TENDER DOCUMENT

FOR

IT Facility Management Service (FMS) covering Comprehensive Annual Maintenance of IT hardware, Software, Networking components Etc at Various Locations of CSIR

Tender Doc No: 13-3(3)/2011-12/PUR

Dated: 25/11/2011

Council of Scientific and Industrial Research

Anusandhan Bhawan, 2-Rafi Marg, New Delhi-110001

NOTICE INVITING TENDER

Details of Bid: -

a) Bid Reference	Tender No. 13-3(3)/2010-11/PUR
b) Last Date and time of receipt of bid	December 14, 2011, 14:00 Hrs.
c) Date and time for Opening of Technical Bid (Part I)	December 14, 2011, 15:00 Hrs
d) Date and Time for opening of Price bid (Part II)	Shall be notified later to the technically suitable bidder (s)
e) Bid Security (EMD)	₹ 1.5 Lakhs (With Technical Bid)
f) Place of receiving the bid	Council of Scientific & Industrial Research Anusandhan Bhawan 2, Rafi Marg New Delhi - 110001
g) Address for communication:	The Joint Secretary (Administration) Council of Scientific & Industrial Research Anusandhan Bhawan 2, Rafi Marg New Delhi - 110001 **Contact person;** Sh Thomas T K, Controller of Stores & Purchase E-Mail: thomas_tk@csir.res.in Tele-FAX: 011 – 23715188
h) Period of Maintenance Contract	Two years from the Date of Conclusion of Contract.

1. Instruction to the bidders

Gentleman,

For and on behalf of the Council of Scientific and Industrial Research, Joint Secretary Administration, CSIR, New Delhi, invites sealed bids in two part (I) Technical Bid and (II) Price Bid for IT **FACILITY MANAGEMENT SERVICE (FMS)** including **Comprehensive Annual Maintenance of IT hardware, Software, Networking components Etc at Various locations of CSIR** for the management of all IT facilities/ Hardware/Software/Networking etc. The Interested bidders are requested to submit their offers **in two –Bid System** as per the Specifications, terms & conditions as under.

1.1. Qualification Criteria/Eligibility Criteria for bidders (To be submitted with Part I i.e. Technical Bid):-

This bid is open for all Firms eligible to do business in INDIA, under relevant Indian Law as in force; except those who have been declared by Govt. of India/ Govt. of NCT Delhi, to be ineligible to participate, for Fraud, Corrupt, Fraudulent practices, for the period for which such ineligibility is declared.

a. The bidder should have had an average annual turnover of Rs. 60, 00, 000/- (Sixty Lakhs) or above. This must be exclusively from IT Services Including facility management. Copies of attested Balance Sheet for the financial year 2009-10 and 2010-11 in support of this certified by Chartered Accountant must be submitted with the Technical Bid.

b. The service provider should have the following quality certifications

1. **ISO Certification in DATA SECURITY**
2. **ISO 9001, 2001 or 2008 Certified for IT Services,**

(Copies of the certificates must accompany the Bid).

c. The service provider should have presence in New Delhi, with SERVICE / REPAIR CENTRE, service engineers. List of Service engineers with qualification must accompany the technical bid.

d. The service provider should be in IT Support for the last 6 years as on 30-09-2011. (Copies of relevant documents regarding that viz. Registration as Company/Partnership Deed must be attached along-with the Technical Bid)

e. **The service provider should have at least 2 orders of Rupees 30 lakhs per annum, each for Service Contract in IT area. This must be for support of 500 Desktops and 20 Servers.** (Copies of orders and certificate of satisfactory completion from the customer must accompany the technical bid.) In this context, contract for Supply of Computer Hardware will not be considered as IT Service business.

f. Qualification, Expertise and Experience(s) relevant to Level 1 and Level 2 support for each Engineer must be enclosed with the Technical Bids as per Annexure E(part1) to this Tender Document.

g. Cost per Manpower per Month, for each service person(Level 1 & level 2) must be included in Price Bid(Part 2, Annexure E)

h. The Service Provider (Tenderer) must submit details of work done as per Annexure G and Performance Certificate from clients of similar Facility Management Services executed satisfactorily as per Proforma with your technical Bid.

i. The service provider should have centralized call logging system with a bi-lingual facility and 24*7 technical supports on toll free number. (Enclosed details in the Technical Bid)

j. **The Service provider should have SALES TAX (VAT); Income tax, Service tax registration. The 3 certificates must be enclosed with technical bid. (TIN/VAT/PAN)**

k. Presence of Service Support within the proximity of the following locations (Within 12 Hours reach) – Details and List of support personnel to be enclosed with the technical bid

   I. CSIR Hqrs at Rafi Marg
   II. Science Center at Lodhi Garden
   III. MBSA at Ashram Chowk
   IV. IPU at Satsang Vihar
   V. HRDG at Pusa Road
   VI. OSDD Site at Naraina
   VII. Official Residence of Senior CSIR Officials

l. The service provider must provide Escalation Matrix with detailed mechanism of resolution of service issues/logs as defined in Annexure A.

1.2 Bid & its preparation

- The Bid must be in two parts (1) Part – I –Technical Bid and (2) Part – II – Price Bid and should be sealed and super-scribed with "**TENDER FOR IT Facility Management Service (FMS) covering Comprehensive Annual Maintenance of IT hardware, Software, Networking components Etc at Various Locations of CSIR"**, tender No.

- **Some of the devices are under warranty with their respective OEMs, for these devices only Facility Management Services are to be provided at present (The details are in the Price Schedule in Annexure D). These devices will be shifted to the FMS along-with CAMC from the date next to expiry of their respective warranties. In that case Pro-rata Rate shall be paid.**

- The price should be mentioned in both figures and words. The Rates should be strictly as per the Annexure E to this document for the materials as well as Manpower(per person per month).

- Unit price should be mentioned for each item in the schedule of requirement by the bidding party.

- All charges duties, taxes and levies should be mentioned clearly in the bid.

- Bids are to be valid for 90 days after its opening by the CSIR and in exceptional circumstances the CSIR New Delhi may solicit the bidders consent in writing for extension of validity period beyond 3 month. The bidder granting request in any case may not be permitted to modify the bid.

1.3 Submission of Bid

- Bid should be made in two parts. Part I (Technical Bid) & Part II (Price Bid) separately sealed and super-scribed with tender No. clearly stating on each envelop Technical Bid and Price bid but kept in one main envelop. The outer envelope containing both bids (Technical bid & price bid) separately should be sent to the address of the Joint Secretary Administration, Council of Scientific & Industrial Research, Anusandhan Bhawan, 2-Rafi Marg, New Delhi-110001 sealed and super-scribed with tender reference, subject name and address of the bidder and the same details should be mentioned in the inner envelops (i.e. technical as well as Price part).

- All the Documents in support of Eligibility as per Clause 1.1 (a) to (i) along-with the Part I i.e. the Technical Bid.

- The Technical Bid must be accompanied with the Bid Security (EMD) of ₹ 1.5 Lakhs (One Lakh Fifty thousand only) in the form of DD/Banker's Cheque. The Bid without this Bid Security shall be summarily rejected.

- Bids will be received by CSIR at the above address not later than the time and date specified in the

invitation for bid. If the date of submission of the tender is declared holiday, the bids will be received on the next working day up to the appointed time.

- The CSIR may, at its discretion extend the dead line for submission for bids by amending the bid documents.

- Late/ delayed bids will not be entertained.

- The bidder may withdraw the bid after its submission, provided that written notice of the modification or withdrawal is received by the CSIR New Delhi prior to the deadline prescribed for submission of bids.

- No bids will be modified subsequent to the deadlines for submission of bids.

- No bid is to be withdrawn in the interval between the deadline for submission and expiry of the period of bid validity specified by the bidder on the bid. Withdrawal of offer bid during this interval may result in the bidder's forfeitures of its bid Security /EMD.

1.4 **Earnest Money Deposit (Bid Security):**

a. Tenderer shall pay Earnest Money Deposit (EMD) for an amount of ₹ 1,50, 000/- (₹ One Lakh Fifty Thousand only) either in the form of a Crossed Demand Draft or Bank Guarantee in favour of Joint Secretary, CSIR and shall be submitted along with the Technical Bid. Bids received without EMD as stipulated shall be liable for rejection and no correspondence shall be entertained in this connection.
b. Demand Drafts or Bank Guarantee should be from nationalized or scheduled banks only.
c. FDRs drawn in the name of the tenderer with the endorsement of the concerned bank on the overleaf of the FDR transferring the right of encashment to the CSIR will not be accepted.
d. No interest will be payable upon the EMD or amounts payable to the tenderer/contractor.
e. The EMD of the unsuccessful tenderer will be refunded.
f. If the tenderer withdraws the offer or does not enter into agreement with CSIR, if awarded, EMD will be forfeited.

1.5 **PERFORMANCE GUARANTEE**:

1.5.1. The successful bidder should give a performance guarantee amounting to 10 % of the work order value in any of the following forms:-
(i) A deposit of cash;
(ii) Demand Draft or Bank Guarantee. These formats of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks (Format enclosed at Annexure J);

1.5.2. The Performance guarantee should be furnished by the successful contractor The Performance Guarantee should be valid up to expiry of the contract period. The validity of the Performance Guarantee should be got extended in case the contract is extended up to 12 months beyond the original contract period of 2 years.

1.5.3. Performance guarantee shall be released after satisfactory completion of the work. The procedure for releasing should be same as for security deposit.

1.5.4. Wherever the contracts are rescinded, the security deposit should be forfeited and the performance guarantee shall be encashed and the balance work should be got done separately.

1.5.5. The balance work shall be got done independently without risk and cost of the original contractor. The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a Joint venture or a partnership firm, then every member / partner of such a firm would be debarred from participating in the tender for the balance work either in his / her individual capacity or as a partner of any other joint venture / partnership firm.

1.6. Bid Opening

The Technical Bid i.e Part I of all bids received till 1400 Hrs on 14th December 2011 shall be opened at 1500 Hrs on the same day in the presence of bidder's representatives who choose to attend the bid opening process. They will sign the register maintained for invitation of bids evidencing their attendance. In case, the opening date happens to be holiday, the bids will be opened in the next working day.

