



ICAR - CENTRAL INSTITUTE OF FISHERIES EDUCATION

(Deemed University), Indian Council of Agricultural Research PanchMarg.

Off Yari Road, Versova, Andheri (West), Mumbai-400061

Tel. No. 022-26361446/7/8, Fax No. 022-26361573 www.cife.edu.in



File No.:36-19/20-21/IT Facility/P

Dated: 20 August 2020

Notice Inviting E-Tender

Director, ICAR-CIFE, Mumbai invites e-tenders for the “**TENDER OF IT-FACILITIES MANGEMENT & ANNUAL MAINTENANCE CONTRACT REG (AMC) ICAR-CIFE, MUMBAI CENTRE.**” through the website www.eprocure.gov.in under Two Bid Systems from reputed firms as per Schedule given below:

Tender Details			
1	Tender ID		
2	Start of issue tender Download	20 AUGUST 2020	03:00 PM
3	Last date for submission of tender	10 SEPTEMBER 2020	03:00 PM
4	Pre-Bid Meeting	25 AUGUST 2020	
5	Pre-Bid Meeting Place	Virtually. Interested vendors may contact through mail purchase@cife.edu.in before pre bid meeting date.	
6	Opening of Technical Bid	11 SEPTEMBER 2020	02:00 PM
7	Mode of Tender	Open	
8	Tender type	Purchase	
9	Tender category type	Services	
10	Type of Bid	Two Bid (Technical & Commercial)	
11	Tender validity	90 Days	
12	EMD Deposited (In Rupees)	Rs. 45,000/- (INR)	
13	Security Deposit	10% (Tender quoted Value)	
14	Tender Value (Estimated)	Rs.18,00,000/- (INR)	
15	Location of Supplies	ICAR-CIFE ,MUMBAI	

SENIOR ADMINISTRATIVE OFFICER

Important Notes:

1. Tender Document can be downloaded from ICAR-CIFE website www.cife.edu.in or from Central Public Procurement Portal www.eprocure.gov.in. Bidders should enrol / register in the e-procurement module of Central Public Procurement Portal through the website: www.eprocure.gov.in. Bidders should also possess a valid DSC for online submission of bids.
2. Bids received on e-tendering portal only will be considered. **Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.**
3. The Director ICAR-CIFE, Mumbai reserves the rights to accept / reject any /all tenders in part /full without assigning any reason thereof.
4. **All the interested/genuine bidders must attend scheduled Pre-bid meeting for the tenders.**
5. **ICAR-CIFE is liable for only 5% of GST as per the guidelines issued by Ministry of Finance Notification No. 45/2017-Central Tax, Dated 14th Nov. 2017.**
6. ICAR-CIFE will not be responsible for any delay in enrolment/registration as bidder or uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website www.eprocure.gov.in and enrol their Digital Signature Certificate and upload their quotation well in advance.
7. Any changes, corrigendum etc. in respect of this tender shall be issued only through on Central Public Procurement Portal www.eprocure.gov.in. Bidders are therefore requested to regularly visit www.cife.edu.in website/ Central Public Procurement Portal www.eprocure.gov.in.for updates.
6. Earnest Money Deposit (EMD): An amount of EMD Rs.45, 000/- (Rupees Forty Five Thousand Only). The Demand Draft drawn in favour of **"ICAR Unit CIFE"** payable at Mumbai Failure to deposit Earnest Money will lead to rejection of tender. If exception of EMD is claimed certificates like MSME, NSIC tec. may be attached.
However, Agencies holding/registered with National Small Industries Corporation (NSIC) or concerned Ministry or Department are exempted from paying EMD. Such Agencies have to enclose necessary certificates to this effect along with the Technical Bid. The particulars of the earnest money deposited must also be superscripted on the top of the envelope by indicating the draft/receipt number and date, failing which the tender will not be opened.

Note: EMD should be submitted in sealed envelope super-scribed as **"TENDER OF IT-FACILITIES MANGEMENT & ANNUAL MAINTENANCE CONTRACT REG (AMC) ICAR-CIFE, ICAR-CIFE, MUMBAI CENTRE."** and addressed to: The Director, ICAR-Central Institute of Fisheries Education (CIFE), Panch Marg, Off. Yari Road, Versova, Andheri (W), Mumbai-400 061. Those envelop having EMD should reach on or before last date & time of submission of bid.

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NOTE:All communications must be addressed to The Director, ICAR-Central Institute of Fisheries Education, PanchMarg, Off Yari Road, Versova, Andheri (West), Mumbai-400061

INVITATION OF TENDER FOR IT FACILITIES MANAGEMENT & ANNUAL MAINTENANCE CONTRACT AT ICAR-CENTRAL INSTITUTE OF FISHERIES EDUCATION, MUMBAI- 400061

From,
The Director
ICAR-Central Institute of Fisheries Education
Fisheries University Road, Off Yari Road,
Versova, Andheri (West), Mumbai – 400 061

To
.....
.....
.....

Dear Sir/Madam,

Online Tenders for **IT Facilities Management & Annual Maintenance Contract (IT-FM/AMC)** at ICAR-Central Institute of Fisheries Education, Mumbai - 400 061. The General conditions of contract applicable to the contracts placed by ICAR and its constituent Research Institutes as well as the special terms and conditions detailed in this Tender form and Schedules would apply. Please submit your rates as per the BOQ if you are in a position to furnish the requisite services in accordance with the requirements stated in the attached schedules.

