

INDIAN INSTITUTE OF MANAGEMENT VISAKHAPATNAM

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14 August 2018

Ref: Tender No.: IIMV/IT/Tender/FMS-AMC/18-19/1

Request for Proposal (RFP) for IT Facility Management Services (FMS) and Comprehensive AMC for AV Equipment 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) and Comprehensive AMC for AV Equipment 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/IT/Tender/FMS-AMC/18-19/1 dated 14 August 2018		
2	Name of the Tender	Hiring of IT Facility Management Services (ITFMS) Comprehensive AMC for AV Equipment	
3	Type of Tender	Tender fee in INR	EMD in INR
	Item Rate	500/-	40,000/- (Rupees Forty thousand only)
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	20 August 2018 (Monday) at 14:30 hrs	
6	Date and time of opening of technical bids	24 August 2018 1500 hrs (Friday)	
7	Date and time of opening of Financial Bids	07 September 2018 1530 hrs (Friday)	
	Period	Three years	

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 submission of	Submission through e portal only: www.tenderwizard.com/iimv	

B. TIMELINES*

Sl. No.	Task	Date
1	Release of tender notification in IIMV website	14 August 2018 (Tuesday)
2	Pre-Bid Meeting at IIM Visakhapatnam	20 August 2018 (Monday) at 14:30 hrs
3	Last date for submission of technical and financial bids through e-procurement	24 August 2018 1500 hrs (Friday)
4	Opening of technical bids	24 August 2018 1530 hrs (Friday)
5	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)	31 August 2018 (Friday)
6	Presentation by the Technically Eligible Bidders	03 September 2018 (Monday) 1430 Hrs
7	Shortlisting bidders for financial bid round (On completion of technical evaluation)	06 September 2018 (Thursday)
8	Opening of Financial Bids	07 September 2018 1530 hrs (Friday)
9	Issue of Letter of Award	14 September 2018 (Friday)
10	Start Date of Contract	01 October 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 start date of contract. IIMV reserves the right to extend the contract at its discretion for a further period of one or two years, at the same 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 Bidder.
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
- Three 70-seater lecture theatres (class room)
- Three 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 and 250 Mbps Internet link from ACT Fibernet
- 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 software and academic software
- IP based CCTV Camera Solution
- CISCO Firewall

Current User base (Approximately).

- 200 students
- 30 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, faculty and staff 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
 - Configuration and maintenance of the Firewall
- 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. Higher level of confidentiality is to be maintained and 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. In-addition to the above, if classes or events are scheduled on Sundays, at-least one out of four engineers should be available on a rotational basis. Institute is looking to outsource, complete IT support services to a single service provider to provide overall IT support services. There could be a need of 24 hours a day as and when required. Leave will be granted for additional service provided.
- iv). The Bidder 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 Bidder 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 Bidder 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 service 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. Bidder 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 Bidder 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). Installation and maintenance of Computational, email, web, storage and backup servers as and when required.
- vii). Managing Licenses of proprietary software and coordinating with respective vendors regarding issues.

- viii). Setting up and maintenance of LDAP database.
- ix). Bidder shall arrange for its transport for carrying out the maintenance and for movement of material required and other support required by them like tools, equipment documents/drawing, cleaning agents, etc. Only required electrical power/electricity would be provided by the institute for carrying out maintenance activity.
- x). All types of repairs/maintenance shall be carried out within the premises of IIMV. The Bidder will not be allowed to take the machine/spare parts out for repair without prior approval of IT Department.
- xi). The IT Dept shall approve any new spare parts/components to be replaced for the satisfactory running of the machines/instruments.
- xii). In the case of any intermediate, a suspicious or unidentified problem related to fiber cable, cat5/6 cable, and any active device, the Bidder shall bring all required testing equipment at his cost to identify the problem and accordingly fix the problem.
- xiii). Maintain Cisco VPN for the authorized users.
- xiv). Configuration and maintenance of the Firewall

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. In-addition to the above, if classes or events are scheduled on Sundays, at-least one out of four engineers should be available on a rotational basis. 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. Leave will be granted 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, Asset 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 Bidder 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 Bidder 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. Leave will be granted for additional service provided.