The Date and time for Opening of the Price Bids shall be notified later to those bidders who's Technical Bids shall qualify as per our Tendered Terms and Conditions.

1.6 Clarification of bids

1.6.1 During evaluation of bids, CSIR may, at its discretion, ask the bidders for clarification of bid for which a formal request will be made in writing and response will also be sought in writing but the clarification/clarifications so sought will not in any case result in change of price or substance of the bid.

1.6.2 No verbal/ telephonic queries will be entertained by CSIR or any matter relating to its bid from the time of its opening to the time of award of contract. However, any additional information by the bidder if he so wishes, is to be sent by him to CSIR in writing. Any effort by the bidder to influence by CSIR New Delhi in its decision on bid evaluation, bid comparison or contract award decision may result in rejection of the Bidder's bid.

1.7 Evaluation of Bids

1.7.1 Prior to the detailed technical evaluation, the CSIR NEW Delhi will determine the substantial response of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations.

1.7.2 All technical bids will be scrutinized for Bid Security submitted. Bids with Bid Security (EMD) will only be examined for the Eligibility Criteria for Evaluation of Bid as per Para 1.1 (a) to (k). Documents in support of Financial and other Service Capability verification will be checked.

1.7.3 If after examination of the Eligibility Criteria and tendered terms for the CSIR determines that Bid is not substantially technically responsive Bid then CSIR shall reject that bid. Non-compliant bidders will also be informed about the reasons for rejection/non-compliance and intimated with a notice period of 7 days about their Technical Bid rejection.

1.7.4 Compliant bidders will then be informed by E-Mail/FAX about the date, time and venue of Price Bid (Part – II) opening.

1.7.5 The CSIR New Delhi will reject a bid which is not substantially responsive.

1.7.6 JSA, CSIR New Delhi reserves the right to accept any bid and to reject any bid or to annul the bidding process and reject all the bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the CSIR's action.

1.8 Award Criteria

The CSIR New Delhi will award the Contract to the successful Bidder whose bids have been determined to be substantially responsive and has been determined as the lowest evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

Kindly note that the lowest evaluated bid is that bid which shall be found lowest in total cost(part 1and part 2 of Annexure E), to CSIR.

1.9 Notification of Award

Prior to the expiration of the validity period , the CSIR New Delhi will place Work Order to the successful Bidder in writing by letter or by fax, to be confirmed in writing by speed post or hand

delivered letter, that its bid has been accepted for supply of tendered material & services to CSIR New Delhi.

1.10 Factors Affecting the Award of Contract

- The bidder should have its own Contract support facilities at New Delhi
- . The support facilities should be owned and managed by the bidder.
- Conformity with the Request for Bid/tender required and terms and conditions.
- The assessment of the capability of the bidder to meet the basic requirement, terms and conditions of CSIR tender.
- The list of CSIR Laboratories /organization where such facility has been established by bidder.
- All other things being equal, preference will be given to the established well-known OEMs of National and international repute ,directly selling to the CSIR New Delhi

1.11 Fall clause

1.11.1 The price charged for the Services under the contract by the Service Provider, shall in no event, exceed the lowest price at which the Service Provider provides the Services of identical description to any other person/organization during the period of the contract. If at any time during the period the Service Provider reduces the sale price of such stores or sells such stores to any other person including his dealers at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale to the CSIR NEW Delhi and the price payable under the contract for these items of stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

1.11.2 If it is discovered that the Service Provider has contravened the above conditions, then without prejudice to any other action which might be taken against him, it shall be lawful for the CSIR NEW Delhi to (a) revise the price at any stage so as to bring it in conformity with above clause, or (b) to terminate the contract and purchase the items of stores at the risk and cost of the Service Provider and in that event the provisions of relevant Clause of General Conditions of Contract shall, as far as possible, be applicable **,** or to recover the loss.

1.12 **TERMS OF PAYMENT**:

CSIR will make the payment to the service provider on quarterly basis after obtaining the satisfactory services certified by the Nodal Officer (IT Services)/IT Team. No other charges shall be paid.

Payment shall be made by RTGS/NEFT. The Service Provider has to mention his account details for enabling this office to carry out the NEFT/RTGS transaction. Alternatively, the payment can be made in Indian Rupees by way of crossed account payee Cheque drawn on State Bank of India, New Delhi. **No advance payment will be made.**

1.13 Prices

Prices charged by the Service Provider for Services performed under the Contract shall not vary for two years from the date of contract from the prices quoted by the Service Provider in his bid.

1.13 **Warranties:**

- The warranties available to CSIR in respect of the replaced parts and components shall be for a period of one year from the date of such replacement.
- CSIR represents and warrants that it has or will obtain or will arrange for all requisite approvals, consents, licenses, etc. to carry on its business, and for SERVICE PROVIDER to undertake and perform the Services.
- The above warranties are the only warranties extended by SERVICE PROVIDER and are in lieu of all other warranties, express or implied

1.14 **Limitation of Liability:**

Notwithstanding anything contained herein, SERVICE PROVIDER shall not be liable for any indirect, exemplary, special, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through SERVICE PROVIDER) that may arise out of or result from this Agreement and the aggregate liability of SERVICE PROVIDER, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of such claim.

1.15 **Term:**

The PO shall commence on the Effective Date and shall remain in force for **two years**; unless terminated in accordance with the terms set forth herein. CSIR retain the option to review the FMS contract after one year.

1.16 **Termination :**

Either Party shall have the right to terminate the PO at any time:

a. **Without Cause and for Convenience**– on the delivery of thirty (30) calendar days' prior written notice.

b. **With Cause** – in the event that the other party commits a material breach of the PO and fails to cure such default to the non-defaulting party's reasonable satisfaction within sixty (60) days [or fifteen (15) days in the event of nonpayment by the Customer].

1.17 **Effect of termination:**

Upon expiration or termination of the PO all rights and benefits granted by the PO shall revert to the respective parties; and all amounts due to SERVICE PROVIDER up to the effective date of termination shall be immediately payable.

1.18 **Confidentiality:**

Neither party shall, without the prior written approval of the other party, disclose the other party's designated confidential information. These obligations shall survive the early termination or expiration of this Agreement, for a period of one year.

1.19 **Governing Law, Arbitration and Jurisdiction:**

The PO shall be governed by laws of India. In the event of any dispute arising out of the PO the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be NEW DELHI.. Any dispute arising in relation to the PO shall be subject to the jurisdiction of the courts at New Delhi.

1.20 **Non Hire and Non-solicitation:**

During the term of this Agreement and for a period of two (2) year thereafter either Party shall not, directly or indirectly, hire or solicit for hire, any of the personnel of the other Party. Additionally, both Parties agree to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder.

1.21 **Conflict:** In the event of any conflict between the terms of this Proposal and the PO, the Proposal terms shall stand to super cede.

1.22 **Force Majeure**

1.22.1 Notwithstanding the provisions of GCC Clauses the Service Provider shall not be liable for imposition of liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

1.22.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the CSIR **either** in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.22.3 If a Force Majeure situation arises, the Service Provider shall promptly notify the CSIR in writing of such conditions and the cause thereof. Unless otherwise directed by the CSIR in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

1.23 **Termination for Insolvency**

The CSIR may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the CSIR.

1.24 **Termination for Convenience**

The CSIR by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the CSIR's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

1.25 Resolution of Disputes

1.25.1 The CSIR and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

1.25.2 If, after thirty (30) days from the commencement of such informal negotiations, the CSIR and the Service Provider have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms as specified below. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national or international forum, and national or international arbitration.

1.25.3 In case of Dispute or difference arising between the CSIR and a Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The dispute shall be referred to the JSA, Council of Scientific & Industrial Research and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.

1.26 Signing the Contract

The Service Provider will have to Sign the Contract including Service Level Agreement with CSIR as per Annexure H. The necessary Stamp Duty in this respect has to be borne by the Service Provider.

1.27 Governing Language

The contract shall be written in English language. Subject to GCC Clauses, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

1.28 **Jurisdiction of Courts:**

The courts of the place from where the acceptance of tender has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of this contract. One month notice will be given by party for termination of Contract during the tenure of Contract for breach of Clause or otherwise.

1.29 For the purpose of all notices, the following shall be address of the CSIR NEW Delhi and the Service Provider.

Joint Secretary (Admn.)
Council of Scientific & Industrial Research

Anushandhan Bhawan,2-Rafi Marg,
New Delhi-110001

Service Provider

Annexure A

1. Existing Network

1.1 Networking

(a) Local Area Network:

A switch-based network has been installed at CSIR Campus, New Delhi and all switches are connected through UTP Cat 6 Cables.

(b) Connectivity:

- 1Gbps LAN connectivity with Layer 3 switches
- Internet through dedicated 1:1
- STM 1 on Fiber through TATA TELECOM at NEW DELHI and
- 1 Gbps Leased Line from National Informatics Centre, New Delhi NIC for National Knowledge Network (NKN) through.

1.2 Router:

- Lease Line is terminated in CISCO Router.

1.3 Servers at CSIR, NEW DELHI. (20 in Nos.)

(a) Xeon Server loaded with Windows Server 2003 / 2008 R2 dedicated for website, database, proxy, Antivirus etc.

(b) 10 servers are fully populated Two Way servers

1.4 Client Machine

Presently there are approx 750 machines, installed at CSIR, NEW DELHI. Machines include Servers, Computers and Laptops are working in networking environment with windows operating system (XP, Vista and Windows 7).

2. Scope of Work

1.2.1 Scope Summary

In scope Services

Sr. No.	Scope	CSIR's Current Setup	Service provider's response
1	IT infrastructure Support	493 Desktops, 62 Laptops, 332 Printers, 46 Scanners, 5 Projectors and other miscellaneous elements*	
2	Data Center Management	35 Servers	
3	Centralized Service Desk	Help desk with a comprehensive approach towards service management	

4	SLA Based Service Delivery	Reactive response with 95% SLA adherence	

* Quantities are indicative and may change due to constant up gradation of the Network

1.3 Solution Summary

The service provider will deliver overall support services to the Data Center and locations of CSIR via following-

- Onsite teams at the key mentioned locations
- Centralized Service Desk
- On-Call Support

The service deliverables covered will be as below:

- End-User Support across all the above mentioned locations and the Inventory attached
- Comprehensive maintenance support on all the assets covered
- Centralized Helpdesk Management
- Server Management
- Network Management (WAN & LAN)
- End-User Management
- Mail Management
- Anti Virus Client Management
- Backup Management, including data backup and restoration services
- Asset Management
- Service provider Management
- SLA Management
- Incident Management
- Problem Management
- Change Management

1.4 Service Deliverables

Technical Deliverables

The following section details the various deliverables proposed as part of the scope of work for managing the different technology domains within CSIR

- require resolution from suppliers(multi service provider services)
- Escalate issues pertaining to suppliers non-performance or delays
- Notify the users with progress status of all queries, incidents, service requests, change requests and complaints.
- Notify the users on any planned maintenance or unplanned outage in the Data Center which may cause unavailability of a service for the end users
- Maintain up-to-date information on the customer contacts, supplier contacts, management contacts, SLA matrix, Severity and categorization matrix
- Identifying Problems (Repeat incident). , reporting compliance at enterprise level and desktop level; with details of tools for the same.
- Periodic check of transaction logs with closure of issues raised.

Data centre Services

1.4.1 OS/Server Management

The OS and server management will cover all servers at CSIR as per the asset list shared with us

The Service provider will deliver the following for the Windows based servers:

Installation

- Antivirus installation and configuration
- Hardening of OS
- Installation of OS
- Installation of standard softwares and the service packs and patches
- Customizing the installation for the requirement - modification of programs, installation/uninstallation of services and setting the startup options, configuring the applications as per the requirement.

Configuration

- Disk management - creating partitions for the different types of servers
- Joining the machine to domain
- Modification of network settings
- Configuration of DHCP scopes and reservations
- Configuration of Routing and remote access in case it has to be VPN server
- Configuration of WINS
- Configuring backup (native backup if there is no 3rd party softwares available)
- Configuring IIS - web server, log settings
- Configuring terminal services - terminal server
- AD database management
- Backup - media management
- Exchange backup management with 3rd party software
- Preparation of daily/weekly/monthly checklist
- Scheduling the patch installation
- Shift update/handover
- Updating knowledge base
- backup management - restoration drill

Day to Day activities

- Disk space management
- Log file maintenance
- Preparation/update of CMDB
- CPU, Memory monitoring
- Shift update/handover
- Updating knowledge base
- User account management
- Services monitoring
- Backup completion

Troubleshooting/SIP

- Event log analysis at regular interval for maintaining the integrity of database/servers

- Preparation of FMEA
- Preparation of RCA for the problem calls
- Preparing procedural documents for the engineers
- Setting benchmark in server performance and thus by deriving at capacity improvement

Occasional/Onetime activity

- ID reconciliation (removal of unwanted IDs from the privileges given in the domain)
- Closure of audit points and the NCR
- Service provider management

1.4.2 Network Management

The deliverables for Network Management include the following:

Incident Management

- Monitoring resource usage
- Troubleshooting alert calls with knowledge base
- Monitoring LAN traffic
- Backup of configuration & restoration
- Addition and modification of routes

Problem Management

- Closure of new incidents
- Liasoning with service providers for escalation
- Preparing root cause analysis
- Syslog analysis
- Creation & modification of access list
- Implementation of hardening mechanism
- Providing remote access

Performance Management

- Monthly / Fortnightly call analysis
- Device rights control
- Preparation of capacity report
- Management of IP address
- Response time analysis & report

Local Area Network (LAN) – L3/L2 Switches

- 24X7 Switch availability monitoring.
- Configuring thresholds for switch CPU usage,& memory usage
- Performing switch, port, VLAN configurations
- Monitor Switch CPU / memory usage.
- Monitor Switch Port Status of uplink and other critical interfaces.
- Monitor and control configuration aspects like IP address, subnet mask, DNS settings, etc.
- Alarm generation, handling and filtering
- Switch Troubleshooting and recovery in case of any outage

- Monitoring existing IOS/Cat OS & patch installed and Managing new IOS/Cat OS upgrades
- Store and document the configuration and change details in the form of reports
- Trend based consultancy based on historical data samples and Capacity Planning.
- Providing selective resource access by configuring suitable access list on the switch.
- Configuring authentication protocols that are available in Cisco IOS (like AAA)
- User Account Management: Configuring user authentication through TACACS or RADIUS servers
- Implement privilege rights based on user rights for controlled access.
- Implement encrypted password management mechanisms on all supported devices
- Ensure security against asynchronous terminals, such as console terminals and from integrated modem line.
- Switch hardening and implementing best practices.
- Configuration-backup and management.
- Log Management.
- Service provider Management.
- Generation of Reports like Switch Availability Report, CPU utilization Report, Capacity Planning Report. And Trend Analysis Report.

Wide Area Network (WAN)

1. 24X7 monitoring of the Site availability.
2. Configuring thresholds for router CPU usage, memory usage, bandwidth usage, error % and monitoring the same
3. 24X7 monitoring for any faults (like router outages, link outages, exceeding set thresholds).
4. Back-up link availability testing and monitoring.
5. Threshold setting on Performance statistics and alarm generation against any violations.
6. Build and configure redundant links, equipment to handle eventuality & reduce down time.
7. Network Troubleshooting & recovery in case of any outage
8. Performing router, switch, link and modem reconfiguration
9. Monitor and control configuration aspects like IP address, subnet mask, DNS settings, etc.
10. Monitoring existing IOS & patch installed and managing new IOS upgrades.
11. Monitoring of RAS usage and configuring RAS users as per policy
12. Creating new users (Administrative and Privileged) and managing them.
13. New authentication configuration using Network authentication servers like TACACS, RADIUS etc, if any.
14. Trend based consultancy based on historical data samples and Capacity Planning.
15. Configuring and managing IPSEC tunnels (site to site and Remote Access VPN).
16. User Account Management: Configuring user authentication through TACACS or RADIUS servers.
17. Configuring authentication protocols that are available in Cisco IOS (like PAP, CHAP and AAA).
18. Implement encrypted password management mechanisms on all supported devices

19. Implement privilege rights based on user rights for controlled access. All requests for user creation, modification and deletion will be authorized by customer's concerned people in a prescribed format.
20. Network Device Hardening.
21. Configuration-backup and management.
22. Log Management.

23. Generate Reports Like Site Availability, Link uptime, ISDN uptime, Bandwidth Utilization, Application-wise Analysis, Link Error, Latency, and CPU utilization

1.4.3 Security Management

This includes management of firewalls and IPS. The deliverables are as follows:

Incident Management

- Monitoring Status of security components and alerts, ports on firewalls
- Monitoring Bounced Messages
- Spam database update status
- Monitoring Service Status (Up & Running),
- Virus Alerts from Critical Servers
- Logging security incidents
- Assigning severity to the Incidents logged based on the definition.
- First level analysis (investigating problems) and closure of known and low priority security incidents. Logging Problem Ticket for unresolved Incidents
- Sending Security Alert messages on newly found vulnerabilities

Problem Management

- Implementation of Change and Release Management
- Installation of security patches & bug fixes
- System health checks for all security devices
- Vulnerability scanning
- Adhering and Implementing guidelines and policies (BS7799)
- Defining Rules in line with the security policy.
- Responding to events and fixing vulnerabilities in IT infrastructure (like IPS, Checkpoint logs)

Performance Management

- Implementation of Firewall

Exclusions:

One time activities like Migration, Upgradation, New design, Consultation on architecture and IT Services are not part of the Standard Deliverables for the above Services.

1.4.4 Mail Management

- Mail Box Creation / Deletion / Movement.
- DL creation / Deletion / Modifying.
- Creation, Installation and establishment of New Mail Server with or without cluster mode
- Creation and Implementation of SPAM filter, SMTP Servers and other services related to Qmail, other type of Mail Server

- Performing Daily Backups of mail Boxes.
- Monitoring Mail Queue.
- Monitoring Mail Traffic.
- Monitor the Replication of Public Folders
- Monitor the Replication of Directory
- Monitoring Critical Services eg., MTA,OWA
- Monitor the Network Performance & Ping Performance on Timely Basis
- Monitoring Log Files
- Monitoring Post Office Mail Box
- Monitoring protocols
- Knowledge on any monitoring tool
- Installation and configuration of messaging server and troubleshooting.
- Defining the E Mail Policy
- Implementation of Mail Aging Policy / E Mail Policy
- Public Folder Maintenance (Defining Hierarchy)
- Defining the Backup & Restore Policy
- Recycling MTA in case it goes down
- Queue Clearing in case of huge attachments
- Define the Time Schedule for replication
- Analyzing Log Files
- Configuring IDS and Antivirus Configuration for Mail server.
- Knowledge on MOM, Blackberry & Cluster
- Troubleshooting on exchange application
- Troubleshooting on Active Directory domain policies

1.4.5 Storage and Backup Management

SERVICE PROVIDER undertakes storage management using Hitachi, EMC, NetApps, Veritas, Backup Software and Tape Library. Deliverables include:

Storage Management

Incident Management

- Monitoring service availability, resource usage
- Troubleshooting system alerts with knowledge base
- Antivirus definition update
- Network reachability
- File system backup and restore operation
- Product job scheduling
- Administer SAN storage arrays and SAN fabrics
- Participate in SAN on-call rotation

Problem Management

- Closure of new incidents
- Liasoning with service providers for escalation
- Root cause analysis
- Preparation of Preventive Maintenance calendar
- Managing and configuring replication
- SAN / NAS access control review
- Media management

Performance Management

- Monthly / Fortnightly call analysis
- Audit of administrator accounts
- Preparation of capacity report

Backup Management

- Performing backup operations for the servers as per the defined backup strategy
- Ensuring proper storage and handling of media to prevent data loss.
- Conducting restoration drills with sample backed-up data on a quarterly basis to confirm data integrity
- Maintaining log sheets of backups taken
- Implementing best practices on backup

Exclusions:

One time activities like Migration, Upgradation, New design, Consultation on architecture and IT Services are not part of the Standard Deliverables for the above Services.

