

RFP DOCUMENT
For
INTEGRATED INFORMATION TECHNOLOGY FACILITIES AND
SERVICES MANAGEMENT
For
NATIONAL INSTITUTE OF INDUSTRIAL ENGINEERING
NITIE CAMPUS, SAKI VIHAR ROAD, POWAI, MUMBAI-400087.



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A Government of India CPSE
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DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an Agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.

This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this BID Stage.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the

Selected Bidder, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, site visits, investigations, studies or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.

Contents

Term of Reference & Definitions	6
CHAPTER-I	7
Request for Proposal.....	7
CHAPTER-II	9
Instruction to Bidders for E-Tendering	9
CHAPTER-III.....	13
General Instruction to Bidders.....	13
CHAPTER-IV	22
Scope of work.....	22
CHAPTER-V	28
BID EVALUATION PROCESS	28
CHAPTER-VI	34
Service Level Agreement, Manpower Requirement & Payment terms	34
INVENTORY OF COMPUTER SYSTEMS/ SERVERS/ LAPTOPS/ PRINTERS.....	39
Annexure II.....	41
List of Switches/Access Point/Wireless controller.....	41
ANNEXURE-III.....	44
Declaration sheet	44
ANNEXURE-IV.....	45
Letter of bid submission	45
ANNEXURE V	47
Undertaking	47
ANNEXURE VI.....	48
Annual Average Turn Over	48
ANNEXURE-VII	49
Details of Projects Completed During Last 5 years	49
ANNEXURE-VIII	50
Power of Attorney	50
Annexure IX	52
PERFORMANCE BANK GUARANTEE FORMAT.....	52
ANNEXURE-X	55
PROFORMA PRE CONTRACT INTEGRITY PACT.....	55
ANNEXURE-XI.....	62

PERFORMA FOR DECLARATION 62

Annexure XII 63

 RFP Checklist 63

Annexure XIII 66

 Pre-Bid Query Format 66

Annexure XIV 67

 Financial Bid 67

Term of Reference & Definitions

Supplier/Contractor	Successful bidder
Authorized Signatory	The bidder's representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney from the Competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document presented in Two Packets, Technical Cum Commercial Bid and Financial Bid, which are supplied with necessary documents and forms as given in Annexure, complete in all respect adhering to the instructions and spirit of this document.
Bidder	"Bidder" means any company or firm responding to Request for Proposal and who makes a Bid.
Contract	"The Contract" means the agreement entered into between EdCIL (India) Limited and the selected bidder(s) in terms of clauses mentioned
Day	"Day" means a working day as per rules of EdCIL (India) Limited.
EMD	Earnest Money Deposit
D.D	Demand Draft
EdCIL	EdCIL (India) Limited, Noida (A Govt. of India Undertaking)
TC	Tender Committee
PBG	Performance Bank Guarantee
Security Deposit (SD)	Amount of the Order Value deposited by the Bidder and retained till the successful completion of the project (as long as the bidder fulfils the contractual agreement).
Services	"Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract.
UAT	User Acceptance Testing
RFP	"RFP" means the Request for Proposals
Order	"Order" shall mean the Purchase Order/Work order and its attachments and exhibits.
Consignee	"Consignee" shall mean EdCIL (India) Limited.
NITIE	NATIONAL INSTITUTE OF INDUSTRIAL ENGINEERING NITIE CAMPUS, SAKI VIHAR ROAD, POWAI, MUMBAI-400087.
Client	EdCIL (India) Ltd.
Termination for Default	Shall have the meaning ascribed to it in Clause 13 of Chapter-III

CHAPTER-I
EdCIL (INDIA) LIMITED
(A government of India CPSE)
Request for Proposal
(E-Tendering mode)

EDCIL/DES/FMS/NITIE/JULY/001

Name of work	Request of Proposal for Integrated Information Technology Facilities and Services Management for NITIE, Mumbai
The Currency in which payment shall be made	Indian Rupees (INR)
Date of Issue/Publishing	27 August, 2021
Document Download Start Date	27 August, 2021
Document Download End Date and Time	18 September, 2021 at 12:30 Hrs
Date for Pre-Bid Conference and Time	08 September, 2021 at 15:00 Hrs
Bid queries should reach by	07 September, 2021 at 17:00 Hrs Bid queries received later than the date and time shall not be entertained.
Venue of Pre-Bid Conference	EdCIL House,18 A, Sector-16 A, Noida, U.P. 201301
Last Date and Time for receipts of Bids	18 September, 2021 at 13:00 Hrs In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time & Venue.
Date and Time of Opening of Technical Bids	18 September, 2021 at 15:00 Hrs
Bid document Fee	NIL
Earnest Money Deposit	Rs. 60,000/- (In form of BG/Demand Draft) Scanned copy to be uploaded with RFP documents and original DD shall be submitted as per the instruction to bidders.
No. of Covers	02 (Two Packet)

Bid Validity days	90 days (From last date of opening of RFP)
Performance Bank Guarantee (PBG)	10% of the total work value and required to be submitted within 15 days from the date of issue of LOA.
Actual place of work	NATIONAL INSTITUTE OF INDUSTRIAL ENGINEERING NITIE CAMPUS, SAKI VIHAR ROAD, POWAI, MUMBAI-400087.
Email Address	To: destenders@edcil.co.in kssahni@edcil.co.in

2. RFP document shall be downloaded from electronic RFP portal and link for the same is available at EdCIL (India) Limited Tender web page as well as NITIE website <https://www.nitie.ac.in/> Interested bidders must register themselves at e-Tender Portal before submission of their bid and advised to go through instructions provided at “Instructions to Bidders for e-tendering.”
3. No manual bids shall be accepted. All bids (both Technical and Financial should be submitted in the E-tendering portal).
4. Bidders are advised to visit the EdCIL (India) Limited website and/or NITIE Web Portal <https://www.nitie.ac.in/>. regularly for getting any new information related to the RFP. Reply to Pre-Bid queries, Corrigendum and addendum shall be displayed on NITIE web Portal/EdCIL (India) Limited website/e-tendering website (<http://www.tenderwizard.com/EDCIL>). The Pre-Bid queries, Corrigendum/addendum are the part of RFP documents and Bidders are supposed to upload them with the RFP document. All the documents must be duly signed and stamped.

Chief General Manager (DES)
EdCIL (India) Limited

CHAPTER-II

Instruction to Bidders for E-Tendering

1. Offline Document Submissions:

The bidder is requested to submit the hard copy of the following documents in a Sealed Envelope at EdCIL's corporate office before due date and time of online RFP opening.

- a) EMD in the form of Demand Draft/BG.
- b) Original copy of the power-of-attorney.

The envelope shall bear the project name, RFP number and the words 'DO NOT OPEN BEFORE' (due date & time).

Note: The Bidder should also upload the scanned copies of all the above-mentioned original documents as Bid-Annexure during Online Bid-Submission.

2. Online Document Submissions:

The Online bids (complete in all respect) must be uploaded online in two Envelops as explained below:

Envelope – 1 (Following documents to be provided as single PDF file)			
S.No	Documents	Content	File Type
1.	Technical Bid	Organization Declaration Sheet as per Annexure-III	pdf
2.		Supporting documents as per requisite Annexure	pdf
3.		RFP Compliance Annexure	pdf
Envelope-2			
S.No.	Documents	Content	File Type
1.	Financial Bid	As per financial bid format	pdf

3. Instructions for Online Bid Submission:

- I. E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- II. For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process. This portal built using Electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- III. The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the

Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.

- IV. The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- V. All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website/NITIE website.
- VI. It is mandatory for all the applicants to have class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying agency (Bidders can see the list of licensed Certifying Agencies from the link www.cca.gov.in) to participate in e-Procurement of EDCIL (INDIA) LIMITED.
- VII. It is mandatory for the bidders to get their firm/company registered with e-procurement portal of EDCIL (INDIA) LIMITED, i.e. www.tenderwizard.com/EDCIL to have user ID & password by submitting a non-refundable annual registration charges as follows:

1	Registration charges for 1 year	Rs. 2000/-
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(exclusive of taxes, levies, etc.) which can be paid online using the e-payment gateway to KEONICS through the portal address mentioned above. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- a) Participant shall safely keep their User ID and password, which will be issued by the service provider i.e. KEONICS Ltd. upon registration, and which is necessary for e-tendering.
 - b) Bidders are advised to change the password immediately on receipt of activation mail.
 - c) Bidders shall not disclose their User ID as well as password and other material information relating to the e-tendering to any one and safeguard its secrecy.
- VIII. Submit your RFP well in advance by relevant documents along with copy of EMD of RFP submission deadline on **Tender Wizard E-Tendering Portal** <http://www.tenderwizard.com/EDCIL>, as there could be last minute problems due to internet timeout, breakdown, etc.
 - IX. RFP should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
 - X. Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training.

- a) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.
- b) For any further query related to Training Session, RFP Uploading/downloading or any other query related to RFP please contact Tender wizard Helpdesk.
- c) Telephone: 080-40482100/9650520101/9964074577 or write us mail on Email Id:- harishkumar.kb@etenderwizard.com, ratana.thakur@etenderwizard.com, varun.b@etenderwizard.com.

4. PREPARATION OF BIDS

- I. Bidder should take into account any corrigendum/addendum published on the portal before submitting their bids.
- II. Please go through the RFP advertisement and the RFP document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- III. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the RFP document/ schedule and generally, they can be in PDF format. Bid documents may be scanned with 100dpi with black and white option.

5. SUBMISSION OF BIDS

- I. Bidder should log into the site well in advance for bid submission and complete all formalities of registration (at least two days in advance of the closing date) so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be sole responsible for any delay in uploading of bid within the stipulated time.
- II. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the RFP document.
- III. Bidder has to pay EMD as applicable through demand draft/BG as per RFP condition in favour of “EdCIL (India) Ltd” payable at Noida and enter details of the instruments. Original copies of demand draft/BG for EMD are required to be submitted.
- IV. A standard Financial Bid form has been provided with the RFP document to be filled by all the bidders. 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 financial bid format is found to be modified by the bidder, the bid will be rejected.
- V. The server time will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- VI. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

6. ASSISTANCE TO BIDDERS

Any queries relating to the RFP document and the terms and conditions contained therein should be addressed to the RFP Inviting Authority. For any other RFP related queries bidders are requested to contact on below given numbers/email.

