



Request For eProposals on Comprehensive AMC of ICT Infrastructure at SAU

REQUEST FOR ePROPOSALS

RFP NO. SAU/SP/CMC/2021/03

October 2021

South Asian University
(a University established by SAARC nations)

www.sau.int

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1. Data Sheet

Reference	Description
3.7	<p><u>Tender submissions:</u> can ONLY be made through online mode at www.tenderwizard.com/SAU</p> <p>For detailed Tender Documents / Details / downloads and for any other correction / amendments / modification / extension till the last date of submission of bids, please SAU website: http:// www.sau.int</p>
3.3	<p><u>Clarifications:</u> Bidders may seek clarification(s) on this RFP document up to 10 days before the proposal due date specified below. Any request for clarification must be sent via electronic email (as an editable spreadsheet document attachment) to the SAU addressed to: <i>Registrar, South Asian University</i> at registrar@sau.int</p>
3.5	<p><u>Bid Security (EMD):</u> of Rs. 2,00,000/- (Rupees Two Lakhs Only) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks must be submitted by Bidders. A scan copy of the relevant instrument shall be uploaded in the bid submission and original submitted before opening of technical bids on proposal due date.</p>
3.8(c)	<p><u>Bid Validity:</u> The proposal of the bidder shall be valid for 90 (ninety) calendar days from the Proposal Due Date.</p>
2(d) 3.9(b)	<p><u>Proposal Due Date (PDD):</u> The last date of submission of Proposals is 15 November 2021 before 3:00 pm (IST). Proposals shall be opened the same day at 3:30 pm (IST) in the presence of vendor representatives who choose to attend.</p> <p>Proposals can be submitted ONLY in the online mode.</p>
3.11	<p><u>Selection Basis:</u> of "Successful Bidder" through this RFP is the Quality cum Cost - Based Selection (QCBS) method. The weights given to technical and financial proposals are:</p> <ul style="list-style-type: none"> ➤ Technical = 0.6 ➤ Financial = 0.4 <p>The bidder achieving the highest combined technical and financial score will be considered to be the "Successful Bidder".</p>
3.6	<p><u>Contract term:</u> shall be for three years subject to extension on year-to-year basis, based on satisfactory performance review of the Successful Bidder.</p>

2. Background Information

- (a) The South Asian University (SAU) invites responses ("Tenders") to this Request for Proposals ("RFP") from Agencies/ firms ("Bidders" or "Applicants") for undertaking Comprehensive AMC of entire ICT infrastructure at SAU as described in the "Scope of Work" in this RFP.
- (b) All clarifications / corrigenda / extensions will be published only on the SAU website and/or eProcurement sites. The website for accessing the information related to this RFP is: <http://www.sau.int>

www.sau.int (the “SAU Website” or “University Website” or “Official Website”). [Note: From the “Home” page access the “Tenders” section to access all the uploaded documents related to this RFP.]

- (c) The bid documents can be seen and downloaded from the SAU website or the “eProcurement sites” viz <http://www.eprocure.gov.in> and from <http://www.tenderwizard.com/SAU> free of cost.
- (d) Proposals must be received not later than deadline mentioned in the Data Sheet.

3. Instructions to Bidders

3.1. General

- (a) While every effort has been made to provide comprehensive and accurate background information and requirements, Bidders must form their own conclusions about the level of support required.
- (b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the SAU on the basis of this RFP.
- (c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the SAU. The SAU may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the SAU.

3.2. Compliant Tenders / Completeness of Response

- (a) Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this RFP.
 - ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
 - iii. Include all supporting documentation specified in this RFP

3.3. Clarifications & Amendment of RFP Document

- (a) Bidders may submit queries for clarification in the following format as an editable text file via email as specified in the Data Sheet:

S.No.	RFP Reference (Clause & Page No.)	Content of RFP Requiring Clarification	Points of Clarification

- (b) Bidders may seek clarification on this RFP document no later than the date specified in the Data sheet. The SAU shall not entertain any queries post that date. The bidders are

requested to submit an editable text file of the queries through email to the SAU's office as mentioned in the Data Sheet.

- (c) At any time before the submission of Proposals, the SAU may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by an amendment. All amendments / corrigenda will be posted only on the SAU's Official Website or eProcurement sites noted above. In order to afford the bidders a reasonable time for taking an amendment into account, or for any other reason, the SAU may at its discretion extend the Proposal Due Date.
- (d) Any corrigenda / clarifications posted on the Official Website and/or eProcurement sites shall be deemed to be incorporated into this RFP.

3.4. Right to Reject any or all Proposals

- (a) Notwithstanding anything contained in this RFP, the SAU reserves the right to accept or reject any Proposals or terminate the Selection Process at any time and without assigning any reasons.
- (b) Without prejudice to the generality of the above, the SAU reserves the right to reject any Proposals if:
 - i. a misrepresentation is discovered at any time, or
 - ii. the Applicant does not provide, within the time specified by the SAU, the supplementary information sought by the SAU.
- (c) Fraud, misrepresentation, or any other consent-vitiating response by the bidder may lead to the disqualification of the bidder. If such disqualification occurs after the Proposals have been opened and the highest ranking bidder has been disqualified, the SAU reserves the right to consider the next best bidder or take any other measure considered appropriate by the SAU, including termination of the Selection Process.
- (d) SAU makes no commitments, express or implied, that this RFP process will result in a business transaction with anyone.

3.5. Bid security / Earnest Money Deposit (EMD)

- (a) Bid Security (EMD) is required to be submitted by each bidder (the "Bid Security") as specified in the Data Sheet.
- (b) Bidders shall upload a scanned copy of the EMD instrument while submitting their e-bids and submit the original of the same by the proposal due date and before opening of the technical bids.
- (c) Any proposal submitted without EMD, mentioned above, will be summarily rejected.
- (d) EMD of all unsuccessful bidders would be refunded by the SAU. The EMD, for the amount mentioned above, of the successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in this RFP.
- (e) SAU will not be liable to pay any interest on bid security deposits.
- (f) SAU will be entitled to forfeit and appropriate the bid security as a mutually agreed loss and damage payable to the SAU with regard to the RFP and without prejudice to SAU's any other right or remedy under the following conditions:

- i. If a bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this RFP¹;
- ii. If a bidder withdraws its Proposal during the period of its validity as specified in this RFP and as extended by the bidder;
- iii. In the case of the selected bidder, if the selected bidder fails to sign the contract or provide the Performance Security within the specified time limit, or
- iv. If the bidder commits any breach of the terms of this RFP or is found to have made a false or misleading representation to the SAU.

3.6. Span of Engagement

(a) Comprehensive AMC will be awarded on year-to-year basis and shall be valid for THREE YEARS from the date of engagement with the Successful Bidder. AMC will be subject to annual review of performance of the Successful Bidder by SAU. It shall be the sole discretion of the SAU to extend the engagement contract on year-to-year basis, subject to satisfactory performance of the Successful Bidder.

(b) The services will be provided as per "Hours of Operations" mentioned hereinafter in Section 3.15.2. If required, additional manpower will be provisioned as and when required on any day including Saturdays, Sundays or other holidays in case of exigency.

3.7. Submission of Responses

- (a) For this e-procurement, bids can only be submitted online.
- (b) The bid can only be submitted after depositing e-tender Processing Fee in favour of ITI Limited through their e-gateway by credit/debit card/Internet banking facility and uploading the mandatory scanned documents such as Demand Draft or Pay order or Banker's Cheque or Deposit at call Receipt or Fixed Deposit Receipts and Bank Guarantee of any Scheduled Bank against EMD in favour of South Asian University, New Delhi and other documents as specified.
- (c) Bidders not registered on the website <http://www.tenderwizard.com/SAU>, are required to get registered beforehand. If needed they can be imparted training on online bidding process as per details available on the tenderwizard website.
- (d) The intending bidder must have valid class-III digital signature to submit the bid.
- (e) The bidders can login and see the competitor financial bid sheets after opening of the financial bid on the bid opening date.
- (f) The bidder can upload documents in JPG format or PDF format (PDF is the preferred format).

