

RFP For IT Support Services For India Brand Equity Foundation

Request for Proposal [RFP]

Date of issue of RFP: October 1, 2021

Last Date of Submission: October 18, 2021

**India Brand Equity Foundation,
16th Floor, Dr Gopal Das Bhawan
28, Barakhamba Road
New Delhi – 110001
INDIA**

[Total Number of Pages including this page of the RFP: 10]

SECTION 1: INSTRUCTIONS TO AGENCIES

1.1 Introduction

1.1.1 India Brand Equity Foundation (IBEF) is a trust established by the Department of Commerce, Ministry of Commerce & Industry, Government of India. IBEF's primary objective is to promote and create international awareness of the Made in India label in markets overseas and to facilitate dissemination of knowledge of Indian products and services. Towards this objective, IBEF works closely with stakeholders across government and industry to promote *Brand India*.

1.1.2. IBEF proposes to appoint an IT Support services agency.

1.1.3. The agency should be an established IT Support services company with proven track record.

1.1.4. The IT Support service will be appointed for a period of one year, further renewable for a period of one year depending upon the performance of the agency.

1.1.5. Interested agencies are invited to submit the proposals, which must include the following, as detailed subsequently in this document:

- a. A Technical Proposal and
- b. A Financial Proposal

1.1.6. It may be noted that

- (i) The costs of preparing the proposal are not reimbursable and
- (ii) IBEF is not bound to accept any of the proposals submitted.

1.1.7. The agencies are required to provide professional, objective, and impartial service at all times and hold the IBEF's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

1.1.8. Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of IBEF, or that may be reasonably perceived as having this effect. Failure to disclose such situations by the agency may lead to disqualification of the agency or termination of the contract.

1.1.9. Agencies must observe the highest standards of ethics during the selection and execution of the contract. IBEF may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

1.1.10. The family members/ blood relations of employees and/or consultants of IBEF shall not be eligible to participate in the RFP process. Any proposal submitted by them may be summarily rejected. In case,

IBEF comes to know of the relationship subsequent of the award of contract, the contract shall be liable to be cancelled. It is clarified that the term consultants of IBEF does not refer to agencies/people, which may have been shortlisted for an assignment/project of IBEF through RFP process.

1.2 Minimum Eligibility Criteria

1.2.1. The agency should be able to provide a qualified IT Support services team/personnel, for undertaking the project for IBEF and should have demonstrated experience in handling similar projects of comparable stature.

1.3 Scope of Work and Deliverables

The scope of project providing IT Support services to IBEF.

The RFP is only for the IT Support Services for IBEF. The detailed scope of work is provided in Annexure 1.

1.4 Preparation of Proposals

1.4.1 Agencies are required to submit a Technical proposal and a Financial Proposal as specified below.

(a) Technical proposal

The agencies are expected to provide the Technical Proposal as specified in this RFP Document.

The Technical Proposal shall contain the following:

- i. Letter of Technical Proposal Submission;
- ii. A concept note on the understanding IT services related requirements of IBEF.
- iii. Comprehensive details of present clientele and assignments of comparable stature.
- iv. The details of the IT Support team assigned for the project.
- v. At least three client testimonials from clients.
- vi. An undertaking on the letterhead of the agency and signed by an authorized signatory, that the agency will undertake the assignment, in accordance with the **Scope of Work** detailed in the RFP document and at the cost submitted by the agency in the financial proposal **(the cost is not to be indicated in the undertaking)**. The above undertaking submitted by the agencies would be binding on the agency.

The Technical Proposal shall not include any financial information.

(b) Financial Proposal

In preparing the Financial Proposal, agencies are expected to take into account the requirements

and conditions outlined in the RFP document.

1.4.2 Letter of Financial Proposal should include:

- i Total cost (exclusive of applicable taxes) of the project for a period of one year.
- ii No hidden costs or conditions will be accepted.

1.4.3 Taxes as applicable in India will be paid as per actuals and the same are **not** required to be indicated in the financial bid.