Telephone/ Mobile/ E-mail ID	<p>Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk Office for any information regarding E-tendering / training.</p> <p>a) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.</p> <p>b) For any further query related to Training Session, RFP Uploading/downloading or any other query related to RFP please contact Tender wizard Helpdesk.</p> <p>Telephone: 080-40482100/9650520101/9964074577 or write us mail on Email Id:- harishkumar.kb@etenderwizard.com, ratat.thakur@etenderwizard.com, varun.b@etenderwizard.com & cc to: destenders@edcil.co.in</p>
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7. Offline Submissions: (AS PER RFP REQUIREMENT)

The bidder is requested to submit documents as mentioned in the **Clause 1**

8. MINIMUM REQUIREMENTS AT BIDDER'S END

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- Digital Certificate(s)

CHAPTER-III

General Instruction to Bidders

1. **Due date:** The RFP has to be submitted before the due date. The offers received after the due date and time will not be considered.
2. **Preparation of Bids:** The offer/ bid shall be submitted in two bid systems (i.e.) Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. Financial bid shall indicate price for all the mentioned parameters in the financial bid in the given PDF/Online format.
3. **Language of Proposal:** The proposal prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
4. **Cost of Bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

5. **Fee:** The tenderer should submit EMD through BG/Demand Draft drawn in favour of "EdCIL (India) Limited" payable at NOIDA from any nationalized bank valid for 90 days beyond the last date for submission of bid. The Bid sent without EMD would be considered as UNRESPONSIVE and will not be considered. (The EMD will be returned without any interest to the unsuccessful bidders immediately after the award of contract.)

The bidders are requested to submit **EMD of Rs. 60,000/-** in the form of BG/Demand Draft drawn in favour of EdCIL (India) Limited and payable at NOIDA

Note:

Bidders registered with MSME and having valid registration certificate issued by NSIC/MSME are exempted for submission of EMD. All the bidders including MSMEs/Start-Ups must submit their financial solvency certificate issued not earlier than 6 months of last date of submission of Bid.

6. **Refund of EMD:**

- i) The EMD will be returned to unsuccessful Tenderer only after the RFPs are finalized.
- ii) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.

iii) In Case of Successful Bidder, the EMD shall be retained till the submission of PBG.

7. Acceptance/ Rejection of bids:

- i) EdCIL (India) Limited reserves the right to reject any or all offers without assigning any reason.
- ii) EdCIL (India) Limited reserves right to take decision according to requirement of NITIE, Mumbai and no claim on whatsoever ground shall be entertained from any of the bidder.

8. Amendment in RFP Document:

At any time up to the last date for receipt of RFP, EdCIL (India) Limited may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment.

The amendment will be notified on online tender portal/ EdCIL's website/ Tenderwizard/ NITIE Web portal for the prospective bidders which shall be binding on them.

9. Performance Security/Performance Bank Guarantee

The successful bidder shall be required to deposit Performance Bank Guarantee equivalent to 10% of contract value to **NITIE** within 15 days from the date of receipt of Work Order. The Performance Bank Guarantee shall be issued by a nationalized bank in favour of "**NITIE**" to be valid for a period of 90 days beyond the date of completion contractual obligations. This Performance Bank Guarantee should be retained throughout the currency of the contract.

10. PRE- BID MEETING

A pre- bid meeting will be held to provide all the technical and commercial clarification in respect of RFP before submission of the RFP. The request for clarification and the response shall be in writing and if required technical presentation will be held. After submission of the RFP (technical and commercial bid), no change in the submitted RFP shall be sought, offered, or permitted.

11. Applicable Law

The Contract should be interpreted in accordance with the laws of the Union of India and all disputes should be subject to place of jurisdiction. The place of jurisdiction would be New Delhi (Delhi)/Noida, India.

12. Termination for Default

The Owner should, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier/Contractor, terminate the Contract in whole or part:

- a) If the Contractor fails to complete the work within the period(s) specified in the order, or within any extension thereof granted by the Owner, and Contractor does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being

notified or within any further period as the Client may have subsequently approved in writing.

- b) If the Contractor becomes insolvent or bankrupt.
- c) If, as the result of Force Majeure, the contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- d) If the Contractor fails to perform any other obligation(s) under the Contract.
- e) If the Contractor, in the judgment of the Owner has engaged in coercive, corrupt, fraudulent and obstructive practices in competing for or in executing the Contract.
- f) If the EdCIL (India) Ltd./Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

In such an occurrence the EdCIL (India) Ltd. shall give a not less than thirty (30) days' written notice of termination to the Firm, and sixty (60) days' in the case of the event referred to in (f).

13. Force Majeure:

The Contractor should not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the Supplier/Contractor/Contractor's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the Consignee either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the bidder should promptly notify the Consignee in writing of such conditions and the cause thereof. Unless otherwise directed by the Consignee in writing, the Supplier/Contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

14. Resolution/Settlement of Disputes:

- a) The Parties hereto agree that any dispute or difference arising out of or in connection with this Contract shall, to the extent possible, be settled promptly and amicably between the Parties. Parties further agree to provide each other with reasonable access during normal business hours to any and all non-privileged records, information and data pertaining to any such disputes.
- b) All unsettled disputes or differences arising out of or in connection with this Contract which cannot be amicably resolved by the Parties shall in the first instance be decided by the Owner in accordance with provisions of Clause 14.1 below.

14.1 Owner's Decision

- a) If any dispute or difference of any kind whatsoever shall arise between the Owner and the Contractor, arising out of this Contract whether during the performance of the Services or after its completion or whether before or after the termination, Abandonment or breach of this Contract, such dispute or difference cannot be amicably settled by the Parties in accordance with Clause 14 (a) & 14 (b), it shall, in the first place, be referred to and settled by the Chairman & Managing Director of the Owner, who, within a period of 30 (thirty) days after being requested to do so, shall give written notice of its decision to the Contractor.
- b) Save as hereinafter provided, such decision in respect of every matter so referred shall be final and binding upon the Parties until the completion of the entire Services under this Contract and shall forthwith be given effect to by the Parties who shall comply with all such decisions, with all due diligence, whether it requires arbitration, as hereinafter provided or not.
- c) If after the Owner has given written notice of its decision to the Contractor and no notice to arbitration has been communicated to it by the Contractor within 30 (thirty) days from the receipt of such notice, the said decision shall become final and binding on the Parties.
- d) The Owner's decision (or the failure of the Owner to give decision within the time specified in Clause 14.1 (a)) and issuance of a written notice for arbitration pursuant to Clause 15.1 (C) shall be a condition precedent to the right to request arbitration. It is the intent of this Contract that there shall be no delay in the execution of the Services and the decision of the Owner, as rendered, shall be promptly observed.
- e) In the event of the Owner failing to notify its decision, as aforesaid, within 30 (thirty) days after being requested, or in the event of a Party being dissatisfied with any such decision, either Party may require that the matters in dispute be referred to arbitration as provided in Clause 14.2.

14.2 Arbitration: The dispute resolution mechanism to be applied pursuant should be as follows:

- a) All disputes or differences in respect of which the decision, if any, of the Owner has not become final or binding as aforesaid, shall be settled by arbitration, under and in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 (the "Arbitration Act") or any statutory modification, in the manner hereinafter provided. The seat of arbitration shall be New Delhi/Noida, India.
- b) Any dispute not resolved by mutual consultations shall be settled through arbitration by arbitrator duly appointed by the designated officer of EdCIL India Limited. The award of the said Arbitrator shall be final and binding on both parties. It is the terms of this Contract that in the event of such arbitrator to whom the matter is originally referred, being transferred or on vacating his office, being unable to arbitrate for the aforesaid reason, his successor shall be appointed as Sole Arbitrator by the aforesaid authority and the new incumbent shall resume

arbitration proceedings from the stage where his predecessor has left. The Arbitration may from time to time, with the consent of the parties, enlarge the time for making and publishing the award subject to the aforesaid, the Arbitration and Conciliation Act, 1996, shall apply to the aforesaid arbitration proceedings. The performance under this Contract shall not stop for any reason whatsoever during the said dispute / proceedings, unless the Supplier/Contractor / party are specifically directed by EdCIL India Limited to desist from working in this behalf. The award of Arbitrator so appointed shall be final and binding upon the parties hereto.

- c) Arbitration cost will be borne by the contractor.
- d) The provisions of this Clause 14 shall survive termination of this Contract.
- e) The venue of the Arbitration shall be at New Delhi/Noida.

15. CLAIM

- a) If, for any reason, Contractor considers that an event has occurred pursuant to which it has a right to claim compensation from Owner or an extension of Time for Completion, Contractor shall notify Owner in writing of the existence of such claim (the "Claim") within three (3) days of occurrence of such event and within ten (10) days of notifying Claim, Contractor shall submit to Owner details of Claim as per provisions of Clause 15 (b). Contractor shall substantiate its Claim with payroll documents, paid invoices, receipts, records of performance and other documents satisfactory to Owner and subject to its verification. Owner shall not be liable for, and Contractor hereby waives, any claim or potential claim which has not been notified by Contractor in accordance with provisions of this Clause 15.
- b) After examining Claim submitted by Contractor, Owner shall determine admissibility of the Claim and the extent, if any, to which the Contract Price and Time for Completion is to be changed and outcome shall be informed to Contractor. If Contractor disputes Owner's decision and notifies Owner within five (5) working days of receiving Owner's Decision, Contractor may seek to resolve the dispute in accordance with Clause 14 (Resolution/Settlement of Disputes). If Contractor decides to proceed pursuant to Clause 14 (Resolution/Settlement of Disputes), Contractor agrees to limit its claim to the amount claimed by it in accordance with Clause 15 (a). In no event shall any work be halted, whether or not the claim can be resolved to Contractor's satisfaction, and Contractor shall be bound by the terms and conditions of this Contract to perform the Services without delay till its successful completion.
- c) The following shall not constitute changes and Contractor has no right to make any claim in relation thereto:
 - i. Instructions, interpretations, decisions or acts by Owner to achieve compliance correct errors,

omissions, poor engineering, defective workmanship or other failure of the Contractor to comply with the Contract

- ii. Delay in the performance of Contractor's work or any additional work caused by Contractor.
 - iii. Any work performed by Contractor arising out of Owner's comments on Contractor's submittals to the extent that such comments are consistent with the Contract.
- d) If Contractor fails to follow the requirements of Clause 15 (a), it shall have waived any right to make any claim in respect of the events referred to in Clause 15 (a). Contractor's sole remedy in respect of any claim will be as provided in Clause 15 (b). No claim by Contractor in relation to events referred to in Clause 15 (a) shall be allowed after final payment is made.
- e) Owner shall not be bound to any adjustments in the Contract Price or Time for Completion unless expressly agreed to by Owner in writing.