3.8. Preparation of Proposal

- (a) The bidder shall be responsible for all costs incurred in connection with participation in this RFP process. SAU will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- (b) Bidders are requested to submit their Proposal in English language and strictly in the formats provided in this RFP. The SAU will evaluate only those Proposals that are received in the specified forms and complete in all respects.

¹ – As per model RFQ of the Ministry of Finance (Guidelines Of The Ministry Of Finance, File No 24(1)/PF II/2006, Ministry Of Finance, Department Of Expenditure)

- (c) The Proposal shall be valid for the period mentioned in the data sheet.
- (d) Power of Attorney for Authorised Representative shall be furnished as per the format available in the RFP.
- (e) Proposals are to be prepared and submitted in two parts; viz. Technical Proposal and Financial Proposal. While preparing the Technical Proposal, Coverage and emphasis shall be as per Technical Evaluation Criteria described later. The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.
- (f) Typed proposals prepared for submission shall be signed by an Authorised Representative of the bidder who shall initial each page, in **blue ink**. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal.
- (g) While preparing the Financial Proposal, bidders are expected to take into account the various requirements and conditions stipulated in this RFP document. While submitting the Financial Proposal, the bidders shall ensure the following:
 - i. All the costs associated with the Assignment shall be included in the Financial Proposal and must be tax exclusive. Taxes must be indicated separately. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
 - ii. The Financial Proposal shall take into account all the expenses and tax liabilities and cost of statutory employee benefits, levies and other impositions applicable under the prevailing law on the bidder and their staff.
- (h) Bidders shall express the prices in Indian Rupees only.
- (i) The proposal should be submitted as per the submission forms prescribed in this RFP.

3.9. Submission, Receipt and Opening of Proposals

- (a) The Proposal, in its complete form in all respects as specified in the RFP, must be submitted electronically to SAU online.
- (b) No proposal shall be accepted after the closing time for submission of Proposals as mentioned in the Data Sheet.
- (c) The Technical bid shall be opened first on due date and time as mentioned in the Data Sheet. The time and date of opening of Financial bids of bidders qualifying Technical evaluation shall be communicated to them at a later date.
- (d) All pages of the Technical Bid/Proposal shall be numbered sequentially. The first page shall be the table of contents (as per Form 1) and the last page shall be the Page Numbering Certificate (as per Form 10). Various documents & forms required in the

Technical Proposal as indicated below are to be scanned and uploaded in JPG or PDF format within the period of bid submission:

Forms

Form 1	Technical Proposal Index
Form 2	Power of Attorney for Authorized Representative
Form 3	Technical Proposal Submission Form
Form 4	Certificate of Financial Turnover from Chartered Accountant
Form 5	Undertaking for Repairs (OR letter from OEM)
Form 6	Format for Eligibility Experience
Form 7	Organization Details
Form 8	Eligibility Checklist
Form 9	Technical Evaluation Checklist
Form 10	Page Numbering Certificate
Form 11	Bid Security / Earnest Money Deposit (EMD)

Other Documents

1. ISO Certificate copies
2. NOC/Helpdesk Self Certification
3. Valid copy of PF & ESI Certificates
4. Authorized service partnership certificate / letter

ORIGINAL DOCUMENTS TO BE SUBMITTED BEFORE BID OPENING

1. EMD
2. Form 5 Undertaking / OEM letter

3.10. Proposal Evaluation

3.10.1. Initial Scrutiny

Prior to evaluation of Proposals, SAU will determine whether each Proposal is responsive to the requirements of the RFP. The SAU may, at its sole discretion, reject any Proposal that is not responsive hereunder. Initial Bid scrutiny will be held and Proposal will be treated as non-responsive if it is:

- Not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Submitted with incomplete information or subjective / conditional / partial offers
- Submitted without the documents requested
- Non-compliant of any of the clauses stipulated in the RFP
- With lesser validity period than required in the RFP

3.10.2. Eligibility Criteria

After initial scrutiny, responsive bids will be evaluated against the following eligibility criteria:

S.No.	Basic Requirement	Specific Requirement	Documents Required
1.	Sales Turnover from Services	Average Annual Turnover during the last three financial years ending March 2020	Form 4 (There is no need to

S.No.	Basic Requirement	Specific Requirement	Documents Required
		should be at least Rs. 2 Crores that is generated from services. Further, the bidder should have posted an average annual net profit in the last three financial years.	upload entire voluminous balance sheets)
2.	Certification	Bidder should have a currently valid ISO 20000-1 certificate	Copy of valid ISO certificate
3.	Repairs	Arrangement for repairs of computer / wi-fi / network systems from OEMs whose equipment has been procured by SAU	Either a copy of letter from OEMs for back to back arrangement or Undertaking by the bidder that they shall get the equipment repaired from OEM only, in case they are unable to attend themselves. (Form 5)
4.	Experience	Bidder must have successfully undertaken at least the following numbers of AMC engagement(s) for ICT Infrastructure in the last five years, of value specified herein: <ul style="list-style-type: none"> • One project of similar nature of value not less than Rs 50 lakhs; OR • Two projects of similar nature of value not less than Rs 30 lakhs each; OR • Three projects of similar nature of value not less than Rs 25 lakhs each <p><u>Note:</u> "similar nature" above implies work related to Annual Maintenance Contract (AMC) of ICT infrastructure</p>	Form 6
5.	Legal Entity	The bidder should be a Company registered under the Companies Act, 1956 since last 5 years and operating for the last five years.	Form 6, Form 7
6.	Blacklisting	A self certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government body or Public Sector institution or be under a declaration of ineligibility for corrupt or fraudulent practices as on proposal submission date must be submitted on original letter head of the bidder with	Form 3

S.No.	Basic Requirement	Specific Requirement	Documents Required
		signature and stamp.	
7.	Employee Benefits	Bidder should have valid PF and ESI registrations.	Valid copy of registration certificates
8.	Specialized System Administration Resources	Bidder should have readily-available offsite support assistance, if and when needed, for providing general coordination for hardware / OS issues for infrastructure comprising of IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.	Form 3

3.10.3. Technical Qualification Criteria

Bidders, whose bids are responsive and fulfil the eligibility criteria would be scored on the following criteria:

S.No.	Criteria	Max. Score
1.	Average Services turnover during the last three financial years [each additional INR one crore above INR 2 crores will be scored 4 points subject to a maximum of 12 points]	12
2.	27000 Certification ^(a)	3
3.	Availability of 5 or more qualified resources ^(d) of each of the following types: EMC Storage Certified / AIX Certified / Ruckus Certified / HP Networking Certified / RHCE / Oracle DBA <ul style="list-style-type: none"> 3 points for each type of certification category for which 5 or more qualified resources are available Resources must have been on the rolls of the company for more than six months and must have at least five years of relevant experience on the proposal due date 	15
4.	Authorized service partnership with any major hardware brand (HP / Ruckus / Lenovo / Dell / Apple, etc.) ^(a) (3 points for each partnership subject to a maximum of 12 points)	12
5.	Number of service contracts ^(b) of annual value \geq Rs. 25 lakhs executed in the last five years: <ul style="list-style-type: none"> \leq 3 service contracts (2 points) $>$ 3 service contracts (2 points for each AMC subject to a maximum of 10 points) 	10
6.	Running service contracts ^(b) of annual value \geq Rs. 50 lakhs with (i) any prominent academic institution and/or (ii) any other organization (6 points for service contracts in recognized academic institutions and 5 points for every other running service contract subject to an overall maximum of 30 points)	30
7.	Successfully executed at least one IT Services contract under a single purchase order having annual value of Rs. 1 Crore or more in last 5 years ^(b)	8

