Ref No.: FSM/CC/RFP/AMC/2024-25/03

Subject: RFP: Hiring of Two Resident Engineers for a One-Year Contract

FORE School of Management (FSM), one of India's premier business schools, is inviting tenders for the hiring of two resident engineers on a contract basis for the FY 2024-25 (from August 16, 2024, to August 15, 2025).

Interested vendors are requested to submit their proposal in a closed envelope mentioning **"Quotation for hiring of two resident Engineers on contract for 1 year"**.

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

Tender Issue Date: 19-July-2024
Tender Closing Date: 29-July-2024 11:00 A.M

Issued by:

Sr. Administrative Officer

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

Annexure-1

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 maintenance/service for the computer hardware and providing Resident Engineer (RE) on full/ part time basis. 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 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, Resident Engineer (RE) etc. Without this certificate the bid will be summarily rejected.

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Phone No. +91-011-41242424

C. **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.**

D. **The firm has to follow all statutory requirements like PF, ESI throughout the contract period. The firm has to pay the minimum wages as fixed by the Government of Delhi.**

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.

B. 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 hiring of two resident Engineers on contract for 1 year**" on the cover, by courier or drop it in the box kept with security guard of FORE School of Management latest by 11:00 A.M. on or before 29th July 2024.

B. **Submission Delivery Address:** The delivery address to be used for all submissions is
   Uday Kumar
   Sr. Manager (Systems)
   FORE School of Management
   B-18, Qutab Intuitional 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.

FORE School Of Management

Scope of Work for AMC (From 16-Aug-2024 to 15-Aug-2025)

1. The Resident Engineer will have to carry out following activities / works and look after following areas:

   a. **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.**

   b. 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.

   c. The vendor shall provide a suitable replacement of the Engineer deputed in the Computer Center in case of his leave/absent.

   d. The resident engineers are expected that would be proficient in maintenance of IT Infrastructure, Hardware, Software and Networking.

   e. The resident engineers should be conversant with installation and configuration Microsoft Windows (All version), Linux, Microsoft Office and Outlook/Google Workspace.

   f. Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.

   g. Monitoring and troubleshooting LAN/ Firewall (Sophos)/ VPN/ intranet etc. Configuration of printers and other Network peripherals on the network.

   h. First Level Virus Control Services - Diagnose and rectify any virus problems that can be fixed by the anti-virus tool.

   i. Provide basic support for in-house/office software.

   j. It will also be the responsibility of the Resident Engineers to receive maintenance calls over phone.

   k. Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.

   l. Any other activity / duties assigned to resident engineer, which is necessary for Computer Center.

   m. Working knowledge of Web Conferencing Platform (Microsoft Teams, Cisco WebEx, Zoom etc.).

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