



IIMU

Indian Institute of Management Udaipur

भारतीय प्रबंधन संस्थान उदयपुर

INDIAN INSTITUTE OF MANAGEMENT UDAIPUR

(An Autonomous Institute under Ministry of Education, Govt. of India)

TENDER

FOR

IT FACILITY MANAGEMENT SERVICE AT IIM UDAIPUR



IIMU/Tender/IT-FMS/2023/09/01

Dated: 26/09/2023

Last date for submission of Tender : 18th October 2023

Date of Opening of Technical Bid : 18th October 2023

Indian Institute of Management Udaipur
Balicha, Udaipur-313001, Rajasthan
Website: www.iimu.ac.in

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TENDER

FOR

IT FACILITY MANAGEMENT SERVICE AT IIM UDAIPUR

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NOTICE INVITING TENDER (NIT) FOR

IT FACILITY MANAGEMENT SERVICE AT IIM UDAIPUR

Indian Institute of Management Udaipur (IIMU) is an Autonomous Institute under the Ministry of Education, Government of India. IIM Udaipur is recognized as premier management institution in the country. IIM Udaipur is ranked 18th among all Indian management institutions according to the National Institutional Ranking Framework (NIRF) ranking 2021.

IIM Udaipur is presently operating from its permanent campus located at Balicha, Udaipur, Rajasthan with a present strength of approximately 650 (Six hundred and fifty only) students, faculty and staff on campus with a projected increase of 10% to 15% per year.

IIM Udaipur invites E-tender (online tender) from reputed and experienced agencies under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for IT FACILITY MANAGEMENT SERVICE at IIM UDAIPUR.

Bidders must read the complete 'Tender Documents: This NIT is an integral part of the Tender Document and serves a limited purpose of invitation and does not purport to contain all relevant details for submission of bids. 'Tender Information Summary' (TIS) appended to this notice gives a salient summary of the tender information. The Bidders must go through the complete Tender Document for details before submission of their Bids.

The Bidders shall sign and stamp each page of this tender document as token of having read, understood and comply with tender, the terms and conditions contained herein. Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

The Bidder should have visited the site and its surroundings and satisfy themselves before submitting bids. A self-undertaking to this effect on agency letterhead should be attached.

Availability of the Tender Document -This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/cppp/> or Indian Institute of Management Udaipur website: www.iimu.ac.in.

Clarifications – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.

Pre-bid Conference: - The Bidders are requested to attend a Pre-bid conference for clarification on the Tenders' technical specifications and commercial conditions, on

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the time, date, and place mentioned in the TIS. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained. **The procuring entity reserves the right to have multiple pre bid meetings.**

Submission of Bids, EMD and Tender document fee: - Bids shall be submitted through online mode under the e-procurement system. No manual Bids shall be made available or accepted for submission. The bidders have to apply online through E-Procurement portal <https://eprocure.gov.in/cppp/> only. The original EMD and tender fee is to be submitted in a sealed envelope to be superscribed this tender name & the name of their agency and must reach the below address before the last date & time for submission of bid.

***The Chief of Administration
IIM Udaipur,
Balicha, Udaipur-313001,
Rajasthan***

Note – Firms that are eligible for exemption from the tender document fee and EMD have to submit the copy of documents in support of this exemption to the tender inviting authority before the last date and time of submission of bid.

Bid Opening- Bids received shall be opened online at the specified date and time given in TIS. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

Disclaimers and Rights of Procuring Entity

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to:

- (a) reject any or all of the Bids, or
- (b) cancel the tender process; or
- (c) abandon the procurement of the Services; or
- (d) issue another tender for identical or similar Services

Note: For further details, please refer to appended TIS and the complete Tender Document.

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APPENDIX TO NIT: TENDER INFORMATION SUMMARY

TENDER INFORMATION SUMMARY (TIS)			
1.0 Basic Tender Details			
Tender Title		IT FACILITY MANAGEMENT SERVICE AT IIM UDAIPUR	
Tender Reference Number		IIMU/Tender/IT-FMS/2023/09/01	
Estimated cost of tender		Rs. 38,00,000/- (Rupees Thirty-Eight Lakh only) per annum	
Tender Type		Open	
Tender Category	Services	No. of Covers	Two
Tender Inviting Authority (TIA)	IIM Udaipur	Address	IIM Udaipur Balicha Udaipur 313001
2.0 Critical Dates			
Published Date	26 Sep 2023 at 1700 hrs	Bid Validity (Days from the date of Tender Opening)	90 days
Document Download Start Date & Time	26 Sep 2023 at 1700 hrs	Document Download End Date & Time	18 Oct 2023 by 1000 hrs
Clarification Start Date & Time	26 Sep 2023 at 1700 hrs	Clarification End Date & Time (including any pre bid queries)	04 Oct 2023 by 1700 hrs
bid Submission Start Date & Time	26 Sep 2023 at 1700 hrs	bid Submission Closing Date & Time	18 Oct 2023 by 1000 hrs
Tender Opening Date & Time	18 Oct 2023 at 1100 hrs	Tender Opening (Financial bid) Date & Time	Will be intimated later
3.0 Obtaining the Tender Document and clarifications			
eProcurement Portal and helpdesk for Document availability and submission		https://eprocure.gov.in/eprocure/app	
www.iimu.ac.in			
Cost of Tender Document (INR)		5000.00 (Rupees five thousand only)	
Office/ Contact Person/ email for clarifications		Phone – 02942477254 Email - procurement@iimu.ac.in	

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4.0 Pre-bid Conference	
Place, time, and date of the Pre-bid Conference	IIM Udaipur on 04 Oct 2023 at 1100 hrs
Place, time, and date before which Written queries for the Pre-bid conference must be received	IIM Udaipur by 1700 hrs on 04 Oct 2023 Queries may be shared to the following email - procurement@iimu.ac.in
Place, time, and date before which registration of participants for the Pre-bid conference must be received	IIM Udaipur by 1000 hrs on 03 Oct 2023 The nomination may be shared to the following email - procurement@iimu.ac.in
5.0 Submission and Opening of Bids	
Submission of Bids	The bid shall be submitted online on CPP Portal
Instructions for Online bid Submission	As per annexure attached to the tender documents
Tender Opening Place	On e-procurement portal
6.0 Documents relating to tender fee, Bid Security and Performance Security	
Performance Security	5% of the contract value
Tender Fee	Rs. 5000/- (Rupees Five Thousand Only)
EMD	76000 EMD Rs. (Rupees only)

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PART-I : TECHNICAL BID

Annexure – I

1. About the IT Infrastructure

IIM Udaipur has IT infrastructure comprising of Computers (Desktop, Laptops, Workstations and Servers etc.), Printers, Projectors, Scanners, UTM, Routers, Switches (Core, Distribution and Access level switches), Wireless Access Points, Wireless Controller, Video Conferencing System, Biometric machine, Audio-Visual Devices, other IT Hardware's and various Software's. IIM Udaipur has a total 2.500 Gbps leased line for the Internet. Entire campus including academic block, hostels, library, residence area, guest house are connected through gigabit fiber connectivity. Entire campus is covered through Wi-Fi and LAN connectivity.