S.No.	Criteria	Max. Score
8.	Bidder has their own Centralized Helpdesk / Network Operations Centre (NOC) ^(c)	5
9.	Bidding company has been in existence and operating for 10 or more years. <ul style="list-style-type: none"> • 2 points for completing 10 years and 1 point for each year of existence beyond 10 years, subject to a maximum of 5 points. • Provide company registration certificate and one relevant PO copy that is dated 10 or more years in the past from proposal due date. 	5

(a) Provide valid and current certificate copy (b) Include this in FORM 6 (c) Self-certify; SAU may ask for a site visit to verify claim (d) Include this in FORM 7

Each evaluated Proposal will be given a total technical score (S_t). Upon scoring as above, bids with S_t of at least 60 would be technically qualified and their financial bids would be considered. Other lower scoring bids would not be considered further. In case sufficient number of bids do not technically qualify; the SAU may, at its discretion, lower the qualifying technical score appropriately.

3.10.4. Financial Bid Evaluation

- (a) The format for submitting financial bids online is as per Form 13.
- (b) The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives who choose to attend.
- (c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- (d) The bid price will exclude all taxes and levies and shall be in INR as specified in the Financial Bid Form.
- (e) Any conditional bid would be rejected
- (f) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- (g) The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The evaluation shall exclude applicable taxes. The lowest Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be determined using the following formula:

$$S_f = 100 \times F_m / F;$$

in which S_f is the financial score, F_m is the lowest Financial Proposal, and F is the Financial Proposal (in INR) under consideration. F_m shall be considered for the entire three year period in totality.

3.11. Award of Contract

- (a) Proposals will be finally ranked in accordance with their combined technical (S_t) and financial (S_f) scores:

$$S = S_t \times T_w + S_f \times F_w$$

where S is the combined score, and T_w and F_w are weights assigned to Technical Proposal and Financial Proposal as mentioned in the data sheet.

- (b) The Applicant achieving the highest combined technical and financial score will be considered to be the “Successful Bidder” and will be invited for contract signing.
- (c) The manpower to be deployed by the successful bidder should be on its rolls and should not be subcontracted to a third party.
- (d) Successful bidder is expected to have authorized support / service partnership(s) for at least the following:
- HP Network Equipment
 - Ruckus Wireless Equipment
 - N-Computing Equipment
 - Apple Desktop / Laptop Equipment
- In case successful bidder does not have all four types of the above desired support partnerships, they shall undertake to engage with OEM or authorized third-party vendors to provision the desired services for the brands of equipment mentioned above for which they are not authorized service partners. *Documentary evidence, addressed to the Registrar SAU, in support of the same must be submitted before signing of the AMC.*
- (e) Prior to the expiration of the validity period, SAU will notify the successful bidder by email, that its proposal has been accepted. In case the tendering process has not been completed within the stipulated period, SAU, may request the bidders to extend the validity period of the bid.
- (f) The notification of award & acceptance thereof by the successful bidder will constitute the formation of a contract. However, the contract shall come into force only upon fulfilling Clauses 3.11(c & d) above and furnishing of requisite Performance Security. Upon the successful bidder's furnishing of Performance Security, SAU will notify each unsuccessful bidder and return their EMD.
- (g) The SAU is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. The SAU reserves the right to accept the tender either in full or in part. Conditional tenders will be rejected outright.
- (h) The SAU reserves the right to place an order for the full or part of the quotations under any items of work mentioned in the scope of work.

3.12. Performance Security / Guarantee

- (a) Performance Security / Guarantee in the form of a Bank Guarantee (PBG) as per Form 12 and equivalent to 10% of the total cost of the work awarded shall be furnished by the successful bidder within 15 days from the Notification of award.
- (b) The Performance Security must be valid until fourteen (14) months from the date of the work order. If & when AMC engagement is extended, the PBG must be renewed so as to maintain a validity of fourteen (14) months from the date of extension.
- (c) In case the selected bidder fails to submit performance guarantee within the time stipulated, the SAU at its discretion may cancel the order placed on the selected bidder

without giving any notice. SAU shall invoke the performance guarantee in case the successful bidder fails to discharge their contractual obligations during the period or SAU incurs any loss due to successful bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

(d) No interest will be payable by SAU on the Performance Guarantee.

3.13. Fraudulent & Corrupt Practices

The bidders and their representatives, including their officers, employees, agents and advisers shall observe the highest standard of ethics during the selection process. The SAU will reject a proposal for award if it determines that the bidder recommended for award has directly or indirectly, including through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3.14. Resolution of Disputes

Any difference, question, claim, controversy, disagreement or dispute arising from or relating to this Agreement shall be settled amicably through direct and good faith negotiations/consultations between the parties, recognizing their mutual interest and endeavouring to reach a mutually satisfactory solution.

If a dispute is not resolved amicably within 30 days, the dispute shall be referred to arbitration. The arbitrators selected by each party within 15 days of the referral of the matter to arbitration shall appoint a third arbitrator within 10 days of their appointment. If they are unable to do so, the third impartial arbitrator shall be appointed by the President of the South Asian University.

The place of the arbitration shall be New Delhi.

The parties shall bear the costs of the arbitration as determined by the arbitrators.

The Award of the arbitrators shall be final and binding on the parties. The parties undertake to comply with the award without delay. If the Implementer fails to comply with the award, SAU may terminate the Agreement by giving a 30-day notice to the Implementer and/or resort to any other available remedy.

3.15. Scope of Work

3.15.1. Manpower

The bidder shall provide engineers who must have minimum qualifications and salary as specified below:

S.NO	ROLE	SKILL SET DESCRIPTIONS
1	Support Engineer	At least Graduate / Diploma (Three Years) with 3+ Years of relevant work experience ¹ . Must have at least one certification in computer hardware maintenance. Experience in AV systems is desirable. Monthly gross salary must be in excess of the minimum wages ² of the Govt. of NCTD, along with conformance to any statutory provisions such PF, ESI, etc., prescribed for the graduate and above category.

S.NO	ROLE	SKILL SET DESCRIPTIONS
2	Service / Systems Engineer	At least BE / BTech / MCA with four (4) years of relevant experience ¹ or 3 year diploma / Graduate with 6+ years of similar experience. In addition to desktop support experience, must have exposure to managing servers. Must have at least one relevant certification such as MCSE / RHCE, etc. Monthly gross salary ² must be at least double (two times) that of the support engineer.
3	Software Engineer	At least BE / BTech / MCA with four (4) years of relevant experience ¹ or 3 year diploma / Graduate with 6+ years of similar experience. Must have progressive PHP web development experience with good knowledge of PHP web frameworks including Yii, Laravel and CodeIgniter and should be familiar with SQL/NoSQL databases. Experience with development of mobile apps is desirable. Monthly gross salary ² must be at least double (two times) that of the support engineer.
4	Network Engineer	At least BE / BTech / MCA with seven (7) years of relevant experience ¹ or 3 year diploma / Graduate with 9+ years of similar experience. Must have at least one networking related certification such as Ruckus Certified Engineer / HP Certification, etc. Monthly gross salary ² must be at least triple (three times) that of the support engineer.

