SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY
(Government of India : Ministry of Home Affairs)
Hyderabad – 500 052

OPEN TENDER NO : 1854/HK-3/2018-19

TENDER FOR FACILITY MANAGEMENT SERVICE FOR A PERIOD OF ONE YEAR FOR SARDAR VALLABHBHAI PATEL, NATIONAL POLICE ACADEMY, HYDERABAD

Date of Tender Enquiry   : 11/12/2018

Closing date & time of submitting bids : 30/12/2018 at 1200 Hrs.

Website: http://www.eprocure.gov.in

SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY
(Government of India : Ministry of Home Affairs)
Hyderabad – 500 052

OPEN TENDER
(e-Tender)

1.   SVP National Police Academy, Shivrampally, Hyderabad, invites **e-bids** under two-bid system from reputed firms for Facility Management Service (FMS) for a period of one year for the Academy. The list of stores and technical specifications are enclosed herewith.

2.   Salient features of the tender enquiry are as follows:-

(a)	Tender No.	1854/HK-3/2018-19
(b)	Description of stores	Facility Management Service for a period of one year (**As per Technical Specification at Annexure**) for the Academy
(c)	Type of Tender	Open Tender
(d)	Bid System	Two Bid System (**Two cover Technical Bid & Financial Bid**)
(e)	Earnest Money Deposit	**Term Deposit/Banker's Guarantee** for Rs 70,000/- (Rupees seventy thousand) drawn from any of the Commercial Banks in favour of the 'The Director, S.V.P National Police Academy, Hyderabad which should **valid for a period of 180 days from the date of floating of tender**.
(f)	Delivery schedule/ completion period	Delivery/ Installation/ integration should be completed within 365 days from the date of work order.
(g)	Bid validity	Bid should be valid for **180 days** from the date of opening of bid.
(h)	Address of correspondence	The Administrative Officer (Admn) SVP National Police Academy, Shivarampally, Hyderabad, Telangana – 500052

3.   Interested manufacturers/ authorised dealers/ service providers/ suppliers dealing with above items/ services can download the tender document from CPP Portal (www.eprocure.gov.in) and bid can only be submitted through the same website. Bid submitted other than CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

S.No.	Particulars	Date	Time
1.	Date of online publication of tender	11/12/2018	1500
2.	Starting date for downloading Tender document	11/12/2018	1600

3.	Bid submission starting date	11/12/2018	1700
4.	Bid submission closing date	30/12/2018	1200
5.	Closing date & time for submission of original copies of EMD	30/12/2018	1700
6.	Opening of technical bids.	31/12/2018	1200

4.   The Eligible bidders should have the valid digital signature certificate (DSC) issued from any agency authorised by Controller of Certifying Authority (CCA), Govt. of India.

5.   The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/ bill of quantity (BOQ) (Cover 2) from eligible bidders.

6.   Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: http://www.eprocure.gov.in. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.

7.   Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: http://www.eprocure.gov.in. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enrol/register before participating through the website http://www.eprocure.gov.in. The portal enrolment is free of cost.

8.   All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, Term Deposit/Bank Guarantee (EMD – Earnest money deposit) hard copy should be sent to SVP National Police Academy before the due date of opening. Bidders who are not submitting any of the required documents online will summarily be rejected.

9.   The details of the Tender document and EMD should be filled and uploaded online. Earnest Money Deposit (EMD) for **Rs.70,000/- (Rupees seventy thousand only)** (Refundable) should be deposited in form of **Term Deposit Receipt/Bank Guarantee** drawn on any nationalized bank in favour of Director, SVP National Police Academy, payable at SBI, Shivarampally, Hyderabad which should be **valid for a period of 180 days** from the date of floating of tender. **Bids without EMD will not be considered**. Tender Reference Number or details should be mentioned on the backside of the original EMD and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender.

Terms and Conditions

10.   The TIA (Tender inviting authority) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. For any queries regarding e-tendering process, the bidders are requested to contact over phone : 120-4200462, 08826246593, 040-24234426 or send a mail over to cppp-nic@nic.in.

11.   Technical bid should include information related to all specifications sought. It should also contain company brochures.

12.   Conditional tender/bid will not be accepted. Bidder should clearly indicate additional charges involved in operation of contract, if any. Offers with stipulation like "if applicable" will be treated as vague and shall be ignored.

13.   The bidder is liable to provide the service as per the requirement projected by Academy under Facility Management Service within stipulated time (Given in Annexure for Technical Specification) failing which, penalty as per Annexure for Technical Specification will be recovered unless extension is obtained in writing from the office on valid ground prior expiry of starting schedule given in work order. If the tenderer applies for the extension period to carryout service/supply, the extension can be granted on valid grounds only once and up to a maximum of 30 days. Further in case of inordinate delay as per Technical Specification the Work Order, Work Order stands cancelled and penal action as per provision of contract will be initiated without further notice.

14.   The date of placing the work/supply order shall be the date of dispatch of order or the delivery thereof to the tenderer, when such order is being delivered through some other person.

15.   No interest will be allowed on the Earnest Money Deposit or security deposit so remitted and no claim shall be entertained in respect of the same. It may specifically be noted that ordinarily payment will be made only after full supplies/integrations are completed as per orders and that no advance payment can be arranged.

17.   **Bid Validity**. The Bid/ Tender submitted shall necessarily remain valid for 180 days. If any bidder withdraws his tender before the said period, SVP NPA shall without prejudice to any other right or remedy, be at liberty to forfeit the bid security submitted alongwith the bid.

18.   **Performance Security Clause**. The successful bidder shall have to deposit a performance security of 5% of the contract value of the work order rounded up to next hundred in the form of account Term Deposit Receipt/ Bank Guarantee from a nationalized/ scheduled commercial bank in favour of the Director, SVP NPA Hyderabad payable at SBI Shivarampally, Hyderabad within 15 days of the placement of work order for due performance as per the provisions contained in GFR – 171. Failure on the part of the firm to deposit the performance security within stipulated time the purchaser reserves the right to cancel the Work/Supply Order. Performance Security submitted by the bidder will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. No interest will be payable for "Performance Security."

19.   The Director, SVP National Police Academy reserves the right to order full or part thereof of the items enclosed or accept/ reject any or all the bids without assigning any reason.

20.   **Payment of Bills**.

(a)   The contractor should submit bill to the indenter immediately after completion of quarterly service for payment.

(b)   Bills submitted by the contractor will have GSTIN printed on it. Any bill received without GSTIN printed on it will be liable to be rejected.

(c)   All payment would be made though e-payment. Hence, organisation details in specified format must be submitted alongwith the bills.

(d)   No advance payment or payment against the proforma invoice will be made. Payment will be made only after completion of supply and installation with satisfaction of the Academy.

21.   Prices shall be quoted in Indian rupees only.

22.   The prices once accepted by the Purchaser shall remain valid till the successful execution of the complete order to the satisfaction of the Academy. The Academy shall not entertain any increase in the prices during the currency of contract (including extendable period, if any).

23.   The bidder should have their own full-fledged service centre with all necessary tool kits and well qualified engineers and any service call should be responded without failure during the currency of contract. Bidders should submit necessary supporting documents in proof of the same.

