



FORE School Of Management

Ref No.: FSM/CC/RFP/AMC/2020-21/01

Subject: RFP for AMC of Firewall & Network Support, AMC of Printers, and Facility Management.

FORE School of Management (FSM), one of the premier Business Schools in India is inviting Tender for providing Comprehensive Annual Maintenance Contract of Firewall & Network Support, AMC of Printers, and Facility Management.

Interested vendors are requested to submit their proposal in a closed envelope mentioning **"Quotation for AMC of Firewall & Network Support, AMC of Printers, and Facility Management"**.

The General Terms & Conditions are attached as **Annexure-1**.

Tender Issue Date: 21-July-2020

Tender Closing Date: 28-July-2020

Issued by:

Manager (Systems)

FORE School of Management
B-18, Qutab Institutional Area,
New Delhi – 110016

B-18, Qutab Institutional Area, New Delhi-110 016
Phone No. +91-011-41242424

Uday Kumar
21/07/2020

General Terms & Conditions of Bid:

1. Bid Submission: Two Bid System (Technical Bid and Financial Bid):

- A. The two bid system will be followed for this tender. Bidder is advised to carefully read this tender document before submitting their bid. In this system bidder must submit his offer in two separate sealed envelopes under main envelop as explained below:
 - I. Envelope No.1 "Technical Bid"
 - II. Envelope No.2 "Financial Bid"
- B. Bidders will be selected by the following steps given as under:
 - I. Short-listing of eligible vendors satisfying the technical qualification requirements laid in this tender document.
 - II. The Financial Bids of only those bidders will be opened whose technical bids would clear the technical evaluation.
 - III. Selection of bidder as the Service Provider based on the lowest price quotes and meets the commercial qualification requirements from the technically qualified short listed vendors.
- C. The Scope of work is mentioned in **Annexure-2**.

1A. Technical Bid:

- A. The firm should be in existence for **over 5 years** in the trade with annual maintenance contracts. The Company preferably should have a previous maintenance contract for at least 2 years with Education Institute/Government Departments/ Public Undertaking/ Autonomous Body/ Corporate in Delhi.
- B. The firm must have expertise in onsite maintenance and repair of Servers, PCs (Desktop/ Laptop), Laser/ Inkjet Printers, Scanner, Network components and other hardware parts and accessories. The Company must submit the satisfactory performance certificate against latest contract completed. This certificate must be issued from the organization/ department where bidder has provided the AMC services against Computer and IT Infrastructure Services etc. Without this certificate the bid will be summarily rejected.



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- C. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum of one Annual Maintenance Contract of more than 200 Computers connected in LAN under Window/Linux and Citrix environment for at least two years consecutively.
- D. **The firm should provide the list of Resident Engineer(s) to be deployed in FORE with their detailed bio-data showing their qualification, experience and mobile number.**
- E. The firm shall submit their offers strictly in accordance with the terms and conditions of RFP Document(s) as stated therein/herein. Any proposal, which stipulates conditions contrary to the conditions given in the RFP Document(s), is liable for rejection

1B. Financial Bid:

- A. The rate may be quoted for Financial Bid in a separate envelope mentioning "Financial Bid" in a sealed cover with signature of authorized person. Maintenance and repair would include replacement of parts of printers/ devices of matching or higher configuration of same make whenever necessary in each case.
- B. The Financial Bid should contain the rate against each item separately. The rate for each item should be quoted on comprehensive basis including repair and replacement of spare parts without any extra payment. All taxes and duties, if any must be indicated.
- C. **For Resident Engineer:** The Manpower Cost including Mobile phones, transportation etc.

Submission Deadlines:

- A. **Submission Deadlines:** Interested bidders send to their offer in a closed envelop mentioning "**Quotation for Firewall & Network Support, AMC of Printers, and Facility Management**" on the cover, by courier or drop it in the box kept with security guard of FORE School of Management latest by 5:00 P.M. on or before 28th July 2020.



- B. **Submission Delivery Address:** The delivery address to be used for all submissions is

Uday Kumar

Manager (Systems)

FORE School of Management

B-18, Qutab Institutional Area, New Delhi – 110016

Phone No.: +91-11-41242445, Email: uday@fsm.ac.in

- C. **Submission Questions and Clarifications:**

You may contact -

Uday Kumar

Call: +91-11-41242445 or Email to uday@fsm.ac.in

Electronic Submission: Electronic submission in response to this Request for Proposal will not be accepted. All submission must be on paper.

