



## केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार, के अधीन एक स्वायत्त संगठन)  
शिक्षा सदन, 17, इन्स्टिट्यूशनल क्षेत्र, राउज एवेन्यू, दिल्ली-110002.

### CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)  
"Shiksha Sadan", 17, Institutional Area, Rouse Avenue, Delhi-110002.

**CBSE/ACAD/Network Rouse Ave/2012**

**Dated : 25.01.2011**

#### **Sub : Internet Leased Line and Network Management**

The CBSE is interested in the following hardware and services from reputed agencies, having at least three years experience of computer maintenance in Govt. Organizations, autonomous organizations, universities and large public sector organizations. If your organization is interested in providing trouble free hardware and services to the CBSE for a period of one year (likely to be extended up to 3 years on the basis of satisfactory performance of services), you may kindly send your rates for the same.

#### **Technical Pre-requisites**

- The annual turnover of the company/firm should be above Rs. 40 lacs, which may be considered for amendment as the annual turnover of the firm should be above Rs. 40 lacs during the last year or the average annual turnover during the last three years should be above Rs. 40 lacs. The last year for the purpose shall be read as Financial Year 2010-11 ending on 31-03-2011.
- The Firm/company should have ISO-9001 Certificate.
- The Firm/company should be registered with appropriate tax authorities.
- The Firm/company should have on its roll sufficient number of technical employees for proper execution of the contract.
- Bidder should not have defaulted or left any project/work order during the last three years. In case the same comes to the knowledge of the Board, the contract shall be terminated with appropriate legal action against the firm.

#### **Internet Leased Line**

##### **Requirements which will be fulfilled by the vendor:**

- Internet Leased Line (1:1) of 8 MBPS for Shiksha Sadan 17 Rouse Avenue New Delhi Office
- Uptime of 99.5% for Internet Leased Lines (ILL)
- Cabling for the complete building with CAT 6 Network cables and 4 IO ports in every room (Some rooms may require a larger number of IO ports)

##### **Requirements which need to be met internally:**

- 1 Air-conditioned room which is access controlled for keeping the networking racks

#### **UTM**

##### **Requirements which will be fulfilled by the vendor:**

- 50 user UTM to restrict access to different web sites for different users
- Manage bandwidth
- Go to the backup (low bandwidth) MTNL connection for selected users in case ILL is down
- It should also be able to give different bandwidth speed to different categories of users
- It should have an intrusion detection & prevention system.
- It should give uptime statistics as well as usage statistics per user.

- Restrictions on specific type of content (by category) and specific web sites should be enforceable
- It should have end point security capabilities; however we do not want end point security capabilities to be enabled initially.
- Configure and maintain the UTM system

## **Creation of CBSE Domain and Network**

### **Requirements which will be fulfilled by the vendor:**

- Creation and maintenance of LAN for Rouse Avenue Office
- The domain name to log in to all computers should be CBSE through the office by default. There should be a provision to create additional Domain Names like CBSE Vocational or CBSE International.

## **Email**

### **Requirements which will be fulfilled by the vendor:**

- Email server setup and maintenance

### **Requirements which need to be met internally:**

- Provisioning email addresses from NIC for all permanent employees using computers

## **IT Help Desk**

### **Requirements which will be fulfilled by the vendor:**

- The help desk for the complete office should be set up in a central location.
- The system administrator should be able to resolve most user issues from his/her desk.
- The system help desk can be located in the vendor premises. A toll free number needs to be provided by the vendor for this purpose.
- All the facilities mentioned above will be covered under an Annual Maintenance Contract by the vendor.

### **Requirements which need to be met internally:**

- The PC help desk for the office will continue to function out of Rouse Avenue office

## **UPS power backup**

### **Requirements which will be fulfilled by the vendor:**

- UPS Power Backup for all the systems above with connectivity to the existing CBSE generator.

The technical details and experience in the field of **Internet Leased Line and Network Management** as per Annexure-II along with EMD of Rs.22,000/-(in the form of A/c payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee) favouring "Secretary, CBSE, Delhi" and rates as per Annexure-III may please be furnished, duly sealed separately in two different envelopes superscribing "**Technical Details**" and "**Rates**" respectively and both these envelopes be sealed in one envelope superscribing "**Quotation for Internet Leased Line and Network Management**". In case of any query please contact Mr Navin Maini (Research Officer Technology) at 011-23211575 or send an email at navincbse@gmail.com.

The quotation should be completed in all respects and be clearly mentioned that all the terms and conditions as per Annexure-I are acceptable. The quotation(s) received without earnest money or in an incomplete manner in any respect will suo motto be rejected. The tender should be placed in the Tender Box kept at ground floor near security guard counter, CBSE, Shiksha Sadan, 17, Rouse Avenue, New Delhi-110 002 on or before **28th February 2011** up to 2.30 PM. The tenders "**Technical Details**" will be opened on the same day at 3.00 PM in the presence of the tenderers who may like to be present.