24.   Following scanned documents in **pdf file** format must be uploaded in separate covers duly sealed and stamped.

     First Cover (In pdf): -

(a)   All the pages / documents (including NIT) comprising the bid must be properly numbered, signed and stamped by the person/s authorized to do so.

(b)   Firm Registration Certificate as per the Companies Act of India.

   (c)   ISO Certification.

   (d)   Banker details.

(e)   Details of previous experience/ supply.

   (f)   Authorisation certificate from OEM, if any.

   (g)   GST Registration & PAN Card

(h)   Income Tax Returns of previous three years and details of last year turnover.

(i)   Scanned copy of EMD Term Deposit Receipt drawn in favour of 'The Director, S.V.P. National Police Academy, Hyderabad' submitted in portal followed by   original copy before closing of tender date at the address of the Administrative Officer (Admn.), SVP National Police Academy, Shivarampally, Hyderabad. Offers received without the prescribed EMD will

be rejected summarily.

(j)   Technical compliance statement alongwith any deviation of brand/ model/ specification should be submitted in clear statement form. Bidders with no compliance statement will be summarily rejected.

(k)   Documents as per Annexure D & E of technical specification which are not covered above.

   Second Cover: -

(k)   Financial bid (In excel file like BoQ): - The base rates of services and taxes, duties, labour charges/ installation charges, if any, are to be quoted separately both in words and figures. The Price Bid/ BOQ template must not be modified or replaced by the bidder; else the bid submitted is liable to be rejected for this tender.

25.   **Opening and Evaluation of Technical Bids**.

(a)   The Tender Committee appointed by the Competent Authority of Academy will open all Technical Bids in the first instance on the appointed date and time at SVP NPA Hyderabad.

(b)   During evaluation of the bids, the purchase committee may, at its discretion, ask the Bidder for clarifications of its bid. The clarification of the bidder shall be in writing.

(c)   No bidder shall contact the committee member on any matter relating to its bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the Purchaser it should be done in writing.

(d)   Any effort by a bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or purchase order decision will result in rejection of the bid.

(e)   The results of the evaluation of the Technical Bids along with the date of opening of the Financial Bids will be uploaded in the portal. The purchase committee may at its option to choose to open the financial bids immediately after the opening and evaluation of the Technical Bids.

26.   The department may ask for production of original document submitted by the bidder for verification to confirm the correctness. If any document submitted by firm/bidder is found to be fake/not legitimate at any stage of tender, the penal action as per provision of contract will be initiated.

27.   **Taxes and duties**. Bidder shall be entirely responsible for all taxes, duties, license fees   etc. incurred until delivery of the contracted products/ services to the Academy.

28.   **Penal Action for Non-Compliance of Terms and Condition of the Contract**.

   (a)   EMD of a tenderer is liable to be forfeited if he withdraws his bid (any time after deposition of tender or before accepting the contract.

   (b)   EMD of a tenderer may also be forfeited if the tenderer derogates any terms/conditions of the tenders, raises conditions with malafide intention to delay/scuttle tender procedure or quotes fictitious/unrealistic rates.

   (c)   If a contractor wilfully neglects or fails to perform or observe any condition of the contract or attempts to cheat or indulge in fair practices with the motive of making undue gain, the Director may impose a ban on future contracts by the SVP National Police Academy with that contractor.

   (d)   In case a contractor fails to comply with work order placed by the Academy or to perform his part of the contract to the entire satisfaction of the department or fails to abide by the terms of the contract, the contractor shall be liable to all following actions or any of the following actions, as may decided by the Director to this Academy :-

      (i)   Forfeiture of Performance Security in whole or in part.

      (ii)   To make good the loss caused to the Government.

      (iii)   Cancellation of the contract without any prior notice to the contractor.

      (iv)   Debarment from entering into contract with the Academy for period specified by the competent authority.

   (e)   In event of contractors performance security deposit being reduced by means of forfeiture, the contractor within 15 days from the date of intimation of the reduction shall restore the performance security to the original value, failing which, the Contract Operating Officer will recover the amount involved from any amount due to the contractor by the government or from any other assets of the contractor held with the Academy.

   (f)   All losses sustained by the government due to failure, omission or neglect of the contractor may be realised from the performance security or any other amount , which may be due to be paid to contractor from the Academy.

   (g)   In case of rejection of any item/service by the Academy or in case of neglect, failure or delay on the part of the contractor to comply with any demand or requirement projected by the Academy, the Academy may without prejudice to any other action which the department may take under the terms of the contract, will be at liberty to procure or purchase such items/services from any other source. Any expenditure (which may include transportation and their incidental charges) incurred in excess of the contracted rate shall be borne by the contractor or recovered from his security deposit and/or from any amount which may be due to be paid to the contractor by the Academy.

(h)   The bidder will be blacklisted by the Academy in case of breach/non-compliance of terms and condition of contract.

(i)   The Director SVP NPA reserves the right to cancel the order without pre notice, forfeit the security deposit or recover any damages for any breach of contract.

29.   **Right to Cancel the Order**. The Director, SVP National Police Academy reserves the right to cancel the work order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

30.   **Demonstration of Offered Project**. The bidders should provide technical demonstration of the item offered, in case the TPC so desires. Failure to offer demonstration shall entail rejection of bid forthwith.

31.   **Arbitration Proceedings**. Any dispute arising out of the contract at any time between the parties hereto touching or arising out of this contract shall be referred to an arbitrator to be nominated by the Director, SVP National Police Academy and the decision and award of such arbitrator shall be final and binding upon the parties hereto and the provision of the Indian Arbitration Act 1996 shall apply to the Arbitration proceedings.

32.   **High Court for Settlement of Dispute**. If the dispute between the parties not settled by the Arbitrator, it should be subject to the jurisdiction of the High Court of Judicature at Hyderabad.

33.   **Death of Contractor (Sole Proprietor)**. In case of death of a contractor or sole proprietor of a firm, his/her legal heir (s) may be permitted to operate the contract already approved in favour of the deceased and are operational or operating the current contract approved in favour of the deceased :-

(a)   Death Certificate of the deceased contractor.

(b)   Willingness certificate on an affidavit that the legal heir (s) and accredited agent (s) is/are willing to continue the operation of existing contract (s) at the existing terms and condition of the contract.

(c)   Legal Heir Certificate/Succession Certificate from the Court of Law.

Yours faithfully,

(R. Jayanthi)
Administrative Officer (Admn.)
SVP NPA Hyderabad

Copy to: Programmer with a request to please get the above requirement   posted in NPA Website and provides a link

Gram: 'POLACADEMY' e-mail:administrator@svpnpa.gov.in Tel: 91-040-24015151 to 24015158 Fax: 91-040-24015179

<u>Annexure</u>

<u>TECHNICAL SPECIFICATIONS</u>

<u>Facility Management Services in</u>

<u>Sardar Vallabhbhai Patel National Police Academy, Shivarampally, Hyderabad</u>

General Conditions of the Contract

The SVP NPA, Hyderabad invites sealed proposals from reputed and experienced Service Providers for Facility Management Services at the above premises.

