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RFP T&C Draft for IIML Networking upgrade Project



Indian Institute of Management, Lucknow

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1. Pre-Qualifications:

S. No.	Eligibility Criteria	Documents to be provided	Remarks /Suggestion
1.	The Bidder should have been in operation for a period of at least 5 years as of 31-03-2020, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies. The company should have an office in India which is operational.	Certificate of incorporation	
2.	The Bidder should have an annual turnover of not less than INR 30 Crores per annum during the last three financial years. This turnover should be on account of IT- infrastructure Projects, Hardware Commissioning and LAN Set Up.	Copy of the audited profit and loss account of the company showing turnover of the company for last three years. Certificate from the Chartered Accountant of the organization and Audited Balance Sheet for the last three year. Income Tax Returns	
3.	The Bidder should have minimum annual turnover in IT Infrastructure, LAN Set Up and associated monitoring & Security Software related business of Rs.15 Crores for each of the last 3 financial years.	Auditor's / Company Secretary Certificate	
4.	The Bidder should have positive net worth in last three financial years i.e., (F.Y. 2017-18,2018-2019, 2019-20. respectively)	Auditor's / Company Secretary Certificate mentioning Net-Worth	
5.	The Bidder should have: <ul style="list-style-type: none"> Valid PAN Number 	Copy of PAN Card Copy of GST Registration Certificate	

S. No.	Eligibility Criteria	Documents to be provided	Remarks /Suggestion
	<ul style="list-style-type: none"> Valid GST Number 		
6.	The Bidder should not be blacklisted or debarred from participation in any State/Central government/PSU procurement activities in India.	An undertaking to this effect, signed by authorized signatory	
7.	The Bidder should be an established IT System Integrator in India and should have been in the business of System Integration/ Hardware Implementation/ Network Services and associated software /IT Infrastructure, Operation & Maintenance for a period of Five years as on 31.03.2020.	Work Orders confirming year and area of activity. Memorandum and Articles of Associations.	
8.	<p>The Bidder should be an IT-solutions-provider incorporated in India and should have implemented or in the process of implementation of similar project in the last five financial years as below:</p> <ul style="list-style-type: none"> One System Integration project of minimum – INR 24 Crore <p>or</p> <ul style="list-style-type: none"> Two System Integration projects of minimum – INR 18 Crores each <p>or</p> <ul style="list-style-type: none"> Three System Integration projects of minimum – INR 12 Crores each <p>Similar Project means setting up Campus area networking, IT infrastructure and related security (NGFW/ equivalent, SSO) & monitoring system software (NMS, WLC, NAC) and its O&M phase.</p>	Copy of work order and Completion certificates. Proof of Payments received form Clients.	

2. Technical Qualifications:

Section	Criteria	Marks	Supporting Docs / Basis	Suggestions /Remarks
S.1	Experience and Credentials	20		
a.	<p>Experience in implementing as System Integrator for e- Governance Projects in State / Central / PSU in the last five financial years (Value of one project - Rs 15 Cr or more).</p> <ul style="list-style-type: none"> i. One Project – 2 Marks ii. Two Projects - 5 Marks iii. Three Projects or more – 10 Marks 	10	'Work Order, PO or Client Certificate	
b.	<p>Experience in Setting Up Campus Network* in the last five financial years (Value of one project - Rs 10 Cr or more)</p> <ul style="list-style-type: none"> i. One Project - 2 Marks ii. Two Projects - 5 Marks iii. Three Projects or more – 10 Marks <p>Note: setting up Campus area networking and related security (NGFW/ equivalent, SSO) & monitoring system software (NMS, WLC, NAC) and its O&M phase.</p>	10	'Work Order, PO or Client Certificate specifying order values	
S.2	Understanding of Project requirements	20		
a.	Integrated Project Management Plan covering the entire scope of work	8	Bid Response	
b.	<p>Project Plan covering areas including but not limited to:</p> <ul style="list-style-type: none"> i. WBS ii. Activities, Timelines, Milestones and Deliverables iii. Site survey iv. Governance and RACI (Responsibility assignment Matrix) 	8	Bid Response	