16. INDEMNIFICATION

16.1 Indemnification by Contractor

- a) Contractor agrees to defend, indemnify and hold harmless the Owner, its Affiliates, and all of their directors, officers, employees, agents and representatives ("**Owner Indemnified Parties**"), from and against any and all Losses arising:
 - i. By reason of Contractor's actual or asserted failure to comply with any Applicable Law or any provision of this Contract. If the Contractor fails to comply with the requirements mentioned above and as a result fines, penalties or other assessments are imposed upon either the Contractor or the Owner by any Government Agency under any Applicable Law, then the Contractor shall be liable to pay all such fines, penalties or other assessments.
 - ii. From actual or asserted violation or infringement of rights in any patent, copyright, proprietary information, trade secret or other property right caused or alleged to be caused by the use of materials, equipment, methods, processes, designs or information furnished by Contractor or its Subcontractors in performance of the Services. Should any Services provided by Contractor become, or appear likely to become, the subject of a claim of infringement of a patent, copyright or other property right, Contractor shall, at the Owner's option, either procure for the Owner the right to continue using such services, replace same with equivalent, non-infringing services, or modify the services so that the use thereof becomes non-infringing, provided that any such modification or replacement is of equal quality and provides equal performance as provided by the infringing services
 - iii. From injury to or death of any Person (including employees of the Owner, Contractor and Contractor's Subcontractors or any third party) or from damage to or loss of property (including the property of the Owner or a third party) arising directly or indirectly out of this Contract or out of any acts of omission or commissions of

Contractor or its Subcontractors. Contractor's indemnity obligations hereunder include claims and damages arising from non-delegable duties of the Owner; or

- iv. From present or future Environmental Claims directly or indirectly related to or arising out of the actual or alleged existence, generation, use, collection, treatment, storage, transportation, recovery, removal, discharge or disposal of Hazardous Material at the campus and/or adjacent areas solely to the extent arising out of the gross negligence or wilful Misconduct of the Contractor, its Subcontractors or sub-vendors in the performance of the Services under this Contract; provided, however, that nothing contained herein shall be construed as requiring Contractor to take any corrective action with respect to any Hazardous Material in existence prior to the Effective Date.
- b) Contractor's indemnity obligations shall apply regardless of whether the Owner Indemnified Party was concurrently negligent, whether actively or passively, excepting only where the Losses are caused solely by the negligence or Wilful Misconduct of, or by defects in design furnished by the Owner Indemnified Party. Contractor's defence and indemnity obligations shall include the duty to reimburse any attorneys' fees and expenses incurred by the Owner Indemnified Party for legal action to enforce Contractor's indemnity obligations.
- c) With respect to claims by employees of Contractor or its Subcontractors on the Owner Indemnified Party, the indemnity obligations created under this Clause 16.1 shall not be limited by the fact of, amount, or type of benefits or compensation payable by or for Contractor, its Subcontractors or Supplier/Contractors under any workers' compensation, disability benefits, Maternity benefits or other employee benefits acts or regulations, and Contractor waives any limitation of liability or immunity arising from workers' compensation or such other acts or regulations.
- d) The Owner shall be entitled to retain from payments otherwise due to Contractor such amounts as shall reasonably be considered necessary to satisfy any claims, suits or liens for damages that fall within Contractor's indemnity obligations under this Clause 16.1, until such claims, suits or liens have been settled and satisfactory evidence to that effect has been furnished to the Owner.
- e) Contractor acknowledges that specific payment has been incorporated into the Contract Price as legal consideration for Contractor's indemnity obligations as may be provided in this Contract.

16.2 Defense of Claims

- a) The indemnifying Party shall be entitled, at its option, and expense and with counsel of its selection, to assume and control the defence of any claim, action, suit or proceeding in respect of, resulting from, relating to or arising out of any matter for which it is obligated to indemnify the other Party hereunder, provided it gives prompt notice of its intention to do so to the indemnified Party and reimburses the indemnified Party for the reasonable costs and expenses incurred by the indemnified Party in connection with the defence of such

claim, action, suit or proceeding, prior to the assumption by the indemnifying Party of such defence.

- b) Notwithstanding the provisions of Clause 16.2 (a), unless and until the indemnifying Party acknowledges in writing its obligation to indemnify the indemnified Party and assumes control of the defence of a claim, suit, action or proceeding in accordance with Clause 16.2 (a), the indemnified Party shall have the right, but not the obligation, to contest, defend and litigate, with counsel of its own selection, any claim, action, suit or proceeding by any third party alleged or asserted against such Party in respect of, resulting from, related to or arising out of any matter for which it is entitled to be indemnified hereunder, and the reasonable costs and expenses thereof shall be subject to the indemnification obligations of the indemnifying Party hereunder.
- c) Neither Party shall be entitled to settle or compromise any such claim, action, suit or proceeding without the prior written consent of the other Party; provided, however, that after agreeing in writing to indemnify the indemnified Party, the indemnifying Party may settle or compromise any claim without the approval of the indemnified Party. Except where such consent is unreasonably withheld, if an indemnified Party settles or compromises any claim, action, suit or proceeding in respect of which it would otherwise be entitled to be indemnified by the other indemnifying Party without the prior written consent of the other indemnifying Party, the other indemnifying Party shall be excused from any obligation to indemnify the indemnified Party making such settlement or compromise in respect of such settlement or compromise.
- d) Following the acknowledgment of the indemnification and the assumption of the defence by the indemnifying Party, the indemnified Party shall have the right to employ its own counsel and such counsel may participate in such action, but the fees and expenses of such counsel shall be at the expense of such indemnified Party.

16.3 In the event that the indemnity provisions in this Contract are contrary to the laws of India, then the indemnity obligations applicable hereunder shall be construed to be to the fullest extent allowed by Applicable Law.

16.4 Provision of this Clause 16 shall survive termination or expiry of this Contract.

- 17. The numbers of systems and peripherals be covered under IITFSM are shown in the Annexure-I & II. The actual number of systems/nodes may increase or decrease. The amount payable to the vendor to whom IITFSM is awarded would be as per the actual number of systems covered under the IITFSM.
- 18. NITIE reserves the right to add or remove any system, printer, peripheral and LAN equipment etc. from IITFSM at any point of time. If any systems are added in IITFSM, NITIE will pay service charges on pro-rata basis while in case the systems are removed from IITFSM such charges will be deducted from the

IITFSM bill. In such cases the removal of items will be communicated in writing.

19. The IITFSM contract would be awarded for initial period of one year renewable for subsequent years subject to satisfactory performance and mutual consent (except for networking work which is warranted for 06 months and can be extended for further 06 months on the sole requirement of NITIE)). In the event of the Vendor providing satisfactory services, NITIE may consider to extend the IITFSM period to 2nd year and also if required to 3rd year at the **SAME terms & condition and COST**.
20. The NITIE reserves the right to terminate the IITFSM contract by giving one month's written notice, in the event of unsatisfactory performance of work or for any other reason whatsoever. In an event of premature termination of contract the amount payable to the Vendor would be calculated on pro-rata basis for the period for which actual services are provided. However the successful bidder/firm should continue to provide the IITFSM services till the end of the notice given by NITIE.
21. The Bidder is expected to examine and read carefully all the instructions, forms, terms and conditions, specifications stipulated in the RFP documents. Failure to furnish all information as explicitly required in RFP documents will be liable for rejection of its RFP.
22. All the conditions stipulated in the RFP document will be binding on the bidder. No addition/deviation/relaxation in any of the terms and conditions is permissible once the RFP is published.
23. EdCIL (India) Limited may at its discretion extend the timeline for the submission of bids. In such case if the bidders have already submitted RFP documents they are at liberty to deposit the same RFP document or resubmit the RFP as per the revised timeline.
24. During evaluation process of the bids, EdCIL (India) Limited may at its discretion, ask the Bidder for a clarification, additional information, and verification calls etc. on the bid submitted by the vendor.
25. The successful bidder shall be fully responsible for the person(s) safety, engaged in maintenance work as per terms of this contract. NITIE in anyway will not be liable for making any payment, expense or face any law suit in any court of law for any injury, accident or any undesired incidence to the persons engaged by the contractor for carrying out the work as per this contract.

CHAPTER-IV

Scope of work

1. Introduction:

Educational Consultants India Limited (hereinafter called **EdCIL (India) Limited**), is the only Central Public Sector Enterprise under the administrative control of the Ministry of Human Resource Development, Government of India. EdCIL (India) Limited offers consultancy and project management support services in the areas of Education and Human Resource Development in India and abroad and is an ISO - 9001 – 2015 & 14001 - 2015 certified company. EdCIL (India) Limited has over three decades of experience in conceptualization/setting up of premier educational institutions including IITs, IIMs, IIITs, Central universities and other various institute of national importance. EdCIL (India) Limited has successfully completed several national and international projects in diverse areas of education, funded by Central & State governments, foreign Governments and other international funding agencies.

NITIE was established as a National Institute in 1963 by the Government of India with the assistance of United Nations Development Programme through International Labour Organisation.

The Institute is equipped with the State of Art Computer Hardware and Software to meet its varied requirement of teaching training research, consultancy and developments. More than 300 personal computers with a wide range of processor, hard disks, monitors, keyboards, mouse and printers are maintained and kept very high uptime to various users. The networking system supports Internet Web surfing with 1GBPS bandwidth from NKN and back up line of 1 GBPS from Power Grid Corporation of India and email services using Office 365.

The IT infrastructure has three stakeholders – Faculty (around 100), Students (around 1000), Administrative staff (around 100). Further, there are 3 centres providing research and development support services to the faculty and students. Each of the centres may employ part of the IT infrastructure.

The institute is striving towards campus wide WiFi systems and has designed its network to cater for both coverage and density at relevant locations in NITIE campus. The IT infra is spread across the Academic Cum Library Building (ALB), Administrative Building, OCA Building, Student Hostels, Pragathi Vihar and Anand Vihar Guest House.

Details of Computers, Hardware's and Peripherals and LAN setup etc. offered for the IITFSM is given in Annexure I & II.