1.4.6 Database Management

DB Instances

- Start up and shutdown of Database instances
- Setting up of Database replication/standby/clusters
- Job scheduling

Monitoring

- Verify all Instances are running
- Look for any new alert log entries
- Look for Trace files
- Session Monitoring
- Activity / Redo Log monitoring
- Replication / Stand by monitoring
- Object Monitoring
- Verify free space in table spaces
- Verify rollback segments

Maintenance

- Re-organisation of DB to remove fragmentation
- Rebuild of indexes
- Analyze of objects
- Purging of DB logs and trace files

Performance Management

- Verify that Server has enough resources for acceptable performance

- Periodic Report Generation on Database Health
- Identify bad growth projections
- Identify space-bound objects
- Review contention for CPU, memory, network, and disk resources
- Generating statistics
- Look for harmful growth rates
- Look for I/O Contention
- Review fragmentation by investigating row chaining and other areas of fragmentation

Security

- Roles and Privileges Management
- Look for security policy violations
- Look in Net8 logs for errors and other issues
- Privileges & Access controls on Database

Backup and Recovery

- Verify that the database archiving to tape was successful
- Verify that the database backup was successful
- Backup execution and monitoring
- Archive all alert logs to history
- Conduct Backup, restoration drills for backup verification

Troubleshooting

- Database Connectivity issues
- Slow response
- Operations timed out
- Database Hangs
- Database incident and error resolution
- Archiver Process Stuck
- Database incident and error resolution

Other Activities

- Service provider Management

- System Performance Monitoring
- Maintaining Environment details
- Shell Scripting for DB related work

Note:

One time activities like Migration, Upgradation, are not part of the Standard Deliverables for the above Services.

1.5 AMC Deliverables

- The SERVICE PROVIDER will provide immediate replacement of defective spares from their stock pool for machines covered under Comprehensive AMC.

- ***Support staff should facilitate the user in meetings, conferencing and workshop. Services of the support staff must be available on week end, holidays and after office hours as and when required.***

- *NO of Support staff of various level required on site* **(CSIR may increase or decrease the required Manpower at any or all Level/Sublevel during the contract period)***:*
  - *Level 1 –*
    - *Desktop and peripherals* — *03 nos*
    - *Mail Client* — *01 no*
    - *LAN Maintenance* — *01 nos*
  - *Level 2 -*
    - *System Administrations and System Security* — *01 no*
    - *Mail Admin* — *01 no*
    - *Network Admin* — *01 no*

  All service/support staff must be onsite resident along with a proper backup support as per escalation matrix in a professional way.
  (The Rates for hiring Manpower for per manpower per month must be given at Annexure E Part 2 along with the Price Bid.)
  (Annexure E part 1 must be filled in with Qualification, Experience of all the Support Staff)

- Defective spare parts removed from the system will be replaced with spare parts of equivalent or better performance and on replacement the working spare parts installed in the system will become the property of CSIR and the spare parts removed for repairs / replacement shall become the property of SERVICE PROVIDER.

- If in case any equipment under Comprehensive AMC is down, and if it takes more than the stipulated time to repair, SERVICE PROVIDER will make necessary arrangements to provide a near equivalent model / make.

- NO SLA commitment on warranty items & hardware part which not covered maintenance services. However, CSIR will provide necessary stand by spare against warranty hardware to maintain uptime. This replacement arrangement will be only for warranty hardware.

  In such case, SERVICE PROVIDER will log a call with supplier/service provider to arrange necessary replacement for warranty hardware and follow up end to end.

- Any non-routine activity like shifting / mass installation etc. will be a discussed and scheduled jointly between CSIR & SERVICE PROVIDER on case to case basis.

- Price quoted here is based on the given configuration. If changes found on actual, can be differ accordingly.

Movement of Spares:

In case of hardware failure under maintenance contract, SERVICE PROVIDER would position a standby /replacement spare part from the stock pool and the faulty part would be sent for repairs to SERVICE PROVIDER.

NOTE: Machines are subject to prior inspection before entering into the contract. If any problem is pending before signing of the Maintenance contract, then the same will be repaired on a chargeable basis.

1.6 Remote Support - High Availability Services for Critical Servers

The Service provider must ensure 99% uptime of the servers; since these are critical for CSIR.

1.7 Service Window and Service Level Agreement

Location Days Service - Monday to Saturday

Timings – 9 A.M to 6:30 pm

Overall Uptime – 95% guaranteed.

1.8 Escalation Matrix:

The following will be the escalation levels followed within SERVICE PROVIDER to ensure support on Technical/Administrative issues arising out of the operations at premises:

ESCALATION LEVELS	NAMES	Authority
1st Level	Onsite Team Leader	Team Leader
2nd Level	TBA	Program Manager
3rd Level		Service Delivery Manager / National Service Delivery Manager

1.9 Ensuring business alignement between the Parties, analysis of CSIR's business plans with IT and overseeing new or modified Services during the Term.

1. Developing strategic requirements and plans associated with the Services or New Services during the Term.
2. Ensuring that the annual technology plan is in accordance and supports the Long Range IT Strategy
3. Approving the Business Systems Council's report and recommendations, including review and/or approval of the following:
   - Transition Plan implementation, including progress and achievement of Critical Deliverables and key activities.
   - Service Level reports and modifications.
   - Transformation Plan implementation, including progress and achievement of Critical Deliverables and key activities.

- Continuous improvement and quality assurance measures.
- Customer satisfaction surveys.
- Resolving issues escalated by the FMS Review Board.

Facility Management Systems Review Board

The key responsibilities of the FMS Review Board are as follows:

1. Managing the performance of the Parties' respective roles and responsibilities under the Agreement.
2. Implementing the Agreement.
3. Managing risks and opportunities for improvement.
4. Monitoring Service delivery and Transition activities based on reporting and coordination with the Service Delivery team.
5. Considering and approving, where possible, operational and technical changes in accordance with the Change Management requirements.
6. Considering and approving, where possible, changes to the Agreement and to the Services in accordance with the Change Control procedures to be approved by CSIR.
7. Seeking to resolve any issues escalated by the Operations Management team.
8. Approving the following and reporting, as required, to the Executive Steering Committee with respect to:
   - Continuous improvement and quality assurance measures.
   - Proposals for reset of Service Levels.
   - Customer satisfaction surveys.
9. Monitoring and reviewing the ongoing status of Third Party Contracts as appropriate.
10. Initiating, as appropriate, the recommendations and suggestions made by the Executive Steering Committee relating to the Services and/or this Agreement.
11. Ensuring the implementation of process/infrastructure, financial and resource plans.
12. Reviewing business and technical proposals as submitted by CSIR's business sponsors and/or Supplier personnel.
13. Recommending new proposals to the CSIR Management.
14. Providing advice and direction to the Service Delivery Committee for performance improvement.

Operations Management Team

Since Contract management and compliance is a critical aspect of long-term Outsourcing engagements, operations management primary responsibility is to adhere to the contract terms. SERVICE PROVIDER will put in place a contract management process, whose charter will be as follows:

1. Monitoring SERVICE PROVIDER's and CSIR's compliance with the obligations of the Agreement.
2. Resolving escalated issues according to the Governance escalation procedures.
3. Approving (or declining) all work requests that are in excess of pre-established expenditure amounts or circumstances.
4. Evaluating Performance Credits & Penalties and monitoring any action plans resulting from critical service performance failures.
5. Approving, authorizing and overseeing all contract-related policies and procedures.

Service Level Monitoring and Reporting

Once the SLA is agreed upon, monitoring of service performance will be started and service achievement reports will be produced. Operational reports will be produced frequently (weekly / monthly - perhaps even more frequently), and where possible, exception reports will be produced whenever an SLA has been broken (or threatened, if appropriate thresholds have been set to give an 'early warning').

Periodic reports will be produced and circulated to CSIR' team's IT Managers and Business Managers (or their representatives) a few days in advance of SLA reviews, so that any queries or disagreements can be resolved ahead of the review meeting.

The periodic report will incorporate details of performance against all SLA targets, together with details of any trends or specific actions being undertaken to improve Service quality. A SLA Monitoring (SLAM) chart will be used at the front of the report to give an 'at a glance' overview of how achievements have measured up against targets. These will be colour coded (Red-Amber-Green).

Other interim reports may be required by CSIR's team's IT management for internal performance reviews and/or supplier or contract management. The reporting structure and content will be mutually decided with CSIR Team.

Service Review Meetings

Periodic review meetings will be held every month with CSIR's IT Managers and businesses to review the service achievement in the last period and to preview any issues for the coming period.

Actions will be identified as appropriate to improve weak areas where targets are not being met. All actions will be recorded, and progress will be reviewed at the next meeting to ensure that action items are being followed up and properly implemented.

The normal agenda for such meetings will include:

- Highlights of the past month's performance statistics, concentrating on major or technical issues reported (based on the monthly report produced by SERVICE PROVIDER and delivered 5 working days prior to the meeting), any service delivery trends and service achievements.
- Explanations of matters outstanding from previous periods and in particular issues, which have been or are about to be escalated.

- Customer satisfaction
- Review of the scheduled workload such as fault resolutions, progress of approved changes, implementation work.
- Consideration of changes previously proposed and for which investigation work has been completed.
- Suggestions for improvements in service delivery
- Issues with contract management, billing / invoicing and other financial matters.

Service Improvement Program (SIP)

The SLM process shall be the starting point for a Service Improvement Program (SIP) for the Project - and the service review process shall drive this. Where an underlying difficulty has been identified which is adversely impacting service quality, SERVICE PROVIDER will initiate a Service Improvement Program to identify and implement whatever actions are necessary to overcome the difficulties and restore service quality. SIP initiatives may also focus on issues such as User training, System testing and documentation. In these cases the relevant people will be involved and adequate feed-back given to make improvements for the future. At any time, a number of separate initiatives that form part of the SIP may be running in parallel to address difficulties with a number of Services.