¹experience to be counted from the last date of submission of bids

²must be maintained throughout the period of the contract and revised as per Govt. notification issued from time to time in respect of such minimum wages

- (a) Engineers deputed by the successful bidder must be on their direct rolls.
- (b) Deputed engineers must have their own phones and tools (hardware/software) for discharging their duties.
- (c) Engineers deputed by the successful bidder are expected to assist with roles / job functions for any of the above mentioned manpower roles on need basis, in addition to their assigned primary role / job function.
- (d) Successful bidder is expected to assign an offsite Project Manager for interfacing with the University.
- (e) **CVs of engineers to be deputed onsite must first be approved by the SAU.**
- (f) Replacement of staff by vendor must be done with the concurrence of SAU. *Proposed replacements will have to be first approved by SAU.*
- (g) In case SAU so desires, it may ask for replacement of engineer(s).
- (h) The Bidder shall be responsible to maintain the records of daily attendance of the staff deployed by it. For this purpose the Bidder shall install biometric system within one month of start of work in the SAU premises.

3.15.2. Hours of Operations

(A) At least one Service/Systems Engineer must be present on SAU premises at all times for twelve hours in a day (morning to evening), seven days a week, 365 days a year (inclusive of holidays, Saturdays & Sundays). This entails at least two full-time resources (working in 8 hour shifts) and a third part-time resource* to cover the remaining hours and other contingencies. *One of these two full time resources will be the Software Engineer.*

(B) At least one Service/Systems Engineer must be present on SAU premises at all times during working days in office hours (Monday – Friday; 0900 – 1800 hours) to support the labs of the Faculty of Mathematics & Computer Science (FMCS).

(C) At least one Support Engineer must be present on SAU premises at all times during working days in office hours (Monday – Friday; 0900 – 1800 hours) to support the computing/audio/video/photography needs of regular academic & other University events such as seminars & conferences.

(D) At least one Network Engineer must be present on SAU premises at all times for twelve hours in a day (morning to evening), seven days a week, 365 days a year (inclusive of holidays, Saturdays & Sundays). This entails at least two full-time resources (working in 8 hour shifts) and a third part-time resource* to cover the remaining hours and other contingencies.

(E) At least one Software Engineer must be present on SAU premises at all times during working days in office hours (Monday – Friday; 0900 – 1800 hours). The web developer shall be counted towards the requirement of one Service/Systems Engineer being present on campus at all times as mentioned in (A) above.

Note: *The additional engineer for both these categories can be the same person. In such a case this person must be a Network Engineer.

3.15.3. Services to be Performed

Details of the network backbone and approximate data points are attached with the tender (Annexure IX). These are only for the general guidance & reference of the bidders to enable them to visualize the type of work contemplated and scope of work involved. If required, vendors may visit the site by prior appointment, to have a better understanding of the existing network.

(A) Desktop Support Services

The Desktop Support services are expected to be provisioned through appropriately qualified and experienced engineer(s) / consultant(s) and will include, but are not limited to, the following:

1. Troubleshooting, maintaining, installing/re-installing, updating/upgrading the hardware and software, including operating systems and applications, that are to be used on personal computers / laptops
2. Troubleshooting all desktop, laptop and printer problems and failures including those associated with the LAN (wired & wireless)
3. Resolution of all software and hardware failures relating to desktop and laptop applications
4. Installation of new desktop/laptop hardware and software
5. Updating or re-installing software and operating systems as appropriate
6. Relocation or modification of hardware as requested
7. Resolution of software, hardware or operating system problems
8. Assisting with inventory control, including property tags
9. Assisting with tracking licenses for software
10. Detecting and removing spyware, viruses and other malware
11. Assisting in audio (sound systems) & photography (video / still) support needed for University events
12. Submitting a consolidated helpdesk performance report

(B) Network Management Support

The Network Management Support services are expected to be provisioned through appropriately qualified and experienced engineer(s) / consultant(s) who will perform routine & other network management tasks including, but not limited to, the following:

1. Troubleshooting, maintaining, installing/re-installing and configuring the hardware and software typically associated with network equipment – switches, router, Fortigate UTM device, etc. including a windows DHCP server.
2. Identifying LAN (wired/wireless) faults (logical / configuration / physical) and getting them resolved.
3. Configuration / location changes in the Network devices.
4. Testing & troubleshooting of the UTP cables in case of any problem. Rectification of any problem in the UTP cable termination – RJ45/IO Box/ Patch cord will be covered under AMC; including re-punching of IO box/ replacing of faulty with new IO box, re-crimping of RJ45, replacing faulty patch cords with factory made patch cords (CAT-6), etc.
5. Diagnosing & troubleshooting problems related to slow speed in wired LAN related to PC, Network printers and other network devices.
6. Testing, troubleshooting of wi-fi network problems & restoring the connection from wi-fi router/ access points to the network devices (PC/Printers or any network devices).
7. Management, configuration, troubleshooting & comprehensive maintenance including replacement of Wi-fi routers/ access points.
8. Diagnosing & troubleshooting problems related to slow Wi-Fi LAN related to PC, Network printers and other network devices.
9. To manage, configure & troubleshoot for almost 100 % availability of present switches & routers and further addition of active elements if any.
10. Resolution of all software/firmware and hardware problems or failures relating to networking equipment, cabling/media, thin client devices, UTMs, UPSs, Servos, etc.
11. Installation of software updates/patches
12. Change in network equipment (UTM, switch, controller, etc.) configuration as per requirement.
13. Backup of all network devices configurations
14. Relocation or modification of hardware as requested
15. Assisting with inventory control, including property tags
16. Documentation of diagrams and configurations
17. Submitting a consolidated report on the network support
18. Repair and maintenance of fiber ports, single/multi-mode indoor/outdoor fiber cable including fiber splicing, cable re-dressing, terminating & testing.

(C) Hardware Maintenance Support

1. The hardware maintenance contract will be comprehensive and services will be required to be rendered by the successful bidder (vendor) at the SAU premises. All computer (desktop, laptop, servers) and network equipment on the present campus network (wired and wireless) will be covered under the comprehensive maintenance contract to be entered into.
2. The AMC will be comprehensive in nature. The AMC will include preventive maintenance, break down/corrective maintenance and supply of spares required for corrective maintenance of active and passive components. Corrective maintenance include repair of

- defects or malfunctions / non-functional caused for whatever reasons including voltage fluctuation wear & tear of all parts including plastic/nylon parts etc.
3. The AMC will also include maintenance of firmware / system software of router, firewall, core and network switches etc. If any parts are found defective, malfunctions or non-functional efforts may be made to repair it. If it is found beyond economical repair the same has to be certified by the firm and this defective part shall be replaced by a functional and good one (with same make, model, or high) without any extra cost. The defective, malfunctions or non-functional parts so removed shall be the property of the tenderer.
 4. Services to be provisioned shall be inclusive of maintenance / repair / replacement of existing fiber & UTP cables / switches / media converters / patch cords (fiber & UTP) with same or equivalent brand located throughout the campus.
 5. The parts/components/sub-assemblies used for repair/replacement by the vendor will be of the same/equivalent or higher make, functional capability & warranty as originally available in the systems.
 6. The vendor will arrange all parts/components/sub-assemblies including cables, boards, cards, knobs, plugs, connectors, etc. Repair & replacement of parts shall be done by the vendor free of cost irrespective of the type of part, nature of fault or reason due to which the defect may have arisen. This includes any defect or malfunction that may arise due to wear and tear or burn out. Therefore, there shall be no payment for repair or rectification under any circumstance. Further, this AMC will exclude UPS batteries.
 7. The systems that are not serviceable by the vendor due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of the SAU regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the vendor and equivalent maintenance charges shall be deducted from the amount due to the vendor.
 8. The maintenance should be both preventive and break down maintenance. The Preventive Maintenance Services should be carried out at least once every three months for all the hardware covered under AMC and each machine should be labelled after each preventive maintenance. The Preventive maintenance means quarterly servicing of the equipment whether the equipment has suffered a break down or not and it would include servicing, checking for availability of proper equipment earth, firmware upgrades, cleaning, etc.
 9. In case of failure of critical network components (such as UPSs, Switches, Access Points, fortigate UTM, etc.) that may need more than 24 hours to repair or replace (as per applicable service level for equipment under replacement warranty) vendor would make arrangement for a standby to be provisioned at SAU in order to maintain continuous functioning of the University network. For critical equipment, adequate and appropriate standby supplies shall be stocked onsite at the SAU for provisioning as and when required (this includes equipment under warranty).
 10. SAU shall not be responsible for situations beyond its control, such as those arising out of erratic power problems, that may cause equipment malfunction.
 11. The maintenance services will consist, inter alia, of
 - ✓ Attending to complaints on a daily basis.
 - ✓ Onsite preventive and corrective maintenance of all computers, servers, network equipment, UTM devices, thin clients, UPSs, end-point computing devices, peripherals, etc.
 - ✓ The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
 - ✓ Implementation of an appropriate web-based solution for asset management and centrally monitoring the network at vendor's own cost.
 12. With respect to active devices such as firewall, wifi ontrollers, switches, etc., preventive maintenance shall also include
 - ✓ reviewing / updating various rulesets