I. AMC SERVICES FOR AV EQUIPMENT

- i. AMC is covered for the AV equipment located in the Lecture Room LT1. Enclosed in Annexure – 2.
- ii. Repair/replacement of all defective parts by equivalent or higher model & make. Various integrated equipment should be maintained in good working condition at the current specifications & the functionality level.
- iii. In case of failure of any flat panels, Switcher, Scaler, DA, Amplifier and in the event of unserviceable scenario the same should be replaced by an equivalent product.
- iv. In the event situation warrants for a replacement an equivalent standby unit should be provided till resolution time.
- v. The Bidder shall maintain such engineering spare parts to ensure that all incidents are resolved well within the Resolution time.
- vi. The Bidder shall ensure that all its engineering representatives are fully qualified and experienced in all the AV Equipment and software included in the Scope of this agreement.
- vii. The Bidder shall use appropriate procedure at all times to resolve Incidents within the Resolution time.
- viii. Preventive maintenance should be carried out at the end of each quarter.
- ix. The AV equipment installed in other lecture rooms, which are under Warranty as on the date of contract commencement, would come subsequently under this AMC Agreement, upon expiry of the respective warranties. Separate AMC charges shall be paid for repair services of such increase in the quantum of equipment as per the quoted price.

J. 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 Bidder.

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. Bidder 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 Bidder)
- iv). Over and above this, the Bidder 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 Bidder company holidays. However, deployed resources are eligible to take minimum leave as per the leave policy of the Bidder. 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 Bidder 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 Bidder has to interface with existing service providers for obtaining support for equipment covered under AMC or warranty.
- viii). Bidder 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. Bidder 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 Bidder will depute additional staff to clear the backlog to maintain the uptime of the IT infrastructure of the institute. Bidder 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.

K. MINIMUM QUALIFICATION AND EXPERIENCE OF DEPUTED PERSONNEL

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

- Diploma in Electronics / IT / computers
- MCSE certification
- Two years of experience in AV as well as in IT 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
- Two years of 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):

- BTech/BE in Electronics / IT / computers
- CCNA / CCNP certification
- 3 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, Network Switches, WiFi access points, WiFi controllers and other network related components and applications,
- Configuration and maintenance of the Firewall
- 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 equipment and smooth conduct of session / events
- Network and security management

4. Server Engineer (One Person):

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

Role:

- Team Lead for the deputed personnel
- Ensure smooth running of servers and their availability
- Implementing, maintaining and updating Active Directory (AD) Services and AD Domain Services

- 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.

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.

L. REPORTS FOR PERFORMANCE MONITORING OF THE SERVICE LEVELS

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

M. 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

	<p>Any failure of one of the multiple application, database, web servers or network devices where such failures does not result in a service outage</p> <p>Failure of any standalone server or network element in scope impacting production</p> <p>Any incident of backup activity or Job failure on servers running business applications, web servers, email, DNS, and databases etc.</p> <p>Disruption due to virus attack</p> <p>Any partial failure in server, network or managed applications infrastructure that results in outage for more than 10% users</p>
S3 (30 Mins / 24 Hrs / 97%)	<p>User ID and access related issues</p> <p>Disk quota related issues</p> <p>Any incident of backup activity or Job failure on servers on which business critical data or service is not residing</p> <p>Antivirus update failure</p> <p>Any failure associated with failure or individual PCs and peripherals</p> <p>Any failure in server, network or managed application infrastructure that results in service outage for up to 5% users</p>
S4 (120 Mins / 48 Hrs / 99%)	<p>Tested patch upgrade</p> <p>IMAC (Hardware/Software) changes User ID or mailbox creation and deletion Disc quota changes subject to storage space being available</p> <p>Data backup or restore requests</p> <p>Any planned activity on the end user equipment or in Data Centre</p> <p>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.</p>
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	<p>98% successful changes over total number of changes requested in the measurement period</p> <p>100% changes followed the change management cycle</p>
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 1,500/- per Day
Penalty on delay in Resolution for Severity 2	Rs 1,000/- 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 Bidder 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.

