



CAFRAL

CENTRE FOR ADVANCED
FINANCIAL RESEARCH AND LEARNING

Promoted by Reserve Bank of India

CAFRAL No. 00130/10.11.001/2019-20

September 20, 2019

Dear Sir,

Request for Bid (RFB) for Facilities Administration Services

Centre for Advanced Financial Research and Learning (CAFRAL), Mumbai proposes to maintain its IT infrastructure located at Bandra-Kurla-Complex, Bandra (E) and Fort, Mumbai through a "Service Provider" (SP). The equipments and hardwares forming part of IT infrastructure of CAFRAL which the SP will be required to attend to have been listed in Annex-1. The SP will have to have perform certain tasks and responsibilities for the smooth working and upkeep of the said IT infrastructure. Those tasks/responsibilities collectively called Facility Administration have been set out in Annex-2. The Facility Administration services will have to be provided by the SP through a qualified and experienced engineer to be known as Facilities Administrator (FA). The qualification and experience requirements for the FA have been set out in Annex-3.

2. Submission of Bids

2.1. If your firm is interested in providing the above Facility Administration service to CAFRAL you may submit sealed bids in the format provided in Annex-4 (Technical Bid) and Annex-5 (Commercial Bid) under the cover of a forwarding letter duly signed by the authorized signatory of your organization. The forwarding letter should be accompanied by a signed list of documents submitted to support information/particulars furnished in Annex-3 and Annex-4

Technical Bid (TB) and Commercial Bid (CB) should be submitted in separate sealed envelopes superscripted **"Quotation for Facilities Administrator Services – Technical / Commercial"**.

The Bids should reach CAFRAL by hand delivery/ post/ courier on or before **3.00 PM of, October 9, 2019** at the following address:

**The Director,
Centre for Advanced Financial Research And Learning (CAFRAL),
Reserve Bank of India, C8 Building,
8th floor, Bandra - Kurla Complex,
Bandra (East), Mumbai - 400 051.**

Bidder will be responsible to ensure that the bid reaches to the above address on or before the due date and time. CAFRAL is not responsible for non-receipt of Bids within the specified date and time due to any reason including postal holidays or delays. The Bids received after due date and time are liable to be rejected.

The CB will be opened for only those Bidders who are considered technically competent. Such Bidders who meet certain qualifying criteria will be considered technically competent. For the purpose, the data and information furnished by the Bidders in the TB will be taken into account, besides other relevant information that might be available to CAFRAL from independent sources. However, for the purpose of awarding the contract both technical competence and commercial quote would be taken in to account. Bidders would therefore be well advised to prepare their TB and CB carefully, giving all the details sought as per the tender documents. CAFRAL will inform the date, time and venue of opening of CB of those Bidders who would be found technically competent. CAFRAL decision in this respect shall be final and binding.

2.2 General Instruction

- All pages, annexure, enclosures etc. submitted as a part of Bids shall be duly authenticated and numbered.
- Bidders are required to submit softcopy of the TB
- Bids received without duly filled Annex 2, incomplete/false in any respect or not accompanied by prescribed documents are liable to be rejected.
- CAFRAL reserves the right to accept or reject any Bid as also to alter any or all of the terms and conditions without assigning any reason.
- The information specified in Annex -1 might change during the life of the contract for the Facilities Administration service as some equipment may be phased out or some new ones may be acquired.
- All the prices quoted by the Bidder shall be in Indian Rupees and they shall be firm, not be subject to any price escalation.
- All the prices, technical specifications and other terms and conditions proposed by the Bidder shall be valid for a minimum period of one month from the date of closing of the bids. Validity of the Bid should be indicated in the TB.
- Decision of CAFRAL in respect of evaluation of Bids and/ or award of contract will be final.
- No verbal communication with any officer, agent, or employee of CAFRAL shall be deemed to affect or modify any of the terms or obligations of the RFQ documents. In



the event that a clarification or a rectification to the RFQ documents is required, CAFRAL will issue an official letter.