2. Scope of Work

The Scope of this contract is to manage & maintain the entire IT & Network infrastructure & services for Indian Institute of Management Udaipur in 24x7 working environment. The service provider shall also ensure efficient and effective utilization of IT resources for IIM Udaipur. The service provider shall ensure the proper functioning of IT and network support to all users including Student, Faculty, Staff, RA, TA and Guest of the Institute. The service provider shall also ensure smooth 24x7 network coverage in the entire area of the Institute including Academic Block, Student Hostel, Faculty/Staff Housing area, Guest House etc. The service provider shall be responsible for timely resolving of the IT & Network complaints and all types of IT support. The service provider will ensure the uninterrupted availability of the IT & Network resources, uptime and service availability requirements as specified in the tender document.

The service provider shall provide an onsite (at IIM Udaipur) 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 IT & Network support.

The IT facility management service provider shall provide the following support to manage & maintain the entire IT & Network infrastructure of the IIM Udaipur. The scope of IT Facility Management Service (IT-FMS) is classified as following but not limited to:

2.1. The service provider shall be responsible to maintain, manage, upgrade, installation, implementation, migration, integration and support the entire existing IT & Network infrastructure of the IIM Udaipur. The scope of IT Facility Management Service (IT-FMS) includes entire IIM Udaipur campus including Academic Block, Student Hostel, Faculty/Staff Housing, Guest House etc.

2.2. End-User Support

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- 2.2.1 Provide IT support to the end-users of the Institute including employee, student, guest, visitor and other stakeholders as decided by the Institute time to time.
- 2.2.2 IT support on end user authorized devices by Institute like Desktop, Laptop, Printer, iPad, Tablet, Mobile etc.
- 2.2.3 Installation/un-installation/configuration/troubleshoot etc of Institute Licensed Operating System (Windows/Linux/Unix) on end user devices.
- 2.2.4 Installation/un-installation/configuration/troubleshoot etc of Institute Licensed Microsoft Office and applications on end user devices.
- 2.2.5 Installation/un-installation/configuration/troubleshoot etc of Institute Licensed Antivirus on end user devices and keep all the end-user devices and server updated with the latest service packs and patches. Support for Virus/Trojan/Worm/Malware control and loading of antivirus patches to end-user device and server. Support in end-user analytics including real-time alert of virus, trojan, malware, ransomware etc.
- 2.2.6 Installation/un-installation/configuration/troubleshoot etc of other applications of the Institute like Zoom, LMS Moodle, Turnitin, Paypack, Adobe etc on end user devices.
- 2.2.7 Keep Operating Systems, Microsoft Office, Antivirus and other client applications with updated service packs and patches.
- 2.2.8 Format, Disk clean-up, defragmentation and similar maintenance activities on end-user device.
- 2.2.9 Addition and deletion of user account.
- 2.2.10 Assist end-user in backup/recovery in case of system crash/database failure.
- 2.2.11 Helps to act proactively to curb illegal usage of the unauthorized software and report to IT department if any unauthorized software is found on end user device.
- 2.2.12 IT-related assistance in meetings/events/conferences etc including BoG meeting, Faculty-Staff meeting etc.
- 2.2.13 Replacement of cartridge provided by the Institute for the printers and also keep record of installed cartridge.
- 2.2.14 Refilling of papers in common printers.
- 2.2.15 Monitor critical applications and educate users to identify issues like application crashes, network latency, incompatible application/browser and over-utilized system etc.
- 2.2.16 Manage & maintain the Bloomberg Lab or any other lab of the Institute.
- 2.2.17 Setting up video conferencing through Institute Licensed Zoom/Skype/Teams/Meet/Web-ex etc to end user device or conference room or board room or any other event. Coordinate with the Institute Technical team/AV team for the arrangement of the above, if required.
- 2.2.18 Coordinate with OEM/concerned vendor for troubleshooting the problem in any application on end user device.
- 2.2.19 Maintain an inventory of all software's with license number, license renewal details etc and inform to IT department well in advance before expiring of any software license.
- 2.2.20 Inspection and diagnosis of the hardware related issues on end user devices. If any part is found defective, malfunctions or non-functional, efforts may be made to repair them by service provider. IIMU shall provide the spare parts to service provider.
- 2.2.21 If it is found beyond repair, reporting to the OEM/Institute hardware vendor to get it repaired with prior approval of IIMU.

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2.2.22 The hardware support for under warranty items is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.

2.2.23 the service provider shall provide its personnel all required testing equipment, tools and technique at service provider cost to identify the problem and accordingly fix the problem.

2.2.24 Any other related activities of end-user support, which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.3. **Server Management**

2.3.1 The service provider shall manage and maintain the entire server installed in the IIMU campus including HPC Server, Firewall, DNS Server, DHCP Server, Print Server, File Server, Antivirus Server, Library Server, Biometric Server, ERP Server, CUCM Server, Cisco Prime Server, NVR Server etc.

2.3.2 Installation of server operating system (Windows/Linux/Unix), restore the server operating system in the event of a crash, installation of antivirus on server, creation & deletion of user account, IIS service, start/stop server service, OS debugging & recovery, addition or removal of software or hardware on server and any other required activities on the server.

2.3.3 Manage and maintain the Server Virtualization / VMware management including creating, installing, configuring and maintaining the Virtual Machines.

2.3.4 Configuring High Availability for the Server / VMs.

2.3.5 Manage and maintain the UTM Firewall, VPN management etc.

2.3.6 Manage and maintain the DNS (AD) Server, DNS resolution, group policy etc. Create, modify and delete user groups, users and user properties. Assign and maintain user access rights as per IIMU policies.

2.3.7 Manage and maintain the DHCP Server, DHCP scope, IP reservation, DHCP incidents and alerts etc.

2.3.8 Manage and maintain the File Server, Server disk space, NAS storage etc. Assign and maintain space usage restrictions.

