

## **Media and Entertainment Skills Council**

### **Request for Proposal (RFP) IT Services**

#### **To Whom It May Concern:**

#### **I. Introduction:**

Media and Entertainment Skills Council, hereinafter referred to as "MESC," invites qualified IT service providers to submit proposals for a comprehensive range of IT services.

#### **II. Scope of Work:**

The selected IT service provider will be responsible for the following scope of work:

##### **1. Hardware Management:**

- Manage and maintain all hardware assets, including desktops, laptops, servers, and peripherals.
- Ensure the availability and performance of hardware resources.
- Handle hardware procurement, upgrades, and replacement as needed.

##### **2. IT Support:**

- Provide efficient and responsive IT support to MESC staff for hardware and software-related issues.
- Offer help desk services for troubleshooting and problem resolution.
- Ensure minimal downtime by promptly addressing IT-related challenges.

##### **3. Backup and Recovery:**

- Develop and implement a robust data backup and recovery strategy.
- Regularly backup critical data and systems to prevent data loss.
- Create and test disaster recovery plans to ensure business continuity.

##### **4. Day-to-Day IT Activities:**



- Manage and maintain network infrastructure, including switches, routers, and firewalls.
- Implement and monitor cybersecurity measures to safeguard MESC's digital assets.
- Oversee software updates, patches, and license management.
- Ensure the integrity and security of IT systems and data.

**5. IT Asset Management:**

- Maintain an accurate inventory of IT assets.
- Track hardware and software licenses and warranties.
- Optimize asset usage and costs.

**III. Proposal Submission:**

Interested IT service providers are requested to submit their proposals electronically to [info@mescindia.org](mailto:info@mescindia.org) no later than 25-April-2024. Proposals should include the following:

1. A cover letter expressing your company's interest in this engagement.
2. A detailed overview of your company, including its history, areas of expertise, and relevant experience in providing IT services.
3. A description of your approach to managing hardware, providing IT support, creating backups, and overseeing day-to-day IT activities.
4. A proposed fee structure, including service fees, hardware procurement costs, and any additional charges.
5. References from current or past clients who can provide insights into your company's performance and capabilities.

**IV. Evaluation Criteria:**

Proposals will be evaluated based on the following criteria:

- Qualifications and experience of the IT service provider.
- Demonstrated understanding of MESC's IT requirements and industry best practices.
- Proposed IT service delivery approach and responsiveness.
- Fee structure and overall cost-effectiveness.
- References and client testimonials.

**V. Confidentiality:**

All information provided in response to this RFP shall be treated as confidential and used solely for the purpose of evaluating proposals.

MESC appreciates your interest in collaborating with us and looks forward to receiving your proposal. If you have any questions or require clarification regarding this RFP, please do not hesitate to contact [info@mescindia.org](mailto:info@mescindia.org)

Sincerely,

Media and Entertainment Skills Council