1.4.4 The cost quoted will be firm and fixed for the duration of performance of the contract. At **no point of time** will any deviation from the quoted rate be entertained by IBEF.

1.4.5 The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

1.5 Submission of Proposals

1.5.1 The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

1.5.2. **The Technical Proposal should be placed in a sealed envelope and superscribed "Technical Proposal for IT Support Services for IBEF". The Financial Proposal shall be placed in a separate sealed envelope and superscribed "Financial Proposal for IT support services for IBEF".**

Both the sealed envelopes should be put into an outer envelope and sealed. The outer envelope shall be superscribed **"RFP for IT support services for IBEF"** with the date of submission. **The Bottom Left corner of the outer cover should carry the full name, address, telephone numbers, e-mail ID etc. of the agency submitting the proposal.**

1.5.3. If the Bid is not submitted in a separate sealed envelopes duly superscribed as indicated above, this will constitute grounds for declaring the bid non-responsive.

1.5.4 The outer envelope containing the sealed Technical and Financial Proposals should be addressed to:

Mohd. Akram
Executive
India Brand Equity Foundation
16th Floor, Dr Gopal Das Bhawan
28, Barakhamba Road
New Delhi – 110001
INDIA
Email: mohd.akram@ibef.org

The proposals will need to be dropped in the **Tender Box** placed at IBEF office.

1.5.5. The proposals must be submitted **on or before 18th October 2021, 5.00 pm.**

- 1.5.6 No proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals, the same shall be returned un-opened.

1.6 Opening of Proposals and Selection Process

- 1.6.1 The two bid system will be followed; the technical bids will be opened at first instance. It is clarified that prospective bidders scoring 70% and more in the Technical Proposal (please refer to **Annexure 2**) will be deemed to qualify for the second stage of the bid.

At the second stage, financial bids of only technically qualifying bidding parties will be opened and the L1 bid from the technically qualifying bidder will be accepted (please refer to Annexure 3). Should it be deemed necessary, the technically qualifying agencies may be invited for a presentation of their proposals.

- 1.6.2 From the time the Technical Proposals are opened to the time the contract is awarded, if any agency wishes to contact IBEF on any matter related to its proposal, it should do so **only in writing**. Any effort by the agency to influence the IBEF in the proposal evaluation or contract award decisions may result in rejection of the proposal of the Agency. **The RFP related communication and updates will be posted on www.IBEF.org.**

- 1.6.3 In the event that two or more Bidders quote the same financial quote (the "Tie Bidders"), the IBEF shall identify the Selected Bidder by draw of lots, which shall be conducted, with prior notice, in the presence of the Tie Bidders who choose to attend.

Disclaimer

1. This RFP document is neither an agreement nor an offer by India Brand Equity Foundation (hereinafter referred to as IBEF) to the prospective applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. IBEF does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for IBEF to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by IBEF in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. Each prospective applicant should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. IBEF will not have any liability to any prospective Applicant/ Firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the assignment, the information and any other information supplied by or on behalf of IBEF or their employees, any Agency or otherwise arising in any way from the selection process for the assignment. IBEF will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon any statements contained in this RFP.

4. IBEF will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that IBEF is bound to select an applicant or to appoint the selected applicant, as the case may be, for the services and IBEF reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. IBEF also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IBEF accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. IBEF reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP/amended RFP will be made available on the website of IBEF (www.IBEF.org).

Annexure I

Scope of work (IT Support services)

- Providing onsite human resource: one IT resource must be provided onsite (to work in IBEF office).
- Providing refilling and maintenance of all 3 printers mentioned below.
- Conducting maintenance activity of all Laptops, Servers, Biometric machines, desktops, EPABX and UPS on regular interval
- Conducting Preventive maintenance and Breakdown maintenance for all the assets mentioned below
- Annual maintenance, repairs and services arising out of wear and tear of the normal usage of desktops, laptops, PCs, fax machines and printers, EPABX, biometric attendance record etc, The details are mentioned below:

S.No.	Description	Make	Qty
1	Laptops	Dell HP Lenovo Apple Toshiba	6 4 5 2 1
2	Desktops	HP Dell IBM Apple	1 1 1 1
3	Printers	HP (3 black & white and 1 Colour)	3
4	Servers	Dell(Tally server) HP Lenovo(Printer server)	3
5	Biometric Machines		2
6	EPABX	Matrix	1
7	UPS 6KVA		1

Preventive Maintenance

- Service provider's service representative shall visit IBEF at least once in a month for carrying out preventive maintenance on all the service units (as mentioned above). For avoidance of doubts, it is clarified that preventive maintenance shall include maintenance of all mechanical, electrical and electronic parts/ sub-assemblies. The preventive maintenance report will be as per the format agreed between IBEF and service provider.
- Preventive maintenance shall be carried out within the working hours (i.e. 09 AM to 6 PM from Monday to Friday). Preventive maintenance shall be carried out on a monthly basis at IBEF office.
- IT support staff and team will keep reviewing the setup on server and keep IBEF updated if any setup needs to be upgraded. Space monitoring and management of available storage space needs to be carried out all the time.

- Onsite resource will be responsible for data security, storage and data management (including CCTV, Biometric attendance etc.) and requirements of any kind of upgrade or new applications must be provided well in advance in writing to IBEF.
- Onsite resource will be responsible for all IT assets of IBEF and should maintain a regular record of all the assets and asset related transactions.
- Onsite resource should be updated with current IT procurement requirements of the industry including new product specifications and trends.
- Onsite resource will be required to organize the IBEF files/documents on shared drive in discussion with the concerned employees who are the custodian of those documents. It will ease the access to common IBEF documents. It will also help in keeping the repository of activities and relevant documents at one common shared online path.
- Agency should always be working in interest of IBEF as directed by IBEF.
- Onsite resource must set up and manage IT and communication related equipment of the employees at IBEF office.

Breakdown Maintenance

- Service provider shall carry out all breakdown maintenance after receiving information (written or oral) from IBEF official or their representative within 24 hours from receipt of such information/intimation. The breakdown maintenance report shall be submitted as per format agreed.
- For avoidance of any doubts, it is clarified that breakdown maintenance will include the equipment or process failure, which can affect/hinder and /or stop the day to day functioning of IBEF official' roles/duties etc. These can also be of the nature, which can lead to permanent damage to some major parts of the equipment/service units.
- Breakdown maintenance calls can be made anytime as per requirement. Break down calls must be attended on 24/7 basis on all seven days of the week.

Onsite Human Resource

- Service provider to provide one human resource at IBEF office.
- Proposed onsite resource must be qualified and must have at least 2 years IT services experience.
- Service provider will be responsible for proper handover of entire IT setup from the existing vendor of IBEF. Handover process must be completed within 7 days.
- Resource must adhere to the IBEF's policies, rules and practices. These may include, but are not, limited to, such issues as office timing and work schedules. Furthermore, it is acknowledged that these policies may be modified from time to time by IBEF
- The resources will perform his or her duties in a careful and prudent manner, conducting him or herself at all times so as to maintain the reputation and interests of the IBEF
- Service provider shall provide a replacement and assistance in absence of the dedicated resources, due to any reasons which may include but not limited to sick leave, casual leave, resignation or termination.
- In consideration of the resources duties as outlined within this agreement, the compensation will be payable by service provider only; IBEF doesn't hold any responsibility for making any such payment to the resources.
- All the devices with related to duties and responsibilities of the resources such as laptop, mobile phones will be provided by the service provider itself

Annexure 2

Technical Proposal

Qualifying Score – 70% out of 100.

1. IT services strategy proposed for IBEF: 50
 - Breakdown management (equipment breakdown or failure, network failure etc.): 20
 - Data storage, protection and backup: 20
 - Inventory management of IT related assets: 10
2. Credentials of onsite resource proposed by agency: 25
3. Agency Credentials: 15
 - Profile and track record of agency:
4. At least three client testimonials: 10

Annexure 3

Financial Proposal

Financial Proposal Evaluation

- Total cost of project for a period of one year
(Taxes are excluded).