N. 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.

O. PRE-QUALIFICATION CRITERIA FOR TECHNICAL ELIGIBILITY

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)	Document Name to be given
1	The bidder must be a registered corporate in India registered under the Companies Act 1956 or a Government Organization. The bidder should be operating in India for the last five years ending on 31.07.2018	- Copy of Firm registration / Certificate of Incorporation		PQ1
	The bidder shall be a reputed Indian /Multinational	Copy of PAN Card, Aadhar card, GST		PQ2A, PQ2B, PQ2C, PQ2D

2	<p>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.</p> <p>The bidder must be having their own office setup at Visakhapatnam or Hyderabad</p> <p>The bidder should have registered for GST and Income Tax</p>	Certificate and Proof of Address.		
3	The bidder should have positive net-Worth as on 31.03.2018. The bidder should have a net solvency of Rs.10 lakhs on the date of issue of tender.	<p>Copy of the audited balance sheet of the company (s)</p> <p>Certificate from the Chartered Accountant</p> <p>Certificate from Bank Manager of a nationalized/scheduled Bank clearly stating the net solvency.</p>		PQ3A, PQ3B, PQ3C
4	The bidder should have an average annual turnover of at least Rs.75 Lakhs each during last 3 financial years as on 31.03.2018	<p>- Copy of the audited Profit & Loss Statements for each of the last 3 financial years</p>		PQ4A, PQ4B, PQ4C
5	<p>The bidder should have the experience of having successfully completed similar works in any of the last 3 years ending 31.07.2018 with <u>either of the following</u></p> <p>- Three similar completed works costing not less than</p>	<p>Work order/contract, work completion certificate/satisfactory report which should indicate the deliverables and scope of work, audited accounts statement / bank statement</p>		PQ5A, PQ5B, PQ5C

	<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 20000, 27001, 9001 certification	- Copy of the valid certificates from authorized agencies		PQ6A, PQ6B, PQ6C
7	The bidder must not be blacklisted by a Central / State / Local Government Organization / Institution / PSU	Self-declaration (Annexure-4)		PQ7
8	The Bidder must have at least five years of experience/ operation in the field of IT FMS and 2 years of experience / Operation in the field of AV AMC support services (in the maintenance of assets like LAN, Desktops, Laptops, Switches, Routers, Wi-Fi, AV Equipment etc.).	The details of the same along with supporting document are to be submitted		PQ8
9	Bidder Proposal and Presentation	To be submitted as per the indicative list in the Technical Evaluation criteria		PQ9A, PQ9B
10	The Bidder required necessary licenses/ authorizations for providing Facility Management Services and AV AMC	The details of the same along with supporting document are to be submitted		PQ10
11	List of Clients for services at Visakhapatnam and other cities in India	A). Visakhapatnam B) Other Cities		PQ11A, PQ11B
12	Bidder's Particulars as per the Annexure - 3			PQ12
13	Tender Fee and EMD Details			PQ13

P. TECHNICAL EVALUATION CRITERIA (70% WEIGHTAGE)

S. No.	Criterion	Details	Reference Documents	Max. Points	Document Name to be given
A	Financial Strength of Bidder (IT related)			10	
1	Turnover FY 2017-18 more than or equal to Rs. 1.5 crore	10 points	Audited Financial Statements		TEC1
2	Turnover FY 2017-18 more than or equal to Rs. 1 crore	8 points			
3	Turnover FY 2017-18 more than or equal to Rs. 75 lakhs	6 points			
B	Bidder's Experience			42	
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	TEC2
2	IT Integration projects in an educational campus such as Office 365 or Google Suite for Education.	2 points per project for a max of 3 projects	Work Orders & Completion Certificates	6	TEC3
3	IT Integration project containing the following:	2 points per project for a maximum of 3 projects	Work Orders & Completion Certificates	6	TEC4
	a. Server & Storage				
	b. DR				
	c. Backup				
4	AV Equipment Implementation / Maintenance	2 points per project for a max		6	TEC5

		of projects	3			
5	<i>Storage, Server, Network, Wi-Fi, Desktop, Network printer, classroom AV Installation / Maintenance</i>			Implementation Certificate	6	TEC6
	More than 300 Users	6 points				
	More than 200 Users	3 points				
	More than 100 Users	2 points				
6	<i>Backup and DR Installation / Maintenance</i>			Implementation Certificate	6	TEC7
	More than 300 Users	6 points				
	More than 200 Users	3 points				
	More than 100 Users	2 points				
7	<i>Managed IT Service (DC +Network & Security + EUC)</i>			Certified Client List	6	TEC8
	Client base > 10 Nos.	6 points				
	Client base > 5 Nos	3 points				
	Client base > 2 Nos	2 points				
C	Certifications (Tools & Processes)				6	
1	Tools for Service desk, Request, Incidents, Change, Problem, Asset life cycle, Non-IT helpdesk, Network & Server availability, services, usage, performance monitoring	4 points		Copy of the Certificate & proof of 3 live sites		TEC9
2	ITIL compliance processes-based customers	2 points		Copy of the Certificate & proof of 3 live sites		TEC10
D	Quality of Proposal				12	
1	Neatness of Proposal (Flagging, document Index, flow chart, clarity, proofs etc.)	6 points		Proposal and Presentation		TEC11
2	Completeness of Proposal as per Tender	6 points		Proposal and		TEC12