The main objective of the contract is to provide Professional Services as per the standards and specifications set out in this document in particular and good industry practice in general.

Conditions of Contract, Scope of Work and Formats for submission are enclosed for guidance in submission of the offer.

Proposal Conditions:

The present request for proposal being floated is not a definitive offer to contract but represents the specific requirements of the department as also is an invitation to the recipients to submit an offer for the purposes of evaluation by the office of SVP NPA, Hyderabad.

The submissions of the offer shall not bind the department from accepting any proposal and the department reserves the right to modify these requirements in whole or in part and/or seek additional bidders to submit bids. Only the execution of a written contract will obligate the office of SVP NPA, Hyderabad in accordance with the terms and conditions contained in such a contract.

The SVPNPA, Hyderabad intends to go for end-to-end IT infrastructure management for a period of 1 year with the following objectives
1. Establish effective and efficient Infrastructure monitoring & management practices to ensure reliability, availability, stability, quality of services and security of the Information systems.

2. Help the IT section to focus on the core activities & administration.
3. Reduce costs of Infrastructure Monitoring and Management for the NPA
4. Ensure innovative use of available technology to effectively improve 'Return on Investment' on continuous basis by improving response time and productivity NPA.
5. Provide effective IT infrastructure and Applications support as per the detailed scope.
6. Enhance reliability & security of Information Systems through centralized management of IT Infrastructure by adopting the necessary measures and practices like:
   • Dynamic Scalability
   • Centralized and Simplified Management
   • Lower risk of data loss
   • Higher availability of systems and data - 24x7x365
   • Better management of security & access control
   • Guaranteed Service Levels
   • Efficient & effective management of Information Security related issues across the Academy.
   • Availability of 'IT Infrastructure on Demand'.

- Aggregation of IT Infrastructure (Hardware, Storage, Networking and Software)
  .
- Optimal Utilization of IT Infrastructure/Resources.
- Standardization of Operating Procedures and their documentation.
- Standardization of Systems & Improved scalability.

Minimum Eligibility Criteria:

1. The bidder should have Headquarter in India and is registered as a company in India as per Companies Act 1956 and should have been in operation for a period of at least 5 years as on date of submission of tender.

2. The bidder should have experience in providing IT Infrastructure Facility Management Services for a minimum period of three years which are aligned to ISO 27001/ISO 27002, ISO 20000 certified processes.

3. The bidder should have at least turnover of Rs. 10 Crores per financial year.
4. The bidder should have positive net worth for the last 3 years.
5. The bidder should have presence in Hyderabad/Secunderabad
6. The bidder should be running the firm for a minimum period of 10 years
7. The bidder should have provide IT support services for the following hardware device and maintenance for 1000+ desktops/laptops/workstations, 100+ printer (including network printers), 30+ servers (blade servers), 200+ Switches (Layer2 & Layer3) and 250+ WiFi Access Points.

8. The bidder should have at least 100 technically skilled engineers in Desktop/Laptop Support, Printer Support, Server Support, Mobile Phone Support, WiFi Support and Network Support with availability of atleast 20 skilled engineer in each of the above mentioned areas.

9. The bidder should be a profit making company in the past 03 (three) years.
10. The bidder company should primarily be involved in Facility Management Services.
11. The bidder should not have been blacklisted in any Central Government/ State Government/ PSU Company in India as on date of the submission of tender.

12. The bidder must meet ALL of the above stated eligibility requirements for it to qualify in the pre-qualification cum technical bid evaluation. Bids of bidders, who fail to qualify in the pre-qualification cum technical evaluation, will not be commercially evaluated. The statements affirming the above stated eligibility criteria must necessarily be supported by relevant documents. The bidders failing to meet above minimum qualification requirements shall be rejected at technical evaluation stage and their financial bids shall not be opened.

Minimum Documents needed from the bidder to qualify Technically

1. The bidder should submit certificate from three customers mentioning the period of

 availing the IT Facility Management Services from them.
2. The bidder should submit last three years audited financial certificate
3. The bidder should submit the Certificate of Incorporation issued by the Registrar

   of Companies along with copies of Memorandum and Articles of Association

4. The bidder should submit Service Tax Certificate
5. The bidder should submit ISO/IEC 27002 or ISO/IEC 27001 Valid Certificate
6. The bidder should submit BS15000 or ISO 20000 valid certificate
7. The bidder should submit at least three years relevant experience in providing

   satisfactory facility management in India. The document in support of experience

   for such Services should be furnished. Experience will be shown by submission of

   work orders/agreement and satisfactory completion or ongoing work

   certificates/testimonials from the employers.

8. The bidder should submit Professional qualification of engineers as per the

   required format.

Scope of Work

The Academy has 450 laptops and 1100 Desktops machines besides 270 printers which are connected over LAN / WiFi along with all other IT infrastructure. The Academy has nearly 255 Network Switches and 320 Wireless Access Points besides other networking component. All these machines are spread across the campus of about 250 Acres. The engineers are expected to do the following services which are given below in detail. The following is the list of Hardware and Software to be maintained by the successful bidder, which is not limited. The bidder is expected to maintain whatever hardware and software procured by the Academy in future.*The Details of the component is available in the **Annexure − A-3***

Manpower/ team to be deployed at NPA:

1. Desktop Support Engineers (Minimum 3 Years exp or L2)   = 05
2. Network Engineers (Minimum 3 Years exp or L1 & L2)   = 02
3. Server & Storage Backup Support Engineer (Minimum 5 Years exp or L2)   = 01
• **Manuals and Drawings:** The bidder shall provide complete technical and other documentation/s for the offered services. Bidder has to provide /prepare following documents :

a. Network Diagram (Half yearly basis)
b. Server processes and architecture Diagram
 2.   Services to be offered by the Vendor
1. Project Management/ Governance responsibilities
2. Transition Management
3. Bidder's responsibilities
4. Facility Management
      i. Help Desk Management
5. Desktop/Laptop/Mobile/Ipad support and Management
6. Server & Storage Administration/Management
7. Anti Virus (AV) Management
8. Network Management services
9. User Management services
10. Install, Move, Add, Change (IMAC) services
11. Third Party vendor coordination services
12. Documentation and services
      i. Reporting & Documentation
13. Formal sharing of knowledge and skills with the Academy officers
14. Miscellaneous services

Services to be offered by the Vendor in details

I. Project Management/ Governance responsibilities primarily cover the following

Bidder should follow the Project Management methodology with comprehensive set of methods, practices, and techniques to support successful delivery of the project. Bidder shall focus on the following areas:

1. Aligning the project plans with the SVPNPA IT Policy which might undergo changes during the course of project.
2. Ensure meeting project expectations, objectives, milestones and deliverables.
3. Identification of the risks associated with various service areas and prepare mitigation/ contingency plans so as to minimize the risks impact on the project.
4. Tracking project implementation, execution, performance and its effectiveness during the project lifecycle.
5. Continuous improvement in service delivery throughout the project lifecycle.
6. Innovative use of the available tools and technologies to meet the expectation of SVPNPA in achieving its IT/ business goals.
7. Bidder shall assign a Project Manager (PM) for the SVPNPA who will act as an intermediary between the SVPNPA and Bidder during the contract period. The PM will be single point of contact (SPOC) on behalf of Bidder. The Project manager could be one of the senior engineers among Server/Network/Storage. The bidder will provide complete escalation matrix.
8. Additionally, Bidder should ensure a strong & effective arrangement of project governance by backend team, possessing the required technical and domain expertise for the purpose of providing necessary guidance/ support to the on-site teams as and when required.
9. To ensure Services Delivery and resource management as per Scope of Work/s (SOW) and Service Level Agreement (SLA).
   a. Risk identification and mitigation strategy.
   b. To design, implement and demonstrate processes in line with the SVPNPA's requirements.
   c. Training for its resources on regular basis for their skill up gradation.
   d. Implementation of any monitoring/ management tools and delivery of services must adhere to the IT policy, IT security policy or any other such guidelines of the Academy.
   e. Knowledge sharing with the SVPNPA IT team on continuous basis.
   f. Maintain project related communication with stakeholders of the SVPNPA.
   g. Provide appropriate recommendations regarding technology related issues and technology improvement.
   h. Conduct project status/ review meetings involving Bidder senior management and SVPNPA, periodically.
   i. Identify and resolve problems and issues together with SVPNPA.
   j. Submission of all periodic reports as defined by the SVPNPA.
   k. Submission of all related information required to facilitate the SVPNPA in clearing invoices submitted by FMS Bidder.
   l. Compliance to IT policies of the SVPNPA

II. Transition Management responsibilities primarily cover the following

The SVPNPA recognizes that the transition process and its effectiveness, has a significant impact on the success of ongoing services. Therefore the SVPNPA has the following key

objectives regarding the transition process:

1. Maintain steady operation of all services during migration of controls and responsibility from the SVPNPA's current Facility Management vendor. Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for the SVPNPA Transition Deliverables.
2. Transition period will have two weeks from the date of the order.
3. Finalize the reporting mechanism in consultation with the SVPNPA

III.   Bidder's Responsibilities primarily cover the following
1. Make sure that calls are attended and resolved as per agreed SLAs.
2. Fault identification and trouble shooting.
3. Identify spares requirement for problem resolution
4. Make sure that spares are made available at the earliest for hardware call resolution.
5. Plan for standby equipment to be located at strategic locations to ensure that hardware downtime is minimal.
6. Preventive Maintenance
❍ Bidder will carry out:
   ❏ Preventive maintenance (which includes health & fitness check-up& cleanininess of the equipments of equipments) situated in DC and DR on quarterly basis. Please note that keeping the equipment dust free will be the responsibility of the bidder.
   ❏ Quarterly Preventive Maintenance (PM) for all other equipments. Maintenance Services shall consist of preventive and breakdown maintenance of all the items
   ❏ Coordinate and ensure periodical maintenance by warranty/3rd party AMC vendors / OEMs for desktops and other h/w items as per the respective contracts entered with them. Details of all 3rd party contracts shall be provided by the Academy.
   ❏ Post PM monitoring include working condition of M/C.

IV Facility Management (FM) Responsibilities primarily cover the following
• FM services shall be provided by the bidder for all HW items being used by the Academy irrespective of whether they are under AMC/warranty.
•   **Normal Operations**
   • Maintenance of server files systems on the native disks or on SAN storage.
   • Bidder shall ensure to arrange to apply OS, Software tools and application patches as and when released by OEMs/ 3rd party support vendors or the Academy application.
   • Coordinating with IT Team for ensuring backup and restoration of Application and Database servers as per the Academy's backup policy.
   • Arranging for compliance of the observations made during IT and other internal / external audits of the DR Site.
   • Coordinating with DR Site to execute test exercises as and when scheduled by the Academy. Vendor shall ensure to comply and adhere to the instructions given by the Academy and Standard Operating Procedure of Academy.
•   **Service / Help Desk** :
   • Bidder shall provide "ownership to resolution" of all helpdesk calls, monitor and report on the progress of problem resolution and confirm resolution of problem with the end user.

- Bidder shall record , analyze and report on calls received by the helpdesk , including call volumes and duration , incident and problem trends and call resolution time
- Bidder shall assign priorities to problems, queries and requests based on the guidelines / SLA provided by the Academy.
- Bidder shall be required to maintain the existing practices, introduction of new ITIL compliant practices and/or improvement of the existing practices would be expected from the Bidder.
- Bidder would provide support using appropriate SW tools and skilled service desk personnel during agreed service window. Bidder will have to provide a web enabled (Internet based) helpdesk tool to all users for logging the call.
- Bidder shall provide a central help desk call no. to register call in case of non availability of network or any other emergency.
- The helpdesk module should support the following feature :
  - ❐ Web interface
  - ❐ Automatically and efficiently tracks, logs and escalates user interactions and requests.
  - ❐ End users should be able to submit and check the status of reported problems via web interface.
  - ❐ Technical Specialists should be able to view, change the status of the calls, and reassign/transfer the call to other technical specialist through the Web Interface.
  - ❐ Users should be able to generate various customized Service Level Reports e.g. Open Call Reports, Closed Call Reports, Problem Area / Location specific Reports, downtime reports etc.
  - ❐ When incidents are created either manually or automatically, helpdesk retrieves the most appropriate service level and this in turn contributes to the automatic calculation of the event resolution management.
  - ❐ The escalation matrix should be defined based upon Nature/Severity/Other Defined Parameters.
  - ❐ Escalation methods include E-mail Notifications using the backbone of Academy's mailing solution and other operational methods such as popup screens, colour coded messages and tickers.
- **AMC Services**
  - ❐ Any equipment coming out of warranty should be intimated one/two/three months to Academy to consider for AMC as per criticality.

V Desktop Management Services Responsibilities primarily cover the following

First level support for Client Specific applications (Connectivity and configuration of applications only)
- ❐ Provide support for Operating System (OS), Network connectivity, Windows Client &Mail Client.
- ❐ Coordinate with vendors for resolution of problems. Helpdesk shall follow up till the resolution of the problem.
- ❐ Avoid unauthorized software installation to the desktops.
- ❐ Install standard software based on the user category classification. List of standard software updated from time to time, to be provided by the Academy.
- ❐ First level support to Hardware related problems. First level support shall include:

❒ Problem diagnosis and resolution based on the severity level assigned to it.

❒ If unresolved, escalate the same with respective AMC/warranty provider.

❒ Help Desk to monitor and follow up till the problem is resolved.

❒ Resolving printing problems of the users.

❒ Resolving network connectivity problems at the client end.

❒ Installing standard software in the client's systems as per the Academy's policy. The Academy shall be providing the required licensed software.

❒ Performing any Install, Move, Add or Change (IMAC) operation at the client level based on the agreed procedure.

❒ Registering and updating the anti-virus system periodically as per the policy and procedure followed by the Academy.

❒ Providing feedback on real time observation of virus characteristics on any new viruses detected.

❒ Resolve problems related to Windows OS.

❒ Install OS Patches and upgrades.

