



Krishna Kanta Handiqui State Open University

Resham Nagar, Khanapara, Guwahati-781022
Advertisement No: KKHSOU/AMC/62/2009/293

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Krishna Kanta Handiqui State Open University, Guwahati invites sealed quotations from registered service providers with the given eligibility criteria for AMC of the Active Network, Surveillance System and EpBx System as per the given specification.

All AMC service providing companies having more than two year service record for providing sales and services of Network Switches, Wifi AP, CCTV, EPBX and related peripherals at Central Ministries/Departments, Central/State Government Bodies, Statutory bodies, Public sector organizations and fulfilling the following conditions are eligible for bidding:

- a) The company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any public Department.
- b) The company must be registered with all Government/statutory authorities such as Sales Tax Department, GST, Income Tax Department, ESIC etc. as required in the normal course of business to render providing similar services.
- c) The Services have to be provided at KKHSOU, Khanapara, Guwahati-22
- d) The Company should have an experience of work contract (in a single order) of Rs. 10 Lakh (Minimum), in last 3 year, preferably in Government/Autonomous bodies/PSU.
- e) The company should have minimum annual turnover of Rs. 1.5 Crore/ year, in at least 2 of the last 3 years.
- f) The company should have office at Guwahati.

The eligible companies/parties may quote their best rate (inclusive all taxes) in the specified format given below. The quotation addressed to "The Registrar, KKHSOU City Office, Resham Nagar, Khanapara, Guwahati - 781022" with the Contact No and E-mail ID on the body of the sealed envelope should reach the University office on or before 14-12-2023. The date of opening of the quotations will be notified later on.

Date: 31.10.2023

Sd/-
Registrar

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To,
 The Registrar
 Krishna Kanta Handiqui State Open University Patgaon, Rani Gate, Guwahati – 17

Sub: Rates for AMC

Sir,
 With reference to above, I would like to offer my best rate for the following items -

Sl. No.	Item	Rate to be offered (inclusive of all taxes)
1.	Active Network <ul style="list-style-type: none"> • CISCO CBS350 24 POE-9 • CISCO CBS350 24 PORT NONPOE-8 • CISCO SG350 24 PORT POE-14 • CISCO SG350 24 PORT NON POE-11 • CISCO 9200 L3 SWITCH-1 	
2.	Hikvision IP Surveillance System <ul style="list-style-type: none"> • HIKVISION 32 Channel Network Recorder-09 • HIKVISION 4/5 IP Dome/Bullet Cameras – 236 • VMS Server/ Client – 02 • Location: A, B & C Block 	
3.	EPBX System <ul style="list-style-type: none"> • NEC SV9100, 388 A Extn-032 Digital Extn • 03 Netlink Connect • Location: A, B & C Block 	

Scope of Work

- (a) Periodical Maintenance through inspections and systematic testing of all the covered equipments.
- (b) Implementation of necessary firmware and software updates to ensure optimal performance and security.
- (c) Maintenance that includes items configuration of **L3/L2 Switches, CCTV, NVR, EPBX machines i.e. NEC**, network testing if required, routing within the same building, and configuration of firewall for better security, climping of network cables for CCTV, Network switches.

- (d) Monitoring of CCTV, Wifi AP, EPBX System and Network switches and taking appropriate measure for reconnecting the same if required.
- (e) The SP shall depute, throughout the contract period, a well-qualified Network engineer who can maintain and configure the equipment listed in Annexure-I properly. The Engineer should be an Indian national only, having, at least, four year degree/ three-year diploma or equivalent in Computer hardware and related field. The Engineer should have, at least, 2 years of experience and should be specialist in repairing/configuring and maintaining network switches, wifi AP etc.
- (f) The engineer will work under the instructions of the System Analyst or any person Authorized by KKHSOU and need to coordinate with the IT Cell, KKHSOU.
- (g) The SP shall ensure that the engineer is present timely and possess a valid ID card on all working days including Saturday. In case of engineer going on leave, alternate arrangements should be made well in advance and KKHSOU given prior intimation. In case of an emergency, the engineer may also be required to be deployed on holidays or Sundays;
- (h) The SP shall not change the engineer without prior clearance from KKHSOU. Further that the SP shall provide a substitute for a deployed engineer, if required by KKHSOU, within five days of such request. Failure to do so may lead to termination of the contract.
- (i) The engineer must be equipped with Mobile phone to ensure his availability. Amount will be deducted if any Service Engineer remains absent/leave without providing a substitute.
- (j) The party may visit the University office to get first hand information about the present condition of the said systems before offering their rates for AMC.

Date:

Signature:

Name of the vendor:

Address:

Contact No:

E-mail: