Government of NCT of Delhi

Request for Proposal (RFP)

For

Annual Maintenance Contract (AMC)-(CMSS+FMS) of Server, Desktops, Laptops, Scanners, Printers, Projectors, UPS (online/offline) And Network Equipments.

DIRECTORATE GENERAL OF HEALTH SERVICES
3rd FLOOR, F-17, KARKARDOOMA, DELHI-110032
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2017

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List of Abbreviations

DIRECTORATE GENERAL OF HEALTH SERVICES

Fact Sheet

S. No.	Particular	Details
1.	Tender ID	2017_DHS_140235_1
2.	Tender date	15-11-2017 5: 00 PM
3.	Selection Method	Open e-Tender , Least Cost Selection (LCS)
4.	RFP issued by	Directorate General of Health Services
5.	Availability of RFP	RFP can be downloaded from e-Procurement platform of Delhi Government https://govtprocurement.delhi.gov.in and from http://health.delhigovt.nic.in
6.	EMD	**Earnest Money Deposit of Rs. 20,000/-(Rs. Twenty Thousand only).** EMD shall be submitted in the form of Demand Draft / Bank FDR /Bank Guarantee in favour of ***Director General Health Services, Delhi*** and payable at **Delhi** from any of the Nationalized Scheduled Commercial Bank to be submitted in original physical form to **CMO-Computer Cell,** at **Directorate General of Health Services,F-17, Karkardooma, Delhi-110032** **011-22305634, progdhs.delhi@nic.in** on or before last date and time of submission of the bid proposal.
7.	Performance Bank Guarantee (PBG)	10% of the total cost of contract in the form of **Demand Draft/FDR/Bank Guarantee** in favour **of Director General Health Services,Delhi and payable at Delhi** and issued from any of the nationalized Scheduled Commercial Banks located in Delhi/NCR
8.	Nodal Officer for correspondence and clarification	**CMO-Computer Cell,** at **Directorate General of Health Services,F-17, Karkardooma, Delhi-110032** **011-22305634, progdhs.delhi@nic.in** with cc to **lily.gangmei42@nic.in**
9.	Language of Proposal	Proposals should be submitted in language only
10.	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
11.	Last date for Pre bid queries	To be notified Latter
12.	Pre-bid Meeting	A pre-bid meeting will be held on 22-11-2017 11:00AM at . If required, further pre-bid meetings may also be scheduled.
13.	Issue of addendum /clarification (if any)	To be notified Latter
14.	Bid Submission Start Date	15-11-2017 5: 00 PM
15.	Last date of bid submission	08-12-2017, 3:00 PM
16.	Opening of Technical bid	To be notified Latter
17.	Opening of Financial bid	To be notified Latter

1. Request for Proposal

Tenders are invited from eligible, reputed, qualified vendors for providing annual maintenance contract (AMC) and FMS of Server, Desktops, Laptops, Scanners, Printers, Projectors and UPS (online/offline) and Networking point for a period of one year. The estimated value of contract is approx 10 Lacs.

2. Background Information

2.1. Basic Information

a) DGHS invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies/Agencies ("Bidders") for selection of "AMC Vendor".

b) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this tender process.

c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

d) The bidders submitting an application through e-tender would be presumed to have considered and accepted all the terms and conditions. No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the application. The application must be unconditional.

2.2. Project Background

DGHS intends to select vendor for AMC (comprehensive maintenance services + Facility management services (FMS)) which includes preventive maintenance quarterly/regular services of the Server, Desktops, Laptops, Scanners, Printers, Projectors , UPS (online/offline) and network equipment etc. or replacement of any items necessary for keeping the Server, Desktops, Laptops, Scanners, Printers, Projectors , UPS (online/offline) and network equipment active.

3. STRUCTURE OF RFP

The RFP is divided into following three sections:

A. Instruction to Bidders

B. Scope of Work

C. Templates & Annexure

Section – A
Instructions to the Bidders

1. Instructions to the Bidders

1.1. General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DGHS on the basis of this RFP.
c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of DGHS. Any notification of preferred bidder status by DGHS shall not give rise to any enforceable rights by the Bidder. DGHS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of DGHS.
d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
e) The price charged for the services provided under the contract by the Bidder shall in no event exceed the lowest price at which the said Bidder provides the services of identical description to any person/organizations including Govt. agencies/PSUs/State Govt./ Central Govt.

1.2. Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

Include all documentation specified in this RFP;
Follow the format of this RFP and respond to each element in the order as set out in this RFP
Comply with all requirements as set out within this RFP.

1.3. Pre-Bid Meeting & Clarifications

Pre-bid Conference

a) DGHS shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in fact sheet.

b) The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			

c) DGHS shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the DGHS.

<u>Responses to Pre-Bid Queries and Issue of Corrigendum</u>

a) The Nodal Officer notified by the DGHS will endeavour to provide timely response to all queries. However, DGHS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DGHS undertake to answer all the queries that have been posed by the bidders.

b) At any time prior to the last date for receipt of bids, DGHS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the DGHS website.

d) Any such corrigendum shall be deemed to be incorporated into this RFP.

In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DGHS may, at its discretion, extend the last date for the receipt of Proposals.

1.4. Tenure of the Contract

The contract shall be initially awarded for one year. However, the contract may be extended for another two years, one year at a time, at the same rate, term and conditions on mutual agreements subject to satisfactory performance by the contractor.

1.5. Key Requirements of the Bid

Right to Terminate the Process

a) DGHS may terminate the RFP process at any time and without assigning any reason. DGHS makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by DGHS. The bidder's participation in this process may result DGHS selecting the bidder to engage towards the execution of the contract.

RFP Document Fees

RFP can be downloaded free of cost as per e-Procurement guideline.

Earnest Money Deposit (EMD)

a) Bidders shall submit the EMD in the form of a Demand Draft ,Bank Guarantee (BG) or FDR issued by any nationalized bank in favour of Director General Health Services, Delhi, payable at Delhi, and should be valid for 225 days from the due date of the tender / RFP.

b) EMD of all unsuccessful bidders would be refunded by DGHS within 1 month or on the 30th day of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

c) The EMD amount is interest-free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited:

- If the Bidder withdraws or amends its tender or impairs or derogate from the tender in any respect within the period of tender
- If the successful Bidder fails to furnish the required Bank Guarantee. No exemption

from filling of EMD shall be allowed, even to PSUs and/or Co-operative Organizations.

f) The EMD should be sealed in an envelope. The envelope should clearly show

- Name of the company submitting the EMD. Tender Number : _____

Submission of Proposals

a) The bidders should upload the completed bids on the Delhi Government e-Procurement portal http://govtprocurement.delhi.gov.in .
b) The Response to Technical Proposal and Commercial Proposal should be uploaded respectively.
c) Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

Registration on e-Procurement Platform

Bids must be submitted online through e-portal https://govtprocurement.delhi.gov.in on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.
Instructions to Bidders for Registration on e-Procurement Platform

1) In order to participate in e-procurement platform, the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee of Rs. 7,000/+ Service Tax in the form of Demand Draft only, in favour of Delhi e-Governance Society (DeGS).
2) The bidder registration fee will be accepted only through online (SBI payment gateway). Before enrollment bidders should refer to Bidder Manual Kit-Notice to Bidders for e-Bid Submission for details
3) The vendor should have class – II Digital Certificate.
4) The vendor can take the training on e-Procurement platform of GNCTD at e-Procurement Cell, 6th Floor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.
5) For any clarification on e-Procurement System, please contact at Help Desk number (011-23813523-24) and email e-proc@nic.in

Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal issued by the company.

1.6. Preparation of Proposal

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DGHS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

DGHS will in no case be responsible or liable for those costs, regardless of the conduct or outcome

of the bidding process.

Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

1.7. Consortium

No consortium, subletting or hiring services of other company for execution of this job shall be allowed.

1.8. Evaluation Process

a) DGHS shall constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.

b) The Proposal Evaluation Committee constituted by DGHS shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence may lead to rejection.

c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

d) The Proposal Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.

e) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **180 days** from the date of submission of Tender.

Tender Evaluation

a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive if Proposals:

- Are not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period In case of rejection of bid, DGHS shall notify the concerned bidder along with reasons of rejection.

b) All responsive Bids will be considered for further processing as below.

DGHS will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this

regard.

1.9. Definitions:

General Conditions of Documents, the following terms shall have the following respective meanings:

1.9.1 CONTRACT shall mean Purchase Order/Contract and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.

1.9.2 CONTRACT PRICE shall mean the price payable to the Contractor under the Contract for the full and proper performance of his contractual obligations.

1.9.3 COMPLETION DATE shall mean the date on which the goods and services are successfully commissioned by the Contractor and handed over to the Owner.

1.9.4 GOODS shall mean articles, materials, equipment, design and drawings, data and other property to be supplied by Contractor to complete the contract.

1.9.5 OWNER / PURCHASER shall mean DGHS, F-17, karkardooma, New Delhi – 110032 (INDIA). The term OWNER includes successors, assigns DGHS, F-17, karkardooma, New Delhi – 110032.

1.9.6 CONTRACTOR/ BIDDER shall mean the person, firm or company with whom PURCHASE ORDER/CONTRACT is placed / entered into by DGHS/OWNER for supply of equipment, materials and services. The term Contractor includes its successors and assigns.

1.9.7 SERVICE shall mean manning and operation of service help desk; responding to user service requests; liaisoning with OEM service organization; liaisoning with all locations of DGHS (HQ) and Subordinate Office; installation, testing, commissioning, and repair / replacement of hardware and software; provision of technical assistance to users, remotely from help-desk and at site; training; reporting and feedback to Owner‘s authorized representatives; and other such obligations of the Contractor covered under the Contract.

1.9.9 OEM shall mean the Original Equipment Manufacturer of the referred hardware / software / device.

2. Criteria for Evaluation

2.1. Technical Qualification Criteria

i. <u>All Requirements are Mandatory. Bidder must fulfil all requirements to qualify for financial bid.</u>

S. No	Criteria	Basis for evaluation	Supporting
(A)	**Company Profile**		
1.	Legal Entity	Valid Legal Entity	Certificate of Incorporation and Articles of Association of the Participant in case of Company / Limited Liability Partnership Agreement in case of LLP

2.	Certificates	Valid Service Tax, Value Added Tax, Income Tax and PAN Registration	Valid Service Tax Registration Certificate; Valid Value Added Tax (VAT) registration Certificate registered with Dept. of Trade & Taxes, Govt. of NCT of Delhi; Income Tax Return for last three FY (2013-14,2014-15, 2015-16) ,PAN;
3.	Average Annual Turnover during the last three financial years (FY, 2013-14, 2014-15, 2015-16) generated from AMC of Desktops, Printers and UPS (offline).	More than or equal to 20 lac	Extracts from Audited/Certified financial statements and Balance sheet for last three financial years as per financial year of participating company/firm; OR Certificate from Chartered Accountant and Authorized Signatory
4.	Number of Service Engineers or equivalent (B.E./ B.Tech.) working in the company	More than 10 TRC Service Engineers	Declaration by HR head of the Company.
5.	Number of technicians or Equivalent (B.E./ B.Tech. /Diploma Certificate) working in the company	More than 50 technicians	Declaration by HR head of the Company.
6.	Geographical presence of the firm/company	Presence of office in NCR	Certificate by Authorized signatory with Address of office in NCR
7.	ISO Certificate	ISO 9001:2008 Certificate	Copy of Valid ISO 9001:2008 certificate to be submitted certified by authorized signatory
(B)	**Relevant Experience**		
8.	Bidder should be an established experienced in maintenance of IT hardware including desktops, printers and UPS(Offline)	Bidder must have successfully undertaken at least the following numbers of assignments related to maintenance of IT hardware including desktops, printers and UPS(Offline) during the last three financial years (FY, 2013-14, 2014-15, 2015-16) ➢ One assignment not less than the amount of Rs. 8 Lac. ➢ Two assignments less than the amount of Rs. 5 Lacs each; ➢ Three assignments not less than the amount equal to Rs. 4 Lacs each	Completion Certificates from the client; OR Work Order + Self certificate of Completion (Certified by Authorized Signatory)

9.	Authorized service provider of any major computer/laptop OEM.	More than or equal to 3	Certificate from the company

Bidders, whose bids are responsive, based on fulfilling all requirements, would be considered technically qualified. Price Bids of such technically qualified bidders shall further be opened.

2.2. Financial Bid Evaluation

a) The Financial Bids of technically qualified bidders in technical evaluation criteria will be opened on the prescribed date.

b) The bidder which has the lowest qualifying financial bid will be declared as L1 and may be considered.

c) Errors & Rectification: If there is any discrepancy between words and figures in the financial bid, the amount in words will prevail.

3. Appointment of Successful Bidder

3.1. Award Criteria

DGHS will award the Contract to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions and process outlined in this document.

3.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

DGHS reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals 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 DGHS action.

3.3. Notification of Award

Prior to the expiration of the validity period, DGHS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, DGHS may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, DGHS will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

3.4. Performance Guarantee

DGHS will require the selected bidder to provide an *irrevocably, unconditionally* Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to **10% of the value of contract**. The performance guarantee will be valid for a period of sixty days beyond the date of completion of contractual obligations. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for

extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DGHS at its discretion may cancel the order placed on the selected bidder without giving any notice. DGHS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DGHS incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

3.5. Signing of Contract

After DGHS notifies the successful bidder that its proposal has been accepted, DGHS shall enter into a contract, incorporating all clauses and the proposal of the bidder between DGHS and the successful bidder.

3.6. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP/proposal of the bidder shall constitute sufficient grounds for the annulment of the award, in which event DGHS may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, DGHS shall invoke the EMD of the selected bidder.

4. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to DGHS for the duration of this contract.

4.1 RESPONSE TIME AND RESOLUTION TIME.

The parameter for Response and Resolution Time shall be applicable for all systems as per scope of work, irrespective of whether they are covered under OEM/ Principals' warranty (requiring only FMS services) or are not covered under OEM's/ Principals' warranty (requiring both CMSS as well as FMS services by the contractor).

Response Time is the total time taken by the Contractor between registering the complaint at Help Desk or through web/telephone, to reach the user.

Resolution Time is the total time taken by the Contractor between registering the complaint at Help Desk or through web/telephone at respective location and rectifying the fault. This time includes time taken to reach the site, diagnose, repair/replace the faulty components/module /device; installation, configuration & repair of operating system and all other applicable software including antivirus software; escalation of call and coordination with the OEM/ Principal or other applicable third party for resolution of the call as per requirement; installation, shifting / reinstallation of systems along with applicable software; and any other applicable CMSS & FMS services etc to make the systems functional as per requirement..

In case the original equipment is removed and taken out of Service for repairs, the call resolution time will continue till the original faulty equipment is repaired/ brought back to service.

Failure to resolve the calls within the specified Resolution Time will result in Non-performance Deductions specified in this document.

The resolution time will be measured as a time differential between call log and call resolving as recorded by service desk.

The contractor shall ensure that the faulty servers, PCs and peripherals etc. are

repaired /brought back into service within the specified resolution time, failing which the deductions as per Non- performance deduction clauses will be applicable and the Contractor shall be bound by the final decision of the OWNER in this regard.

5. Payment Schedules

Payment for AMC (CMSS+ FMS) shall be made quarterly, within 30 days from the date of receipt of correct Invoice.

6. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DGHS shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, DGHS shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of DGHS who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of DGHS, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of DGHS in relation to any matter concerning the Project;
- "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
- "undesirable practice" means (i) establishing contact with any person connected with or

employed or engaged by DGHS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

- "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Force Majeure

DGHS or the selected bidder, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock-outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

- Has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part.

Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

8. Arbitration

In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by a sole arbitrator to be appointed by Lt. Governor of Delhi. The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties.

The parties shall continue to perform their obligations under the agreement during arbitration proceedings, except where the agreement has been terminated.

The venue for arbitration will be New Delhi.

9. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "**Conflict of Interest**"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, DGHS shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to DGHS for, *inter alia*, the time, cost and effort of DGHS including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to DGHS hereunder or otherwise.

10. Right to Vary Quantities at the time of a Award

DGHS reserves the right at the time of award of Contract to increase or decrease by up to 30% the quantity of Goods specified in the scope (in respect of each item of scope), without any change in unit price or other terms & conditions. Any variation in quantity beyond this limit will be mutually agreed upon by DGHS and the bidder. No change in unit price or other terms & conditions shall be accepted subsequent to the award of the contract.

11. Termination of the contract

11.1 Termination for Default.

11.1.1The Owner may, without prejudice to any other remedy for breach of CONTRACT, by written notice of default sent to the CONTRACTOR, terminate the CONTRACT in whole or in part:

- If the CONTRACTOR fails to deliver any or all of the GOODS and services within the time period(s) specified in the CONTRACT; or
- If the CONTRACTOR fails to perform any other obligation(s) under the CONTRACT, and
- If the CONTRACTOR, in either of the above circumstances, does not cure his failure within a period of 30 days (or such longer period as the OWNER may authorize in writing) after receipt of the default notice from the OWNER.

11.1.2 In the event the OWNER terminates the CONTRACT in whole or in part, pursuant to force measure, the OWNER may procure, upon such terms and in such manner as it deems appropriate, goods and services similar to those undelivered and the CONTRACTOR shall be liable to the OWNER for any excess costs for such similar GOODS and services. However, the CONTRACTOR shall continue performance of the CONTRACT to the extent not terminated.

11.2 Termination for Insolvency.

The OWNER, may at any time, terminate the CONTRACT by giving written notice to the CONTRACTOR, without compensation to the CONTRACTOR, if the CONTRACTOR becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the OWNER.

11.3 Termination for Convenience.

11.3.1 The OWNER may, by written notice sent to the CONTRACTOR, terminate the CONTRACT, in whole or part, at any time for his convenience by giving 90 days notice. The notice of termination shall specify that termination is for the OWNER‘s convenience, the extent to which performance of work under the CONTRACT is terminated and the date upon which such termination becomes effective.

12. Some Other Condition of the contract

12.1 NON-PERFORMANCE DEDUCTIONS.

12.1.1 The parameters for various non-performance deductions are indicated in Annexure-F of this document. If the contractor fails to meet the Service Level Requirement (SLR) as mentioned in clauses indicated for IT equipments in any quarter, OWNER may without prejudice to any other rights or remedy available, deduct from the contractor's quarterly bill at a rate equivalent to as per parameters/ methodology described.

12.1.2 If any of the devices out of OEM/ Principals‘ warranty and covered under CMSS services of the contractor, remain down for more than the specified number of days, OWNER has the option and unconditional right to get the system repaired / replaced from any third party at the risk and cost of the contractor. In such cases, Devices shall be considered available and calls shall be considered closed / resolved after the system has been repaired/ replaced by the third party and non performance deductions shall be applicable on the contractor for the period the device was considered not available ‘ or down‘. For such devices & assets, accrued expenditure by OWNER on repair/ replacement by any third party will also be deducted from the bills of the Contractor. The specified number of days and methodology for calculating deductions etc shall be as indicated under Annexure-F of this document.

12.1.3 The non performance deductions shall be applicable on systems/components under AMC of

the contractor (out of OEM/ Principals warranty and both CMSS and FMS services to be provided as per requirements), as well as on systems under OEM/Principals warranty (only FMS services to be provided as per requirements) as per parameters defined under Annexure-F. The Contractor along with the bill shall submit the calculations to this effect.

12.1.4 There shall be no restriction on the number of AMC & FMS related calls that can be logged in a day. On any day, users and IT incharge shall be free to log AMC & FMS related calls on the helpdesk for any number of systems covered under the scope of work. Each call shall be subject to the stipulations of resolution times and consequent non performance deductions as applicable.

12.1.5 All cumulative deductions due to non-performance etc. for systems under AMC or OEM warranty (FMS & CMSS services etc) shall be made concurrently and independently from the quarterly bill of the contractor. Total cumulative deductions due to non-performance as per Annexure-F, shall be maximum of 1/3 (one third) of total invoice value for that quarter.

However, following shall not be subject to this stipulation of ceiling on deductions:

(a) Any deductions due to any reason not listed in annexure- F. This shall include any deductions arising out of or due to violation or application of any statutory laws & rules of the land or of the OWNER or otherwise; and

(b) Any deduction specifically mentioned in Annexure – F as exempted from the ceiling on deductions.

12.2 EXCLUSIONS FROM THE CONTRACT.

Unless specifically mentioned, the maintenance charges shall not cover the supply and replacement (CMSS services) of following consumables/ items listed below: -

- Servers : USB External HDD, USB Pen Drives, Floppy disks, CDs, DVDs, DATs, or any removable storage media.
- Desktops : USB External HDD, USB Pen Drives, Floppy disks, CDs, DVDs, DATs, or any removable storage media.
- Laptops : USB External HDD, USB Pen Drives, Floppy disks, CDs, DVDs, DATs, or any removable storage media.
- Printers : Consumables- Ribbons and ribbon cartridges of dot matrix/ line printers. Toners, Cartridges of laserjet & inkjet printers. Printer heads of inkjet printers.
- Scanners : Bracke roller of Scanners.
- UPS : Battries and Consumable Part etc.
- Projectors : Lamps, Lens

Other Peripherals : Biomatric Attendance Software and Hardware inclusive.

Items other than those mentioned above, which are not covered under OEM/ Principals' warranty, shall be covered under the Comprehensive Maintenance Support Services (CMSS) by the Contractor.

Section – B
Scope of Work

1.0 SCOPE OF WORK.

The work is structured as an enterprise-wide rate contract covering the maintenance services for different computer and network-related equipment installed in the DGHS (HQ), New Delhi and other specified sites of the DHS software. The scope of work covers the various equipment and services required for Comprehensive Maintenance Support Services

(CMSS) & Facility Management Services (FMS) for installed / upcoming Desktop, Laptop, Printers, Scanners, UPS, Servers, Projectors and other associated Peripherals.

Contractor should note that some of the Desktops, Laptops, Printers, Scanners, Projectors, UPS and other associated Peripherals and networking equipments are currently under Comprehensive Warranty support up to different point of time with respective OEMs/ Principal Vendors of the Systems. During the Warranty period, only FMS services, as indicated below, shall be covered under the scope of the Contractor. Such Systems shall be denoted/ referred to be covered under FMS services of the contractor, and for such systems only the rates applicable for FMS systems are payable on pro-rata basis as per SOR. However, after expiry or termination of OEM/ Principals' Warranty period, these Computer Systems & other associated Peripherals will be covered & included for both Comprehensive Maintenance Support Services (CMSS) as well as FMS services of the contractor, whereupon such systems shall be denoted/ referred to be covered under AMC services of the contractor, and only the rates for AMC as per SOR shall be payable on pro-rata basis.

Details of installed hardware and networking equipments to be covered under AMC & FMS services etc along with their associated Peripherals are given at Annexure – A&B.

The rates applicable for the systems under AMC or FMS services of the contractor are as indicated in Annexure-A&B. The same rates shall be used for adding a new hardware under AMC or FMS in future. For the hardware covered at an interim date, the AMC or FMS costs etc shall be calculated on pro-rata basis.

The Scope of Work mentioned herein is only a broad guideline for CMSS & FMS, which includes all these activities under the Contract. The Contractor shall provide sufficient resources to fulfill Service level Requirements and availability as defined in this document.

2.0 COMPREHENSIVE MAINTENANCE SUPPORT SERVICES (CMSS) AND FACILITY MANAGEMENT SERVICES (FMS).

2.1 COMPREHENSIVE MAINTENANCE SUPPORT SERVICES (CMSS).

The CMSS services shall have to be provided at all locations for all systems under AMC of the contractor. This involves comprehensive maintenance and repair of all IT Hardware and networking equipments covered under the contract, including replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spares etc to make the system operational. This will include all kind of breakdown maintenance and preventive maintenance. The breakdown could be for any reason, whatsoever. The contractor shall be required to keep all the covered IT systems and associated peripherals neat, tidy and under proper working order. The details of the maintenance services in respect of Desktop, Laptop, Printers, Scanners, UPS, Servers, Projectors and other associated peripherals and networking equipments are given in the following para.

2.1.1 SERVERS.

a) The Contractor shall provide comprehensive Hardware maintenance support, including supply and replacement of any and all defective modules, components/parts etc. for different type of Servers installed and integrated with LANs Including O/S support (including sourcing and application of patches updates & upgrades).

b) Servers can be Blade/Rack/Tower type Servers and shall include server racks, CPU unit, motherboard, RAM memory, monitor, power supply, RAID cards, different types of internal and external storage- including SAN/NAS/DAT type storage as applicable,

various types of keyboard & Mouse, KVM switches, speakers, c-mos battery, network cards, power cords and adaptors and all other components, parts, assemblies, sub assemblies and peripherals attached to the servers etc.

c) The contractor shall provide complete support for configuring /upgrading/updating all Operating Systems running on these Servers, e.g. SUN Solaris, Red Hat Linux versions, different versions of Windows 2000/2003/2008 or any other latest Server operating systems, or any other applicable versions of Standard Server based Operating Systems installed on the IT infrastructure.

d) All the latest software patches and Service packs will be loaded/implemented on the Servers in consultation with the IT in charge.

e) The Server's clock, if required, will be synchronized with the external standard clock.

f) The Contractor should have authorization from OEM for support and maintenance of server

2.1.2 DESKTOP, LAPTOP, PRINTERS, SCANNERS, PROJECTORS, UPS AND OTHER ASSOCIATED PERIPHERALS.

The scope of work shall be as given below, but not limited to this, as it is the responsibility of the contractor to keep the systems fully operational:-

a) A unit of desktop includes CPU unit, motherboard, CRT/TFT, Web Camera (integrated/non-integrated), TFT/CRT monitor, wired & wireless keyboard & Mouse (including the wireless receiver units etc), internal / external TV tuner card (integrated/non-integrated), Speakers (integrated/non-integrated), CD/DVD ROM & Writers (integrated/non-integrated), internal & external speakers (including multimedia speakers having separate woofers) and Network card (Integrated/Non-Integrated) (wired/wireless), c-mos battery, Power Cords etc and all other installed and available components parts, assemblies, sub assemblies and accessories etc attached to the desktop unit and/ or required to make the system functional..

b) A laptop includes display screens, adaptor, battery, network cards, webcam, motherboard, processor, c-mos battery, touchpads, Power Cords etc and all other installed and available components, parts, assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

c) A Projectors shall include all type of Inorganic LCD Panels, HDMI Input, Hybrid Filter, Display Via USB, Power Supply, I/O Terminals, Lamps, and all other installed and available components parts , assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

d) A Printer shall include all types of logic cards, adaptor, Teflon, Image transfer/Fuser assembly of Laser Printers, Power supply, Printer interface cords/cables/adaptors, DeskJet/LaserJet/line matrix/dot matrix printer components including power cords and adaptors, print hammers, and all other installed and available components, parts, assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

e) A scanner shall include ADF, scanner unit, platen, all types of adaptors all other installed and available components, parts, assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

f) A UPS shall include logic cards, UPS batteries whether single or multiple, all other installed

and available components, parts, assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

g) Line matrix printer shall include adopter, hammer, all other installed and available components, parts, assemblies, sub assemblies and accessories etc attached to the system and/ or required to make it functional.

h) To diagnose defects, undertake repair/rectification of defects and to carry out on call, corrective, preventive and breakdown maintenance services to set right the reported malfunctioning of the systems. This includes supply and replacement of all defective/unserviceable parts & accessories of Systems/Peripherals etc. like CPU, Mother board, RAM, Hard disk (all types as fitted with the system), Laser Tubes, Power Adapters for the Laptop Desktop/ Printers/ Modems/ speakers, CMOS Battery, , UPS Batteries, Laptop Batteries, scanner units (including ADF etc), units including their components, logic cards for various items and peripherals, all peripherals, cords, cables etc, and all their components, parts and accessories required to set right the malfunctioning of the systems. Contractor shall make his own arrangements of bringing all required tools at OWNER's premises.

i) After repair, the Contractor shall bring the machine to its satisfactory & acceptable working condition. Used/sub standard/repaired Spare parts in lieu of irreparable components will not be accepted by OWNER as a spare parts replacement. In case of replacement of UPS battery (single or multiple batteries as applicable) in UPS, the brand should be standard OEM make e.g. "Exide" or "Okaya". The replacement of parts should be of standard/ OEM make. Like in case of mouse/keyboard e.g. Samsung or Logitech. Standard makes of equipment / components would be acceptable, but Owner reserves the right to reject non-standard / low quality makes or brands of devices or components.

j) Contractor will educate and train the users at all locations as per requirements, regarding the best practices of using the Desktops/ Printers and other peripherals, including the installed & available software etc, at no additional cost to the OWNER, so as to ensure proper implementation/ utilisation of the available software / hardware features. This may normally be done by way of providing individual guidance etc as per requirements.

k) The Contractor shall make his own arrangements for bringing the spare parts, software tools & testing equipments for providing the services.

l) The Contractor shall maintain sufficient inventory of frequently required new & genuine spare parts and items like Motherboards, Power supply, Hard disks (all types as fitted with the system), Keyboard, Monitors, TFT/CRTs, Mouse, UPS Batteries, Laptop Batteries, Laptop display screens, Laptop & printer adaptors, device drivers, utility software, various cables, connectors and other spare parts etc., to ensure uptime of Systems/Subsystems & Peripherals as per defined SLR. The storage media like DVD/ CD/ USB Pen drives etc required by the Resident Service Engineers (RSE) for providing CMSS services would have to be arranged by the contractor at his own cost. However, OWNER will extend the space for storage of these items under lock & key, at the risk of the Contractor at OWNER‘s location to the extent of space available and feasible to be offered to the contractor. OWNER will not be held responsible for any missing standby Systems / spare parts/tools etc. from the inventory of the contractor.

m) The Contractor shall ensure uninterrupted availability of new & genuine spare parts of Desktops, Printers, Scanners, UPS & other Peripherals. Contractor must be having sufficient expertise & required resources available for prompt maintaining/servicing/repairing of Desktops & Peripherals.

n) If any component of a System/Sub-system gives repeated/recurring problems, resulting in recurring failure of the System then it must be immediately replaced by the Contractor with new & genuine spare parts.

o) Few Systems/Peripherals, covered under CMSS are installed at the residences of senior officers of OWNER. If required, Contractor shall be required to attend the maintenance calls at their residence. OWNER shall provide a list of such Desktops/Peripherals to the Contractor in the beginning of the contract. The list however can be checked and verified by the contractor and the updation of any such list at the start of the contract or subsequently shall be the responsibility of the contractor at his own cost. Most of the residences of such senior officers are located in Delhi and NCR.

p) At each site, the contractor shall maintain device drivers, Patches, software tools, such as Norton Utilities, Norton Disk Doctor, various other data recovery tools for data recovery from crashed Hard Disk or mistakenly crashed hard disk, Registry maintenance tools and any required tools and utilities on Central Help Desk without any additional cost to the OWNER.

q) In case of Hard Disk failure, the contractor shall make all attempts possible to retrieve the data & transfer to new Hard disk. In case all attempts to recover the data fail, the report for the same has to be produced to OWNER. Recovery of lost data from damaged hard disk where third party support is required is not covered in the scope of work.

r) Laptops are inclusive of Batteries and adaptors etc. Laptop Batteries would be from Laptop OEM ORIGINAL/Laptop OEM certified e.g. "DELL" "HP" and “ACER”.

s) All plastics parts, wires, cords, breakdowns due to power conditions, rodents, monkeys etc. are covered under the contract. The contractor has to rectify all such problems or replace all the parts/components including damage to connectors (pins) of mouse or keyboard, replacement of Teflon in laser printer etc. In case of severe physical damage to the systems resulting in its complete breakdown, due to causes not attributable to the contractor, the contractor shall not be liable for repair/ replacement of the same. However, the decision of the OWNER regarding the liability of the contractor shall be final and the contractor shall not have any claim in this regard.

2.1.3 PREVENTIVE MAINTENANCE (PM).

a) The contractor shall follow a strict preventive maintenance (PM) schedule for all Systems covered under CMSS Support and carry out the same at least once in a quarter. The contractor must ensure that he maintains a datasheet for each machine available, which will contain the configuration of each machine and dates of completion of various preventive maintenance activities by the contractor.

b) The Contractor shall carry out Preventive Maintenance as per checklist format given under Annexure - C and get it signed from the individual IT Users. The contractor shall submit / maintain record of completed service report, along with signature obtained from users ensuring satisfactory completion of jobs. Subject to availability of the feature in the helpdesk software, the contractor may also ask the user to update the status of the completion of Preventive Maintenance Activity on the web portal of the helpdesk software.

c) A report for the same may also be maintained on the Helpdesk database for easy reference. The Contractor shall submit these reports for verification by the IT/ engineer-In- charge at the time of submission of their quarterly invoice to OWNER.

d) Cleaning of all the systems, sub-systems & peripherals, covered under the contract shall be

carried out by the Contractor during Preventive Maintenance by using vacuum cleaner / brush / cloth/ cleaning agents etc.

e) During quarterly PM of Machines, in addition to attending the specific complaints, Contractor will make suitable use of trouble shooting / diagnostics Software tools for Systems health monitoring, Proper shut-down of PCs installed & available. The contractor shall also ensure installation of patches/ updates, components of office automation software, fonts, other software etc as applicable or stipulated by the OWNER.

2.1.4 BREAKDOWN MAINTENANCE.

a) Users shall log the calls on the helpdesk in any of the manner specified. The Contractor will carry out breakdown maintenance by visiting the installation, whenever there is a requirement. These visits for breakdown maintenance will be independent of the visits for Preventive Maintenance. However, when breakdown maintenance becomes necessary, there may not be any separate visit required for scheduled preventive maintenance, provided Preventive maintenance is also carried out by the Contractor's service engineer during the visit.

b) After carrying out preventive / corrective / breakdown Maintenance, the Contractor service engineer will meet / communicate to concerned user of the System / Sub-system about the visit and will fill up the service call report being maintained for such purpose and get it signed by the user, after demonstrating its proven working. Logged calls shall be closed on the basis of the call report duly signed by the user.

c) In case a user is not available at the time of visit, the engineer will leave a message at the time of visit and his contact number/details.

d) The replaced defective parts will become the property of the Contractor. Contractor shall take the faulty parts outside the OWNER‘s premises and not dispose them inside the premises of the OWNER.

e) It shall be the contractor‘s responsibility to ensure safe disposal of such parts as per environmentally safe practices as mandated by the laws of the land or the OWNER or otherwise. OWNER shall not be liable for any violation or lapses by the contractor in this regard.

2.1.5 ONE TIME MAINTENANCE CHARGES.

a) The Contractor shall inspect all the Hardware & submit detailed hardware status, Configuration & inspection report of all Systems/Peripherals. Inspection report so generated at various sites shall be signed by the Contractor before start of the contract. The same can be verified by respective site IT/Engineer-In-charge's (EIC). The contractor will identify all the non-operational Systems and report shall be submitted to respective IT/ Engineer - In - Charge.

b) In case no such report is made available to EIC by the Contractor at the respective sites within a period of 30 days from the issue of LOA, it will be presumed that all the Hardware/Software at the respective sites are working fine and shall deemed to be covered under the scope of the Contract from the date of signing the contract at respective sites. OWNER will refuse to honor any further claims what so ever made by the Contractor beyond this period in this regard.

c) In case of non-operational Hardware, identified during the initial inspection at respective

sites, Contractor shall quote one-time lump-sum maintenance charges as "One Time Maintenance Charges" (OTMC) for making the identified faulty Hardware functional. Contractor shall provide a list of new, genuine make spare parts along with their part nos., required for making system operational along with the actual repair/replacement costs of parts for each of such identified hardware. In case OWNER decides to carry out all such onetime repair through the Contractor at any/all locations, the agreed maintenance/repair charges under OTMC will be paid from the respective sites. Such charges shall be paid subject to the completion of the repairs by the Contractor and due certification by users of respective sites. The decision of OWNER in this regard shall be final and binding on the Contractor.

d) Subsequent to satisfactory repair and acceptance by OWNER, the repaired unit shall be covered for FMS / CMSS services as per unit rates agreed under the contract.

2.2 FACILITY MANAGEMENT SERVICES (FMS).

a) The Facility Management services shall be provided at all the OWNER's locations, for the entire IT Infrastructure installed at the OWNER's locations covered under the scope, irrespective of whether system is under OEM Warranty or under AMC with the successful bidder (out of OEM warranty).

b) The services under Facility Management Services shall include Total Desktop, Laptop, Projectors, Printers, Scanners, UPS and other associated peripheral management services, Server Management Services, Backup & Restore Services, Virus protection services, Vendor Management Services, Asset Management Services and Help Desk Services. The details of each of the services are given in following paras (The activity list is not exhaustive and any such activity which may not be listed but is essential for completion of work would be considered part of the Scope at no additional cost):-

c) Necessary action shall have to be taken by the contractor for providing various FMS services as per requirements, on the basis of logged calls or otherwise as applicable, duly considering the warranty status of the peripheral/ equipment and requirements.

d) The Backup and restore services will be required for the servers only.

e) The details of each of the required FM services for the entire IT Infrastructure installed at all the OWNER's locations as per Annexure - B are given in the following Para's/ sections.

f) This shall also include any facility which may be created by the contractor for testing and repair of various equipments at the OWNER's locations (without any additional cost payable by the OWNER) which would help quick repair, testing and redeployment of those equipments.

g) Facility Management Services (FMS) as specified in the following paragraphs of this section shall be provided by the Contractor under the scope of the Contract.

2.2.1 SERVER MANAGEMENT SERVICE.

Server Management services for various Servers (current/future) shall be provided by Contractor and shall include the following along with all other actions, which are necessary for optimum utilization of the Servers and ensure availability of various services. Currently the servers installed at the OWNER locations are being used for standard and common purposes like hosting web services, terminal services, domain controller and database applications on different versions of MS Access/Oracle/MS SQL Server etc databases.
Currently the OWNER does not have installation of Microsoft Active Directory/ Domain

Controller/ Similar domain arrangement/ Windows Workgroup/ Similar Workgroup. For connectivity to the intranet/internet the OWNER premises are networked on wired as well as wireless infrastructure. Generally the installed desktop/ server systems etc are connected to the intranet LAN/internet. The network also makes use of DHCP services (as applicable) for allocating IP addresses to various devices. However, the network architecture may change at any time and contractor shall have to provide various FMS services as per the actual connectivity configurations.

The server management services shall include: -

a) Daily monitoring of Servers for the Server connection and troubleshooting, resolving server operational problems like system 'hang', hard disk crash, peak CPU duty cycle, network connection failure etc.
b) Reinstallation/ Managing/ configuration, monitoring and maintenance of any arrangement for Microsoft Active Directory/ Domain Controller/ Similar domain arrangement/ Windows Workgroup/ Similar Workgroup, if and when deployed and installed by the OWNER at a subsequent date shall have to be done by the contractor. The first one time installation of such a domain arrangement etc shall be done by the OWNER at his own cost, and subsequent installations/ configurations/ management etc shall have to be done by the contractor without any additional cost to the OWNER
c) Installation/Re-installation and support for Operating Systems, running on Server e.g. SUN Solaris, Red Hat Linux versions, different versions of Windows 2000/2003/2008 or any other latest Server operating systems, or any other applicable versions of Standard Server based Operating Systems as and when required. Emergency repair Disk/password recovery disks should be maintained for all the Servers.
d) Creating/modifying/deleting users and groups- Adding, Removing users and other routine server management tasks shall have to be done by the contractor.
e) Installation, Reinstallation & configuration of any office automation software and any other softwares & utilities, as per requirements.
f) Installation of bug fixes, updates, upgrades and patches of OS and other Software, as and when provided by OWNER or OEM or application owner.
g) Downloading of various upgrades, bug fixes, updates, OS patches, Service packs, Security patches of OS and other System Software from OEM Web sites/provided by OWNER, as and when released, and installation of the same. These Patches shall be installed only after checking the same in the test environment, as provided by OWNER.
h) Monitoring of resources like CPU utilization, memory utilization, disk space usage, swap utilization, average load, Systems network traffic etc. vis-a-vis thresholds using various Server Management tools available on servers. If required Contractor may need to procure, deploy and maintain appropriate software tools for the same, without any additional cost implication to the OWNER.
i) Restoration of operation of Servers back after any failure using backup data.
j) Recovery of data in case of Hard Disk or System crash- In case of Hard Disk failure, the contractor shall make all attempts possible to retrieve the data & transfer to new Hard disk using available tools. In case all attempts to recover the data fail, the report for the same has to be produced to OWNER. Recovery of lost data from damaged hard disk where third party laboratory support is required is not covered in this scope of work
k) Performance management like kernel parameter optimization. Performing quarterly system performance tuning for optimum performance of OS. Changing the system configuration parameters and re-organization the Disk space etc and keeping the records in the change management tool.
l) Escalating unresolved problems of parts/ systems under warranty support to their OEM/Principal/Vendor if required for ensuring resolution. Contractor shall have to ensure the same according to the call escalation processes or methodology indicated by the OEMs for the warranty support offered by them against the contracts with the OWNER. It shall also include following up with OEM for update in helpdesk for call status,

and coordinating with the OEMs and service providers to get the problems resolved.

m) Support for installation & smooth running of various applications and services running on these Servers. It shall also include regular monitoring and necessary preventive and corrective action to avoid break in services and various applications running on the servers.

n) Ensuring confidentiality of the data.

o) Hardware Monitoring & other warnings, system alerts in Syslog like CPU Panics & SCSI fatal error etc using appropriate enterprise class software tools for server, OS and Application management.

p) Provide support for Storage Management, such as: -

i. Configuring disk arrays, RAID 5 etc.
ii. Configuring Veritas Cluster Clape drives, NAS/SAN/DAS storage as available.
iii. Disk and file System cleanups & maintenance using System commands.
iv. Automation of disk cleanup operations.
v. Adding new file systems, logical volumes and correcting file system inconsistencies.

q) Provide support for following activities: -

i. File level and share level access control.
ii. Security updates and OS Patch management.
iii. Hot Fixes and service packs for OS.
iv. Group and system policies implementation.
v. OS specific DLL corruption handling.
vi. Share & access point controls.

r) Security management -nfiglang ciongcila6(o)y(, s)A(c)-4(D-4(e)10(s)-4(s)-4(p)r4(i)-4(d)5( )ht5(s),)5(a

of any one/all of the following:-

i. Crash of Server,
ii. RAID failures,
iii. Any other exigencies,

Servers available in the future shall also be taken under FMS.

b) Performing any Install, Move, Add or Change (IMAC) at Server level. Contractor should maintain and provide IMAC for assets (assets may be either under FMS or under AMC support of the bidder). This shall include shifting & relocation of Systems, Installation and configuration of equipments, peripherals & components, adding/removing accessories, reinstallation / attachment of equipments, peripherals and components, collecting and updating details of the users and the assets being installed and any other activity as per requirements. Maintaining record of all new machines installed movement or shifting of machines, changes in configuration of machines. Contractor shall also perform any first time installation of items / systems/ peripherals, or any other activity as required, where ever contracts with the suppliers/ OEMs of such systems/ peripherals etc. does not include its first time installation in their scope of work. The items may be required to be installed at any/ all of the locations of the OWNER as and when required. In case of any IMAC, required AMC & FMS services shall have to be provided by the Contractor at the new location without any additional cost to the OWNER.

c) For Movement of Server Systems, installations/ reinstallations at the new locations, including new first time installations or any other activity as per requirements, the responsibility for safe and secure transport and un installation/ reinstallation of the equipment shall lie with the contractor. In case of any installation/ shifting of equipment outside DGHS or at any locations of the OWNER, contractor will provide suitable transportation and helpers etc at his own cost to carry the equipment to the point of installation.

2.2.2 BACKUP AND RESTORE SERVICE.

The Scope of Services shall be required for Servers only and it shall cover all Servers irrespective of whether server is under OEM Warranty or under AMC with the successful bidder (out of OEM warranty). Native OS/windows tools for backup and restore may be used for providing backup and restore services by the contractor. However, if any special tools are preferred by the contractor the same may be arranged by the contractor at its own cost (including their licensing requirements, if any). Following are the list of activities, to be performed by the contractor: -

a) Perform backup operations for the various Servers as per the defined backup strategy of OWNER on backup server/media to be provided by the OWNER. In case the backup server/media has been provided by the OWNER and still the contractor fails to take up the scheduled back up of any Server, the same shall be escalated properly under intimation to the IT in charge of OWNER.
b) Ensuring secure storage and handling of media with back up to prevent data loss.
c) Conduct restoration drills with sample backed up data on a monthly basis to confirm data reliability/integrity.
d) Maintain log sheets of backups taken & restore drills.
e) Cleaning of the DAT drives, if any (with cleaning DATs) on quarterly basis for all drives.
f) Contractor shall ensure that backups are taken as per defined schedule and performed successfully 100% of planned restoration exercises. In future, OWNER can use any other industry standard backup and restore software tools for taking the backup and restoring the same. In such case, contractor shall provide all support for operation and management of these Backup & Storage Systems and software tools.
g) Contractor shall generate MIS Reports on planned backup and backup actually taken in the

quarter. Non compliance of the backup activity (planned/ actually done) will attract a non performance deduction as mentioned in Annexure – F.

2.2.3 VIRUS PROTECTION SERVICES.

The Contractor has to ensure that existing/upcoming Servers and Enterprise-wide Installed PCs & Laptops remain virus / worm / spy ware free. All the servers, laptops and desktops shall be covered, irrespective of whether they are under OEM Warranty or are covered under AMC with the contractor (i.e. out of OEM warranty). For this the licenses of Anti-Virus / Spy ware/Desktop firewall software & Server CALs or its renewal will be provided by the Owner separately at his own cost. The Contractor shall provide maintenance support for any number of presently available/ additional licenses that OWNER may subsequently purchase during the currency of this contract.

Currently the OWNER does not have installation of Microsoft Active Directory/Domain Controller/Similar domain arrangement/ Windows Workgroup/ Similar Workgroup. For connectivity to the intranet/internet the OWNER premises are networked on wired as well as wireless infrastructure. Generally the installed desktop/ server systems etc are connected to the intranet LAN/internet. The network also makes use of DHCP services (as applicable) for allocating IP addresses to various devices. However, the network architecture may change at any time and contractor shall have to provide Virus Protection Services as per the actual connectivity configurations.