1. The Tender documents containing terms & conditions may be downloaded up to the prescribed date. Earnest Money Deposit @ Rs. 45,000/- is applicable in the shape of Demand Draft/Pay Order drawn in favor of **“ICAR Unit CIFE,” payable at, Mumbai**. Tender documents complete in all respects should be uploaded on **CPP Portal** with details of requisite EMD failing which tender is liable to be rejected. The Demand Draft/Pay Order are to be submitted physically before tender closing time **To, AAO(P)** at CIFE, Mumbai through hand delivery. **MSME/NSIC certificate will not be entertained for imported items**. Tender will not be considered if the earnest money (EMD) is not submitted. However, Agencies holding/registered with Central Purchase Organization, National Small Industries Corporation (NSIC/MSME) or Concerned Ministry or Department are exempted from paying EMD. Such Agencies have to enclose necessary certificate to this effect along with the Technical Bid.
 - a. The EMD will be refunded to the unsuccessful bidders as promptly as possible whereas in the case of successful tender, EMD will be refunded after deposition of Security Deposit 10% of the total tendered amount towards security deposit in the form of crossed Demand Draft

drawn in favour of **"ICAR Unit, CIFE, Mumbai"** The security deposit shall be released after 2 months from the date of expiry of the contract.

- b. The Tenderer is being permitted to give Tenders in consideration of the stipulations on his part that after submitting his Tenders, he will not resile from his offer or modify the terms and conditions thereof. If the Tenderer fails to observe and comply with the foregoing stipulation the aforesaid amount of EMD will be forfeited by the CIFE. In the event of the offer made by the Tenderer not being accepted, the amount of earnest money deposited by the Tenderer will be refunded to him after he has applied for the same, in the manner prescribed by the CIFE.
2. The Schedules of the Tender form should be returned intact and pages should not be detached. In the event of the space provided on the schedule form being insufficient for the required purpose, additional pages may be added. Each additional page must be numbered consecutively and be signed in full by the Tenderer. In such cases reference to the additional pages must be made in the Tenders form. If any modification of the schedule is considered necessary, it should be communicated by means of separate letter alongwith the Tenders. Overwriting/erasing in rates to be quoted by the Tenderer will not be allowed otherwise the Tenders may be rejected.
3. The Tenders are liable to be ignored if complete information as required is not given therein or if the particular asked for in the schedules to the Tenders is not fully filled in, individual signing the Tenders or other documents connected with the contract may specify whether he signs it in the capacity of (i) a sole proprietor of the firm of constituted attorney of such sole proprietor, or (ii) a partner of the firm if it be partnership in which case he must have authority to refer to arbitration dispute concerning the business of the partnership whether by virtue of the partnership agreement or power of attorney or (iii) constituted attorney of the firm if it is a company.
4. If Tenderer does not accept the offer, after issue of letter of award by CIFE within 15 days, the offer made shall be withdrawn & Earnest Money forfeited.
5. **Firms want to Participate in tender must after pre bid mitting for all doubts and queries any issue related to tender will not be interfere letter.**
6. In case of partnership firms, where no authority to refer disputes concerning the business of the partnership has been conferred on any partner, the Tenders and all other related documents must be signed by every partner of the firm. A person signing the Tenders form or any other documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry it appears that the persons so signing had no authority to do so, the Council shall without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all costs and damages. Each page of the Tenders and the schedules to the Tenders and annexure, if any, should be signed by the Tenderer.
7. **Details of Bid Submission:-**
 - a. **Technical Bid:** - Prequalification documents - self-attested and Stamped PDF files of prequalification documents - PAN Card, GST Registration, ITR for last 3 years (2017-18, 2018-19 & 2019-20) Financial statement for last 3 years(2017-18, 2018-19 & 2019-20) (certified by CA), all the annexures in the tender document should be duly filled giving full details, must be signed and company stamp uploaded in the portal.
 - b. **Commercial bid:-** BOQ(FINANCIAL BID/ PRICE BID)
8. Tender must be submitted in the original prescribed online form separately for each items with rates for delivery including all levies, taxes, installation etc., complete in the prescribed **BOQ** template on CPP portal.

