

INDIAN INSTITUTE OF MANAGEMENT VISAKHAPATNAM

Andhra Bank School of Business Building, Andhra University Campus,
 Visakhapatnam – 530 003, Andhra Pradesh, INDIA.
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Ref: Tender No.: IIMV/Admin/Tender/ITFMS/2017-18/006

21 Feb 2018

Request for Proposal (RFP) for IT Facility Management Services (FMS) at IIM Visakhapatnam Campus

Indian Institute of Management Visakhapatnam, having its office at Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003, invites tenders for hiring of Information Technology (IT) Facility Management Services (ITFMS) as per the details given in section “Requirements of IIM Visakhapatnam” based on the eligibility criteria and general terms and conditions mentioned in this document.

A. TENDER DETAILS

1	Ref. No. IIMV/Admin/Tender/ITFMS/2017-18/006 dated 21 Feb 2018			
2	Name of the Tender	Hiring of IT Facility Management Services (ITFMS)		
3	Type of Tender	Tender fee in INR	EMD in INR	Period
	Item Rate	500/-	30,000/- (Rupees thirty thousand only)	Three years
4	Payments such as Tender Fee, EMD are to be made online through credit card / debit card / net banking in the e-procurement portal as per details provided in e-tender notice document.			
5	Pre-bid meeting	28 February 2018 (Friday) at 14:30 hrs		
6	Date and time of opening of technical bids	07 March 2018 1530 hrs (Friday)		
7	Date and time of opening of Financial Bids	14 March 2018 1530 hrs (Monday)		
8	Tender Documents	The tender documents can be downloaded from the website www.tenderwizard.com/IIMV or http://www.iimv.ac.in/tender-notices.html		

9	Place of submission	Submission through e portal only: www.tenderwizard.com/iimv	
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B. TIMELINES*

Sl. No.	Task	Date
1	Release of tender notification in newspaper & IIMV website	21 February 2018 (Wednesday)
2	Pre-Bid Meeting at IIM Visakhapatnam	28 February 2018 (Wednesday) at 14:30 hrs
3	Last date for submission of technical and financial bids through e-procurement	07 March 2018 1500 hrs (Wednesday)
4	Opening of technical bids	07 March 2018 1530 hrs (Wednesday)
5	Technical Bids documents verification	09 March 2018 (Friday)
6	Inviting bidders for presentation (Presentation should contain the vendor skills, experience, financials, client list, tools & process used etc. as per the indicative list in the technical bid format)	09 March 2018 (Friday)
7	Presentation by the Technically Qualified Bidders	12 March 2018 (Monday)
8	Shortlisting bidders for financial bid round (On completion of technical evaluation)	13 March 2018 (Tuesday)
9	Opening of Financial Bids	14 March 2018 1530 hrs (Wednesday)
10	Issue of Letter of Award	15 March 2018 (Thursday)
11	Start Date of Contract	26 March 2018 (Monday)

*If the last date of opening of the tender coincides with a holiday, then the next working day shall be the receiving/opening date. Any corrigenda or amendments will be posted on the Institute's website only and the Bidders are advised to keep visiting the Institute's website regularly for updates/changes.

C. CONTRACT PERIOD

1. The contract duration shall be for a period of three years from the date of award. IIMV reserves the right to extend the contract at its discretion for a further period of one or two years, at the same or better mutually agreed terms and conditions. However, the period of commercial evaluation is 3 years at this stage.
2. In the event of non-commencement or unsatisfactory performance of the work contract as per the timelines, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality, IIMV, further, reserves

the right to get the work done from some other agencies and the cost of the work has to be borne by the FMS provider.

3. In case of successful bidders, the existing contract with IIMV, if any, shall stand automatically terminated for the new contract to commence.
4. Exit clause: The contract can be terminated by giving 90 days' notice by either party. However, IIMV shall be free to terminate the contract by giving notice for a lesser period, without any implications or liability of whatever nature, to IIMV.
5. Mode of Issue of notice: Any notice sent by Speed post only by either party to the addresses recorded in the contract shall be deemed to have been properly served for any of the purposes mentioned herein.

D. ABOUT IIMV'S IT INFRASTRUCTURE

IIMV has campus-wide state-of-the-art information technology infrastructure, designed to meet the computing and communication (internet) needs of the Institute.

- Fully air-conditioned and Wi-Fi enabled campus
- Two 70-seater lecture theatres (class room)
- Two 30-seater mini lecture theatres (class room)
- Video conferencing enabled class rooms (One LT and one MLT)
- Well equipped Library with Print and electronic knowledge resources
- RF ID Card Reader for student's attendance
- Session recording facility with an option to integrate with LMS
- 3 Nos. LCD Overhead Projectors with Annotation Monitor in each class room
- Wearable Wireless microphone for Faculty
- Analogue and digital inputs to accommodate any type of laptops in the class room (Plug & Play)
- Ceiling-mounted speakers to play back from faculty microphone and laptop
- Integrated touch panel to control complete AV systems from faculty lectern
- All AV controls from the touch panel
- 100 MBPS internet link from NKN
- Base operating system for servers: Windows Hypervisor (Microsoft)
- MPLS link from IIMB to IIMV
- List of IIMV assets provided in Annexure 1
- Office365 email
- Office softwares and academic softwares

Current User base

- 120 students
- 25 staff
- 11 full-time faculty
- 5 to 8 visiting faculty in a week
- Others: Outsourced staff, guests

The institute shall increase or decrease the user base / devices requirement depending upon the changes in the number of sections, class schedules etc.

