



FORE SCHOOL OF MANAGEMENT

Ref No.: FSM/CC/RFP/AMC/2016-17/03/V1

Date: 13/06/2016

Subject: RFP for AMC of Computer Hardware, IT Managed Service 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 (AMC) of Computer Hardware & its Peripherals, IT Infrastructure/Software Support and Facility Management Services.

Interested vendors are requested to submit their proposal in a closed envelope mentioning "**Quotation for AMC of Computer Hardware, IT Managed Service and Facility Management**". The General Terms & Conditions are attached as Annexure – 1.

Tender Issue Date: 13th June, 2016.

Tender Closing Date: 09th July, 2016

Issued by:

Manager (Systems)

FORE School of Management

B-18, Qutab Institutional Area,

New Delhi – 110016.

Air Cdre S K Midha (Retd.)
Chief Administrative Officer
FORE School of Management
"Adhitam Kendra"
B-18 Qutub Institutional Area
New Delhi-110016

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**.

1.A Technical Bid:

- i. 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.
- ii. The firm must have expertise in preventive 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.

- iii. 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 100 Computers connected in LAN under Window/Linux and Citrix environment for at least two years consecutively.
- iv. 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.
- v. The Firm must be authorized partner of the companies like:
Hardware: HP, IBM/Lenovo, Dell, Cyberoam etc.
Software: Microsoft, Oracle/Sun, Citrix, Zimbra etc.
- vi. There are computers of HP/IBM make which are under warranty. The Contractor will be required to liaison with the O.E.M. for maintenance of these computers/servers and network equipment etc.
- vii. The company should have minimum 1-2 customers, where maintaining Solaris, Citrix or Zimbra combination for minimum 2-3 years continuously with a smooth track record. Please provide the end customer reference details also.
- viii. The vendor should be an authorized partner for Cyberoam (Sophos). Please provide the support document etc.

1.B Financial Bid:

- i. 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 computers/ peripherals of matching or higher configuration of same make whenever necessary in each case.
- ii. 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.
- iii. For Resident Engineer: The Manpower Cost including Mobile phones, transportation etc.
- iv. Financial Bid Format: The Bidder should quote the financial bid as per the Financial Bid format mentioned in **Annexure-4**.

2. **Submission Deadlines:** Interested bidders may send to their offer in a closed envelope mentioning “**Quotation for AMC of Computer Hardware and IT Facility Management Services**” on the cover, by courier or drop it in the box kept with the security guard of FORE School of Management latest by 4: 00 p.m. on or before 9th July 2016.

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

Aurabinda Biswas
(Manager Systems)
FORE School of Management
B-18, Qutab Institutional Area, New Delhi – 110 016.
Phone No. +91-11-41242445, Email: a.biswas@fsm.ac.in

- Submission Questions and Clarifications: if any query of this Tender related, one may contact on phone no. or mail id mentioned above.
- Electronic Submissions: Electronic submissions in response to this Request for Proposal will **not** be accepted. All submissions **must** be on paper.
- A Technical Bid meeting on AMC as scheduled will be informed to vendor.

4. **Other Terms & Conditions**

- a) **Purchase Order:** The Purchase Order will be release 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.**

Scope of Work for AMC

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 – 2).
2. To provide the tools to optimize people, process, assets and the work environment to support delivery of the organization's business continuity.
3. Providing Facility Management services to support critical business functions proactively and efficiently.
4. Encompassing all the services that relate to monitoring, managing and enhancing performance of the IT Infrastructure of FSM.
5. Providing Technical support, Helpdesk services and facility management services to maintain IT Infrastructure and also support future growth of operations of FSM.
6. 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.
7. The down time of Server/ other equipment should not be more than 2 hours from the time of report of fault. Otherwise the vendor shall provide similar standby equipment along with their attached peripherals in the good working condition.
8. The vendor 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 Hrs.
 - c. Annualized Uptimes: 98%
 - d. **In case of Cyberoam (CR-300ing) failure, the vendor should be arranged standby appliance within 1 hour.**
 - e. In case of any critical server will fail, the vendor should be arranged standby server within 1 hour till replacement will be not done by the OEM.
9. 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/repaired spare parts will not be accepted.

10. If systems/ Sub-systems are required to be taken out of FSM for repairing, then a stand-by 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.
11. 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.
12. In addition, the vendor should provide the following type of services:
- a. Preventive maintenance
 - b. Corrective maintenance
 - c. Software services for system operations
 - d. Assistance in Hardware & Software Upgradation
 - e. Quarterly cleaning of hardware
13. In Software Service/ Support with reference to Installation and Maintenance of Operating System and Application Support such as:
- a. **All Servers Support:**
 - i. Operating System: Windows Server 2008/ 2012, Linux/ Cent OS etc.
 - ii. DNS, Web Server, Apps Server and Library Server
 - iii. Citrix Server Support including its Storage
 - iv. Backup Server (SAN & NAS) support
 - b. **All Clients:** O/S: Windows XP/ 7 & 8 etc., Application Package: MS- Office, Outlook including mail backup, Citrix Client support (profile and application).
 - c. **Application Service and Support:**
 - i. **Mail Server:** Zimbra Mail Server support on Linux including Backup and Restore backed file.
 - ii. **Database:** MS-SQL Server
 - iii. **Antivirus:** Symantec Endpoint support.
 - iv. **Citrix:** Application and others
 - v. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.