2.3.9 Install, configure, manage and monitor the storage on the server. Perform physical disk management. Manage space allocation-related issues. Periodic review of storage utilization and capacity management. Perform disk quota and rights of permission administration. Perform storage user administration.

2.3.10 Coordinate with the hardware vendor for addition, deletion or modification of RAID configuration or NAS drive.

2.3.11 Manage and maintain the print server, add & remove printers, give access to users, troubleshoot the print server etc.

2.3.12 Manage and maintain the Database, Data backup, Data security etc.

2.3.13 Restore the server data in the event of a hard-disk crash using backup tools.

2.3.14 Resolve server problems like system hang, hard disk crash and coordinate with Vendor/OEM for the support wherever required.

2.3.15 Responsible for managing the user names, roles and passwords of all the relevant systems.

2.3.16 Maintain a strong password for all the servers and applications and inform to IT Department as and when changed.

2.3.17 Create group policies and implementation as per IIMU policy.

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2.3.18 Ensure backup and restoration of Application and Database Servers, create backup policy, alert configuration etc.

2.3.19 Maintain Data Integrity and Consistency.

2.3.20 Load balancing between all the Internet links.

2.3.21 Perform periodic system performance and system Health Check-up of the servers and troubleshoot the problems, analyzing and implementing rectification measures.

2.3.22 Perform periodic scheduled maintenance activity of the server and inform end-users of the Institute well in advance for the server maintenance.

2.3.23 Regular monitor and maintain a log of the performance monitoring of servers, monitoring the CPU, disk space, memory and I/O utilization etc. Maintain a log-sheet for all the server activities. Maintain all security logs.

2.3.24 Regular monitoring of the server room and report to IIMU immediately if any suspicious activities noticed.

2.3.25 Ensure the proper cooling and cleanliness of the server room and coordinate with other departments/vendors for maintenance.

2.3.26 Adopt a defined process for change and configuration management in the areas including but not limited to, changes in parameter settings for servers, operating system, devices etc.

2.3.27 The service provider shall ensure that the bottlenecks in the server infrastructure are identified, and fine-tuning is done for optimal performance.

2.3.28 Support to ERP team on the server part installed in the Institute.

2.3.29 Any policy changes or configuration changes must be approved by the IT Department.

2.3.30 Any performance and compliance related issue must be reported promptly to the IT department.

2.3.31 Inspection and diagnosis of the hardware related issues. If any part is found defective, malfunctions or non-functional, efforts may be made to repair them by service provider. IIMU shall provide the spare parts to service provider.

2.3.32 If it is found beyond repair, reporting to the OEM/Institute hardware vendor to get it repaired with prior approval of IIMU.

2.3.33 The hardware support for under warranty items is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.

2.3.34 the service provider shall provide its personnel all required testing equipment, tools and technique at service provider cost to identify the problem and accordingly fix the problem.

2.3.35 Any other related activity of server management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.4. **Network Management:**

2.4.1 The service provider is responsible for monitoring and manage the entire networking of the IIM Udaipur (including Active and Passive components). The service provider shall monitor the network and ensure that network in whole IIMU campus shall be up 24x7.

2.4.2 Support for all Active and passive components of the network system (Wi-Fi and Wired both). It includes installation/configuration /testing/troubleshoot of all the active components as well as passive components.

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2.4.3 Manage & maintain the Local Area Network (LAN) and Wide Area Network (WAN) system comprising, all the wireless access points, wireless controllers, Cisco ISE, Core/Distribution/Access L3/L2 switches, structured cable system & optic fiber cable system.

2.4.4 Monitor, manage and control configuration of routing and switching, manage IP address and subnet mask etc.

2.4.5 Manage & maintain location-wise details of all routers, switches, cabling and other circuits, maintain all network diagrams etc.

2.4.6 Manage & maintain firmware/system software of all the network switches /devices etc. Monitor and maintain existing IOS images, patches installed and manage new IOS upgrades. Maintain configuration details and files of all routers, switches in the network.

2.4.7 Manage & maintain all the network items/components and their software configurations/setup maintenance and repair/replacements (including firmware maintenance, system software installation, configuration etc).

2.4.8 Manage and maintain the fiber connectivity in the campus for uninterrupted network connectivity. Maintenance of all UTP/STP 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 service provider has to replace/reinstall all the defective, malfunctions / non-functional cables with standard quality. The service provider shall have their arrangement for laying /installing the network cable (UTP/STP/Fibre) in the existing network infrastructure. Cable and other required accessories shall be provided by the Institute.

2.4.9 Repair the faulty Fiber Optic Cable (OFC) or LAN cable or fiber module including connector, coupling, connector panel, all patch cords and terminators etc in the existing network infrastructure. Corrective maintenance includes repairing defects or malfunctions / non-functional caused for whatever reasons including voltage fluctuation, wear & tear of all parts including plastic/nylon parts etc. Cable and other required accessories shall be provided by the Institute.

2.4.10 In the case of any intermediate, a suspicious or unidentified problem related to fiber cable, cat6 cable, and any active device, the service provider shall provide its personnel all required testing equipment and tools at its cost to identify the problem and accordingly fix the problem. IIMU shall not provide any tools and equipment's, ladder/labour support to service provider for maintenance of the network/devices. Only any civil/electrical/carpenter support would be provided by the institute for carrying out maintenance activity.

2.4.11 Perform periodic usage and bandwidth analysis and recommend IIMU for any upgrade or consolidation required.

2.4.12 Maintenance shall be carried out by service provider for entire systems and its components at least once in three months including (all the active devices including switch racks, cable dressing, etc).

2.4.13 Regularly monitor the network and maintain a log of the performance monitoring. Maintain all security logs.

2.4.14 Liaison with Internet Service Provider (ISP) for resolution of problems related to bandwidth or downtime.

2.4.15 The engineers/technicians of service provider will be required to follow all security regulations enforced at IIM Udaipur.

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2.4.16 Service provider shall provide his personnel with protective equipment and should ensure safety of his personnel. Service provider shall only be responsible for any injury/accident or compensation to their service engineers/technicians during their stay inside IIM Udaipur premises.

2.4.17 Service provider will implement and maintain standard operating procedures for maintenance of the network infrastructure based on the industry best practices. Create and maintain documentation checklists for the same.

2.4.18 Prepare and submit the disaster recovery report with IIMU.

2.4.19 The service provider shall ensure that the bottlenecks in the network infrastructure are identified and fine-tuning is done for optimal performance.