E. IIMV REQUIREMENTS AND SCOPE OF WORK

This section describes, but does not limit itself to, the services required by IIMV for its IT Facility Management. The bidder needs to consider and envisage all services that would be required in the maintenance of IT infrastructure and facilities management. Hence, bidders are advised to do a thorough assessment of these requirements by planning a pre-bid visit to IIMV campus and participate in the pre-bid meeting. The technical and the financial bid should be based on assessment of IIMV's need in the following areas that may be assessed through the pre-bid engagements:

- IT Support Services for end user infrastructure (faculty, staff, students and guests)
 - Technical support (user level): on internet, intranet, tele-conferencing, Video conferencing and web casting with subscribed online and offline services and applications availed by IIMV.
 - Anti-virus management, end point protection, server end production and Patch management
 - Email management
 - Network Support (Network LAN/Wi-Fi/WAN Management)
 - Server Management and Support
 - IT Helpdesk services
 - Storage, Backup, restore and DR solution for critical applications
 - Managed services for Data Centre, Proposed DR solution, Network and mailing solutions.
 - Vendor management
 - Asset Management
 - Provide support for Website maintenance and administration
 - Applications maintenance and support
 - Payment Gateway support
 - Classroom management
 - CCTV Data Management
 - End user experience monitoring and management with SLA, CSAT and CSI
 - Desktop Automation services(DAS) with enterprise SSO (Single sign on) and password management
 - Tools and process required for managed services
- i). The bidder is expected to develop a service delivery framework for executing IT FM Services for IIMV based on the requirements. The engineers being deployed by the bidder for this purpose should be employees of the bidder organization and not from any other agency.
- ii). All the above services shall be offered as a service model for a period of three years. Any software / hardware if supplied by vendor during the period of this contract shall be transferred to IIMV at the end of the contract period. Data is necessarily be given back to IIMV.
- iii). IT system support tasks are vital for maintaining the IT infrastructure at the

Institute. Hence IIMV intends to have IT Facility Management Service (FMS) with 12x6 (12 hours: 6 days a week) user support. Institute is looking to outsource, complete IT support services to a single FMS provider to provide overall IT support services. There could be a need of 24 hours a day as and when required. Compensatory leave will be provided for additional service provided.

- iv). The FMS Provider is expected to undertake the facility management of the entire IT infrastructure of IIMV campus. The objective is to ensure uninterrupted operations, efficient and effective utilization of IT resources. As part of the facility management, the FMS provider shall provide an onsite (at IIMV) dedicated team of professionally qualified/trained workforce who will be exclusively responsible for day to day on-site support activities. They will be reporting to the IT department of IIMV. The FMS provider has to ensure uninterrupted availability of the resources.

Services required for various stakeholders are:

F. IT SUPPORT SERVICES

- i). Complete IT support services to users including hardware software and operational support. The support may consist of all types of IT support, hardware/ software, maintenance of the desktops/ laptops/printers/scanners/servers, institute's network and any other IT items/assets of the Institute.
- ii). IT support shall also be provided to all the employees, students, and visitors, etc. The hardware support for items such as Desktop/Laptop/printer are restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.
- iii). In general, following services are expected from the FMS provider on IT support:
 - a. Provide maintenance and support to all IT resources (including installation configuration / trouble shooting of hardware and software) or any operational /system related problems at the user end.
 - b. Coordinate with respective vendor/ OEM to resolve the hardware and software related problems.
 - c. Assist users in backup/ recovery in case of system crash /database failure.
 - d. Arrangements / IT support for different activities like presentations / video conferencing/ workshop/conference/ classrooms/ any other events as and when required.
 - e. Patch management

Note: In future, Institute may purchase / add additional assets (laptops, desktops, printers, servers etc.) as per the requirement of the users, which will automatically come under the scope of this FMS contract.

G. NETWORK AND SERVER SUPPORT

Network support Services (including Active and Passive component support) would be comprehensive in nature. FMS provider is supposed to provide following services:

- i). Support for all Active and passive components of IIMV network system (Wi-Fi and Wired both). It includes installation/configuration/testing/trouble shooting of all the active components as well as passive components.
- ii). Maintenance of firmware/system software of all the network switches /devices etc. during the contract period is part of the scope of this contract. If any parts are found defective, malfunctions or non- functional, efforts may be made to repair it in coordination with OEM / service provider.
- iii). Maintenance of all UTP cable and fiber cable connections from server room/edge switches or any other location through switches, connectors and I/O box including all supporting passive components. The work under this item also includes network configuration and its maintenance at the node level. The FMS provider has to replace/reinstall all the defective, malfunctions / non-functional cable with standard quality in coordination with the service provider.
- iv). Liaise with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime.
- v). Maintenance and replacement of faulty Fiber Optics cable or fiber module or CAT6/CAT5E cable including a connector, coupling, connector panel, all patch cords, and terminators, etc. in coordination with the service provider
- vi). FMS provider shall arrange for its transport for carrying out the maintenance and for movement of material required and other support required by them like tools, equipments documents/drawing, cleaning agents, etc. Only required electrical power/electricity would be provided by the institute for carrying out maintenance activity.
- vii). All types of repairs/maintenance shall be carried out within the premises of IIMV. The FMS provider will not be allowed to take the machine/spare parts out for repair without prior approval of IT Department.
- viii). The IT Dept shall approve any new spare parts/components to be replaced for the satisfactory running of the machines/instruments.
- ix). In the case of any intermediate, a suspicious or unidentified problem related to fiber cable, cat5/6 cable, and any active device, the FMS provider shall bring

all required testing equipment at his cost to identify the problem and accordingly fix the problem.

- x). Maintain Cisco VPN for the authorized users

H. HELP DESK SERVICES

- i). The FMS service provider has to maintain onsite help desk service 12x6 (12 hours: 6 days a week) in computer center for User Support at IIMV campus. Help Desk has to maintain a log of all user calls through a tool and generate a ticket number, assign severity and respond to the call as per SLAs. (as per defined SLAs under section “SLA Matrix” in this document). There could be a need of 24 hours a day as and when required. Compensatory leave will be provided for additional service provided.
- ii). Monitor all user calls, track each one of them for timely resolution, escalate calls to appropriate vendor, if required and coordinate with them for closure of the ticket. Generate MIS reports and share it with IT department of IIMV.
- iii). IIMV requires user-friendly tool to manage all the IT services including incidents, services requests, server management, SLA etc. and generate reports as and when required. The bidder is required to mention the tool details in the technical bids and give the cost of the same separately in the financial bids.
- iv). The Institute will provide one desktop and one laptop for the helpdesk services. The FMS provider is required to equip their engineers with any other devices that is required for smooth operations. IIMV will provide an extension telephone connection for the help desk.
- v). The FMS provider must provide a service escalation chart with contact details.
- vi). Service Window:

12x6 (12 hours: 6 days a week): 8 AM to 8 PM. There could be a need of 24 hours a day as and when required. Compensatory leave will be provided for additional service provided.

I. MINIMUM MANPOWER REQUIREMENT

This is a SLA based contract. However, the Institute expects that the following minimum manpower and timings have to be followed by the FMS provider.

S No.	Shift Timings	Description
1	8.00 AM – 4.00 PM	IT – cum - AV Engineer (One)
2	12 Noon – 8.00 PM	IT Engineer (One)
3	9.00 AM – 6.00 PM	Network Engineer (One)
4	9.00 AM – 6.00 PM	Server Engineer (One)

- i). All the engineers especially Network and Server engineers should be available to provide remote support beyond the shift timings (as well as in person based on the need).
- ii). Each shift's support personnel should hand over the duty to next shift staff before leaving the Institute and maintain shift update register. FMS provider should ensure that all the pending/ongoing support calls properly understood by next shift support staff.
- iii). The shift timings may be changed with the mutual understanding of both the parties (IIMV and FMS provider)
- iv). Over and above this, the FMS provider is expected to deploy additional engineers / provide expert services as and when required for managing the workload of Institute's activities based on requirements from time to time. There could be a need of 24 hours a day as and when required. Compensatory leave will be provided for additional service provided.
- v). Engineers are expected to work on other days / holidays based on the requirement with prior notification.
- vi). Holidays will be based on IIMV general holidays only, not the FMS provider company holidays. However, deployed resources are eligible to take minimum leave as per the leave policy of the FMS provider. Any leave more than 2 days by any resource, should be planned in advance and a temporary replacement should be provided with sufficient training beforehand and ensure that the required business SLAs are not affected. It should be ensured that two out of four engineers are on duty if other engineers are taking leave. Attendance register will be maintained at IIMV site. Resources deployed shall be governed by HR policies of FMS provider company. The leave policy of the company should be clearly mentioned in the final agreement that IIMV will enter into with the successful bidder.
- vii). As part of third party vendor management; the FMS Provider has to interface with existing service providers for obtaining support for equipment covered under AMC or warranty.

- viii). FMS provider should ensure the proper functioning of network and IT support to all users and shall be responsible for complete IT support, and maintenance of the campus network infrastructure under the scope of this contract. FMS provider shall also be responsible for timely resolving of the complaints and all types of IT support.
- ix). In the case of pending/high workload, the FMS provider will depute additional staff to clear the backlog to maintain the uptime of the IT infrastructure of the institute. FMS provider should ensure high quality of workmanship and quality services.
- x). All the personnel, deputed at IIMV will be interviewed by IT Dept. for suitability. Only those personnel found suitable in the interview will be considered for deputation at IIMV. Deputed personnel cannot be changed without prior approval from IT Dept. Similarly, if the performance of any technical service personnel is not found satisfactory, IIMV shall have the option to ask the FMS service provider to change the concerned personnel.