- Any clarification by the Bidder is to be submitted in writing to CAFRAL not later than five (5) working days before the Closing Date.
- Clarification regarding the request for proposal should be directed to : Mr D G Kulkarni (email- dgkulkarni@cafral.org.in, Phone. 022-26571034) or Mr Anup Sonawane (email- anup.sonawane@cafral.org.in, Phone 022-26571021)

2.3 Bidder's Eligibility

- Bidder must be having latest ISO certification relating to facility management services for IT infrastructure.
- Bidder must be having at least one office in Mumbai.
- Bidder must be an incorporated/registered company/firm/organization in India.
- Bidder's company / firm / organization should be a profit making company during the last three accounting years and its net worth should be positive.
- Bidder must warrant that it is financially solvent, i.e. it is able to meet all its debts as and when they fall due.
- Successful execution of Facilities Administration services contract in respect of at least three institutions, managing at least 400 systems during last 2 years. (Copy of the work order placed with the firm by the purchaser should be enclosed as evidence)

3. Bids.

3.1 Technical Bid (TB)

TB is to be submitted as per Annex-4. It should be accompanied by the following supporting documents:

- (i) Statement showing similar work executed by the Bidder during the last two years along with the relevant certificate(s) /purchase orders from their customers for whom such work was executed
 - (ii) Copies of annual audited balance sheet and P& L account for the last three financial years ended in March 2017, March 2018 and March 2019.
 - (iii) Names of two qualified professionals along with the details of their qualification and experience whom the Bidder proposes to deploy as FA
- As part of the technical competence evaluation CAFRAL will interview those qualified professionals proposed to be deployed as FA

3.2 Commercial Bid (CB)



- CB shall be submitted as per Annex-5 in a separate sealed envelope.

4. Contract and payment terms

4.1 Signing the contract -The successful Bidder will be requested to enter into a contract with CAFRAL within 30 days of awarding the tender or within such extended period as may be specified by the Administrative Officer, CAFRAL.

4.2 The contract will be effective for the period of one year initially after signing of the contract. It may be yearly extendable for five years at the discretion of the CAFRAL, if the services are satisfactory to CAFRAL, and the new contract amount for subsequent years will be based on the following formula:

$$A = B (15 + 45 \times (WPIc/WPIp) + 40 (CPIc/CPIp)) \times 1/100$$

where

A = the amount for the current year

B = the amount for the previous year

WPIc = Wholesale price Index for the month, generally based on index 6 months prior to the commencement date of contract for the current year.

WPIp = Wholesale Price Index for the month, generally based on index 6 months prior to the commencement date of contract for the previous year.

CPIc = Consumer Price Index for industrial workers for Mumbai City, for the month generally based on index 6 months prior to the commencement date of contract for the current year.

CPIp = Consumer Price Index for industrial workers for Mumbai City, for the month generally based on index 6 months prior to the commencement date of contract for the previous year.

4.3 The amount will be paid at the end of each quarter in equal installment after internal review of the performance of FA/FAs.

5. **Evaluation Criteria** - For evaluation of the proposals CAFRAL may take the following factors into account.

- The experience and track record etc. of the SP
- Qualification and experience of the proposed Facility Administrator (FA).
- Performance of the FA in the interview.
- Service charges/cost quoted in the CB

6. Arbitration



All disputes or differences whatsoever arising between the parties (CAFRAL or the SP) out of or in connection with the construction, meaning and operation or effect of the contract or breach thereof shall be settled amicably. If, however, the parties are not able to resolve them amicably, the same shall be settled by arbitration in accordance with and subject to the applicable Indian laws. The award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

7. Other Terms and Conditions

7.1 The FA will work under and report to the Administrative Officer/Web Content Manger, CAFRAL, as per the working days/hours of the CAFRAL.

7.2 The SP shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of Women at Work Place (Prevention and Redressal) Act, 2013.” In case of any complaint of sexual harassment against its employee (the FA) within the premises of the CAFRAL, the complaint will be filed before the Internal Complaints Committee constituted by the SP and the SP shall ensure appropriate action under the said Act in respect to the complaint.

7.3 Any complaint of sexual harassment from any aggrieved FA/FAs of the vendor against any employee of the CAFRAL shall be taken cognizance of by the Regional Complaints Committee constituted by the CAFRAL.

7.4 The SP shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the SP, for instance any monetary relief to CAFRAL’s employee, if sexual violence by the FA/FAs is proved.

7.5 The SP shall be responsible for educating its FA/FAs about prevention of sexual harassment at work place and related issues.

7.6 The SP shall provide a complete and updated details of its employees who are deployed within the CAFRAL’s premises.

10. FORCE MAJEURE

Neither party shall be liable for any delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or

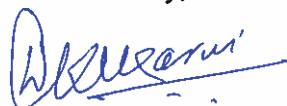


elsewhere) FORCE MAJEURE, Act of GOD or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion or anything beyond the control of either party. The parties hitherto shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event, giving rise to the delay, the parties shall insofar as may be practicable under the circumstances, complete performance of their respective obligations.