2.4.20 Any change is required in configuration for any purposes is subject to approval of the IT Department.

2.4.21 Inspection and diagnosis of the hardware related issues. If any part is found defective, malfunctions or non-functional, efforts may be made to repair them by service provider. IIMU shall provide the spare parts to service provider.

2.4.22 If it is found beyond repair, reporting to the OEM/Institute hardware vendor to get it repaired with prior approval of IIMU.

2.4.23 The hardware support for under warranty items is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.

2.4.24 the service provider shall provide its personnel all required testing equipment, tools and technique at service provider cost to identify the problem and accordingly fix the problem.

2.4.25 All types of repairs/maintenance shall be carried out within the premises of IIM Udaipur. The service provider will not be allowed to take the machine/spare parts out for repair without prior approval of IIMU.

2.4.26 Any other related activity of network management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.5. **CCTV Surveillance Management:**

2.5.1 The service provider shall manage and maintain the IP-based CCTV surveillance system and NVR of the IIMU.

2.5.2 Ensure uninterrupted service of CCTV surveillance system 24x7 covering all critical location of the IIMU campus and time to time check proper maintenance of CCTV camera.

2.5.3 Ensure uninterrupted recording of CCTV Camera including Ptz, Dome, Bullet Camera in NVR. Maintain the recording for the days defined by the IIMU and handover the recording as and when required.

2.5.4 Provide fiber/cable support, IP management and other network support for the CCTV, as mentioned above in para 2.4 Network management.

2.5.5 Maintain the details and location of the CCTV camera.

2.5.6 Relocate the CCTV cameras as and when required.

2.5.7 All tools and testing instruments (including ladder/labour support) required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the service provider.

2.5.8 Service provider shall provide his personnel with protective equipment and should ensure safety of his personnel. Service provider shall only be responsible for

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any injury/accident or compensation to their service engineers/technicians during their stay inside IIM Udaipur premises.

2.5.9 Ensure confidentiality regarding the handling of CCTV recording, video footage, snapshots and other sensitive materials and shall not provide to anyone without prior approval of IIMU.

2.5.10 Inspection and diagnosis of the hardware related issues. If any part is found defective, malfunctions or non-functional, efforts may be made to repair them by service provider. IIMU shall provide the spare parts to service provider.

2.5.11 If it is found beyond repair, reporting to the OEM/Institute hardware vendor to get it repaired with prior approval of IIMU.

2.5.12 The hardware support for under warranty items is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.

2.5.13 the service provider shall provide its personnel all required testing equipment, tools and technique at service provider cost to identify the problem and accordingly fix the problem.

2.5.14 Any other related activities of CCTV surveillance management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.6. **Telephony IP-PBX & Biometrics Management:**

2.6.1 The service provider shall manage and maintain the IP-based EPABX telephone system, CUCM server, Biometrics and Biometric server of the IIMU.

2.6.2 Ensure uninterrupted EPABX intercom telephone service and Biometrics 24x7.

2.6.3 Ensure that all enabled functions of the telephone instrument shall be in working condition. Educate end-users about all the functions of the telephone instrument.

2.6.4 Provide fiber/cable support, IP management and other network support for IP-PBX management and Biometrics, as mentioned above in para 2.4 Network management.

2.6.5 Maintain the details and location of the telephone instrument and Biometrics.

2.6.6 Maintain the EPABX list and circulate it to the IIMU community as and when changes are made.

2.6.7 Configure the EPABX number, user name and other configuration in the telephone instrument and server.

2.6.8 All tools and testing instruments required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the service provider.

2.6.9 Inspection and diagnosis of the hardware related issues. If any part is found defective, malfunctions or non-functional, efforts may be made to repair them by service provider. IIMU shall provide the spare parts to service provider.

2.6.10 If it is found beyond repair, reporting to the OEM/Institute hardware vendor to get it repaired with prior approval of IIMU.

2.6.11 The hardware support for under warranty items is restricted only to inspection and diagnosis of the hardware problem and reporting to the corresponding vendor to get it repaired.

2.6.12 the service provider shall provide its personnel all required testing equipment, tools and technique at service provider cost to identify the problem and accordingly fix the problem.

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2.6.13 Any other related activities of telephony IP-PBX management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.7. **Messaging Management:**

2.7.1 Manage the email services of the IIMU on the Google Suite.

2.7.2 Create, delete, suspend, deactivate email address.

2.7.3 Create and delete the Distribution List (DL) to send bulk emails and add names in the distribution lists.

2.7.4 Implement the email policies of the IIMU.

2.7.5 Maintain the email list and circulate to the IIMU community as and when changes are made.

2.7.6 Maintain the email validity and extension record.

2.7.7 Configure client access to POP, SMTP, IMAP, HTTP and Webmail services.

2.7.8 Educate end-users to take email backup.

2.7.9 Educate end-users to prevent inappropriate use of email services.

2.7.10 Perform compacting and cleaning of the mail databases.

2.7.11 Any other related activities of messaging management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the work.

2.8. **Vendor Coordination:**

2.8.1 Coordinate with Internet leased line service provider to ensure uninterrupted internet service.

2.8.2 Coordinate with respective hardware/software vendor/OEM to resolve the hardware/software related problems till closer of the complaint.

2.8.3 Coordinate with other vendors/service providers of the Institute for any electric/UPS-related work, air conditioning-related work, housekeeping-related work and any other related work for the smooth functioning of IT operation.

2.8.4 Maintain the warranty, service call report of the hardware.

2.8.5 Support in invoice verification of the vendor and submit bills to the Account department.

2.8.6 Any other related activities of vendor management which is not mentioned above and any upgradation/extension/expansion in above mentioned activity in future, shall automatically come under the scope of the work.

2.9. **Asset Management:**

2.9.1 Manage the inventory of the IT Assets of the Institute.

2.9.2 Record all Installation, movement, add, changes, repair & maintenance history of the assets.

2.9.3 Maintain Asset IN-OUT register for inward/outward of the asset.

2.9.4 Maintain AMC/Warranty information with alerting.

2.9.5 Maintain the IT-Asset Issue Form, IT-Store Issue Form and any other related form/register etc.

2.9.6 Support in physical verification of the IT assets.

2.9.7 Maintain an inventory of the hardware, backup device/spare parts. Report to IIMU for the shortage of backup device/spare parts well in advance.