Following activities need to be carried out by the Contractor: -

a) The existing and upcoming servers and PC's & laptops shall be protected from Viruses etc. Bidder shall be fully responsible for installation/ reinstallation, configuration, updation, maintenance & troubleshooting of Anti Virus software at all identified PCs/Servers/laptops at all OWNER locations, whether they are connected to the Centralized Anti Virus Server (as available) or otherwise.

b) Contractor shall also configure and manage centralized antivirus management server. Related hardware & software –namely server hardware with server OS, antivirus server console software, antivirus client software, and Server CALs, for centralized management of antivirus services shall be provided by OWNER separately at its own cost. The server hardware shall also be covered under AMC or under only FMS services of the contractor as applicable. Contractor shall be fully responsible for installation, uninstallation, reinstallation, configuration, management, updation, maintenance & troubleshooting of Anti Virus management console & centralized antivirus servers (hardware as well as software) as per the architecture defined by OWNER. Such hardware & software shall be used for updation and management of antivirus softwares at all client systems, servers etc depending upon the actual network/hardware configurations at OWNER premises. This shall provide centralized management facility of antivirus software for all servers, desktops & laptops through the network (wherever assets are connected to network and client software is compatible with management server software). In the absence of the antivirus management server hardware etc (to be provided by the OWNER), other applicable services would however continue to be provided by the contractor.

c) PCs/ Laptops etc shall be protected against the viruses / worms / spy ware etc.. The Servers shall also be protected and safe guarded against viruses/ worms, unauthorized users etc. Contractor shall ensure that the AntiVirus management Server, client machines including servers, desktops and laptops are updated with the latest patches/ updates or

signature database of the AntiVirus Software as made available by the AntiVirus software OEM, subject to hardware & software restrictions or incompatibilities applicable on the client machines.

d) Diagnosing and rectifying virus / worms / spy ware problems would be the responsibility of the contractor. Contractor may refer to help documents or online knowledge base of Anti Virus OEM as available, or else use any other special software tools at his own cost for resolving the Virus/ Worms/ Spyware problems at the earliest as per SLR.

e) Standard antivirus policies, if any, provided by the OWNER should be implemented on all desktop, laptops & servers.

f) The patches / updates/ upgrades to the Antivirus Software would normally be made available by the AntiVirus OEM through the Internet.

g) Internet Connectivity would be provided by the OWNER.

h) As far as possible, the contractor shall ensure that the antivirus software updates are made available to all desktops, laptops and servers through Anti Virus server. Systems not connected to the Antivirus server shall be configured to get updated directly through the internet.

i) For all endpoints, client systems, servers etc which are not able to connect to the Centralized management server and/or internet, the installation & updation of the antivirus software would be done by the contractor manually.

j) Windows 98 and other older incompatible windows operating system would be considered outside the Anti Virus SLR requirements. However, if they are under operation, the contractor shall have to attend to these systems as per requirements.

k) Contractor shall also take out various reports from the central Anti Virus server as available to the extent of feature available in the Anti Virus Server Management Software.

l) The general features of the antivirus software licenses which would be procured by the OWNER separately and provided to the contractor for providing virus protection services as above, are listed in Annexure-G with this document, The same has been provided only for the general information of the bidder as he would have to manage the Anti Virus Server, CALs, Anti Virus/ Security Software which would be procured and provided to him by the OWNER for providing Virus protection Services as per requirements. However, the specifications are indicative only, and the OWNER reserves the right to procure any Security/ Anti Virus Software licenses and vendor shall have to use and manage the same for deploying at OWNER's premises and providing Virus Protection Services without any additional cost to the OWNER. In case the OWNER decides to change the Anti Virus Software or deploy any other Antivirus Software solution on any/ all the applicable systems during the contractual period when FMS services are being provided by the Contractor, the OWNER shall provide the licences of the new software to the contractor, who shall have to deploy the same on the applicable systems without any additional cost to the OWNER.

m) Wherever required, contractor shall also take user's acknowledgments for new/ additional installations of antivirus software licenses at the OWNER's premises (Applicable licenses shall be provided separately by the OWNER).

n) Contractor shall also keep track of the requirements of antivirus software licences or their renewals and intimate the OWNER accordingly.

o) Any other requirements as per Security guidelines/framework.

2.2.4 VENDOR MANAGEMENT SERVICES.

Following activities need to be carried out by the Contractor: -

a) It will cover all IT vendors and service providers of OWNER for Servers, Desktops, Laptops, UPS, Projectors, Scanners, Printers, various peripherals (including speakers, wireless keyboards & mouse, TV tuner card, network cards, wireless network cards, and all other peripherals attached to the assets indicated in this document) etc. The assets which are fully under the AMC of the contractor, would obviously be excluded from the separate vendor management services of the FMS as the contractor himself would be responsible for providing the CMSS / FMS services for those assets.

b) Maintaining database of the various vendors, service providers, supply vendors for systems under warranty etc. with details like contact person, telephone numbers, e-mail address, escalation matrix, response time and resolution time commitments etc. If required, contractor shall contact the concerned OEMs/ Principals etc to obtain and update these details on his own.

c) Logging calls with OEMs, vendors and service providers as per the warranty support status according to the processes or methodology indicated by them for doing the same, or otherwise.

d) Coordinating with the vendors and service providers to get the problems resolved.

e) Following up with OEMs for update in OWNER's helpdesk for call status. Escalating problems to OEM/Principal/Vendor, if required for ensuring resolution. Logging/ Coordination/ Escalation of calls to OEMs would be done through phone/mail/sms/fax etc. and followed up by the help desk setup by the Contractor. Contractor shall have to ensure the same according to the call escalation procedure or methodology indicated by the OEMs for providing the support offered by them against the contracts with the OWNER, or otherwise.

f) Provision for atleast one telephone line with local dialing facility at concerned Help Desk shall be made by the OWNER as far as possible for registering the complaints and co-ordination purpose at the main location. If required, OWNER shall also provide more than one telephone lines with local dialing facility at concerned Help Desk. However, contractor shall have no claim in this regard and OWNER shall not be liable for any delays/ failures due to this. Contractor may have to make his own arrangements for maintaining the stipulated SLR, without any additional cost to the OWNER.

g) In few cases, the process of call escalation to the OEMs, coordinating and following it up with them for update on call status and call resolution may also require visits to the sites/ service centres of the OEMs/ Principals/ their authorized service providers within Delhi/NCR, as per requirements or warranty support conditions of the OEMs/ Principals etc. For any and all such cases, contractor shall arrange for requisite transportation at his own cost for safe & secure movement of his personnel/ equipment etc to/ from the OEMs' sites as per requirements.

h) Keeping track of the hardware and software maintenance contracts entered into by OWNER, with various vendors.

i) Analyzing the performance of the different vendor's vis-a-vis their maintenance contract/OEM warranty entered into by OWNER.

j) Any other activity which may not be listed but is essential for completion of work would be considered part of the Scope at no additional cost.

2.2.5 ASSET MANAGEMENT SERVICES.

It will cover all the existing IT equipments out of OEM warranty and thus covered under AMC of the contractor (i.e. requiring both CMSS & FMS Services) as well as those covered under OEM warranty (i.e. those requiring only FMS services as per scope of work). The items included would be as per Annexure – A & B and the similar upcoming IT equipments like servers, desktops, printers, laptops, UPS, scanners, s, all other items, and all peripherals attached to the assets as indicated in this document etc and covered under scope of work.

Following activities need to be carried out by the Contractor: -

a) Create hardware & software asset database by recording information related to all the available hardware and software. Existing data already available for this purpose will be made available to the contractor. However, the same would have to be checked and updated by the contractor on his own by taking a physical census of all the equipments at the beginning of the contract period by the contractor at his own cost.

b) Collect, check, and update the asset database inventory details as and when required. Contractor shall record all information of new machines, movements within site/ locations, changes in configuration of machines, machines deleted or taken out of service etc by noting the information available, collect any further required information from the OEM/ Principals/ third party as applicable, and also physically cross check the same, if required. Each asset being managed would be assigned a unique asset ID as per OWNER policy.

c) Contractor shall put visible & durable tags on each asset (as applicable), indicating asset details, helpdesk contact details, PM date (if under AMC of the contractor) etc at no additional cost to the OWNER.

d) Create and maintain an updated list of individual user-wise, assets assigned, e-mail addresses, mobile numbers, contact phone nos. location details etc of all users and assets in the helpdesk database at all times. The contractor shall contact individual users and/ or refer to any other available document as per requirements for creating, collecting, verifying, and updating required information database.

e) Update all the applicable details in the helpdesk database in a timely fashion for online access by the OWNER, helpdesk attendants & technicians. This shall include details of hardware assets, configuration details, motherboard details, memory & hard disk details, display details, battery/ Rating details for UPSs, printer configuration details, scanner configuration details, laptop configuration details, configuration details, server hardware details, details of installed software, details of accessories/components installed with the systems along with their warranty (same or different from that of the main unit), make, model, Serial no, asset code, warranty, CMSS details etc.

f) Coordinating with the OEMs/ Principals/ vendors and assist in installation& commissioning at the OWNER‘s locations. Contractor shall also update the helpdesk software database with the details of the new installations.

g) Contractor needs to track warranty status of assets and update Owner about the expiry of warranty for converting them into comprehensive AMC support of the contractor. In this regard, contractor shall take the basic details as available from the OWNER, verify it physically or otherwise and/or generate and update the asset database and also provide the same to the owner as per requirements. In case of any gap in information/ dispute with the OEM regarding the warranty period, the Contractor shall be responsible for sorting out the issue with the OEM or else provide CMSS services and get the equipment attended/ repaired/ replaced at his own cost till the same is subsequently covered under the AMC of the contractor.
h) Create software inventory (such as product, license, version and registration details).
i) Software license management.
j) Register all software procured by OWNER with respective OEMs.
k) Notifying OWNER on licensing contract renewal.
l) Capturing vendor wise asset quantity and configuration details.
m) Physically verify atleast once every quarter, all the assets covered under AMC as well as FMS services of the contractor. During verification, suitable acknowledgment for the systems shall be taken from the users as far as possible. Contractor shall also ensure that the asset tags placed on the assets, are replaced/ updated to ensure they remain clearly visible and updated with the relevant details, without any additional cost to the OWNER.
n) For recording the hardware asset details in the database the contractor may use barcode readers if the IT asset is bar code enabled, otherwise manual details will be entered. For recording the hardware asset in the call management software, the vendor shall use the asset tag as the unique identifier. The suitable barcode scanners, if required, shall have to be arranged by the contractor at his own cost.
o) An updated report of all the systems covered under AMC & FMS in the quarter, along-with details for all new installations, additions & deletions, modifications & changes, movement/ shifting done in the quarter, shall have to be submitted along-with the bills of every quarter. Failure to do so shall result in Non performance deductions as indicated in Annexure- F.

