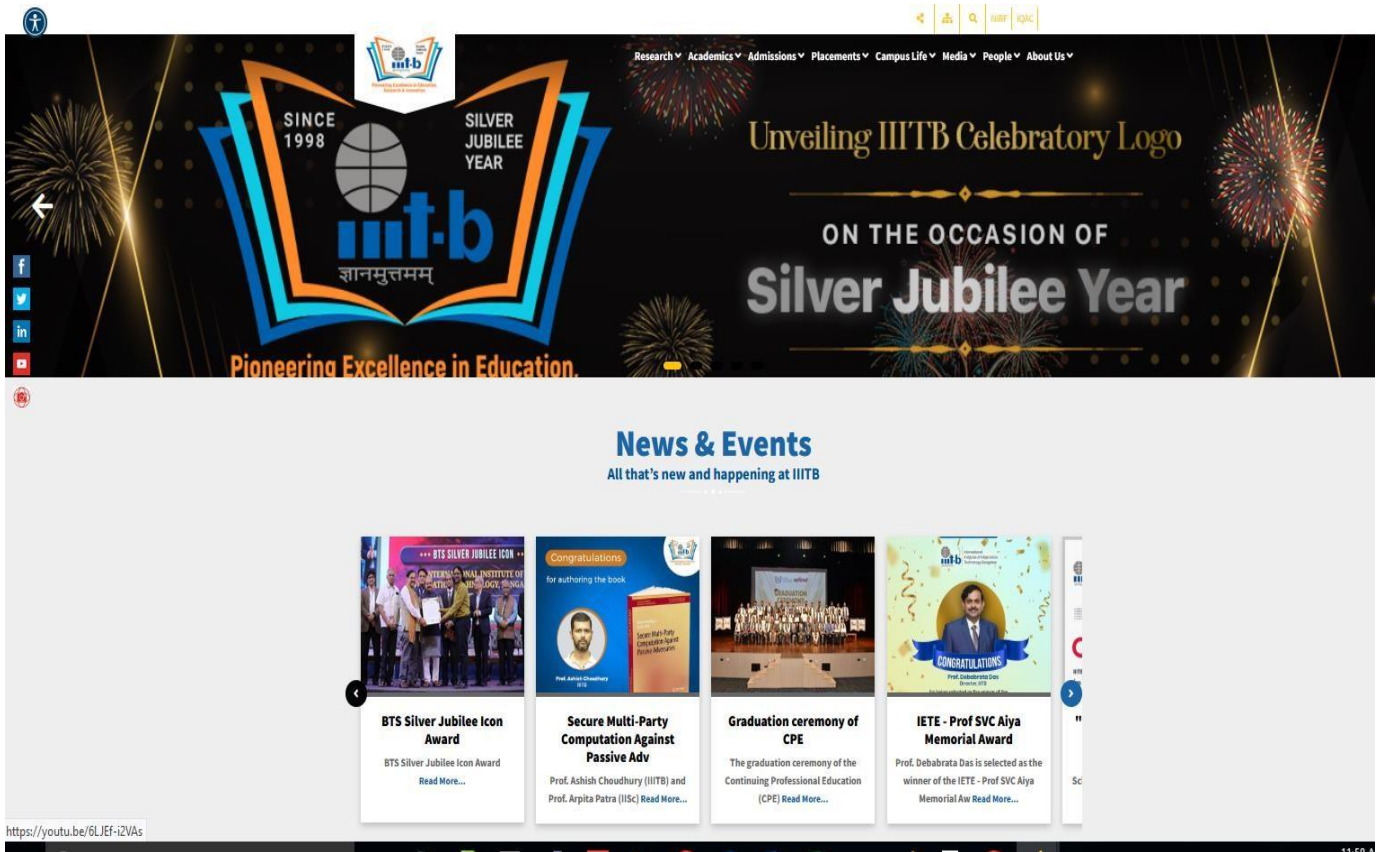


# IT Managed Services Tender Proposal

(Tender ref: IIITB/ITMANAGE-001/2023, dated 13-03-2023)

## IIITB SCOPE OF WORK



The **International Institute of Information Technology Bangalore (IIITB)**, a deemed to be University, was established in 1998 with a vision to contribute to the IT world through education and research, entrepreneurship and innovation.

The autonomous institute has consistently been at the forefront of IT education and innovation. More than 3,500 students have graduated from the institute since its inception, and serve in over 100 well-known IT product and services companies. The institute alumni have also founded more than 50 enterprises.

The institute attracts students from all over India and abroad and has the unique distinction of selecting 100% students on merit from across the country and abroad, pushing up the level of discourse and peer group at the institute. It has a unique positioning as a leading technology institute with its interdisciplinary courses which crisscross information technology and social

sciences being pursued by students from diverse academic backgrounds. The MSc Digital Society course of the institute is the first of its kind in the country.