	Document		Presentatio n		
E	Quality of Solution			10	
1	IT refresh/managed service Implementation Methodology (Integration Plan, Transition, Governance, Operation, Transformation & Timelines)	10 points	Proposal and Presentatio n		TEC13
F	Project Manpower Plan (to be deployed at IIMV)			12	
1	Project Lead experience & certification	6 points	Profile & Certificate		TEC14
2	Project Team Strength, experience & Certification	6 points	Profile & Certificate		TEC15
G	Service Manpower Plan (to be deployed at IIMV)			8	
1	Certified Service Engineers deployed by the bidder		Authentic list certified by the bidder		TEC16
	More than 50	8 points			
	More than 40	6 points			
	More than 30	4 points			
	Total			100	

Q. FINANCIAL BID EVALUATION (30% WEIGHTAGE)

All the bidders are required to submit their bids in the prescribed format only.

R. 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.

S. PERFORMANCE SECURITY

1. The successful bidder will have to furnish performance security of 5% of the final Work Order value (before taxes) calculated for the entire contract period, i.e., three years, in the form of bank transfer or Demand Draft in favour of Indian Institute of Management Visakhapatnam, payable at Visakhapatnam within 10 days of award of contract.
2. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier.
3. Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be black listed.
4. Performance Security will be refunded to supplier without any interest, whatsoever, after it duly performs and completes the contract in all respects.
5. In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
6. In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

T. TERMS AND CONDITIONS

1. The vendor has to comply with all guidelines while providing the service.
2. Engineers /personnel should be conversant in Hindi apart from English.
3. The engineers/technicians of FMS service provider will be required to follow all security regulations enforced at IIMV.
4. The Bidder shall be responsible for any injury/accident or compensation to their service engineers/technicians during their stay inside IIMV premises.
5. The contractor shall comply with all the statutory and legal provisions as laid down under various Labour Laws in force from time to time at his own cost. In case of violation of any statutory provisions or any other applicable laws, IIM Visakhapatnam will not be held responsible.
6. The contractor shall provide full CV of the engineers/personnel along with their contact details within one week of the award of the contract or start date of the contract whichever is earlier.

7. In case of any dispute arising out of the terms and conditions of contract, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Visakhapatnam as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties. The cost of such arbitration shall be shared by both the parties equally. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Visakhapatnam, Andhra Pradesh, India.
8. Indian Institute of Management Visakhapatnam reserves the right to accept or reject any or all the tenders or cancel this process at any stage without 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 Bidder 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/ Bidder, himself, shall be responsible for any statutory/ mandatory claims or penalties in light of the default concerning the above provisions.
16. The Bidder shall follow all the rules and guidelines decided by the institute authorities.
17. In case any person engaged by the Bidder/ Bidder is found to be inefficient,

- quarrelsome, infirm, found indulging in unlawful or illegal activities, the bidder/Bidder 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 Bidder. 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/Bidder 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 Bidder. It is the responsibility of the Bidder to ensure that all the staff deployed by the Bidder 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.

U. QUOTATION SUBMISSION

All required documents for Pre-Qualification for Technical Eligibility, 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 Assistant Manager on +91 891 282 4483.

V. 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. As per the evaluation criteria, 70% weightage will be given to technical score and 30% to the financial score. However, the Institute reserves the right to split the order quantity between/among two or more technically successful bidders, by normalizing the bids.
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.

W. 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 Gol rules within 21 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.

