

Annual Maintenance Contract for IT Infrastructure and Management at IIA Koramangala (Main Campus and BHASKARA Hostel), and CREST, Hosakote.

Name of the proposal :

IT Infrastructure and Management at IIA Koramangala (Main Campus and BHASKARA Hostel), Bangalore and CREST, Hosakote.

Introduction/background about the Item :

Computer Support and maintenance at IIA (Main Campus and BHASKARA Hostel) Bangalore and CREST Campus, Hosakote. We expect the successful vendor to be a single point of contact for any IT related problems.

Scope of Items :

The scope of the proposed contract comprises of the following managements:

1. Web

Vendor should depute one on-site support engineer for web related activities.

Responsibilities of the support engineer are as follows :

1. On-site support engineer should keep the server updated with latest OS and security patches on a regular basis.
2. Monitoring and prevention of attacks.
 - On-site support engineer should provide monthly test report including security testing (security vulnerabilities), performance and functional testing of IIA website and other online applications like job applications, student applications etc. in the web server.

- Regular monitoring of web server for any malicious program/activities like malware, bots, spyware etc. and take necessary preventive measures to mitigate any possible threat/attacks on the web server.
3. Keeping the web server up-to-date on a regular basis.
 - CMS configuration and updation.
 - Develop and update pages with out replication of pages.
 4. Periodic developmental activities.
 - On-site support engineer for web activities has to do periodic developmental activities including creation and updation of web pages/forms with latest security features included, unit testing and functionality testing of the online applications for jobs as well as students applications as per the requirement specified by the different IIA department/end users.
 5. Database backup and maintenance.
 - On-site support engineer/NOC support will be responsible for daily backup and maintenance of entire database for different applications available on the webserver and store it on IIA backup server.

2. Ping Availability of clusters and servers

The vendor will be responsible for monitoring the servers availability 24x7 through their NOC and report the problem in case of any issues with the availability of the servers.

- HYDRA
- CYGNUS
- FORNAX
- KASPAR
- DELPHINUS
- MAIL
- WEB
- ANTI-SPAM (BRIGHTMAIL)
- FTP
- LDAP, DNS, DHCP, OPENVPN, CLOUD, PRINTSERVER
- UVIT, TAUVEX, KSO, ADITYA1, PEGASUS, CADS
- PRINTS, LIBSYS, KOHA
- NOVA
- AND OTHER INSTITUTE SERVERS

The vendor will be informed of any new additions to the existing list as and when new servers are added. The vendor will also be responsible for verifying the list with IIA for any new additions every 6 months.

3. LAN and WAN maintenance

1. The vendor will be responsible for maintenance of existing wired network and addition where ever necessary. It also includes maintenance and repair of LAN cables in case of any wear/tear or cable cuts, crimping new cables, checking of connections from end-to end in case of any disruption of service.
2. Maintenance of networking equipment (routers, firewall, switches etc).The vendor will be responsible for checking the device in case of any failure and co-ordinate with the OEM to get it replaced/repared in case it is under warranty/out of warranty. The responsibility of taking the device under warranty/out of warranty to service station for repair and transporting it back will be on IIA stores. But the vendor will be responsible for following it up with the OEM to fast track the repair. The vendor will also be responsible for installation of the newly purchased devices by IIA.
3. Maintenance of wireless routers, firewall, access points etc. The vendor will be responsible for checking the connectivity, signal strength and configuration of existing devices as well as installation and configuration of new additions. He will also be responsible for providing viable solutions in case of weak signal strength/poor connectivity.
4. Raise issues with ISP service provider as and when required. The vendor will be responsible for raising the ticket with the service provider like NKN, SIFY, AIRTEL, BSNL etc. and follow it up till the problem is resolved.

4 . Hardware and software support for individual users

1. Mix of operating systems - largely Linux, Windows and MacOS but may include others OS as well. The vendor will be responsible for installation and maintenance of these OS on Desktops and laptops as well. Their responsibility also includes resolution of problems related to OS, networking issues, configuration of printers.
2. Maintenance and handling of Laptops, desktops, printers and print accounting server (CUPS and Pykota).It will be the responsibility of the vendor to monitor and manage the print server as well as the accounting software and rectify issues in case of any problem.
3. The vendor will be responsible for handling mix of vendors and warranties for different hardware in IIA.