Escalation Process

Issue Escalation Procedures

This describes the Issue Escalation process in the event of any differences between CSIR and SERVICE PROVIDER the same will be formalized along with CSIR's team during the due diligence stage.

From time to time, there could be issues will arise that cannot be resolved at the various levels of management within CSIR and SERVICE PROVIDER. These issues may involve obligations of Party, performance, commercial issues, personnel, etc.

It shall be the intent of CSIR and SERVICE PROVIDER to resolve issues in a constructive way that reflects the concerns and commercial interests of each Party. Both Parties' primary objective and intent is to have issues resolved by the appropriate levels of authority without the need for escalation. With this in mind, the following steps are to be followed:

1. Notification
2. Documentation
3. Request for Assistance
4. It is the intention of CSIR and SERVICE PROVIDER that issues are escalated for review and resolution to the next level of management as follows:
    - SERVICE PROVIDER Service Delivery Manager with the appropriate CSIR Nodal Officer, IT Division CSIR
    - CSIR's PL (ICT) and SERVICE PROVIDER Program Manager.
    - CSIR's JS (Admin) and SERVICE PROVIDER CEO.

5. Issue Review

Performance Review with CSIR

SERVICE PROVIDER's Program Governance Methodology provides a framework for day-to-day operations monitoring and addresses client's business issues whereby decisions related to different demand and expectations related to what IT solutions can be given are explored.

The Program Governance encompasses periodic reviews at 3 levels:

Operations Review: The focus at this level is mainly **–Efficiency.** The success will be measured against timely response to customer requests and end-user-oriented metrics.

Management Review: The focus at this level is mainly **–Effectiveness.** The key metrics at this level will be end-user satisfaction, end-user productivity, IT planning effectiveness and organizational readiness.

Strategic Review: The focus at this level is mainly **–Business Impact.** Our ability to become partners at the strategic level will be gauged by our customer service and retention levels, generating new revenue channels and time to market.

Operations Review

SERVICE PROVIDER shall have operations performance reviews with CSIR The reviews will be held quarterly and annually as discussed below.

Quarterly Service Review

SERVICE PROVIDER would be conducting quarterly service reviews with CSIR to:

- Discuss service performance for the quarter and chart out recommendations for any service improvements
- Discuss and review customer satisfaction survey results and action plans for improving customer satisfaction
- Review capacity planning reports
- Review changes, if any, that are required in Service delivery as a result of changes in CSIR's business.
- Discuss cost saving initiatives and performance of third party service providers

Annual Review

The Annual Review would include the following:

- Discuss and review the structure of services delivered to CSIR to ensure their remaining relevant and appropriate to their businesses.
- Review the value of services provided by CSIR and SERVICE PROVIDER
- Provide summary and statistics of service delivered to CSIR's customers and CSIR.
- Understand CSIR's key business strategies for the forthcoming year and discuss resources, if any that are required delivering services.
- Discuss and review the Service Level Agreements with CSIR's clients.

- Review, benchmark and TCO

1.9.1 Penalty Clause

Failure to maintain SLA with uptime at 95% shall result in deduction @10% per 1% reduction in Uptime as per mutually agreed SLA.

1.9.1.1 Payment for a quarter will be withheld, if uptime is equal or less than 90%

1.10 Key Assumptions and Exclusions

The services offered are dependent on the following assumptions:

1. The entire proposal is based on the inputs provided by CSIR and can be reworked / updated at the time of finalization.
2. **CSIR needs to supply the spares for machines which are not under warranty or not cover under AMCs. For warranty items the spares should be follow-up from the OEM as per applicable.**
3. SERVICE PROVIDER would be responsible to log service calls and to resolve services related calls.
4. SERVICE PROVIDER Service Team deployed at CSIR locations would coordinate and report to Program Manager for day to day activities.
5. The services do not include any designing or application development or customization.
6. To ensure the up keeping of datacenters (server room) at each locations.
7. SERVICE PROVIDER will provide first level service and OS support.
8. CSIR has to provide the license CDs whenever required.
9. The deliverable report shall be either on paper or on email as convenient. Either review or time stamped messages shall authenticate validity.
10. SERVICE PROVIDER Help Desk shall escalate the problems based on the severity level as mentioned in the escalation chart and shall follow up with the Program Manager or Supplier on best effort basis to resolve the problem.
11. The Help Desk shall notify the Program Manager or Customer authorities in case of non-compliance in Service levels by any Supplier.
12. To ensure periodic SLA MIS as desired by CSIR IS management / coordinator.
13. All new technology Projects taken up by CSIR in pursuit of optimizing / enhancing the current infrastructure to newer levels will be fully supported by the SERVICE PROVIDER during their pilot/POC/Design/Implementation and Post-Implementation phases- on Mutually agreed terms.

SERVICE PROVIDER would request Customer for the following infrastructure/ resources, which would help SERVICE PROVIDER to provide efficient and speedy service to CSIR.

- ✓ Access to CSIR's facilities to provide support as per deliverables mentioned in the proposal
- ✓ Seating arrangement for SERVICE PROVIDER FM Team.
- ✓ E-mail & telephone facility for Help Desk & FM Team to communicate with the end users of CSIR and with SERVICE PROVIDER offices.
- ✓ Internet access for accessing technical details and downloading drivers/patches and remote access to software support centre, if required
- ✓ Storage space with locks and key arrangement for stocking files, manuals, spares etc.
- ✓ CSIR would supply Computer Systems and a Printer to SERVICE PROVIDER Team.

- ✓ CSIR will give us full access to the equipment and will provide suitable working space to enable to provide Maintenance Service.
- ✓ CSIR shall be responsible for providing proper site conditions, a standard power conditioning equipment and air conditioning as per standard. Any damage due to deviation from these at the customer end, are not covered under this agreement.

- ✓ SERVICE PROVIDER shall not be responsible for failure due to manufacturing defects of any components in the network; it is not responsible for any failure due to problem with Electric Supply failure due to external environmental conditions, failure of systems due to problem with AC.

1.0 **BROAD SCOPE OF WORK**

In addition to the details given in Annexure A, the broad scope of work includes the following:

1.1 The contract is comprehensive contract covering preventive as well as breakdown maintenance of Personal Computer, its peripherals, Server, Server peripherals, Laptops, Networking components, UPS etc as given in Schedule of requirement and as given hereunder. The tenderer shall provide other IT Services as per details given below:-

- Provision of Hardware Maintenance Services for IT equipments indicated
- Provision of Helpdesk Management Services
- Provision of Technical Support and Vendor Management Services
- Virus Control
- Network Management Support

Detailed requirement and deliverables for the above services is given as Schedule of requirement.

1.2 The contract shall include maintenance and free replacement of defective components in the equipments under maintenance, excluding consumable items but including, spares, labour and transportation, if any.

1.3 Computer / Server includes its mechanical parts and electronics parts and circuits including memories, motherboard, monitor and power control circuit and associated cables, cabinet, Disk Drives etc.

1.4 Personnel Computer / Server also includes maintaining Local Area Network to which it is connected, Network reconfiguration and replacement of UTP cable etc.,

1.5 All other components, which are part of the computer or accessories, mentioned above without which the function of the computers or accessories will be hampered, in short the maintenance means replacement/ repair of all worn out/defective components of Personal Computers and accessories,

1.6 Maintenance of printers will also cover all the items except the consumable item (i.e. Crtridge)

1.7 Unserviceable parts will be handed over to Service Provider/OEM, as the case may be and the same will be replaced at no extra cost with brand new parts of equivalent or superior specification.

1.8 The contractor shall ensure that the full configuration of the equipment is in proper working condition, after repair and maintenance.

2.0 **Preventive maintenance**:

2.1 Regular preventive maintenance visits shall be made by the firm at least once in THREE MONTHS to ensure upkeep of the system. Any fault brought to the firm's notice either during such routine calls or otherwise informed by CSIR officials, shall be arrange to be responded within two hours.

2.2 The preventive maintenance of the system should be carried out in the presence of the CSIR's personnel. The preventive maintenance of the system should cover all the essential aspects like optical drive head cleaning, printer head cleaning, checking, system performance, checking hard disk for

inconsistent cluster, defragmenting and running scan disk wear and tear of printer gears and knob if any, may be replaced. Maintenance of the machines includes cleaning all the machines, monitor, keyboard, and printer including removing the dust inside the machines once in three months. Inspection of site as per the requirement of electrical power by the machine and reporting to consignee, in the event of mal-function of power conditioning equipment.

2.3 The preventive maintenance of the system by the contractor should cover necessary virus scanning/cleaning with virus scanner software. Antivirus definition has to be updated frequently to prevent system infected with virus, worm and Trojans. Similarly, preventive maintenance will also include updating of the operating system with service packs, patches etc.

2.4 CSIR should be advised to take data-backup whenever necessary for which the firm shall be equipped with devices like CD/DVD writer and the required media shall be provided by CSIR. The Service Engineer of the firm attending to the maintenance shall monitor the environment in which the hardware is working and forewarn the Consignee of any factor detrimental to the satisfactory performance of the hardware.

2.5 A schedule for preventive maintenance will be drawn by the contractor and submitted to the Nodal Officer, ITS well in advance. It will be in such a manner that all the equipment falling within the purview of the contract is covered in a systematic manner every three months.

2.6 A separate log book will be maintained for recording preventive maintenance and put up to the Nodal Officer, ITS monthly.

3.0 **Breakdown Maintenance**:

3.1 Departmental users in CSIR will communicate the message of failure or break down to the help desk at IT Centre. All complaints received in person or over phone shall be entered using the call logging and management software duly registering the following details: Date, Complaint No., Time of Complaint, Nature of Complaint, Complaint made by etc. Subsequently, the time of attending the Complaint, the engineer who attended the complaint, technical closure status on the part of the service engineer, final closure status update by the departmental user who lodged the complaint etc should be entered. Such details will be useful in monitoring progress of delivery of FMS services by contractor and delays, if any.