Annexure-1

List of IT Assets

Device type	Nos.
Laptops	27
Desktops	34
Standalone printers	8
Network printers	24
CCTV Cameras	17
Cisco IP Phones	8
Cisco UCS Servers	2
Cisco BE 600	1
Network Switches (Cisco)	4
Monitors	29
Cisco Access points	30
Cisco ASA Firewalls	2
LG TV SSSE3KB	6
Dell PRO 3X Dock stations	10
Classroom Monitors (Wacom DTH 2242)	2
Cisco MX 800	1
Hitachi Projectors (Wall mount)	12
Audio Video equipment including wearable mics, charging stations, wireless presentation units, Extron, AV Amplifier (Wepresent) etc.	5 classrooms
Cisco Catalyst 2960, 2900	2
Mobiles	5
Kindle devices	2

Annexure-2
List of AV Equipment covered under AMC

Sl. No.	Item Description	Make	Model	Qty	Serial #
1	Ultra Short Throw Projector LCD Technology - 3300 Lumens, WXGA Resolution (1280x800) w/ HDMI & VGA Inputs	Hitachi	CP-TW3003	3	F5GH00869 – RightIIMB replaced lamp F5GH00854 - Centre F5DH00809 – Leftiimb replaced lamp
2	Rack mount 2-Channel, XLR/ ¼" I/O, w/o mics (Includes Base Station, Charger Base, Power Supply)	Revolabs	HD Venue 03- HDVENUEU-NM	1	Revolabs Venue – 602050019023 Base Station - 501050169726
3	HD Microphone, RF-Armor™ Wearable	Revolabs	Wearable 03- HDEXEMICEU-11	2	802000033647 802000040596
4	Two Channel Amplifier - 200 Watts Per Channel	Extron	XPA 2002-70V 60- 883-02	1	A12VL50
5	Full-Range Flat Field® Speakers with Low Profile Enclosure and 70/100 V Transformer(Pairs)	Extron	FF-220T 42-141-23	2	A16KXA0, A16KXA1 A16KX60, A16KX61
6	21.5" IPS pen display HD Resolution combines multi-finger touch capabilities with Wacom's patented, cordless, battery-free pen technology	Wacom	DTH-2242	1	4BCQ000023
7	Two USB A Female to Two USB A Female on 10" Pigtails- Table Plate to be mounted on the Lectern	Extron	(70-454-13)	2	N/A
8	USB over CAT5 extender- Tx	Extron	USB Extender Tx 60- 871-62	2	A15XP40 A15XP41
9	USB over CAT5 extender- Rx	Extron	USB Extender Rx 60- 871-72	2	A15PAUK A15TAQD
10	Audio Video bridge with H.264 Streaming and USB output	Vaddio	Vaddio AV Bridge CONFERENCE HD 999-8215-001	1	998821500023015000
11	Two Input DTP Transmitter for HDMI and VGA - Decora® Wallplate	Extron	DTP T UWP 232 D 60- 1366-12	2	N/A
12	8x4 Scaling Presentation Matrix Switchers with DTP Extension and Control Processor	Extron	DTP CrossPoint 84 IPCP SA 60-1368-12	1	A0YPNL7

13	HDMI to Four Output DTP DA	Extron	DTP HD DA4 4K 230 60-1437-01	1	A16MD8A
14	HDMI Twisted Pair Transmitter	Extron	DTP HDMI 4K 230 Tx 60-1271-12	2	A14QNR3, A14QP12
15	HDMI Twisted Pair Receiver	Extron	DTP HDMI 4K 230 Rx 60-1271-13	7	A15L2CT A15W4YA A15W5AM A15W4W1 A15W4XH A15W5HK A15W4YK
16	7" Wall Mount TouchLink Pro Touchpanel	Extron	TLP Pro 720M 60- 1394-02	1	A149JQF
17	Power Injector for XTP and Pro Series Control Systems	Extron	XTP PI 100 60-1233- 01	1	N/A
18	IP Link Pro Control Processor w/ 3 RS232 Ports	Extron	IPL Pro S3 60-1413- 01	1	A11FLKL
19	IP/ RS 232 controlled Power conditioner 230 volt	Furman	CN 3600 SE	1	2849150700257
20	Wireless Presentation Unit	WePreset	WiPG1000	1	00125F0C4726

Annexure-3

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	GST registration number and Date			
8	Undertaking accepting all terms and conditions of tender document and signed tender document by the bidder			
9	Whether your company is registered under Municipal Act and/or Andhra Pradesh Shops and Establishment (Give Regn. No.)			
10	Financial Details (for last 3 years)	2015-16	2016-17	2017-18
	a. Turnover (Rs. In lakhs)			
	b. Profit after Tax (Rs. In lakhs)			
11	Employee Profile: Technical: a) Service Engineers (L1 & L2) b) Sr. Technical Staff (L3 and above) Administrative:			

ANNEXURE -4

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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