



TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar, Mumbai 400 088
(A Deemed University under Section 3 of the UGC Act, 1956)

Date : 23.10.2024

Notice inviting “Expression of interest for providing support as Managed Service Provider under AWS cloud services for TISS-SSE ERP SYSTEM, Website”.

The School of Skill Education, Tata Institute of Social Sciences, invites expressions of interest from AWS certified partner for below mentioned purpose.

Background brief of Institute:

Kindly refer to us - www.sve.tiss.edu

Below is the scope of work to be covered under this Eol:

Sr. No.	Activity Name	Scope of work
1.	Selection of Managed Service Provider to manage AWS cloud services for TISS-SSE ERP SYSTEM, Website as Managed Service Provider	As mentioned in Annexure I

Need to provide the quotation in the below format:

Sr. No.	Activity Name	Scope of work	Quantity in months	Monthly Cost in Rs.	GST	Total
1.	Selection of Managed Service Provider to manage AWS cloud services for TISS-SSE ERP SYSTEM, Website as Managed Service Provider	As mentioned in Annexure I	6			

Terms & Conditions with Eligibility Criteria:

- 1) Cost should be inclusive of GST
- 2) Please provide GST number and NEFT code with bank details.
- 3) If any hidden charges, kindly specify.
- 4) Quotation will be valid for 30 days.
- 5) Payment will be made monthly based on satisfactory services.
- 6) The Appointment will be initially for six months and extendable for the next six months (within quoted rate), based on our requirements and the satisfactory performance of the service provider.
- 7) Selection will be based on L1 rates and the criteria of scope of work should match.

Required documents to be submitted:

- 1) Certificate of Registration
- 2) GST Registration Certificate
- 3) Shop & Establishment Details
- 4) Copy of PAN Card
- 5) Bank Details (Cancelled Cheque)
- 6) Certificate as an authorized partner from AWS
- 7) Bidder should be authorized to provide Managed Services
- 8) Atleast submit one work order or experience letter of worked as similar activity as scope or as MSP.

Please Note: For any queries, Please call Mr. Sameer Bhangare :- 022-25525604 (Mon-Fri, 10am-6pm).

Timelines:

The last date for submission of application is **30th Oct. 2024, 02:00 PM.**

Expression of Interest completed in all respects should reach by SPEED POST/REGISTERED POST/HAND DELIVERED in a sealed envelope superscribed "**Expression of interest for providing support for AWS cloud services for TISS-SSE ERP SYSTEM, Website as Managed Service Provider**".

The envelope shall be addressed to the following:

Ms. Shruti Jain
Senior Project Manager – IT,
TISS-SSE.

Office Address - Tata Institute of Social Sciences,
School of Skill Education,
Kaushal Kendra Building, 1st Floor,
Room No.12, Deonar Farm Road, New TISS Campus,
Deonar, Mumbai – 400 088

Annexure I

Managed Service Provider Scope of Work under AWS cloud services for TISS-SSE ERP SYSTEM, Website

- 24X7 Cloud Managed Services for AWS cloud services eg: EC2, RDS & S3
- Availability Monitoring
- Performance Monitoring & Fine Tuning
- Security Policies Monitoring and access management auditing
- Monitoring of ELB & Auto Scale Triggering with Actions & Fine tuning
- AWS Cloud Trail Monitoring for AWS APIs
- Administration & Trouble-shooting Support for all Infrastructure-related issues on AWS.
- Change Management of Role Based Access Control (RBAC) Administration for AWS IAM
- Managing VPCs and overall network on AWS.
- Provisioning of AWS accounts and sub-accounts as per requirements.
- Provision of new services and instances for POCs.
- Verification of Backup to S3. Auto-scheduling file movements to glacier.
- Backup monitoring, defining retention policies & Alert configuration.
- Monitoring of Database on AWS and support application team for any infra related Database issues.
- ADD and TERMINATE instances need to be reviewed as per need
- Monthly recommendation for new features, Architecture review & COST optimization.
- AMI Template Updating and Maintenance for Auto-Scaling
- Managing auto start and stop of existing and new instances on AWS
- Patch Administration for AWS Instances
- Monthly Report submission
- Any other task/issues related to AWS services
- Provide Call Handling / Ticket Management / Escalation Management System

Customer Responsibilities :

1. Provide access to required systems and administration rights to passwords whenever necessary

Note : Call escalation matrix and SLA will be defined on mutual basis during award of contract to L1 bidder.