

IT facility Management service and comprehensive AMC requirements

IGIDR is an advance research institute established by Reserve Bank of India . It spread across 15 Acers of land and entire campus is inter-connected with Local Area Network, WiFi, connecting desktops and laptops and mobile devices. The users (Faculty / Non academic staff/students) access various standard, proprietary mathematical and statistical software on Windows 7/10 based desktop and windows 2012/16 and Linux servers.

IGIDR invites sealed quotations from the reputed IT vendors who provides IT facility management services and AMC, for one support engineer and one helpdesk coordinator on campus. The requirement details and list of equipment are given below in this document.

The vendors are requested to submit their proposal in a sealed envelope . Please drop the sealed quotation in the "Tender box" kept at Administration department by **19th January 2018 before 5:00 p.m.**

The sealed quotation should be marked to the following address with a label

"Quotation for IT FM service ".

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The Registrar

Indira Gandhi Institute of Development Research,

Gen. A.K.Vaidya Marg, Santosh Nagar

Goregaon (E)

Mumbai - 400 065 INDIA

Please give the price breakup as follows and attach the requested documents.

Description	Amount
1. IT Support Engineer	
2. Helpdesk Coordinator	
3. Comprehensive AMC of PCs and printers (as per the list)	

Total
Taxes as applicable

Information /Documents to be provided/attached

- 1 Company profile and List of current clients (To be attached)
- 2 Year of Incorporation (document to be attached as a proof)
- 3 Presence across Company Locations
- 4 Quality Certification (ISO Certification) , if any Copies to be attached
- 5 Total no. of Employees on Company's roll (Proof to be attached)
- 6 Annual Turn Over Furnish documentary proof
- 7 Balance sheet – Last 3 years To be attached
- 8 Statutory compliance to be supported by Documentary Evidence

Scope of FM staff

1.Hardware/System Engineer - (One Engineer)

- **This engineer should at least have a diploma/Graduation in relevant field with minimum 3 years experience. (additional certifications from Microsoft , A+ or course from Jetking , IIHT,CMC is preferable)**
- Attend to all hardware and OS and network related problems and complaints reported by end-users.
- Must have complete and thorough knowledge of PC hardware, networking and software functionality.
- Hands on experience in Setup, Install, trouble shooting, Configure and test, PCs, Printers, Operating Systems like Windows 7/8/10, Office automation and email client software.
- Must take regular backups of users and system data and files.
- Assist the Hdesk Coordinator in trouble shooting follow up call with vendors and procuring the spares from the vendor's and maintenance of stand by spares stock.

- Maintaining a daily log of complaints handled.
- Must be willing to work after hours if required.
- Any other task assigned by the Systems Analyst and / or System In-charge.
- Should have good communication skill and pleasant personality.

2. Hdesk - Coordinator (Good knowledge of English and communication skills, pleasant personality, Person having knowledge of computers or course in computers , especially in Microsoft office is preferable)

- Co-ordinate with end-users to register and log calls pertaining to both hardware and software issues.
- Maintain statistics of all complaints received from the users and notify the engineers accordingly.
- Maintain record and Issue and Return of computer manuals and reference books kept in CC.
- Preparation of Purchase Orders, and other related documents as advised by the Systems In-charge.
- Help in filing, preparation, documentation and other admin related work of the computer center.
- Attend to phone calls, follow up and send reminders to vendors and suppliers.
- Maintain and record purchases of the computer center.
- Any other task assigned by the Systems In-charges and / or Systems Analyst.

LIST OF PCs and PRINTERS FOR Comprehensive AMC

Sr Nos	Desktop PC	Qty
1	Dell Inspiron 545 desktop, core 2 duo ,4GB,500GB Hdd,18.5" TFT	1
2	Dell Optiplex 320 desktop ,dual core,1GB,80GB Hdd,17" TFT	10
3	HP Dx 2700 Desktop, core 2 duo,1 GB RAM,80 HDD,17" TFT	5
4	HP 8100 Elite desktop (I3, 4GB RAM,160GB HDD,DVD,18.5TFT)	10
5	Hp DX2480 desktop, core 2 duo , 2 GB RAM,250 GB HDD,17" TFT	6
6	HP 8000 Elite desktop (Core2 Duo, 2GB RAM, 160GB HDD,DVD,18.5TFT	2
7	Dell Optiplex 390 Desktops, Core i3, 3.3 GHz, 4GB RAM, 500GB Hdd 18.5" TFT	3
8	HP Elite 7100 Desktop, Core i3, 3.2GHz, 3GB RAM, 500GB Hdd18.5" TFT	4
	Total	41

Sr Nos	Printers	Qty
1	HP 1320N	2
2	HP 2015	2
3	HP 1010	2
4	HP LJ 3390N printer	1
5	HP MFP 3055	1
6	Canon 4570 DN	1
7	Canon 3010 MFP	5
8	HP 2727 NF	1
11	HP Laserjet M1005	1
13	Canon MF-4412 laser printer	1
14	Canon d520	1
	Total	18

Terms and Conditions:

- 1) Payment will be made quarterly and at the beginning or end of each quarter as agreed.
- 2) The facility management staff should report 5 days a week from 9.00 am to 5.30 p.m., Saturday from 10.00 am to 6.00 p.m and on Sunday one engineer will be available from 10.00 am till 6.00 pm . In case of emergency / pending work they should stay overtime to complete the work.

- 3) Sufficient spares are to be stored at IGIDR so as to reduce the downtime of failures of machines. The list of spares to be stored at IGIDR will be mentioned to you.
- 4) The vendor/supplier should not relocate/substitute the staff stationed at IGIDR frequently. In case the vendor wishes to relocate/substitute any of the stationed staff, he should obtain prior permission from IGIDR for doing so.
- 5) Engineers on duty will not be attending out side calls pertaining to your firm.
- 6) In case of absence of any engineer another backup engineer must be sent to IGIDR. Otherwise penalty, of Rs 1000/- will be charged per day. The backup Engineer must have sufficient training on working environment of IGIDR
- 7) The contract can be terminated any time by giving one month's notice to the party if the party's services rendered to IGIDR are unsatisfactory.