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2.9.8 Any other related activities of asset management which is not mentioned above and any addition in above mentioned activity in future, shall automatically come under the scope of the service provider.

2.10. **Preventive Maintenance:** The service provider shall do quarterly preventive maintenance for all the hardware and network devices and shall submit report to the Institute. Preventive maintenance includes non-comprehensive maintenance of the device.

2.11. Adhere to the standard operating procedures (SoPs) and policies of the Institute. Service providers will also make the SoPs for IT operations based on the industry best practices.

2.12. Maintain attendance register, sufficient documentation/checklists for IT facility management of the Institute and submit to IIMU on routine basis. Service provider shall use the latest online tool and technology to minimize the time for the checklists.

2.13. Ensure the compliance of observations made by the Institute or other internal/external auditor.

2.14. Conducting review meetings with IIMU at regular interval. Service provider or any representative shall be present in the meeting related to IT matters as & when called.

2.15. Provide all the required tools & technique, ladder support etc to their personnel for managing the IT and Network infrastructure of the Institute. The Institute will only provide any Civil/Electric/Carpenter support.

2.16. A list of all major IT assets (Hardware/Software) is enclosed with this tender. List is indicative. Any additional IT assets (Hardware/Software) purchased in future will automatically come under as serviceable assets for service provider.

2.17. Maintain confidentiality and privacy with respect to all the data/passwords/information of the Institute/User and shall not disclose to any third party without prior approval of the Institute.

2.18. Provide consulting related to IT matters of the Institute from time to time, evaluate the options and help finalize the new technology. The service provider shall provide suggestions on the improvement of IT services of the Institute. The service provider shall examine the IT & network infrastructure design, Network/Server security of the Institute and provide suggestions to improve the same.

2.19. Service provider shall work closely with Coordinator/In-charge of IT department for smooth functioning of the IT operations.

2.20. Any other related activities to manage & maintain IT & Network infrastructure of the IIMU which is not mentioned above and any addition/upgradation/extension/expansion of related activity in above mentioned activities in future, shall automatically come under the scope of the work of the service provider.

3. **Centralized Help Desk (24x7, 365 days):**

3.1. Service provider must maintain onsite 24x7, 365 days centralized help desk.

3.2. The Help Desk shall be used to receive, log, prioritize, assign, track, escalate, resolve, close, answer calls, record the service request, track & monitor request, and the escalation of unsolved issues to the next level.

3.3. End user can raise the ticket through Email, Web Portal, Mobile, Verbal or any other medium. Hence, the service provider has to maintain the compliant log-sheet as per IIMU format and the log-sheet shall be shared with the IT department on a daily basis.

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3.4. Centralized Help Desk shall help to resolve the call by remote support. Any issue that is being escalated to onsite support should be first validated by team leader and assigned to right technical person.

3.5. Centralized Help Desk shall maintain a FAQ for most occurring problem with solving method.

3.6. IIMU shall provide telephone connection & email for the help desk and Desktop/Laptop for the team. Help desk personnel should have good communication skills.

3.7. The service provider shall appoint one team leader who will manage its team and also report to IT Department on daily basis. All the calls shall be monitored by the team leader. In the case, the same is not resolved by technical person, it is the team leader's responsibility to resolve the problem within the stipulated response time and escalate the same to IT Department of the Institute. The team leader will follow-up for the pending calls.

3.8. SLA Matrix

Priority Type	Response Time	Response SLA	Resolution Time	Resolution SLA (Monthly)
High	Immediately (Max 15 Minutes)	100%	1 Hour	96%
Medium	30 Minutes	100%	4 Hour	95%
Low	60 Minutes	100%	24 Hour	90%

3.9. Service provider shall inform the IT department if resolution time extend because of any dependencies like OEM/Repairing vendor/other department support etc.

4. Manpower Deployment:

4.1. Service provider shall provide minimum below onsite personnel in 24x7x365 work culture to maintain the IT facility management service effectively and without interruption. Shift timing & manpower deployment may be changed by IIMU at its convenience. One person shall be team leader.

Sno	Shift Time	Minimum Manpower Required
1	7am to 3 pm	2 personnel
2	9 am to 5 pm	2 personnel
3	3 pm to 11 pm	2 personnel
4	11 pm to 7 am	1 personnel

4.2. Qualification and Experience for deputed personnel: The service provider shall provide trained, certified and qualified technical support personnel. The personnel deployed should be graduate with minimum 3-5 years relevant experience with the diploma/certificate in relevant area. The Network Engineer shall be CISCO certified. Trainee/Fresher technical support personnel will not be accepted.

4.3. All the personnel deputed at IIM Udaipur will be interviewed by IIMU and only those personnel found suitable in the interview will be deputed at IIM Udaipur.

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4.4. The deployed staff shall wear the neat and clean uniform according to season with the badge mentioning name and designation, provided by the service provider at his own cost.

4.5. All safety accessories and measures required for the execution of the work shall be provided by the service provider. It is the responsibility of the service provider to ensure that all the staff deployed by the service provider shall be medically fit and their antecedent will be verified before the deployment in the Institute.

4.6. Service providers shall ensure that any risky work should be carried out with proper safety and security of their personnel. They will coordinate with the Electricity/Estate/Security department of the Institute, if required.

4.7. The service provider shall remove its employee immediately and provide substitutes as and when requested by IIMU due to any negligence/behavior/unprofessional attitude of its employee.

5. Penalty Clause:

5.1 A penalty will be imposed on the service vendor as below:

5.1.1. A Penalty of Rs. 2000/- per incident for lapse of deliverance of service, non-adherence of terms & condition specified in tender document, indiscipline, unsatisfactory operation of any of the service and absence of service engineer etc.

5.1.2. A Penalty of Rs. 500/- per day for delay in resolving the structured cable (CAT6 & I/O Box etc.) repair issue.

5.1.3. A Penalty of Rs. 2000/- per day for delay in resolving the optical fiber cable repair issue.

5.1.4. A Penalty of Rs. 2000/- per incident for non-compliance SLA matrix.

5.1.5. In case the same instance is repeated again and again, then penalty may be increased to Rs. 5000/- by the Institute.

5.2 Above penalty mentioned in 5.1 above, shall not be maximum of 10% of the contract value. This amount will be deducted from the monthly payment of the vendor. GST will be levied on the penalty amount.