❒ Resolve user problems through remote access wherever possible.

❒ Diagnosing and troubleshooting any virus problems that might be fixed by the anti-virus tool.

❒ Desktop management (including IMAC) services are required to be provided for IT equipment (i.e. PC, Printer, scanner, Internet etc.) at the residences of Faculty and other Officers inside the Campus.

- **User Management**

❒ Provide an interface for user requests, such as user ID creation, and password changes.

❒ Bidder shall make effort to educate end users on use of service desk facility to the maximum extent possible.

❒ In case of bulk purchases of PC/Laptops by the Academy, bidder has to arrange for facility management services like shifting of data, network configuration, client configuration etc.

❒ Provide basic training to end users for usage of helpdesk tool for reporting problem etc.

VI. Server & Storage Administration/ Management responsibilities primarily cover the following

1. **Server Administration**

a. Bidder shall provide the "Server Administration service" to keep servers stable, reliable and their operation efficient.

b. Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services

c. Management of the user names, roles and passwords of all the relevant subsystems, including but not limited to servers, applications, devices, etc.

d. Setting up and configuring servers and applications as per configuration documents/ guidelines provided by the SVPNPA.

e. Installation / re-installation of the server operating systems and operating system utilities. In case of servers with OEM/ 3rd party vendor support, Bidder shall co-ordinate with the OEM/ 3rd party vendor for performance of such activities.

f. OS Administration including troubleshooting, hardening, patch/ upgrades deployment, BIOS & firmware upgrade as and when required/ necessary for Windows or any other Operating System acquired by the SVPNPA during the course of the project.

g. Managing and configuring file systems.
h. Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
i. Regular backup of servers as per the extant backup policies of the SVPNPA.
j. Regularly monitor and maintain a log of the status of critical services, performance of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc.
k. Regular analysis of events and logs and maintain the reports for future audit purposes.
l. Installation / updation / patch updation of the SVPNPA business applications based on guidelines provided.
m. Logical access control of user and groups on system.
n. Managing uptime of servers as per SLAs.
o. Take appropriate steps to comply with the audit observations made by various internal/ external auditors.
p. Depending on the nature of applications deployed, Bidder shall suggest appropriate security measures to be implemented on various servers, especially the web and database servers.
q. Maintenance of Microsoft's Active Directory (MAD). Employee details shall be fed in by the Bidder in MAD.

 2.   Storage Administration

a. Installation and configuration of the storage system at Data Centre and DR Site.
b. Management of storage environment to maintain performance at desired optimum levels.
c. Development of storage management policy, configuration and management of disk array, SAN fabric / switches, NAS, tape library, etc.
d. Configuration of SAN whenever a new application is hosted in the Data Centre and at DR Site. This shall include activities such as management of storage space, volume, RAID configuration, LUN, zone, security, business continuity volumes, NAS, performance, etc.
e. Preparation of Standard Operating Procedure (SOP) document for the Storage Administration.
f. **Backup & Restore :** Bidder will perform backup and restore management in accordance with Academy's policy and procedures for backup and restore, including performance of daily, weekly, monthly, quarterly and annual backup functions (full volume and incremental) for data and software maintained on the servers and storage systems using Enterprise Backup Solution.
    i. Backup and restoration of Operating System, application, databases and file system etc. in accordance with defined process / procedure / policy
    ii. Ensuring failed backups are restarted and completed successfully.
    iii. Periodic Restoration Testing of the Backup.
• **Antivirus Server (AV) Management:** AV management service includes virus detection, eradication, logon administration, synchronization across servers and support for required security classifications. The scope of services is applicable to all the nodes, all current and future versions of the Antivirus S/W:

a. Support for virus control and loading of antivirus patches/ signatures as and when available.
b. Installation/ upgradation/ support of Antivirus software clients.
c. Keep all the servers/ desktops updated with the latest virus definition.
d. Problem analysis and its resolution related to Antivirus software.
e. Periodic review and reporting of logs and corrective action.

f. Bidder shall configure the solution to scan External Media (CD ROM, DVD, Blue ray, Network Drives, pen drive etc.) automatically in real-time when accessed.

g. Provide feedback to the SVPNPA on any new viruses detected or possible virus attack and take up promptly with OEM/ Support vendor for getting the appropriate patch and carry out the timely maintenance.

4.   Mail Server Management Services

a. The Academy is using open source ZIMBRA 8.0.4 version as mail system, which should be updated timely with respective versions

b. Monitor the mail queue at regular intervals.

c. SPAM control and timely updations

d. Ensure updation of Anti Virus on Servers.

e. Ensure periodic replication of Mails between Internet and the server.

f. To capture exceptions in terms of abnormal usage of space / bandwidth and report to the use.

g. Mail Box Creation / Deletion / Movement

h. Distribution List creation / Deletion / Modifying

i. Availability Mail Queue/ Mail Traffic

j. Availability Critical Services ie., Message Transfer Agent, OWA

k. Availability Network Performance & Ping Performance, log files and Post office mail box

l. Implementing mail aging policy / e-mail policy

m.Recycling Message Transfer Agent in case it goes down

n. Queue Clearing in case of heavy attachments

o. Defining Time Schedule for Replication

p. Performance Management

• **Database Server Administration:** Regular backups for all databases in accordance with the backup and archive policies of the SVPNPA. Also conduct recovery whenever required with appropriate permissions.

6.   Data Centre & DR Operation

a. Regularly monitor and log the state of environmental conditions and power conditions in the Data Centre.

b. Basic assessment of Data Centre in terms of cooling, power, positioning of racks & other hardware etc. on an annual basis. Timing of the assessment exercise during the year shall be decided mutually. Coordinate with the SVPNPA IT team and 3rd party vendors to resolve any problems and issues related to the Data Centre environmental conditions, power, air- conditioning, UPS, LAN, racks, fire, water seepage, dust, cleanliness, etc. Preventive maintenance of equipments situated in DC and DR on quarterly basis will be made.

c. Co-ordinate with the SVPNPA IT team in implementing any changes that might be required towards the placement and layout of infrastructure within the Data Centre.

d. Maintenance of log registers of the persons visiting the data Centre

7.   Security Administration

a. Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion protection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.

b. Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats.

c. Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.

d. Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat, to ensure that workaround / patch are made available for the same.
e. Provide a well-designed access management process, ensuring security of physical and digital assets, data and network security, backup and recovery etc.
f. Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers from viruses.
g. Operating system hardening.
h. Modifying access permissions of existing security policies on existing firewall as per SVPNPA security requirements.
i. IOS up gradation of the firewall & IPS devices.
j. Periodic / critical reporting to the Academy based on Firewall / IDS / IPS activities / logs
k. Managing configuration and security of Demilitarized Zone (DMZ) Alert / advice the SVPNPA about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.
l. Resolution and restoration of services in case of any possible attack and necessary disaster management.
m. Shutdown of critical services to prevent attack (internal or external).
n. CPU, Memory and Traffic status of security devices.
o. Configuration: Addition / deletion of policies, objects, access rules, NAT rules, routing etc. based on the SVPNPA's requirements.
   i. IPv6 configuration.
p. Reporting to the SVPNPA on daily basis about the threats observed and action taken

