

Call for Proposals for
Appointment of a Consultant for
IT, Networking, and Data Centre Infrastructure Modernization and Process
Automation
at
SNDT Women's University, Mumbai

Applications are invited from qualified individuals or companies to provide consultancy for IT and Networking Infrastructure Modernization and Process Automation at The Registrar, SNDT Women's University, Churchgate, Mumbai- 400 020 for its 5 campuses from 27/05/2025 to 03/06/2025

Objective

To engage a qualified consultant for planning, designing, and implementing a scalable, secure, and future-ready IT infrastructure ecosystem. This includes establishing a modern Data Centre, upgrading existing digital infrastructure, and automating academic and administrative workflows.

1. Scope of Services

A. Strengthening and Upgradation of IT Infrastructure

1.1 Network Audit & Assessment

- Inventory and evaluation of existing active and passive network components.
- Site surveys and gap analysis for modernization requirements.

1.2 Network Design & Implementation

- Design of high-speed LAN/WAN including fiber optic backbone
- Provision of Wi-Fi and wired connectivity across academic and administrative zones
- Implementation of network segmentation and access control
- Planning and configuration for redundancy and failover mechanisms

1.3 Network Infrastructure

- **High-speed Internet Connectivity:** Ensure the campus has a reliable and fast internet connection to support online learning, research, and day-to-day activities.
- **Wi-Fi Coverage:** Implement campus-wide Wi-Fi with sufficient access points to ensure seamless connectivity in classrooms, libraries, hostels, and other campus areas.
- **Network Security:** Firewalls, VPNs, intrusion detection systems (IDS), and access control measures to secure the network and protect sensitive data.



1.4 Hardware Deployment

- Advisory in procurement of Surveillance and monitoring systems (CCTV, Command Center, etc)
- Advisory in procurement and configuration of Access control systems.
- Advisory on procurement and configuration of network devices (switches, routers, firewalls)
- UPS and power management systems deployment

1.5 Network & Cybersecurity

- Design and deployment of cybersecurity architecture: firewalls, Virtual Private Networks (VPNs), Intrusion Detection System (IDS) / Intrusion Prevention System (IPS) (IDS/IPS are security tools that monitor and analyze network traffic for malicious activity)
- Implementation of endpoint protection and access control solutions

1.6 Software Solutions deployment:

- Expert guidance to navigate a vast and evolving software market, avoid costly mistakes, and ensure alignment with organizational goals while procuring Software Solutions.
- Help to create effective evaluation criteria, shortlist suitable products, conduct vendor assessments, and manage the end-to-end procurement process to reduce regret and financial risk during procurement of Software solutions.
- Align software purchases with business strategy, ensuring scalability, compliance, and future-readiness.
- Help integrate sustainability and compliance into software procurement decisions.
- Help to realize savings, improve quality, and mitigate risks associated with software procurement.

B. Data Centre Setup and Equipment Procurement

1.7 Design & Implementation

- Design of scalable Data Centre (DC) and Disaster Recovery (DR) infrastructure
- Rack layout planning, structured cabling, cooling, and power systems
- Implementation of virtualization platforms (e.g., VMware, Hyper-V)
- High-availability and DR/BCP mechanisms

1.8 Data Storage & Backup

- Setup of SAN/NAS for storage needs
- Design of backup, recovery, and archiving strategies
- Data lifecycle management policies

1.9 Cloud Integration (Optional)

- Evaluation and integration with cloud platforms (AWS, Azure, GCP)
- Enablement of cloud backup, VM migration, and hybrid workload management

C. Automation of Administrative and Academic Processes



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1.10 Needs Assessment

- **Mapping of current workflows in administration, HR, finance, academics, admissions, examinations, etc.**
- Stakeholder consultation to evaluate digital readiness and identify pain points

1.11 ERP/Application Integration

- Advisory and customization of existing and proposed ERP and related software
- Integration with biometric, RFID, and smart card systems as needed

2. Implementation Plan

- **Assessment & Design:** Conduct surveys and finalize IT architecture
- **Procurement & Setup:** Facilitate procurement and deployment
- **Testing & Validation:** Performance and security testing
- **Post-Procurement & Maintenance Plan:** Identify a sustainable maintenance strategy with human resource requirements
- **Training & Documentation:** Training of IT staff and providing SOPs/manuals
- **Go-Live & Monitoring:** Launch services and provide ongoing monitoring

3. Project Deliverables

- IT Infrastructure Blueprint & Network Architecture Report
- Data Centre Design & Deployment Plan
- Cybersecurity Architecture & Policies
- Digitization SOPs for all workflows
- Training Manuals & Knowledge Transfer Kits
- Maintenance and Support Framework (Post-implementation)

Note:

This Scope of Work outlines a comprehensive engagement for infrastructure modernization, data centre implementation, and workflow automation. The consultant will serve as both a strategic advisor and implementation partner throughout the project lifecycle. The project's hardware and software cost is approximately INR 700 Lakh.

The project lifecycle will begin immediately with the appointment of the Consultant and will last for about a year from the date of appointment till all project deliverables are achieved alongwith the evaluation of the system.

The application is invited in a bigger sealed envelope consisting of two sealed envelopes inside:

Part I: Technical Information

Part II: Commercial Proposal

The above labels, (Part I and II), Full name of the individual/company, address, and the contact number should be written on all 3 sealed envelopes. All envelopes should be titled as "Consultancy for IT & Networking Infrastructure".