4. Hardware under warranty will be coordinated with OEM. The vendor will be responsible for checking the device thoroughly in case of any failure and coordinate with the OEM to get it replaced/repared in case it is under warranty. The vendor will also be responsible for installation of the newly purchased hardware devices by IIA. The responsibility of taking the device under warranty to service station for repair and transporting it back will be on IIA stores. But the vendor will be responsible for following it up with the OEM to fast track the repair.
5. Support for installing specific applications including preparation of automated installation packages. This includes preparation of documentation for the same as well.
6. Short term visitor support as well as support for staff. The vendor will be responsible for installation of required OS, resolving networking issues, installation of necessary packages/software/applications, configuration of printers, preparing of necessary documentation related to specific software installation as well as installation of Anti-Virus on official Desktops and Laptops.
7. Migration support (eg. Webmail to Thunderbird). This includes installing the required package on the users laptop, perform the migration and performing final check to ensure that the migration has been done properly.
8. Maintenance of applications and operating systems.
9. Mandatory weekly visits to Hosakote/CREST campus and report has to be submitted to IIA, Bangalore Office (excluding call visits if required). Transportation facilities to Hosakote/CREST campus will be provided by IIA.

5. 24/7 support

1. The vendor must provide the team structure with call logging details and escalation matrix.
2. Problem resolution within 2 hrs during regular office hours (Mon-Sat, 9 - 6).
3. After office hours problem logging with in 1 hour + emergency support (on - call basis), otherwise NBD for not critical issues.
4. 24X7 monitoring of servers and data center, which includes BMS, PAC, UPS.

6. Monitoring and Reporting

1. Problem reports: when taken; estimated time to resolution; when fixed has to maintained by the vendor on a daily basis.
2. A monthly report with number of problems filed; number resolved; time for resolution has to be produced by the vendor to IIA authorities.
3. Monitoring of print queues. Monthly reports of printer usage per user has to be maintained by the vendor and produced to IIA authorities.

4. Monitoring of internet usage; incoming/outgoing bandwidth; web pages visited; files uploaded/downloaded has to be maintained by the vendor and produced to IIA authorities on a monthly basis.

Eligibility Criteria Of the Vendor :

1. Vendor must have at least 5 years of experience in government institutions with similar platform, Unix environment. Experience in research organizations preferred.
2. Must be able to demonstrate expertise with all relevant hardware and software.
3. Must be able to demonstrate sufficient manpower to guarantee 24/7 support. Minimum on-site manpower requirement at IIA is 3 [three], 2 [two] for system support and 1 [one] for web server.
 - For system support, the on-site support engineers should at least have a bachelor's degree in CS/ECE/EE/IT or equivalent with at least 2 years of working experience and exposure to Linux environment. They will be working 6 days a week (office hours) including Saturdays on rotation basis. May be called to support on Sundays in case of any emergency.
 - For webserver support, the on-site support engineer should at least have a bachelor's degree in CS/ECE/IT or equivalent with at least 5 years experience in web development and management and must have exposure to technologies such as Drupal (CMS), MySQL, PHP, Javascript. Normal office working hours, 5 days a week. May be called in on week-offs/holidays in case of any emergency.
4. The vendor must have its own NOC center and not outsourced to a third party.
 - Bidder should provide an undertaking of having own NOC and DR-NOC in India along with complete address.
 - The NOC should be ISO 27001 certified. Copy of ISO 27001 certificates should be submitted.
 - The NOC should have tools deployed for Incident Management, Network Monitoring. Details of tools installed in NOC should be provided in their technical bid.
5. Must provide reference letter from at least one client.
6. Must have executed at least three similar projects in the last 5 years. (Attach copies of PO)
7. Bidder should not have been blacklisted by any PSU/BFSI/Govt organization. Bidders are requested to provide self-declaration in this regard along with their technical bid.

8. Two-bid public tender has to be followed: Technical and Commercial.

Contract Clauses :

1. Payment to be made quarterly.
2. Vendor agrees to give 3 months notice before contract termination and vice versa from IIA.
3. Penalty clauses to be agreed on.
4. On-site deputation requires qualified personnel with minimum 2 years of relevant experience.
5. Transportation for Hosakote support will be provided by IIA. (IIA, Bangalore to CREST, Hosakote)

Penalty Clauses :

- Failure in 24 hrs monitoring and reporting the problem within 1 hr during regular office hours/after office hours will invite penalty. Each such failure in any quarter will invite a penalty of 1% of the quarterly payment which will be deducted from the quarterly payment, limited to a maximum of 5% in case of multiple incidence of similar nature in the same quarter.
- Failure in maintenance and keeping of the Web Server up-to-date with all necessary software and security patches including executing the daily web backups will invite a penalty of 1% of the quarterly payment which will be deducted from the quarterly payment, limited to a maximum of 5% in case of multiple incidence of similar nature in the same quarter.

For further information/clarifications

For any other technical clarifications, the following person may be contacted during office hours.

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For any administrative matters, the Purchase officer may be contacted during office hours.

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