Intersecting technology and society, IIITB has grown in stature to become an institution of considerable repute with its unique model of education, research, and industry interaction. It works in partnership with the corporate sector while retaining the freedom of an academic institution. Inspired by other renowned institutions, it strives to emulate an academic culture that is on par with the best international institutions.

The institute has been ranked 81<sup>st</sup> in the Engineering category in the country in National Institutional Ranking Framework 2022 by the Ministry of Human Resources Development, Government of India.

The institute is a registered not-for-profit society supported jointly by the Government of Karnataka and the IT industry.

## 1. Introduction

This document defines the scope and terms of service contract, which IIITB intends to issue to the selected service providers "hereinafter referred to as Vendor" to provide very cost-effective solution for the IIITB Electronics City location and for providing managed services for the scope of service detailed below.

IIITB provides IT services to user Students/faculty/ Start-ups Company and staff. Vendor will provide some of these services on behalf of IIITB. IIITB will provide the overall Project Management, as well as develop and maintain the processes needed. Vendors are expected to follow process defined by IIITB IT committee. Vendors will provide the services as defined in this document, ensure that the service levels are met and user's satisfaction is met.

## 2. Scope of services

The vendor is required to assess the current systems / practice followed in IT Admin support areas and accordingly propose managed services offering which shall fulfil user's requirements in accordance with the scope defined below.

The scope of work would include but not restricted to the following system categories: Onsite support 24/7

Service Tower	Level	Experience	Service Window	Location
Desktop L2 & L3 Resource Onsite Support) and Aruba Network Monitoring & Management	L2	3 years relevant experience	9x6	Bangalore
Datacentre Servers Management Server/Sql DB/storage/Backup/VM	L3	5 years relevant experience Manage Azure infrastructure/AD/O365 Email Management.	9x6	Bangalore
Desktop L1 & L2 support for labs and Asset & Vendor Management	L1 & L2	3 years relevant experience	9x6	Bangalore
Desktop L1 & L2 support and Asset & Vendor Management	L1	2 years relevant experience	9x6	Bangalore
Desktop L1 Resource for Night Shift.	L1	2 years relevant experience	9x6	Bangalore

Note: The required backup support for hardware and software MS SQL & MySQL and Server/storage/Backup/VM to be provided on need basis remotely or onsite.

**Commercial Bid (to be submitted with Finance Bid Envelop)**

Tender Ref. No.

Quotes to be made as per Karnataka State - Minimum wages for the year 2023-24.

Institute will reimburse additional amounts on Basic Pay, VDA, Bonus, LSP, ESI, EPF every year as per revisions in minimum wages.

Working Hours of each staff should not exceed "fixed working Hours under the provisions of Shops and Establishment Act"

One Weekly Off need to be given to all the staff as per Labour Law.

Monthly Billing need to be as per the staff present in the campus.

	Description	Monthly Salaries				
		Desktop L2 & L3 Resouce onsite support and Aruba Network Monitoring & management	Data Centre Servers management. Server / Sql / DB / storage / Backup / VMWARE	Desktop L1 & L2 support for Labs and Asset & Vendor management	Desktop L1 & L2 support for Labs and Asset & Vendor management	Desktop L1 Resource for Night shift
Level		L2	L3	L1 & L2	L1	L1
Experience		3 years relevant experience	5 Years relevant experience Manage Azure infrastructure / AD / O365 Email management	3 years relevant experience	2 years relevant experience	2 years relevant experience
A	Basic	-	-	-	-	-
B	VDA	-	-	-	-	-
C	<b>Total Wages (A+B)</b>	-	-	-	-	-
D	Bonus	-	-	-	-	-
E	Leave Pay	-	-	-	-	-
F	National Festival Holiday Salary	-	-	-	-	-
G	Other Allowances	-	-	-	-	-
H	<b>Total Allowances (D+E+F+G)</b>	-	-	-	-	-
I	<b>Gross Wages (C+H)</b>	-	-	-	-	-
J	ESI	-	-	-	-	-
K	EPF with ceiling of Rs. 15,000/-	-	-	-	-	-
L	Uniform	-	-	-	-	-
M	<b>Total Others (J+K+L)</b>	-	-	-	-	-
N	Management Fees per Head	-	-	-	-	-
O	<b>Total Cost Per Head (I+M+N )</b>	-	-	-	-	-
P	Monthly average numbers	-	-	-	-	-
Q	<b>Monthly Amount (O * P)</b>	-	-	-	-	-
<b>*** GST extra as applicable</b>						

Service Tower	Level	BE/BSc /Diploma Plus Experience	CTC INR	Total
Desktop L2 & L3 Resource Onsite Support) and Aruba Network Monitoring & Management	L2	3 years relevant experience		
Datacentre Servers Management Server/Sql DB/storage/Backup/VMWARE	L3	5 years relevant experience Manage Azure infrastructure/AD/O365 Email Management.		
Desktop L1 & L2 support for labs and Asset & Vendor Management	L1 & L2	3 years relevant experience		
Desktop L1 & L2 support and Asset & Vendor Management	L1	2 years relevant experience		
Desktop L1 Resource for Night Shift.	L1	2 years relevant experience		
<b>Management Fee</b>				

### 3. Service Window

Vendor shall provide Services, as per the service window detailed above, how ever on need basis vendor to ensure that any call raised beyond the service window shall be addressed on priority basis without additional charges.

