

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

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निविदा क्रमांक Tender No: IIMI/2017-18/27



दिनांक/ Date: January 8, 2018

NOTICE INVITING TENDER FOR IT FACILITY MANAGEMENT SERVICES (FMS) AT IIM INDORE CAMPUS
(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित सेवाओं के लिए ऑनलाइन बोली (ई- टेंडर) आमंत्रित करता है
Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems for the following services:

निविदा का संक्षिप्त विवरण Brief Details of Tender:

मद का विवरण Item Description	निविदा की अनुमानित कीमत Estimated Cost of Tender (Rs.)	अग्रिम जमा EMD (Rs.)	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes) (Rs.)
Hiring of IT Facility Management Services with 24x7 User Support	30,00,000/-	60,000/-	1,500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि एवं समय Date & Time of Online Publication/Download of Tender	08-01-2018	1630 Hrs.
02	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	08-01-2018	1630 Hrs.
03	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	30-01-2018	1500 Hrs.
04	मूल अग्रिम जमा राशि एवं निविदा शुल्क को जमा करने की अंतिम तिथि एवं समय Closing date & time for Submission of Original EMD and Tender Fee	30-01-2018	1500 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	31-01-2018	1500 Hrs.

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1. ABOUT IIM INDORE

Indian Institute of Management Indore (IIM Indore) is an Autonomous Institute under Ministry of Human Resource Development, Govt. of India.

2. SCOPE OF WORK

IT system support tasks are vital for maintaining the IT infrastructure at the Institute. Hence IIM Indore intends to have IT Facility Management Service (FMS) with (24x7) user support. Institute is looking to outsource, complete IT support services to a single FMS provider to provide overall IT support services to IIM Indore.

The FMS Provider will undertake the facility management of the entire IT infrastructure of IIM Indore campus. The objective is to ensure uninterrupted operation, efficient and effective utilization of IT resources. As part of the facility management, The FMS provider shall provide an onsite (at IIM Indore) dedicated team of professionally qualified/trained workforce headed by a professionally qualified and sufficiently experienced on-site team leader, who will be exclusively responsible for day to day on-site support activities. They will be reporting to the IT department of IIM Indore. The FMS provider will ensure the uptime and service availability requirements as specified in the tender document. The FMS provider has to ensure uninterrupted availability of the resources. The requirements of uptime, service availability and penalty in case of non-compliance mentioned in the tender.

The detailed list of IT asset/equipment are available as Annexure - A & B.

As part of third party vendor management; the FMS Provider has to interface with existing service providers for obtaining support for equipment covered under AMC or warranty.

FMS provider should ensure the proper functioning of network and IT support to all users and shall be responsible for complete IT support, and maintenance of the campus network infrastructure under the scope of this contract. FMS provider shall also be responsible for timely resolving of the complaints and all types of IT support.

In the case of pending/high workload, the FMS provider will depute additional staff to clear the backlog to maintain the uptime of the IT infrastructure of the institute. FMS provider should ensure high quality of workmanship and quality services. FMS Provider shall maintain a set of critical spare parts at IIM Indore premises to minimize downtime in the event of component failures.

Note - Please note that administration/management/configuration of servers, website/Intranet, email services, leased lines, router, Wi-Fi controllers, UTM, Core switches, Distribution/Edge switches will be taken care by IT Dept. of IIM Indore. However, IT Dept. will provide network monitoring tool to FMS support team to identify the problem and take the suitable actions.

FMS provider is to provide all IT and Network support services as and when required at IIM Indore. These services are classified as following:

A. IT support Services: - Complete IT support services to users including hardware software and operational support. The support may consist of all types of IT support, hardware/ software, maintenance of the desktops/ laptops/printers/scanners/servers, institute's network and any other IT items/assets of the Institute. IT support shall also be provided to all the employee, students, and visitors, etc. The hardware support for items (Desktop/Laptop/printer) are restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired under warranty. In general following services are expected from the FMS provider on IT support

- a. Provide support for installation/configuration/troubleshooting of hardware and software.
- b. Coordinate with respective vendor/ OEM to resolve the hardware and software related problems.
- c. Assist users in backup/ recovery in case of system crash /database failure.
- d. Support users for any installation/configuration of any hardware/software.
- e. Provide support to all IT resources (including hardware and software) or any operational /system related problems at the user end.
- f. Arrangements / IT support for different activities like presentations / video conferencing/ workshop/conference/ classrooms/ lab session or any other events as and when required.
- g. Providing maintenance/support to approx. 400 Desktops (including workstations), approx. 150 laptops, approx. 190 Printer and any other IT equipment.