VII.   Network   Management   Services   responsibilities primarily   cover   the following
1. Monitoring of:
   a. Primary and backup / secondary links at all locations/offices and reporting
   b. Bandwidth utilization, latency, packet loss etc.
2. Fault Management
   a. Call logging and co-ordination with ISP for restoration of links, if need arises.
   b. Co-ordination with NKN/NIC for ensuring backup links are made operational in the event of failure of primary links.
3. Configuration Management
   a. Configuration of Access points, Wireless controller, Layer2 and Layer3 switches for administration with VLAN creation / hardening / routing /load sharing etc.
   b. Maintaining / Updating the WAN/LAN diagram.
   c. Maintaining complete details of network hardware along with interfaces, IP address, IOS version etc.
   d. Redesigning of network architecture as and when required by the SVPNPA.
4. Network Cable management
   a. Troubleshooting UTP and Fibre optical cable
   b. Cable crimping and patching
   c. Organising the cable- Naming end to end
5. Internet and Web Gateway Security

a. Coordination with ISPs for installation / configuration of links.
b. Monitoring of Internet links and co-ordination with ISPs for restoration of failed link(s).
c. Monitoring bandwidth utilization.
d. To check working of all the SVPNPA's URLs and Internet applications from outside SVPNPA's Intranet.
• Reporting

a. Maintenance of daily / Weekly and monthly uptime/downtime report.
b. Collection of daily / weekly and monthly uptime/downtime report from ISP.
c. Verification of daily report with the fault ticket generated by the ISP.
d. Cross verification of daily report with weekly and monthly report and calculation of uptime / downtime.
e. Co-ordination with ISP for replacement/maintenance of defective Networking Hardware/Software (like Routers, modems, etc.) and escalation, if necessary.

VIII. Install, Move, Add, Change (IMAC) Services Responsibilities primarily cover the following

Bidder shall act as the single point-of- contact for IMAC requests and provide the services for coordinating, scheduling and performance of install, move, add and change activities for Hardware and Software. Definitions of these components are as follows:

1. **Install:** Installation of desktop machines, standard software, printers, scanners, servers, peripheral equipment and network-attached peripheral equipment which form part of the existing baseline (New equipment will be procured along with installation services for the first time till it is accepted by the Academy. After installation and acceptance by the Academy, same will come under purview of services provided by the Bidder). Bidder shall also help the Academy in carrying out acceptance of hardware as per terms & conditions of respective purchase orders

2. **Move:** Physical movement of desktop machines, servers, peripheral equipment and network-attached peripheral equipment from desk to desk, floor to floor, from/to the Academy offices and residences of senior executive within the municipal limits of Delhi and Mumbai office will be the direct responsibility of the Bidder. However, arrangement for movement of such items shall be made by the Academy. Bidder in such case shall coordinate with packer, insurer and courier (identified by the Academy) for movement of these items and arrange for installation at destination.

3. **Add:** Installation of additional hardware or software on desktop machines and servers after initial delivery (eg. Additional RAM, CD ROM drive, sound card, ABC flowchart etc).

4. **Change:** Upgrade to or modification of existing hardware or software on desktop machines and servers Additional hardware/software shall be procured and provided by the Academy. Upgradation of the hardware/ software items which are under AMC/ warranty with 3rd party Bidders shall be the responsibility of the 3rd party Bidder. However, bidder shall coordinate with the Bidder for the successful upgradation as per the Academy's requirements.

IX. Third Party Vendor Coordination Services responsibilities primarily cover the following

The SVPNPA has various 3rd party vendors (Product support/ OEM/ AMC/ Warranty) for the IT infrastructure (Software and hardware). Bidder will provide 3rd party vendor co

ordination services in order to ensure proper coordination, timely support/ resolution and seamless operations.

1. Coordinate with these 3rd party vendors for support services.
2. Maintain good relations with them on behalf of the SVPNPA.
3. Logging calls, co-ordination and follow-up with vendor.
4. Escalation of calls to the higher level management on the vendor's side, if need arises.
5. AMC/ Warranty/ Support Tracking
6. Tracking of assets sent for repair.
7. Maintain database of the various vendors with details like contact person, telephone numbers. Escalation matrix, response time and resolution time commitments.
8. Coordination in spares exchange process.

X. Miscellaneous services responsibilities primarily cover the following

Bidder will provide following miscellaneous services:

1. In the event of shifting of office premises by the SVPNPA, Bidder has to assist the SVPNPA in setting up of LAN (cabling, I/O fixing etc.) coordinate with network vendor for setting up of LAN/WAN connectivity etc. Cost towards raw material will be bear by the SVPNPA.
2. Suggestions/ Recommendation to improve the current infrastructure architecture for better response & security.
3. Bidder shall track software usage throughout the IT setup so as to effectively manage the risk of unauthorized usage or under-licensing of software installed in the site. SVPNPA will provide the list of all the authorized software and the number of licenses procured.
4. If SVPNPA implements any project in future then the bidder shall provide support required other than mandatory requirement at the cost mentioned in commercial bid.

XI. Documentation and Reporting Responsibilities primarily cover the following

Bidder shall be required to provide at least the following documents at different phases during the contract period. If need be, bidder shall also update the existing documents like process documents system/ user manuals etc. This is an indicative but not exhaustive list of documents. Actual requirement will be spelt out during signing of contract or during the lifecycle of the project

1. Documentation
   a. Project Management Plan.
   b. Project Schedule.
   c. Process documentation – updating the documents for current processes and preparation for the newly introduced processes, if any.
   d. User requirement: Document for newly introduced processes, if any. Existing documents shall have to be updated in case of requirements change.
   e. Server document
   f. Network documentation
   g. Policy documentation
2. Reports
   a. Bidder shall submit the reports on a regular basis in a mutually decided format. Softcopy of these reports shall be delivered automatically via email at specific frequency and to the pre-decided list of recipients.

b. Bidder shall submit certain information as part of periodic review as and when required by the Academy

c. Following is the indicative list of reports:

    i. Daily reports (to be submitted on next working day)

- Log of backup and restoration undertaken.
- Summary of issues / complaints logged at the Help Desk.
- Summary of resolved, unresolved and escalated issues/complaints.
- Summary of resolved, unresolved and escalated issues/complaints to OEMs/Bidders/NHB support teams.
- Mail traffic report – list of top users sending /receiving highest number of mails.

    ii. Weekly Reports (to be submitted on the first working day of the following week)

- Issues/Complaints Analysis report for virus calls, call trend, call history etc.
- Summary of systems rebooted.
- Summary of issues /complaints logged with the OEMs.
- Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset etc.

    iii. Monthly Reports (to be submitted by 10th of the following month)

- Component wise physical as well as IT infrastructure availability and resource utilization.
- Summary of component wise Data Centre uptime.
- Summary of changes in the Data Centre. Log of preventive / scheduled maintenance undertaken.
- Configuration Management summary report. Change Management summary report.
- Release Management summary report.
- Service Level Management – priority/severity wise response and resolution.
- Service Failure Analysis, listing out escalations and downtime/outages, if any.

    iv. Account Dash Board, listing out:

- Planned activities carried out during the month.
- Unplanned activities carried out during the month.
- Activities planned but missed specifying the

reasons.
- Challenges faced during the month.

v. Service Operations, listing out:
  - Service Desk Management – Type wise call summary for all for last four week.
  - Helpdesk Management, listing out priority/severity wise calls logged with comparison for past four weeks.
  - Incident Management, giving category wise call details for critical overhaul areas with comparison for past four week.

vi. Operational Activities
  - Service wise performance of activities as per scope of individual service.

vii. Service Improvement Plan, listing out:
  - Concerns/Escalations with action plan.
  - Planned activities/initiatives.
  - Improvements planned, if any.

viii.Incident Reporting (to be submitted within 48 hours of the incident)

- Detection of security vulnerability with the available solutions / workarounds for fixing.
- Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and the plan to fix the problems.
- Software license violations.