### 4. Scope of Work - IT Managed Services

#### SCOPE OF ACTIVITIES

#### **IIITB DATACENTER AND CAMPUS WIRED, WIFI AND CCTV NETWORK SUPPORT**

(more detailed information attached in IIITB infrastructure document )

**IIITB users: Students, staff and faculty systems, computing labs, research labs, project labs, Innovation center, startup companies.**

Windows/Linux/DBSupport/Application
Support to all BAU [Business as usual] calls.
Monitoring of Servers & storage
Daily Health check up of Critical application
Installation and configuration
Troubleshooting and issue resolution
Upgradation
creation of new servers
decommission of servers
System Backups

AV and Patch update level check.
Add and remove Roles and features on Servers.
System Maintenance / Old Logs Mgmt. / IIS Logs Mgmt.
System Performance / Page File tweaking.
System Security / File Servers /Local Ids Mgmt. / Open Shares.
File Servers Quota Mgmt.
Database Start-up/shutdown
DB backup at the time of Server Patching/Application Patching
Checking the status of Schedule DB Backup and Taking Appropriate action in case of failure.
Required this expert depends on our projects in IIITB Monitoring /Resolving of Database Issues
Monitoring /Resolving of Database Space issue
Monitoring of Database Replication Status and Resolving in case of lag
DB Performance Report Generation
Database Patching.
DB user creation
DB User Privilege Granting
Opening DR DB in Snapshot mode
Opening Case/Follow up with OEM for any DB issue
▪   ▪ <b>Active Directory</b>
Domain Controllers reachability check.
Server Resources Check.
Replication
Authentication
Organization Unit (OU), AD groups
DNS
AD Sites and Services
Service ID Creation
Backup
▪   ▪ <b>Office 365</b>
Office365 On-Prem Servers reachability check.
Server Resources Check.
ADFS Service availability.
AD Connect Sync Monitoring
Exchange Service and Mail Queue monitoring.
Exchange IIS Logs maintenance
Certificates Management for ADFS
Certificates Management for Exchange
Office365 License Management
▪   ▪ <b>Wired and Wifi Network from Aruba</b>

Administration of Aruba Clear pass/Airwave / Mobility master/Access point/ Switches and routers.
Managing and updating the user request on internet access on daily basis
Link and Device Monitoring
Router and Switches configurations follow-up
Link maintenance in coordination with ISPs
Commissioning of new links
Troubleshooting of Network Issues with Local Customers and subsequent call logging with ISPs
Database up-updation (link, router etc.)
Internet access for visiting users and new start-ups company's
Execution of Port Opening Requests
Primary Desk for addressing Customer Network Issues over mails and Calls
Inventory up-updation (routers, links& any other related hardware, software)
Configuration backup for Network Devices
Regular Health Check for Core Network Devices and Follow-up with concerned stakeholders for update and information
Attends Hardware Issues and works with Device Vendors for dispatch, transit, delivery and installation at onsite premise.
Hardens the Network Devices as per standard baselines
Keep close checks at datacentre MDF and Critical Links' utilization and address concerned stakeholders (HP Servers, Paloalto firewall, Aruba clearpass, Airwave, Mobility master etc..
Reporting (Availability, utilisation, ISP performance, backup, Change Management, Process Adherence for L1 Desk, Self-review
Responsible for coordination with ISPs for link performance and if required upgradations
<ul style="list-style-type: none"> <li>▪ <b>end User Management</b></li> </ul>
Day to day end user management
Troubleshooting of end user Issues and resolution
patch management
<ul style="list-style-type: none"> <li>▪ <b>Asset Management HP Synergy Blade servers and 3Par SAN storage</b></li> </ul>
CMDB Management for VMWARE
CMDB Report
Asset Inventory Report
ISP Link Inventory Report

Note: The above mentioned activities are to be carried out by the on-site resources.