9. The rates quoted by each firm for **IT Facilities Management & Annual Maintenance Contract (IT-FM/AMC)** in Tenders are given both in words and figures failing which the same is liable to be rejected. You are at liberty to be present or to authorize a representative to be present at the time of opening of the Tenders. The name and address of the representative who would be attending the opening of the Tenders on your behalf should be indicated in your Tenders. Please also state the name and address of your permanent representative, if any.
10. ICAR-CIFE does not pledge itself to accept the lowest or any other Tenders and also reserve to itself the right of accepting the Tenders in whole or in part of the Tenders. You are however at liberty to Tenders for whole or any portion or to state in the Tenders that the rates quoted shall apply only if the Tenders are considered fully. Other conditional Tenders will not be accepted.
11. The successful bidder will have to submit 10% of the bid amount in the form of Demand Draft/Pay Order drawn in favour of **"ICAR Unit CIFE, Mumbai"** payable at State Bank of India, Versova Branch, Mumbai or Bank Guarantee for the period of Contract plus additional two months as Security Deposit. In the event of non-deposit of the same the EMD shall be forfeited.
12. The Security Deposit will be refunded after the two months on expiry of the contract. The dues, if any, not settled by the Agency will be recovered from the Security Deposit.
13. No interest on Security Deposit and earnest money deposit shall be paid by the Council/Institute to the Tenderer.
14. Sales Tax or any other tax on material in respect of this contract shall be payable by contractor and Institute will not entertain any claim whatsoever in this respect. However, the Income tax or any other tax which is as per the rules of the Govt. shall be deducted at source from Quarterly bills of the successful Tenderer.
15. The Director, ICAR-CIFE reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the Tenderer.
16. Decision of the Director, CIFE will be final for any aspect of the contract and binding to all parties. Disputes arising, if any on the contract will be settled at his level and will not be referred to arbitration.
17. Acceptance by the Institute will be communicated by FAX/Email, Express letter or any other form of communication. Formal letter of acceptance and work order of the Tenders will be forwarded as soon as possible, but the earlier instructions in the FAX//Express letter etc. should be acted immediately.

Yours faithfully,

SENIOR ADMINISTRATIVE OFFICER

For and on-behalf of the Director



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ANNEXURE-I

Technical Requirements and Specifications for IT-FM/AMC at ICAR-CIFE, Mumbai

ICAR-Central Institute of Fisheries Education wishes to outsource the **Facilities Management/ Annual Maintenance** of its Information Technology infrastructure at its headquarters at Mumbai.

It has two campuses:

Old Campus Address

Seven Bungalows

Fisheries University Road

Opp. Versova Welfare School

New Campus Address

Off. Yari Road, Panch-Marg

Opp. Panchvati Building

Andheri (W), Mumbai-400061

Both the premises of ICAR-CIFE are at a distance of 1.2 km from each other. CIFE has a wired LAN connectivity covering servers, computers, printers, etc. in each premises while a point to point RF link and MTNL leased circuit line connects two campuses making it virtually a single network. Detailed list of IT infrastructure at CIFE and scope of FM/AMC are given in **Annexures II-V**.

SECTION I: ESSENTIAL REQUIREMENTS OF VENDORS/FIRMS FOR PARTICIPATION IN IT-FM/AMC

- Ability to provide on-site FM/AMC of IT infrastructure in two Campuses of CIFE located at Seven Bungalows and Yari Road, Versova, Andheri West, Mumbai - 400061.
- Experience of maintaining a minimum of 300+ networked computers in LAN environment including Windows/LINUX based Servers, Network Security / Firewall, Routers, Switches, RF links & Wi-Fi devices, desktops, printers, Scanners CCTV cameras, etc.
(Compulsory Enclose copies of Purchase Order / Service Level Agreement worth Rs.20 lakhs or above / year & certificate of satisfactory service from clients (apart from CIFE) at least for two years during last 3 years).
- At least 30 engineers in regular pay roll currently of the firm, having a minimum 5 years' work experience. At least two engineers should have MCP certification, and one engineer with CCNP and CCIE certifications or equivalent. The site engineers should be local for easy commuting to the office in view of ongoing pandemic.
(Compulsory Enclose the employee details along with their qualification and experience as well as Self-Certification that they have expertise to handle more than 300 network PC and Servers).
- Firm shall be an authorized channel partner / service provider / technology partner of

principal IT companies / major OEMs. Should enclose authorized letter from at least one of the OEM (HP/Dell/ Lenovo/Acer) (**Enclose supporting documents**).

- Participating firm's must have well-equipped Service Centre in Mumbai with test and repair capability for PCs, Servers, and peripherals with advanced tools and facilities (**Enclose the Self-certification to this effect along with address of Service Centre**). Also Provide Client list with contact number and person for verifications.

SECTION II: BRIEF SCOPE OF IT-FM/AMC

- Maintenance of the entire existing ICT infrastructure from Day-1 at Old and New Campus, CIFE, Mumbai. The on-site maintenance would cover both under warranty and out of warranty IT - hardware and software related issues. It means technical trouble shooting and repair services for listed 'out of warranty' hardware / software and liaison with respective suppliers for 'under warranty' hardware /software and to resolve the problems.
- IT infrastructure would mean both hardware and software. It also means maintenance of both LAN and end user level support. Hardware includes Desktops, Laptops, Printers, Scanners, Servers, Switches, and Routers, Wi-Fi router / RF connectivity, internet connectivity, CCTV Cameras & monitoring solutions. Software includes trouble shooting of both desktop and server level Operating System, monitoring and first level support for firewall and anti-virus updates, and first level support for third party applications like MS Office, Adobe, SAS, SPSS and online ERP portal, e-office portal etc.
- Maintenance of entire existing network structure for both the campuses either copper or OFC/both. Engineers must have knowledge about copper and OFC cable.
- AMC would include regular on-site monitoring and providing technical support services, repair/replacement of listed hardware, and systematic maintenance of online service requests and preparation of regular reports on the status of the IT infrastructure as per the details given under SECTION III.

