



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/2016/220

Date 02-12-2016

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

Sealed bids are invited from reputed Firms/Companies for the Facility Management Services 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 spread over two campuses Main Campus in V.N. Purav Marg, Deonar and Naoraji Campus which is 300 meters apart. Both the campuses are spread over in about 20 acres of land with different buildings connected through fiber optic switches, manageable and unmanageable switches. There would be around 4000 network points. The Desktops and Laptops used by the Faculty, Staff and Students (Lab) are of different configuration in the Networked Environment. The Institute has the connectivity of 1 Gbps under NEMICT by NKN. The Institute predominantly uses free and open source applications for the operating system, office applications and browsing.

Scope of Work

1. Facility Management Services (FMS) shall be comprehensive in nature and 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, hardware repair, network and Wi-Fi issues, network printer installation browser related issues and replacement of hardware with OEM parts.
2. Hardware Support will include raising calls with OEM for machines under warranty also includes.
3. The network switches and Wi-Fi devices configuration, maintenance and deployment. Vendors having tie ups with OEM's and Certified network engineers will be preferred.
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 on 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.
6. Standby arrangements have to be made in situations where the desktop can not be repaired in 2 days and laptops by 5 days.
7. Preventive maintenance shall be carried out as per the schedule defined in the service level agreement.
8. Preventive maintenance shall include Data Center Servers, BMS, fire suppression, electrical (UPS) and alarm system and shall be done 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 how 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 cores per annum over a period of three years.
3. The firm should have experience in maintenance work in a setup similar to the institute requirement of maintaining at least 500 nodes in a single location.
4. The firm should have tie up’s with the OEMs of the brand of the majority of desktop and laptop available with the Institute for the replacement of the parts.
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 cover their Technical bid shall be rejected forthwith.
7. The system maintenance charges shall not include the cost of consumables such as cartridges, toner, compact disks, network cables and any other items of similar nature.
8. One third of the total quantity of Desktops, Laptops should be allowed to added or removed from the List of items with the same terms and conditions. The machines which are getting out of warranty will be included in the FMS. The machines that are moved to alternative location other than TISS campuses or centers in Mumbai would be removed from FMS. The rate for the machines would be added / removed

accordingly as per the number of days that the support is provided.

9. The call that does not require replacement should be attended within two hours of intimation and the service to be provided within six hours. Calls not attended within the stipulated time of two hours will be calculated as downtime.
10. Uptime should be 99.5% for the desktops, laptops, switches, printers and Wi-Fi devices.
11. 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 on weekends and holidays. Staying beyond the stipulated timing requires prior intimation to the Systems Manager and the Security Officer as per norms.
12. 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.
13. 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.
14. 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.
15. The EMD of Rs.10000/- (Ten Thousand).

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 furnish. Details like IT/PAM/TAN/TDR number, Service Tax registration and Professional tax status should also be furnished.
4. Your organization's core technical competencies and skill set available shall be attached enclose.
5. Details about quality process and standards followed 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.

Documents to be attached for Tender 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 furnish. Details like IT/PAM/TAN/TDR number, Service Tax registration and Professional tax status should also be furnished.
4. Your organization's core technical competencies and skill set available shall be attached enclose.
5. Your Technical Proposal along with company profile.
6. Details about quality process and standards followed and certification obtained by your organization.
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 of Desktop, Laptop, Switches, Wireless devices & Data Centre" should be given to the Computer Centre, TISS, Main Campus Mumbai before 26th December 2016

Note:

Bids received after the deadline will not be considered valid.

Bids mentioning the incorrect reference number will not considered for opening.

For any queries please send email to eoit@tiss.edu or call on 02225525299