## TERMS AND CONDITIONS

- a. **CONTRACT DURATION: 2 YEARS ( RENEWAL YEAR ON YEAR) PLUS ONE YEAR IF COMMITTEE AGREES.**

b. PAYMENT TERMS – MONTHLY, 15 DAYS FROM THE DATE OF INVOICE

c. SLA: 99.99 % UPTIME

Metrics	Infrastructure	Service Response time	Service Resolution time		
			Severity 1	Severity 2	Severity 3
Service Availability	Server, storage, back up, database etc. Related services	15 min	2Hrs	4Hrs	8Hrs
	Network, load balancer etc. Related services	15 min	2Hrs	4Hrs	8Hrs
	End User Services etc. Related services	15 min	2Hrs	4Hrs	8Hrs

Restoration Time Operational Services – Target Penalty %				
Metrics	Sev 1	Sev 2	Sev 3	Measurement Frequency
Server, storage, back up, database etc. Related services	5.00%	3.00%	2.00%	Monthly
Network, load balancer etc. Related services	5.00%	3.00%	2.00%	Monthly
End User Services etc. Related services	5.00%	3.00%	2.00%	Monthly

Severity Level	Definition / Scenario
Severity Level 1	IT service interruption affecting 70 of users.
Severity Level 2	IT service interruption affecting 40% of users.
Severity Level 3	IT service interruption affecting 10% of users.

d. PENALTY:

The SLA is measured on monthly basis, if the resolution time is not achieved as per the above defined SLA's a penalty's will be applicable for not adhering to SLA's on the monthly contract value up to max capping of 10% will be imposed for each incidence of default and shall be deducted from the Vendor's payment.



#### e. LOCATION OF SERVICES:

- i. Vendor shall provide Services designated places at IIITB Bangalore Electronics City.
- ii. In case of any IIITB event outside the campus and other location by within the same city limits, vendor will be liable to provide Services in accordance with the provisions of this Agreement at the new location as notified by Client.

#### f. REPORTS & REVIEW

- Vendor is responsible to provide Daily, Weekly and Monthly reports with call status, SLA adherence etc.,
- Vendor will agree to provide reports apart from the standard reports in case requested by IIITB or IIITB client.
- Vendor should conduct monthly/ Quarterly & Yearly review with IIITB project management team.

#### g. APPROACH AND SERVICE PLAN

- Vendor should provide approach documents covering, their understanding of the deliverables, service plan to meet the SLA.
- Vendor should provide on call support for the IIITB campus along with service delivery planning.

#### h. TERMINATION OF THE CONTRACT

IIITB may terminate the said SOW-Agreement, without any cancellation charge, with or without any cause. Such termination will be effective at the end of the 30 days written notice period. Buyer may, upon written notice to Supplier, terminate a SOW.

Upon termination, in accordance with Buyer's written direction, Supplier will immediately: 1. Cease work; 2. Prepare and submit to Buyer an itemization of all completed and partially completed Deliverables and Services; 3. Deliver to Buyer Deliverables satisfactorily completed up to the date of termination at the agreed upon Prices in the relevant SOW and/or WA; and 4. Deliver upon request

#### i. CHANGES / ADDITION / DELETION

- IIITB reserves rights to make changes as per user requirement. Any change will be mutually discussed before change is implemented.
- IIITB reserves right to descope the packages as per user requirement.
- IIITB reserves right to choose the packages between with different vendors based on their merits.
- Vendor will not change the price of the managed services in case of any services domain getting descope.
- IIITB will refer the same price provided by vendor in case of any addition in resources.

#### j. CONTRACT LABOUR ACT

- The Parties acknowledge that the provisions of the Contract Labour (Regulation and Abolition) Act, 1971 may be applicable to the Services provided by IIITB under this SOW. If it is determined that such Act is applicable, vendor shall take necessary steps to enable IIITB to comply with its obligations under such

Act, including issuing of relevant statutory forms to IIITB. In the event that the customer does not take such necessary steps, IIITB reserves the right to immediately suspend services without any further liability, until customer complied with such steps.

**E. LEAVE MANAGEMENT:**

Leave for more than 1 day, backup resource has to be provided, failing to which the penalty shall be deducted on pro-rata basis

**F. VENDOR PRE-REQUISITES:**

- Labour Law Compliance Documents / Certificates for respective state / region/back ground verification check etc.
- Vendor should ensure minimum of 1 month of minimum notice period for any resource attrition,
- Transportation / accommodation / Food / Communication & other Expenses etc., shall be borne by the Resource / Vendor.
- Attrition control mechanism to be shared.

**G. QUOTE VALIDITY: 60 DAYS FROM THE DATE OF QUOTE SUBMISSION.**

H. For any queries please write to [cao@iiitb.ac.in](mailto:cao@iiitb.ac.in) & [murugan@iiitb.ac.in](mailto:murugan@iiitb.ac.in)

I. Send quotation in sealed envelope super scribed "IT Managed Services, Tender ref: IIITB/ITMANAGE-001/2023" on or before 27.03.2023 to below mentioned address:

CAO

International Institute of Information Technology Bangalore.

26/C, Hosur Road, Electronic city phase-1

Bangalore 560100