11. Important Details:

Last Date and Time for receipt of Tender document	On or before 3.00 pm, October 9, 2019
Submission of Bid & Address for Communication	Centre for Advanced Financial Research And Learning (CAFRAL), Reserve Bank of India, C8 Building, 8th floor, Bandra - Kurla Complex, Bandra (East), Mumbai - 400 051.
Any Queries to be mailed to	Mr D G Kulkarni: Email - dgkulkarni@cafral.org.in, Phone - 022-26571034
Date of opening of technical bids	October 11, 2019
Contact Details of CAFRAL	02226571030/1016

Yours faithfully,



(D G Kulkarni)

Administrative Officer ~~(D G Kulkarni)~~

Encl:

- Annexure - 1
- Annexure - 2
- Annexure - 3
- Annexure - 4
- Annexure - 5



IT infrastructure in the CAFRAL, Mumbai

A. Hardware

Equipment	Total no.	Brand
Servers	6	HP ProLiant DL380 G7, CISCO Business Edition 7000M server (M4) CUCM, Lenovo X3650, Dell PowerEdge R740
PCs	31	HP, Lenovo, Dell and IMac etc.
Printers	16	HP Officejet pro 8620, HP LaserJet Pro M203dw, HP Officejet Pro 8720, HP LaserJet 400MFP, 1536dnf and HP LaserJet1020,etc.
Laptops	43	Lenovo, HP, Dell, etc.
Scanners	1	HP SCANJET 5000.
Network Printer	4	HP M4345, Xerox WorkCentre 7435.
VC System	4	CISCO MX 800 and DX 80
KVM Switch	1	Aten
Projector	1	Sony
Firewall	2	Cyberoam
Wireless Router	2	CISCO

B. Software

Software	Version
Servers OS	Windows server 2016, 2012 and 2008R2 etc.
Database	Microsoft SQL 2008
Desktop OS	Window 10, 8.1,8 and 7 etc.
Other Software	Stata 15, Matlab, python, WinEdt, Adobe professional etc.

Remark: Number of equipment may increase or decrease from time to time.



FA Task/Responsibilities

Service provider, under Facility Manager Services, are required to look after the following jobs for managing the IT resources of the department;

1. LAN Administration

- Sharing of resources coupled with the users' requirement being satisfied is the crux of a well-designed LAN.
- Ensure the fine-tuning of the entire network and constant administration.
- Distribution of the rights in a manner that the LAN should not get overload with unnecessary traffic.
- Ensure the continuous connectivity between the nodes and Servers.
- Regular monitoring of the active switched components for uninterrupted functioning.
- Regular housekeeping activities of the Servers to ensure that performance levels were at an optimum.

2. LAN-WAN Connectivity and Security

- Ensuring smooth connectivity of two locations of LAN, which are connected through IPsec VPN

3. Hardware and software management

- Servers/PCs management and administration – Administering user logging, domain management, back up of server configuration files, health check, predictive failure analysis, fault arising situations, monitor disk space activity etc.
- Operating System (Win 2008/2012/2016 and win7/8.1/10 etc.) administration
- Security and Access Services :Prevent unauthorized access, unauthorized modification of data etc.
- At present the department is using Symantec Integrated Security Solution (ISS) anti virus software on all the equipment in the CAFRAL.
- Back-up management – taking regular backup as per CAFRAL requirement of all the Servers given in Annexure I and other critical databases placed in other systems in the LAN.

4. Basic checks of all LAN equipments mentioned in Annexure – I

- Identifying and purging old/not needed data from the server along with designated CAFRAL officer.
- Identifying whether the user systems can be utilized more effectively by distributing the individual computing requirements between the server and the client.
- Constant updating and backup of system configuration files of all the servers to ensure minimum downtime in the event of server failure.