2. General Scope of Work:

2.1 CLASSIFICATION OF IT INFRASTRUCTURE AT NITIE

For the purpose of this RFP and its operation, the IT infra is broadly classified into Hardware,

Application Software and Network. Note that this is a representational breakup to indicate the wide range of available IT infra to be managed.

a. Network Infrastructure {Networking and related manpower services shall be required for the tenure period of 06 months from the issue of the work order/ purchase order (which may be extended for the tenure of next 06 months purely on the Pro-rata basis (Month by month) of NITIE) }

- I. Network related – Access, Core switches and Routers
- II. Arista Networks - Wireless Systems, Access Points and Cloud based radio controllers. Bidders to equip their team / train for Arista Network's wireless systems installed.
- III. Passives – cabling, connectors, sockets, crimping, wiring, display cables and all other sundries that are essential for an active device to be fully operational.
- IV. Servers – Check point firewall, DHCP, DNS, LDAP, Antivirus, Applications servers (4), Libsys server.
- V. Internet bandwidth – NKN and other backups
- VI. Support 24 X 7 for the tenure period of 06 months from the issue of the work order/ purchase order (which may be extended for the tenure of next 06 months purely on the Pro-rata basis (Month by month) of NITIE)

b. Hardware

- I. Personal hardware – Printers (laser, inkjet, colour, multi functional, line), Scanners, Photocopiers, Projectors, UPS systems.
- II. Communication systems – Desktops, Mobility devices and Laptops.
- III. Video Conferencing systems
- IV. Support during office hours and during extended requirements of all institute events.

c. Application Software

- I. Operating systems – Windows, Linux.
- II. Office 365 Productivity platform (Cloud) and all associated applications coming under the A3 license (Microsoft Open value subscription education solutions).
- III. Microsoft Project, Matlab, R, SPSS and other institute wide software. Including all application software purchased by NITIE time to time – Installation and access support
- IV. LAMP (Linux, Apache, MySQL and PHP) stack support where applicable
- V. Mobility and Laptops – Android, iOS applications and upgrades.
- VI. Anti virus and Anti malware software
- VII. Video conferencing systems
- VIII. Back bone support for all departmental/functional applications.
- IX. Installation and access support to all existing and upcoming labs.

d. Cloud

- I. Office 365 Exchange systems
- II. Active Directories – Azure and LDAP.
- III. Support for cyber attacks and security.

2.2 INTEGRATED IT INFRASTRUCTURE MANAGEMENT - TECHNICAL SCOPE OF SERVICES

- a. The primary responsibility of the bidder is to provide technical and managerial support to resolve any hardware or software related issues that occurs in the IT infra.
- b. The bidder has to take up with the respective Warranty / AMC vendors and ensure closing the same within the stipulated SLA.
- c. The bidder shall maintain activities of IT and Network Infrastructure at NITIE and to carry out the following computer related Hardware/Network and Software maintenance activity:
 - i. To attend the different issues of IT and Network Infrastructure which include Hardware and Software repairs, System configuration set up of PC's, Laptops, Printers, LAN connectivity configuration issues to various departments / Sections / Centers and labs, laying/extending of LAN network, to maintain the availability of high speed internet connectivity to various departments / Sections / Centers and labs, laying/extending of LAN network , UPS for the Data Center device issues, Hardware/Software operation issues of all NITIE Faculty / Officer and Office systems.
 - ii. The bidder shall be able to setup and maintain the video conference infrastructure as required, setup and maintain of Servers and undertake regular backups of Servers/PC's/Laptops as per the requirements / IT policies.
 - iii. The service provider shall be able to administer, configure, manage and maintain the office 365 cloud platform and all associated services like applications, Azure database, license and server configurations.

Details of the various management services are highlighted herewith.

a. Asset Management

1. Create hardware asset database for recording information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Wireless and Wired, Networking equipment etc.
2. Record all installation of new machines.
3. Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations. Know who is running prohibited software.
4. Software License Management
5. Register all software procured by all user departments with respective OEMs.
6. Prompt notification and upgrading licensing contract renewal upon approval.
7. Record of movement of assets. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report on assets.

b. Application Management

1. Installation, upgradation and troubleshooting of all applications from Office 365 platform.
2. Managing the office365 exchange mailing system as per the user requirements.
3. Administration of office365 platform – license management, SharePoint and configuration of various associated applications.
4. Installation of application patches, OS patches from office 365 platform for all IT infra. (for application compatibility)
5. L3 support for all the applications including third party applications.
6. Co-ordinate with different software vendors for resolving application problems.
7. Miscellaneous application installation and coordination with users for necessary assistance.
8. Coordinate with software vendors for conduct of tutorials and training programs.
9. Workflow automation and incremental projects as per NITIE needs and requirements

c. Administration - Desktop / Laptop / Mobility devices Management Service

1. Remote Infra Management
2. Service – Desk / On-Site Support for incident, problem and change management
3. Client system management
4. Administration & monitoring
5. Migration & application support
6. Support for software configuration and management
7. User access management
8. Software distribution and patch management.
9. OS and Desktop login related problem solving.
- 10.HDD formatting / Removable media drive access related issues.
- 11.Upgradation of various software / applications on NITIE systems.
- 12.Control virus and malware on network.
- 13.Data recovery and backup systems during failure.
- 14.Ensuring periodic backup and proactive support services.
- 15.Configuration of print server and resolving all printing problems of users.
- 16.Periodic important updates for IT enhancements, security and sharing of best practices with NITIE stakeholders.

d. Network Management Service {Networking and related manpower services shall be required for the tenure period of 06 months from the issue of the work order/ purchase order (which may be extended for the tenure of next 06 months purely on the Pro-rata basis (Month by month) of NITIE) }

Broadly, classified under the following categories of work:

1. Network architecture update and being abreast of latest technologies and their deployments.

2. Network planning (dimensioning and verification)
3. Network consultancy (Auditing and benchmarking)
4. Network maintenance and monitoring (Bandwidth, traffic, fault and performance, Access networks – wired and wireless)
5. Network security and Audit.

Detailed Activities and services include

1. Configuration, troubleshooting and management of all network component. (Core Switches, Access Switches hub, Firewall etc.)
2. Protocol migration and Network management.
3. Network servers management- DHCP, DNS, LDAP and others.
4. Regular Backup of Configuration of all routers and switches.
5. Network troubleshooting and monitoring.
6. Monitoring health of lease lines and reporting the status and coordinating with bandwidth service provider.
7. Liaison and co-ordination with bandwidth service providers.
8. WAN / LAN Management across campus. Maintaining whitelisting of NITIE website and Public IPs.
9. Wireless registration of devices, guest login management for wireless.
10. Wireless network management
11. Traffic monitoring, performance analysis and fine tuning.
12. Performing network repairs and upgrades wherever required.
13. Corrective and preventive measures to be incorporated in consultation with PIC-CC/Manager CC.
14. Maintaining the documentation of IP network, fibre status, various network configuration, Routers, Switches, Modems and all other Network components.
15. Schedule updating of Network equipment OS. Installation of patches.

e. Server Management

1. Ensuring the integrity of all servers
2. Proactive disk space management
3. Installation of operating system upgrades and patches.
4. Reloading OS on servers.
5. Manage server virtualization.
6. Creating new file systems.
7. OS troubleshooting.

f. Backup and Vendor Management Services

1. Assisting for taking daily / weekly backup operations.
2. Labeling media for identification and retrieval.
3. Assisting in keeping proper storage and handling of backup devices to prevent data

loss.

4. Conducting regular restoration exercises with backed up data to confirm validity.
5. Maintaining database of various vendors with details like contact person, telephone no., escalation matrix, response time and resolution time commitments
6. Call logging with vendors, maintain downtime register of various IT, VC Systems implemented by various vendors.
7. Coordinating with vendors to get the problems resolved.
8. Keeping track of hardware and software maintenance contract entered into by NITIE with various vendors.
9. Analyzing the performance of different vendors and their maintenance contract.
10. Follow up with vendors regarding IT spare parts, consumables like cartridges etc.

g. MIS reports and Metrics

1. Daily call log
2. Average response time
3. Listing of assets deployed
4. On call service details
5. Escalated call status reports
6. Use of bug reporting and any other associated tools.

h. Service Support for IT Infra

1. Escalation Matrix
2. Support / Level (L1 / L2 / L3)

i. Data Privacy

Bidder will neither disclose nor did use any information gathered during the execution of integrate IT infra services.

j. Other Scope

The scope of work mentioned above is current requirement, which may change subsequently.

CHAPTER-V

BID EVALUATION PROCESS

The bid evaluation shall consist of following phases:

- i) Phase I – Evaluation of Technical bid in accordance to the Pre-Qualification criteria and other RFP compliances. QCBS evaluation of the Technical Bid of Pre-Qualified Bidder as per the Marking Scheme mentioned in the bid document. A minimum score of **65%** is required to be achieved by the technically pre-qualified/eligible bidder. Only those bidders who pass this requirement would be processed further.
- ii) Phase II - Evaluation of Financial bid

Note: - It is mandatory for the bidder to qualify all the Pre - qualification to be eligible for QCBS evaluation including presentation as per Marking Matrix. Only technical qualified bidder shall be considered for opening of their Financial Bid and evaluation thereof.

5.1 Phase I: Evaluation of Technical Bid:

Bidder has to upload all documentary evidences in support of the following mentioned Eligibility Criteria. In the absence of such supporting documents as mentioned against each criterion, the bid will be rejected summarily. **The QCBS rating/marking and financial bid opening will be carried out for only those bidders who qualify in the Technical bid.**

S. No.	Pre-qualification Criteria	Supporting Document
1.	The bidder must be the company or firm registered in India for minimum of 05 years as on last date of RFP.	Certificate of Incorporation/ Any other relevant supporting document for its constitution
2.	The Bidder must have valid GST Registration and PAN number allotted by the respective authorities.	GST Registration Certificate and PAN number
3.	The Bidder should neither have been blacklisted by any Central Government/ State Government/PSU/Government Bodies/Autonomous Bodies/Private Sector with regards to the works executed by it in the last five years as on last date of submission of RFP.	The bidder shall furnish an undertaking (Annexure-III) duly attested by notary in a non-judicial stamp paper of value INR100/- (Rupees One Hundred Only)
4.	The Bidder should be having a positive net worth in the last three consecutive financial years, with an average Annual turnover of at least INR 10 Crores in the last three financial years (FY 2018-19, 2019-20, 2020-21).	Audited/ Certified financial statements by chartered Accountant or firm.

