



भारतीय प्रौद्योगिकी संस्थान कानपुर
INDIAN INSTITUTE OF TECHNOLOGY KANPUR
संगणक केन्द्र
COMPUTER CENTRE

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INDIAN INSTITUTE OF TECHNOLOGY KANPUR
COMPUTER CENTRE

Call for Expression of Interest for Facility Management of Computer Labs in New Core Building, IME Building and Autodesk Lab

Computer Centre, IIT Kanpur calls for Expression of Interest from IT Solution providers/Companies (hereafter referred to as "Solution Provider") involved in providing **facility management services** to corporate, institutional and governmental clients for providing facility management services for computer labs in New Core Building, IME Building and Autodesk Lab (Drawing Hall). The broad objective of the facility management services would be to coordinate & execute overall operation & maintenance activities of the above mentioned labs, in consultation with appointed institute authorities.

CRITERIA FOR ELIGIBILITY

Eligible Solution Provider:

1. Should have provided Facility Management Services involving management of computer labs in Higher Educational Institutions (IITs, IIMs and NITs/ Other Govt. PSU organisations etc.) Should have completed at least one project amounting to not less than Rs. 30 lakhs in one year.
2. Should have an average annual turnover during last 3 years, in IT services , of not less than Rs. 100 Crores.
3. Should be registered with the Income Tax, Service Tax authorities and also registered under the labour laws, Employees Provident Fund Organisation, Employees State Insurance Corporation
4. Shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956.

The Solution Provider must provide documentary evidence against each of the above points.

DESCRIPTION OF THE WORK

The scope widely covers operation and maintenance of computer labs NOT including hardware maintenance.

List of abbreviations used

AO – Agency to whom the operation and maintenance work is outsourced

PM-Project Manager

IL - In-charge of departmental labs

IC – Institute Coordinator

PLT – Primary Lab Technician

SLT – Secondary Lab Technician

There are 554 computers of different makes in 10 Labs of 5 different departments. The requirements of each department concerning software are different. The breakup of the department wise labs along with number of computers is given in Table 1.

Table 1: List of labs to be managed by AO

S.No	Labs	Total Number of PCs	Printer	Scanner	Time
1	CC-01 Windows Lab,302	48	1		8 AM -2 AM
2	CC-02 Linux Lab,301	121	1		8 AM -2 AM
3	CC-03 Windows Lab,312	48	1		8 AM -2 AM
4	Math - Windows Lab,303	20			8 AM -2 AM
5	Math - Linux Lab,302	48			8 AM -2 AM
6	HSS-Economics Lab,311	43	1	2	8 AM -2 AM
7	HSS-Psychology lab,310	35	1		8 AM -2 AM
8	HSS-Language Lab,309	63	2	1	8 AM -2 AM
9	IME/ME-AutoCAD Lab, 403	90	4		9AM-8PM
10	Autodesk Lab	38			9AM-5PM

The labs are to be kept open as per timing shown in Table 1 on all days (Monday to Sunday). However, the facility will remain closed on national holidays as indicated in the Institute Calendar. The mode of operation is discussed in more detail in subsequent sections.

Definitions and roles of the different components of manpower

1. **Agency to whom the FM work is outsourced – (AO)**
2. **Project Manager – (PM):** The AO shall appoint a PM to monitor the entire activity across all labs in Table 1 and report to the IC. The acceptable qualification for PM is B.E/B.Tech (CS) with 5 years IT experience or M.Tech (CS) with 3 years IT experience, preferably with ITIL ver. 3.0 certification
3. **In-charge of departmental labs – (IL):** Every department will designate an appropriate person to lay out the requirements of OS and software and other peripherals of the lab to be installed and maintained. IL will communicate all requirements/complaints to the Institute appointed Institute Coordinator (IC). Students and faculty will communicate their requirements and complaints to their respective ILs.
4. **Institute Coordinator - (IC):** He/She is a person having technical knowledge of various operating systems along with specialized and general application software and hardware. The role of IC is to act as a single point of contact to all ILs. ILs will communicate all requirements and complaints to IC and IC will in turn communicate to the PM and efforts will be made to get the work done in time. IC will be responsible to monitor the working of the overall model. He/she will define the overall norms of the work and personnel, for example, the number and quality of manpower to be posted in each lab (PLT and SLT). IC will also be the single point of contact for the AO. AO will hire all staff (PM, PLT, SLT) in consultation with IC and will also consult the IC for all major decisions. Though PM, SLT and PLT will report to AO, IC's decision will be final and binding in case of any dispute.
5. **Lab Technician (LT):** LT will be persons with knowledge of deploying operating systems along with knowledge of specialized application software. They should be conversant of deploying OS and application software to large number of computers, for example, by cloning techniques. These will be hired by the AO/PM in consultation with the IC. The nature of requirement for each lab will be defined by the IC in consultation with the respective ILs of each lab. There will be two categories of LT - one Primary LT (**PLT**) who will be highly skilled and the other Secondary LT (**SLT**) can be lower in skill and assist the PLT. The acceptable qualification for PLT is three year Diploma in Engineering (CS/IT) with 3 years of IT experience or B. Tech/BE/MCA/MSc. (IT) with 2 years of IT experience or M. Tech with 1 year of IT experience; for SLT a three year Diploma in Engineering (IT/CS) with 2 years of IT experience OR B. Tech (IT/CS) /BE (IT/CS) /MCA/MSc (IT) with one year of IT experience.