Terms and Conditions General Conditions

1. The Engineer deployed by the Service Provider should be professionally qualified and certified for the services required. Qualification of Engineer will have weightage on technical evaluation of bids. It will be the Service Provider's responsibility to train and retrain staff to upgrade their skill as per client's requirement. Proposed Professional qualification of each category of employees shall be indicated as per **Annexure -E**
2. The vendor should submit the details of the engineers before initiating the work.
3. The short listing will be done by assessing the technical bids on different criteria for eligibility as per the format given in **Annexure-D**. Only the bids which score the benchmark of 6 out of 10 points shall be shortlisted for consideration of financial bids.
4. The Service Provider shall be responsible for proper supervision of its employees for ensuring diligent execution of works at all times.
5. The Service Provider should ensure the health & safety measures of the employees.
6. The site In-charge will review at regular intervals and analyze the calls trend and take proactive and preventive measures to avoid any major disaster or damage at the site.
7. The site In-charge should submit weekly schedule of engineer's availability with timings.
8. The site In-charge will be responsible for any of the Technical documents for Network/ Server/Storage and other change management process and procedures.
9. On a regular basis, site In-charge should provide inputs on the latest technology and the industry's best practices to SVP NPA.
10. The site In-charge should present the performance of the group on regular basis as decided by the Incharge of IT Section.
11. The site In-charge should ensure that there is proper coordination among the members of the team.
12. The site In-charge should ensure that atleast two engineers should be present in the siteduring Non working hours and holidays.
13. The engineers should be provided with necessary tool kits.
14. Vendors should not outsource the service and support.
15. Engineers working at SVP NPA should not reveal any or part of information to unauthorized persons or anywhere.If found so, suitable punishment will be awarded.
16. No frequent change of engineers will be accepted. The site In-charge is responsible for maintaining the record of the engineers.
17. The technical capability and experience of the engineers will be verified by IT In-charge of NPA before accepting any of the engineers.
18. Vendor Should sign Service Level Agreement(SLA)stating all the points covering their service with SVP NPA
19. **Payment Procedure:** Payment will be made on a quarterly basis, and will be generally paid within two weeks upon submission of the bill in triplicate.
20. The successful Service Provider will have to commence the work within 30 days of acceptance of contract.
21. The contract shall initially be valid for a period of **one year** and may be extended further on a yearly basis subject to satisfactory performance, on the same terms & conditions up to a maximum of **three years**. SVPNPA however reserves the right to terminate the contract by serving three months notice in writing to the Service Provider. The contract may also be terminated with mutual consent by

giving one month's notice.

Penalty Clauses

1. **Penalty:** The Service Provider shall be liable for penalty, which shall be in the form of deduction in part or in full, depending on the gravity of the offence, of Service charges, incases such as the following:
   a. Inadequate service standards;
   b. Inappropriate behavior of the Service Provider or its staff.
2. If vendor is not providing qualified Skilled engineer for more than ten (10) days a penalty amount of **5 % to 10 %** to be paid in the particular quarter.
3. If any delay by the engineers for resolving server/network/security/Printer calls leading to affect regular work of Academy without intimation for an hour then a penalty amount of**5 % to 10 %** to be paid in the particular quarter.
4. If any call is delayed due to internal team escalation by the engineers for a day then a penalty amount of**5 % to 10 %** to be paid in the particular quarter.
5. If any delay by the engineers for resolving Desktop/Laptop/mobiles/Scanner/Printer calls leading to affect an individual for more than day without proper escalation then a penalty amount of**1 % to 5 %** to be paid in the particular quarter.
6. If any engineer is absent from the Academy without any intimation for more than two days and failing replacement from Vendor then a penalty amount of**5 % to 10 %** to be paid in the particular quarter
7. If penalty is imposed continuously for two quarters the service provider will be disqualified from Academy.

Measurement Methodology:

The EMS (Enterprise Management System)/Service Desk tool will be used to log and manage the calls occurring during the Service Operations. The tickets will be classified depending upon the Priority Matrix defined, Response and Resolution time is to be based on the Priority of tickets. The call report will be generated from the tool on regular intervals and the SLA will be calculated on the basis of same.

Calculation for response and Resolution measurement

Response % =   Calls responded within stipulated response time * 100 / Total Number of calls Received during First 3 Months

Resolution % = Calls resolved within stipulated resolution time * 100 / Total number of calls received.

Calculation for Uptime Measurement

Availability % = (Agreed Service time - Downtime)/Agreed Service time X 100

a. The incident Management Service level requirement is in **Annexure –A-1**
b. The Service request level fulfilment requirement is in **Annexure – A-2**

Service Level

Sr No	Services	Target Uptime	Minimum Uptime	Measurement Window
1	Server Management	99%	97%	Measured Quarterly
2	Network Management	99%	97%	Measured Quarterly
3	Security Management	99%	98%	Measured Quarterly

Severity Level of Calls

Sr No	Description	Severity	Response time (Max)	Resolution Time (Max)
1	Calls which affect the entire office operations like calls related to Servers/ Network Equipments / Mail Server Problems / Virus related Calls / Calls from AD s and above / Leased Lines, etc.	S-1	15 Min.	1 Hrs.
2	Calls which affect a group of users like calls related to Network Printers / Network logon Problems / Internet access problems	S-2	30 Min.	1 Hrs.
3	Calls from End Users other than those mentioned above / Technical Query / Server or Network Breakdown	S-3	1 Hrs.	4 Hrs.
4	Calls Related to installation of New Hardware / Software / Asset	IMAC	8 Hrs.	24 Hrs.

