

Management Development Institute Murshidabad (MDIM)

Notice Inviting Tender (NIT)

Tender No. MDIM/Admin/FMS Tender (IT)/2020/01

Date: 13/03/2020

Tender document for Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems at MDIM Campus

MDI Murshidabad

Kulori, PO – Uttar Ramna, Dist. – Murshidabad, PIN-742235, West Bengal



Sub: Tender for Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems at MDIM Campus

Sealed quotations are invited from reputed and experienced companies for “Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems at MDIM Campus”. Vendors willing to participate in the tender may download the tender documents from the Institute website: <https://www.mdim.ac.in/tender> and please refer to the website for any Addendum.

1	Last date of Submission of Quotation	26/03/2020, up to 3:30 pm
2	Sealed Quotation to be submitted at	The Registrar, MDI Murshidabad Kulori, PO – Uttar Ramna, Raghunathganj, PIN-742235 West Bengal
3	Last date of any Technical Query & concerned person for queries	20/03/2020, up to 3:00 pm (after that no queries will be responded/entertained regarding this LTE) Avirup Das Contact No.: 9674727164/ 9674757164 (Extn. 106) Email: avirupdas@mdim.ac.in
4	EMD	EMD of Rs.25,000 (Twenty Five Thousand) through Demand Draft from any scheduled bank in favor of Management Development Institute Murshidabad payable at Jangipur/ Omarpur (Dist.- Murshidabad, West Bengal).
5	Site Survey (Mandatory)	Bidders are requested for site survey for better understanding the Scope of Work. Last date for site visit: 20/03/2020, 3.00 pm

Offers in prescribe format in a single cover duly superscribed as “Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems at MDIM Campus” and should be delivered thereon through **Speed Post/Regd. Post** or **hand delivery** on or before 26/03/2020 up to 3.30 p.m. at the addresses mentioned above in SI No 2. **No courier services are available at our location.**

Quotations received after the due date and time will not be considered or accepted, no request or appeal will be entertained for the same. MDIM authority reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.



Instructions to Bidders:

1. Following documents to be put without any deviations :
 - a) Annexure – I (Terms & Conditions)
 - b) Annexure – II (Scope of Work)
 - c) Annexure – III (Financial Bid)
 - d) EMD of Rs.25,000 (Twenty Five Thousand) through Demand Draft from any scheduled bank in favor of **Management Development Institute Murshidabad** payable at **Jangipur/ Omarpur** (Dist.-Murshidabad, West Bengal).
 - e) Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.
 - f) Copy of valid GST Certificate, PAN Card, EPF & ESI Registration / Challan.
 - g) Copy of Certificate of incorporation or any other relevant documents.
 - h) Copy of 3CA & 3CD Certificates of last 3 years i.e. 2016-17, 2017-18, 2018-19.
 - i) Copy of 2 (two) similar nature of orders each of minimum of Rs.10 Lakh or more in last 3 years.
 - j) Self-certification on company's letter head that vendor is not blacklisted.



Annexure – I (Terms & Conditions)

General Terms & Conditions:

1. Qualification Criteria:
 - a. The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India. (attached copy of Certificate of incorporation or any other relevant documents with GST certificate & PAN card)
 - b. The firm should be in the business of providing similar services for at least 05 years as on 31.12.2019.
 - c. Average Annual Turnover of the bidder in last 3 years should be more than 10 Crores (Only 3CA & 3CD Certificates of last 3 financial years i.e. 2016-17, 2017-18 & 2018-19 will be accepted).
 - d. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders required to submit 3CA & 3CD Certificates for the last 3 consecutive Financial Years (FY 2016-17, 2017-18 & 2018-19)
 - e. The bidder should have executed at least 2 (two) similar nature of orders each of minimum of Rs.15 Lakh or more in last 3 years. Preference will be given in case of National/ State Importance Institute or other renounced Institutions where the bidder executed such order successfully.
 - f. The bidder should not be blacklisted/ debarred or involved in any corrupt & fraudulent practices by any Central/ State Govt./ PSUs/ Quasi-Govt. Organisations/ Autonomous Body/ Private Organisation in India (Self-certification with signature & seal on company letterhead should be produced).
2. Payment terms: Quarterly post payment after generation of tax invoice. Amount will be deducted on prorata basis in case of failure to provide substitute engineer in the absence of the existing engineer as per the penalty clause mentioned below.
3. Penalty Clause: Bidder will ensure continuous service availability and will deploy backup personnel as and when required within 24 hours reporting of absence of existing engineer(s). In case back up person is not provided within 24 hours, a penalty of **Rs.1000/- per person per day** will be levied and same will be deducted from the FMS quarter payment. MDIM will make adhoc arrangement at the risk and cost of the bidder.
4. TDS will be deducted as per Govt. rules.
5. EMD of Rs. 25,000 (Twenty Five Thousand) through Demand Draft from any scheduled bank in favor of Management Development Institute Murshidabad payable at Jangipur/Raghunathganj/ Omarpur (Dist.-Murshidabad, West Bengal) It should valid for a period of 90 days beyond the bid validity period. EMD of the unsuccessful bidders will be returned after the award of Work Order. EMD of the successful bidder will be refunded along with first quarter payment.
6. If Work Order is awarded and work is not commenced by the vendor within 10 days of receive of work order, then EMD amount will be forfeited.
7. The successful bidder is required to start work & deploy their engineers within the commencement date of contract to be mentioned in Work Order. Delay will attract penalty @1% of the Work Order value per week subject to a maximum of 10% of total work order value. Alternatively the Order will be cancelled.



8. Service location: MDI Murshidabad, Vill. - Kulori, P.O. - Uttar Ramona, P.S. – Raghunathganj, Dist. - Murshidabad, West Bengal, PIN – 742235.

9. Service Engineer: The agency shall depute TWO/THREE nos. of Service Engineer at MDIM throughout the period of FMS with appropriate technical qualifications & experience mentioned below:

Resident Engineer for Level 1 calls: 10+2 or higher with Diploma in Hardware & Networking along with 3+ years of experience in Hardware and Network operations involving daily batch jobs. Incumbent, must possess flair to work with own hands and perform field job. Must have experience in installation and troubleshooting of windows & above versions.

Resident Engineer for Level 2 calls: Graduation in Computer Science/Electronics with 2+ years of experience. Expertise in Hardware and Network troubleshooting, Managing Antivirus, Windows Server 2012 or higher version, Configuring Cisco Switches, Firewall and other IT & network peripheral systems. Professional certification (CCNA/MCSE/Redhat Certified etc.) if available will be preferred.

A back up team, consisting of senior technical personnel shall be available at your office for providing remote assistance to the deployed Service Engineers, if required. In case of exigency, a senior engineer/ team of your company shall visit the campus for rectification of problems. The agency has to arrange substitute/back up engineer(s) in absence of their existing deployed engineer(s).

10. **Local hospitality for the Service Engineers will not be provided by the Institute.**

11. Service Schedule: Services under the scope of work shall be available from **8:30 am to 5:00 pm** and **1.00 pm to 9.30 pm** (Inclusive 30 minutes break) on all 07 days a week throughout the contract period. One weekly off-day will be provided to all the service engineers. Sunday and Public Holidays will be included if there are any activities from Institute on those days. Overtime charges will be given by the MDIM as per the Govt. rules in case of additional working hours or public holidays observed by MDIM or in his weekly off-day support if required.

12. Statutory Obligations: The agency shall make all statutory compliances regularly such as ESI, EPF, Bonus etc in respect of the service engineers deployed by them. Institute will not incur any liability for any expenditure whatsoever on the support engineers employed by the agency on account of the obligation. No support engineer(s) is/are allowed at MDIM who are not covered under such statutory compliances.