Other Terms & Conditions

- A. **Purchase Order:** The Purchase Order will be released for those who have successfully qualified the Technical Bid and Financial Bid. The Purchase Order has to be accepted by the bidder signing and returning an acknowledgement copy of it within 5 working days. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order.
- B. **Payment Term:** The Payment will be made on Quarterly Billing basis at the end of each Quarter. **The detail hardware inventory is mentioned in Annexure-3.**

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Scope of Work for AMC (From 16-Aug-2020 to 15-Aug-2021)

1. The aim of AMC is to get the specified services smoothly from the existing Hardware and Software under Network. The AMC will provide IT Infrastructure Services, including hardware (list mentioned in Annexure-3).
2. Providing Technical support, Helpdesk services and facility management services to maintain IT Infrastructure and also support future growth of operations of FSM.
3. Ensuring that the IT Infrastructure is available at all times and are also specifically designed to meet the needs of an organization for optimal efficiency.
4. **The down time of Sophos(Firewall) and other network equipment should not be more than 2 hours from the time of report. Otherwise the vendor shall provide similar standby equipment along with their attached peripherals in the good working condition.**
5. The vender shall ensure the following service norms:
 - a. Service Availability Timings: 0900 hours to 1800 hours (Monday to Saturday)
 - b. On-site response Time: 1 Hour and Resolution time: 4 Hours
 - c. Annualized up times: 98%
 - d. **In case of Sophos-XG330 failure, the vendor should be arranged standby appliance within 1 hour.**
6. Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repared spare parts will not be accepted.
7. If systems/ Sub-systems are required to be taken out of FSM for repairing, then a standby system/ Sub-system of the similar configuration and quality acceptable to concerned Computer Center will be provided on returnable basis. Vendor will be responsible for transportation and delivery of systems/ sub-systems. Such hardware under repair should be repaired and returned to the satisfaction of end user/ Computer Center within a period of maximum ten days.
8. Annual Maintenance Contract (AMC) would be on site comprehensive i.e. including cost of new /original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., two repairs in a maximum period of one month time then it must be replaced immediately by the vendor with an original new one.



9. **Resident Engineer:** The Resident Engineer will have to carry out following activities / works and look after following areas:
- The Vendor shall depute Two Qualified Full Time resident engineers to the FORE School of Management (FSM) on every working day shift wise (working hours: 8:00 a.m. to 9.00 p.m.) including Saturday and if required by the Computer Center even on Holiday beyond working hours too.**
 - Resident Engineer provided by the vendor are to the satisfaction of the Computer Center for full time to attend maintenance call in the Computer Center.
 - The vendor shall provide a suitable replacement of the Engineer deputed in the Computer Center in case of his leave/absent.
 - The resident engineers are expected that would be proficient in maintenance of IT Infrastructure, Hardware, Software and Networking.
 - The resident engineers should be conversant with installation and configuration Microsoft Windows 7/8/10, Linux, Citrix XenDesktop, Microsoft Office and Outlook/Google Gsuite.
 - Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.
 - Monitoring and troubleshooting LAN/ Firewall (Sophos)/ VPN/ intranet etc. Configuration of printers and other Network peripherals on the network.
 - First Level Virus Control Services - Diagnose and rectify any virus problems that can be fixed by the anti-virus tool.
 - Provide basic support for in-house/office software.
 - It will also be the responsibility of the Resident Engineers to receive maintenance calls over phone.
 - Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
 - Any other activity / duties assigned to resident engineer, which is necessary for Computer Center.
 - Working knowledge of Web Conferencing Platform (Microsoft Teams, Cisco WebEx etc.).



List of Printers for AMC

S. No.	Model	Serial No.	Purchase Date
1	HP Col LJ 2320n	CNF9BBDTB5	27-Sep-11
2	HP LJ 1008	VNF4748414	5-Sep-09
3	HP LJ 1008	VNF4P18105	5-Sep-09
4	HP LJ 1008	VNF5509720	5-Sep-09
5	HP LJ 1008	VNF4H05718	5-Sep-09
6	HP LJ 1008	VNF4H27730	5-Sep-09
7	HP LJ 1008	VNF4P27865	5-Sep-09
8	HP LJ 1018	VNC3B15725	24-Apr-08
9	HP LJ 1108	VNF3N37496	2-Apr-15
10	HP LJ 1108	VNF3N37475	2-Apr-15
11	HP LJ 1505	CNCJ305963	24-Apr-08
12	HP LJ 1505	VNF3201381	6-Feb-09
13	HP LJ 1505	VNF3F35195	15-Sep-09
14	HP LJ 1505	VNF3F34837	15-Sep-09
15	HP LJ 1536n	CNB9B7VCGY	18-Feb-11
16	HP LJ 1566	VNC4B04293	18-Feb-11
17	HP LJ 1566	VNC4B01337	18-Feb-11
18	HP LJ 1566	VNC4B04311	18-Feb-11
19	HP LJ 1566	VNC3F56454	19-Jul-13
20	HP LJ 1566	VNC3F56593	19-Jul-13
21	HP LJ 1566	VNC3Q36834	19-Jul-13
22	HP LJ 1566	VNC3F56452	19-Jul-13
23	HP LJ 1566	VNF3M03412	19-Jul-13
24	HP LJ 2055n	VNC3T05846	27-Sep-11
25	HP LJ 4015n	CNFY170588	18-Aug-09
26	HP LJ 521DN	CNB7F80CT0	30-Sep-13
27	HP LJ 1108	VNF6V00265	2-Apr-15
28	HP LJ Pro100 M175a MFP	CNC9CCQV1B	14-May-12