	Movement / change in Hardware			

Annexure A-1

(Incident management service level requirement)

Sr No	Service Level	Criti...	High	Medium	Low
1	Definition	System not Available for Business Continuity	High impact on Business operations or part of business Operations	Temporary impact to user	Little or no impact on Business and user No rapid turnaround required
2	Service Expectation	Quick Response and Turnaround Time	High Response and turnaround Time	Moderate response and turnaround time	Taken up based on resource availability
3	Condition	Multiple Clients are affected No manual Workaround Solution	Few Clients are Affected Possible manual Workaround	Single client or individual work is affected Possible manual workaround exists	Affects single or multiple clients No impact on work Work around exist
4	Request Confirmation	Email and Call to acknowledge Email and call on resolution	Email or Call to Acknowledge Email on Resolution	Email to acknowledge Email on resolution	Email to acknowledge Email on resolution
5	Response Time	15 Minutes	30 Minutes	1 hour	2 Hours
6	Resolution Time	Work around in 2 hours, resolution in 4 Hours	Workaround in 4 hours resolution in6 hours	Resolution within 12 hours	Next business day
7	Expected Performance	99%	98%	97%	95%
8	Effective from	30 days after take over	30 days after take over	30 days after take over	30 days after take over
9	Measurement Window	Calendar Months	Calendar Months	Calendar Months	Calendar Months
10	Data Collection and tool	Excel Spreadsheet Call tracking tool	Excel Spreadsheet Call tracking tool	Excel Spreadsheet Call tracking tool	Excel Spreadsheet Call tracking tool

Annexure A-2

(Service Request Level Fulfilment Requirements)

Sr No	Service Level	Critical (Si)	High (S2)	Medium (S3)
1	Definition	High impact on the activities of particular person E.g. Password or account lockout and user not able to perform activity, Deleting users who have left the organization	Medium impact on the activities of particular user E.g. user requires access to additional module of the application, New user id creation in application, Deleting of the users from application who are transferred to different department	Temporary impact to user E. g. Password reset, user name change, change of email id, change of Display name for users •
2	Service Expectation	Immediate resolution of the Service request	Quick resolution of the Service request	Moderate level of time can be taken for providing service
3	Condition	An activity which has potential to impact the productivity of the users	An Activity which if delayed can impact the user	User will have temporary impact on the work
4	Request Confirmation	Email and call to acknowledge Email and call on resolution	Email or Call to acknowledge Email on resolution	Email to acknowledge Email on resolution
5	Response Time	30 Minutes	30 Minutes	1 hour
6	Resolution Time	4 Hours	8 Hours	Next Business Day
7	Expected Performance	99%	98%	97%
8	Measurement Window	Calendar Months	Calendar Months	Calendar Months
9	Effective from	30 days after Steady State	30 Days after Steady State	30 Days after Steady State
10	Data Collection and tool	Excel Spreadsheet Service desk tool	Excel Spreadsheet Service desk tool	Excel Spreadsheet Service desk tool

Annexure A-3

The Details of the components under the Scope of the Work

Hardware and Support	1. **Data Center** (IBM Blade servers , Tyron Rack Server, IBM SAN Storage SAS/SATA, Tyrone Storage, Core Switch, Distribution Switch, Network Rack, Server Rack) 2. **Data Recovery Center** (IBM and HP Rack Server – IBM Storage, Network switches, Network Rack, Desktop Servers) 3. Desktop and Workstations (HP & Dell) 4. Laptops/Mobile/Ipad/I-phone (HP, Dell) 5. Stand alone and Network Printers (HP, Konika MFP, Koyecera MFP, Canon MFP, Xerox MFP) 6. Photocopiers (Thoshiba) 7. Biometric attendance systems 8. Scanners (HP) 9. IP Cameras (Samsung and Sony) 10. Sharp/other Display panels 11. Samsung NVR system 12. Wireless projectors 13. GIS/GPS systems for Police Control room 14. Wireless VGA adopters 15. IP Telephony 16. Data Cards 17. E-Readers (Samsung Tabs, Apple Ipads) 18. Mobile Phones (Samsung Note2, Iphone, Sony, Motorola) 19. Cyber forensic hardware tools
Software / Applications	1. Windows (7,8, 8.1,10, 2003, 2008, 2008R2, 2012, 2012 R2, 2016) 2. Linux OS (RHEL6, RHEL7, Fedora,Cent, Ubuntu) 3. IBM connection Social Business Software 4. MS- Office Applications 5. Open Office and Libre Office suit 6. Zimbra mail server (Staff mail, IPS mail, Training mail) 7. SysAid Asset management application 8. Library management application software (KOHA) 9. CCTNS - Crime application software 10. Abbyfine reader 11. Photoshop & Coreldraw 12. Biometric application 13. ISM Hindi software 14. BMI application software 15. 3D simulation software

	16. Cooperative accounts and inventory application software 17. Web application (Hospital Management software, e-office, asset management, Gate management, Intranet, Office automation) 18. Open source applications (Moodle based Learning Management System, Joomla, Dropal) 19. Web hosting Servers (IIS, apache2. Tomcat, Websphere) 20. Database (MySQL, Postgress, MSSql, DB2) 21. Various Cyber forensic application software 22. Virtualization software 23. McAfee Enterprise Anti virus and new anti-virus
Networking components	1. Core, distribution and level switches with accessories (CISCO and Brocade) 2. Firewall (Cyberoam) 3. NIC and Vodafone ISP routers 4. Wireless Access Points with Controller (Ruckus) 5. 500 SIP Phone licenses 6. McAfee Email Gateway 7. Fluke Network Analyser 8. IDS and Network Monitoring application

Annexure - M

Manpower/ team to be deployed at NPA

1. Desktop Support Engineer Responsibilities - Atleast 3 Years field experience
   a. Desktop Management Services Responsibilities
   b. Facility Management (FM) Responsibilities
   c. Install, Move, Add, Change (IMAC) Services Responsibilities
   d. Documentation and Reporting Responsibilities
2. Network Engineer Responsibilities- Atleast 3 Years field experience
   a. Network Management Services Responsibilities
   b. Facility Management (FM) Responsibilities
   c. Install, Move, Add, Change (IMAC) Services Responsibilities
   d. Documentation and Reporting Responsibilities
3. Server & Storage Backup Support Engineer Responsibilities - Atleast 5 Years field experience
   a. Server & Storage Administration/ Management Responsibilities
   b. Facility Management (FM) Responsibilities
   c. Install, Move, Add, Change (IMAC) Services Responsibilities
   d. Documentation and Reporting Responsibilities

Annexure – D

Format for Evaluation of Technical Bids

Sr No	Criteria (Points)	Scores of Bidders					Remarks
		Bidder-1	Bidder-2	Bidder-3	Bidder-4	Bidder-5	
1	Experience (3)						
2	Annual Turnover (3)						
3	Qualifications of Engineer (2)						
4	ISO Certification & Awards etc. (2)						

Organization Status and Technical Information

Sl. No	Description	Details
1	Tenderer Firm's Name & Address	
2	Name, Telephone No., Mobile No., Email of authorized contract person.	
3	Date of Registration and Registration Details	
4	Firm's Details (Proprietorship, Company, Corporate Body)	
5	Service Tax No	
6	Details of present work place	
7	PAN No./TIN No	
8	Experience Certificate	*To be attached*
9	Turnover of last three years (Year-wise)	*Income Tax returns of last 3 years to be attached.*
10	ISO Certification and awards/certificate	*To be attached*

Annexure -E

Professional qualification of Employees to be furnished by Bidder

Sl No	Category of Engineer	Professional Qualification	Certifications	Experience in relevant Field

1	Desktop Support Engineer			
2	Network Technician			
3	Server and Storage Backup Support Engineer			