**Indian Institute of Management, Lucknow**

# TENDER DOCUMENT
# for
# IT Facility Management Service
# at
# IIM Lucknow and Noida Campus

(NIT No. IIML/PURCHASE/FMS/30/2018-19 dated 13/12/2018)

**ISSUED BY**
Indian Institute of Management,
Prabandh Nagar, IIM Road,
Lucknow, Uttar Pradesh, India
Pin Code : 226013
**Website:www.iiml.ac.in**

# Bid Information Sheet

(NIT No. IIML/PURCHASE/FMS/30/2018-19 dated 13/12/2018)

| | |
|---|---|
| **Document Description** | Tender Document for "***IT Facility Management Service at Indian Institute of Management, Lucknow and Noida Campus***" |
| **Tender Date** | 13/12/2018 |
| **Last date & Time of Submission of Response to Tender Document** | 04/01/2019 upto 1400 hrs |
| **Bid Opening** | 09/01/2019 at 1500 hrs |
| **Validity of Tender** | 90 (Ninety) days from the date of opening of tender. |
| **Bid Security/EMD** | Rs. 105000/- (One Lac Five Thousand Only) in the form of Demand Draft/Pay order in favor of Indian Institute of Management, Lucknow. BID security money shall be forfeited by IIML in the event of Successful Bidder's failure to accept the Award of contract. |
| **Tender Submission** | Tender has to be submitted on e-portal i.e. www.eprocure.gov.in. And original EMD along with supporting documents should be submitted through Speed Post/ Registered Post/Courier only. |
| **Name, Designation, Address and other details (For Submission of Response to Tender Document)** | OSD Office<br>Indian Institute of Management<br>Prabandh Nagar, IIM Road<br>Lucknow – 226013<br>0522-6696917 |

# Indian Institute of Management Lucknow

Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)

Website: www.iiml.ac.in

**Tender for IT Facility Management Services at IIM Lucknow Campus and IIML Noida Campus** *(NIT No. IIML/PURCHASE/FMS/30/2018-19 dated 13/12/2018)*

## 1.OBJECTIVE

Indian Institute of Management, Lucknow (hereinafter called "IIML") is an Autonomous body, under the control of the Ministry of Human Resource and Development (MHRD). One of the main objectives of the Institute is to impart High Quality Management Education by running Post Graduate Diploma in Management, Fellowship Programme in Management, various Management programmes for Working Executives & Management Development Programmes etc.

Presently IIML has IT infrastructure comprising of Computers (Desktop, Laptops, and Servers etc.), Printers, Scanners, Blade Servers, Backup Storage (SAN), Firewall, Routers, Switches, Video Conferencing System, Projectors, CCTV monitoring system, Bio-metric attendance system, 1 Gbps& 190 Mbps ILL, Intranet (LAN), 90 Mbps dedicated VPN to Noida, ORACLE PeopleSoft ERP and other customized applications and software. IT system administration tasks are vital to maintain the total IT infrastructure. Hence IIML intends to have IT Facility Management Service with user support (24 x 7) and upkeep of the same.

The IT FMS for the total IT infrastructure of IIM Lucknow and Noida Campus is required. The support may consist of Hardware/ Software maintenance of all the IT items/ assets of the Institute as well as of Employee, Students, and Visitors etc. The hardware support is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired under Warranty/ AMC. It also includes providing total support for all IT infrastructure including internet, intranet, video conferencing, network management etc.

## 2. Bid Information and Instructions to Bidders

The bidders shall submit their Financial Proposal in a sealed envelope along with the documents for qualifying minimum eligibility criteria (defined later in this document) and Bid contract norms. The bids shall be opened on the day as mentioned in the Bid Information Sheet. Financial bids will be evaluated based on lowest quoted price for the eligible bidder. This work will be awarded for three years.However, it may be terminated with the one-month prior notice, subject to the unsatisfactory performance of the vendor.

Within 21days of receipt of the Notification of Award from IIML, the Successful Bidder should sign a contract with IIML and shall furnish Performance Bank Guarantee Security initially to IIML for an amount of 10% of the total Contract Price valid up to 3 years and 2 months from the date of Notification of Award. Performance security shall be forfeited by IIML in the event of Successful Bidder's failure to complete its obligations under the Contract or breach of contract conditions.