5. PC basic fault management support
 - PC crash/hang/OS crash
 - Problem in login, printing, transfer of data from one system to another,
 - PC startup/connection to network problem
 - Hardware problems (Like monitor, HDD etc.)
 - Identification of hardware/software problem in PC
 - Support for changing requirements in Autoexec.bat, config.sys files, etc.
 - Support for Operating System registry recovery / updates
 - Installation / reinstallation of OS
 - Re-loading and re-configuration of all applications in case of crash/ reformatting of HDD in any PC
 - Assistance in taking back up and porting same to ascertain complete operational system recovery.
 - Data loss recovery etc.
6. Corporate e-mail maintenance (Microsoft O365)
 - Configuration of IDs on respective machines
 - Coordinate with the vendors for rectifying the accrued problems related to it
 - Other maintenance related to the corporate e-mail system
7. Preventive maintenance support
 - De-fragmentation support for better HDD performance
 - Maintaining registry backups for critical systems
 - Ensuring backup for critical configuration files
 - Virus detection / rectification and deployment of anti-virus tool
 - Scheduling scan disk
 - Up gradation (patches / new version of software etc.)
8. Office Automation (OA) tools support
 - Problem encountered with OA products, e-mails etc.
 - Helping in shifting of PCs
 - Enhancements to configurations (Memory / HDD)
 - Managing IP address
 - Consumables requirements
9. System Integration –
 - Re-installation of systems after it is shifted from one place to another
 - Modification / updates in software as per need
 - Installation and setting up of software / desktop as per requirements
 - Add / remove peripherals, systems as per user's need
 - Add / change/ update drivers due to the changes in the locations/users



Annex – 2

- Assistance in reorganization of the desktops and availability of the resources for changes in the users / systems.
- Implementation of efficient backup solution.
- MIS reports relating to system integration

Besides above FAs are required to provide the following supports:

- Prepare documentations of the technical issues
- Other issues related to IT infrastructure like required temperature, power, suitability of the installed UPS etc.
- User training on available software and hardware
- Maintenance of inventory of all hardware and software used in the CAFRAL



Qualification, Experience and other Requirements of Facility Administrator

Facility Administrator (FA) Requirements:

Qualifications:

Graduate in IT/Engineering.

Preferable/Desirable: Additional Qualification/experience in telecom.

Experience:

Hardware Management: Work experience in managing equipments listed in Annex-1-A.

Software: Work experience in installation, configuration and management of softwares listed in Annex-1-B.

Minimum 2 year experience in institutions with similar infrastructure. Longer experience will be given higher weightage in evaluation of Technical Bids.

Other requirements

1. Since FAs are required to work in two locations within Mumbai, they are required to have mobile facilities provided by the SP.



Technical Bid
Particulars of Service Providers (SP)

(Technical Competence, Infrastructures and Resources)

1. Whether having any office in Mumbai (Yes/No)
 - a) If Yes, status of the office (Full-fledged Regional Office / Branch other office):
 - b) No. of permanent staff:
 - c) Of which technical staff (Hardware and Software Engineers) stationed permanently in Mumbai :
 - d) If there is no office in Mumbai, what arrangement the SP proposes?
2. Financial details for last three financial years (2016-2017, 2017-2018, 2018-2019).

Financial year	Turnover (Rs. in crores)	Profit (Rs. in crores)
2016-2017		
2017-2018		
2018-2019		

3. Names and addresses of bankers:
4. Latest ISO Certificate relating to Facility Management Services for IT infrastructure: Yes / No
(Please enclose copy of certificate)
5. Number of clients to whom Facilities Administration (FA) Services are being provided:
In Mumbai:..... In other Locations:.....
 - a. No. of Clients having more than 400 Systems (Servers/PCs/Laptops):
In Mumbai:.....
6. Details of largest three reference sites where SP has been providing Facilities Administration services during last two years:

Sr. No.	Client name and address	Total number of systems (Laptops,PCs and Servers)	Number of Facility Administrator (with qualifications)	Contact person	Contact Details	
					Tel No	E-mail
1						
2						
3						



Annex – 4

7. Support information—Presence in Mumbai

Number of offices in Mumbai	Number of hardware/ software engineers in Mumbai	Address of office for giving support to FA in case of problem

8. Particulars of Facilities Administrator (FA) proposes to be provided to CAFRAL:

Details	
1. Qualification of Engineers	
2. Experience of engineers in Facility Management (in years)	
3. Experience as Network Administrator (in years)	
4. Has the engineer passed any Networking/Microsoft/Linux course? If yes, specify	
5. Has the engineer passed any Hardware course? If yes, specify	
6. Knowledge of SQL (If yes, has he passed any course? Specify)	
7. Knowledge on Microsoft Domain/DNS configuration (If yes, has he passed any course? Specify)	

8. Approximate time to make arrangements of another FA if the regular FA on leave or is absent.

9. Have you ever provided FA Services in RBI? Yes/No. If Yes Name of the Department and Duration.

Note : Relevant documents are to be attached to support the information given above



Commercial Bid

Particulars of Commercial Bid:

1. Salary/Fees to be paid to the Facility Administrator per month (minimum wage act in this regard to be followed)
2. Other costs/expenses if any to be incurred for providing the service to CAFRAL
3. Service Provider's margin
4. Total cost (contract amount) to CAFRAL per year.