	For MSMEs and Start-Ups duly registered with the Government of India the turnover criteria shall be relaxed by 20% (i.e. these firms should have Annual turnover of at least INR 8 Crores in the last three financial years (FY 2018-19, 2019-20, 2020-21), Subject to meeting of quality, scope technical specification and other criteria asked in this document.	Valid registration certificate issued by NSIC/MSME or other appropriate government authorities.
5.	The bidder/firm should have completed at least 5 years of Experience in the field of IT IITFSM/IITFSM support Services for LAN, Servers, Desktops, Switches etc as required in this RFP.	Work Order Copy as proof of similar nature of work of any other Reputed Govt Organization /Educational Institute has to be submitted.
6.	The bidder should have managed a minimum of 250 wireless and 500 wired network nodes, 5 Servers, 150 desktops / Laptops & 50 printers (includes stand alone and network Printers) in the last 3 years.	Work Order Copy as proof of similar nature of work of any other Reputed Govt Organization /Educational Institute has to be submitted.
7.	The bidder shall have managed in the past three years or currently managing cloud based platform services - Office 365 platform having a minimum user base of 200.	Work Order Copy as proof of similar nature of work of any other Reputed Govt Organization /Educational Institute has to be submitted.
8.	Bidders may preferably have proven track record in supplying the specified item(s) as service agency or AMC contracts or supply of services to educational institutions of national repute/ importance.	Copies of successfully executed Purchase Orders/work experience certificates in India along with the list of Clients in India.
9.	Bidders should be minimum of CMMI level 3, ISO 9001:2008, ISO 27001: 2005 certified. ITIL certification is an advantage.	Signed Copies of Certificates issued by the authorized partner.
10.	The bidders shall have minimum Technical manpower strength of 75 persons on its rolls at least for six months before the last date of submission of RFP.	A valid PF & ESIC Certificate or equivalent with proof of Employees deduction has to be submitted along with a List of employees on payroll as of March 2021.
11.	A valid Establishment Registration in Mumbai as an IT Service Centre	Registration certificate
12.	Solvency certificate issued from bank of bidder for minimum value of Rs. 1 Crores; not more than 6 months old.	Solvency certificate issued from bank

	OR For MSME/Startup Solvency certificate issued from bank of bidder for minimum value of Rs. 0.8 Crores; not more than 6 months old.	
13.	Performa for declaration on proceedings under insolvency and bankruptcy code, 2016	ANNEXURE – XI

The bidder who fulfilled the eligibility criteria shall further be evaluated as per following marking matrix:

The technical prequalification/eligibility has a total of 100 marks.

The following are the technical eligibility criteria. For Technical eligibility, bidders should score 65 % as per the scoring table given for Technical pre- qualification/eligibility.

Marking Matrix: In the below table, marking parameters for technical evaluation are mentioned:

S.no	Marking parameter	Maximum Marks	Proof of document	
1.	Overall Experience	20	Certificate of Incorporation/ Any other relevant supporting document for its constitution	
	Range			Marks
	>= 10 Years			20
	>= 7 years and < 10 years			15
	>= 5 years and < 7 years	10		
2	Components managed	30	Work Order Copy of any other reputed Govt. Organization/ Educational Institute	
	All components Hardware, Application Software and Network			30
	Only Hardware and software			15
	Only Network			10
3	Cloud platform in the last 2 Years	5		
	>=200 users			5
	>= 100 users and < 200 users			3
	< 100	1		
4	Number of clients serviced in the last 2 years	15	Copies of successfully executed Purchase Orders/work experience certificates	
	3/Year			15
	2/Year			10
	1/Year			5
5	Certification	5	Signed Copies of Certificates issued by the authorized partner.	
	CMMI Level 5/ Level 3			2/1
	ISO 9001:2008			1
	ISO 27001: 2005			1

	ITIL	1		
6	<p>Technical Presentation on the following points:</p> <p>Expert Committee for the Technical Presentation will evaluate</p> <p>Value addition to current system</p> <p>Resource Planning: the bidder's capability and product quality (Project Team deployment plan, System Configurability and Upgradation, Application deployment and testing strategy, Quality Control Procedures suggested by bidders, Previous project implementation timelines (From Project kick-off time to Handover date and Time))</p> <p>Technical Expertise: Certified professionals – e.g. CCNE, CCNA, Cloud, Firewall, MCSE, etc. Along with Professional qualifications of the support team – both remote and onsite</p> <p>It will also evaluate whether the bidder has understood the volume of work and/or the process clearly or not.</p> <p>However this list is not the final list and committee may modify it at any later stage.</p>		25	The Technical Presentation will be held at NITIE, Mumbai and Bidder will have to make all the arrangements to attend the same according to the notified date and time at their own.
Total Marks			100	

The bidder who scores minimum 65 marks as per marking scheme shall be declared qualified in technical evaluation stage and notified for opening of their financial bids. Qualified bidders would also be advised to attend opening of the financial bid

5.2 Phase II - Evaluation of financial bids:

The Financial bid shall be opened of only that bidder who has found to be technically eligible. The financial bids shall be opened in presence of representative of technically eligible bidder, who may like to be present. EdCIL (India) Limited shall inform the date, place and time for opening of financial bid.

- Financial bid will be inspected to ensure conformance to the format provided in the RFP document.

- If there is any discrepancy between words and figures in any part of the financial bid, the amount indicated in words will prevail.

5.3 Final Proposal shall be given scoring as below:

- a) Normalization factor (N_1) to obtain the Normalized Technical score of the bidders shall be calculated as below: -

$$N_1 = T/T_h$$

Where:

N_1 = Normalization factor for calculation of Technical score.

T = Technical Marks obtained by the bidder under consideration as per marking scheme

T_h = Highest Technical Score obtained by any bidder

- b) Normalized technical score for the Bidder under consideration will be calculated using the following relation:

$$T_n = (N_1) * (\text{Weightage of the Technical Score i.e. } 60)$$

Where

T_n = Normalized technical score for the Bidder under consideration

- c) Normalization factor (N_2) to obtain the Normalized Financial Score of the other bidders shall be calculated as below:—

$$N_2 = F_L / F$$

Where:

N_2 = Normalization factor for calculation of Financial score.

F = the quoted price of Financial Proposal under consideration

F_L = the price of lowest priced Financial Proposal

- d) Normalized financial score for the Bidder under consideration will be calculated using the following relation:

$$F_n = (N_2) * (\text{Weightage of the Financial Score i.e. } 40)$$

Where

F_n = Normalized Financial score for the Bidder under consideration

5.4 Combined QCBS Evaluation

The score of technical proposal including presentation would be given 60% weightage, and the financial proposal would be given 40% weightage. The weighted combined score of the Technical bid including presentation (T_n), and Financial proposals (F_n) shall be used to rank the bidders on the basis of formula given as below:

Combined Score= Normalized Technical Score (T_n) + Normalized Financial Score (F_n)

Bidder with highest Combined Score shall be declared selected Bidder.

In the event that two or more Bidders/organizations with same final score, the Bidder with more marks in technical evaluation shall be selected.

CHAPTER-VI

Service Level Agreement, Manpower Requirement & Payment terms

6.1 Technical Performance and Review Criteria

NITIE is following a cloud service model for its IT infra and hence it is expected to deliver a high uptime for the various IT infra. The performance service level required for the three IT infra are provided below.

a. Uptime for network (hardware and software) – 24*7*365

The uptime would be broadly measured by the time to restore the services and resolution process based on the tickets generated. This will be validated with uptime of the various / identified service nodes. A monthly uptime of 99% is expected at all the nodes. Certain nodes are identified as high critical nodes requiring 99.5% uptime (Core switch, bandwidth (within NITIE'S domain), Firewall, ALB network, to provide such nodes). Note that the uptime is individual for each node and not aggregate.

b. Uptime for hardware equipment - (Desktops / Laptops / Printers and Other Computing devices)

The uptime would be broadly measured by the time to restore the services and resolution process based on the tickets generated. This will be validated with uptime of the various / identified service nodes.

A SLA deviation occurs when the provider is not able to meet the uptime measured on a fortnightly basis, as defined in this document.

6.2 Priority in call resolution:

Priority	Description of Call
Priority1	Director's office, Dean's Office, Placement office, Server level and Network level
Priority2	Faculty, classrooms, conference rooms, departments
Priority3	Application Critical
Priority4	Normal users

Any upgrade or request for upgrade/addition cannot be done without the requisite approval of the IT head.

6.3 Service Level Required

Service level defines the level of service required for an individual call. The following matrix defines the service level agreement that NITIE requires.

Priority Level	Average Resolution Time	Maximum Resolution Time
Priority 1	30 Minutes	2 Hours
Priority 2 & 3	1 Hours	4 Hours
Priority 4	4 Hours	8 Hours

The time period between appearance of a virus and the availability of its vaccine at the relevant website will be excluded from the Resolution Time calculation. Resolution time for desktop hardware resolution is excluded from the scope of the SLR.

Penalty for breach of SLA

S.no	Fault Resolution – SLA	Time Allocated	Penalty per day (in % percentage)
1	Call Resolution (in case of Priority 1 type incident)	< 2 Hrs.	0%
		> 2 Hrs < 4 Hrs	0.05 % of the total work order cost
		> 4 Hrs < 6 Hrs	0.1 % of the total work order cost
		> 6 hrs.	0.5 % of the total work order cost
2	Call Resolution (in case of Priority 2 & 3 type incident)	< 4 Hrs.	0%
		> 4 Hrs < 6 Hrs	0.05 % of the total work order cost
		> 6 Hrs < 8 Hrs	0.1 % of the total work order cost
		> 8 hrs.	0.3 % of the total work order cost
3	Call Resolution (in case of Priority 4 type incident)	< 8 Hrs.	0%
		> 8 Hrs < 10 Hrs	0.05 % of the total work order cost
		> 10 Hrs < 12 Hrs	0.1 % of the total work order cost
		> 12 hrs.	0.2 % of the total work order cost

Penalty shall be subjected to a maximum of 20% of the total project value. If NITIE finds unsatisfactory performance of work or for any other reason whatsoever, NITIE reserves the right to terminate the IITFSM contract by giving one month's written notice. GST will be charged extra on penalty amount.