Section	Criteria	Marks	Supporting Docs / Basis	Suggestions /Remarks
c.	Risk Management Plan specially to manage project timelines and deliverables and business continuity plan.	4	Bid Response	
S.3	Bill of Materials proposed for the Project Components	10	Bid Response Format 9	
a.	Proposed Bill of Material for Active Components	4		
b.	Proposed Bill of Material for Ticketing Solution	1		
c.	Proposed Bill of Material for Security components	2		
d.	Proposed Bill of Material for Passive Components	1		
e.	Proposed Bill of Material for UPS, Electrical Items, and other Non-IT components	1		
f.	Proposed Training methodology	1		
S.4	Proposed Resources	20	Format 12	
a.	Project Manager (1)	10		
b.	Network Engineers (9)	10		
S.5	Technical Presentation	15		
a.	The Technical Presentation should cover all the Project Components and the Bidders approach to successfully implement the same for Project duration	15		
S.6	O & M Roadmap for Project Components	15		
a.	Proposed O & M Roadmap for a period of 7 years	15		

3. Project Timelines:

Project Phase	Timelines (in weeks)															
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Contract Sign off	█															
Resource Onboarding		█	█													
Pre-implementation Site Survey & Report Submission		█	█													
Implementation Plan and Design			█	█												
Part procurement of BoQ items		█	█	█	█	█										
Procurement of complete & approved BoQ					█	█	█	█	█							
Implementation of Passive Components					█	█	█	█	█	█						
Implementation of Active Components							█	█	█	█	█					
Post-implementation Site Survey & Report Submission										█	█					
Acceptance of Post-implementation Survey Report by IIML												█				
Acceptance Testing by IIML													█	█		
Third-party Audit															█	█
Documentation										█	█	█	█	█		
Training and Capacity Building														█	█	
Go-Live																█

4. Payment Terms:

Milestone	Description of Milestone	Payment %
1) M1	<ul style="list-style-type: none"> • Submission and approval of the deliverable no's D1, D2 & D3 as per RFP Volume I. • D1: Pre-implementation Site Survey Report including list of usable/unusable components. • D2: Project Implementation Plan (including project team & escalation matrix) • D3: Design Document 	<ul style="list-style-type: none"> • 5% of Format 18: C1+C2+C3+C4+C5+C6
2) M2	<ul style="list-style-type: none"> • Completion of Procurement, Supply, Installation and Configuration of all the items as per Bill of material and • Submission & approval of deliverables: D4, D5 and D6 as per RFP Volume I. • D4: Testing Reports (Passive Components) • D5: Testing Reports (Active Components) • D6: Final Solution Testing Report 	<ul style="list-style-type: none"> • 45% of Format 18: C1+C2+C3+C4+C5+C6
3) M3	<ul style="list-style-type: none"> • On the event of Project "Go-Live" as per RFP Volume I. 	<ul style="list-style-type: none"> • 10% of Format 18: C1+C2+C3+C4+C5+C6 and

Milestone	Description of Milestone	Payment %
	<ul style="list-style-type: none"> • Submission & approval of deliverables: D7 as per RFP Volume I. • D7: UAT Completion Report • D8: Final Audit Report • Deliverable D9: <ol style="list-style-type: none"> 1. (Updated) Design documents 2. Installation and Configuration Guides for various components 3. Operations Manual, User Manuals and Configuration specifications 4. Testing artefacts (Test plans, Test cases, Test results) 5. Training material 6. Standard Operating Processes for Operations 7. Periodic MIS Reports for monitoring of SLA compliance, etc. 8. Process document for Version Control 	<ul style="list-style-type: none"> • 100% of Format 18: C7
4)	Remaining 40% of Format 18: C1+C2+C3+C4+C5+C6 after Go-Live during O & M Phase in 28 Equated Quarterly Instalments	
5)	M4 On successful completion of onsite training as per Section 15 of RFP Volume I.	100% of Format 18: C8
6)	M5 Onsite Deployment of Support and Maintenance Team as per Section 13 of RFP Volume I.	100% of Format 18: C9 during entire O&M phase, payable at the end of every quarter based on the

Milestone	Description of Milestone	Payment %
		actual resources deployed in that Quarter. Penalty due to SLAs shall be adjusted.