SECTION III: DETAILED SCOPE & REQUIREMENTS OF IT-FM/AMC

A. Help Desk & Technical Support Services.

A1. List of Deliverables

- ✓ **First level hardware support** - Diagnosing the problem and troubleshoot must be done.
- ✓ First level support for software and application support to users.
- ✓ Resolving network connectivity problems at the client end.
- ✓ Co-ordination with OEM vendors for support Server calls.
- ✓ Day- to- day checking of classrooms PC and proper maintenance with zero downtime.
- ✓ At least weekly checking of CCTV camera and maintain proper register for the same. ✓

Supporting the Computer OS and application software (Win 7 /8/10, Win 2019

Server / Linux) and all latest OS, MS Office etc. for authorized software only.

- ✓ Performing any clean installation of PC with application, move, add or changes of hardware in concern with user as per requirement.
- ✓ Keeping the entire IT setup secure and virus free.
- ✓ Engineers should attend all the calls registered by user either by phone or e-mails.
- ✓ Proper maintenance of User calls in register, with respective user's signature.
- ✓ Minimum time to resolve any IT related calls.
- ✓ Generating and submission of weekly call report.

A2. Service Level Objectives

The problems will be classified into **3 Severity Levels:**

Severity Level – 1

- ✓ Calls that can have severe impact on organization / business affecting large number of users i.e. any network server e.g. Web server, Internet Connectivity, and computers placed in Class rooms/committee rooms/Conference hall / Auditorium etc., LAN equipment (e.g. Routers, switches, hubs, Servers, etc.), CCTV Cameras, with DVR & NVR etc.
- ✓ Calls should be prioritized on the basis of hierarchy of the management level and should be attended immediately and try to resolve within a day either through: **repair; providing standby; replacement or reconfiguration of faulty equipment.**

Severity Level – 2

- ✓ The end user system is unusable affecting individual users. e.g. Printing problems, problems using application tools, Internet security and virus problems, client network connectivity problems, etc. Calls to be attended within one day and resolved within 2 days if software / configuration problem or depending on AMC vendor if hardware problems.

Severity Level – 3

- New Software/ Hardware installations & upgrades change in configuration of the desktop etc. calls shall be attended and resolved within a week.

A3. Down time will be calculated as below:

- For **Severity Level–1** problem: Each extra day taken to resolve the problem beyond the stipulated **one-day resolution time will be considered as 2 days down time.**
- For **Severity Level – 2 & Severity Level - 3** problems: Downtime will be considered normal number of days taken to resolve problem beyond stipulated resolution time as stated.

B. Antivirus Updates / Maintenance Services

Scope: It will involve updating the antivirus gateway server, attending to virus problems at the desktop level, installation of the software and also liaison with the vendor for technical support.

B1. List of Deliverables

- Pattern file / s/w updates to antivirus gateway server.
- Attending to and clearing virus attacks at desktop level.
- Keep the existing standalone virus scanning s/w updated.

B2. Service Level Objectives

- Keeping all incoming/outgoing internet traffic viruses free and secure.
- Keeping the entire PCs virus free.

C. Hardware Maintenance of PC, Printers, Scanners, CCTV Cameras, etc.

Scope: It will involve hardware maintenance of PCs, printers, scanners, CCTV Cameras, etc. as per the list in Annexures. Generate list of such items whose warranty is going to expire in next 3 months, and add them to the AMC list.

C1. List of Deliverables

- Preventive Maintenance (PM) must be done in every three months for PC's; Printer to make sure equipment does not break down unexpectedly. It is most essential and every participating firm's must ensure provision for doing PM.
- Proper diagnosis of the problem reported by users must be done and try to troubleshoot the issue within a day.
- Comprehensive maintenance (repair/replacement), support for PCs (Desktops / Laptops), Printers, Scanners, CCTV cameras listed under AMC contract as per the technical terms and conditions indicated in this document.
- Proper maintenance of standby PC's Printers and their availability for end users.
- Vendor should make provision for numbering / Barcode for every device under AMC while taking Inventory.
- Firm must take inventory by-self and submit report to ICT Cell before taking AMC of computers & peripherals.
- PC or Device not working must be make workable and include them into AMC and raise

invoice accordingly.

C2. Service Level Objectives

- As under Help Desk & Technical Support Services.

C3. Reports

- Maintain a register for weekly pending calls report.
- **Maintain register with proper no. and date for outgoing and incoming materials as well as Printers / Monitor / for repairing with proper serial number.**
- Weekly report of standby / spares deployed, hardware repaired.
- Maintain register for Preventing Maintenance done.

D. Server Management: Server OS Administration Services

Scope: It will cover all **(4 nos. of Dell make Servers (under warranty))** the Servers with their Software, Hardware and services maintenance. Server level OS are Win Server 2019, Linux (Ubuntu) server. The servers are under warranty and to be taken care off by attending the call and getting it resolved by liaising with the vendor without affecting the institute Network setup.

D1. List of Deliverables

- General system administration of servers providing authentication and permission to server client based applications.
- Proper maintenance of server hardware parts and to keep clean and dust proof environment. Monitoring CPU utilization, disk space usage etc.
- Resolving server problems like system-hang, HDD crash, network connection failure, etc.
- Creating new file systems and correcting file system if required.
- Installation of OS upgrades and patches.
- Re-installation of Operating System if required in consultation with SIC-ICT Cell / CA.
- Performing periodic system performance tuning - changing the system configuration parameters and re-organizing the disk space, etc.
- Performing periodic backup of all volumes, installing application software if required.
- Escalating unresolved problems to the principal / hardware vendor for ensuring resolution.
- Prioritize and Monitor the services installed and running on critical servers.
- **Weekly data backup from Web Server.**

D2. Service Level Objectives

- As given under Help Desk & Technical Support Service. Severity Level 1.