Note – In future, Institute may purchase additional assets (Network equipment/cabling, laptops, desktops, printers) as per the requirement of the users, which will automatically come under as serviceable assets for FMS provider.

B. Network Support

Network support Services (including Active and Passive component support) would be comprehensive in nature. FMS provider is supposed to provide following services:

- a. Support for all Active and passive components of IIM Indore network system (Wi-Fi and Wired both). It includes installation/configuration/testing/troubleshooting of all the active components as well as passive components.
- b. The Annual Maintenance Contract (**AMC**) will be for the maintenance of Local Area Network (LAN) system comprising, all the switches, structured cabling system & fiber cabling system as installed at IIM Indore premises. FMS provider should keep the backup device/spare parts to provide an immediate solution.

- c. **The AMC will be comprehensive in nature.** The AMC will include preventive maintenance of network, break- down/corrective maintenance and supply of equipment /spares required for corrective maintenance of all active and passive components (including CAT5, CAT6, fiber optic cable). Corrective maintenance includes repair of defects or malfunctions / non-functional caused for whatever reasons including voltage fluctuation wear & tear of all parts including plastic/nylon parts etc.
- d. The AMC will also include maintenance of firmware/system software of all the network switches /devices etc. If any parts are found defective, malfunctions or non-functional efforts may be made to repair it. If it is found beyond economical repair the same has to be certified by the firm and this defective part shall be replaced by a functional and good one (with same make, model, or high) without any extra cost. The defective, malfunctions or non-functional parts removed shall be the property of the FMS provider.
- e. Maintenance of all UTP cable and fiber cable connections from server room/edge switches or any other location through switches, connectors and I/O box including all supporting passive components. The work under this item also includes network configuration and its maintenance at the node level. The FMS provider has to replace/reinstall all the defective, malfunctions / non-functional cable with standard quality. The FMS provider should have their own arrangement (including labor) for laying /installing the fiber/cat5/cat6 cable for any maintenance. FMS provider should replace all the faulty fiber optics cable , fiber module, cat5e, cat6, connector, i/o port, coupling, connector panel, all type patch cords and terminators etc.
- f. Liaising with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime.
- g. The AMC for all the items/ components which includes all the active devices and their software configurations/setup Maintenance, and repair/replacements (including Firmware Maintenance, System Software Installation, maintenance, and configuration, etc.)
- h. During the period of AMC, preventive maintenance shall be carried out by FMS provider for entire systems and its components at least once in 3 months including (All the active devices including switch racks, cable dressing, etc.)
- i. FMS provider shall arrange for its transport for carrying out the maintenance and for movement of material and other support required by them like tools, equipment's documents/drawing, cleaning agents, etc. Only required electrical power/electricity would be provided by the institute for carrying out maintenance activity.
- j. All types of repairs/maintenance shall be carried out within the premises of IIM Indore. The FMS provider will not be allowed to take the machine/spare parts out for repair without prior approval of IT Department.

- k. The IT Dept shall approve any new spare parts/components to be replaced for the satisfactory running of the machines/instruments.
- l. If any equipment/parts are required to be removed, then replacement should be of same make and model or upgraded version of the removed item.
- m. In the case of failure of any equipment, a standby equipment should be installed by FMS provider.
- n. In the case of any intermediate, a suspicious or unidentified problem related to fiber cable, cat5/6 cable, and any active device, the FMS provider shall bring all required testing equipment at his cost to identify the problem and accordingly fix the problem.
- o. FMS provider will do the splicing at its own cost (along with all required spares) in case of fiber connectivity problem.
- p. The engineers/technicians of FMS service provider will be required to follow all security regulations enforced at IIM Indore.
- q. The FMS provider shall be responsible for any injury/accident or compensation to their service engineers/technicians during their stay inside IIM Indore premises.
- r. All the complaints are to be attended within 20 min. of registration. It will be the responsibility of the FMS provider to attend and repair the cable faults/cable connectivity problems within 2 hours. If required, re-laying of any cable should be done within eight working hours.
- s. FMS provider should maintain the inventory of all required items (including active and passive components) and other infrastructure to keep the network system running. At no time, the work shall be left undone/incomplete for lack of items at any location. Each job performed by the FMS provider will be checked for acceptance. The cost of the work has to be borne by the FMS provider.