6. IT Infrastructure:

6.1 Table-1: IT Infrastructure – Software

Sl. No.	Description	Make
1	Operating System	MS Windows 10, MS Windows Server 2012/2016, Linux, Unix
2	Office Automation	Microsoft 365, Google Apps
3	Mail Platform	Google Suite
4	Antivirus	TrendMicro
5	Databases	MS SQL Server, Mysql, Oracle
6	Audio-Video Conferencing	Zoom, Teams, Skype, Meet, Web-ex
7	Applications (Limited License)	Adobe, Photoshop, Corel Draw, Autodesk Autocad, Paperless Meeting, Paypack, LMS Moodle, Turnitin, Bloomberg, SAS, SPSS, Reculta, Almaconnect, Capital Line, Ace Equity,

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		Prowess, Matlab, Stata, Mettle etc.
8	ERP Platform	Campus Management

6.2 Table-2: IT Infrastructure – Hardware

a. End User Hardware

Sl. No.	Description	Make
1	Desktop	Lenovo, Dell, HP, Acer, Apple
2	Laptop	Lenovo, Dell, HP, Acer, Asus, Apple
3	Ipad / Tablet	Apple, Microsoft
4	Printer	HP, Canon, Brother, Xerox
5	Biometric Device	ZKTeco

b. Server Hardware

Sl. No.	Description	Make
1	9006 Model 22P HPC Server	IBM
2	EMC Power Edge R740 HPC Server	Dell
3	3650 M4 Server /3 650 M3 Server / 3630 M3 Server	IBM
4	3250 M6 Server	Lenovo
5	Bland Center HS23 Server	IBM
6	Power Edge R430 BMS Server	Dell
7	TS-869 Pro NAS Storage	Qnap
8	500 E UTM	Fortigate

c. Network Hardware

Sl. No.	Description	Make
1	Core Switch (C1-N5624Q)	Cisco
2	Distribution Switch (WS-C3850-24XS-S)	Cisco
3	Access Switch (WS-C2960X-24PD-L Type-1)	Cisco
4	Access Switch (WS-C2960X-24TD-L Type-2)	Cisco
5	Access Switch (WS-C2960X-24PS-L Type-3)	Cisco
6	Access Switch (WS-C3560CX-8PC-S Type-4)	Cisco
7	Wireless Access Point (AIR-AP1852I-D-K9)	Cisco
8	WLC (AIR-CT5520-K9)	Cisco
9	NMS Prime	Cisco

d. CCTV Surveillance Hardware

Sl. No.	Description	Make
1	Camera (Bullet/Dome/PTZ)	Axis, Bosch, Hikvision
2	NVR (Crystal 8000R, Crystal 4000R)	Nuuo

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e. Telephony IP-PBX Hardware

Sl. No.	Description	Make
1	IPT Type-1 (CP-8841)	Cisco
2	IPT Type-2 (CP-7821)	Cisco
3	IPT Type-3 (CP-3905)	Cisco
4	CUCM 2900 Voice Server	Cisco

Note: The above list of Software/Hardware is only indicative and not exhaustive.

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Annexure – II

General Terms and Conditions of Contract

- 1. Preparation and submission of Tender:** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interested bidders have to register online on e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <https://eprocure.gov.in/cppp/> duly signed and sealed on each page of Tender. For details, kindly see Annexure-V of this tender: Instructions for Online Bid Submission.
- 2. Period of Contract:** Contract period will initially be for one year. The contract may be extended subject to satisfactory performance at the sole discretion of IIM Udaipur on an annual basis for a further period of up to two years. In case performance of the Service provider in respect of one or more parts of the contract is found to be unsatisfactory as per operational parameters set out in the contract or is not in conformity with the terms & conditions of the tender, then the contract may be terminated by IIMU either in part or in full even before the scheduled time by giving advance notice of one month to this effect. In the event of premature termination of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- 3. Exit Clause:** Notwithstanding anything contained in any other clause of this tender, the contract can be terminated by IIMU by giving one-month notice without giving any reason and by the Service provider by giving three-month notice.
- 4. Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of ` 500/- (Rupees Five Hundred only). IIMU reserves the right to amend the terms & conditions of contract by mutual discussions and such amendments shall be in writing. The amended terms and conditions will form part of the agreement.
- 5. Tender Fee:** The tenderer shall deposit Non-refundable Tender fee as mentioned in TIS through Demand Draft drawn in favour of “Indian Institute of Management Udaipur” payable at Udaipur.
- 6. Earnest Money Deposit (EMD):** The Bidder shall deposit Earnest Money of as mentioned in Tender Information Summary (TIS) through Demand Draft drawn in favour of “Indian Institute of Management Udaipur” payable at Udaipur. The Earnest Money Deposit will be refunded to the Bidders whose offers have not been accepted. Earnest Money Deposit of the Bidder whose offer is accepted will be kept until such time that the Performance Bank Guarantee is received.
- 7. Bank Guarantee:** The successful Bidder will have to deposit a Bank Guarantee of 5% of the value of the contract in favour of “**Indian Institute of Management Udaipur**” payable at Udaipur drawn on any scheduled Bank before signing of the contract and valid for 60 days beyond the expiry period of contract. In

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case the Bidder fails to deposit the requisite performance guarantee the EMD furnished by the Bidder shall be forfeited without any further notice to the Bidder.

8. In the event of a bidder backing out before actual award or execution of agreement, IIMU will have right to forfeit the EMD. In case the successful tenderer declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.

9. Intending tenderers are advised to inspect and examine at their own cost the site and its surroundings and satisfy themselves before submitting their tender to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.

10. The IIMU will not provide any residential space for accommodation to the Service provider. The Service provider has to make its own arrangement for the residential accommodation to the deployed staff.

11. In case of first lowest is more than one, then it would be at the discretion of the IIMU.

12. **Sub-Contracting:** The Service provider shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner except with the specific approval of IIMU.

13. The Service provider will provide details of his representative who will be the overall coordinator and he will be responsible to deliver the condition of the contract.

14. The Service provider and his employees shall comply with all norms stipulated by the IIMU such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.

15. The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the Service provider. However, the Service provider should provide the necessary details like name, address, qualification, photograph, police verification report etc of all its employees to the IIMU.

16. The persons employed by the Service provider will be the employees of the Service provider and the IIMU shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMU and the personnel employed by the Service provider shall have no right whatsoever to claim employment or other rights from the IIMU.

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17. None of the employees of the Service provider shall enter into any kind of private work within the campus of IIMU. Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.

18. The staff employed by the Service provider shall not join any union of the IIMU nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMU and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMU.