- ✓ applying relevant patches on
- ✓ performing power cycle & failover (HA) testing as applicable
- ✓ dust cleaning on Interfaces and checking patch cables

(D) System Administration Support Services

Engineers to be posted at SAU shall also perform routine system administration tasks for both servers and end-computing devices including maintenance of

- Antivirus (AV) software management for both clients and AV server
- Windows update server and client updates
- DHCP server
- Digital signage server
- Windows, Linux & AIX servers in virtualized environments, including their backup operations
- Storage Servers
- Oracle Databases

(E) Specialized System Administration Support Services

The successful bidder is expected to have readily-available offsite support assistance, if and when needed, for providing OEM coordination for hardware / OS issues in the ERP infrastructure comprising of IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.

Besides the above mentioned representative areas of work, the engineer/ consultant will also be expected to occasionally assist SAU ICT staff in

1. Coordinating with ISPs in case of problems with internet leased lines.
2. Coordinating with EPABX service provider
3. Coordinating with OEM vendors & suppliers as and when needed
4. Generic ICT support both during working days and holidays
5. Providing support for voice / video / photography, etc. operations for University programmes that may be scheduled for holidays, Saturdays or Sundays

(F) Web Developer Services

The web developer is expected to maintain & enhance existing applications / sites in addition to developing new functionality that may be needed besides supporting system/service engineers in basic tasks.

3.16. Service Levels

The problems will be classified into two Severity Levels:

- **Severity Level – 1** : Problems that can have severe impact on business affecting large number of users or a group of key University functionaries, e.g., any network equipment (e.g., Routers, switches, UTM, wi-fi controller, etc.), Server, etc.
 - Calls to be attended immediately and resolved within the same day (24 hours) either through: repair; bringing in a back-up equipment; replacement; reconfiguration of

faulty LAN equipment/ interacting with vendor for the same in case equipment under warranty.

- **Severity Level – 2:** Only few users are impacted and the problem is not of Severity Level 1
 - Calls to be attended within the same day and resolved within 2 working days

Down time: will be calculated as below:

- For Severity Level-1 problem, each extra day (or part thereof) taken to resolve the problem beyond the stipulated one day (24 hour) resolution time will be considered as one week (seven days) down time.
- For Severity level-2 problems: downtime will be considered normal number of calendar days taken to resolve the problem beyond stipulated resolution time as stated above.

General Terms: for LAN (wired/wireless) equipment/connectivity:

- (i) The Comprehensive support should include standby equipment support at no extra charges.
- (ii) The severity level for network (wired/wireless) equipment/connectivity failure will be treated as severity level –1 problem as detailed above and downtime will be taken as one week down time for each day.
- (iii) **Severity Level 1 calls to be attended immediately and resolved within 24 hours (in one calendar day regardless of the nature of the day (working or holiday) after the same has been intimated).**
- (iv) An equivalent standby computer/network component (server, switch, AP, etc.) should be replaced in place of failed equipment and the failed equipment should be repaired/replaced within 10 days of failure or within warranty service level, if applicable.
- (v) All Servers and Network Equipment will come under the severity level 1.
- (vi) The penalty will be imposed automatically with no separate prior notice issued to contractor beyond the permitted attending & rectification time.

3.16.1. List of equipment to be brought under maintenance services

Bidders must include any parts/components not included in any OEM delivered package but needed to install or operate the same including termination (electrical or otherwise), cables (including any electrical cables needed for UPS installation), adapters, hardware, software, firmware, sockets, plugs, etc. No additional cost would be payable to implement/maintain the systems apart from the notified award.

The list of items to be included is mentioned in the Appendix.

3.16.2. Right to Alter Quantities

The SAU reserves the right to alter the number of hardware equipment specified in the tender in the event of change in plans. Any decision of SAU in this regard shall be final, conclusive and binding on the bidder. The SAU reserves the right to include additional/fewer hardware equipment in the AMC at the agreed rates during the contract period with the same terms and conditions.

3.17. Prices, Penalties & Payment Terms

- (a) SAU will not accept proposals structured as an open-ended or time and materials contract.
- (b) Payments will be made after the last working day of each quarter against a proper invoice. If any complaint is not resolved within the stipulated service level resolution time then, as per the downtime calculated, 1.0% of the monthly payable amount (for Severity Level – 1

problems) and 0.5% of the monthly payable amount (for Severity Level – 2 problems) will be deducted for each day (or part thereof) of down time from the payment due. Penalties for each incident shall be capped, subject to a maximum of 10% of the monthly payable amount.

- (a) The South Asian University is an International Organization declared by the Central Government in pursuance of Section 3 of the United Nations (Privileges and Immunities) Act, 1947 (46 of 1947) and is therefore entitled to claim refund of Goods and Services Tax (GST) paid on the procurement of Goods and/ or Services. Therefore, any invoice raised should be in conformity with the various provisions of respective GST Acts.
- (b) Absence of service/system engineers, without suitable replacement, shall attract a penalty of Rs. 2500/- per person per day of absence and will be deducted from the payment due.
- (c) If Bidder fails to rectify the faults within reasonable time, SAU reserves the right to get it rectified through third party. The entire amount incurred towards rectification of such fault (configuration or otherwise) shall be deducted from bidder AMC amount.
- (d) All charges quoted by the vendor shall be on yearly basis exclusive of all taxes and levies applicable (all applicable taxes must be mentioned separately). No escalation of prices shall be permitted on any ground.
- (e) The Payment to Successful Bidder shall be requested on the basis of Biometric Attendance sheet which will have to be submitted with the quarterly bill. Certificate in regard of fulfilment of statutory compliance (PF / ESI / etc.) and payment of salary into employee bank accounts will also have to be submitted. Supporting documentation would have to be furnished as and when the University deems fit.

3.18. Termination Clause

The SAU reserves the right to terminate the contract with the selected bidder and recover from the selected bidder any expenses incurred by the SAU under the following circumstances:

- (a) The selected bidder commits a breach of any of the terms and conditions of the bid.
- (b) The bidder goes into liquidation, voluntarily or otherwise.
- (c) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- (d) If the selected bidder fails to comply with the service levels prescribed in the RFP, it will be a breach of the contract. The SAU reserves its right to cancel the award of work in the event of a delay and forfeit the bid security as liquidated damages for the delay.
- (e) If deductions on account of penalty exceeds 10% of the total contract price.
- (f) In case the selected bidder fails to deliver the required service support, the SAU reserves the right to procure the same from alternative sources at the risk, cost and responsibility of the selected bidder.
- (g) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the SAU reserves the right to get the balance contract performed by another party of its choice by giving one month's notice for the same. In this event, the

selected bidder is bound to make good the additional expenditure, which the SAU may have to incur in the performance of the balance contract. This clause is equally applicable if the contract is terminated by the selected bidder.