6.4 Minimum Manpower requirement:

During the contract period successful bidder will ensure to post following minimum manpower at NITIE site:

S.no	Description	Qualification	Certification	Experience

1.	Network Support Engineer/ Server & Security Support Engineer (1 No.)	Degree in Electronics /communication /IT/Computer Science	MCSE/RHCE/CCNA/CCNP	5 years Experience in support of Servers/Networks/Fire wall etc, with 1-2 years in a similar role
2	Application Support/Development support/Field network support (1 No.)	Degree/Diploma in Electronics /communication /IT/Computer Science	MCSE/RHCE / CCNA Preferable Microsoft certified	2 years' experience in Application server, O365, Azure Active Directory, Microsoft Teams, Microsoft Volume licensing, Webex, & application software
3	Desktop/LAN/Printers/laptops /OS etc. Support Engineer (2 No)	Degree/Diploma in IT/Computer/Communication	MCSE/RHCE	2 years' experience in service/support users PC/devices connected in network (e.g. i-pad, i-phone PDA etc.)

The Vendor should provide the resident engineers from Monday to Sunday (with the staggered weekly off/holiday and time assigned by the institute) and as and when required by the Institute. In addition to the above, the vendor is expected to provide 24X7 remote supports.

The vendor may be is required to provide support (as and when required) during all Institute's events including Sunday/Holiday.

1. For Sr. No.1 & 2, The duty of the Resident Engineers shall be attending troubleshooting, repairs, maintenance of all the Hardware Peripherals, switches deployed at this site. Candidates having more actual practical Onsite experience on Networks and handling large sites may be preferred. Candidates familiar with Mojo Networks access points and its installation/maintenance would be preferred. He should have the ability to configure and manage DNS Server, LDAP, Active Directory, creating VLANS, etc.
2. For Sr. No.3 the engineer should be able to diagnose and resolve Routine problems related to Desktops/Laptops/Peripherals/ LAN/OS & Application loading and maintenance.
3. The Vendor will ensure that no Resident Engineer is posted/replaced without the approval of NITIE.
4. The successful bidder should submit Escalation Matrix of the company for resolving/redressing the issues on priority basis.
5. NITIE will not take any additional charges for any special visit or technical/ specialized person to attend/rectify faults.
6. In case any deputed manpower resigns, it will be binding on the successful bidder to replace

the Personnel with same skill and caliber.

7. NITIE may at any point of time request the successful bidder to replace the Resident Engineers if the performance/behavior is not satisfactory or any individual grievances are noticed.
8. In case of absence/leave of the Resident Engineer the successful bidder shall ensure to immediately provide Backup Resident Engineer
9. In case of absence/transfer of the resident engineer, knowledge transfer to the new resident engineer should be completed within the shortest possible time. All processes and systems should be documented and approved by NITIE personnel for knowledge transfer purposes.
10. The successful bidder shall maintain proper records in connection with IITFSM period. The successful bidder shall issue instructions to all their staff to prepare and maintain all the necessary documents. In case the documents are asked by NITIE it should be produced for examination.
11. During IITFSM period, NITIE may assign any other IT related activities/ duties to resident engineer for smooth functioning of NITIE.
12. All MIS Reports shall be submitted by successful bidder in connection with IITFSM to NITIE.
13. The successful bidder should have established proven expertise in IITFSM managing Servers/PCs, switches and other peripherals.
14. The successful bidder will issue instructions to their staff for decent and polite behavior with all level of users. The staff posted at this site should be decently dressed up.
15. The staff deployed by the successful bidder during the contract period will be employees of the concerned successful bidder and NITIE will not entertain any claim for employment.
16. In case of termination of contract it will be binding on the successful bidder to restore the system to the original condition as agreed in the agreement for the IITFSM. Failure to do so the charges for the absent/missing spares will be collected from the successful bidder.
17. In event of leave/absence of the Engineer stationed at the Back to facilitate maintenance, the vendor shall make necessary arrangements for proper replacement.

6.5 Submission of Bills for payment:

1. The bill for payment shall be submitted in duplicate along with necessary document to EdCIL (India) Limited, Noida.
2. The payment shall be made on quarterly basis at the end of quarter through RTGS. The firm should furnish the RTGS details accordingly. No advance payment shall be made in any case.
3. Payment shall be released on submission of original tax invoice to EdCIL (India) Limited using GST No. of EdCIL (India) Limited. Payment will be done on receipt of related payment/ funds from NITIE subject to satisfactory completion of service as per required documents. The contractor shall comply with the provision of all applicable labour laws like Provident fund, Employee State Insurance, Minimum wages etc. for the persons deployed in NITIE on regular basis. Statutory challans and documentary evidences for payment of applicable statutory

payments toward PF, ESI, Minimum wages etc. with the statutory authorities to satisfaction of NITIE have to submitted at the time of payment failing which EdCIL reserve the right to withhold the payment to that extent.

Annexure I

INVENTORY OF COMPUTER SYSTEMS/ SERVERS/ LAPTOPS/ PRINTERS

- Below mentioned quantities are tentative and are subjected to $\pm 5\%$ of all the material mentioned below.

Sr. No.	Material	Description	Count	Under AMC/Warranty
1	Desktop PC	HP Compaq DC 7900, Core2 Duo	1	All these equipment are not under AMC or warranty.
2		HP Compaq DC 7700, Pentium R	11	
3		HP Compaq DC 7900, Pentium R	3	
4		HP Compaq Dx 2000MT, Pentium R	1	
5		Dell Optiplex 3020, Intel i3 Processor	8	
6		i-Ball, Intel i3 Processor	1	
7		Dell, Intel i5 Processor	8	
8		Dell Optiplex 3020, Intel i5 Processor	58	
9		Lenovo, Intel i5 Processor	2	
10		Datamini MGHC i5, Intel i5 Processor	1	
11		All in one, Intel i7 Processor	1	
12		Dell, Intel i7 Processor	9	
13		IS4iS, Intel i7 Processor	1	
14		HP 280G4MT, Intel i7 Processor	1	
15		Lenovo, Intel i7 Processor	84	
		Total No. of Desktop PC	190	
16	Laptop	HP Elitebook 8470P	5	
17		HP Probook	2	
		Total No. of Laptop	7	
18	Printer	Color Laserjet Pro M254dw	1	
19		HP Color Laserjet CM1312MFP	2	
20		HP Color LASERJET CP2025	3	
21		HP DESKJET INK ADVANCE 1515	1	
22		HP Laserjet 1022	19	
23		HP LASERJET 2200	1	
24		HP LASERJET 2420DN	4	
25		HP Laserjet 3050	6	
26		HP Laserjet 5200tn	1	
27		HP Laserjet M1136 MFP	16	
28		HP Laserjet M1319FMFP	5	
29		HP Laserjet M202N	1	

30		HP LASERJET P2014	6	
31		HP Laserjet P3005dn	2	
32		HP Laserjet P3015	1	
33		HP Laserjet Pro 400 Color M451dn	2	
34		Laserjet M1213NFMFP	1	
35		Laserjet Pro MFP M128fN	2	
		Total No. of Printer	74	

Servers

Sr. No.	Model No.	Mode	RAM	Processor	OS	Under AMC/Warranty
1	HP Proliant DL180 G6	Hardware	16 GB	Xeon 2.40 GHz	2K8 R2 Enterprise	All these equipment are not under AMC or warranty.
2	HP Proliant DL180 G6	Hardware	32 GB	Xeon 2.40 GHz	2K8 R2 Enterprise	
3	-	Virtual				
4	HP Proliant DL180 G6	Hardware	16 GB	Xeon 2.40 GHz	2K8 R2 Datacenter	
5	Dell Optiplex 3020	Hardware	8 GB	Core i5 3.20 GHz	2016 Standard	
6	Dell Precision Tower 7810	Hardware	32 GB	Xeon 2.40 GHz	2016 Standard	
7	Dell Optiplex 3020	Hardware	8 GB	Core i5 3.20 GHz	2016 Standard	

Annexure II

List of Switches/Access Point/Wireless controller

Sr No.	Department	No. of Switch	Switches Model No.	SW Vender	No. Of Port	Under Warranty/ AMC
	DISC	1	WS-C4503-E (Core switch)	Cisco	LAN-18 Fibre-14	All these equipment are not under AMC or warranty
1	Administration	1	WS-C2960-24TT-L	Cisco	24	
2	Account	3	WS-C2960-48TC-S	Cisco	48	
			WS-C2960-24TT-L	Cisco	24	
			Catalyst Express 500 Series(WS-CE500-24LC)	Cisco	24	
			TP Link	-	5	
3	Academic	1	TP Link	-	5	
			SG350-28	Cisco	24	
4	DISC	4	WS-4503-E	Cisco	1-12 Giga port /6G 1Console & 1MGT	
			WS-C2960-24TT-L	Cisco	24	
			WS-C2960-48TC-S	Cisco	48	
			WS-C2960-24TT-L	Cisco	24	
			DIGISOL (5 Port)	-	5	
5	Estate	1	WS-C2960	Cisco	48	
			D Link	-	5	
6	SRIC	1	WS-C2960-24TC-S	Cisco	24	
7	CPSC	-	-	-	-	
8	Hostel 2(Vikram Sarabhai Hall)	4	WS-C2960-48TC-S	Cisco	48	
			WS-C2960-48TC-L	Cisco	48	
			WS-C2960-48TT-L	Cisco	48	
			WS-C2960-24TC-S	Cisco	24	
9	Tylor Hall Hostel 6(GR Flr)	7	A5500-24G-SFP EI JD374A	HP	24	
	Hostel 6(3rd Flr)		A5120-24G-PoE+ EI JG236A	HP	24	
			A5120-24G-PoE+ EI JG236A	HP	24	
			A5120-24G-PoE+ EI JG236A	HP	24	
			A5120-24G-PoE+ EI JG236A	HP	24	