19. The Service provider shall ensure that the deployed personnel shall not participate in any activity prejudicial to the interest of the IIMU / Govt. of India / any State or any Union Territory.

20. The personnel deployed by the Service provider shall not below the age of 18 years. They shall be medically fit and kept neat and clean. The Service provider shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Service provider.

21. The Service provider shall maintain records of major/minor incidents on daily basis and report the same to the IIMU in this regard. The Service provider shall also enquire about any incidents like theft, indiscipline, disobedience, or any unauthorized activities/criminal activities happening in the campus. The Service provider shall also be responsible for lodging complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment. The agency will have to submit and update the details of all personnel deputed by the agency at the Institute mandatorily along with a copy of their photographs, residential address, police verification certificate, driving license etc as required by IIMU.

22. The Service provider shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned service to IIMU and shall indemnify IIMU against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIMU may party or involved as a result of the Service provider failure to comply and of the obligation under the relevant act law which the Service provider is to follow.

23. Taxes, Labour Laws and Other Regulations:

23.1. The Service provider shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.

23.2. The Service provider 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 any item sold or supplied pursuant thereto or anything done, or services rendered pursuant thereto.

23.3. The Service provider shall fully comply with all applicable laws, and regulations including the P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act,

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Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, IT Act, Essential Commodities Act and/or such other Acts or Laws of Central, State, Municipal and Local governmental agency, or authority.

23.4. The Service provider shall be responsible for proper maintenance of all registers, records, and accounts as far as it relates to compliance with any statutory provisions/ obligations. The Service provider shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.

23.5. The Service provider shall be responsible and liable for all the claims of his employees.

23.6. The Service provider shall indemnify and keep indemnified IIMU against all losses and claims for injuries and or damages to any person or property. The Service provider shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the IIMU indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The Service provider shall not employ child labour. Payment to workers must be according to Minimum Wages Act.

24. **Interpretation:** All the terms and conditions of the contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

25. **Validity:** The price quoted must be valid for a period of 90 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

26. In case the tenderer withdraws, modifies, or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the bid validity, if required, without changing the price quoted and any terms & conditions etc. of the original tender.

27. Anyone or more of the following actions / commissions / omissions are liable to cause summary rejection of tender:

Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time.

Any conditional bid or bid offering rebate.

Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents.

Any effort by a bidder to influence the IIMU in the bid evaluation, bid comparison or contract award decision.

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28. **Authority of person signing document:** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warrant, that he has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIMU may without prejudice to other civil and criminal remedies cancel the contract and hold the signatory liable for all cost and damages.

29. **Access to SITE:** The Service provider shall allow unhindered access to the IIMU and/or any other party or person, engaged by the IIMU to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the Service provider.

30. **Safety and Security:** The Service provider shall abide by the provisions of the safety code framed from time to time by the government.

31. **Work at Risk and Cost:** IIMU reserves the right to get the whole or part of the work executed by some other Service provider at the risk and cost of the Service provider if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.

32. **Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract service, through crossed cheque, drawn in favour of Service provider payable at Udaipur or NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues/claims of the IIMU. Income Tax (TDS) and/or GST (TDS) as applicable at current prevailing rate shall be deducted at source.

33. **Annual Increment:** The Service provider may be given yearly increment upto 05% (five percent) on the immediate previous year's rate on the basis of feedback and sole discretion of IIMU.

34. **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMU as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days, either party may at his option terminate the contract.

35. **Feedback:** IIMU shall take feedback from the users for the service rendered from the Service provider. On the basis of feedback, IIMU may at its own discretion

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impose financial penalty depending on gravity of the issue and in case of similar repetition IIMU can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

36. Rejection of Tender(s): IIMU reserves the right to, at any time and in its absolute discretion the following:

- (i) Accept or reject any or all bids.
- (ii) To permit any Agency to resubmit its shortfall documents.
- (iii) To suspend, discontinue, modify and/or terminate the Tendering process at any time.

37. All exhibits/certificates/statements/supporting documents should be serially page numbered starting with page number **39** onwards.

38. IIMU reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the IIMU.

39. The decision of the Director of IIMU will be final in all respect and will be acceptable to all the tenderers.

40. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Udaipur only.

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Annexure – III

Agency Details

I – Details of Bidder

Sl No.	Particulars	Details
1	Name of Tendering Agency	
2	Name of the Proprietor / Director / Partner	
3	Full Address of registered office with pin code, Telephone Number	
4	E-mail ID of the agency	
5	Website of the agency, if any	
6	Telephone No. (Office) of five top officials with name, designation and E-mail ID	
7	Name and designation of authorized person with telephone/mobile number. (Authorization letter to be enclosed)	

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II – Registration & Other Statutory document details:

The bidder should possess the following statutory requirements.

S.No.	Particulars	Number / Other Details	Page No. of Supporting Documents Enclosed
1	Name of the agency (Individual/HUF/PVT Ltd/Ltd Company etc.) and Month and year of establishment. (Attach self-attested copy)		
2	Total number of employees employed on the payroll of the agency as on tender submission date		
3	Permanent Account Number (attach self-attested copy)		
	GST Registration No. (attach self-attested copy)		
4	EPFO Registration No. (attach self-attested copy)		
5	ESIC Registration No. (attach self-attested copy)		
6	Labour License No., if any (attach self-attested copy)		
7	Any other registration which is mandatory for such agencies stipulated by concerned public authorities (attach self-attested copy)		
8	ISO or equivalent certified Company, if any (attach self-attested copy)		

Certified that all above information's are correct to the best of my/our information, knowledge, and belief. All the attached relevant documents are duly signed, sealed, and serially numbered.

Place :

Date :

(Signature of the bidder with seal)

Signature of Bidder

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Signature of HOD-IT

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Eligibility Criteria

Only those Bidders which meet the following minimum criteria will be considered for opening of financial bid. Supporting documents/annexures should be attached with this and must be serially numbered. An Index must be made for this to facilitate quick reference to the relevant page number.

1. The Bidder shall submit the original EMD and tender fee in a sealed envelope super scribed this tender name & the name of the agency and must reach at IIMU before the last date & time for submission of Bid. Photocopies of the same EMD and tender fee should be enclosed to support this along with the format given below.

SI No	Type of Fee	Details	Page no of the attached self-attested Copy
1	Tender Fee	DD No. _____ of Rs. 5000.00 (Rupees Five Thousand only) of Dated _____ drawn on Bank _____ Branch _____	
2	Earnest Money Deposit (EMD)	DD No. _____ of Rs. 76000.00 (Rupees Seventy Six Thousand only) of Dated _____ drawn on Bank _____ Branch _____	

DD will be made in favour of "Indian Institute of Management Udaipur" payable at Udaipur.