14. Comprehensive Onsite Support of CITRIX Thin Client. The CITRIX thin client solution has been implemented to enhance the application response and provide a centralized computing architecture.
- a. Citrix Server Management & Admin including VDI
 - b. Maintenance and Configuration of Citrix XenDesktop and ICA connecting its users
 - c. Resolving connectivity issues
 - d. Citrix architecture monitoring
 - e. Installing & Applying patches/firmware as and when required
 - f. Renewal of subscription advantage
 - g. Prepare Servers for O/S
 - h. Technical Support: Support for Citrix Database (Data Store, Resource Manager summary database and configuration log-in. Contract would include problem resolution services for technical issues involving Citrix XenDesktop and its Application.
 - i. If required, the vendor will fresh install and reconfigure as it is of Citrix Server and client solution.

15. **Resident Engineer:**

- a. The Vendor shall depute **Two** qualified Full Time resident engineers to the FORE School of Management (FSM) on every working day (working hours: 9:00 a.m. to 6.00 p.m.) including Saturday and if required by the Computer Center even on Holiday / beyond working hours too.
- b. Resident Engineer provides 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 XP, 7- 8, Linux, Citrix XenDesktop, Microsoft Office, and Outlook.
- f. Monitoring and troubleshooting LAN / Firewall (Cyberoam)/ VPN / intranet etc. Configuration of printers and other Network peripherals on the network.
- g. First Level Virus Control Services – Diagnose and rectify any virus problems that can be fixed by the anti-virus tool.
- h. It will also be the responsibility of the Resident Engineers to receive maintenance calls over phone.
- i. Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- j. Any other activity / duties assigned to resident engineer, which is necessary for Computer Center.

List of Inventory for AMC

S.No	Type	Make & Model	Serial No	DOP
1	Printer	HP LJ 3050	CNCK781273	28-02-08
2	Printer	HP LJ 1505	CNCJ305963	24-04-08
3	Printer	HP LJ 1505	VNF3201381	06-02-09
4	Printer	HP LJ 1522n	CNG9968D4M	02-09-09
5	Printer	HP LJ 1008	VNF4748414	05-09-09
6	Printer	HP LJ 1008	VNF4P18105	05-09-09
7	Printer	HP LJ 1008	VNF5509720	05-09-09
8	Printer	HP LJ 1008	VNF4H05718	05-09-09
9	Printer	HP LJ 1008	VNF4H27730	05-09-09
10	Printer	HP LJ 1008	VNF4P27865	05-09-09
11	Printer	HP LJ 1505	VNF3F35195	15-09-09
12	Printer	HP LJ 1505	VNF3F34837	15-09-09
13	Printer	HP LJ 1505	VNF3L36064	15-09-09
14	Printer	HP LJ 1505	VNF3L37198	15-09-09
15	Printer	HP LJ 1505	VNF3F36324	15-09-09
16	Printer	HP LJ 1505	VNF3F36306	15-09-09
17	Printer	HP Psmart + B-209A	MY9AN3D00D	08-02-10
18	Printer	K-209A	CN056B23MG	26-06-10
19	Printer	HP LJ 1018	VNC3B15725	24-04-08
20	Printer	HP LJ 4015n	CNFY170588	18-08-09
21	Printer	HP LJ M1319f	CNHZ96KHCQ	18-08-09
22	Printer	HP LJ M1319f	CNHZ96KH68	18-08-09
23	Printer	HP Col LJ 2320n	CNF9BBDTB5	27-09-11
24	Printer	HP CLJ CM1312nfi	CNB8880NC9	18-08-09
25	Printer	HP LJ 2055n	VNC3T05846	27-09-11

FINANCIAL BID FORMAT

Annexure – 4

FINANCIAL BID FOR (Name of Tender)		Tender for AMC of Computer Hardware, IT Managed Service and Facility Management				
Company Name:						
Address:						
City:		State:	Pin Code:			
Contact Person Name:						
Telephone No.:		Extn:	FAX No.:			
Mobile No.:		E-Mail ID:				
TIN No.		PAN No.:				
Sl.	ITEM Description	Effort (Man per Month)	Unit Price	Vat	Service Tax	Total Amount (₹)/ P.A
1	Total Cost towards all IT Managed services (Including Webservice, Mail Server, AD Service, and complete Citrix Client/Server solution) per annum (All as per Annexure-2)					
2	Total Cost towards AMC of Hardware services per annum (25 Nos. of Printers inventory mentioned in Annexure-3)					
3	Total Cost towards provide 2 nos. of Resident Engineer (onsite) services per annum (with monthly breakup)					
4	Other if Any					
Grand Total (₹)						
I/ We further declare that the above Price offered by us shall remain valid and unchanged for the entire period of the bid.						
Name of authorized Signatory:			Signature & Company Seal:			
Date:		Place:				

* Print this format on bidders Company Letter Head

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