Note:

1. 60% payment on Go-Live is derived from the exercise done during interaction with SIs. Any change recommended need to be based on:
 - a. BoM
 - b. Support cost deviation for certain components
 - c. Any other factor
2. Suggestions need to be given based on calculations and not blanket increase in Payment %.

5. Total Cost Components:

S. No	Project Components	Amount in figures (Inclusive of all taxes & duties)	Amount in Words (Inclusive of all taxes & duties)
C1	Active Network Components (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C2	Passive Network Components (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C3	Security Components (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C4	UPS & Electrical Components (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C5	Non-IT Components (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C6	Ticketing Solution (as per BOM Inclusive of 7 Years AMC/ATS cost)		
C7	Third Party Audit		
C8	Onsite Training		
C9	Cost of Onsite Team Resources		
	Total Cost in figures		
	Total Cost in Words		

6. Service Levels:

S. No.	Activity/SLA Parameter	Target Service Level	Penalty on Breach of Service Level
Project Component: Network Components			
1.	Agreement signing	Within 1 week of formal announcement of successful bidder. (Includes time for IIML feedback and its incorporation by SI)	Penalty of Rs 50,000 shall be charged per day basis
2.	Submission of updated Technical design document	Within 2 weeks of agreement signing. (Includes time for IIML feedback and its incorporation by SI)	Penalty of Rs 25,000 shall be charged per day basis
3.	Absence of safety gear for technicians, laborer	During OFC digging, laying; UTP laying, technicians and laborer are expected to be provided safety gear and working dress	Penalty of Rs 10,000 shall be charged per day basis
4.	Availability of Network services to stakeholders	Availability of all the services associated with Campus Network (All equipment supplied for Project, controllers, monitoring software, etc. shall be included) <u>A detailed methodology for calculation of SLA to be submitted by bidder as part of Technical proposal</u>	<ul style="list-style-type: none"> • 99.5 - 99.0: 0.1% of EQI (Equally Quarterly Instalment Payment) • 98.999 - 98: 0.2% of EQI (Equally Quarterly Instalment Payment) • Less than 98%: 0.4% of EQI (Equally Quarterly Instalment Payment).
5.	Resumption of monitoring, security services	NGFW, WAF, NMS, SSO, Helpdesk solution, Wireless controller, NAC within 6 hours from reporting	Penalty of Rs 25,000/ hour shall be charged on hourly basis
6.	Resumption of network services - switches	Within one hour for un-serviceability of switches: Core, distribution, Access; OLTs	Penalty of Rs 20,000/ hour shall be charged on hourly basis (Priority shall be to resume services by shifting load to serviceable distribution switches, Core switch. In case of Access switch, reserve access switch be used.