J. MINIMUM QUALIFICATION AND EXPERIENCE OF DEPUTED PERSONNEL

1. IT – cum - AV Engineer (One person):

- Diploma in Electronics / IT / computers
- MCSE certification
- One year experience in IT as well as AV domain
- Good communication skills in English. Hindi and Telugu can be an added advantage

Role:

- Ensure smooth conduct of classes, meetings, conferences, events etc by providing seamless IT and AV support
- Initiation of classes, checking of all related equipment before the beginning of each session.
- Handle and trouble shoot the equipment in coordination with the equipment service provider
- Log, Attend and update the tickets
- Handle and trouble shoot EUC (End-User Client) hardware and applications and provide required support
- Provide support in IT related issues and work in coordination with IT engineer

2. IT Engineer (One Person):

- Diploma in Electronics / IT / computers
- MCSE certification
- One year experience
- Good communication skills in English. Hindi and Telugu can be an

added advantage

Role:

- Ensure smooth conduct of classes, meetings, conferences, events etc. by providing seamless IT and AV support
- Initiation of classes, checking of all related equipment before the beginning of each session.
- Log, Attend and update the tickets
- Handle and trouble shoot EUC (End-User Client) hardware and applications and provide required support
- Provide support in IT and AV related issues and work in coordination with IT-cum-AV engineer
- Installation of academic, research software on institute's assets and troubleshooting
- Assets and software licenses management

3. Network Engineer (One Person):

- Diploma in Electronics / IT / computers
- CCNA / CCNP certification
- 2 years experience
- Good communication skills in English. Hindi and Telugu can be an added advantage

Role:

- Ensure smooth network availability
- Handle internet / intranet related issues, wifi , access points, network related applications,
- CCTV cameras,
- availability of network and performance monitoring by the tool
- provisioning and operations
- capacity planning – quarterly review (and /or need based) of updation and upgradation
- Managing all the VC equipments and smooth conduct of session / events
- Network and security management

4. Server Engineer (One Person):

- Diploma in Electronics / IT / computers
- Professional certification like MCSE / MCP / RHCE etc.
- 3 years experience

Role:

- Ensure smooth running of servers and their availability
- Maintaining and updating active directory, email ids creation and its access rights
- Microsoft Office 365 / any other software that the Institute may procure later

- Operating Systems (Linux, Windows, Hyper-V etc.)
- Maintaining website and 24x7 availability
- Internet and intranet related software applications such as Moodle (LMS), Tally (accounts), teaching aid, research software (SPSS, R etc.)
- Antivirus updation and upgradation
- Availability of servers and performance monitoring by the tool
- provisioning of servers and operations
- capacity planning – quarterly review (and /or need based) of updation and upgradation
- Server backup solution / DR required: Solution, installation, configuration, maintenance, regular backup scheduling, backup and drill at regular intervals (Current costing should include the cost for the existing infrastructure + 10% increase in number. Over and above this, any additional cost for IT hardware resources for taking backup / restoration should be specified in the financial bid)

Trainee/Fresher Engineers will not be accepted.

All the engineers will have to be given hands on training by the service provider in all the areas of IT at basic level so that any contingency can be attended to by any engineer.

Tools required for managing the operations as well as monitoring:

- a) IT Helpdesk services management
- b) Servers management
- c) Network monitoring
- d) Antivirus – for user machines and servers (excluding student machines). Basic level support for students

K. REPORTS FOR PERFORMANCE MONITORING OF THE SERVICE LEVELS

The FMS provider shall furnish the following reports to IT Dept. of IIMV as per the frequency below:

- Daily Call Analysis Report (Incidents and Service requests)
- Aging ticket report
- Monthly - Call Analysis Report (Shift wise)
- Call Analysis Report (Total User Support)
- Monthly IT Assets Inventory Report after PM (Preventive Maintenance)
- SLA Compliance report
- IMAC Reports
- Any other MIS report required by IT department from time to time

The FMS service provider must identify one person among the team to be the SPOC who will report to IT department of IIMV for day to day activities and submit all the required reports and coordinate with IT department to ensure seamless and efficient IT support functions.

The FMS provider shall provide extra manpower to support need-based task/work as and when required on his own cost. The FMS provider shall ensure that any specific work related to Support/Maintenance assigned by Institute is carried out diligently and well in time.

L. SLA MATRIX

Contractual SLA	Definition*	Agreed		
		Response (in Mins)	Resolution (In Hrs.)	Goal**
Severity 1	A problem which affects customer's business objective / critical Infrastructure like problem in Servers, Network Backbone Infrastructure. This priority is also applicable for pre-defined Very Important Users.	15	2	99%
Severity 2	A problem, which affects the department for the entire operations or partial failure affecting 10% users etc.	15	4	98%
Severity 3	Problem in individual user Desktops, Hardware or Office Application clients etc.	30	24	97%
Severity 4	Any other scheduled activities such as installation / shifting of desktops, change in configuration, profile creation, IMAC process etc.	120	48	99%