D3. Reports

- Server uptime charts.
- Monthly server usage statistics particularly on usage of web server.

- Monthly report on OS upgrades and patches.

E. Internet Service Provider & Firewall

Scope: At CIFE there are two ISPs: **JIO from Reliance** is providing **50 Mbps** of connectivity through OFC along with instruments installed at CIFE new campus & **M/s. NIC's NKN** (National Knowledge Network) of 100 mbps with last mile connectivity through MTNL leased line. The installation and router is provided by NIC, Belapur, Mumbai. For security Cyberoam X750ing series of UTM device has been installed with three years' subscription. For this, **AMC engineers have to liaison with vendors & sort out issues related to Internet service or Firewall device.**

Firewall (Cyberoam CR-750ing-xp): *Since data stored in firewall device is remain only for 3 months, proper backup needs to be taken on regular basis.*

E1. List of Deliverables

- Proper monitoring of internet connectivity and coordination with respective vendor for zero downtime of Internet connection.
- Attending/resolving any internet browsing related complaints from users.
- Creation and Deletion of users and their roles as per requirements.
- Check updates of blacklisted sites.
- Proper management of bandwidth distribution through Firewall, load balancing, blocking of illegal sites limiting downloads, etc.
- Generating reports from Firewall for Bandwidth usage.

E2. Service level objectives

- As under Help Desk service severity level: Severity Level 1.

E3. Reports

- Monthly down-time report on the network, ISP connectivity.
- Monthly ISP traffic analysis.
- Daily plots of internet traffic graphs.
- Monthly report on LAN traffic.

F. Network Management Service at CIFE

Scope: It will cover the LAN and WAN including Switches / LAN equipment's, Wi-Fi routers, OFC converters, inter-campus RF links & 20Mbps leased circuit connection from MTNL at CIFE, Mumbai.

F1. List of Deliverables

- Identifying LAN faults and getting them resolved.
- Vendor management for WAN links and monitoring the ISP connectivity.
- Advice on requirements of LAN hardware upgrades.
- Monitoring LAN traffic using appropriate monitoring software.

- First level support for leased line and ISP vendor

- Comprehensive maintenance support for LAN equipment (active devices) as per the list attached in the **Annexure**.
- The Comprehensive support should include standby equipment support at no **extracharges**.
- The severity level for LAN equipment failure will be treated as **Severity level –1** problem as detailed under help desk service and downtime will be taken as one week down time for each day.
- Calls to be attended immediately and resolved within 24 hours.
- An equivalent standby (switch/hub) should be replaced in place of failed equipment and the failed equipment should be repaired within 5 days of failure.
- This equipment's will come under the severity level 1.

F2. Service Level Objectives

- As under Help Desk Service **Severity Level – 1**.

Essential activities: need Urgent attention on daily basis with proper maintenance of Record.

- To check all desktop computers and antivirus updates in 10 nos. of Classrooms on daily basis and keep PC's in working condition with proper record duly signed by ICT In- charge without fail.
- All CCTV cameras need to be checked (Recording, Working display, Network etc.) on weekly basis; record must be duly signed by ICT Cell member.

G- Web Site Maintenance at CIFE

Scope: CIFE has designed its website (www.cife.edu.in) in-house, hosting it in its web server and is regularly updating it. The website is designed using asp.net and MySQL database with HTML coding. Web page designing, modifications, uploading of data, archival of data and webserver backup etc. are to be taken care of by FM/AMC team. The website connectivity is to be regularly monitored. A qualified technical person with experience in asp.net for website related activities and maintenance is to be deputed full time at CIFE for this assignment.

G1. List of Deliverables

- Design / modification of Web Pages.
- Uploading of News/Events/Photographs/Tenders etc. on same day.
- Monitoring of Website activity.
- Check Up gradation of website on regular basis.
- Taking weekly backup of Website databases.
- Maintaining both version of website English and Hindi.

G2. Service Level Objectives

- As under Help Desk Service **Severity Level – 1**.

G3. Reports

- ✓ Monthly Web analytics including web traffic analysis.
- ✓ Down-time report on the Website connectivity.
- ✓ Monthly report on up-gradation carried out.
- ✓ Daily changes made on pages.
- ✓ Report on Daily hits on the Website.

H. Vendor Management at CIFE

Scope: It will cover liaison with different vendors providing IT related services at CIFE, Mumbai.

H1. List of Deliverables

- ✓ Maintaining database of various vendors with complete contact details, escalation matrix, response time and resolution time commitments, etc. Logging calls with vendors.
- ✓ Coordinating with vendors to get problems resolved and escalating problems, if required.
- ✓ Keeping track of hardware & software maintenance contracts entered into by CIFE with the various vendors.

