



**National Institute for Micro, Small and Medium Enterprises  
(ni-msme)**

(an organization of Ministry of MSME, Govt. of India)  
and ISO 9001-2015 certified)  
Yousufguda, Hyderabad – 500 045. Telangana, India

No. ni-msme/Manpower/0020

Date: 15<sup>th</sup> Oct. 2020

**E-TENDER NOTICE**

Online e-tenders i.e. single bid system (Technical and Financial) are invited through the e-procurement portal <http://eprocure.gov.in/cppp> by the Director General, National Institute for Micro, Small and Medium Enterprises, from reputed agencies/companies for **Hiring of Manpower for System Administrators/Network Engineers** to **ni-msme**, Yousufguda, Hyderabad.

The last date of bid submission is **22.10.2020**

For more details log on to <http://eprocure.gov.in/cppp> or [www.nimsme.org](http://www.nimsme.org)

Sd/-  
Director General



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**CRITICAL DATE SHEET**

| <b>Milestones</b> | <b>Start Date</b> | <b>Start Time</b> | <b>Last Date</b> | <b>Last Time</b> |
|-------------------|-------------------|-------------------|------------------|------------------|
| Tender Publishing | 15.10.2020        | 17.00 HRS         |                  |                  |
| Tender Download   | 15.10.2020        | 17:00 HRS         | 22.10.2020       | 17:00 PM         |
| Bid Submission    | 16.10.2020        | 11:00 HRS         | 22.10.2020       | 17:00 PM         |
| Bid Opening       | 24.10.2020        | 12:00 HRS         |                  |                  |

Sd/-  
Director General

## 1.0 **BIDDERS INFORMATION FORMAT**

| <b>S.No.</b> | <b>Description of Details</b>   | <b>Bidder's Response</b> | <b>Page No. of Technical Bid Submission</b> |
|--------------|---|--------------------------|---|
| 1            | Name of the Firm /Company   |                          |   |
| 2            | Type of Company Govt./PSU/ Public Ltd/Partnership/Proprietary) with necessary documents.  |                          |   |
| 3            | Registration Number & Date of registration (self-attested certificate copy to be enclosed)  |                          |   |
| 4            | Address of registered office/Head Quarter with contact person's name & designation, contact number, Fax no, e-Mail Address                        |                          |   |
| 5            | PAN &TAN numbers and related details  |                          |   |
| 6            | GST Registration Certification & related details  |                          |   |
| 7            | Copy of EPF & ESI registration documents  |                          |   |
| 8            | Copy of ISO 9000:2015   |                          |   |
| 9            | Copy of ISO 27001:2013  |                          |   |
| 10           | Total manpower in customer support with details of technical support/helpdesk (Toll free number Mail ID, Contact Person Name with Mobile Numbers) |                          |   |
| 11           | <b>Bidders should have relevant experience in providing FMS service in Government /PSU/Deference organization.</b>                                |                          |   |

## 2.0 BIDDERS' QUALIFICATION CRITERIA

| DESCRIPTION OF PARAMETERS   | COMPLIANCE<br>(Yes/No) |
|---|------------------------|
| The firm should be registered under The Indian Companies Act, 1956 and/or The Companies Bill 2008/2009.   |                        |
| The firm must provide GST Tax, PAN registration certificates.   |                        |
| The firm must provide EPF, ESI registration certificates  |                        |
| The firm must be ISO 9001:2015 certified.   |                        |
| The firm must be ISO 27001:2013 certified   |                        |
| The firm must declare that there is no lawsuit pending against the Directors/ Company since origin.   |                        |
| All the Product Components proposed should be from a single Manufacturer for seamless integration.  |                        |
| The Original Equipment Manufacturer of Active Components should be an ISO 9000 Certified.   |                        |
| The Bidders should have experience in providing FMS service for Govt/PSU/Deference organization need to submit document proof   |                        |
| The bidder must quote for all the items/services mentioned in the tender. Part/incomplete quotes shall be summarily rejected  |                        |
| Tender compliance should be certified by OEM's of respective components along with all the supporting documents.  |                        |
| Bidder should have support centre / replacement support in the state of Telangana region preferably in Hyderabad.   |                        |
| In case End-user demand, bidder should provide the FMS engineer at NIMSME Technical team for conducting interview of respective engineer who is going to depute at NIMSME |                        |

