

TENDER NOTIFICATION (2017-18)

REQUEST FOR PROPOSAL OF Managed IT Services for Institute Campuses

Tender No: TISS/P&S/NIT/2017-18/123

Due Date: 15th November, 2017

Contact Email: seetha@tiss.edu or dilip_p@tiss.edu

Tender No: TISS/P&S/NIT/2017-18/123

Department: Purchase & Stores Section, Tata Institute of Social Sciences, V.N. Purav Marg, Deonar, Mumbai 400 088.

Web-link: <http://www.tiss.edu/careers-tenders/>



Tata Institute of Social Sciences

**TATA INSTITUTE OF SOCIAL SCIENCES
DEONAR, MUMBAI 400 088
Email: tiss-purchase@tiss.edu
Contact : 022 2552 5228 / 5219**

**TATA INSTITUTE OF SOCIAL SCIENCES
DEONAR, MUMAI 400 088
Tel : 022-25525000 extn. 5299
Fax : 022-25525050 Email : eoi@tiss.edu**

Tender Documents

1. Notice for invitation of Tender
2. Instructions to the tenderer.
3. Conditions of the tender (General as well as Special)
4. Disclosure of existing customers to whom similar service is provided in India.
5. Commercial Offer form – Price Bid form.

For TATA INSTITUTE OF SOCIAL SCIENCES

Serial # 2

Instructions to Tenderers

Tenderers are requested to take note of the following instructions while filling the Tender form for submission of Technical and Commercial offer:

1. The tenderer should furnish the full contact details such as recent phone nos., mobile nos., email id, mailing address, office address which will be in operation for a period of two years. TISS will send all communication preferably by e-mail. Non receipt of communication will not be our responsibility. So tenderer must ensure correct and operational email ID and fax Nos. If any changes in contact details then ensure to submit to TMC.
2. The bidder should be having a legal entity either of individual/partners or a body corporate which may sue or may be sued.
3. The bidder should be competent enough to deal with the business of the tendered item technically and financially and should have adequate man-power having prescribed qualification (Skilled & Technical) required for managing the business
4. The bidder should have necessary license if any under the prevailing laws of the land and competent to undertake the tendered work.
5. The bidder should have tax payment capability by producing 3 years Assessment Clearance Certificate as and when asked for in addition to PAN and TAN No.
6. The bidder should provide GST No. and License No. as may be required for providing such services as are tendered.
7. Experienced bidder should attach certificate of their past experience in support of their capability in the field of dealing with the item tendered.
8. The successor / heirs in office will be responsible for the liabilities created by the bidder in respect to the item / services offered by bidder.
9. The bidder will be under obligation to intimate to institute in advance about the assistance to be extended by the institute without involvement of expenditure or at the cost of the bidder in connection with the process of setting up the configuration of IT Hardware.
18. The bidder is responsible for configuring the IT Hardware the equipment without damaging infrastructural image/face of our building/installation site. Charges / expenses involved for the same shall be borne by the service provider. If any damage takes place while the work is in progress, from any cause whatever or if any defect, shrinkage or other faults appear in the work, the bidder shall make good the same at his own cost.
21. The bidder should ensure that the technical bid complete in all respect should be sealed in a separate cover and commercial/price Bid should be sealed in separate cover and both the envelopes should be kept and sealed in a suitable size cover which should be superscribed with name of the service, tender No. & the EMD and tender cost details.
22. The bidders are also advised to ensure that the Commercial offer and the Technical offer papers are signed by the authorized persons and rubber stamp should be put wherever asked for.
23. The offers should be submitted within the scheduled time limits and delay if any occurred in submission on account of any reason whatsoever shall not be condoned and such delayed offers received late shall be liable for rejection.
24. The bidder or his authorized representative will be entitled to participate in the tender opening process to take note of the proceedings of disclosure.
25. The bidder may contact the following relating to any of the item published in Tender Notice:

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26. Any change in policy decision made by the TISS management before awarding the contract will be binding on the tenderer.
27. **Conditional & incomplete offers will not be accepted.**
28. The Director, TISS reserves the right of cancellation, adding, reducing or deferring the issue of contract without assigning any reason thereof at any stage in the processing of tenders received and no claim in this behalf from any tender in any way shall be entertained/tenable/entitled for compensation in one way or the other. In such case of cancellation the bidder will be refunded with the earnest money deposit without any payment of interest on production of original EMD receipt. The Director, TISS on enquiry will disclose the reasons for rejecting a tender or non issuing a tender document.