H2. Service Level Objectives

- ✓ Every 3 months, generate list of such equipment's whose AMC/warranty will expire within next 3 months and get this equipment added to above list in intervening period.
- ✓ Coordinating with vendors of other AMC keeping all the equipment under AMC, so that the calls logged on them are resolved within the times stipulated in their maintenance contract entered into with CIFE - Measured on a weekly basis.

H3. Reports

- ✓ Weekly call reports (vendor wise) and Monthly Downtime report (vendor wise).

SECTION IV: TECHNICAL TERMS & CONDITIONS FOR IT-FM/AMC

- a) The Comprehensive FM/AMC should include spare parts support at no extra charge
- b) Faulty parts arising out of replacement would be firms' property. The spare parts which are taken for repairs to the factory/work shop of the contractor shall be replaced back in original (serial number will be noted down) after repairs in perfect working condition. Necessary permission will be given for movement of spares in and out of CIFE.
- c) The firm should keep a minimum number of following materials as standbys at CIFE during entire period of contract:
 - ▣ **Five numbers of fully functional sets of Desktop computers and 1 no. functional Laptop (not below i-3 with 4 GB RAM and 500 GB HDD), five nos. of each of key boards, Mouse, Hard disk (500 GB), SMPS, Media Converter (at least 4 nos.) etc. in working condition for replacement.**
 - Three numbers of functional monochrome LaserJet printer with cartridge.
 - All compatible spares required for testing and replacement should be stocked in sufficient quantity at CIFE itself for resolving hardware issues without delay.
- d) The support engineers should be well trained in all respects i.e. **experience (min. 5 yrs.) well mannered, technically sound and having requisite knowledge in the field.**
- e) Preventive maintenance should be strictly carried out once in a quarter on each machine (PC/printer). A report signed by each user will have to be submitted for each quarter for all the machines under AMC. Following shall be the Scope of Preventive Maintenance:
 - Periodical check and service the computer systems.
 - Scan the hard disk drive for bad sectors and corrupted files.
 - Cleaning of Optical disk drive and any other devices which require cleaning.
 - Cleaning of printer carriages, heads, oiling, etc. for preventive printer maintenance.
 - Routine maintenance of laser printers.
- f) Following shall be the Scope of Breakdown calls:
 - In case of breakdown of computer systems, the calls shall be attended on priority basis by the resident engineer.
 - Wherever spare parts are required to be replaced, the standby spare parts are to be put so that the computer is not down.
 - In case of parts replaced are beyond repairs then the parts replaced shall be of equivalent configuration or standard and will be the property of CIFE.
- g) A computerized registering of the complaints through intranet server and its follow-up has to be maintained.
- h) The customer support engineer will take the priority slips of complaints. The customer service reports (CSR) which are duly signed and commented by the complainant shall be filed and updated on the intranet server without any delay after attending all the given complaints.
- i) **Penalty:** The downtime shall be calculated each month which considers the number of working days for resolution of the call beyond the first day of the complaint for software and 5 days for hardware or as per service levels defined. Please note one full day is given to solve the problem before downtime starts. **The penalty would be calculated as follows:**
 - **Let A= AMC rate per machine per day (take 365 working days in a year).**
 - **Let D =Total number of down time days of all machines**
 - **Penalty in (rupees) would be calculated as = 3xAxD.**

- j) On expiry/termination of the contract, the contractor shall handover all equipment's under the contract over to CIFE in good working condition, before release of that quarter's payment.
- k) The service contract shall be terminated if the terms and conditions of the AMC are not fulfilled. Further, if the contractor fails to fulfil all the terms and conditions of the AMC, the contractor will not be allowed to bid again for AMC in future, at any circumstances.
- l) Any failed hardware/PC/Printer should be repaired within 5 working days of call log or as per the service level defined, whichever is earlier. If hardware/ PC/printer are not repaired /replaced in 5 days, standby has to be provided. Failure to compile with this requirement will attract the penalty as mentioned in this document/ as decided by the competent authority of the institute.
- m) **The Engineers deputed should not be changed frequently. Minimum two back-up engineers should be available in case of emergency and in any case, any changes have to made it should be done in consultation and approval of the competent authority.**
- n) **Service/web engineers going on leave/long leave/unauthorized absence should be replaced immediately, failing which an amount of Rs. 500/- (only) will be deducted for each day absence.**
- o) The list of items not covered under AMC for printers should be submitted along with tender the firm will deliver the service in sincerity and by maintaining confidentiality.
- p) The firm will ensure continuous service availability and will deploy backup personnel as and when required.
- q) Either party has the option to terminate the contract with one month advance notice and without obligation either side.
- r) In case of LAN & PCs, equipment's declared obsolete shall be removed from contract.
- s) The contract can be renewed up to the period of one year if performance is found to be satisfactory. However, it will be at the sole decision of CIFE authorities.
- t) The working hours will be 9:30 AM to 6:30 PM from Monday to Saturday except for holidays under the 'Shops & Establishment Act'. The Institute may request contractor to ensure personnel availability on holidays or in emergencies or on need basis. On such occasion/s the required engineer/s should be available at the institute without fail. Such requirement/s will be communicated to the team leader of the engineer's posted at CIFE.
- u) All maintenance at server level which requires shutdown / stoppage of some server/service should be carried out on holidays at no extra charge.

The firm will depute a minimum 4 personnel with the qualifications as below for ICT FM/AMC at CIFE campus for full working hours and nominate one of them as the team leader.