* Refer to the table below for detailed SLA description

**The goal percentage will be reviewed in a positive direction on an annual basis.

Severity Level (Response/Resolution/SLA)	Description
S1 (15 Mins / 2 Hrs / 99%)	Service outage resulting from failure of application, database, web servers, network devices within the configured environment causing interruption of

	services to all IIMV users in a Data Centre environment.
S2 (15 Mins / 4 Hrs / 98%)	Any server, storage, network, database, application incident within a Data Centre managed environment
	Any failure of one of the multiple application, database, web servers or network devices where such failures does not result in a service outage
	Failure of any standalone server or network element in scope impacting production
	Any incident of backup activity or Job failure on servers running business applications, web servers, email, DNS, and databases etc.
	Disruption due to virus attack
	Any partial failure in server, network or managed applications infrastructure that results in outage for more than 10% users
S3 (30 Mins / 24 Hrs / 97%)	User ID and access related issues
	Disk quota related issues
	Any incident of backup activity or Job failure on servers on which business critical data or service is not residing
	Antivirus update failure
	Any failure associated with failure or individual PCs and peripherals
	Any failure in server, network or managed application infrastructure that results in service outage for up to 5% users
S4 (120 Mins / 48 Hrs / 99%)	Tested patch upgrade
	IMAC (Hardware/Software) changes User ID or mailbox creation and deletion Disc quota changes subject to storage space being available
	Data backup or restore requests
	Any planned activity on the end user equipment or in Data Centre
	Note: Patch upgrade may have a dependency upon successful test of patches in UAT or test environment and/or Availability of downtime for carrying out the activities. The ticket for such activities shall be raised in discussions with the customer.
Problem Management	2% average call reduction over a period of one year (The average calls shall be calculated based on the number of calls per asset per year)
Change Management	98% successful changes over total number of changes requested in the measurement period
	100% changes followed the change management cycle

Release Management	100% successful patch rollouts/releases within the agreed project timelines
Configuration Management	100% Accuracy in Asset Management databases with inter dependency chart (audited every six months)
	All IMACs are recorded and reported every month
Operations Management	Daily reports on time
	Monthly performance report before 7 th day of every month.
	Critical outage notification and periodic update to Customer's key stakeholders

Penalty on delay in Resolution for Severity 1	Rs 2,000/- per Day
Penalty on delay in Resolution for Severity 2	Rs 1,500/- per Day
Penalty on delay in Resolution for Severity 3	Rs 500/- per Day

The above penalty will be applied at the time of Quarterly payment.

User Rating - It can be reviewed on an annual basis

Scale

- 1- Unsatisfactory
- 2-Satisfactory
- 3-Extremely satisfactory

Rating commitment

- The FMS provider should conduct the quarterly rating survey
- An average Quarterly user rating between 1.90 to 2.40 is required
- Any reduction of 0.10 in the user rating attracts a penalty of 1% of the respective Quarterly contract value.

M. INVITATION TO BIDS

- i). The Bidder should be a well-qualified total solution provider to implement the defined scope and other initiatives successfully. The bidder should be capable of providing a total integrated solution as part of this RFP and also should have experience in managing such integrated IT environments.
- ii). The bidder shall be responsible for Upgrade, Installation, Implementation, Migration, Integration and the Support of IT Infrastructure Solutions i.e. Servers, Storage, Tape Library, and Disk based appliance, Network Switch, Firewall, Server Load Balancer, Application, Delivery Controller, Racks, KVM Switch etc. and manage the new and existing infrastructure during the

contract.

- iii). Bidder shall be implementing the DR solution on cloud for the critical applications and provide all required management tools, processes, parameters and DR drills to ensure the proper functioning of the DR site with respect to various parameters like RPO, RTO etc.
- iv). The bidder has to propose a detailed solution document in line with the scope of work asked in this tender bringing out the detailed DC and DR high level and low level architecture along with the DR Plan. This document should also clearly articulate various aspects involved in DC-DR operations like RPO, RTO, DC-DR replication, backup and restoration planning etc.
- v). The bidders desirous of taking up the project for supply of above product and service for IIM Visakhapatnam are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Institute's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide IIM Visakhapatnam with required IT Manage support services adhering to Institute's requirement outlined in this RFP.
- vi). This RFP is not an offer by IIM Visakhapatnam, but an invitation to receive responses from the bidders.
- vii). No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of IIM Visakhapatnam with a selected Bidder.

N. ELIGIBILITY CRITERIA AND DOCUMENTS SUBMISSION

ELIGIBILITY CRITERIA

Bid is open to all Bidders who fulfill the eligibility criteria. The minimum eligibility criteria for selecting the vendors for the purpose stated above have been listed in this section. All bidders are requested to study the pre-qualification criteria listed below carefully and submit the bids only if they fully qualify for bidding.