### *Minimum Eligibility Criteria*

i) The bidder should be a company registered under the Indian Companies Act 1956/2013. **Joint Ventures & Consortiums are not allowed to participate in the bid.**

ii) The bidder must have completed at least 5 years (60 months) as on 31st December 2018 of experience/ operation in the field of IT FMS/ AMC support services (in maintenance of LAN, Desktops, Laptops, Switches, Routers, Wi-Fi etc.) in the reputed Institutions/ Organizations.

iii) Net worth for the last financial year (2017-18) should be positive and turn over should be minimum 80 lakhs for either FY 2017-18 or average of three financial years FY 2015-16, 2016-17, 2017-18.

iv) The bidder must have the following quality certifications:

   1. **ISO 9000:2005 or latest as revised by the ISO** for Quality Management standard
   2. **ISO /IEC 20000-1:2005 or ISO/IEC 20000-1:2011 or latest as revised by the ISO** for Service Management System (SMS) standard

v) The bidder should have successfully executed at least three contracts of similar nature (IT FMS/ AMC Support service for IT infrastructure) within the past five years as on submission date, each costing not less than 10 lakhs out of which at least two projects of similar nature in a Govt. Ministry or Department/ Public Sector company/ Government autonomous body etc.

### *Documents to be submitted in Support of Eligibility:*

1. Copy of Certification of Incorporation, Memorandum and Articles of Association.
2. Copy of GST registration certificate, and PAN.
3. Self-attested copies of work order and their respective project completion certificates issued by clients for similar works/projects/contracts during last 5 years.
4. Copy of the ISO 9000:2005 or latest as revised by ISO and ISO/IEC 20000-1:2005 or ISO/IEC 20000-1:2011 or latest as revised by ISO certificate.
5. CA certified copy of balance sheet and P/L account for last three financial years i.e. FY2015-16, 2016-17, 2017-18 and Certificate by Statutory Auditor / Practicing Chartered Accountant of the Bidding Company in support of net worth and turnover.
6. The Bidder should have registered office and Branch Office in Lucknow and Noida/ New Delhi(Attach a Copy of Address Proof)

### *Cancellation of Contract*

The IIML reserves the right to cancel the contract of the selected bidder and recover expenditure on the following circumstances:

1. The bidder has made the misleading or false representations in the forms, statements, and attachments submitted in proof of the eligibility requirements.
2. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
3. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the IIML reserves the right to get the balance contract executed by another party of its choice by giving one-month notice for the same.

4. IIML reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
5. The Performance Bank Guarantee will be returned to the selected bidder without any interest on performance and completion of the fulfilment of obligations for the complete terms of the contract.

### *Penalty*

During the FMS contract a penalty of Rs. 500/- per person per day basis will be imposed on the vendor in case of absence of Service Engineers. However, this shall not be maximum of 10% of the contract value. This amount will be deducted from the quarterly payment of the vendor.

# 3. Special Conditions of Contract

It will involve enabling the IIML users for optimum use of IT infrastructure deployed at site to achieve efficiency in their routine work. It would cover basic guidance and support for handling the IT infrastructure which will constitute items like Desktops, Laptops, Printers, Operating Systems, Software, Internet, Intranet and other such applications installed at all specified location of IIML.

The overall scope of work and requirements are as mentioned below:

a) Fifteen Onsite Technical Service Personnel, out of which 10 for IIM Lucknow Campus and 5 for Noida Campus.
b) On site User support through 24 x 7 Help Desk at IIM Lucknow Campus and IIML Noida Campus
c) Installation and configuration of hardware and software
d) Analysis of software errors and taking remedial actions for recovery
e) Co-ordinate with respective vendor/ OEM to resolve the hardware and software problem as and when required
f) Assist in backup/ recovery in case of system crash and database failure
g) Liaise with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime
h) Online Hardware & software Asset Management Services
i) Server and database management services
j) Local Area network (Wif-Fi and Wired both), Firewall (Fortigate) & Network Security Management
k) Arrangements for Presentation and Video Conferencing
l) Maintenance and updating of Intranet portal (CC Website)
m) UPS Maintenance (Battery Replacement, installation etc.)
n) Managing approximately 500 Desktops, 25 Servers, 200 Switches, and 200 Access Points etc. These devices are already under warranty/ AMC of respective vendor.
o) Any other jobs related to Computing/ Network Services

### *Onsite Technical Service Personnel*

It is expected that at least two technical service personnel (1. Network and 2. Windows & Linux Administrator) will be available on site during general working hours on both the sites i.e. IIM Lucknow and IIML Noida.  The minimum qualifications and experience of the Administrators and technical service personnel would be as follows

### *Technical Service Personnel Qualification*

Degree in Computers/ Electronics from recognized University/ Engineering College

OR

1. Three Year Regular Diploma in Computer/Electronics from Polytechnic.
2. One Year experience in relevant field.

### For Administrators

1. Qualification mentioned above for Technical Service Personnel and

Network : CISCO certification i.e. CCNA

Windows : Microsoft Certification i.e. MCSE

Linux : Linux Certification i.e. RHCE

2. Minimum two- three year experience in relevant field.

### *Posting of Technical Service Personnel at Site*

The FMS service provider will not ordinarily change/ replace the technical service personnel posted at IIML during the course of the contract. If replacement is inevitable, then such replacement shall be made in a planned manner with prior approval of IIML. Similarly, if the performance of any technical service personnel is not found satisfactory, IIML shall have the option to ask the FMS service provider to change the concerned personnel. All leave and/ or absence of the technical service personnel posted at IIML will have to be planned in advance and proper replacement to be made available in lieu.   Attendance Register will be maintained at the site and penalty will be imposed in case of absence of Engineer.

### *Help Desk Services*

FMS provider must maintain onsite Help Desk services (24 x 7) for User Support at IIM Lucknow campus and IIML Noida Campus. Help Desk will log user calls and give them a call ID number and respond to the call immediately (within 30 minutes max during general working hours). A Telephone connection and Desktop will be provided by IIML itself. Help Desk personnel may be one of the team member deputed on site.

Service provide must provide a service escalation chart with proper contact number and address.

### *Reports for Performance Monitoring of the Service Levels*

The FMS service provider shall furnish to IIML the following reports as per the frequency below.

Monthly - Call Analysis Report.  (Engineer wise)

- Call Analysis Report (Total User Support)

Quarterly - IT-Asset Report after PM (preventive Maintenance)

भारतीय प्रबंध संस्थान,  लखनऊ
## Indian Institute of Management Lucknow
Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)

Website: www.iiml.ac.in

### Tender for IT Facility Management Services at IIM Lucknow Campus and IIML Noida Campus *(NIT No. IIML/PURCHASE/FMS/30/2018-19 dated 13/12/2018)*

*TECHNICAL BID* -**PART I**

| S. No. | Description | Details to be furnished by the bidder (Attached self-attested Submit Documentary evidence) | Document attached at page no |
|---|---|---|---|
| 1. | Name of the Firm/Agency with registered address | | |
| 2. | Name of Contract Person Email and Mobile No. of the Firm/Agency | | |
| 3. | **PAN & GST details** of the Firm/Agency | | |
| 4. | Total Experience (in months) as on date (Minimum required 60 months) as per Prequalification Point 2 (ii) of the Firm/Agency | | |
| 5. | The Firm/Agency Annual turnover shall not be less than Rs 80 Lacs (Eighty Lacs).   Last three annual Turnover of the Firm/Agency:- 2015-16 2016-17 2017-18 | | |
| 6. | Qualification & Experience details of the **Technical Service Personnel** as per Prequalification Point 3 | | |
| 7. | Details of EMD | | |
| 8. | Qualification & Experience details of the **Administrator** as per Prequalification Point 3 | | |

| 9. | Other facilities/services to be provided by the party(if any) | | |
|---|---|---|---|
| 10. | ISO/IEC Certificate | | |
| 11. | Self-Declaration to comply with legal obligations as mentioned in Prequalification Point | | |
| 12. | Details of Manpower with name, date of birth, qualification and experience. | | |

I/We hereby declare that all the information and statements made in this bid are true & correct and accept that any misinterpretation or false information/documentation contained in it may lead to our disqualification.

I/We are accepting all the terms and conditions of mentioned in this tender document.  Our bid is binding upon us.

Date:                                                        **Sign of Tenderer with office**
**stamp**

# Commercial Bid Format

(NIT No. IIML/PURCHASE/FMS/30/2018-19 dated 13/12/2018)

In Company's Letter Head with Date & Seal

| Year | Price Proposal for FMS | GST | | Total Amount |
|---|---|---|---|---|
| | | %age | Amount | |
| 1st | | | | |
| 2nd | | | | |
| 3rd | | | | |
| | | | | |
| | Any Other Charges | | | |