Out of the above pool, PM, PLT and SLT will be provided by AO. IC and IL will be deputed by the Institute

Scope of the work

The work includes desktop management (software and operation, the OS being various flavours of Windows and Linux), development and management of a web portal for lab bookings and



complaint management and other associated activities like lab monitoring. The details are noted below

A. Lab operation

1. The PM shall make arrangements to keep the labs open as per timing in Table 1
2. The PM shall coordinate with housekeeping staff of the Institute to get the labs cleaned on a routine basis
3. The PM shall make necessary arrangement so that one technical person (SLT) shall be present in each of the labs, during the entire period the labs are kept open. One PLT to be present in each of the buildings (New Core Building, IME and Autodesk Lab) from 8 AM to 2 AM.
4. At the start of the contract, the AO will take charge of the inventory of the labs which shall include the desktops and peripherals. It will be the sole responsibility of the AO to check the inventory on a periodical basis. Each lab shall have an inventory register. It will be AO's responsibility to ensure safety of the equipment. Also, AO will be responsible for any missing hardware from the labs during the hours of operation.
5. One set of the keys to the facility will be with Institute Security. PM will take charge of the keys in the morning and deposit it back after the facility is closed at 2 AM. However, for emergency purposes, one set of keys in a sealed envelope with signature of authorised person from AO will be given to the respective heads of departments. This envelope will be opened only in case of emergency and AO/PM will be informed about it before opening the envelope.

B. Desktop Management

1. The number of desktops in each lab has been mentioned in table 1.
2. Hardware maintenance of the desktops is NOT under the scope of this contract. However, the PM will have to make necessary arrangements to report any malfunctioning of hardware to the third party AMC vendor. In case some part is replaced it shall be recorded in the inventory register. In case some part is to be sent for repair, it shall be recorded in the inventory register. The IL will make necessary arrangement to send the part out of the lab.
3. The IL shall give instructions regarding the OS and list of software to be installed in the department labs to the PM. The PM shall make necessary arrangements to do the installation rapidly using an imaging/cloning mechanism. All licensed /free OS and licensed software shall be provided by the IL. The IL may, from time to time, instruct the PM to update the software/OS. Installation of latest patches/service packs and antivirus definitions shall be arranged by the PM without need to be reminded by the IL.
4. Some labs may have a network printing facility, scanners and Projectors. PM shall make arrangement to install necessary drivers and keep the facility in good running condition and extend all cooperation in the running of these devices. However, the hardware maintenance of



these devices is not in scope of this service. In case of malfunction, the PM shall lodge a complaint with third party AMC vendor and get it rectified.

5. The SLT in each lab will check the health of all systems in the morning and correct any software problem found. Hardware problem, if found, should be reported to the AMC vendor of the concerned lab.
6. Some of the software to be installed may require network licensing. Some labs may require local authentication. In such cases, the deployment and maintenance of the server providing licensing and authentication shall NOT be a part of this contract.

C. Web portal

The AO shall make arrangement to design and deploy a web portal on a dedicated web server (hardware shall be provided) to cater to the following needs. The web application may be developed by the AO or any licensed proprietary software may be used.

- a. The portal should authenticate using NIS/LDAP
- b. The portal to provide a mechanism to make lab bookings by authorized persons
- c. The portal to provide a mechanism to view lab bookings by all registered users
- d. It should be possible to make bulk booking for a course for entire semester
- e. The portal should provide a complaint management system with escalation feature. The complaints shall be first addressed by the SLT/PLT. If it is not resolved at this level, it shall be escalated to the IL, then to PM and then to IC.

Terms & Conditions:

1. The eligible solution provider should be a leading Information Technology (IT) Service Company with IT services as its main business.
2. After evaluation of the EOI proposals, short listed solution provider would be invited for submitting the final technical & commercial bids. Decision of the appointed committee in this regard would be final and binding to all concerned. Merely meeting the eligibility criteria does not guarantee shortlisting of the proposal.
3. IIT Kanpur reserves the right to cancel this call for EOI at its sole discretion, at any point of time during the purchase process.
4. The PM and PLT should be provided directly by the solution provider. Subletting for providing manpower is not acceptable. However, SLTs can be provided by a third party.
5. The contract will be provided to the solution provider which comes out with maximum final score in a QCBS based bidding. The contract will be provided for three years, subject to renewal every year based on quality of performance. The renewal will be at the sole discretion of the committee.

EOI proposals along with relevant documents should reach the Head, Computer Centre, IIT Kanpur by 5 P.M., 04/04/2014.



For any clarification representative of the solution provider can contact the Office, Computer Centre, IIT Kanpur on March 25, 2014 between 9 am to 1 pm.

IT solution provider firm/company submitting their proposals by 5 P.M., on 04/04/2014 are invited for a technical presentation of their proposed solutions on 08/04/2014 at Computer Centre, IIT Kanpur. The presentation will start at 10 A.M. in the Conference Room, Computer Centre, IIT Kanpur. The presentation time slot will be of 30 minutes duration including discussion.



14/3/14

(Dr. Ashish Dutta)