- (h) The SAU reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking the bank guarantee under this contract.
- (i) Undue delay and/or repeated failures to provide services as per tender document by the selected Bidder in the performance of its contract obligations shall also render the bidder liable to any or all of the following consequences:
 1. Forfeiture of its security deposit.
 2. Termination of the contract for default.

4. Bid Forms

Forms to be filled in by the tenderers and uploaded in JPG format or PDF format within the period of bid submission:

4.1. Form 1 – Technical Proposal Index

The first page of the set of documents to be enclosed in the “Technical Proposal” shall be a *Table of Contents as given below and shall be enclosed as page – 01. The last page must be Form 10.*
(add additional items if included)

S.No.	Requirement	Documents Required	Page number of submitted proposal
1.	EMD	Form 11	
2.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory (Form 2)	
3.	Submission Form	As per Form 3	
4.	Turnover Certificate	As per Form 4	
5.	Arrangement for Repairs	As per Form 5	
6.	Eligibility Experience	As per Form 6	
7.	Organization Details	As per Form 7	
8.	Eligibility Checklist	As per Form 8	
9.	Technical Evaluation Checklist	As per Form 9	
10.	ISO Certificate copies		
11.	Technical evaluation reference documents		
12.	<<Any other documents>>		
13.	Page Numbering Certificate	As per Form 10	

4.2. Form 2 – Power of Attorney of Authorized Signatory

(Use this format or else bidder company standard format may be used if it exists)

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorise Mr / Ms [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the “Authorised Representative”), with power to sub-delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for “Request For eProposals on Comprehensive AMC of ICT Infrastructure at SAU” to the South Asian University (the “Authority”) 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 Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us until the entering into of the Contract with the Authority.

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

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in 'yyyy' format].

For [name and registered address of organization]

[Signature] [Signature, Name & Designation of

Authorized Signatory]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(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 the delegation of power hereunder on behalf of the Applicant.

4.3. Form 3 – Technical Proposal Submission Form

[Location, Date]

To

The Registrar
 South Asian University
 Akbar Bhavan, Chanakyapuri, New Delhi – 110021

Phone: 011-24195000, 24122512 – 14 Fax: 011-24122511

Email: registrar@sau.int

RFP No. SAU/SP/CMC/2021/03 for “Request For eProposals on Comprehensive AMC of ICT Infrastructure at SAU.”

Dear Sir,

With reference to your above mentioned RFP, we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection of AMC of ICT Infrastructure at SAU. The Proposal is unconditional and unqualified.

Our AMC proposal is compliant with the terms specified in the RFP document.

Our AMC proposal is backed by the following escalation matrix:

Escalation Matrix

After expiry of hours at the first level (Onsite)

Level-2

Contact Name	Contact Phone	Contact E-Mail	When to contact

After expiry of hours at the second level

Level-3

Contact Name	Contact Phone	Contact E-Mail	When to contact

We understand that you are not bound to accept any Proposal you have received. Further:

1. We acknowledge that SAU will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the vendor.
2. We shall make available to SAU any additional information it may deem necessary or require for supplementing or authenticating the Proposal.

3. We acknowledge the right of SAU to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. We certify that in the last 5 (five) years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against this bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
5. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by SAU in connection with the selection of bidder or in connection with the selection process itself in respect of the above mentioned RFP.
6. We agree and undertake to abide by all the terms and conditions of the RFP Document.
7. The prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the last date of submission of bids.
8. We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee as specified in the above cited RFP.
9. We hereby declare that:
 - (a) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of the goods or services as required under this tender.
 - (b) We are not black-listed by any Central/State Government/Public Sector/Educational Institute Undertaking in India.
 - (c) We undertake that the documents submitted are genuine/authentic and nothing material has been concealed therefrom and that we are not debarred by any Government organization and are competent to have the contract. We understand that the contract is liable to be terminated, if found to be have been obtained, through fraudulent means and/or concealment of information.
10. We confirm that we have readily-available offsite support assistance, if and when needed, for providing general coordination for hardware / OS issues for SAU infrastructure comprising of IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.
11. We have included relevant documentation in support of the eligibility and technical evaluation criteria.

We remain,
Yours sincerely,

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:

(Name and seal of the Bidder)

4.4. Form 4 – Turnover Certificate

(TO BE ISSUED BY PRACTISING CHARTERED ACCOUNTANT ON THEIR LETTER HEAD)

This is to certify that M/s _____ (*Name & Address of Bidder*) are in the business of _____ for _____ completed years (considered upto 31st March of the last Financial Year). Their turnover and net profit in each Financial Year during the preceding 03 (three) years are as given below:

Financial Year	Total Turnover (in INR)	Turnover from services business only (in INR)	Net Profit (in INR)
2020 – 21			
2019 – 20			
2018 – 19			
Average for three years		[indicate sum of above divided by 3]	[indicate sum of above divided by 3]

It is further certified that:

(a) the above Turnover is in line with the Turnover declared by the Bidder in their Income Tax Returns filed under PAN No: _____ which are verified by us; and

(b) the computation of net profit is based on my/our scrutiny of the books of accounts, records and documents, is true and correct to the best of my/our knowledge and as per information provided to my/our satisfaction.

Place :
Date :

Name:
Signature:
SEAL

M No.:

4.5. Form 5 – Undertaking By The Bidder (on Stamp Paper Duly Notarized)

To

The Registrar
South Asian University
Akbar Bhavan, Chanakyapuri, New Delhi – 110021

Phone: 011-24195000, 24122512 – 14 Fax: 011-24122511

Email: registrar@sau.int

RFP No. SAU/SP/CMC/2021/03 for “Request For eProposals on Comprehensive AMC of ICT Infrastructure at SAU.”

We undertake that we shall get the IT Equipments, covered under AMC, repaired within stipulated time of Service Level Agreement through the OEM, in case the same cannot be repaired by in-house AMC Engineers.

Thanking you,

Authorized Signatory

Name:

Designation:

Seal:

Date:

4.6. Form 6 – Eligibility Experience

S. No.	Customer* (Name, Address, Contact person)	Calendar Month & Year of Work Order (MMM, YYYY)	Value of Order (INR)	Page No. of the Proof Document**

*Limit references to the period of five years from Proposal Due Date (PDD). References must pertain to services similar to those being solicited through this RFP. **Experience must be supported by copies of work orders & Completion certificates from the client; OR Work Order + Self Certificate of Completion. In case of running contracts citation, reference letter from client; OR Work Order + Self Certificate.

Ten (or more) & Five Year Old Experience

- Please mention below ONE relevant PO which is at least five year old from the Proposal Due Date (PDD) of this tender (for eligibility)
- Please mention below ONE relevant PO which is at least ten years old from the PDD of this tender (for scoring on technical criteria 10 of Section 3.10.3)

S. No.	Customer (Name, Address, Contact person)	Calendar Month & Year of Work Order (MMM, YYYY)	Value of Order (INR)	Page No. of the Proof Document***
1.		<at least 05 years from PDD>		
2.		<at least 10+ years from PDD>		

***Experience must be supported by copies of work orders & Completion certificates from the client; OR Work Order + Self Certificate of Completion.