3.2 The contractor should provide and use a web-based software for logging and managing calls.

3.3 Suitable reports will be submitted to the CSIR at weekly intervals or intervals as specified by the CSIR. The required reports and their formats will be specified by CSIR upon finalization of tender. Necessary user-id and password to use the web-based software with sufficient authorizations will be provided to Nodal Officer, ITS or his representative to view and monitor the calls logged, generate required reports etc.

3.4 All services should be made only at CSIR departmental locations. As far as possible no equipment will be sent to the contractor’s premises for any repair. If at all, it is found necessary to take the equipment to the contractor’s premises, the configuration of the equipment in detail must be got noted before it is sent out. Prior permission of the Nodal Officer, ITS has to be obtained by the department/office concerned. The items will be taken out only

with proper documentation such as material gate passes and with proper acknowledgements. All endeavours will be made by the contractor to return such items taken out for servicing within a reasonable period of one week. Stand by equipment similar to the equipment under service to be provided before taking it out on material gate pass, till the original component is replaced at NO EXTRA COST. The contractor is required to record all such issues, returns / replacements of equipment promptly in the call logging and management software. The responsibility of preparation of necessary material gate passes and watching the subsequent return of materials taken out for repair will vest with the departmental user / officer-in-charge of the department concerned. The return of material after repair/replacement should also be intimated to the Nodal Officer, ITS by the department / office concerned.

3.5 Unscheduled on-call corrective and remedial maintenance services are to be given to rectify the malfunctioning of the system. This will include supply and replacement of parts.

3.6 Any number of breakdown calls shall be attended.

3.7 The contractor shall maintain the equipment in good working condition during the contract period and shall correct the fault or failures, repair or replace the worn-out or defective parts of the equipment during normal working hours of the place where the equipment is installed. Unserviceable parts need to be replaced at no extra cost with brand new parts of equivalent or superior specification.

3.8 In addition to maintenance of the hardware, maintenance of the software presently installed in the system and to install authorized /licensed software whenever there is software failure or any new software to be loaded.

3.9 Breakdown maintenance shall include data recovery from hard disk and system crashes.

4.0 **POSTING OF SERVICE ENGINEERS**

4.1 For provision of the above maintenance services, a minimum of five Level 1 Staffs and three Level 2 Staffs. They shall attend to the service calls at various sites within CSIR. The charges quoted shall include the cost of the services of resident engineers (including one team leader) and one call coordinator. CSIR will provide working space for service / call coordinator. No TA/DA is admissible.

4.2 The contractor will post additional engineers when found necessary due to a considerable increase in equipment during the period of contract. Such posting will be based on a mutual agreement between CSIR and the contractor.

4.3 CSIR reserves the right to qualify the service engineer. Before posting the resident service engineer/team leader/call coordinator to CSIR's site, clearance should be taken, duly furnishing the bio-data of the engineer to be posted along with his experience particulars. The call coordinator posted to CSIR should have at least three years experience in handling similar assignments.

4.4 Resident engineers / team leader posted by the contractor shall be available throughout the working hours on all working days. Replacement service engineer/team leader/call coordinator shall be posted, if the regular service engineer/team leader/call coordinator is on leave etc. In case of absence of any service engineer/team leader/call coordinator at the site, due to whatever reason, a penalty of Rs.200/Rs.400 respectively per day will be levied.

4.5 All leave and/or absence of the Service Engineers/Team leader posted at CSIR will have to be planned in advance and proper replacement to be made available. In order to meet the contingency arising out of sudden and unplanned absence, the Service Provider may get the profile of panel of Engineers/Team Leader proposed to be substituted, approved from CSIR at the commencement of the contract and at such intervals as required.

5.0 **REQUIREMENT FOR SERVICES**

5.1 Maintenance Service calls, for all the equipments shall be attended to within 2 (Two) hours of receipt of the service call, either over phone or in person.

5.2 The fault shall be rectified within the same working day, as for as possible and in no case shall exceed 8 working hours, from the time of reporting of failure defect. Failure / Defect shall be rectified so as to make available a perfect working equipment along with the peripherals. In case, failed component or equipment is not readily available, a better equipment / system shall be installed as replacement, till the time the equipment is repaired to the satisfaction of the CSIR. In case it is not possible to repair the system within 8 working hours of complaint, a replacement shall be provided but the original shall be returned at the earliest within one week, duly rectifying the fault. Such replacements shall be of equivalent or higher configuration.

5.3 In case the guaranteed repair time not being met, the following penalty shall be levied: Beyond 8 working hours of receipt of complaint (1st working day after receipt of complaint) and up to 16 working hours of receipt of complaint (2nd day of receipt of complaint), the penalty shall be 2% per day of the value of contract for the PC, Server, Printer or other equipment in question. While calculating this penalty, equipment would be deemed to be down even if a peripheral attached to it i.e. optical drive, hard disk, print head or similar is down. Beyond 16 working hours of receipt of complaint, the penalty shall be 4% of the contract Value for the equipment per day, with all other conditions remaining identical as at above. However, in case a working replacement is made within the above-mentioned time, no penalty shall be levied for a period of one week. In case, the equipment is not returned duly rectifying the fault, within one week, above-mentioned penalty at 4% per day shall be chargeable, from 8th day onwards. However, the penalty amount will be subjected to a minimum of Rs 1000/- per equipment per day in the case of vital equipment like servers, network switches, line printers or such other similar equipment, the failure of which would be critical to CSIR, seriously impairing work being carried out on the location. However, in the case of all other equipment, the minimum penalty will be Rs.100/- per equipment. Provided also that the total amount of penalty under this condition shall not exceed 10% of the total value of the contract. In case the minimum penalty exceeds 10% of the total value of the contract, then the penalty will be restricted to 10% of the total value of the contract. While calculating this penalty, a PC, Server or such other equipment would be deemed to be down even if a peripheral attached to it is down, say optical drive, hard disk or other. In any case where the equipment could not be rectified/replaced by the firm within the reasonable time of 3 days for servers / 7 days for other equipment, CSIR reserves right to get the equipment repaired/replaced through another agency at the risk and cost of the contractor. The Contractor will have to bear expenses incurred by the CSIR on this

account. This action will be taken if the equipment is neither rectified / replaced nor any stand-by is provided even after the reasonable time as mentioned herein.

5.4 Taking shelter under flimsy reasons such as damage could have been caused by rat-bite, power outage, rough handling on the part of the user and similar such reasons, and failing to provide maintenance / replacement support will not be acceptable.

5.5 The contractor shall ensure that the equipment is in good working condition and is with full configuration while handing over at the end of the contract period.

6.0 **Other Requirements for Services Covered Under the contract**

6.1 CSIR expects the Service provider to provide proactive support in all IT related areas. In case of problems, he must provide immediate and timely solution to the problem.

6.2 The help-desk shall be operated from the Information Technology Center. The coordinator will be the single point contact for the purpose of the contract. The coordinator must have adequate administrative and management experience in additional to the skill set required for solving the problems.

6.3 Help desk will work in close co-ordination with CSIR current and future Warranty/IT FMS/Other Service Providers and their resident engineers. Help desk will be responsible for follow up with these agencies / engineers ensuring timely action.

6.4 CSIR will provide the following inputs to service provider for the proper delivery of IT Facilities Management Services:

- Adequate sitting space for manning the help desk and some space for storage
- A EPBAX telephone number and instrument during the contract period
- List of vendors with whom service provider will need to co-ordinate
- Provide service provider with details of the network infrastructure and existing documentation.
- Names and contact numbers of the CSIR personnel who need to be contacted if an issue needs to be escalated by the Service Provider.
- Licensed copies of software required.

7.0 CSIR reserves the right for addition or withdrawal of equipments during the contract period. For addition of any new equipment, the maintenance charges for similar additional items listed under category will be as per the rates quoted for those items. For withdrawal of equipment, the rates will be deducted on pro-rata basis for the period not covered. The maintenance charges for any similar additional items will be as per the rates quoted and will be on pro-rata basis where the period of maintenance support is lesser than the contract period of 2 years. In case of withdrawal of equipment by CSIR, from the purview of the contract, the maintenance charges will be reduced as per the rates quoted for such items for such periods. Acceptance of this condition shall be clearly mentioned with the quotation.

8.0 CSIR also reserve the right to upgrade the IT infrastructure to meet its changing needs, as and when required. The Personal Computer and accessories, being assets of CSIR may be subjected to intra-departmental transfer of assets including relocating

them at a different place. The tenderer should extend the service to install the system at the new location without additional cost. The Personal Computers and accessories may be subject to need based Hardware up-gradation from time to time by CSIR. The tenderer should undertake such up-gradation/ replacement/ transplantation of such components without additional cost. Hardware/Software to be added /upgraded shall be provided by CSIR.

9.0 In case any incidental and consequential works become necessary to be executed like connecting the computer equipment supplied to the existing network, the consequent re-configuration of the operating system etc., are required to be executed by the contractor as this forms an integral part of the obligations under the contract. The responsibility to establish to the entire satisfaction of the CSIR that the works executed under this contract as per the specifications, terms and conditions of the contract rests entirely with the contractor.

10.0 **Quantities**: The quantities of various items given in the Schedules for provision of IT FMS are only approximate and are for the guidance of the contractor. As far as possible, they have been assessed correctly but are likely to vary during the execution of the work. However, the allied services to be provided is independent of the number / type / make of the equipments available at the locations mentioned in the schedule and shall also include all the equipments to be added in the future, during the currency of the contract. No increase in the service charges is permissible for such addition of equipments in the future, till the end of the contract. Integral Coach Factory reserves the right to increase the no. of equipments included in the contract by up to a limit of 25% of original contract value, at the same rate, terms and conditions.

11.0 **Safety Norms :** The Following Safety Norms must be followed by the Contractor

11.1 The contractor should take all precautionary measures in order to ensure the protection of his own personnel moving about or working on the CSIR premises, and should conform to the rules and regulations of the CSIR.

11.2 The Contractor should abide by all CSIR regulations in force from time to time and ensure that his representatives, agents or sub contractors or workmen follow the same.

