



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076

Purchase Requisition No. 1000012643 (SRM/RFX No. 6100000294)

AMC OF CONTROLLER AND WAP WITH 3 YEARS SUPPORT

IIT Bombay has an established WiFi network within the campus. Our current wireless network consists of about 1400 HP Aruba access points which are managed using the two HP Aruba 7240 WiFi controllers. IIT Bombay plans to procure annual maintenance contract (AMC) of these wireless controllers in that the vendor should upgrade new wireless controllers and restore old licenses(AP and PEF) and configuration along with three years warranty. This procurement will be done as a techno-commercial tendering process, where bidders will be scored on their technical merit in providing this AMC, as well as their financial bid (details given later in this document).

For this purpose, IIT Bombay invites bids for the products and quantities mentioned in the Technical Specification below.

1. Technical Specifications

Sr.No.	Item Description	Quantity
1	Annual Maintenance Contract of Controller and Wifi Access Points with 3 years support	As mentioned above.
2	Upgradation of current Aruba Wireless Controllers 7240 to 7240XM (including restoration all licenses[AP, PEF]) and configuration with 2x10G and 2x1000Mbps SFP/UTP ports	2
3	Comprehensive OEM warranty pack for 3 years for the entire shipment starting from the date of installation (This comprehensive onsite warranty includes, but not limited to software releases, upgradation and bug fixes, replacement of faulty equipment within 48 hours including any handling/labor charges, upgradation and bug fixes).	1

The System Integrator should satisfy the following conditions:

2. Service Level Agreement

- I. Controller AMC should have a comprehensive 24x7 bidder onsite support
- II. Upgraded Controllers should backward compatible with existing access points AP93 AP105 AP135 AP205 AP303 AP305 AP315 and AP175 etc.

- III. This comprehensive onsite AMC includes, but not limited to hardware replacement, software releases, proactive firmware upgradation, bug fixes etc.
- IV. As access points are covered under lifetime warranty by OEM, awarded bidder will be obligated to repair/ replace the access points during the AMC period without any extra charges.
- V. Preventive maintenance should be conducted every three months. This includes
 - A. Installation of updates of OS, firmware, bug fixes and antivirus [if and when available]
 - B. Inspection and troubleshooting of controller to ensure proper operation, reduce product failure and/or extend useful product life.
- VI. Bidder should provide onsite and remote access support such as on E-mail and/or on telephone and/or remote desktop support as and when required for resolution of all issues related with Wi-Fi setup. If issue is not resolved by these means or methods then bidder should send support engineer/team to IIT Bombay for inspection and troubleshooting of issues related with Wi-Fi network as and when required.
- VII. Bidder should provide Unscheduled on-call corrective and remedial maintenance service on the occasion of malfunctions of the systems, with timeline SLAs as follows -
 - A. Bidder has to respond to problem report calls within 2 hours of reporting.**
 - B. If problem is due to configuration or other software issues, it should be resolved within 6 hours of reporting.**
 - C. If any controller parts are found to be a hardware fault and require replacement then the faulty parts should be replaced and made operational within 48 hours of reporting.**
 - D. Any delay in support and servicing beyond 48 hours will incur a penalty of 0.1% of the total cost of purchase order per day of delay.**
- VIII. Detailed incident reports have to be prepared and handed over to the concerned Computer Centre technical staff for each and every issues / incidents.
- IX. Bidder cannot charge extra for any delivery, installation, configuration, replacements, upgradation and bug fixes, updates etc. during AMC period.

3. **Terms & Conditions:**

- I. Bidders should quote for the AMC products and models specified in the Technical Specification Table with service level agreement as mentioned above.
- II. Bidders should submit MAF (Manufacturer Authorization Form) with their bid.
- III. Bidders have to be awarded by Aruba as one of their certified partners and bidders also have to produce such certificate.

- IV. The bidder should attach compliance sheet with each of the specification and reference documents with proof of compliance.
- V. If any of the equipment that is to be replaced and is not in production anymore, bidder should replace that with equivalent model which is compatible with the existing controllers.
- VI. An undertaking of acceptance of the above terms & conditions should be given by the bidder with technical bid on their letterhead.
- VII. Bidder should provide proof of back to back OEM support document.
- VIII. Payment for AMC will be made on half yearly basis.
- IX. Successful bidder needs to submit a copy of agreement signed between bidder and OEM in respect of this comprehensive AMC.
- X. Indenter reserves the right to terminate this contract with 1 month notice for reasons such as unsatisfactory service by awarded bidder, bidder no longer meeting eligibility criteria, frequent failures of the controller, end of OEM support for the controller, or any other such reason.
- XI. We reserve the right to reject the quotation, who violates these conditions and reserve the right to cancel the tender at any time.