Certified that I have read the above instructions carefully and taken note of them.

Signature

Name of authorized person for bidder with seal

Serial # 3

**TATA INSTITUTE OF SOCIAL SCIENCES
DEONAR, MUMBAI**

TENDER FORM

Application

Ref : Tender No :

Date :

1 Name of the Item / Work	
2. Due Date of the submission of the tender.	
3. Receipt / DD No. for EMD Amount and Date	
3 a) Receipt / DD No. for Tender document charges	
4. Name / Title of the Bidder	
5. Full Address (recent)	
	E-Mail (recent)
	Tel. No & Mobile No. (recent)
Fax (recent)	
6. Name of the person authorized to deal / undertake business for and on behalf of the bidder	
	Tel. No & Mobile No. (Recent)
	Fax (Recent)
	E-Mail (Recent)
7. Legal entity of the bidder whether Firm / Society / Company / Other entity	
a. Registration No.	b. Authority with whom registered
c. License No. granted by	for
8. Main business of the bidder whether	

Manufacturer, Business Distributor, Wholesale Dealer, Retail trader or Service Agent	
9. Authorized Area of operation in India	
10. Name of the Principal Organization / Company for and on behalf working in India	
11. Origin of the Principal Organization / Company	
12. Address of the Principal Organization / Company	Tel. No. & Mobile No. Fax E-Mail
13. Name & Address of the Bankers of the bidders.	
14. Authority / Delegation / License No. & Date granted by the principal to the representative bidder	
15. PAN No. TAN No.	
16. Registration No. granted by Central Excise Commissioner for Service tax	
17. GST No.	
22. Experience of the bidder in dealing with the tendered item. Tenderer must have similar job done in the line of business / experience with 3 to 5 years will be considered	
24. Any other relevant information for	

submission	
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Certified that the above information is correct & true to the best of my knowledge and belief. Nothing has been concealed and fabricated and in case any information is found incorrect. I, the under signatory will be personally responsible.

Signature

Name of authorized person for bidder with seal

Date :

Serial # 5

**TATA INSTITUTE OF SOCIA SCIENCES
DEONAR, MUMBAI**

GENERAL & SPECIAL CONDITIONS OF THE TENDER

1. Tender will be submitted or dropped in the drop box available in the purchase department in Two Bids in sealed cover super scribed with Tender No. “ **TISS/P&S/NIT/2017-18/123**” for “ **IT Managed Services for the TISS Campuses**”. The tender should contain the technical bid and the commercial bid which would be received **on or before November 15, 2017** in the Purchase Department, TISS, at Deonar, Mumbai – 400 088 **up to 11.00 p.m. Technical Bids will be opened on Nov 15, 2017 at 11.30 p.m. onwards** in the presence of the attending bidders. Time and date of opening of the Price Bid will be intimated only to the bidders who are technically qualified after evaluation of the Technical Bid.
2. **An Earnest Money Deposit of Rs.5,00,000/-** and tender document charges of Rs10,000/= is to be paid at by Demand Draft in favour of “Tata Institute of Social Sciences” payable at Mumbai and the demand drafts **should be enclosed in Technical Bid of the tender** documents. The photocopy of the original DDs must be kept with the vendor and to be shown at the time of tender submission. The Bids received without paying the tender documents charges and EMD charges shall not be considered.
3. The technically suitable offers shall be shortlisted and the commercial bid will be opened of such technically successful bidders only.
4. The concept of lowest commercial offer will be accepted subject to technical suitability.
5. The successful bidder will have to enter into an Agreement for the contract.
6. Successful bidder will be issued with a Letter of Intent (which will be followed by a contract) if required and such bidder will be under the obligation to submit the Bank Guarantee for the stipulated period of the contract.
7. The bidder will also be under obligation to submit the Compliance of the contracted work.
8. A complete product catalogue, literature/publication/user information paper should be submitted in the Technical Bid.
20. The bidder is authorized to inspect the site for where the facilities are to be provided without payment of visiting fees to the Institute before submitting its tender, if found necessary, with prior permission.
22. Each and every page of the technical offer as well as the commercial offer to be submitted separately should be signed and sealed. No overwriting is permissible and such document having correction is liable to be rejected. However, cutting will be permissible on attestation by the authorized person.
23. If any dispute arises out of the transaction in any manner that shall be resolved by the sole arbitration which shall be appointed by the Director, TISS. Director-TISS shall be the final and sole arbitrator who shall undertake the exercise of arbitration to resolve the dispute and such award as may be given by Director-TISS shall be final and binding on both the parties.
24. The damages if occurred in the campus during the period of the contract will be borne by the contractor.
26. **Forfeiture of the EMD** : If for any reason whatsoever any bidder withdraws his bid at any time prior to expiry of the validity period or after issue of the Letter of intent /work Order, Purchase order, refuses to execute the work order/ Purchase order or furnish the Bank Guarantee for faithful Performance of the contract within the stipulated time, the amount of EMD is liable to be forfeited by TISS.

