NATIONAL INSTITUTE OF TECHNOLOGY,
ROURKELA-769 008 (ORISSA)

No: NITR/ CC/ HOD/ 2007/ 315   Dated: 01 Aug 2007

Proposals (Technical and financial) are invited from reputed firms for providing software maintenance support and help-desk support at NIT, Rourkela. The details of scope of work, available infrastructure, personnel requirement are detailed below. Sealed proposal should reach the undersigned by 20th August 2007.

Kindly super-scribe the envelop with "Quotation for Software Maintenance and Help desk support at NIT, Rourkela"

Available infrastructure:

Server and Storage } systems   Around 15 servers with different Operating Systems and applications

- Dual Intel Xeon / Raid Controller / 8 GB RAM / 2x 72 GB HDD / 4x 1 Gbps Lan card on a rack – 4 servers (365 from IBM)

- Dual Intel Xeon / Raid 5 Controller / 2 GB RAM / 4 x 36 GB HDD / 3 Gbps LAN card on racks – 9 servers. (x 345 from IBM)

- 1 Intel PIV / 1 GB RAM / 2 x 36 GB 4DD / Gbps LAN (x 205 from IBM)

- Few other servers (less than 5)

- 6TB storage on IBM fast T network based storage.

- IBM NAS Gateway.

- IBM LTO for backup 4TB uncompressed.

- SAN switch - 2nos.

- Additional hardware can be added in future depending upon the requirement

Network:

- Around 4000 network nodes in Campus

- Two L-3 core switches.

- Approx. 12 K.M of FO cabling

- Nearly 20 distribution switches and 100 edge switches (More under installation).

- Two Firewalls and additional 2 ITM devices.

- Internet connectivity of 12 Mbps from two service providers.

- All network hardware is Avaya and Extreme make. These are being maintained by Avaya Global Connect with help of two resident site engineers.

   Other Hardware:

- 100 Thin clients from VxL. Hardware maintenance by VxL.

- Nearly 5 to 10 PCs of different make to manage the network.

- A Lab with 60 PCs for students.

- 24X7 operation of the infrastructure.

- Diesel Generator power backup.

The above list provides an insight into the IT infrastructure available at NIT, Rourkela. The services to be supported under this tender have been installed on some of these servers

Scope of work and other details:

a) <u>**List of Server Operating Systems being used (for software maintenance and helpdesk support)**</u>

   $\Rightarrow$ Intranet portal: Win 2003 Server with SQL database engine. The server runs ftp for software access in the campus. This contains the office automation modules.
   $\Rightarrow$ License Server: Server with Windows2003 OS provides license management of software using *Flexlm*. The server also provides antivirus update to campus LAN.
   $\Rightarrow$ Software Vault cum internal dissertation server with Windows 2003 OS. This server holds the thesis, dissertations and reports of NIT, Rourkela. The server also provides a software vault for distribution of software in the campus such as MATLAB, Auto Desk, Visual Studio.net, MS Office, Fluent, Qualnet, Algor etc. These include the software with institute license and also free and trail ware.
   $\Rightarrow$ Online education server, for online course creation, quiz and conducting tests. The present technology being used is Moudle. Other web-based technologies can be used in future.
   $\Rightarrow$ Software maintenances of computers in computer centre (60PCs) and offices (40PCs) of the institute. This includes OS installation, software installation, antivirus installation and software tuning, day to preventive maintenance for proper functioning of computers. This excludes the hardware maintenance.

$\Rightarrow$ All office automation modules use MS SQL server as database application and are mostly developed with ASP front end. Other technologies using SQL, ORACLE, VB.Java can be integrated if the need arises.

b) <u>Scope of work:</u>

The scope of work related to software maintenance and help desk support is the following:

i. *Software maintenance*

o Administration of above mentioned servers and operating systems.
o Work towards the development of office automation modules which will e required from time to time. The firm should be able to provide them technical support so that they can work to wards the target assigned. It is expected that the firm quoting for this should have experience in software development for office automation/ computerization.
o Install and test new software in the campus LAN.
o Managing the licensing server to manage licenses of different application.
o Manage the software vault for distribution of software in the campus.
o Provide help desk support for students and staff of NIT regards to installation of newly procured software on computers. They will also manage the antivirus server and provide support for antivirus updates.
o Downloading and installing freeware application as per the need NIT, Rourkela.
o Taking regular backup of related servers through LTO using Trivoli Storage Manager.