	Hostel 6(12thFlr)		A5120-24G-PoE+ EI JG236A	HP	24
	Hostel 6(15thFlr)		A5120-24G-PoE+ EI JG236A	HP	24
10	Hostel 5(2nd Flr)	2	7848-5993-9EFC	HP	24
	Hostel 5(6th Flr)		4431-92E6-ADF8	HP	24
11	ALB Library (Ground B)	2	SG300-52	Cisco	52
	ALB HPE -Ground B		5130-EI	HPE	28
	ALB Cisco -Ground A	2	SG350-28	Cisco	28
	ALB HPE -Ground A		5130-EI	HPE	28
	ALB Cisco -1st floor A	2	SG300-52	Cisco	52
	ALB Cisco -1st floor B		SG300-52	Cisco	52
	ALB Cisco -2nd floor A	6	SG350-28	Cisco	28
	ALB Cisco -2nd floor B		SG350-28	Cisco	28
	ALB HPE -2nd floor A		5130-EI	HPE	28
	ALB HPE -2nd floor A		5130-EI	HPE	28
	ALB HPE -2nd floor B		5130-EI	HPE	28
	ALB HPE -2nd floor B		5130-EI	HPE	28
	ALB Cisco -3rd floor A	2	SG300-28	Cisco	28
	ALB Cisco -3rd floor B		SG300-28	Cisco	28
	ALB Cisco -4th floor A	2	SG300-28	Cisco	28
	ALB Cisco -4th floor B		SG300-28	Cisco	28
	ALB Cisco -5th floor A	6	SG300-52	Cisco	52
	ALB Cisco -5th floor B		SG300-52	Cisco	52
	ALB HPE -5th floor A		5130-EI	HPE	28
	ALB HPE -5th floor A		5130-EI	HPE	28
ALB HPE -5th floor B	5130-EI		HPE	28	
ALB HPE -5th floor B	5130-EI		HPE	28	
ALB Cisco -6th floor A	2	WS-C2960-48TC-L	Cisco	48	
ALB Cisco -6th floor B		SG300-28	Cisco	28	
12	Placement	2	D Link	-	5
13	Dean Room's	1	DIGISOL	-	5
14	Telephone Exchange	-	-	-	-
15	Director Office	-	WS-C2960S-48TS-S	Cisco	48
			WS-C2960-48TT-L	Cisco	48
16	Board Dept	1	TP Link		5
17	Register Dept	1	DIGISOL		5
18	Guest House	1	WS-C3560-48TS		48

19	MDP	2	DIGISOL		5
			WS-C2960-24TC-S		24
20	Indravati_Type-2	1	WS-C2960S-48TS-S	Cisco	48
21	Hoogli_Type-3	1	WS-C2960S-48TS-S	Cisco	48
22	Ravi_Type-2	1	WS-C2960S-48TS-S	Cisco	48
23	Yamuna_Type-2	1	WS-C2960S-48TS-S	Cisco	48
24	Brahmaputra_Type-1	1	WS-C2960-48TC-L	Cisco	48
25	KShipra_type-1	1	WS-C2960-24TT-L	Cisco	24
26	Godavari_Type-5	1	Cisco 2960 Series SI	Cisco	48
27	Satlaj(PGPM)_Type-5	1	Cisco 2960 Series SI	Cisco	48
28	Narmada_Type-5	1	Cisco 2960	Cisco	48
29	Kaveri_Type-5	1	Dlink 5-port 10/100 Desktop switch	Cisco	5
30	Sindhu_Type-4	1	WS-C2960-8TC-L	Cisco	8
31	Ganga_Type-4	1	WS-C2960-24TC-S	Cisco	24
32	Jhelum_Type-4	-	WS-C2960S-48TS-S	-	-
33	Tapti	-	-	-	-
34	Vyas	-	-	-	-

Details of the Access Point and Wireless Controller

S.no	Make & Model	Quantity	Under AMC/Warranty
1	Cisco AP	3	All these equipment are not under AMC or warranty.
2	Arista AP (ALB)	168	
3	Arista AP (Hostel)	142	

ANNEXURE-III

<< Organization Letter Head >>

Declaration sheet

We, _____ hereby certify that all the information and data furnished by our organization with regard to this RFP specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further certified that our organization meets all the conditions of eligibility criteria laid down in this RFP document.

We, further specifically certify that our organization has not been Black Listed/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	NAME & ADDRESS of the VENDOR
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 TIN Number	
7 PAN Number	
(In case of on-line payment of RFP Fees) 8 UTR No. (For RFP Fee)	
(In case of on-line payment of EMD) 9 UTR No. (For EMD)	
10 Kindly provide bank details of the bidder in the following format:	
a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	

(Signature of the Tenderer)

Name: _____

Seal of the Company

ANNEXURE-IV

Letter of bid submission

To
CGM (DES),
EdCIL (India) Limited,
EdCIL House, 18A, Sector- 16A,
NOIDA- 201 301 (U.P)

**Subject- Request for Proposal to for undertaking Integrated Information Technology
Facilities and Services Management at NITIE
-Submission of Bid –**

Sir,

This bears reference to EdCIL (India) Limited Bid No. **EdCIL/DES/FMS/NITIE/JULY/01** Dated We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document and have examined the details given in Notice Inviting Bid & Bid Document for the above work.

I/we hereby submit the relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed form _____ and accompanying statements are true and correct.
2. I / we certify that we have not changed/alterd any word/sentence or any figure in number/s or words appearing the original RFP document uploaded by EdCIL (India) Limited on the designated web page for e-tendering. In case, if a fraudulent activity is found at any stage between RFP submission to final closure of the RFP/contract, our candidature/bid/contract shall be immediately cancelled and EMD/Performance security/ security deposit along with the due amount towards the work executed or advance shall be forfeited. EdCIL (India) Limited will not entertain any claim or entertain any reason for this intentional act. EdCIL (India) Limited may go for the legal action against the bidder for recovering any one or all damages caused to EdCIL (India) Limited or its client on this account.
3. I/We hereby certify that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent EdCIL (India) Limited from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

4. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
5. I/We submit the requisite **certified solvency certificate** and authorize the EdCIL (India) Limited to approach the Bank issuing the solvency certificate to confirm the correctness thereof. I/We also authorize EdCIL (India) Limited to approach individuals, employers, firms and corporation to verify our competency and general reputation.
6. I/We submit the all **certificates** in support of our suitability, technical knowledge and capability for having successfully completed works **as detailed out in Annexure-XII**.
7. Earnest Money Deposit amounting to Rs. ----- in the form of BG/Demand Draft No. ----- dated ----- issued by ----- Bank is submitted.

Enclosures:

Date of Submission :

The above document is executed on at (place) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Thanking you,
Yours faithfully,

Name of the Bidder _____
Authorized Signatory _____
Seal of the Organization _____

Date:

Place:

ANNEXURE V

Undertaking

This is to confirm that we M/s _____ (give full address) have not been declared blacklisted/debarred by any government department and public sector undertaking /enterprise or by any other Client in India, in last five year before release of advertisement.

If the above information found false at any stage after the placement of Work Order / Agreement, EdCIL (India) Limited (EdCIL), 18-A, Sector 16-A, Noida will have full right to cancel the Contact and forfeit the Performance Guarantee and can take any legal action which shall be deemed fit at that point of time.

Authorized Signatory

Note: The undertaking regarding the non-blacklisting of firm is to be submitted on a non-judicial stamp paper of Rs. 100/- (Rupees Hundred only).

ANNEXURE VI

Annual Average Turn Over

Sl. No.	Financial Year	Annual Turn over	Net Worth
1.	2018-19		
2.	2019-20		
3.	2020-21		
Total			
Average			

Note: Certificate from Statutory Auditor/ Chartered Accountant certifying balance sheet only for all three years to be attached.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder

ANNEXURE-VII

Details of Projects Completed During Last 5 years

Bid No.:

Name of the Firm:

S. No	Name of Client	Name of the Project and brief description	Value (Excluding Tax)	Date of award	Date of Completion	Current Status	Name of Contact Person and other details
1							
2							
3							
4							
5							
6							
7							
8							

ANNEXURE-VIII

Power of Attorney

Know all men by these presents, we..... (name of firm and address of the registered office) do hereby constitute, nominate appoint and authorize Mr./Ms..... son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of.....as our true and lawful attorney

(hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client>.....project, proposed to be developed by the

..... (the "client") including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre bid and other conferences and providing information /responses to the client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the client.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2017.

For (Name and registered address of client)

(Signature, name, designation, and address)

Witness:

1. (Signature, name and address)

2. (Signature, name and address)

Notarized

Accepted

.....

(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney shall be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should submit for verification the extract of the charter documents and other documents such as a resolution/*Power of Attorney* in favour of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power and Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy it carries a conforming Apostille certificate.

Annexure IX

Name of the Bank: _____

To

The Director
National Institute of Industrial Engineering (NITIE)
Vihar Lake Rd,
NITIE Admin Block, Powai,
Mumbai, Maharashtra 400087

PERFORMANCE BANK GUARANTEE FORMAT

In consideration of the Director (NITIE) acting through _____ (Designation & address of Contract Signing Authority), (hereinafter called "National Institute of Industrial Engineering") having agreed under the terms and conditions of agreement/ Contract Acceptance letter No. _____ Dt : _____ Made between _____ (Designation & address of contract signing Authority) and _____ (here in after called "the said Agency" for the work _____ (here in after called "the said agreement") having agreed for submission of a irrevocable Bank Guarantee Bond for ₹ _____ (₹ _____ only) as a performance security Guarantee from the Agency for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We _____ (Indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the NITIE an amount not exceeding ₹ _____ (₹ _____ only) on demand by the NITIE.
2. We _____ (Indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the NITIE through the Director, NITIE, Powai or _____ (Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the NITIE by reason of any breach by the said Agency of any of the terms of conditions contained in the said agreement or by reason of the Agency failure to perform the said agreement. 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 shall be restricted to an amount not exceeding ₹ _____ (₹ _____ Only).
3. (a) We _____ (indicate the name of Bank) further undertake to pay to the NITIE any money so demanded notwithstanding any dispute or dispute raised by the Agency in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

(b) The payment so made by us under this Performance Guarantee shall be a valid discharge of our

liability for payment there under and the Agency shall have no claim against us for making such payment.

4. We _____ (Indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the NITIE under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by _____

(Designation & Address of contract signing authority) on behalf of the NITIE, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Agency and accordingly discharges this guarantee.

- 5 (a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the NITIE or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the NITIE Ltd within validity/ extended period of validity of guarantee from the date aforesaid.

- (b) Provided always that we _____ (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case shall be on being called upon to do so by the NITIE. If the guarantee is not renewed or the period extended on demand, we _____ (indicate the name of the Bank) shall pay the NITIE Ltd the full amount of guarantee on demand and without demur.

6. We _____ (indicate the name of Bank) further agree with the NITIE that the NITIE shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the NITIE against the said Agency and to forbear or enforce any of the terms and conditions of 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 Agency for any bearance act or omission on the part of the NITIE or any indulgence by the EdCIL (India) Ltd to the said Agency for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.

7. This guarantee will not be discharged by any change in the constitution of the Bank or the Agency.

8. We, _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the NITIE in writing.

9. This guarantee shall be valid up to date of contract period plus 90 Days, unless extended on demand by NITIE. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities

under this guarantee thereafter.