27. Those contractor who has paid Security deposit / Performance bank guarantee must be taken back by the vendor within 3 months of expiry period. If not collected within 3 months the expired Bank Guarantee shall be destroyed.

Refund of E.M.D.

- a) EMD of the successful tenderer shall be refunded on receipt of Bank Guarantee for the period of contract plus three months.
- b) EMD furnished by all unsuccessful tenderers will be returned as early as possible after the expiry date of validity of their offer but not later than 30 days of award of the contract.
28. If the tenderer is not capable of quoting particular item Tenderer should clearly mention in the Technical bid in the compliance report. For the cases where the compliance report the tenderer not mentioned anything then management is free to presume that it is inclusive of the cost quoted by the tenderer.

PART I TECHNICAL BID

Tenderer name, address of headquarters, telephone number, fax number, and website

Tenderer contact name and title, address, telephone number, fax number, e-mail address and resume/CV

List of tenderer senior management and directors with brief resumes

Does the tenderer qualify as a diverse business? If yes, include a copy of relevant certification.

How many years has the firm, in its present form, been in business?

Describe tenderer's form of corporate organization and corporate governance with supporting documents. List and briefly describe lines of business.

How many employees does the firm employ locally? How many nationally? How many internationally?

Describe authorization and signature process within the tenderer for any agreement that might result from this RFP. Identify the personnel authorized to sign contracts for the firm.

Provide audited financial statements for the past three (3) years and most current interim statements with any recommendations made by external auditors and discussion of any significant subsequent events or changes since the interim statement.

The bid should also include the following:

- 4 Copy of PAN No.,
- 5 Income Tax Returns for last three years..

Latest Letter of Authority from the manufacturer if the supplier is dealer or agent of the firm.

- 6
- 7 Vendor Capability Proforma duly filled in.
- 8

Please identify and describe any significant outstanding or settled legal or compliance matters for the previous 5 (five) years, including any penalties levy on the tenderer for defaults of any kind, by course of law/ regulatory authorities. This is restricted to business involving the tenderer equipment only.

Has the company been cited for or does the company have business activities that contribute to the violation of human rights? If yes, describe in detail.

7.15 References

Copies of work orders / satisfactory implemented sites on minimum three installation in the last three years.

7.16 Terms and financing

7.16.1 Quoted prices must be valid for at least 180 days (extendable by 3 months at the request of purchaser) from the date the RFP responses are due.

7.17 Quality

7.17.1 Service and quality are extremely important to the success of TISS. Describe how the tenderer will monitor the service and quality of products and services provided.

- Attach the proposed solution that should include the processes, tools, resources that you would deploy to

implement the solution.