13. The agency have to pay salary/remuneration to their service engineers deployed at MDIM campus within 7th day of every month and should submit us their pay slip, EPF, ESI etc. documents of all engineers per month within 7 days of the next month.

14. **Performance Security Deposit:**

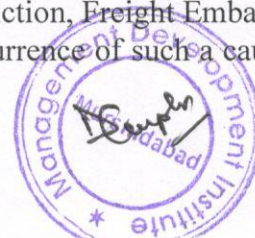
- a. The agency will be required to deposit security money equivalent to 5% of the total value of the Work Order (incl. of all) in the form of Term Deposit/Bank Guarantee within 21 days from the data of award of order.
- b. The security money so deposited by the agency will be retained by the Institute till completion of the contract and will be released thereafter on claim subject to adjustment, if any, by the Institute.



15. **FMS period:** Initially for One Year i.e. from 1st April 2020 to 31st March 2021. The contract may be extended further purely based on satisfactory performance by the agency as reviewed by the Institute.
16. If performance of the vendor is not satisfactory in executing the project within the contract period, then same will be informed in writing by MDIM as warning and if in spite of issue of warning, the performance does not improve to the satisfactorily level as per expectation of MDIM within a week then second warning will be issued. If after issue of second warning also performance doesn't satisfy MDIM's expectation, then Institute reserves the right to terminate the contract by giving one-month notice in writing without assigning any further reason whatsoever. After the contract comes null and void the remaining amount deemed payable to the vendor will sine die without any further payment. No further claim from the vendor will be entertained. Decision of competent authority of MDIM regarding determining the performance of FMS will be final.
17. In case of any faulty equipment, Institute will bear the repairing charges, cost of spare parts, consumable items & related incidental charges, if required.
- 18. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.**
19. No quotations would be accepted by E-mail and only hard copies will be accepted.
20. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom we will actually provide the Work order.
- 21. Sub contract is strictly not allowed, if found that sub-contracting have been done then the contract will be summarily terminated and no payment will be made to the vendor.**
22. Tender once submitted shall not be returned to the tenderer in future.
23. The quoted price shall be valid for at least 60 Days. Institute will not entertain any request in respect of escalation of price due to any reason whatsoever during this time period. The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.
24. Any additional service required for successful completion of this project and not quoted in financial bid by the tenderer then same shall have to be provided by contractor at no extra cost if the work is awarded to the tenderer.
25. Bidder Accepts and agreed with all the points of the Scope of Work mentioned in Annex-II.
26. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as:

Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other



in writing of such causes. The Bidder or the Institute shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

Declaration: -

I/We do hereby confirm that I/We have the necessary authority and approval to submit this bid for Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems at MDIM Campus and agrees to all the conditions as per the terms & conditions mentioned in clause 1 to 26.

Date :-

(Signature)

Place:-

(Name of Authorised Signatory)

(Designation of Authorised Signatory)

(Name of Vendor)



ANNEXURE – II (SCOPE OF WORK)

REQUIREMENT OF RESIDENT ENGINEER LEVEL 1 & LEVEL2

Resident Engineer Level1 will be required for 1(one) number for starting two months (1st April 2020 till 31st May 2020) and from 1st June 2020 till 31st March 2021 will require 2(two) numbers.

Resident Engineer Level2 will be required for 1(one) number from 1st April 2020 till 31st March 2021.