11.3 The contractor should ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to staff, and / or damage to equipment does not occur.

11.4 The Contractor should indemnify and keep the purchaser indemnified and harmless against all actions, suits, claims, demands, costs, charges or expenses arising in connection with any accident, death or injury, sustained by any person or persons within the CSIR premises and any loss or damage to property belonging to the CSIR, sustained due to the acts or omissions of the contractor irrespective of whether such liability arises under the workmen's compensation act or the fatal accidents act or any other statute in force from time to time

Annexure C

Requirements & Deliverables for IT Facilities Management Services
(In case of contradiction, Annexure A will hold good)

I) Hardware Maintenance Services: To ensure continuous availability of PCs, Servers, Printers, UPS and other equipments included in the contract available at various locations as per the details.

Deliverables:

- To maintain the PC's, Servers, Printers, UPS, laptop and other hardware equipment in the various locations.
- To repair / replace faulty components with standard spares.
- To install/reinstall OS and other application software in desktops.
- Periodic Management of PC's / Printers / UPSs etc
- Hardware setup and maintaining the uniformity.
- Installing/Configuring/Trouble shooting of operating systems, Office automation products (MS-office etc), Printer Drivers, Network communications software etc.
- Anti-virus software and other third party software.
- Problem diagnosis and rectification for all equipment including those not under IT FMS and Warranty Execution for all equipment under manufacturer's warranty
- Services for installing add-ons
- Service support for all peripherals
- Relocation of equipment
- Data recovery in case of system crashes

II) Helpdesk Management Services: To provide a single point of contact for the IT needs of all users

Deliverables:

- Log user calls and give them a call ID no.
- Assign severity level to each call based on the type of call. Severity levels and resolution matrix to be mutually discussed and finalized, before the contract is signed. However, the same shall be as per industry standards for such services.
- Track each call to resolution
- Escalate the calls to the IT team of CSIR, if necessary as per defined escalation matrix
- Analyse the call statistics
- Generation of MIS reports, register user feedback and status of the call
- Ensure that all calls are attended satisfactorily within the maximum time limit specified, as per the resolution matrix agreed.

III) Technical Support and Vendor Management Services To provide 1st level support to all users and act as a single point of contact for interacting with the various vendors and resolving the problems

Deliverables:

- Providing 1st level troubleshooting & diagnosis and escalating calls to warranty vendor.
- Support on desktop OS and other application software
- Performing any Install, Move, Add or Change at the client level
- Installation of OS upgrades and patches as and when provided by CSIR/Vendor.
- Re-installing OS (if required)

- Maintaining the database of the various vendors with details like contact person, telephone nos., escalation matrix, response time and resolution time commitments etc.
- Logging calls with vendors if not solved by team, coordinating with the vendors to get the problems resolved and updating central helpdesk for call management.
- Escalating problems to OEMs if local vendor can't solve the problem

IV) Virus Control Deliverables:

- Registering and updating the anti-virus tool on the servers and all desktops as per defined periodicity
- Diagnosing and rectifying any virus problems that can be fixed by the anti- virus tool supplied by CSIR
- Providing feedback on any new virus detected.
- Installing Antivirus software provided by CSIR

V) Network Management Support To ensure that the network is trouble free and well optimized follow up with Networking Vendor for spares and replacements.

Deliverables:

- Re-patching of data cords on need basis.
- Replacing faulty internal data cabling
- Manage effectively and efficiently the day to day network operations of internal LAN
- Fault Management - Identifying internal LAN faults including UTP cable, patch cords etc and getting them resolved through concerned local vendor providing Management services if the same is of serious nature.
- Testing and installation of networking software

Annexure D

SCHEDULE FOR ITEMS AND QUANTITIES

Sl. No.	Item Description	Quantity in nos. for providing IT FMS Services	Quantity in nos. for providing IT FMS services along-with CAMC
1.0	**Personal Computers**		
1.1	HP-8000	24	
1.2	HP-dx2000	10	
1.3	iMac-27"	4	
1.4	iMac-24"	2	
1.5	HP-Z800 (Workstation)	1	
1.6	HP-Z600 (Workstation)	2	
1.7	HP-All_in_one 200-5020 il	21	
1.8	HP-8100	15	
1.9	HP-P4 / 256 MB / 80GB / 15" TFT		10
1.10	HP-P4 / 256 MB / 80GB / 15" TFT		1
1.11	HP-P4 / 256 MB / 40GB / 15" TFT		1
1.12	HP-P4 / 128 MB / 40GB / 15" Color		2
1.13	HP-P4 / 1 GB / 80GB / 17" TFT		4
1.14	IBM-P4 / 3.2 GHz / 512 MB / 80GB / 15" Color		90
1.15	HP-P4-WORKSTATION		4
1.16	HP-P4		17
1.17	HP-P4 (Dx2280)		33
	LAPTOPS		
1.18	HP-ProBook(4510s)		5
1.19	HP-ProBook(4411s)	2	
1.20	HP-Elite Book 2730p	2	
1.21	Sony Vaio (Z VGN-Z48)	1	
1.22	Vaio (VGN-NW28GG)	22	
1.23	Lenovo (T500)	1	
1.24	Dell 5410, i5, 520M	5	
1.25	Sony Vaio (VPCEB3AGG)	11	
1.26	MacBook Pro 13"	2	
1.27	MacBook Pro 15"	3	
1.28	iPad 2	9	
1.29	Lenovo x220 Tablet	10	
2.0	**Printers**		
2.1	INK JET 1200D		1
2.2	INK JET 6188		1
2.3	INK JET 6288		1
2.4	INK JET 6540		2
2.5	INK JET 840C		1
2.6	INK JET 845C		3
2.7	LASER JET 1000		78

2.8	LASER JET 1300		13
2.9	LASER JET 3300		1
2.10	LASER JET 3500		4
2.11	LASER JET 1100		1
2.12	LASER JET 1320		54
2.13	LASER JET 1320 N		25
2.14	LASER JET 2015DN		53
2.15	LASER JET 2605DN		2
2.16	LASER JET 2840 MFP		3
2.17	LASER JET 3380		2
2.18	LASER JET 3390MFP		1
2.19	LASER JET 3505N		8
2.20	LASER JET 3800DN		11
2.21	LASER JET 4250dtn		4
2.22	LASER JET 4500		1
2.23	LASER JET 5550DN		4
2.24	LASER JET 6L		7
2.25	LASER JET 8150		5
2.26	LASER JET 9040DN		2
2.27	Laxmark-W820DN		1
2.28	HP-5200N		4
2.29	HP-C2025n		4
2.30	HP-3015dn		1
2.31	hp-M1536dnf		1
2.32	hp-3015dn	1	
2.33	HP-2055dn	9	
2.34	HP-C2025dn	8	
2.35	HP-CM1415nf	1	
2.36	HP-5225dn	1	
2.37	HP-3525dn	1	
3.0	**Other peripherals**		
3.1	HP ScanJet 9120	6	
3.2	Avision-AV8350	2	
3.3	HP-SJ 8270	1	
3.4	HP-SJ G2410	2	
3.5	HP-SJ G2410	30	
3.6	SCANNER 8200		16
3.7	SCANNER 7450		9
3.8	SCANNER 8390		6
3.9	SCAN JET 5590		3
4.0	**UPS**		
4.1	APC 2		35
4.2	APC 6	5	
4.3	APC 1.5		4
4.4	Newave 40		**1**
4.5	Numeric 20		2
4.6	Delta 5		2
4.7	Numeric 10		3

4.8	PP (500VA)		220
4.9	Uniline (10KVA)		2
4.10	Autometes (3KVA)		2
4.11	Target (2KVA)		1
4.12	PP (1KVA)		1
4.13	PP(5KVA)		2
4.14	Autometes (5KVA)		1
5.0	**Servers***		
5.1	IBM x3560	18	
5.2	IBM x2260	10	
5.3	HP Prolient 150 ML-	04	
5.4	HP ProLiant DL580 G5	04	
6.0	**Network Components**		
6.1	Cisco switch 3560E Catalyst	23	
6.2	Cisco 2900 Series & ASR 1000 Series	03	
6.3	Cisco Wireless LAN Controller 4400 series	01	
6.4	Cisco IP Phone Controller (MCS) 7800Series	01	
6.5	Stonegate/Stonesoft Firewall	02	

*** Quantities are indicative**

Annexure E

Price Schedule Format
(To be Submitted with Price Bid – Part II)

SCHEDULE FOR QUOTING RATES

Sl. No. 1.0	Item Description	Quantity in nos. for providing IT FMS Services			Quantity in nos. for providing IT FMS services along-with CAMC		
		Basic Unit Rate	Service Tax, Other Taxes, Duty etc	Total Unit Rate	Basic Unit Rate	Service Tax, Other Taxes, Duty etc	Total Unit Rate
1.0	**Personal Computers**						
1.1	HP-8000						
1.2	HP-dx2000						
1.3	iMac-27"						
1.4	iMac-24"						
1.5	HP-Z800 (Workstation)						
1.6	HP-Z600 (Workstation)						
1.7	HP-All_in_one 200-5020 il						
1.8	HP-8100						
1.9	HP-P4 / 256 MB / 80GB / 15" TFT						
1.10	HP-P4 / 256 MB / 80GB / 15" TFT						
1.11	HP-P4 / 256 MB / 40GB / 15" TFT						
1.12	HP-P4 / 128 MB / 40GB / 15" Color						
1.13	HP-P4 / 1 GB / 80GB / 17" TFT						
1.14	IBM-P4 / 3.2 GHz / 512 MB / 80GB / 15" Color						
1.15	HP-P4-WORKSTATION						
1.16	HP-P4						
1.17	HP-P4 (Dx2280)						
	LAPTOPS						
1.18	HP-ProBook(4510s)						
1.19	HP-ProBook(4411s)						
1.20	HP-Elite Book 2730p						
1.21	Sony Vaio (Z VGN-Z48)						