C. Help Desk Services

The FMS service provider has to maintain onsite help desk service (24x7 on all days) in computer center for User Support at IIM Indore campus. Help Desk will maintain a log of user calls (web-based/ email/telephonic) and give them a call ID number and respond to the call immediately (within 20 minutes). IIM Indore requires user-friendly compliant booking system or web-based mechanism. FMS provider has to facilitate a common mobile number to FMS team for contact purpose. IIM Indore will not pay any extra cost for this. High priority calls should be attended immediately.

IIM Indore will provide a telephone connection and Desktop for the help desk. Help desk personnel should have good communication skills. The Service provider must provide a service escalation chart with proper contact address.

**(i) The operational requirement of support personnel at IT help desk
(24x7 on all days):**

FMS Provider has to provide eight number of Onsite Technical Service Personnel as per schedule below:

Shift	Shift Time on all days	No. of Support Personnel	Remark
1	7:00 am – 3:00 pm	2	
2	3:00 pm – 11:00 pm	2	
3	11:00 pm – 7:00 am	2	
	9:00 am – 5:30 pm*	2 (including team leader)	*Every day (except Sunday) from 9:00 to 5:30 pm two support personnel including team leader with regular shift support personnel

Note:

- a. Each shift's support personnel should hand over the duty to next shift staff before leaving the Institute. FMS provider should ensure that all the pending/ongoing support calls properly understood by next shift support staff.
- b. The shift timings may be changed with the mutual understanding of both the parties (IIM Indore and FMS provider)

(ii) Reports for Performance Monitoring of the Service Levels

The FMS service provider shall furnish the following reports to IT Dept. of IIM Indore as per the frequency below.

- Daily Call Analysis Report – with all details
- Monthly - Call Analysis Report. (Shift wise)
- Call Analysis Report (Total User Support)
- Quarterly – IT -Asset Report after PM (Preventive Maintenance)

The FMS service provider must appoint one team leader of their support team who will report to IT Department of IIM Indore on a regular basis and shall also be responsible for coordinating the support activity.

D. Qualification and Experience for deputed personnel:

As a part of facility management, the FMS provider shall provide services of trained and qualified support personnel as given below at IIM Indore. At least two technical service personnel (one person for network support and second to be for system support) should be available on site during each shift. The minimum qualifications and experience of the technical service and team lead personnel would be as follows

(i) Technical Service Personnel Qualification

Graduate in any stream / regular Diploma from Polytechnic and three-year working experience in IT support function.

(ii) Team leader qualification:

Graduate in any stream / regular Diploma from Polytechnic and professional certification like MCSE/MCP /CCNA/CCNP/RHCE etc. With five year experience in relevant area.

Note:

- a. Trainee/Fresher Engineers will not be accepted.
- b. All the personnel, deputed at IIM Indore will be interviewed by IT Dept. for suitability. Only those personnel found suitable in the interview will be considered for deputation at IIM Indore.