DESKTOP & LAPTOP MAINTENANCE

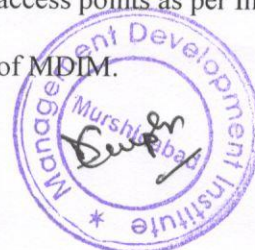
- a) Installation / reinstallation/ restoration of Operating System, Office Automation & other software as per requirement.
- b) Configuration of Operating Systems, Office Automation and peripherals (printer, scanner etc.)
- c) Regular trouble shooting
- d) Preventive maintenance on a periodical basis(Once in a quarter).
- e) For PCs/laptops under warranty relevant call log in with respective service providers and necessary follow ups with them for getting the job done or escalating the status with MDIM authority on a day to day basis.
- f) For PCs/laptops which are out of warranty, necessary repair to be done by the vendor if any PC/Laptop is found defective. Only required parts/software & repairing charges (if any) to be provided by the Institute.
- g) Patch & Software update
- h) Any other requirement raised by Institute during FMS period.

SERVER & STORAGE MANAGEMENT

- a) Configure & upgrade Operating System, if required.
- b) System Startup, shutdown, maintain uptime.
- c) Monitoring CPU utilization, disk space usage etc.
- d) User administration- Creation, Block, Deletion.
- e) Apply patches & bug fixing.
- f) Maintenance of existing Server & Storage under Virtualization Environment.
- g) Changes/Updation/Modification/Addition of existing running virtualization environment.
- h) For Server under warranty relevant call log in with respective service providers and necessary follow ups with them for getting the job done or escalating the status with MDIM authority on day to day basis
- i) Backup/Restore maintenance.
- j) HDD maintenance with necessary configuration.
- k) Upgrade/update of server operating systems provided by Institute with latest version.
- l) Maintenance of active directory and DNS server.
- m) Create users and organizational unit as per Institute's requirement.
- n) Create user/group policies as per Institute's requirement.
- o) Joining every client pc to the domain created by Institute.
- p) Configuration disk level security as per customer requirement.
- q) Local user privileges.
- r) Some additional domain security policies implementation.
- s) Privileged users can access through proper credentials.
- t) Any other requirement raised by Institute during FMS period.

NETWORK MANAGEMENT

- a) Management/ Administration and Control of the local network including WLAN.
- b) Understanding bottlenecks & providing solutions.
- c) Vendor Management with ISP for Link related issues.
- d) Local network incl. WLAN troubleshooting / Configuration.
- e) Provide LAN/WAN availability as per defined service levels.
- f) Configuration of firewall, L3 & L2 switches, WLAN controller & access points as per Institute's requirement.
- g) Policies deployment, access control & bandwidth management in firewall.
- h) Remote support for firewall, L3 & L2 switches, WLAN controller & access points as per Institute's requirement.
- i) Maintenance of the existing Active Components of the Network
- j) Maintenance/configuration of existing VLAN as per the requirement of MDIM.



- k) Maintenance of IP addressing scheme for each VLAN Segment.
- l) If there is any Optical Fiber cut due to natural calamity or other reasons, the vendor should take immediate necessary action to up the network. Related charges to be paid by the Institute for the same.
- m) Any other requirement raised by Institute during FMS contract period.

OTHER SERVICE MANAGEMENT

- a) Install / Re-install any type of driver/application/ Operating System software.
- b) Troubleshoot of UPS, printers, scanners, LCD projectors, digital signage, finger print attendance devices, video conferencing units, local network incl. WLAN, network components and other IT equipment.
- c) For UPS/Printer/Scanner/LCD Projector/ Video Conferencing (VC) Unit/ Digital Signage/ local network incl. WLAN/ network components & other IT equipment etc. which are under warranty relevant call log with respective service providers and necessary follow ups with them for getting the job done or escalating the status with MDIM authority on day to day basis.
- d) For IT & related accessories etc. which are out of warranty necessary repair to be done by the vendor if required. Repairing charges & required spare parts/software (if any) to be provided by the Institute.
- e) Operation of Video Conferencing System.
- f) Vendor/ OEM management for under warranty devices.
- g) Free consultation for upgradation of equipment/ solution as per Institute's requirements.
- h) Support will remain excluding of any hardware parts.
- i) All required software to be provided by the Institute.
- j) miscellaneous IT related office job
- k) Any other requirement raised by Institute during FMS contract period.