Sr. No.	Criteria	Documents required to be attached with Technical Bid to establish eligibility	Documents Submitted (Yes/No)
1	The bidder must be a registered corporate in India registered under the Companies Act 1956 or a	- Copy of Firm registration / Certificate of Incorporation	

	Government Organization. The bidder should be operating in India for the last five years ending on 30th June 2017.		
2	The bidder shall be a reputed Indian /Multinational Company with primary business in IT Technology; and it must be either an Original Equipment Manufacturer or Authorized System Integrator(s) of the principle OEM, in India. The bidder should have registered for Service Tax & Income Tax	Service Tax Registration Certificate for the said services. VAT Registration Certificates Copy of PAN Card, Aadhar card, GST No.	
3	The bidder should have positive net-Worth as on 31/03/2017. The bidder should have a net solvency of Rs.10 lakhs on the date of issue of tender.	Copy of the audited balance sheet of the company (s) Certificate from the Chartered Accountant Certificate from Bank Manager of a nationalized/scheduled Bank clearly stating the net solvency.	
4	The bidder should have an average annual turnover of at least Rs.75 Lakhs each during last 3 financial years as on 31/03/2017	- Copy of the audited Profit & Loss Statements for each of the last 3 financial years	
5	The bidder should have the experience of having successfully completed similar works in any of the last 3 years ending 30.06.2017 with <u>either of the following</u> - Three similar completed works costing not less than	Work order/contract, work completion certificate/satisfactory report which should indicate the deliverables and scope of work, audited accounts statement / bank statement	

	<p>the amount equivalent to Rs 7 Lakhs each (or)</p> <ul style="list-style-type: none"> - Two similar completed works costing not less than the amount equivalent to Rs 10 Lakhs each (or) - One similar completed work costing not less than the amount equivalent to Rs 20 Lakhs 		
6	The bidder should have an ISO 9001 certification	- Copy of the valid certificates from authorized agencies	
7	The bidder must not be blacklisted by a Central / State / Local Government Organization / Institution / PSU	Self-declaration (Annexure-3)	
8	The FMS Provider must have at least five years of experience/ operation in the field of IT FMS/AMC support services (in the maintenance of assets like LAN, Desktops, Laptops, Switches, Routers, Wi-Fi, etc.).	The details of the same along with supporting document are to be submitted	
9	Bidder presentation	To be submitted as per the indicative list in the Technical Evaluation criteria	

O. TECHNICAL EVALUATION CRITERIA

S. No.	Criterion	Details	Reference Documents	Max. Points
A	Financial Strength of Bidder (IT related)			10
1	Turnover FY 2016-17 more than or equal to Rs. 1.5 crore	10 points	Audited Financial Statements	
2	Turnover FY 2016-17 more than or equal to Rs. 1 crore	8 points		

3	Turnover FY 2016-17 more than or equal to Rs. 75 lakhs	6 points		
B	Bidder's Experience			20
1	IT Managed Service projects of value more than Rs. 20 Lakh each	2 points per project for a max of 3 projects	Work Orders & Completion Certificates	6
2	IT Integration projects in an educational campus such as Office 365, Google Suite for Education, Backup on Cloud etc.	2 points per project for a max of 2 projects	Work Orders & Completion Certificates	4
3	IT Integration project containing Datacenter IT and the following:	2 points per project for a maximum of 2 projects	Work Orders & Completion Certificates	4
	a. Server & Storage			
	b. DR on a cloud			
4	IT Managed Services project containing Datacenter Environment and either 2 of the following:	2 points per project for a maximum of 3 projects	Work Orders & Completion Certificates	6
	a. Server & Storage			
	b. Network & Security			
	c. EUC support			
C	Server, Storage and Installation/Maintenance			20
1	<i>Server & Storage, Server, Network, Wi-Fi, Desktop, Network printer, classroom AV</i>		OEM Certificate	5
	OEM installation base in India > 50 Nos.	5 points		
	OEM installation base in India > 30 Nos.	3 points		
	OEM installation base in India > 10 Nos.	1 point		
2	<i>DR on cloud (OEM means public cloud) Experience</i>		OEM Certificate	5
	OEM installation base > 50	5 points		
	OEM installation base > 30	3 points		

	OEM installation base > 10	1 point		
3	<i>Managed IT Service (DC+N/w+ EUC)</i>		Certified List	5
	Customers base > 10 Nos.	5 points		
	Customers base > 5 Nos	3 points		
	Customers base > 2 Nos	1 point		
4	<i>IT Compliance ISO 20000/22301/27001</i>		Copy of Auditor Certificate	5
	Customer base > 5 Nos.	5 points		
	Customer base > 3 Nos	3 points		
	Customer base > 2 Nos	1 point		
D	Certifications (Tools & Processes)			6
1	Pink Certified tools for Service desk, Request, Incidence, Change, Problem, Asset life cycle, Non-IT helpdesk, Network& Server availability, services, usage, performance monitoring (12 processes)	3 points	Copy of the Certificate & proof of 3 live sites	
2	ITIL complaint processes-based customers (12 processes)	3 points	Copy of the Certificate & proof of 3 live sites	
E	Quality of Proposal			10
1	Neatness of Proposal (Flagging, document Index, flow chart, clarity, proofs etc.)	5 points	Proposal/ Presentation	
2	Completeness of Proposal as per Tender Document	5 points	Proposal/ Presentation	
F	Quality of Solution			18
1	IT refresh/managed service Implementation Methodology (Integration Plan, Transition, Governance, Operation, Transformation & Timelines)	12 points	Proposal/ Presentation	