- ✓ **One senior person (Network Administrator)**-A responsible person should be posted at CIFE who can take decisions with reference to any emergency/new requirements from

CIFE and need not wait for response from parent company to avoid delays. Diploma with Microsoft and Cisco certification with minimum 2 years server / network administration, configuration of network servers (DNS / Mail / Web / Firewall / DHCP/ Proxy/ Spam/ Anti-Virus/ ADS/ database) as a network administrator.

- **One Person (Web Designer)** – With the certification and experience of programming in HTML, JavaScript, Query, Asp.net, PHP etc. and a minimum of one year working experience on web page designing and maintenance. He will be responsible for updating/designing/maintaining the institute website on daily basis.
- **Two persons (Site Engineers)** – Diploma with minimum 3 years working experience in hardware/software maintenance of PCs, printers, scanners, networking, CCTV Cameras etc.

The deputed personnel shall

- At all times abide by rules for holidays, working hours as specified above, time sheet and attendance as per CIFE format.
- At all times abide by general rules of conduct and discipline as required by CIFE and changes made to it from time to time.
- At all times strictly follow the confidentiality conditions laid out by CIFE and changes made to it from time to time.
- Shall be eligible for canteen, email, and internet and bus facility between both campuses.
- CIFE would provide a PC with Network connectivity/intercom facility along with email accounts, and seating place for 4 people at CIFE and to keep spare parts.
- If the competency of the staff deputed at the institute is found to be wanting, the same will be communicated to vendor and the staff should be changed without any further delay.
- Any damage that is caused to institute IT facility due to the negligence and or incompetency by the staff posted at the institute will be sole responsibility of the vendor and the cost of damage along with other penal charges will be recovered from the vendor.
- The vendor should make sure that their personals will be maintaining the strict secrecy and will not reveal it to any one in any form which will be harmful to the interest of CIFE.
- Review & Feedback: Monthly review meetings will be held to discuss status of all the Services listed above. Any pending issues/ problems and suggesting for improvement/ additional facilities/ services will be discussed in the weekly meetings. The minutes of this meeting will be documented and kept in records.
- The contact details of all the engineers deputed at the institute and senior level contact point person at the vendor HQ should be made available.
- The company should nominate one senior level contact point person with whom the institute will communicate for resolving issues if any.

Annexure II: Desktops

Sl. No.	Description of Items	Total No. of Items	Under AMC Items (No.)	Under Warranty Items (No.)	Specifications	Scope of AMC
1	Branded Desktop PCs with Monitors, Keyboards and Mouse	*192	164	28	<p>22 Under warranty items – 18 PC is ACER make, 4 are Lenovo make purchase on 2018</p> <p>28 Dell make PC purchased 2019 under warranty.</p> <p>PC's to be taken under AMC are:</p> <p>a). 61 are Acer make</p> <p>b). 21 Dell OptiPlex 9010 & 330 series</p> <p>c). Lenovo – 60 nos.</p>	<p>First level technical support and troubleshooting with respect to both hardware & Software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors/ firms for resolution/ repair / replacement for under warranty items</p>
Total No. Desktops		192	164	28		

***This Number is indicative and subject to change. The inventory for the all the Desktop, Printer, Server, Scanner, CCTV cameras etc. are available with ICT Cell.**

Annexure III: LAN Switches and Equipment's

Sl. No.	Description of Items	Total No. of Items	Under Warranty Item (No.)	Out of Warranty Items (No.)	Specifications	Scope of AMC
1	LAN Switches- Manageable 24 & 48 Port Switches	3	0	03	48port HP Procure make Layer 2 SNMP managed Stackable switches purchased in May 2009 and 1 no. of 24 port 3-COM managed switch purchased in March 2007	First level technical support and troubleshooting with respect to hardware related Issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison with respective vendors / firms for resolution / repair / replacement for under warranty items
2	LAN Switches- 24, 16, 8 & 5 Port distribution switches	78	0	78	25 nos. of 24 port D-Link / Digisol Switches, 28 nos. of 16 port D-Link switches, 19 nos. of 8 port D-Link switches & 6 nos. of 5 port D-Link Switches.	
3	Wireless Access Points	19	0	19	<ul style="list-style-type: none"> · 5 Brovis AP (AS100), 2 Airpro AP, 2 Mro Tek AP & 1 TP-link AP at Ladies Hostel (New campus) · 3 Brovis AP (AS100) & (with ICT Cell) · 1 Mro Tek 1 Digisol Link AP 1 D-Link & 1 Eugenius at Type IV quarters (new campus) · 2 Rukus RF Radio that connect both 	
4	Fiber Optic Converter	18	0	18	Fiber optic converter of Digisol and D-link make for Back end connectivity.	
	Total	118	0	118		

Note: 2 Routers (1 no. of AS102 CISCO series and 1 no. of Tecroute Bd-Com 1700 series) are covered under AMC with the ISP Providers NKN (NIC Belapur) and Rialtel India Ltd. The successful bidder shall liaison with the firm and resolves issues as per service level defined in the tender document.

Apart from this, 8 distribution manageable HP switch and 1 core switch at Server room are new and covered under warranty with HP India.