Dated: The Day of For

(indicate the name of bank)

Signature of Banks Authorized official

Witness (Name)_____

Designation with Code No. -----

1 Full Address-----

2.

ANNEXURE-X**PROFORMA PRE CONTRACT INTEGRITY PACT****GENERAL**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ___ day of the month of 2020, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the “BUYER”/ “EdCIL” interchangeably, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the EdCIL (India) Limited proposes to procure services towards **“Selection of Vendor for Integrated Information Technology Facilities and Services Management at NITIE”**.

For its clients and BIDDER/Seller is willing to offer the said services and related items as referred to in the Bid document No. **EdCIL/DES/FMS/NITIE/July/001** Dated 2021.

WHEREAS the BIDDER is a private company /public company / Government undertaking / partnership / registered expert agency, constituted in accordance with the relevant law in the matter and the EdCIL (India) Limited is a Public Sector Undertaking under Ministry of Human Resource Development performing its functions.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the EdCIL (India) Limited to obtain the desired services as referred to in the Bid document No. **EdCIL/DES/FMS/NITIE/July/001** dated2021 at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the EdCIL (India) Limited will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the EdCIL

- 1.1 The EdCIL undertakes that no official of the EdCIL (India) Limited, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
 - 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
 - 1.3 All the officials of the EdCIL (India) Limited will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the EdCIL (India) Limited with full and verifiable facts and the same is prima facie found to be correct by the EdCIL (India) Limited, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the EdCIL (India) Limited and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the EdCIL (India) Limited the proceedings under the contract would not be stalled.

3. Commitments of Bidders

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL (India) Limited, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL (India)

Limited or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

- 3.3 Bidders shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the EdCIL (India) Limited that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the EdCIL (India) Limited or any of its functionaries, whether officially or unofficially to the award to the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation, as the case shall be for satisfactory performance of the proposed terms of Bidder.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the EdCIL (India) Limited or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the EdCIL (India) Limited as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the EdCIL (India) Limited, or alternatively, if any relative of an officer of the EdCIL (India) Limited has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of Bid.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the EdCIL (India) Limited.

4. PREVIOUS TRANSGRESSION

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject. BIDDER can be disqualified from the Bid process or the contract, if already awarded, can be terminated for such reason.

5. EARNEST MONEY DEPOSIT

5.1 While submitting Technical bid, the BIDDER shall deposit EMD in form of Bank Guarantee from a Nationalized Bank in India/ Demand Draft in favour of EdCIL (India) Limited, payable at Noida.

5.2 The instrument for Security Deposit made shall be valid up to the specified period and the bidder shall be liable to keep the said instrument valid for such extended period as the case shall be for satisfactory performance of the terms of Bidder above referred till the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the EdCIL (India) Limited, including O&M period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining of Performance Bond in the corresponding Contract governing such agreement that the provisions of Sanctions for Violation shall be applicable for encashment of Performance Bank Guarantee deposited towards forfeiture of said amount in case of a decision by the EdCIL (India) Limited to forfeit the same without assigning any reason for imposing such sanction.

5.4 No interest shall be payable by the EdCIL (India) Limited to the BIDDER on Earnest Money Deposit for the period of its currency.

6. SANCTIONS FOR VIOLATIONS

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its

behalf (whether with or without the knowledge of the BIDDER) shall entitle the EdCIL (India) Limited to take all or any one of the following actions, wherever required:

- i. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (Bank Guarantee) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the EdCIL (India) Limited and the BUYER (EdCIL (India) Limited) shall not be required to assign any reason therefore.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the EdCIL (India) Limited, along with interest.
- v. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the EdCIL (India) Limited resulting from such cancellation/rescission and the EdCIL (India) Limited shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vi. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which shall be further extended at the discretion of the EdCIL (India) Limited.
- vii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- viii. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the EdCIL (India) Limited with the BIDDER, the same shall not be opened.
- ix. Forfeiture by way of encashment of Performance Bond in case of a decision by the EdCIL (India) Limited to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.2 The EdCIL (India) Limited will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (ix) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of any offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the EdCIL (India) Limited to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, an Independent Monitor(s) shall be appointed by EdCIL (India) Limited, in case of breach of the provisions of the pact.

7. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the EdCIL (India) Limited or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

8. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that shall follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

9. VALIDITY

9.1 The validity of this Integrity Pact shall be governed by the terms of the Bid No. **EdCIL/DES/FMS/NITIE/July/001** towards complete execution of the contract to the satisfaction of both the EdCIL (India) Limited and the BIDDER/Seller, including O&M period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract awarding the Bidder with successful bidder.

9.2 Shall one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

10. The parties hereby sign this Integrity Pact at _____ on _____.

EdCIL (India) Limited
Name of the Officer :
Designation:

BIDDER
CHIEF EXECUTIVE OFFICER

Witness:

Witness:

1. _____

1. _____

2. _____

2. _____

ANNEXURE-XI

PERFORMA FOR DECLARATION

PERFORMA FOR DECLARATION ON PROCEEDINGS UNDER INSOLVENCY AND BANKRUPTCY CODE, 2016

RFP No. : Name of Work : Bidder 's Name :

.....

I/ We, M/s. _____ declare that:-

- a) I /We am / are not undergoing insolvency resolution Process or liquidation or bankruptcy proceeding as on date.
- b) I /We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place: Date: Signature of Bidder Name of Signatory

Annexure XII

RFP Checklist

S.no	Description	Yes/No with Page No.
1.	BID SECURITY(EMD) Whether the bidder has attached the Bid Security as per format of the Bid Security form?	
2.	Amount of Bid Security (EMD) as per bid requirement or not?	
3.	Form in which Bid security (EMD) enclosed (Bank Guarantee/Demand Draft).	
4.	Date of issue of Demand Draft for EMD	
5.	Bid validity 180 days beyond the last date of RFP opening or not?	
6.	Legal Status/ Constitution of firm (any document)	
7.	Whether the bidder has quoted for all the items in the Schedule?	
8.	Whether price as per Financial Bid quoted or not?	
9.	Whether Project Timeline as per bid agreed or not?	
10.	Payment terms as per bid agreed or not?	
11.	Undertaking as per Annexure-V or not?	
12.	A brief write-up, backed with adequate data, explaining his available capacity and experience (both technical and commercial) for the above said work is attached or not?	
13.	Letter of financial proposal signed and enclosed with the financial bid offer	
14.	Signed copy of Pre-contract integrity pact	
15.	Letter of Bid submission	
16.	Signed copy of the RFP document submitted	
17.	Power of Attorney	
18.	Declaration Sheet with all the balance of required credentials.	
19.	Valid registration certificate issued by NSIC/MSME or other appropriate government authorities. (For MSMEs and Start-Ups only)	
20.	Pre-qualification Criteria	

S.no	Description	Yes/No with Page No.
21.	The bidder must be the company or firm registered in India for minimum of 05 years as on last date of RFP.	
22.	The Bidder must have valid GST Registration and PAN number allotted by the respective authorities.	
23.	The Bidder should neither have been blacklisted by any Central Government/ State Government/PSU/Government Bodies/Autonomous Bodies/Private Sector with regards to the works executed by it in the last five years as on last date of submission of RFP.	
24.	The Bidder should be having a positive net worth in the last three consecutive financial years, with an average Annual turnover of at least INR 10 Crores in the last three financial years (FY 2018-19, 2019-20, 2020-21). For MSMEs and Start-Ups duly registered with the Government of India the turnover criteria shall be relaxed by 20% (i.e. these firms should have Annual turnover of at least INR 08 Crores in the last three financial years (FY 2018-19, 2019-20, 2020-21), Subject to meeting of quality, scope technical specification and other criteria asked in this document.	
25.	The bidder/firm should have completed at least 5 years of Experience in the field of IT IITFSM/IITFSM support Services for LAN, Servers, Desktops, Switches etc.	
26.	The bidder should have managed a minimum of 250 wireless and 500 wired network nodes, 5 Servers, 150 desktops / Laptops & 50 printers (includes stand alone and network Printers) in the last 3 years.	
27.	The bidder shall have managed in the past three years or currently managing cloud based platform services - Office 365 platform having a minimum user base of 200.	
28.	Bidders may preferably have proven track record in supplying the specified item(s) as service agency or AMC contracts or supply of services to educational institutions of national repute/ importance.	
29.	Bidders should be minimum of CMMI level 3, ISO 9001:2008, ISO 27001: 2005 certified. ITIL certification is an advantage.	
30.	The bidders shall have minimum Technical manpower strength of 75 persons on its rolls at least for six months before the last date of submission of RFP.	
31.	A valid Shop & Establishment Registration in Mumbai as an IT Service Centre	

S.no	Description	Yes/No with Page No.
32.	Solvency certificate issued from bank of bidder for minimum value of Rs. 1 Crores; not more than 6 months old. OR <u>For MSME/Startup</u> Solvency certificate issued from bank of bidder for minimum value of Rs. 0.8 Crores; not more than 6 months old.	
33.	Performa for declaration on proceedings under insolvency and bankruptcy code, 2016	

Annexure XIII**Pre-Bid Query Format**

Pre-bid queries should be submitted in .XLS format.

RFP Description				
RFP No.				
Organization				
Address				
Contact Person				
Contact No.				
Mail Id				
S.No.	Chapter No.	Page No.	Clause as per RFP	Clarification Sought

Annexure XIV**Financial Bid**

1. For all the services other than networking

Sr. No.	Item	Nos.	Cost for 1 year	GST	Total Cost
1.	Application Support Engineer/Development support/Field network support (1 No.)	1			
2.	Desktop/LAN/Printers/laptops /OS etc. Support Engineer (2 No)	2			
3.	Maintenance and operation Support cost for the items mentioned in Annexure I				

2. For all the networking related services

Sr. No.	Item	Nos.	Cost for 06 months	GST	Total Cost
1.	Network support Engineer/ Server & Security Support Engineer (1 No.)	1			
2	Maintenance and operation Support cost for the items mentioned in Annexure II				

Networking and related manpower services shall be required for the tenure period of 06 months from the issue of the work order/ purchase order (which may be extended for the tenure of next 06 months purely on the Pro-rata basis (Month by month) of NITIE)

*** Cost mentioned shall be inclusive of all taxes except GST. GST charged shall be mentioned separately in the bid format. Only GST charged in the invoice will be paid, other than GST no extra tax will be paid.**