Signature (Name and Designation)

Official Stamp

Date:

4.7. Form 7 – Organization Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No.	Item	Details	Page No. of the Proof Document
1.	Name, Designation and Contact Details of the Person Authorized to Make Commitments to the University		
2.	Company Registration No. (Copy of the Registration Certificate to be attached)		
3.	PAN No. (Copy of the Certificate to be attached)		
4.	GST No. (Copy of the Certificate to be attached)		

List of Certified Resources as per technical scoring criteria 3 (Section 3.10.3)

S.No.	Area of Specialization	Number of employees on company rolls for more than six months who have five or more years of experience on proposal due date
1.	AIX Certified	
2.	EMC Storage Certified	
3.	HP Networking Certified	
4.	Ruckus Certified	
5.	Linux Certified (RHCE)	...
6.	Oracle DBA	

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

Signature (Name and Designation)

Official Stamp

Date:

4.8. Form 8 – Eligibility Checklist

S.No.	Basic Requirement	Specific Requirement	Documents Required	Page No of Proof
1.	Sales Turnover from Services	Average Annual Turnover during the last three financial years ending March 2020 should be at least Rs. 2 Crores that is generated from services. Further, the bidder should have posted an average annual net profit in the last three financial years.	Form 4 (There is no need to upload entire voluminous balance sheets)	
2.	Certification	Bidder should have a currently valid ISO 20000-1 certificate	Copy of valid ISO certificate	
3.	Repairs	Arrangement for repairs of computer / wi-fi / network systems from OEMs whose equipment has been procured by SAU	Either a copy of letter from OEMs for back to back arrangement or Undertaking by the bidder that they shall get the equipment repaired from OEM only, in case they are unable to attend themselves. (Form 5)	
4.	Experience	Bidder must have successfully undertaken at least the following numbers of AMC engagement(s) for ICT Infrastructure in the last five years, of value specified herein : <ul style="list-style-type: none"> • One project of similar nature of value not less than Rs 50 lakhs; OR • Two projects of similar nature of value not less than Rs 30 lakhs each; OR • Three projects of similar nature of value not less than Rs 25 lakhs each <p><u>Note:</u> “similar nature” above implies work related to Annual Maintenance Contract (AMC) of ICT infrastructure</p>	Form 6	
5.	Legal Entity	The bidder should be a Company registered under the Companies Act, 1956 since last 5 years and operating for the last five years.	Form 6, Form 7	
6.	Blacklisting	A self certified letter by the authorized	Form 3	

S.No.	Basic Requirement	Specific Requirement	Documents Required	Page No of Proof
		signatory of the bidder that the bidder has not been blacklisted by any Central / State Government body or Public Sector institution or be under a declaration of ineligibility for corrupt or fraudulent practices as on proposal submission date must be submitted on original letter head of the bidder with signature and stamp.		
7.	Employee Benefits	Bidder should have valid PF and ESI registrations.	Valid copy of registration certificates	
8.	Specialized System Administration Resources	Bidder should have readily-available offsite support assistance, if and when needed, for providing general coordination for hardware / OS issues for infrastructure comprising of IBM Power Servers, EMC SAN Storage, IBM Tape Library, Networker Software, AIX OS and Oracle Databases. If and when needed, such offsite resources will provide onsite support for specific incidents.	Form 3	

4.9. Form 9 – Technical Evaluation Checklist

S.No.	Criteria	Page No of Proof	Remarks
1.	Average Services turnover during the last three financial years [each additional INR one crore above INR 2 crores will be scored 4 points subject to a maximum of 12 points]		
2.	27000 Certification ^(a)		
3.	Availability of 5 or more qualified resources ^(d) of each of the following types: EMC Storage Certified / AIX Certified / Ruckus Certified / HP Networking Certified / RHCE / Oracle DBA <ul style="list-style-type: none"> 3 points for each type of certification category for which 5 or more qualified resources are available Resources must have been on the rolls of the company for more than six months and must have at least five years of relevant experience on the proposal due date 		
4.	Authorized service partnership with any major hardware brand (HP / Ruckus / Lenovo / Dell / Apple, etc.) ^(a) (3 points for each partnership subject to a maximum of 12 points)		
5.	Number of service contracts ^(b) of annual value \geq Rs. 25 lakhs executed in the last five years: <ul style="list-style-type: none"> \leq 3 service contracts (2 points) $>$ 3 service contracts (2 points for each AMC subject to a maximum of 10 points) 		
6.	Running service contracts ^(b) of annual value \geq Rs. 50 lakhs with (i) any prominent academic institution and/or (ii) any other organization (6 points for service contracts in recognized academic institutions and 5 points for every other running service contract subject to an overall maximum of 30 points)		
7.	Successfully executed at least one IT Services contract under a single purchase order having annual value of Rs. 1 Crore or more in last 5 years ^(b)		
8.	Bidder has their own Centralized Helpdesk / Network Operations Centre (NOC) ^(c)		
9.	Bidding company has been in existence and operating for 10 or more years. <ul style="list-style-type: none"> 2 points for completing 10 years and 1 point for each year of existence beyond 10 years, subject to a maximum of 5 points. Provide company registration certificate and one relevant PO copy that is dated 10 or more years in the past from proposal due date. 		

(a) Provide valid and current certificate copy (b) Include this in FORM 6 (c) Self-certify; SAU may ask for a site visit to verify claim (d) Include this in FORM 7

4.10. Form 10 – Page Numbering Certificate

(To be enclosed as **last page** of Technical Proposal)

CERTIFICATE

Certified that this Technical Proposal is carrying ____pages (in figures and words) and **each page is numbered.**

Date:

Sig. of the tenderer &
With seal

RFP No. SAU/SP/CMC/2021/03 for “Request For eProposals on Comprehensive AMC of ICT Infrastructure at SAU.”

4.11. Form 11 – Bid Security (EMD)

[The Bidder shall submit EMD in accordance with the instructions specified in Section 3.5]

4.12. Form 12 – Form of Bank Guarantee for Performance Security

(To be stamped in accordance with Stamp Act)

1. In consideration of South Asian University, New Delhi [hereinafter referred to as SAU, which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt M/S _____ [hereinafter referred to as 'supplier / contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with SAU a sum of Rs. _____ towards security / performance guarantee in lieu of the said supplier / contractor having agreed to furnish a bank guarantee for the said sum of Rs. _____ as required under the Terms & Conditions of contract / work order / purchase order no. _____ dated _____ [hereinafter referred to as the order] placed by SAU on the said supplier / contractor. We, (Name of the Bank) _____ (hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay SAU an amount not exceeding Rs. _____ (Rupees _____) on the demand made by SAU on us due to a breach committed by the said supplier / contractor of the Terms & Conditions of the order.
2. We, the Bank do hereby undertake to pay the amounts due & payable under this Guarantee without any demur, merely on demand from the SAU stating that the amount claimed as due by way of loss or damage caused to or would be caused to or suffered by the SAU New Delhi, by reason of breach by the said Contractor (s) of any Terms & Conditions contained in the said Agreement or by reason of the Contractor (s) failure to perform the said Agreement. Any such demand made on the Bank under this guarantee, the decision of the SAU in this count shall be final and binding on the Bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (Rupees _____).
3. We, the Bank undertake to pay to SAU, any money so demanded notwithstanding any dispute or disputes raised by the Contractor (s) in any suit or proceedings pending before any court or tribunal relating there to our liability for payment there under and the Contractor (s) shall have no claim against us for making such payment.
4. We, the Bank further agree that the Performance Bank 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 SAU under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the Registrar of SAU, New Delhi certifies that the terms & conditions of the said Agreement have been fully and properly carried out by the said Contractor (s) and accordingly discharged the Guarantee. Unless a demand or claim under the Guarantee is made on the Bank in writing on or before _____, the Bank shall be discharged from the all liability under the Guarantee thereafter.
5. We, the Bank further agree with the SAU, that the SAU shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the Terms and Conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time to postpone for any time or from time to time any of the powers exercisable by the SAU against the said Contractor(s) and to forbear or enforce any of the Terms & Conditions relating to the said Agreement and the Bank shall not be relieved from its liability by reason of any such variation, or extension being granted to the said Contactor(s), or any forbearance, act or omission on

the part of SAU, or any indulgence by the SAU to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would but for the provision have effect of so relieving the Bank.