2.2.6 HELP DESK & PROVISION OF SERVICE ENGINEERS & SUPPORT STAFF

Following activities need to be carried out by the Contractor: -

a) A team of Help Desk Manager(s) and Helpdesk attendants deployed by the contractor at his own cost shall dedicatedly manage the Help Desk Management System at OWNER's location, DGHS(HQ).

b) The bidder at his own cost should setup, configure and manage a comprehensive Helpdesk Management System at OWNER's premises including appropriate software products/tools.

c) The Helpdesk Management Software System shall be capable of addressing various requirements as per scope of work. If it is found later that Helpdesk Software package is not capable of the intended purpose to the satisfaction of the OWNER the bidder will replace the same at its own cost with suitable Helpdesk Software Package.

d) The contractor shall arrange for server hardware & software required for running such a helpdesk software tool at his own cost and place the same in OWNER's premises to run the said management tool. The ownership and maintenance of the hardware & software would be with the contractor and the contractor can replace the hardware same as per requirements. If required, OWNER would provide one standard desktop PC (loaded with OS only) for helpdesk services. Any other software/ hardware requirements shall

however be arranged by the contractor at his own cost.

e) The contractor shall maintain a repository/ backup of startup softwares, OS and any other softwares, patches& updates, applicable device drivers for all assets, peripherals & components as per requirements or OWNER policy. The hardware required for maintaining the software repository shall have to be arranged and maintained by the contractor at his own cost. These would assist the Resident Service Engineers in providing quick and efficient AMC & FMS services without waste of time as end user / IT incharge is not expected to have the relevant drivers/ OS updates etc in their possession and provide the same timely to the contractor. OWNER shall not be responsible for any delay in arranging the relevant OS updates, drivers / patches or any other software required for installations and providing efficient AMC & FMS services by the contractor as per SLR. Non resolution of calls as per SLR, due to failure/ delay by the contractor in arranging softwares as per requirements shall lead to non-performance deductions as applicable.

f) List of deliverables for systems covered under AMC as well as under OEM warranty for providing CMSS and FMS services as per requirements : -

1. The Contractor would have to use the functionality available in helpdesk to provide the features as described in the following clauses.

2. The helpdesk tool deployed by the contractor shall allow users to log calls through web browser, telephone, or in writing and the software should be capable of generating call-ID for intimating to the user.

3. A end-user would log a call manually into the system using the related unique asset ID using one of the following modes:

3.1. Through web-browser wherein help desk software would assign and convey to the user a complaint ticket no. for each call logged

3.2. Through telephone call, or in writing to the help desk - for each call logged, the help desk would convey to the user a complaint ticket no. generated by the service desk Once a call has been logged into the service desk using any of the modes above, the countdown for call Response/resolution time will start immediately.

4. As soon as a call alert is received for a work-centre, the local helpdesk would take steps as per following sequence:

4.1. In case of calls logged by end-users, the help desk would if required, call the end-user and assess the nature of problem, if possible using telephone assisted support mechanism. If the problem cannot be assessed/ resolved on phone, the help desk would immediately assign criticality to each call as well as a Resident Service Engineer (RSE) /group to diagnose and take corrective actions, including deployment of hardware/ software etc and all other activities as per requirements of CMSS & FMS services.

4.2. The RSE would diagnose the problem and take remedial measures and update the course of action taken in the service desk.

4.3. The Contractor shall ensure details of support personnel and assets etc are entered into the help desk for speedy call resolution.

4.4. In case it is not possible to resolve the call, the RSE/help-desk attendant shall escalate and notify in the help desk, the kind of support required from external vendor/OEM (depending upon the warranty status), or requirement of spares, components & services

to be arranged by the contractor himself for repair & replacement etc.

4.5. Wherever the calls are required to be logged / escalated to OEM/ Principals (as per the warranty support status etc) or any other external support as per requirements, the Service engineer or help-desk would log the calls to respective OEM/ Principals/ Vendor suitably according to the processes or methodology indicated by the OEM/ Principal etc for doing the same, or otherwise as per requirements. After the calls are logged/ escalated, the Service Engineer or the Help-Desk shall update the status of call in the help desk.

4.6. The help-desk would continuously coordinate, follow up and pursue the calls logged/ escalated to third-party/OEM for spares/services and monitor the status with respect to help desk on call/ event basis. The helpdesk/ Service Engineers shall follow up with OEMs for update in OWNER's helpdesk for call status and coordinate with the OEMs and service providers to get the problems resolved.

4.7. For systems/ components under AMC of the contractor, the service engineer or the helpdesk shall coordinate & ensure timely availability of spares/ services etc by the contractor himself as per requirements.

4.8. When the support/service/spares arrives at site, the help desk will coordinate to resolve the call and update the status in the service desk. This shall include visits of the service engineer to the user, or any other activity as per requirements, for resolving the call to the satisfaction of the user.

4.9. If the call has been resolved by the support engineer of the OEM/ Principals to the satisfaction of the user, no separate visit by the contractor's service engineer may be required. Otherwise for coordination purposes, resolving the call, or as per requirements, the contractor's service engineer shall meet / communicate to concerned user of the System / Sub-system about the visit and will fill up the service call report being maintained for such purpose and get it signed by the user, after demonstrating its proven working. The user may also be provided with sufficient privileges to have the option of confirming the closure of call through the web based interface. After completion of necessary activities for resolution of the calls as per requirements, logged calls shall be closed on the basis of the call reports duly signed by the user or upon confirmation by the user on the web interface/ email as per actual helpdesk software configurations.

4.10. The helpdesk or the RSE shall have to keep the call records updated with the applicable resolution time details, exclusions etc.

4.11. Contractor may create value addition to the above sequence for better call resolution in consultation with the OWNER.

5. Further, for every call-ID generated through helpdesk, one SMS shall be sent to the user intimating about the logged call. A second SMS would have to be sent to the user at the earliest after call closure giving confirmation of the same to the user.

6. The mobile telephone numbers, emails and other details as required for sending the SMS etc to the users shall have to be collected by the contractor on his own from the users or otherwise, and the required database of the same may be maintained by the contractor to the extent of numbers provided by the users for intimating them. SMS need not be sent to users in regard to specific routine and repetitive tasks done on his own by the contractor, like deploying O/S updates & patches or Anti Virus Software & updates etc, or when indicated by the IT manager of the OWNER as per requirements.

7. The hardware like SMS server, SMS Gateway, SMS sending software for integrating the helpdesk software with SMS sending software, any other hardware/ software required for sending SMS to the users shall have to be arranged by the contractor at his own cost. The SMS charges as payable to the SMS service provider / mobile telephone service provider for delivering the SMS etc shall also be borne by the contractor, without any additional payments from the OWNER.

8. Analyze the call statistics.

9. The contractor shall maintain and reconfigure Service Desk web interface if required, after approval of OWNER

10. The contractor shall configure in the service Desk, Contractor's list of Technical specialist groups, who will resolve the problems.

11. The contractor shall attend to configuration Problem areas, Criticality/ Severity levels, Asset classification and levels of escalations and notification.

12. The contractor shall configure Call assignment and escalation to specified OEM for monitoring (outside the service desk, if not possible with existing service desk setup).

13. The contractor shall maintain Asset database which shall be a searchable database. The asset details should be kept updated in the helpdesk software for proper call logging and MIS reports.

14. The contractor shall maintain the relevant contact details of various vendors alongwith the methodology of logging calls with them for hardware maintenance etc.

15. The contractor shall track the installations of antivirus software licenses and their renewal requirements. The licenses /their renewals shall be provided by the OWNER separately at his own cost.

16. The contractor shall manage the antivirus server hardware & software (provided by OWNER at his own cost) for providing Virus Protection Services and generate various MIS reports from the Antivirus Management Server Console as desired by the OWNER to the extent of features available (stationery for printing, if required, shall be provided by the OWNER).

17. The contractor shall maintain the service desk for providing knowledge base.
18. MIS reports shall be generated automatically by the contractor supplied Help desk tool to the extent of the features available.
19. MIS reports shall be available on server for access through web browser to authorized OWNER representative. The contractor shall provide hard copies of the MIS reports to OWNER as and when asked by the OWNER.

20. Printing stationery required for MIS reports or call sheets for RSEs shall be provided by OWNER.

21. The Help Desk software should be having functional capabilities as defined in Annexure – D. Bidder is free to offer any helpdesk software complying with the broad requirements indicated therein.
22. As and when required, the OWNER shall also be provided with login access to the helpdesk software system for taking out all types of reports on is own without any

restriction etc.

23. The above activity list is not exhaustive and any such activity which may not be listed but may be essential for completion of work would be considered part of the Scope at no additional cost

2.2.7 CREATION OF PROCESS DOCUMENT.

For carrying out the CMSS & FMS Services, the contractor shall create a Process Document, and submit the same to the OWNER within one month of the award of the contract. This document shall define all the processes to be undertaken by the contractor and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLR, checklist for monitoring of performance and various activities and MIS reporting.

3.0 SERVICE LEVEL REQUIREMENTS (SLR).

The availability/ downtime of different category of equipment covered under this contract, viz. servers, PCs, Printers, UPS, Peripherals etc. shall be calculated as per service level requirements and parameters for downtime calculations of different category of IT devices indicated in this document. The reference timings for calculating the same shall be as described below:

- Working Timings: - The working timings are from 09:30 hrs to 18:00 hrs. From Monday to Friday except holidays.

- Skeleton Operational Services: - The Skeleton Operational Service will be from 17:30 hrs to 19:30 hrs Monday to Friday and 10:00 to 16:00 hrs on Saturdays. Further, closed/ listed Holidays may be excluded as per requirements.