### **3.0 Technical requirement:**

1. National Institute of Micro, small and Medium Enterprise looking for the bidder for providing Facility Manage Service (FMS) by **deputing two (2) highly skilled engineers** at onsite i.e., 9 AM to 6 PM (Monday to Saturday).
2. Bidder should have experience in deputing FMS service in large account have minimum 4 Servers, 200 Desktop Users, Large networking i.e, core and distribution switching, UTM firewall, CCTV environment and wi-fi system in a single institute in Government /Public sector.
3. Bidder should depute Highly Skilled Engineers (having at least BCA / B.Sc.(IT)/ B. Tech. degree in computers for the Facility Management / Maintenance Service on linux/windows environment, networking system to installation fault finding, Trouble shooting (need to submit names and proof of the individuals certificate) having minimum 5 years' experience in same domain. (need to submit experience certificate).
4. Bidder to have ability to bring in resources in case of computer security/threat/intrusion/hacking/virus attack etc.

#### **Details of Desktop/server FMS Service:-**

1. FMS engineer should have a certified (windows/Linux) and minimum experience of 5 years in desktop platform (windows/linux) server management, printers.
2. To take care of all the computers and their peripherals in the institute, coordinate with the supplier for the general maintenance of all IT equipment under warranty.
3. To install necessary softwares on all equipments as and when required and support for new installation and upgradations.
4. To install antivirus software provided by institute and monitor all the system through the server and download the new patches for the update, need to update windows/ linux patches for update.
5. Maintain and support the institute network through periodic monitoring of client nodes and day to day maintenance and management.
6. Need to check all the inventory of IT, need to maintain record IT inventory need to submit the report to CCIT incharge /Admin incharge.
7. Configuration of server /workstation/ video configuration.
8. Need to maintain systems logs regularly.

#### **Details of Networking FMS service:-**

1. FMS engineer should have a certified in CCNA or equivalent with minimum experience of 5 year in networking (LAN/WAN).
2. Should handle UTM firewall, able to monitor, create rules and privileges based in the users.
3. Should handle indoor and outdoor campus wi-fi systems.
4. Should handle LAN/WAN/ISP need to resolve issue network issue.
5. Should handle in to maintain systems logs/network logs, need to update the firmware of core switches/distribution switches, access switches, UTM firewall.
6. Should maintain back for switches, servers.
7. Should able to monitor CCTV systems, need to checkup.

8. Configure and install various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS).
9. Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.
10. Monitor performance and ensure system availability and reliability.
11. Monitor system resource utilization, trending, and capacity planning.
12. Provide Level-2/3 support and troubleshooting to resolve issues.
13. Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure.
14. Select and implement security tools, policies, and procedures in conjunction with the NIMSME security team.

#### **4.0 Terms & Conditions:**

The tenderers are requested to go through the following terms and conditions before submitting their tender documents:

1. Tender shall be submitted in online through CPPP only. If submitted in any other form the same shall be summarily rejected.
2. The company or firm will provide GSTIN (Good and Tax Registration No.) along with bid. Further company or firm will provide monthly paid challan for payment of GST along with bill.
3. The service provider should be registered with the state government and all fulfilling all the statutory obligations such as EPF, ESI etc. is the responsibility of the service provider.
4. The quoted rates shall not be less than the minimum wages of state government and shall include all statutory obligations. The rates quoted should be consolidated and inclusive of Employer EPF contribution, ESI Contribution, bonus, insurance, leave salary etc. The offer of the agency which does not abide by the minimum wages act, as notified by state government on the date of submitting of tender will be rejected out rightly.
5. The paid receipts of ESI, EPF and GST challans should be furnished to ni-msme for releasing next month payment.
6. **National Institute for Micro Small and Medium Enterprises reserves the right to accept or reject any or all the offers / bids either fully or partly without assigning any reason. The institute is not bound to accept the lowest bid.**

*For any queries contact:*

**Dr. K. Visweswara Reddy,**

FM (SEM) / Admn. I/c.

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