- Total number of user base supported by the proposed or similar system with number of instances
- The organization details and turnover in the last three financial years
- It is mandatory to have the OEM certified engineer in handling the respective equipment. A list may be attached for reference.
- The turnover of the companies should be more than Rs.500 Crores with office located at the places closes to the campus or at campus site.

At the time of opening of Part –I Technical Bid if a tenderer has included price or any other charges in Part –I or has failed to submit Part-II separately in a sealed envelope, such tenders will be disqualified. The tender opening officer shall make a clear mention regarding the above aspects on the front page of the tender.

PART II COMMERCIAL BID

1. In the price bid tenderers should ensure to quote the prices in the prescribed form. **If a firm quotes “Nil” charges / consideration, the bid shall be treated as unresponsive and will not be considered. (as per Rule 173 (i) h of General Financial Rules 2005**

The prices shall be quoted in Indian Rupees and the applicable taxes.

2. **Validity :** The tender shall be valid for a period of **180 days** from the date of the opening of the technical bid. Validity of the tender shall be extended if required.
3. **Mode of Payment :** Payment will be released on a monthly basis by the Accounts Department, TISS Mumbai. The bill shall be submitted to Systems Manager, Computer Centre, Mumbai who will certify that the services provided were satisfactory..
4. **Uptime Guarantee:**

The contractor will be required to give the guarantee towards the performance of the contracted services during the period of the contract. The satisfactory services should be provided for period **of at least 360 days** out of a period of 365 days a year. Essential period to shut down the installation entirely or partially shall also be included in the down time while calculating the guaranteed uptime. The contractor shall be required to pay a penalty Rs.20,000/- **per hour after the permissible downtime.**

38. The amount / rate of taxes as may be levied should be indicated separately in the commercial offer.

The Institute reserves the right to call for techno-commercial/price negotiations. The company should depute competent representative for such discussion/negotiations whenever called for and he shall be competent to take on the spot decisions

Interested firms require the infrastructure details in the four campuses are requested to mail to eoi@tiss.edu to get the details or call 022-25525295 / 5299.

Kindly submit your sealed Bid of the proposed solution with the required details duly signed authorized representative.

Submit your documents to the Purchase & Stores, Tata Institute of Social Sciences, Sion Trombay Road, Deonar, Mumbai 400088.

Last Date: Nov 15, 2017 – at 11.00 a.m.

The cover of the quotation should clearly mention “Quotation for Managed IT Services for the Institute Campuses TISS – Ref No. _____

Special General terms and conditions :

1. **Pre Bid meeting will be held on Nov 7, 2017 at 2 p.m., at Board Room 602, Guest House, TISS, Mumbai.**
2. **Queries from the vendor should reach to the mail id eoi@tiss.edu two days before the date of pre bid meeting.**
3. The services will be provided in respective sites
4. Conditional & incomplete offers will not be accepted.
5. Offers with conditions / ambiguity shall be liable to be rejected.
6. Rules and regulations of TISS will be the part of contract.
7. Tenderers having a services centre locally will be preferred.
8. The tenderer /contractor/company should furnish along with technical bid an affidavit duly notarized on Non judicial stamp paper of Rs.100/- affirming as under:
 - 9) That the firm or any of its Directors/ partner / proprietor / Agent, is never blacklisted/penalized/defaulted/disqualified by any government institution/ or any Regulatory Authority within last 5 years or that no such action is pending or in process within last 5 years.

N.B. The affidavit must be as per the details mentioned above. Any change in the text matter is not accepted and TMH reserves the right to reject such offers.
9. Tenders / offers with conditions like discount / rebate / waiving off some charges etc. Subject to some condition will not be considered.
10. **At the time of opening of Part –I if a tenderer has included price or any other charges in Part –I or has failed to submit Part-II separately in a sealed envelope, such tenders are liable to be disqualified. The tender opening officer shall make a clear mention regarding the above aspects on the front page of the tender.**

Certified that I have gone through the above stated general as well as special terms and conditions of the tender and taken note of them for compliance in toto.

Signature

Date :

Name of authorized person for bidder with seal

Serial # 9

COMMERCIAL OFFER / PRICE BID (terms for arriving at Lowest commercial bid)

Name of the Contract: _____

Service period One Year.