S. No.	Activity/SLA Parameter	Target Service Level	Penalty on Breach of Service Level
7.	Resumption of WAPs services	Within one hour	Penalty of Rs 5,000/ WAP/ hour shall be charged on hourly basis (by replacing WAP with reserve WAP)
8.	Repair of un-serviceable component listed in sl no 4,5,6 above	Within 5 working days	Penalty of Rs 10,000 shall be charged per day basis
9.	Repair of cut OFC	Underground OFC – within 24 hours Overground OFC – within 6 hours	Penalty of Rs 20,000/ hour shall be charged on hourly basis
10.	Replacement / repair of passive network components	ONTs, Splitters: within one hour UTP: within two hours	Penalty of Rs 5,000/ Splitter/ hour (replacing from reserve) ONTs, UTPs: replacement from reserve/ repair
11.	Upkeep of Access switch, Splitters, OFC route markers	Free from ingress of dust, bees; lock in working condition, mounting/ platform in working and presentable condition.	Penalty of Rs 5,000/ equipment/ day.
Project Component: UPS and Electrical Items			
12.	UPS Availability at all the sites	99.75%	<ul style="list-style-type: none"> 99.749 - 99.5: 0.1% of EQI (Equally Quarterly Instalment Payment) 99.499 - 99.3: 0.2% of EQI (Equally Quarterly Instalment Payment) Less than 99.299%: 0.4% of EQI (Equally Quarterly Instalment Payment).
13.	Repair Works for Electrical Works	All repairs within 1 Calendar day of reporting by DC team	For lower performance (i.e., more than 1 day), penalty of Rs 5,000 shall be charged per day basis.
Project Component: NON-IT Items			
14.	Repair works for all non-IT items	All repairs within 1 Calendar day of reporting by IIML	For lower performance (i.e., more than 1 day), penalty of Rs 5,000 shall be charged per day basis.
Ticket Resolution by onsite support team			
15.	Response Time	Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels (<i>like Ticketing</i>)	<ul style="list-style-type: none"> <95% & >=90%: 5% of the Quarterly Payment < 90% & >= 85%: 7% of the Quarterly Payment < 85%: 9% of the Quarterly Payment

S. No.	Activity/SLA Parameter	Target Service Level	Penalty on Breach of Service Level
		<i>solution, Telephone, Email etc.</i>). This is calculated for all tickets/incidents reported within the reporting month. 95% of the incidents should be responded within 15 minutes.	
16.	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging: For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting.	<ul style="list-style-type: none"> • <98% & >=90%: 5% of the Quarterly Payment • < 90% & >= 85%: 10% of the Quarterly Payment • < 85%: 20% of the Quarterly Payment
17.	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging. <ul style="list-style-type: none"> • 95% of Severity 2 within 4 hours of problem reporting • 95% of Severity 3 within 16 hours of problem reporting 	<ul style="list-style-type: none"> • <95% & >=90%: 2% of the Quarterly Payment • < 90% & >= 85%: 4% of the Quarterly Payment • < 85%: 6% of the Quarterly Payment
18.	Availability of Root Cause Analysis (RCA) reports for Severity 1	Average within 5 Working days	5% of Quarterly payment
Security Incident Management			
19.	Percentage of timely incident report & Response time	Measured as a percentage by the number of defined incidents reported within a predefined time (1 hour) limit after discovery, over the total number of defined incidents to the network service which are reported within a predefined period (i.e., month). <ul style="list-style-type: none"> • 95% within 1 hour 	<ul style="list-style-type: none"> • <95% & >=90%: 5% of the Quarterly Payment • < 90%: 10% of the Quarterly Payment

S. No.	Activity/SLA Parameter	Target Service Level	Penalty on Breach of Service Level
		Incident Response – onsite support team shall assess and acknowledge the defined incidents within 1 hour after discovery.	< 85%: 15% of the Quarterly Payment
Periodic Reports			
20.	Availability of Weekly and Monthly SLA Reports covering all the above SLA parameters required for monitoring within the defined time	2nd business / working day of respective subsequent week for weekly reports. 1 st week of the next month for monthly reports	Penalty of 5% of Quarterly Payment for each non-compliance
SLA for Onsite Resources			
21.	Availability of onsite resources at the site	Availability of the Project Manager at the site during Business days (Exception as Leave Policy with Approval of IIML)	Rs. 3500 per person per day of absence
		Availability of the Network Engineers at the site during any shift (Exception as Leave Policy with Approval of IIML)	Rs. 1500 per person per day of absence