IBA: Managed Services (IT Helpdesk Outsourcing)

Set of Technical Queries

1. Types of Operating Systems being used at IBA. List of OS with Version and detail is required

   32 and 64 bit versions of Windows 7, Windows 8, Windows 8.1, Windows 10

2. CRM Software detail is required which will be provided and used for Call management by Helpdesk

   The CRM should have adequate provision of complaint call logging, ticket opening, problem description etc. After a ticket is opened and a problem is described, there should also be provision of detailed description of problem resolution, and if the problem remains unresolved within next 48 hours, an email should go to Manager / Supervisor, who should then be able to re assign the ticket to another support person.

   Furthermore, it would be desirable, but not mandatory, that the CRM should be able to manage and maintain the complete record of IT inventory and keep record of the movement of every single equipment from a person to another. It should also provide for execution of different queries to display records based on various criteria.

3. List of IT Assets/Equipment/Accessories (Asset/Accessory Type, Brand & model) being used at IBA for which Helpdesk support is required

   IT inventory of IBA consists of the following:
   a) desktop computers (mainly of HP brand, except for some units of other brand),
   b) laptops (mainly of HP brand, except for some units of other brand),
   c) printers and scanners of different sizes and capacity (mainly of HP brand, except for some units of other brand),

4. List of Data Center(s) hardware (HW Type, Brand Model, and OS) is required

   IBA has a separate agreement for maintenance of data center equipment in place, and this is out of scope of this tender. However, the IT Support staff from the vendor's side shall be supposed to look after desktop / front end equipment placed inside data center for operational staff.

5. Site Wise following information is required

Site	No. of Faculty Members	No. of Staff Members	No. of Labs	No. of IT Assets per Lab	No. of IT Assets excluding Labs

IBA City Campus					
IBA Main Campus					

We have approximately 3800 students of all programs, 100+ faculty (both full time and visiting) and 325 staff at both the campuses. Also, there're 8 computing labs at both the campuses with a total 329 workstations.

It should be noted that this tender isn't for *"managed services".* Rather, we require persons in various categories on *'per head'* i.e. we'll increase or decrease the number of persons as per our requirement and the cost / charges per head shall remain constant.

6. List of Software Applications is required which is to be supported by Helpdesk

   All generic software usually installed on Windows based desktops shall have to be taken care of by the helpdesk staff. The support staff should be proficient in MS Office and other software of clerical use, e.g., pdf writers, zippers / extractors etc.

7. Scope of Work required for MS. Exchange / Mail Server to be supported by Helpdesk

   Helpdesk staff shall be required to help end users in configuring their email on their assigned machines and also help them in logging into the PCs, if there arises any problem.

8. Specify the requirement for "Desktop backups"

   There's no such policy of taking periodic backups of the desktops, and the user is himself or herself supposed to take care of his / her data. However, helpdesk shall be required to help the user in taking the backup on any other media, in user's presence, and get a confirmation from the user that all the data has been backed up, before reinstalling the PC.

9. Details are required for the Hardware inventory management such as:
   a. What is current process and procedure of HW Inventory Management?

      Manual

   b. Is IT Asset Life Cycle is in place and in practice at IBA?

      Yes, to some extent.

   c. What exactly is required, please share the details?

      Already replied in question # 2.

d. Which application is being used and will be used for HW Inventory Management?

Already replied in question # 2.

10. Shall IBA provide the backup Hardware (including accessories) in case of warranty and repair?

As replied above, this tender is for IT Support, and is neither meant for SLA of hardware, nor it's meant for managed services. IT Support staff shall be required, however, to give 1st level of technical support in terms of hardware (e.g. replacement of various peripherals etc). Whenever a hardware shall develop a fault and if needed to be replaced, IBA shall do it on its own.