Sr. No.	Particulars	Quantity	Unit (indicate currency clearly)	Rate (indicate currency clearly)	Amount (indicate currency clearly)
1.	Managed IT Services for TISS Campuses				
2.	Applicable Taxes				
3.	Total				

Signature

Name of authorized person for bidder with seal

SCOPE OF TENDER

The Tata Institute of Social Sciences (TISS) was established in 1936 as the Sir Dorabji Tata Graduate School of Social Work. In 1944, it was renamed as the Tata Institute of Social Sciences. The year 1964 was an important landmark in the history of the Institute, when it was declared Deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956.

Since its inception, the Vision of the TISS has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centered, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all.

Background

TISS Mumbai Campus has established main data centre at Mumbai where all the application servers has been hosted with the Data Centre and Institute has the networking with 1GB backbone connectivity between the switches across the main locations – faculty rooms, admin offices, labs, library, hostels. Networking in terms of wired network and required switches and the wireless network .

TISS recently build a state-of-art permanent campus with solid network and data center infrastructure backbone to support all the desired functionalities of Guwahati Campus. TISS GUWAHATI (TISS-G) is on BSNL 155 Mbps bandwidth providing seamless connectivity through wired and wireless network to the students and staff throughout the campus area. Campus is spread in 25Acres, consisting of Academic blocks, Admin blocks, Sports complex, Hostels, Faculty Housing & Auditoriums. Guwahati Campus has the has been established with Data Centre, Servers, Networking, Wi-Fi, Security Systems, Biometric Systems, Digital Signage and Virtual Classrooms.

Tuljapur campus has a proper built infrastructure in terms of space and the technology has been updated over the period of time, it would be further upgraded to independently work on networking front and utilize the centralized services from Mumbai Campus has 155 Mpbs BSNL bandwidth.

Hyderabad Campus currently located within APARD premises is using the services from Mumbai campus for the servers etc., and rely on networking from their end has bandwidth of 10 Mbps from BSNL for office. Student hostels have been provided with internet connection from service providers. There is a focus on building the new campus would be established soon.

Scope of Work

- Establishment of Service desk to serve as a Single Point of Contact for all IT and IT enabled services related issues of TISS for all the campuses.
- Provide Support for the call through the knowledge base that has to be created based on the nature of resolution over the period of time.
- Use of relevant tools to provide remote solution to the user Desktops and Laptops for troubleshoot and resolve the issues.
- On-site support team at respective campuses with relevant experience in handling the issues should be deployed to resolve the issues that could not be solved remotely.
- It is preferable to have a project manager at the respective campuses, however if the firm has the demonstrated capabilities to manage the same will be reviewed.
- Should handle the calls related to the networking, configuration and installations of issues related to printers, biometric system, CCTV system, EPBAX, Virtual Classrooms.
- Coordinate with Service Providers of ISP, Managed Print Services, Biometric, CCTV, EPBAX, Virtual

Classroom, Video Conferencing vendors to resolve the issues related to hardware, configuration, installation, upgrades, patches etc.,

- Coordinate with OEM for the hardware failure for the Desktop and Laptop that are in warranty. They should also coordinate with the vendor provides maintenance of desktop and laptop for the hardware related issues.
- Create and use a system that provides proactive monitoring and reporting of system alerts and events that require attentions.
- Should provide update of the patches for the Desktops, Laptops, and Servers whenever there is a release of the patches.
- Should provide with firmware upgrade for the networking devices, CCTV, Biometric system etc.,
- Provide upkeep of the Maintenance of the Data Centre and allied systems along with OEMS.
- Proactive Monitoring and reporting of Data Centre, UPS, PAC, Server Hardware, Database, Networking Equipment, Software Applications, Etc.,
- The proposed solution should be a defined and demonstrated successful model that deals with processes that involves logging, escalating and closing the incidents.
- Provide periodic review of the Infrastructure status, health, utilization, and performance reports to Institute.
- Details of Operating System and Equipment details at four campuses will be shared with the interested parties based on request.
- The vendors should be in the position to take the work within a month time from the date of issue of letter of indent.

XXXXX