and addressed to **the Director of Mines Safety (SOMA), DGMS, Hirapur, Dhanbad – 826 001**. The bid should be submitted latest by 3.30 PM on 9th July, 2018 by registered post/UCP/speed post/courier. Hand delivery will not be accepted. The bid must be accompanied with undertaking that Service Provider will comply all the terms & conditions of **ANNEXURE-I**.

The tender document must be submitted dully signed on all pages as a token of acceptance of all terms and conditions in the tender document by the bidder.

The following documents have to be submitted by the bidder:

- Credentials/Experience certificates related to similar nature of work with at least 1000 nodes in support of capability to undertake the job.
- Bio-Data of Network Engineer to be posted at DGMS during AMC period.
- Income tax & GST Numbers

The decision of DGMS will be final and DGMS reserves the right to accept or reject any or all the tenders without assigning any reason(s) thereof.

The bid will be opened on the same day at 4:30 PM in the presence of the bidders or their authorized representatives who may like to present. Tender document may be downloaded from DGMS website (www.dgms.gov.in).

The offer shall be valid for a period of 120 days from the opening of tender.


Director of Mines Safety (SOMA),
DGMS, Hirapur, Dhanbad-826001

ANNEXURE-I

DGMS is looking for service provider capable of maintaining Campus Network. The earlier Annual Maintenance Contract (AMC) of Campus Wide Network in DGMS is expiring on 24th July 2018 and needs to be re-tendered. The network comprises of switches, APs from D-link and Cisco and ADSL modems. At present approximately 500 nodes (wired as well as wireless) are available in the different departments and buildings etc., which may be scaled to 1000 in near future. All buildings within DGMS campus (except between Main Building & Annex Building) are connected through FOC and structured UTP cabling within the buildings.

Scope of work

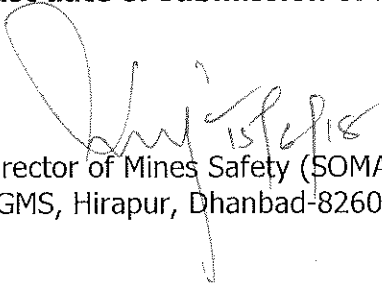
1. Repairing of the existing LAN of DGMS Campus:
 - (i) Repairing of each and every network/internet racks.
 - (ii) Repairing of existing Fiber LIU and fiber connectivity.
 - (iii) Laying of FOC in between Main Building, Vikas bhawan, Central Zone & Annex Building Rack.
 - (iv) Repairing of UTP cables between racks in same building.
 - (v) Configuration and installation of a DHCP server using open source for entire campus.
 - (vi) Integration of LAN with Internet lease line supplied by ISP.
 - (vii) Repairing and replacement (if required) of I/O Box and module if needed.
 - (viii) Rectification of all devices and reconfiguration of switches and integration with the internet lease line and DHCP server.
2. **Maintenance of Campus Wide Network at DGMS:**
 - (i) Maintenance and configuration of switches/access points, ADSL router installed at different Departments/Sections.
 - (ii) Necessary switch configuration as per requirement.
 - (iii) Maintenance of all the passive components installed in campus network such as Racks, Patch Panels, I/O Box (Information Outlets), LIUs etc.
 - (iv) Laying and Termination of UTP cables in PVC conduit, Patch panel fixing, I/O Box fixing etc.
 - (v) Fiber termination/splicing is to be done as and when required.
 - (vi) During renovation work, removing and reaffixing of UTP cable and I/Os, etc.
 - (vii) Reaffixing of switches and racks whenever required.
 - (viii) Taking care of movement of FOC connections.
 - (ix) Service Provider is supposed to provide services only. It does not include the repair and replacement of active components like switches, servers, access points and ADSL modems.
3. **Preventive maintenance:**
 - (i) Cleaning and maintaining of switch locations, LIU locations, Racks, Jack Panels etc. in regular intervals to ensure smooth functioning of network services and cleanliness at the installation site.
 - (ii) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - (iii) Checking of power supply source for equipments to ensure all equipments are powered through UPS.
 - (iv) Voltage (Line, Neutral and Earth) at all installed equipments must be measured at regular intervals.
 - (v) Checking network connectivity and throughput.

Terms & Conditions

1. Availability of network connectivity at each client computer has to be ensured by the Service Provider.
2. Cost for FOC work (digging and laying) shall be paid extra as per DGS&D/Govt. approved rate.
3. All passive components such as I/O box, UTP cable, PVC pipe, patch panel, FO patch cord, pigtail, adaptor, FO cable, if required, shall be paid as per approved rate.
4. The record of the components replaced & complaints received shall be maintained.
5. The Service Provider will bring all necessary tools & expertise for the maintenance work.
6. One Network Engineer and one support executive have to be deputed for the said work. The Network Engineer must have B. Tech/MCA/M.Sc (CS)/M.Sc.(IT) with experience of 3 years in computer networking. The support executive must have knowledge of networking and structured cabling.
7. The service personal must be available at DGMS for maintenance during 09:00 AM to 7:30 PM from Monday to Friday.
8. The contract will be awarded for a period of three years which may be extended for the subsequent year(s) based on the performance.
9. DGMS reserve the right to terminate the contract any time during the contract period with a notice period of one month, without assigning any reasons thereof. On termination of contract, the maintenance charges shall be paid on pro-rata basis for the serviced period.
10. DGMS shall not consider any request in increase of rates of AMC due to any reason whatsoever, during the period of contract.
11. The payment would be released on quarterly basis at the end of each quarter if the services of the firm are found satisfactory.
12. The Service Provider must have five year old firm actively involved in computer network business.
13. The Service Provider must submit Credentials/Experience certificates related to similar nature of work with at least 1000 nodes in support of capability to undertake the job.
14. All servers and computer systems will be provided by DGMS.
15. The service provider shall be responsible for replacement of the initially repaired/replaced active/passive component for one year.

16. The firm or the service providing agency must have valid GST Number.
17. The tender shall also be liable to be rejected in case there is any overwriting or alteration in the rates quoted.
18. DGMS reserves the right to reject any or all of the quotations without assigning any reason whatsoever. In case of any dispute, the decision of Director General of Mines Safety shall be final.
19. The Service Provider must enclose a copy of the tender document duly signed and stamped on every page.
20. This tender is to be interpreted under Indian Laws.
21. **Place of Work:** The AMC will be awarded for the entire campus of DGMS at Dhanbad.

Last date of submission of bid : 3.30 PM on 9th July, 2018


Director of Mines Safety (SOMA)
DGMS, Hirapur, Dhanbad-826001