



TERI SCHOOL OF ADVANCED STUDIES  
10, INSTITUTIONAL AREA  
VASANT KUNJ, NEW DELHI

## **Tender Document**

**For Engaging Agencies for IT Staff Augmentation Services for L1 and L2 Engineers.**

**TERI School of Advanced Studies, New Delhi (Deemed to be University).**

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### **1. Introduction**

TERI School of Advanced Studies (TERI SAS), New Delhi, invites sealed tenders from reputed and experienced agencies for providing, **FMS Services for L1 and L2 engineers** on its campus located at Vasant Kunj, New Delhi-110070.

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### **2. Scope of Work**

**Role and Responsibilities of L1 / Helpdesk Assistance –[No. of position: 1]**

- Call logging
- Call assignment
- Vendor Calling
- Single Point of Contact for all user related problems.
- Monitoring the asset movement & recording the data in excel
- Ability to communicate well with internal and external contacts
- Familiarity with excel (MS Office)
- Students query handling
- Files handling
- Data Entry
- Respond to email messages for customers seeking help
- Follow up with users to ensure issue has been resolved
- Coordinate with Faculty

**Role and responsibilities of L2 Engineer - [No. of position: 1]**

- Good Communication Skills
- Desktop Troubleshooting Skills
- Basic knowledge of office 365 (Configuring Outlook) and Provide support for Windows 8, Windows10, Windows 7, Office Automation
- First Level support for all Desktop calls
- Manage and Monitoring Active Directory/ Office 365 and perform following activities

- Addition /Deletion of user accounts assigning rights and permissions
- Manage and Monitoring Symantec Endpoint Server which includes following activities Check the Health report of the server on daily basis, if any machine did not get updated automatically from the server, it needs to be updated manually
- Handling client machine issues Creating weekly reports and submitted
- Managing User Backups
- Day to day activity/Daily task of the Datacentre infrastructure
- Checklist to be filled on daily basis
- Check list Attached for all Class Rooms & Morning Checklist
- Call Logging to ISP for Links
- Creating MIS reports of It help desk calls and submitted to TERISAS team
- Handling Escalated Calls

**Service Window:** 8:30 AM to 6:00 PM, Monday to Saturday.

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### **3. Eligibility Criteria**

Agencies must fulfil the following criteria:

- Registered company/firm with valid licenses under relevant statutory laws.
  - L1 Engineer (2+ Year Experience)
  - L2 Engineer (4 to 5 Year Experience)
  - Valid registrations: GST, EPF, ESI, PAN, and Labour License.
  - Should not have been blacklisted by any government or private organization.
  - Principle employer can deduct money equivalent to the extent of the liability / penalty from the bills payable to the contractor, with a view to settle the matter.
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### **4. Submission of Bids**

Interested agencies are required to submit their bids in two parts:

#### **a) Technical Bid**

- Company profile
- Details of experience and clientele
- Statutory registrations and licenses
- Organizational structure and manpower strength
- Any certifications (e.g., ISO)
- Documents supporting all the mandatory eligibility criteria(s).

#### **b) Financial Bid**

- Monthly rate for services (separately for Housekeeping and Security)
  - Breakup of wages, statutory payments, service charges, and taxes
  - Any additional service cost (optional)
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## 5. Important Dates

Event	Date
Issue of Tender Document	25 April 2025
Last Date for Submission	19 May 2025, 5:00 PM
Opening of Technical Bids	21 May 2025, 11:00 AM
Opening of Financial Bids	23 May 2025, 11:00 AM
Date of conclusion of agreement	27/28 May 2025

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## 6. Terms and Conditions

- The contract shall initially be for a period of one year, extendable based on performance and mutual agreement.
  - TERI SAS reserves the right to reject any or all bids without assigning any reason.
  - No advance payment will be made.
  - All applicable statutory deductions will be made at source.
  - The Courts at Delhi alone will have the Jurisdiction for adjudication of disputes if any between the Parties.
  - Any liability / penalty arising out of non-compliances of statutory requirements from time to time or any other dispute will be dealt with and borne by the contractor.
  - The Management of TERI School of Advanced Studies will not be held responsible for violation of any provision of labour law or any other Act by the contractor in respect of his employees.
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## 7. Address for Submission

TERI SAS shall not be responsible for any postal delay. Bids should be in sealed envelopes sent by post with clearly mentioning on the top: Technical Bid for ..... and other envelope with mention of Financial bid for .....

### **The Registrar**

TERI School of Advanced Studies  
Plot No. 10, Institutional Area,  
Vasant Kunj, New Delhi – 110070

### **Or**

Can be sent through mail at [gauri.rana@terisas.ac.in](mailto:gauri.rana@terisas.ac.in) Technical bid in pdf and financial bid in pdf (password protected). Password to be retained with the vendor and to be disclosed only on successful technical bid evaluation.

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## **8. Contact for Clarification**

For any queries or clarifications, please contact: Ms Gauri Rana, 011-71800222

- Interested agencies can visit our campus for site inspection prior to submitting their bids on any working day (Monday – Friday, 09:30 AM to 05:00 PM)
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## **9. Dispute Resolution**

Any dispute to the conflicts and its implementation of the agreement shall be settled amicably between both the parties.