Annexure- A: Details of Existing network equipment

S.No.	Make	Switch/equipment	Qty	Note
1	Cisco	CISCO CORE SWITCH 4507R	2	To be covered under AMC
2	Cisco	Cisco 2960 24 Port	140	To be covered under AMC
3	Dlink	Media Converter	10	To be covered under AMC
4	Cisco	Core Switch 6807XL	2	Under warranty till Jan 2020
5	Cisco	Distribution Switch WS-C3850-24XS-S	6	Under warranty till Jan 2020
6	Cisco	Edge Switch 48 Port WS-C2960X-48FPD-L	15	Under warranty till Jan 2020
7	Cisco	Edge Switch 24 Port WS-C2960X-24PD-L	15	Under warranty till Jan 2020
8	Cisco	Router 4451-X	1	Under warranty till Jan 2020
9	Cisco	Wi-Fi Controller 5520	2	Under warranty till Jan 2020
10	Cisco	Indoor Access Point 1852	122	Under warranty till Jan 2020
11	Cisco	Outdoor Access Point AIR-AP1562I	33	Under warranty till Jan 2020
12	Cisco	Network Management System Prime	1	Under warranty till Jan 2020
13	Cisco	Network Access Control SNS-3495-K9	1	Under warranty till Jan 2020
14	Fortinet	UTM FG-600D+FAZ 200 D	2	Under warranty till Jan 2020

Annexure – B

S.No.	Item	Qty (Approx.)	Note - The hardware support for items mentioned under Annex-B restricted only to inspection and diagnosis of the hardware problem.
1	Desktop Computers	400	
2	Laptop	150	
3	Workstations	10	
4	Servers	16	
5	Laserjet Printer	190	

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs. 1,500/- (Rupees One Thousand Five Hundred only)** inclusive of all taxes in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore should be submitted.
- b) **EMD of Rs. 60,000/- (Rupees Sixty Thousand only)** in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted. The EMD should be valid for at least 90 days.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a) and its verification from the concerned issuing authority.
- e) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.
- f) The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- g) No interest will be paid on the EMD / Performance Security deposited / remitted.
- h) The details pertaining to Tender fee/EMD are to be filled as per Annexure-I.

4. ELIGIBILITY CRITERIA:

4.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, GSTIN etc. details are to be provided.

4.2 Statutory Documents:

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- c) The FMS Provider must have at least ten years of experience/ operation in the field of IT FMS/AMC support services as on last date of bid submission (in the maintenance of assets likes LAN, Desktops, Laptops, Switches, Routers, Wi-Fi, etc.). The details of the same along with supporting document are to be submitted as per the Annexure-IV.
- d) The bidder must be a Company registered under Indian Company Act, 1956 or Government/ Government PSU. Joint Ventures and Consortiums are not allowed to participate in the tender. Copy of registration to be submitted.
- e) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2013-14 to 2015-16) or (2014-15 to 2016-17). Copies of duly signed profit & loss accounts / CA Certificate are to be submitted as per the Annexure-V.
- f) The FMS Provider should have successfully executed/serving at least two contracts of similar nature (IT FMS/ AMC Support service for IT infrastructure) within the past three years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lacs. The bidder should attach copies of the purchase orders / contracts and satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure-VI. (Please note that customer satisfactory report should be taken after IIMI tender issue date).
- g) The FMS Provider should submit all the FMS client's contact details for the last 5 years and satisfactory / feedback report from their clients after the announcement of IIMI FMS tender. satisfactory report, which should indicate the deliverables and scope of work. The details of the same along with supporting document are to be submitted as per the Annexure-VII

4.3 Technical Criteria

Bidders should comply the scope of work in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VIII. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the Annexure-X failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE (inclusive of all taxes and charges).

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

S. No.	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	08-01-2018	1630 Hrs.
02	Bid Submission Start Date	08-01-2018	1630 Hrs.
03	Bid Submission Close Date	30-01-2018	1500 Hrs.
04	Closing date & time for Submission of original EMD & Tender Fee	30-01-2018	1500 Hrs.
05	Opening of Technical Bids	31-01-2018	1500 Hrs.
06	Opening of Financial Bids	To be intimated later	

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

8. BID VALIDITY PERIOD

The bid will remain valid for 120 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

9.2 Online Bid Submission Procedure

OID: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2: Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3: Duly Completed Scanned PDF of GSTIN.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with copy of DD or Banker's Cheque for Tender Fee & EMD.
2. Packet-2: Duly Completed Scanned PDF copy of Annexure-II.
3. Packet-3: Duly Completed Scanned PDF copy of Annexure-III
4. Packet-4: Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. Packet-5: Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
6. Packet-6: Duly Completed Scanned PDF copy of Annexure-VI with supporting Documents.
7. Packet-7: Duly Completed Scanned PDF copy of Annexure-VII with supporting Documents.