2. The Bidder should have valid Indian Permanent Account (PAN) and GST number as per the details given below.

SI No	Type	Number	Page no of the attached self-attested Copy
1	PAN		
2	GST		

3. Minimum turnover during the any three (3) of last five (5) financial years ended on 31.03.2023 should not be less than of estimated cost (**Rupees 38 lakh only**) of similar services related work. The documentary evidence duly certified by CA, indicating yearly total turnover and turnover from similar services related work, should be attached in the following format.

Signature of Bidder

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Financial Year	Total Turnover in Rupees (in words and figures)	Turnover from similar services on one site in Rupees (In words and figures)	Name of the organization to whom similar services were provided	Name/ Place of one Site
2022-23				
2021-22				
2020-21				
2019-20				
2018-19				

Page number of the above CA Certificate.....

4. The Bidder should have experience of executing successfully completed similar works (IT FMS) in any Three (3) of last Five (5) financial years ended on 31 Mar 2023 in Central/State govt. Dept./PSUs/ Academic Autonomous Institutions.

- (a) Three similar works of value not less than 40 % each i.e., of Rs. 15.2 lakh or
- (b) Two similar works value not less than 60 % each i.e., 22.80 Lakh or
- (c) One similar work of the value of not less than 80 % each i.e., 30.40 Lakh

The details of the same along with supporting documents are to be submitted along with the format given below.

Financial Year	Name of the organization(s) where contract was provided	Type of Organisation (Central/State govt. Dept./PSUs/ Academic Autonomous Institutions)	contract validity		Date of successful completion of contract	Cost of the Contract (s)	Certificate attached	
			From (DD/MM/YYYY)	To (DD/MM/YYYY)			Copy of contract (Yes/No)	Reference Page Number
2022-23								
2021-22								

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2020-21								
2019-20								
2018-19								

5. There should be no case pending with the police against the Bidder/ Proprietor/ Firm /Partner/Director or the Company (agency) and should not be blacklisted by any Govt agency. A self-undertaking to this effect on the agency's letterhead should be attached.

SI No	Agency/ Bidder is blacklisted. (Yes/No)	Site on which it is Blacklisted	Page number of the Undertaking on agency letterhead (If not blacklisted)

6. The Bidder should possess all mandatory statutory requirements mentioned in Annexure-III (Agency Details) in this tender document.

7. 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-VI.

NOTE: All the attached certificates/formats/annexures/relevant documents should be duly signed, stamped and serially page numbered by the Bidder. No price should be specified in the technical bid, including such information will entail rejection of the bid. All third-party certificates should be duly signed, stamped by the bidding agency.

Certified that all above information's are correct to the best of my/our information, knowledge and belief.

Place :

Date :

(Signature of the bidder with seal)

Signature of Bidder

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Annexure – V

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the agencies/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.

2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the Service provider/bidder through email id provided.

3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.

4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.

5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.

6. Service provider/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.

7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.

9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.

11. From my tender folder, he selects the tender to view all the details indicated.

Signature of Bidder

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12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.

13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.

14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.

15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.

16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.

17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.

18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.

19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.

Signature of Bidder

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21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cppp-nic@nic.in.

Signature of Bidder

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Annexure – VI

**TENDER ACCEPTANCE LETTER
(To be given on Service provider Letter Head)**

Date :

To,

Director, IIM Udaipur
Balicha, Udaipur,
Rajasthan-313001.

Sub. : Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMU/Tender/IT-FMS/2023/09/01.

Name of Tender/Work: IT Facility Management Service at IIM Udaipur.

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have carefully read, understood and complying the entire terms and conditions of the tender documents from Page No. ___ to ___ (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/we shall abide by with the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I/We shall comply the scope of work in all respect. I/We have adequate human, managerial, technical and financial resources to undertake this contract.
6. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Signature of Bidder

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Signature of HOD-IT

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Annexure – VII

PROFORMA OF PERFORMANCE BANK GUARANTEE

1 In consideration of the Director IIM Udaipur (hereinafter called "IIM UDAIPUR") having offered to accept the terms and conditions of the proposed agreement between IIM, UDAIPUR and (hereinafter called "the said Service provider(s) for the work of "IT Facility Management Service at IIM Udaipur" (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rupees..... only) as a security/ guarantee from the Service provider(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.

2 We (hereinafter referred to as the "Bank") do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the IIM, UDAIPUR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Service provider(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding ` (Rupees.....)

3 We, the said Bank, further undertake to pay to the IIM, UDAIPUR any money so demanded notwithstanding any dispute or disputes raised by the Service provider(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the Service provider(s) shall have no claim against us for making such payment.

4 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the IIM UDAIPUR under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Chief Administrative Officer, IIM Udaipur on behalf of the IIM UDAIPUR, certifies that the terms & conditions of the said Service provider(s), and accordingly discharges this guarantee.

5 We..... further agree with the IIM UDAIPUR that the IIM UDAIPUR (indicate the name of the Bank) shall have the fullest liberty without our consent , and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said Service provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IIM UDAIPUR against the said Service provider(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Service provider(s) or for any forbearance, act of omission on the part of the IIM UDAIPUR or any indulgence by the IIM UDAIPUR to the said Service provider(s) or by any such matter or thing

Signature of Bidder

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whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the Service provider(s).

7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the IIM UDAIPUR in writing.

8 This guarantee shall be valid up to unless extended on demand by the IIM UDAIPUR.

Notwithstanding anything contained hereinabove:

a) our liability under this Guarantee shall not exceed `.....(Rupees..... Only);

b) This Bank Guarantee shall be valid up to and

c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before All yours rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities thereunder.

Dated the day of for

(Indicate the name of the Bank)



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FINANCIAL BID

BOQ TERMS AND CONDITIONS

1. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the Bidders. Bidders are required to download the BoQ file, open it and complete the white-colored (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
2. Rates should be quoted inclusive of all statutory liabilities, taxes, levies, duties, personal tax, corporate tax, worker welfare cess etc. and all other expenditure required to be incurred by bidder for providing required work including Goods & Service Tax (GST). No extra payment will be made GST will be paid extra as applicable.
3. GST TDS, Income Tax (TDS) and any other prevailing taxes will be deducted at source if applicable.

Signature of Bidder

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