6. This Guarantee shall not be affected by any change in the constitution or winding up of the Consultant /the Bank or any absorption, merger or amalgamation of the Consultant /the bank with any other Person.
7. We, the Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the SAU in writing.
8. Notwithstanding anything contained hereinabove the liability of the Bank in respect of this Guarantee is restricted to Rs. _____ (Rupees _____) and it will remain in force till _____. Unless a demand or claim under this guarantee is made on the Bank in writing within three months from _____ we shall be discharged from all liability under this guarantee.

This Guarantee is valid _____ to _____
dated the _____ day of _____.
For _____ (indicate the Name of the Bank).

[Official Address]

Designation

[With Bank Stamp]

4.13. Form 13 – Financial Bid

(as per format available online)

4.14. Appendix: List of Items to be included in the AMC

S.No.	Items	Description	Quantity
1	Server	IBM X3650 M2 Rack Server (HDD 300GB x 3)	2
		HP ProLiant DL360P , Gen8 (32GB RAM, HDDS600GBx5)	6
		DELL Power Edge 540	2 *
2	Desktop / Workstation	Dell Precision 3630 Tower Workstation	40 **
		Dell / HP / LENOVO	2 3 3
		Apple iMac	1 1
		Workstation Model Tyrone camarero SS400TR-54	2 ***
3	Laptop	Apple Macbook Air/Macbook Pro	4 7
		Dell / HP / LENOVO / MSI / Sony / Microsoft	6 0
4	N-Computing Devices	L300 Ethernet Devices with Power Adapter	5 0
		Monitor (ACER- 21inch),Dell Keyboard ,Mouse	5 0
5	Printer -Single Function Printer	HP / Canon / Ricoh	95
6	Printer – Multi Function Devices	HP / Canon , other Models (B & W , Colors)	62
7	Photo Copier Machine	Canon IR2318 , Library	3
		Canon PhotoCopier Imagerunner 2004N	
		HP Maidangarhi Campus	
8	Scanner	HP Scanjets	8
9	Bar Code printer, Reader, Card Printer	IBC,Evolis (Pebble4),Toshiba	4
10	Fax Machine	Canon Laser fax M/C L160	2
11	Paper Shredders	Antiva / Roto	5
12	KVM Switches	ATEN (with LCD console & Combo Keyboard)	3
13	Biometric Readers	Real time Fingerprints Biometric Attendance System Reader and Accessories with software	2
14	CCTV Camera Library	IR Camera (HIK Vision/Samsung)	9
		DVR with 4 Channel Samsung	1
		DVR with 8 Channel HIK Vision	1
15	UPS	APC 20 KVA	5
		APC 10 KVA	3
		Uniline: 6 KVA	1
		APC 3KVA	9
		APC, Luminous, Microtek and others rating 800 VA, 1100VA	150
16	Servo Stabilizer (Uniline / ITA)	1 KVA	2
		2 KVA	3
		5 KVA	8
		10 KVA	3

17	Projector with VGA & HDMI Cables	Sony VPL EX 120	4
		Sony VPL EX HD	22
		Sony VPL DX-140	1
		Panasonic	1
		Casio	1
		Epson EB-X18	3
		Hitachi 3030	1
18	TV Samsung	LCD 55 inch (ED55D) SI.No.0AFQHMHF9000026 With Wall Mount Kit 2730L	1
19	Media Player	Hardware PWMP W7 2GR16GF, 900510439	1
		Manager Software for Media Player	1
20	Sound System / Mic System	Amplifier (AHUJA)	4
		Collar Mic -Studio Master	4
		Collar Mic Receiver - Studio Master	4
		Microphone Receiver -SR - 40 AKG,BR 48 (Crown)	14
		Wall Mount Speakers JBL and Others	12
		Wireless MIC – AHUJA / Studio Master	13
21	ClearOne Chat150 USB Group	ClearOne Chat150 USB Group Centralised Speaker and Expansion Accessories	2
22	Class Rooms Speakers System	SONY 4.1 Wall Mount	6
23	Video Camera	Video Camera Model HXR -MC1500 (Sony) with accessories including batteries	1
24	Voice capture	Maple SENNHEISER	1
25	Audio Recorder	Audio Recorder , Sony	1
26	Photo Camera	EOS 100D Canon	1
27	Wi-Fi devices with Controller	RUCKUS Controller Zone Director 3000 with APs Licenses	2
		RUCKUS APs Zone Flex 7363 & r600	115
		CISCO (WAP 4410N, WAP121)/DLINK	24
28	FortiGate UTM	FG-500E , 2x10GE SFP Slots, 10xGE RJ45 Ports Including 1 x Management port, 1 x HA Port, 8 x Swithes ports,8 x GE SFP Slots	2*
29	Fortigate Analyzer Appliance	FAZ-200F Fortigate Analyzer Appliance with 4TB Storage	1*
30	FC-10-0500E-950-02-36	Unified (UTM) Protection 24 x 7 Forticare Plus Application Controil,IPS,AV,Web Filtereing,Antispam & FortisandBox Cloud	2*

3 1	RISC Server	IBM Power Server 8231-E2D with AIX 7100-03-04-1414	2
3 2	Storage NAS	IBM x3650 M4 Win Storage Server, Sr No. 06FBNAE, OS- Windows Storage Server 2012 R2	1
3 3	Storage SAN	EMC VNX 5200 , Model SAE	1
3 4	Tape Library	IBM TS3200, Sr. No.78W5737	1
3 5	SAN Switches	EMC MDS 9148 ,MTM 2417-C48, Sr No. 13-I R5ST , 13-I R5PF	2
3 6	Network Switch	CISCO SG500-28-K9-G5 , Sr. No. DN11849023F	1
3 7	Backup Software	EMC Networker	1
3 8	Switches Unmanaged	Dlink2530,DES-1024A, 24 Ports	8
3 9	HP Managed Switch	HP A5120-48G EI switch	10
		HP A5120-24G -POE + SI Switch	8
		HP A5500-24G EI Core Switch with HP 55002 Port 10GBE Module (JD360B)	2
		HP 2530-24G Switch	5
		HP 5130-24G-PoE+-4SFP+ E1,Part Code JG936A	12
		HP 5130-24G-4SFP+ EI , Part Code JG932A	3
4 0	Library RFID System	Security Detection Gate: Pentor 3030 EM Gates (Single Aisle), Manufactured by DIALOC ID (with accessories)	1
		Magnetise-Demagnetise Workstation – Sapphire EM Staff Station, manufactured by DIALOC ID, Serial No.: 20190683.	1
		RFID Workstation Shielded: TAGSYS RFID Stack antenna S/ N V1849132B1 along with Model Medio P200u S.N. V1911042B0 (with accessories)	1
		Handheld Digital Library Assistant – Portable Handheld RFID Reader: KSmart-RFID Handheld Portable Reader with in-built Android device having 1 GB RAM, 8 GB ROM, Support Micro SD/TF, SIM, 3.5" color screen along with KSmart-RFID Client Software: Model number SQ31T.	1
		Integration of RFID/EM System with the Library Management System (LMS) Koha and update/upgrade when needed.	1

*Warranty up to 06/12/2021

**Warranty up to 23/8/2022

***Warranty up to 2/11/2023