REPORT

- a) Maintaining Call Register for daily call management and submit this monthly (Softcopy / hardcopy) to the concern department.
- b) Report regarding miscellaneous IT related office job.

SERVICE WINDOW

- a) Besides posting required number of service engineer as per contract at MDIM Campus, Bidder must also maintain a specific service email id & hot-spot telephone no. at their own office.
- b) Along with the bid they must provide proper escalation matrix as well as leave substitute/back up engineer in case the Service Engineer is absent on working days.
- c) Service Schedule: Services under the scope of work shall be available from 8:30 am to 5:00 p.m and 1.00 pm to 9.30 pm on all 07 days a week throughout the contract period. One weekly off-day will be provided to all the service engineers. Sunday and Public Holidays will be included if there are any activities from Institute on those days. Overtime charges will be given by the MDIM as per the Govt. rules in case of additional working hours or public holidays observed by MDIM or in his weekly off-day support if required.
- d) Penalty Clause: Bidder will ensure continuous service availability and will deploy backup personnel as and when required within 24 hours reporting of absence of existing engineer(s). In case back up person is not provided within 24 hours, a penalty of **Rs.1000/- per person per day** will be levied and same will be deducted from the FMS quarter payment. MDIM will make adhoc arrangement at the risk and cost of the bidder.
- e) If MDIM is not satisfied with the service of the resident engineer, Managed Service Provider (MSP) must change the resident engineer as per MDIM's requirement.



Details of major IT and related equipments at MDIM Campus

Sl.No.	Description	Qty. (nos.)	Remarks
1	Desktop	232	
2	Laptop	32	
3	Server	02	
4	Storage	01	
5	Printers	59	
6	LCD Projector with Motorized Screen	17	
7	Networking Switch (Cisco, Brocade, DLink, Hikvision)	36	
8	Surveillance System		
	DVR	03	
	Analog Camera	27	
	NVR	02	
	IP Camera	17	
9	Firewall -Sophos	01	
10	Display Unit (55 inch)	04	
11	Sound Systems Unit	12 set	
12	Online UPS (Emerson, Eaton & Numeric) 20Kva – 01 no. 10Kva – 02 nos. 6Kva – 02 nos. 3Kva – 01 no. 2Kva – 01 no. 1Kva – 5 nos.	12	
13	Video Conferencing System	03 set	
14	Wi-Fi System		
	Controller	01	
	Access Points	71	
15	Finger Punch Attendance System-ESSL &	05 set	
16	Photocopy Machine(XEROX)	02	



Annexure – III (Financial Bid)

Financial quote for Non-Comprehensive Facility Management Service (FMS) for IT and network peripheral systems in Management Development Institute Murshidabad Campus:-

Description	Experience and Qualification	Number of Resources Required	Price Per Resource Count for one month in (Rs.) Excluding GST	GST % and amount in Rs.	Total cost Incl GST in Rs. for one month
Resident Engineer for Level 1 calls	As mentioned in Annex-I.	As mentioned in Annex-II.			
Resident Engineer for Level 2 calls	As mentioned in Annex-I.	As mentioned in Annex-II.			
Other support	Back up team, consisting of senior technical personnel shall be available at vendor's office for providing remote assistance to the deployed Service Engineers, if required. In case of exigency, a senior engineer/ team of your company shall visit the campus for rectification of problems. The agency has to arrange substitute/back up engineer(s) in absence of their existing deployed engineer(s).	As required			
Total cost Incl. of GST in figure					
Total cost Incl. of GST in words					

Note:

- In case of discrepancy in the amount quoted, the amount mentioned in word or which results in lowest payable by MDIM will be taken into consideration.
- Decision of competent authority of MDIM in this regard will be final.
- Quotation Validity Period: - 60 days from the last date of Submission of quotation/tender.

Place:

Sign of bidder: -

Date:

Name of bidder: -

Firm's Name with stamp: -