8. Packet-8: Duly Completed Scanned PDF copy of Annexure-VIII.
9. Packet-9: Duly Completed Scanned PDF copy of Annexure-IX with supporting Documents.
10. Packet-10: Duly Completed Scanned PDF copy of Company registration Certificate under Indian Company Act, 1956 or Government/ Government PSU

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid as per Annexure-X in PDF version Filled with all relevant information.

9.3 Offline Submission of Tender Fee & Earnest Money Deposit (EMD)

It is also required to submit Tender Fee & EMD in original with name of the firm and GSTIN on backside of DD/Banker's cheque in a sealed envelope superscripted "**Notice Inviting Tender for IT Facility Management Services at IIM Indore Campus**" at the following address on or before 30-01-2018 at 1500 hrs.

Stores & Purchase Office
First Floor, Administrative Block
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439631-34
Email: stores@iimdr.ac.in

10. BID OPENING

- a) Technical Bids will be opened on 31-01-2018 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD & Tender Fee is not submitted within stipulated date / time.

11. BID EVALUATION

- a) Bidders who meet the eligibility criteria and complied the technical bid will be called for a presentation at IIM Indore campus. Date and time of the presentation will be communicated to the eligible bidders.
- b) Presentation would be a part of technical evaluation. The expert committee will examine the presentations as per the following evaluation criteria:

S. No.	Particular	Marks Breakup (supporting documents to be presented before the expert committee)	Total Marks (100)
1	No. of years in the IT and FMS services	10 to 15 years → 5, 16 to 20 years → 10, 20 years > → 15	(Min. Mark - 5, Maximum marks - 15)
2	List of major awards / accreditations only related to IT services	10	(Min. Mark - 0, Maximum marks - 10)
3	Please provide number and details of technical and administrative staff in the organization with their qualification	No. of staff 15 - 20 → 5 No. of staff 21- 40 → 10 No. of staff > 40 → 15	(Min. Mark - 0, Maximum marks - 15)
4.	No. and details of FMS assignment undertaken during the last 5 years	FMS order value >= 10 lakh 5 marks x no. of order* FMS order value – >=20 lakh 10 marks x no. of order* (Maximum marks – 20) (*serving/served order)	(Min. Mark - 0, Maximum marks - 20)
5.	Suitability of proposed solution	20	(Min. Mark - 0, Maximum marks - 20)
6.	Capability of the vendor to deliver the proposed solution	20	(Min. Mark - 0, Maximum marks - 20)

All the bidders who secure 60 marks or more will be declared as technically qualified and shall be eligible for further consideration.

- c) Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.
- d) IIM Indore evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation as per tender clause 11(a) and 11(b). The Commercial Bid with the lowest price will be the highest evaluated bid.

12. PAYMENT TERMS

- a) **No advance payment will be made in any case.**
- b) Service Provider shall raise invoices on quarterly basis on completion of each quarter. Payment will be made within 30 days on receipt of bills. No advance payment will be made.
- c) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Contractor's bills.

13. PENALTY

- a) During the FMS contract a penalty of Rs. 500/- per person per day basis will be imposed on the vendor in case of absence of support personnel. However, this shall not be more than 10% of the contract value. This amount will be deducted from the quarterly payment of the vendor.
- b) For Passive components -Penalty will be charged for delay beyond one calendar day from the date of registration of the complaint, in maintenance/repairs as per the following rates
 - Rs. 100/- per day for structured cable (CAT6/CAT5E & I/O Box etc.)
 - Rs. 1000/- per day on fiber cable

For active components, in the case of any material defect/part failure, the FMS provider would replace the materials parts within 24 hours of reporting/detection. Otherwise, Penalty would be charged @ Rs. 1500/- per day per active device.

14. LIQUIDATED DAMAGES

In case of delay in commencing of the contract services, IIM Indore reserves the right of imposing penalty @ 0.5% per week on the overall value of the supply order subject to maximum 10% of the total cost of supply order.

15. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee @ 10% of the total value of order valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit. Proforma of Bank Guarantee is placed at Appendix-A.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

16. CONTRACT PERIOD

- a) The contract will be initially for a period of one year. Based on satisfactory performance, the contract may be extended further for another year maximum up to two years on mutually agreed terms and conditions.
- b) IIM Indore can terminate the contract with three-month notice in case the services are not found satisfactory. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question.
- c) The service provider will be required to give three month's notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three month by the either side.

17. DELIVERY SCHEDULE

The successful bidder should commence the services in all respect as per scope of work within 30 days at IIM Indore Campus from the receipt of the order.

18. TERMS AND CONDITIONS

18.1 Termination for Insolvency

The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

18.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

18.3. Arbitration & Jurisdiction

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to

arbitration of a sole arbitrator to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.

- b) The work shall be awarded to that party, whose rates are found genuine, lowest & capable to work at IIM Indore. The rates should be inclusive of all taxes. The Institute holds the right to reject any/all the bid(s) without assigning any reason.
- c) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- d) The courts at Indore shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

18.4. Technical Terms and Conditions:

- a) In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality Institute (IIM Indore) further, reserves the right to get the work done from some other agencies and in such condition the cost of the work has to be borne by the FMS provider.
- b) The FMS provider shall provide extra manpower to support need-based task/work as and when required on his own cost. The FMS provider shall ensure that any specific work related to Support/Maintenance assigned by Institute is carried out diligently and well in time.
- c) The FMS provider shall have necessary licenses/ authorizations for providing Facility Management Services and obtain the same at its costs and expenses, as and when required. The Bidder/ FMS provider, himself, shall be responsible for any statutory/ mandatory claims or penalties in light of the default concerning the above provisions.
- d) The FMS provider shall follow all the rules and guidelines decided by the institute authorities.
- e) In case any person engaged by the Bidder/ FMS provider is found to be inefficient, quarrelsome, infirm, found indulging in unlawful or illegal activities, the bidder/FMS provider will have to replace such person with a suitable substitute at the direction of the competent authority.

- f) The Institute has no binding to provide any accommodation/transportation to the staff or person deployed by the FMS provider. No cooking/lodging will be allowed on the premises of the Institute at any time.
- g) The deployed staff shall wear the neat and clean uniform according to season with the badge mentioning name and designation, provided by the Bidder/ FMS provider at his own cost.
- h) All safety accessories and measures as required for the execution of the work shall be provided to the workers by the FMS provider. It is the responsibility of the FMS provider to ensure that all the staff deployed by the FMS provider shall be medically fit and their antecedent will be verified before the deployment in the Institute.
- i) The team leader of the support team will report to IT department for day to day activity and submit the all the required report and coordinate with IT department to the entire support task.
- j) Deputed personnel cannot be changed without prior approval from IT Dept. Similarly, if the performance of any technical service personnel is not found satisfactory, IIM Indore shall have the option to ask the FMS service provider to change the concerned personnel. Leave of any technical service personnel posted at IIM Indore has to be planned in advance and proper replacement to be made available in lieu. Attendance Register will be maintained at the site and penalty will be imposed in case of absence of the FMS staff.
- k) The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- l) The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or services rendered pursuant thereto.
- m) The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, C.L(R & A) Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, central, states, Municipal and local governmental agency or authority.
- n) The Contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F.

and ESI contributions, with the authorities concerned and shall produce related documents as and when required.

- o) The contractor shall be responsible and liable for all the claims of his employees.
- p) The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- q) The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.

18.5. Other Conditions

- a) Interested bidders may visit IIM Indore campus with prior appointment with IT Dept. of IIM Indore (itdept@iimidr.ac.in, 0731-2439640/641) to understand the requirements.
- b) For any tender related queries vendor may contact to purchase department of IIM Indore (stores@iimidr.ac.in, 0731-2439631)
- c) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- d) The firm (s), whose contract has been terminated by IIM Indore due to unsatisfactory performance, will not be eligible to participate in this tender.
- e) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- f) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- g) Conditional tenders shall not be considered.
- h) Tenderers are also advised to visit the IIM Indore Campus site, inspect and understand the work before submitting the bid.

