



टाटा सामाजिक विज्ञान संस्थान  
Tata Institute of Social Sciences

Deemed University under Section 3 of the University Grants Commission Act (UGC), 1956

Ref: TISS/CC/NIT/2017/052

Date: 26-04-2017

**Invitation of bids under two bid system for Facility Management Services – IT covering Desktop, Laptop, Printers, Switches, Wireless Devices & Data Center**

Sealed bids are invited from reputed Firms/Companies for the Facility Management Services - IT of TISS Mumbai Campus for comprehensive maintenance of the Desktops, Laptops, Switches and Wireless Devices along with the Network Management and Data Center support.

The Institute's network is spread over two campus in Mumbai (a) Main Campus in V.N. Purav Marg, Deonar and (b) Naoroji Campus, Deonar Farm Road which is 300 meters apart. The campuses are spread over in about 20 acres of land with different buildings connected through OFC with manage and unmanage Switches.

The Desktops (around 800 nos.) and Laptops (around 200 nos.) used by the Faculty, Staff and Students (Lab) are of different configuration in the Networked Environment. There are 8/24 port Switches are used for networking (around 200 nos.) in the Institute. The Institute has the connectivity of 1 Gbps under by National Knowledge Network (NKN). The Institute predominantly uses free and open source applications for the operating system, office applications, browsing, .

**Scope of Work**

1. Facility Management Services (FMS) shall be providing support to the Users for the following Operating System, (Ubuntu, Windows, Mac OS) which will include software installation, data retrieval, backup of data, network and Wi-Fi issues, network printer installation browser related issues. Hardware Support will include raising calls with OEM for machines under warranty.
2. Helpdesk will maintain the opening of the tickets and on successful completion of the call, the team leader will close the call with the confirmation from the user and the engineer. The vendor should be in a position to use their own call management software and the report should be submitted to the Institute along with the bill
3. Certified network engineers is mandatory for managing the network, server and data centre. The vendor need to submit the biodata and certification of the engineers

mentions the qualification and experience. The Engineer should be on their rolls and submit the necessary details with photograph.

4. The firm should also be in a position to keep the stock of OEM parts which are immediately required for the replacement to enable better uptime of devices.
5. All the repair and replacement of parts of the desktop and laptop shall be done in the Institute's premises. In case of situations when the machine has to be send to the vendors premises for testing, the consent and gate pass shall be taken from the Systems Manager, Computer Center or from authorized representative.
6. Standby arrangements have to be made in situations where the desktop and laptop that cannot be repaired in 2 days.
7. Preventive maintenance shall be carried out as per the schedule defined for the all the computing devices and network devices as mentioned in the service level agreement.
8. Preventive maintenance shall include Data Center Servers, BMS, fire suppression, electrical (UPS) and alarm system to be attended by a team having good experience in handling the defined tasks.

### **Terms and Conditions**

1. The bid shall consist of two parts – Technical and Commercial. The bids are to be placed in two separate sealed envelopes clearly super scribing “Technical bid” and “Price bid” which in turn should be placed in a sealed cover.
2. The firm shall have at least 5 years experience in the field of maintenance and shall have latest Certifications from OEM. And a have a turn over of not less than 25 crores per annum over a period of three years.
3. The firm should have experience in maintenance work in a setup similar to the institute in a single location.
4. The replacement of parts should be of same OEMs for the desktops and laptops
5. The firm should have undertaken maintenance of desktop, Laptop etc of a value not less than Rs.15 lakhs of contract each year for last two years and attach a copy of the work order or purchase order from other customers in support of your claim. The Institute shall have the right to check these credentials independently.
6. The bids of those vendors whose Price bid is not in separate sealed shall be rejected forthwith.
7. The system maintenance charges shall not include the cost of consumables such as compact disks, network cables and any other items of similar nature.

8. The call that does not require replacement should be resolved within two hours of intimation. Calls not attended within two hours will be calculated as downtime.
9. Uptime should be 99.5% for the desktops, laptops, switches, printers and Wi-Fi devices.
10. The timing of the work shall be between 8 a.m. to 8 p.m. on week days and 9:45 a.m. to 5:30 p.m. on weekends. Since the services are provided round the clock, two engineers are expected to be present on weekends and holidays. Staying beyond the timing mentioned above requires prior intimation to the Systems Manager and the Security Officer as per norms.
11. The cost involved towards the packing, forwarding, freight and installation charges during the replacement of the parts or the machine shall be borne by the Vendor.
12. The vendor shall maintain the required number of the standby systems in each category to take care of the needs for replacement for any systems that is not attended to within 2 days, a suitable replacement shall be provided immediately.
13. Summarized call report should be submitted along with the invoices for every month. The Registrar will review the report every month. The report should contain the list of calls attended by the engineers, list of category of calls, response time, resolution time, any other specific issues that require attention in order to improve the services.
14. The EMD of Rs.10000/- (Ten Thousand Only) by Demand Draft in favour of the Registrar, Tata Institute of Social Sciences, Mumbai.

**Documents to be attached along with the quotations are stated as below**

1. Full and complete office Address, Designated Contact person with the details.
2. Core business area of operations, number of years in the business, ownership and organizational structure of the firm. Attach Memorandum of Association and Articles of Association.
3. Audited financial statements as well as IT returns for the last three years showing financial capability, the revenue generated etc., along with profit after tax for the last three years clearly stated shall be furnished. Details like IT/PAM/TAN/TDR number, Service Tax registration and Professional tax status should also be furnished.
4. The Proof of organization's core technical competencies available.
5. Details about quality process and standards followed for services and certification obtained by your organization.
6. Enclose details of Certification for the engineers that are proposed for deployment at site (RHCE and Ubuntu certified professional preferred).

7. Give references of at least two similar works carried out by your company in Mumbai with details thereof.

The envelope containing the quotation shall be super scribed “Quotation for FMS – IT of Desktop, Laptop, Switches, Wireless devices & Data Centre – TISS/CC/NIT/2017/052”

Ensure you keep the technical and commercial proposals in separate cover. Pl. ensure the EMD by Demand Draft is kept in technical proposal.

The Bids should be reaching Purchase and Stores, TISS, V. N. Purave Marg, Deonar, Mumbai - 400088 on or before 22<sup>nd</sup> May 2017 at 5 p.m..

Note:

Pl. ensure you do the site survey to estimate the needs of the Institute.  
For any queries please send email to [ei@tiss.edu](mailto:ei@tiss.edu) or call on 022-25525299

Bids received after the deadline will not be considered valid.  
Bids mentioning the incorrect reference number will not considered for opening.

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## Annexure – 1

### Format for Commercial bid for Facility Management Services covering Desktop, Laptop, Printers, Switches, Wireless Devices & Data Center

The following should be the cost for one year.

Sr.	Item	Unit	Cost	Remarks
1	Desktops (Around 800 Nos.)	1		20 - 40 percent of the machines can be added or removed at any point of time.
2	Laptops (Around 50 Nos.)	1		
3	Switches	-	-	Pl. note the devices are in warranty
4	Wi-Fi devices	-	-	
5	Human Resources			
	a. System Administrator			
	b. Network Engineer			
	c. Desktop Support Engineer			
	d. Any other (Specify) _____			
	e. Any other (Specify) _____			
6	Any other (Specify) _____			
7	Any other (Specify) _____			
	<b>TOTAL (1+2+5+6+7)</b>			