1.22	Vaio (VGN-NW28GG)						
1.23	Lenovo (T500)						
1.24	Dell 5410, i5, 520M						
1.25	Sony Vaio (VPCEB3AGG)						
1.26	MacBook Pro 13"						
1.27	MacBook Pro 15"						
1.28	iPad 2						
1.29	Lenovo x220 Tablet						
2.0	**Printers**						
2.1	INK JET 1200D						
2.2	INK JET 6188						
2.3	INK JET 6288						
2.4	INK JET 6540						
2.5	INK JET 840C						
2.6	INK JET 845C						
2.7	LASER JET 1000						
2.8	LASER JET 1300						
2.9	LASER JET 3300						
2.10	LASER JET 3500						
2.11	LASER JET 1100						
2.12	LASER JET 1320						
2.13	LASER JET 1320 N						
2.14	LASER JET 2015DN						
2.15	LASER JET 2605DN						
2.16	LASER JET 2840 MFP						
2.17	LASER JET 3380						
2.18	LASER JET 3390MFP						
2.19	LASER JET 3505N						
2.20	LASER JET 3800DN						
2.21	LASER JET 4250dtn						
2.22	LASER JET 4500						
2.23	LASER JET 5550DN						
2.24	LASER JET 6L						

2.25	LASER JET 8150						
2.26	LASER JET 9040DN						
2.27	Laxmark-W820DN						
2.28	HP-5200N						
2.29	HP-C2025n						
2.30	HP-3015dn						
2.31	hp-M1536dnf						
2.32	hp-3015dn						
2.33	HP-2055dn						
2.34	HP-C2025dn						
2.35	HP-CM1415nf						
2.36	HP-5225dn						
2.37	HP-3525dn						
3.0	**Other peripherals**						
3.1	HP ScanJet 9120						
3.2	Avision-AV8350						
3.3	HP-SJ 8270						
3.4	HP-SJ G2410						
3.5	HP-SJ G2410						
3.6	SCANNER 8200						
3.7	SCANNER 7450						
3.8	SCANNER 8390						
3.9	SCAN JET 5590						
4.0	**UPS**						
4.1	APC 2						
4.2	APC 6						
4.3	APC 1.5						
4.4	Newave 40						
4.5	Numeric 20						

4.6	Delta 5						
4.7	Numeric 10						
4.8	PP (500VA)						
4.9	Uniline (10KVA)						
4.10	Autometes (3KVA)						
4.11	Target (2KVA)						
4.12	PP (1KVA)						
4.13	PP(5KVA)						
4.14	Autometes (5KVA)						
5.0	**Servers**						
5.1	IBM x3560						
5.2	IBM x2260						
5.3	HP Prolient 150 ML-						
5.4	HP ProLiant DL580 G5						
6.0	**Network Components**						
6.1	**Cisco switch 3560E Catalyst**						
6.2	Cisco 2900 Series & ASR 1000 Series						
6.3	Cisco Wireless LAN Controller 4400 series						
6.4	Cisco IP Phone Controller (MCS) 7800Series						
6.5	Stonegate/Stonesoft Firewall						

2.0 In addition to the above, the Charges for Manpower should also be given (Inclusive of all Taxes) for Per Person per Month(In Price bid- Part II)

Sl. No	**Description**	**Charges for Manpower (Inclusive of all Taxes) Per person Per Month**
1	**Level 1 Staff –**	
1.1	**For Desktop and peripherals**	
1.2	**For Mail Client**	
1.3	**For LAN Maintenance**	
2	**Level 2 -**	
2.1	**For System Administrations and System Security**	
2.2	**For Mail Admin**	
2.3	**For Network Admin**	

Annexure F

LIST OF PERSONNEL

List of personnel proposed to be engaged for carrying out work under the subject contract

S. No.	Name and designation	Qualification possessed	Whether the employee is permanent and a direct employee of the tenderer?	Years of experience in service of hardware/Network/ Security/any other LEVEL 1 OR LEVEL 2(SPECIFY)	Total years of experience

(To be submitted with Technical Bid (Part I))

Annexure G

PAST PERFORMANCE OF THE COMPANY

a) **COMPLETED WORKS**

Sl.No.	Client's Name	Description of the work	Date of award of work	Date of Completion	Total Value (in Rs.)
1					
2					
3					

b) **WORKS ON HAND**

Sl No.	Client's Name	Description of the work	Date of award of work	Expected Date of Completion	Total Value (in Rs.)
1					
2					
3					

(To be submitted with Technical Bid (Part I))

Annexure H

Agreement for Customer Service Engineer (Level I)

Signed between _____ and

Council of Scientific & Industrial Research, New Delhi

Against PO No. 13-3(3)/2011-12/PUR, dated: _____

BASIC FUNCTION

The function of the Customer Service Engineer (Level I) is to perform triage on inbound customer calls and service or escalate customer issue as appropriate and support Level 2 Engineers in their work. A secondary function is to perform parts test and supplier co-ordination roles as required and certified and ensures timely service support delivery as per Service Level Agreement between CSIR and the Company.

PRINCIPAL DUTIES

The following are principal duties of the Customer Service Engineer:

Leadership and Management

- Represent himself in a positive and professional manner & prepare action plans in respect of various activities.
- Identify areas of improvement in the service support and resolve issues that are brought to his notice.
- Submit not less than one operational improvement aspect relating to Standard Operation Procedure (SOP) and Quality of Service (QoS) per month to the Issue List Master for inclusion of the Issues List.
- Arrive to work and meeting on time and prepared.
- Maintain work areas in a clean and organized manner.
- Develop Plans to reduce rework with the aim of eliminating rework.
- Create Pro-active preventive maintenance policy and implement.

Service Delivery

- Effectively communicate skills to engage the customer and start the service experience.
- Ensure proper managing of the initial call from the Customer.
- Knowledge of which files to ask for, from the customer, to effectively diagnose the service requirement.
- Effective 'debrief' and reporting of service call for future enhancements.
- Follow the guidelines as stated in SLA (Service Level Agreement) for responding to customer calls
- Coordinate parts and engineer schedule to ensure that SLA is met.
- Follow up with customer regarding outstanding issues.
- Track inbound and outbound call metrics required in order to collect customer service delivery metrics necessary for effective capacity planning.
- Collect, collate and develop customer service delivery key performance indicator metric reports as required.

RESPONSIBILITIES:

The Customer Service Engineer is responsible for ensuring that:

- All of the duties of the Customer Service Engineer are completed as per the job description.
- Call Log Data is accurately recorded and submitted in timely manner.
- The mode of inbound calls should also include e-mail communication for registering service requests.
- The Service Engineer should also keep track and maintain a preventive maintenance schedule of the systems/equipment under his purview.

- Maintenance of an effective knowledgebase w.r.t. relevant hardware/software support and troubleshooting should be one of the functions of the Service Engineer.

REPORTING RELATIONSHIP:

The Customer Service Engineer reports to the Nodal Officer, ITS or to an officer as assigned by the JS (Admin).

QUALIFICATIONS:

- Certification as a System Administrator or equivalent industry experience
- 2 or more years in Windows Server and Unix environment Administration
- Diploma or eqvalent from a recognized technical institute
- Strong Customer management skill
- Ability to follow procedure and efficiently troubleshoot hardware and software issues.

MEASURES OF PERFORMANCE:

The following will be used to evaluate the performance of the Customer Service Engineer:

- Demonstration of thorough knowledge of internal call handling procedures
- Internal and External customer service satisfaction ratings
- Regular on time attendance history and shift flexibility to meet changing customer demands
- Commitment to learn technological changes and keep himself updated on relevant knowledge and skills.
- Accuracy and regularity of completion of internal process documentation, activity logging, incident reporting and resolving issues

CSIR will provide space to work free of cost. Desktop/Laptop Computer System to prepare call reports and log calls need to be provided by the Supplier.

THIS LEVEL 1 SUPPORT HAS BEEN AGREED UPON BY:

Delivery Manager, Service Provider Side_____ Date: _____
Level 1 Engineer, Service Provider Side _____ Date: _____
COSP, CSIR Side _____ Date: _____

Annexure I

Bid form

To
The Joint Secretary (Admn.),
Council of Scientific & Industrial Research
Anusandhan Bhawan,2- Rafi Marg.,
NEW Delhi-110001

Ref: Tender No…… Date:……., 2011

Sir,

Having examined the bidding documents and having submitted bid for the same, we, the undersigned, hereby submit the bid for supply of goods and services as per the schedule of requirements and in conformity with the said bidding documents.

We hereby offer to provide Services at the prices and rates mentioned in the enclosed schedule of requirement.

We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the schedule of requirement and that we shall perform all the incidental services.

The prices quoted are inclusive of all charges net CSIR NEW Delhi/……..
We enclose herewith the complete Bid as required by you. This includes:
Price Schedule as per schedule of requirement.
Statement of deviations from financial terms and conditions (if any).

We agree to abide by our offer for a period of 90 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.
We have carefully read and understood the terms and conditions of the bid document and we do hereby undertake to supply as per these terms and conditions.

Certified that the bidder is:
A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor,
Or
A partnership firm, or a company and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

Signature of Bidder & Full Address Dated this _____day of _____ 2011.

Details of enclosures:
Telephone No.Fax No. E-mail:
COMPANY SEAL

Annexure J

PERFORMANCE SECURITY FORM

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To,

……..

WHEREAS ……. (name and address of the Service Provider) (hereinafter called "the Serive Provider") has undertaken, in pursuance of contract no. ……. dated …….to Service (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, up to a total of ……. (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before

presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ….. day of ……, 20……

(Signature of the authorized officer of the Bank)

…….

Name and designation of the officer

…….

Seal, name & address of the Bank and address of the Branch

Bid Security/EMD Form

Whereas …… (hereinafter called "the Bidder") has submitted its bid dated …… (date of submission of bid) for the supply of …… (name and/or description of the goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE …… (name of bank) of ……. (name of country), having our registered office at ……. (address of bank) (hereinafter called "the Bank"), are bound unto …….. (name of Purchase) (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20_____. THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
   (a) fails or refuses to execute the Contract Form if required; or
   (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

……..
(Signature of the Bank)
With date & seal