ii. *Helpdesk assistant for software maintenance of PCs*

o Company must depute 2 (two) help desk assistant for software maintenance of PCs. The PCs covered under this are the computers in computer centre (65 apx.), different offices like establishment, purchase, finance, academics, examination and etc. They will also be responsible for maintenance of PCs in department offices and in non-engineering departments.
o This service should be available 8AM to 5PM, 6 days a week. The service personnel should be in the NIT campus during these hours.
o Configure PCs for anti virus update, network access and other things.
o Installing operating system and other application software when new PCs are procured by the institute.
o They will take proactive steps in use of institute licensed software. They will also report authorities about the used of unlicensed software for which institute has a campus license.

c) **Personnel Requirement for the services**

The above listed services will be delivered by the service provider through posting of suitable personnel to take up the work assigned from time to time at the institute. These personnel will be of following categories:

i. *Software maintenance engineers:*

Considering the volume of work the firm should depute/ port 3 software maintenance engineesrsat the institute. These personnel should possess B Tech/ BE/ MCA qualification with experience in software development in SQL with ASP; html, Java. They should have good knowledge of application software installation and trouble shooting. They should have some knowledge of software development under the above platforms

ii. *Helpdesk assistant*

The help desk assistants should be Diploma in Electronics/ Computers/ IT with experience in software installation. They will also be responsible for handling the helpdesk and managing the help desk support.

General Instruction for the Companies/ service providers

o In order to attract quality manpower service providers should spend at least 75% of the bill amount in the form of salary paid to the staff posted at NIT, Rourkela. Proof in this regard should be presented in from of salary statement from bank when asked for.

- The number of personnel to be posted is a suggestive minimum requirement guideline for the work based on our experience. Service providers have the liberty to depute more manpower than mentioned above.
- The personnel posted at the institute can avail leave as per the company rules limited to 30days of leave for each person. If the period of leave is more than 7days continuous the company must provide substitute emergency staff.
- Past experience in similar work with institutions of repute will be an added advantage.
- Firms are advised to come prepared for technical discussion along with one of their probable site engineers for the work.
- Bachelor accommodation in student hostel and married accommodation in hostel will be provided to the personnel posted subjected to availability of rooms.
- Incase of non-performing administrators they may be replaced by the service provider at the direction of the institute.
- Services for the above are required on annual basis for which payment will be made on monthly basis. Bills can be raised on 15th of every month.
- Table cum seating space will be provided at the server room.

The selection Procedure:
The selection of the service provider shall be made by a process of combined quality and cost using the following procedure.
- The firms will submit their bids in two parts:
    ⇒ A techno-commercial bid containing (a) the credential of the firm (b) the proposed administrative and personnel structure and (c) qualification and expertise of key personnel either existing or to be recruited.
    ⇒ A financial bid containing the rate of payment per month to be paid be NIT for the services.
- The techno-commercial proposal will be examined by a committee appointed by the institute. The firms will be invited to make a presentation/ interview. They must bring one of the senior level personnel to the institute for discussion.
- The committee will assign marks to each firm our of 70 based on technical evaluation, which will be announced to the bidders before the financial bids are opened. Financial bids of firms which will be judged to be poor in performance will not be opened. Firms whose financial bids are considered unworkable in view of prevailing market condition will be rejected.
- The financial bids of the remaining firms will be rated out of 30points against their financial bid according to the formula

$$\text{Points=} \frac{30 \text{ X lowest bid value}}{\text{Quoted bid price}}$$

- Firm securing highest point of technical (70) + financial (30) will be awarded the contract.

For additional queries please contact:
Prof Sarat Kumar Patra
HOD, Computer Centre
National Institute of Technology
Rourkela-769008
Ph: 661-2462457 (W)
    94372-21578 (M)

Important dates and Venues:

Last date for receipt of tender	20st Aug 2007
Venue for submission of tender in case	Office of Computer Centre, NIT,

of hand delivery:	Rourkela
Date for tender opening	20th Aug 2007
Venue for opening and evaluation of bids	NIT, Rourkela Board room
Technical and financial evaluation	20th Aug 2007 (3PM)

Sarat Kumar Patra
HOD, Computer Centre
NIT, Rourkela

Tender document approved

Director, NIT, Rourkela
Dt. 01 August 2007