- i) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.

- j) IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.**

ANNEXURE – I

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Tender Fee & EMD Details.

Ref : - Tender No. IIMI/2017-18/27 dated 08-01-2018
(Notice Inviting Tender for IT Facility Management Services at IIM Indore Campus)

Dear Sir,

The following DD/BC in favour of IIM Indore are enclosed herewith towards EMD & Tender Fee.

Detail of DD/BC	Amount	DD/BC No. & Date	Bank Name
Tender Fee (Including Tax)	Rs.1,500/-		
EMD	Rs. 60,000/-		

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

ANNEXURE – II

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Self Declaration Certificate

Ref : - Tender No. IIMI/2017-18/27 dated 08-01-2018
(Notice Inviting Tender for IT Facility Management Services at IIM Indore Campus)

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for *Notice Inviting Tender for IT Facility Management Services at IIM Indore Campus*, I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date and are FOR IIM Indore, and free delivery, unloading at IIM Indore.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Email ID:

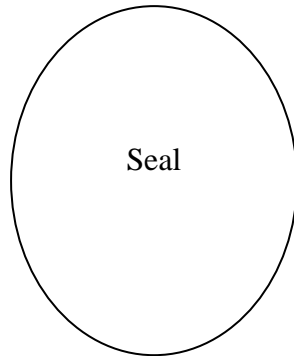
ANNEXURE – III

**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:



Place:

Authorized Signatory

Name:

Designation:

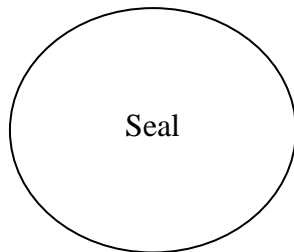
Contact No.:

ANNEXURE – IV

Experience Details:

S. No.	Year	Name of the Client	Order No. & Date	Amount	Remark
01					Supporting documents are to be attached along with the Annexure-IV
02					
03					
04					
05					
06					
07					
08					
09					
10					

Date:



Place:

Authorized Signatory

Name:

Designation:

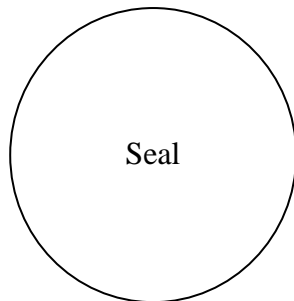
Contact No.:

ANNEXURE – V

Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years 2014-15 to 2016-17 OR 2013-14 to 2015-16	Financial Year	Turnover in Rs.	-
	2016-17		Supporting Documents are to be attached along with the Annexure-V
	2015-16		
	2014-15		
	2013-14		

Date:



Place:

Authorized Signatory:

Name:

Designation:

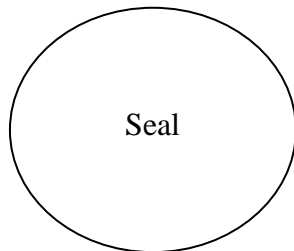
Contact No.:

ANNEXURE – VI

Work Order Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount	Remark
1	The FMS Provider should have successfully executed / serving at least two contracts of similar nature (IT FMS/ AMC Support service for IT infrastructure) within the past five years with the cumulative costing of referred contracts (two in number) to be at least Rs. 25 lacs.				Supporting documents are to be attached along with the Annexure-VI

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

ANNEXURE – VII

FMS Contract & Client details for the last five years (Use extra sheet if required)

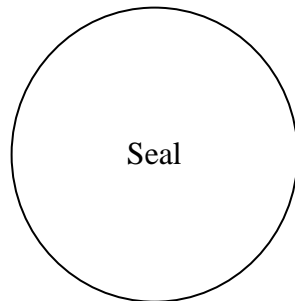
Name of the Client	Contract Period From	Contract Period upto	Scope of works	Support for No. of Network Nodes/No. of computers/ No. of users (As applicable)	No. of Technical Person deployed on site	Contract Value in Rs. / year	Client Contact details with phone and email	Feedback letter/Customer satisfactory report from client to be attached*

Note – Please provide the details on the above format only, information in other format will not be accepted.