Annexure IV: Printers & Scanners

Sl. No.	Description of Ite	Total No.	Under Warranty (No.)	Out of Warranty (No.)	Specifications	Scope of FM & AMC
1	*Printers- Color LaserJet/ Black & White Laserjet	147	00	147	All are HP make LaserJet Printers. Basic Entry level Printers for both color and Monochrome <i>(Summary I)</i>	First level Technical support and troubleshooting with respect to both hardware & software related issues. Comprehensive repair / replacement of all parts and accessories in case of out of warranty items and liaison
2	Scanners	43	00	43	All are basic HP Scanjet and Cannon Elide model Cannon make model <i>(Summary I)</i>	
3	*CCTV Cameras DVR with HDD	125 24	0	125 24	Combination of Dome and Bullet camera with DVR and HDD. All Details in <i>(Summary – II)</i>	
	Total	339	00	339		

***This Number is indicative and subject to change**

Annexure VI: Check List for Participating Firms

1	Name of the Participating Firm	
2	Full postal address with Telephone, Telefax, e-mail	
3	Please specify whether Public Limited Company, Private Organization or Partnership Firm	
4	Nature of the Business	
5	Date of Establishment	
6	Present Turnover(Proof of IT Returns to be attached)	
7	Permanent Income Tax Ref. No.	
8	GST/CST/STNo./ TIN No.	
9	Vendor must have Bonafied functional workshop office in Mumbai. Address with Telephone Nos. and contact person must be specify	
10	Company Profile / Brochure and other relevant documents must be Attached.	
11	Certificate of incorporation attached(YES/NO)	
12	Whether E.M.D. attached with Bid document. (Yes/No). If exempted, necessary documents shall be attached.	
13	Experience of maintaining a minimum of 500+ networked computers in LAN environment. Purchase Order / Service Level Agreement worth Rs.15 lakhs & above / year as well as certificates of satisfactory service from clients at least for two years during last 3 years)(TQ1)(Yes/No)	
14	Employee details along with their qualification and experience as well as Self-Certification that they have expertise to handle more than 100 network PC and Servers).(TQ2)(Yes/No)	
15	Authorization from Manufacturer/ Supplier attached in proof of Authorized Service provider/Preferred technology partner, etc. Should enclose authorized letter from at least one of the OEM (HP/Dell/ Lenovo/Acer) (TQ3)(Yes/No)	
16	Self-certification that well-equipped Service Centre in Mumbai with test and repair capability for PCs, Servers, and peripherals with advanced tools and facilities is available & the address of Service Centre (TQ4). (Yes/No)	
17	Furnished all information required by the tender document (Yes/No)	

(Name & Signature of the Tenderer with Stamp)

Price Bid Form (To be submitted in separate envelope)**Part A: Price Bid Form for IT-Facilities Management & AMC at CIFE**

Sr.No.	Description of IT Components/Units	No. of Units	Unit Rate / Year	Total annual Cost(Rs.)
1.	Branded Desktop PCs with Monitors, keyboard, mouse etc.	192		
2.	Printers- Color LaserJet / B & W Laser Jet	147		
3.	Scanners	43		
4.	CCTV Cameras + DVR with HDD	125+ 24		
5.	LAN Switches-48portManaged	03		
6.	LAN Switches-24portUnmanaged	25		
7.	LAN Switches-16portUnmanaged Switches	28		
8.	LAN Switches-8portUnmanaged Switches	19		
9.	LAN Switches-5portUnmanaged Switches	06		
10.	Wireless Routers(Brovis Make)	08		
11.	RF Radio(Rukus Make)	02		
12.	Wireless Routers(D-Link Make)	03		
13.	Wireless Routers(Mro Tek Make)	03		
14.	Wireless Router (Air pro)	02		
15.	Fiber Optic Converter	18		
	Taxes, if any			
			Total Cost	

PART B: Price bid Form for Occasional LAN Wiring at CIFE

Scope: This will involve occasional LAN cabling at CIFE campuses, involving laying of CAT 6 UTP/ Fiber optic cable (with proper casing Patti & conduit pipes), etc. All LAN point terminals at both ends shall be suitably labeled. However, as the cable /conduits would not be covered under AMC, this work has to be done by the AMC vendor on a case by case basis based on predetermined unit rate and on actual basis. You shall provide the cost details as per the format given below. These rates/ charges are not to be included for calculating the AMC charges.

Sr. No.	Items	Unit	Unit Rate (Rs)
1.	CAT 6 U TP cable (D-Link)	Per Box	
2.	CAT 6 Patch cord 1m/2m/3m	1 No.	
3.	8 Port 10/100 Mbps LAN Switch	1 No.	
4.	16 Port 10/100 Mbps LAN Switch	1 No.	
5.	CAT 6 Laying charges with casing Patti, conduit pipe and labor charges	Per mtr.	
6.	Splicing and OTDR testing of Fiber optic cable (6 core MM)	One time cost	
7.	OFC Patch cable for OFC converter	1 No.	
8.	External HDD 1TB (Seagate/WD)	1 No.	
9.	External HDD 500GB (Seagate/WD)	1 No.	
10.	D-Link I/ O port with face plate and without face plate	1 No.	

NOTE: THIS ANNEXURE MUST BE FILL WITH FULL DETAILS FOR SUCESSFUL BID and should not include in main BID.