4. Bidders' Eligibility Criteria:

- I. Bidder should be a certified Aruba wifi access points supplier and integrator (submit documentation proof).
- II. Bidders should have at least three Aruba certified engineers employed (provide supporting documents with employment proof of employee).
- III. Bidders should have adequate documented track record of supplying and installing Aruba wifi access points (a total of at least 50 access points supplied over the last 3 years) (provide supported POs)
- IV. Bidders should be in the Wifi network equipment business at least for last 3 years (provide supported documents)
- V. Bidders should have an annual turnover of more than Rs. 50 lacs total over the last three consecutive years, provide supported documents
- VI. Bidders should produce solvency certificate (not older than a year) for Rs. 25 lakhs issued by a scheduled/nationalised banks with which bidders hold a current account.
- VII. An undertaking (self certified) is to be submitted by bidder that the organisation has not been blacklisted by any Central/State Government Department / Organisation and educational institutes.
- VIII. Bidders need to submit requested materials, make presentations, and answer any questions that are a part of the Technical Evaluation of their bid, as mentioned in the "Technical Evaluation" Section below.

Technical Evaluation of bidder

Bidders will be evaluated by a purchase committee made up of subject matter experts.

The evaluation will include the following steps -

1. The RFx response will be reviewed by the purchase committee. All criteria based on which scores are given should be supported by self-attested supporting

documents. For example, copies of any technical certifications, POs, financial statements etc should be given as required for eligibility and technical scoring. The file should be divided into neatly marked sections, and an index should be provided to find the documents. The completeness and clarity of the submitted file will be evaluated according to the score given below.

2. During technical evaluation Bidders should come for technical presentations about their knowledge of HP-Aruba WiFi technology, starting from the basics, to actual presentation of controller functionalities and capabilities (e.g. show screens, explain controller configurations and show demo of configurations). The presenters should be ready to answer technical questions based on the presentations, and also in general any questions related to the technologies used in the current IITB Wireless Network. Presentations should be made of employees of the bidders only.
3. Each bidder will be scored based on the technical score sheet that is provided as part of this document.

Commercial Bid Evaluation:

The marks for the commercial score of a particular bidder are computed as follows:

T_i Technical score of ith Bidder
T₀ Highest Technical Score
C_o Lowest Commercial Bid
C_i Commercial bid of ith Bidder

Technical score 70 % weightage
Commercial 30% weightage

Technical Commercial Formula to Calculate Lowest Bidder with Highest Technical Score

$$= 0.7*(T_i/T_0*100)+ 0.3*(C_o/C_i*100)$$

where, Bidder Price is in lakhs, and Lowest Price is the lowest price bid received among eligible bidders.

Techno-Commercial Scoring of Bidder

Sr No.	Description	Max Score
Technical Bid Evaluation		
1	Bidder profile: Reputation, experience and expertise in the desired service evaluated using criteria such as: (Bidder should submit all supporting documents)	
	Bidder experience in deploying Aruba Controller based WiFi networks anywhere in India in the last five years	40
	Total Number of Aruba AP supplied	20
	Number of Level 3 Aruba Certified Engineers	30
	Number of Level 2 Aruba Certified Engineers	30
	Experience with more than 500 Wifi APs Annual Maintenance Contract (AMC)	40
2.	Clarity and quality of RFX response document (whether all claims are supported by proper documentation, file is numbered and indexed properly and documentation can be easily found, etc). Submission of irrelevant and unindexed documents will attract low weightage	
	Indexing	20
	Sequencing	10
	Documentation as per RFX	20
3.	Content and Quality of presentation made at IIT Bombay to Purchase Committee, and of Q&A session.	
	1. Current WiFi technology available in market	50
	2. Future WiFi development and growth support	50
	3. WiFi implementation strategy for IITB (future support map)	40
	Technical Bid Total Score	350
Commercial bid Evaluation		
4.	Price Evaluation	Actual Price Bid

The scores obtained in 1 to 4 above will be added to arrive at the techno-commercial score of the bidder. Bidder with highest techno-commercial score will be selected.

5. Proposal Submission

- I. The submitted proposal should be documented properly and has to follow the orientation of the tender document
- II. Bidder eligibility criteria should be submitted in proper sequence as per mentioned in tender doc
- III. All the pages of the submitted document should be duly signed with date and seal by the competent authority.
- IV. The bidder will bid for the total cost of the support .