Yours faithfully,  
Director (Training)

**Maintenance of Internet Leased Line and Network**

The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.30 AM to 5.30 PM from Monday to Saturday to keep the Internet Leased Line, UTM, CBSE Domain & Email services in good working order. The service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs and fittings of replacement parts.

**Terms and Conditions**

- a) The network and systems management can be done from the vendors own location through VPN.
- b) Scheduled preventive maintenance once in every month.
- c) Unscheduled, on-call corrective and remedial maintenance service from 09.30 hrs. to 17.30 hrs.(Monday to Saturday) excluding public holiday.
- d) Comprehensive maintenance includes replacement of unserviceable parts. Replaced parts will either be new parts or equivalent in performance to old parts.
- e) This contract is comprehensive in nature and will cover replacement of all defective parts/equipments.
- f) Standard force majeure conditions shall apply.
- g) Complaints shall be attended to on the same day. Replacement and/or repair of the hardware equipment shall be carried out within 24 hours of registering the complaints. It is the whole & sole responsibility of the firm to arrange the part, repairs/replacement of equipment & stand-by internet connection failing which a penalty of 2-5% shall be imposed on the quarterly payment to the firm.
- h) The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and conditions mentioned above.
- i) In case of unsatisfactory services, the Secretary, CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- j) All equipments are in working condition and the agencies, if they desire, may inspect the machines before quoting the rates.
- k) The rates should be quoted without Taxes and Taxes should be quoted extra.
- l) The bidder should have on his rolls sufficient number of Technical employees for the proper execution of the contract
- m) The bidder should be registered with appropriate tax authorities such as Income Tax & Service Tax

(Contd. on.....page-2)

- n) Only those firm/company may apply who have at least 03 years experience in similar work in Government Department, autonomous organizations, universities and large public sector organizations. The Work Orders of those Deptt., should be attached.
- o) Latest Service Certificate from the user Deptt. with their telephone Nos., are to be enclosed with the tender.
- p) Resumes of the Engineer/s, who will work in IT Help Desk are to be enclosed with the tender.
- q) The Board reserves the right to assign the complete contract to a single vendor or assign parts of the contract to separate vendors.
- r) It should be clearly understood that CBSE can call the Engineers on holidays also.
- s) The company should have ESI and PF facility to its Enginners.
- t) The Secretary, CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
- u) The contract will be for one year but may be extended up to 3 years on sole discretion of the Board.
- v) The jurisdiction in legal matter will be Delhi/New Delhi.

An agreement on Non-Judicial Stamp Paper, is to be signed with an option of cancellation of the entire AMC at any time during the prescribed period of maintenance and no payment shall be considered by the office for the period of unsatisfactory service/bill. In addition to it EMD shall also be forfeited.

**CENTRAL BOARD OF SECONDARY EDUCATION  
SHIKSHA KENDRA, 2, COMMUNITY CENTRE,  
PREET VIHAR, DELHI-110 310**

(To be sealed separately along with the DD for Earnest money)

1. ABOUT THE FIRM :

- (a) Name & Profile of the firm
- (b) Activities of the organisation
- (c) Man power profile of the firm
- (d) Turn over of for similar work for the period :  
2008-2009  
2009-2010  
2010-2011
- (e) Customer base with details of equipment maintained at each existing location along with services rendered in each.
- (f) References from customers where similar work is being done.

2. TECHNICAL Solution : Details of the hardware and services. Please use additional pages as necessary.

3. Documentary proof of the following:

- (a) Length of experience
- (b) Financial statements of the firm for the last 3 years
- (c) Infrastructure available with the firm for carrying out the activities in scope
- (d) Similar work done for government ministries/educational boards
- (e) Technical and Administrative manpower available for this work
- (f) ISO 9001 certification

Authorised Signatory  
(with full name, designation and stamp)

Mobile No.: \_\_\_\_\_

Phone No.: \_\_\_\_\_

Detail of Computers & Printers available

About 100 computers & printers are connected to the network.

**Annual Reoccurring Charges**

Separate charges should be given for each of the heads below:

**A) Internet Leased Line Annual Charges**

**B) IT Help Desk**

- Maintenance & troubleshooting of CBSE Domain and Network
- Maintenance & troubleshooting of Email
- Maintenance & troubleshooting of end to end network connectivity

**One Time Charges**

**A) Internet Leased Line**

- Setup Costs
- Cabling

**B) UTM**

**C) Creation of CBSE Domain and Network**

- Domain Server
- Creation of LAN for Rouse Avenue Office

**D) Email**

- Email server setup

**E) UPS power backup**

- UPS Power Backup for all the systems above with connectivity to the existing CBSE generator.

Authorised Singnatory  
(with full name, designation and stamp)

Mobile No.: \_\_\_\_\_

Phone No.: \_\_\_\_\_