2	3 yrs. detailed plan for Compliance of IT : ISO 20000,22301,27001with 31000	6 points	Proposal/ Presentation	
G	Project Manpower			10
1	Project Lead Experience & Certification	5 points	Profile & OEM Certificate	
2	Project Team Strength, Experience & Certification	5 points	Profile & OEM Certificate	
H	Service Manpower			6
1	Certified Service Engineers employed by the bidder		OEM Certificate & authentic list	
	More than 100	6 points		
	More than 75	4 points		
	More than 50	2 points		
	Less than 25	0 points		
	Total			100
I	PPT (Should cover all the above points)			

P. TENDER FEE AND EARNEST MONEY DEPOSIT (EMD)

Interested bidders are required to pay a non-refundable Tender fee of Rs. 500/- (Rupees Five Hundred only) only through on-line mode.

1. In addition, interested bidders are required to pay a refundable amount of Rs 30,000/- (Rupees thirty thousand only) towards EMD and it should remain valid for a period of 90 days beyond the final tender validity period.
2. EMD of bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogated from the bid in any respect within the period of validity of its bid. Further, if the successful bidder fails to furnish the required Performance Security within the specified period, its EMD will be forfeited.
3. In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money Deposit / Performance Security shall be forfeited.
4. EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever, within 15 days of finalization of the contract.
5. EMD of the successful bidder (s) will be returned after receipt of the Performance Security.

- assigning any reason whatsoever. The decision of IIMV in the matter shall be final and binding on the parties.
9. The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid or do not pay the requisite amount - shall be disqualified.
 10. The bidder is expected to read and understand all instructions, terms and specifications given in this tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of the bid.
 11. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honour the terms and conditions of contract etc. will be deemed to be material deviations.
 12. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the bidder by correction of the non-conformity.
 13. Only those bidders whose technical bids have been found substantially responsive would be evaluated and compare the financial bids of only those Technical bids which have been determined to be substantially responsive. The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical evaluation whose bid has been determined to be substantially responsive, and is the lowest evaluated bid.
 14. If at any stage it is found that any of the details/documents furnished by the bidder is false/misleading/fabricated, his/her/its bid would be liable for cancellation without intimation to the bidder.
 15. The FMS provider shall have necessary licenses/ authorizations for providing Facility Management Services and obtain the same at its costs and expenses, as and when required. The Bidder/ FMS provider, himself, shall be responsible for any statutory/ mandatory claims or penalties in light of the default concerning the above provisions.
 16. The FMS provider shall follow all the rules and guidelines decided by the institute authorities.
 17. In case any person engaged by the Bidder/ FMS provider is found to be inefficient, quarrelsome, infirm, found indulging in unlawful or illegal activities, the bidder/FMS provider will have to replace such person with a suitable substitute at the direction of the competent authority.
 18. The Institute has no binding to provide any accommodation/transportation to the staff or person deployed by the FMS provider. No cooking/lodging will be allowed on the premises of the Institute at any time.
 19. The deployed staff shall wear the neat and clean uniform according to season with the badge mentioning name and designation, provided by the Bidder/ FMS provider at his own cost.

20. All safety accessories and measures as required for the execution of the work shall be provided to the engineers by the FMS provider. It is the responsibility of the FMS provider to ensure that all the staff deployed by the FMS provider shall be medically fit and their antecedent will be verified before the deployment in the Institute.
21. The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
22. The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or services rendered pursuant thereto.
23. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, C.L(R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, central, states, Municipal and local governmental agency or authority.
24. The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned.
25. The contractor shall be responsible and liable for all the claims of his employees.
26. The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.

S. QUOTATION SUBMISSION

All required documents for technical evaluation, Financial Bids and payments (Tender fee and EMD) are to be submitted online through the e-procurement (KEONICS) portal only, by the bidders as per the timelines specified under the "Timelines Section" in this document, failing which the quotation shall be treated as invalid.

For bid forms and other details, please visit www.tenderwizard.com/IIMV or <http://www.iimv.ac.in/tender-notices.html>. For further details, please contact the Head-Academic Programmes and Administration on +91 891 282 4453.

T. PROCEDURE FOR OPENING AND EVALUATION OF TENDER BIDS (TECHNICAL AND FINANCIAL)

1. A Committee duly constituted by the Competent Authority would evaluate the technical bids submitted by the bidders through e-procurement portal on the date and time specified under "Timelines" section.
2. After completion of detailed evaluation of technical bids, the Committee shortlists the bidders. Financial bids of these shortlisted bidders only will be opened for the contract finalisation.
3. All calculations shall be done on net out go per month i.e. including all taxes and levies at the quoted rates and the lowest offer shall be selected and

awarded with the contract (L1 basis). However, the Institute reserves the right to split the order quantity between/among two or more technically successful bidders, by normalizing the financial bids of all bidders to L1.

4. Any corrigenda/amendments will be posted on the Institute's website only and the bidders are advised to keep visiting the Institute's website regularly for updates/changes. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Visakhapatnam. The bidder is not supposed to incorporate the amendment in the body of the tender document.