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Part I: Principal Information of the Applying Party

1. Official Name of the Individual or the Company with Registration documents
2. Type of Business (if a company) with official documents as proof
3. Current designation in case of an Individual, if any
4. PAN and AADHAR Card, GST Registration
5. Address with Proofs
6. Details of Experience (Clients, Years, with proofs such as Challans, Experience Letters, etc.)
7. Annual Turnover for the last 3 years (audited statements as proof)

(More details are provided in the 'Selection Criteria' section)

Part II: Commercial Proposal

The Commercial Proposal will be in another sealed envelope. The proposed consultancy is to be provided in the following format:

<i>Proposed Consolidated Consultancy</i>	<i>Applicable Taxes</i>	<i>Total</i>



**Selection parameters for the Consultant for
IT, Networking and Data Centre Infrastructure Modernization and
Process Automation**

- 1. Qualifications & Experience of Consulting company (if the company is applying)**
 - At least 5 years in operation
 - **Proven track record** of designing and implementing campus networks and data centers via proposed candidate OR by company; either in standalone mode OR as part of a project.
 - Relevant industry affiliations/ certifications.
 - **Industry certifications/Experience** (e.g., Cisco CCNP/CCIE, Juniper JNCIE, VMware VCP, AWS/Azure/GCP certifications). (Please define your expertise)
 - **At least One client's reference**

- 2. Qualifications & Experience of Consultant (proposed by company or individual)**
 - A degree/ diploma in **Computer Science, IT, or a related field** (Please state your top qualification)
 - **Industry certifications/Experience** (e.g., Cisco CCNP/CCIE, Juniper JNCIE, VMware VCP, AWS/Azure/GCP certifications). (Please define your expertise)
 - **Experience in critical IT environments such as Data Center set-up/ implementation** (Resume should show relevant projects)
 - **Proven track record** of designing and implementing campus networks and data centers. A detailed resume to be provided to showcase activities.
 - **At least 2 project references**

- 3. Technical Expertise**
 - **Network Infrastructure:** Expertise in LAN, WAN, Wi-Fi, SD-WAN, network security, and cloud networking.
 - **Active Components:** such as Switches, Routers, Gateways, Firewalls, etc
 - **Data Center Management:** Knowledge of virtualization (VMware, Hyper-V), storage (SAN, NAS), and backup solutions.
 - **Cloud Computing:** Experience with **AWS, Azure, or Google Cloud** for hybrid or cloud-first strategies.
 - **Cybersecurity:** Understanding of firewalls, intrusion detection, and compliance with **ISO 27001, NIST, or GDPR**.
 - **Scalability & Redundancy:** Ability to design **fault-tolerant and scalable** university networks and data centers.
 - **IT Application integration and Management:** ERP, N/W management, Cyber Security, DMS (Please put the relevant applications from your experience)



4. Selection Criteria

	Evaluation Head	Weight	Score allotted	Score Obtained
Part I	Technical Information			
	Project Experience/References			
	High-Level Implementation Plan (to be prepared and submitted post initial discussion)		28	
	<p>A plan can be based on limited understanding and assumptions; however should state at the very least:</p> <ul style="list-style-type: none"> • Problem statement • Proposed high-level solution • Steps/high-level project plan with milestones • Dependencies (internal and external) • Risks and Mitigation (internal and external) • Critical Success Factors 	70%	42	
Part II	Cost (for 6 months)	30%	30	
		100%	100	

Scoring and Selection Criteria

- Evaluation criteria proposed to be adopted shall be Quality cum Cost Based System (QCBS) where Technical Part Score shall get a weightage of 70% and Commercial Bid Score a weightage of 30%.
- The proposer shall be technically evaluated out of 100 marks. All the bidders who secure an overall minimum of 60% (60 Marks out of 100 across all the components together) shall be considered as technically qualified. The technical score of all applicants shall be calculated based on the following formula:
Technical Score (TS) = Technical scores received x 70%
- The proposal having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and shall be awarded 100 marks. The commercial score of all the other applicants shall be calculated based on the following formula:
Commercial score of bidder (CS) = (Commercial Quote of the lowest applicant x 100 x 30%) / Commercial Quote of the bidder
- The Final Score of each applying party shall be computed by adding the Technical score and Commercial Score based on the following formula:
Total Score = TS + CS
- The applicant whose proposal has secured the "Highest Total Score" out of 100 as per the above evaluation shall be considered as the best evaluated proposal.
- In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score shall be invited first for negotiations.



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5. Duration and Consultancy Payment Phases

Deliverables	Approx. Duration in number of weeks	Sequential no. of week	Payment in instalments in terms of the % of the Total Consultancy
1. IT Infrastructure Blueprint & Network Architecture Report	1	1	5%
2. Data Centre Design & Deployment Plan	2	2	5%
3. Procurement, Installations & Integration	8	3 to 10	40% (in 4 instalments)
4. Cybersecurity Architecture & Policies	2	5-6	5%
5. Digitization SOPs for all workflows	2	7-8	10%
6. Training Manuals & Knowledge Transfer Kits	2	9-10	10%
7. Maintenance and Support Framework (Post-implementation)	2	11-12	10%
8. After a three-month experience with the upgraded system	1	24	10%
9. After a four-month experience with the upgraded system	1	28	5%

(The phases will run in parallel mode)

	Phase	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12
1	IT Infrastructure Blueprint & Network Architecture Report												
2	Data Centre Design & Deployment Plan												
3	Procurement, Installations & Integration (spread over 8 weeks)												
4	Cybersecurity Architecture & Policies												
5	Digitization SOPs for all workflows												
6	Training Manuals & Knowledge Transfer Kits												
7	Maintenance and Support Framework (Post-implementation)												

Penalty will be levied for delays in achieving the deliverables. The terms of the penalty will be communicated in the Work Order.

(Shri. Rakesh Valvi)
Registrar (Addl. Charge)



SNDT Women's University, Mumbai