* Feedback letter/Customer satisfactory report should be taken after IIMI tender issue date

Date:

Authorized Signatory:



Name:

Designation:

Place:

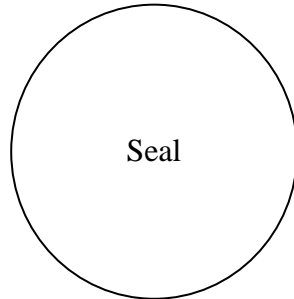
Contact No.:

ANNEXURE – VIII

TECHNICAL BID

S. No.	Scope of Work (As Per S. No. 02 of Tender Document)	Compliance by the Vendor (Yes / No.)
01	IT Support Services as per S. No. 2 (A) of tender document	
02	Network Support Services as per S. No. 2 (B) of tender document	
03	Help Desk Services as per S. No. 2 (C) of tender document	
04	Qualification and Experience for deputed personnel as per S. No. 2 (D) of tender document	

Date:



Place:

Authorized Signatory:

:

Name:

Designation:

Contact No.:

ANNEXURE –IX

COMPANY PROFILE

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GST Identification Number		
Office Address for Postal Communication		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

FINANCIAL BID (BOQ)

Particulars (Detailed Scope of Work as per Technical Bid)	Amount
Hiring of IT Facility Management Services at IIM Indore Campus)	
Applicable Tax (If Any): _____%	
Total Amount for One Year (Inclusive of all taxes and charges etc.)	

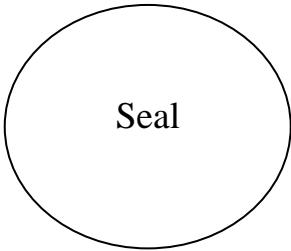
Amount for One Year in Words

.....

Date:

Authorized Signatory:

Place:



Name:

Designation:

Contact No.

PERFORMANCE BANK GUARANTEE

To,
Indian Institute of Management Indore,
Prabandh Shikhar,
Rau-Pithampur Road
Indore-453556

Order No.: [ORDER NO. WITH DATE]

Dear Sirs,

We refer to Order No. [ORDER NO. WITH DATE] issued by Indian Institute of Management Indore, having its Registered Office at Prabandh Shikhar, Rau-Pithampur Road, Indore ("the Purchaser") to M/s. [VENDOR NAME] having its place of business at [FULL OFFICE ADDRESS WITH PINCODE] and Registered Office at [FULL OFFICE ADDRESS WITH PINCODE] ("the Supplier") concerning [ORDER NAME].

By this Guarantee we, the undersigned, [BANK NAME] having our branch at [BRANCH NAME WITH FULL ADDRESS & PIN CODE] (which expression shall include its successors, administrators, executors and assigns) organized under the laws of banking and having its Registered/Head Office at [FULL ADDRESS WITH PIN CODE] do hereby irrevocably guarantee payment to the Purchaser up to [RUPEES IN NUMBER] [(RUPEES IN WORD);]

We undertake to make payment under this Guarantee upon receipt by us of your first written demand signed by your duly authorized officer Owner declaring the Supplier to be in default under the Purchase Order and without cavil or argument any sum or sums within the above named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Supplier to dispute or question such demand.

Our liability under this Guarantee shall be to pay to the Purchaser whichever is the lesser of the sum so requested or the amount then guaranteed hereunder in respect of any demand duly made hereunder prior to expiry of the Letter of Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Guarantee shall remain in full force and shall be valid from the date of issue to [LAST DATE OF VALIDITY]

Our liability under this Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made hereunder after such expiry or after the aggregate of the sums paid by us to the Purchaser shall equal the sums guaranteed hereunder, whichever is the earlier.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between you and the Supplier, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notices to us and without the necessity for any additional endorsement, consent or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

“Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed [RUPEES IN NUMBER] [(RUPEES IN WORD);]
2. This Bank Guarantee shall be valid upto [LAST DATE OF VALIDITY].
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before [LAST DATE OF VALIDITY].

For and on behalf of the Bank

[Signature of the authorized signatory(ies)]