U. OTHER POINTS TO BE NOTED

1. The Institute will correspond with shortlisted bidders only whenever there is a requirement.
2. Conditional offer shall not be accepted.
3. The bidder is required to submit the financial bid for the charges, clearly mentioning the taxes. All taxes applicable only to Educational Institutions will be considered for payment.
4. No advance payment will be made in any case. Service provider shall raise invoices on quarterly basis on completion of each quarter along with the MIS Review report and minutes of the meeting. Payment will be made after deducting TDS and any other taxes as applicable from time to time as per Govt rules within 15 days of receiving the Invoice and supporting documents through bank transfer. Updation on the actions to be taken as per the previous quarter minutes of the meeting should be submitted along with the next quarter invoices.
5. In case of any increase in the taxes and levies implemented by the Govt. during the contract period, the same shall be paid by IIMV at actuals, on production of Govt. notification and proof of payment. Similarly, in case of any reduction in taxes and levies, the same must be passed on to IIMV.
6. Billing of the resource shall be on prorata basis from the date of deployment
7. Security Deposit: IIM Visakhapatnam will not pay any deposits (Security, advance etc.) to vendor.
8. Validity of financial bids: The price quoted in the financial bid shall be valid for a period of 90 days from the date of opening of the financial bid. During the validity period of the offer, the bidder should not withdraw/modify the offer in terms and conditions quoted in the Technical qualification.
9. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.
10. The financial bids of only those short-listed bidders that have qualified in the technical evaluation shall be opened. The decision of IIMV on technical bid evaluation shall be final.
11. Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the institute reserves the right to take such penal action (e.g. blacklisting the bidder for the present and future etc.) as it deems fit.

Annexure-1

List of IT Assets

Device type	Nos.
Laptops	21
Desktops	13
Standalone printers	4
Network printers	9
CCTV Cameras	17
Cisco IP Phones	8
Cisco UCS Servers	2
Cisco BE 600	1
Network Switches (Cisco)	4
Monitors	22
Cisco Access points	30
Cisco ASA Firewalls	2
LG TV SSSE3KB	6
Dell PRO 3X Dock stations	9
Classroom Monitors (Wacom DTH 2242)	2
Cisco MX 800	1
Hitachi Projectors (Wall mount)	7
Audio Video equipment including wearable mics, charging stations, wireless presentation units, Extron, AV Amplifier (Wepresent) etc.	3 classrooms
Cisco Catalyst 2960, 2900	2
Mobiles	5
Kindle devices	2

Annexure-2

Bidder's Particulars

S No.	Particulars	Details
1	Name of the Company	
2	Year of Incorporation	
3	Address for communication	
4	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Number	
	Email Id	
5	Firm Registration No.	
6	PAN Number	
7	Service Tax / GST registration number and Date	
8	Whether the firm has been blacklisted by any Govt or Semi-Govt. organization or any other organization?	
9	Undertaking accepting all terms and conditions of tender document and signed tender document by the bidder	
10	Required license to provide required services	
11	Agreeable to provide services as per the Institute's requirement	
12	List of Clients for services at Visakhapatnam and other cities in India	Visakhapatnam:

		Other Cities:		
13	Whether your company is registered under Municipal Act and/or Andhra Pradesh Shops and Establishment (Give Regn. No.)			
14	Financial Details (for last 3 years)* a. Turnover (Rs. In lakhs) b. Profit after Tax (Rs. In lakhs)	2013-14	2014-15	2015-16
15	Employee Profile: Technical: a) Service Engineers (L1 & L2) b) Sr. Technical Staff (L3 and above) Administrative:			
16	If the bidder is Authorized Partner/Dealer, mention the name of principal company (OEM) and the relationship, like, distributor, dealer, etc.			
17	Level of relationship/partnership with OEM (Gold/Silver/Platinum/etc.)			
18	Brief particulars of facilities for support and maintenance of equipment and availability of spares			
19	Details regarding technical support staff (No. of service engineers, qualifications, number of years of experience, etc.)			
20	Employee attrition rate for last 3 years			
21	No. of locations outside Visakhapatnam where bidder's engineers are present (no tie-ups)			
22	Large no. of IT Equipment delivered and maintained by bidders ii) 10 nos of customers currently being handled which has more than 500 users iii) 50 nos of customers currently being handled which has more than 1000 users			
23	Have you received ISO certification or any other certification			
24	Are you OEM / system builders? (Yes/No) – Please Provide brief details.			

Declaration regarding Non-Blacklisting of company and acceptance of tender terms and conditions

(To be provided on letter head of the Bidder)

I / We _____ do hereby certify that our firm at Visakhapatnam is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Andhra Pradesh or any State Board Universities, since inception of the firm / company.

All the terms and conditions given in the document “**Request for Proposal (RFP) for IT Facility Management Services (FMS) at IIM Visakhapatnam Campus**” issued by IIM Visakhapatnam are acceptable to us.

I also certify that the above information is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (IIMV) that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Authorized Signatory

Name:

Place:

Designation:

Company:

Contact No.

Company Seal

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