- On Call services: - For emergency requirements, the on call services should be available round the clock on 24 x 7 basis.

- Servers: - In addition to the SLR defined above, servers can be put under 24 x 7 full operational supports for maximum of 2 months. This support period of 2 months may be utilized either one time or in multiple spans for one or more servers within the overall limit of 2 months.

- Helpdesk services shall have to be provided during working timing as well as Skeleton Operational Services timings indicated above.

3.1 CALCULATION OF AVAILABILITY.

The calculation of availability/ non performance deductions shall be made as indicated below. The timings indicated in paras indicated above shall be referred to for calculations etc.

a) For systems under FMS only, calculation of non-performance deductions will be made during working timings only.
b) For systems and components under AMC, that is, requiring both FMS and CMSS services, calculation of non-performance deductions will be made as below:
i. For calls logged during working timings, non performance deductions shall be made against for working timings only.
ii. For calls logged during timings of skeleton operational services, both skeleton operational

timings as well as working timings shall be considered for calculation of non-performance deductions for that day. From the next working day, deductions shall be made for working timings only.

c) The equipment shall be treated as not available or down from the time the call is registered through help desk software or through web/phone till the time equipment is repaired and restored to the user to his/her satisfaction. Any duration of time to be excluded/ subtracted from this time shall be as indicated below.

d) **Exclusions from downtime calculations:**

i. Downtime that occurs for reasons not attributable to the Contractor will be excluded from the downtime calculation provided the Contractor lodges a complaint / call with the concerned agency as given below:

Warranty support calls/ problems (for systems under FMS falling under OEM / Principal's warranty only)	Call successfully lodged with respective OEM/ Principal of the system as applicable
Power Supply related problem	Problem escalated to Electrical dept of Concerned electrical staff of concerned location or as applicable
Network related problem	Problem escalated to Telecom dept of DGHS
Problem related to server applications	Problem escalated to application owner (DGHS)

ii. In case user is not available or any condition occurs by which the engineer cannot access the equipment for reasons not ascribable to the contractor, such timing may be excluded from the downtime calculations, provided the engineer gets the same certified by the user. Any such exclusion shall not be permitted without user certification.

iii. For CMSS/FMS calls not closed by the end of the day preceding OWNER's closed holiday, the holidays (including Saturdays) will not be considered for non-performance deductions.

iv. In case, the Contractor has provided a suitable substitute to defective equipment, the equipment shall be treated as available. The period of Standby equipment put into the service shall be deducted from the period not available and the period shall not be counted for the purpose of calculation of downtime for that equipment.

v. In case the substitute equipment provided by the contractor is not replaced with the original equipment in repaired condition, within stipulated time to the satisfaction of the user, it shall invite applicable non performance deductions.

vi. No exclusion from downtime on any account except as indicated above shall be allowed, even if the contractor wishes to escalate any call to any OEMs/ Principals/ third party on his own to seek assistance or help. This shall include all calls pertaining to Desktop and other peripheral Management Services, Server Management Services, Virus protection services/ AntiVirus Software Solution, email, Internet explorer or any other software, and all other FMS and CMSS services as per requirements.

vii. Availability/ downtime of individual systems will be monitored on day to day basis and shall be computed on quarterly basis.

viii. The non performance deductions etc, shall be calculated and submitted to OWNER by

the contractor as per parameters/ methodology indicated in Annexure – F with this document. Using the methodology indicated in Annexure - F, OWNER shall certify the same.

3.2 CLASSIFICATION OF CRITICALITY LEVEL.

S. No.	Critical Level	Description
1	I	DGHS(HQ), New Delhi
2	II	11 CDMO'd District, SHS, MHS and DHS Dwarka Building.

4.0 STANDBY / SUBSTITUTE OF HARDWARE, IF NOT REPAIRABL AT SITE

a) In case it is not possible to repair some faulty System / Sub- system / Peripherals has to be taken out from OWNER's office for repairs / fault rectification, gate pass will be issued to allow the movement and removal of such systems from OWNER's premises. The Gate Pass shall bear details like Make, Model, Sr. No., Qty. etc of the System / Sub-System/ Peripherals, being taken out which shall be re-verified by OWNER/ IT/Engineer- In-charge on the return of the same by the Contractor. Contractor shall ensure availability of sufficient standby / buffer to maintain SLR as per requirements. OWNER shall not be liable for any delays / failures in issue of gate pass/ release of material etc from the OWNER's premises.

b) The packaging / un-packaging, shifting/ transportation, loading / unloading, connection / disconnection, configuration /re-configuration and any associated activity with the repair and maintenance of systems covered under CMSS & FMS services shall be the sole responsibility of the Contractor, under scope of contract.

c) Contractor shall provide a consolidated monthly report of such systems / sub-systems to IT/ Engineer-In-Charge of the site which have been taken out and brought back at OWNER, after repairs.

d) The Contractor shall immediately provide working replacement for such Systems, which have been removed from OWNER premises for repairs, to maintain the required SLR. The replacement provided by the contractor should either be similar or higher in configuration.

e) In case a working replacement for faulty systems has been provided temporarily, the original equipment shall have to be restored after repair within stipulated time. Failure to do so will attract non performance deduction as indicated in Annexure – F with this document.

f) In case, the contractor is not able to repair the original equipment, the contractor shall supply a new substitute of same make (or similar make to the satisfaction of the OWNER if the same make is not available alongwith reasonable proof about non availability of the same make) with equivalent or higher specifications, with the approval of OWNER. The substitute shall become the property of OWNER. The Original unrepairable equipment / component shall be returned to the Contractor by the OWNER.

g) The contractor shall provide atleast one number ink cartridges / ribbons / toner cartridges for the substitute / standby printers in case the models supplied are other than those available at the affected location.

5.0 ESSENTIAL STOCK TO BE KEPT AT SITE.

5.1 The Contractor shall at his own cost, maintain a stock of complete units to be used as substitutes and requisite critical units, spares, components, device drivers, other utility software, cables,

connectors at all sites. The storage media like DVD/ CD/ USB Pen drives etc required by the Resident Service Engineers (RSE) for providing FMS services (deploying / installing various softwares etc) would also have to be arranged by the contractor at his own cost.

5.2 The OWNER site IT In-charges will ensure that the contractor is provided with adequate storage space. However, the contractor shall have no claim for any amount of space and in this regard bidder is free to inspect the site to assess the actual local site conditions beforehand.

6.0 OBSOLESCENCE OF EQUIPMENT.

a) A non-working piece of equipment can be declared beyond repair and obsolete, only if the request is supported by a communication from the OEM/ web-site printout from the OEM/ technology portals stating clearly that the particular equipment model is no longer supported by OEM or the equipment and its spare parts are not available with the OEM. OWNER upon satisfying himself of the contractor's claim will accept or reject it. In this case, decision of the OWNER shall be final and binding on the contractor.

b) Only upon acceptance of the request by the OWNER, such equipment shall be excluded from the AMC etc from the beginning of the next quarter. No AMC charges shall be payable from the date from which the equipment has been excluded from the AMC.

c) Not withstanding the above, contractor shall have to provide standby against the system being declared obsolete, till the date of exclusion of the system from the AMC, failing which non performance deductions shall be applicable as applicable for normal call requests. For the above break-down period for which standby is provided, Non Performance Deductions related to restoration of the original individual equipment would not be applicable.

d) Any equipment that has not outlived its average life as defined by DGHS under Delhi Govt. shall not be declared beyond repair / obsolete. The average life of items is indicated in Annexure– A of this document. The equipment declared obsolete shall remain the property of the OWNER.

7.0 RESIDENT SERVICE ENGINEERS & SUPPORT STAFF.

a) The Contractor shall ensure deployment of qualified & trained engineers as Resident Service/Support Engineers (RSE) to attend to the IT infrastructure (including desktop PCs, Printers, UPS, servers, laptops, scanners, Projects etc and various peripherals indicated in this document.

b) The Helpdesk Manager shall be responsible for overall supervision of the helpdesk and other services. The helpdesk attendants shall be responsible for attending to the calls from users, logging the calls and providing other help desk services. Helpers/ Assistants shall be provided for assisting the helpdesk attendants/ helpdesk managers in providing various FMS and Helpdesk services.

c) The Contractor shall sufficient numbers of helpers/Assistants for shifting of Hardware and performing other contract related miscellaneous jobs so that other work will not get affected.

d) The Contractor shall also Trained and experienced Help Desk Managers and helpdesk attendants at OWNER premises for providing Enterprise wide Help Desk services. The Helpdesk Managers should be ITIL certified

e) Any substitution/replacement/redeployment of RSE, Helpdesk Managers and helpdesk attendants and support staff shall have qualification & experience as indicated in this document.

f) The minimum number of helpdesk attendants, Resident Engineers, Helpdesk managers, helpers/assistants etc required to be deployed shall be as indicated in Annexure - E with this document.

g) In case of addition of PCs/Peripherals/Systems under the Scope or otherwise, contractor may have to increase the strength of the helpdesk managers, helpdesk attendants, service engineers, assistants over, to meet the systems uptime requirements as per SLR or for providing other services as per scope of work, without any additional cost implications to the OWNER.

h) The Contractor shall ensure that the team of Resident service engineers (RSE) should have an Engineering Degree in Electronics & Telecommunication (E&T)/EC/EEE/IT/ Electronics/ Communication/Computer Science/MCA, with min. 3 years experience in the IT Infrastructure Services OR Diploma in E&T/IT/Electronics/Computers/EC, with min. 3 years experience in the IT Infrastructure services and shall be capable to carry out all the activities of CMSS & FMS to meet the SLR stipulated in the contract. The degree/diploma should have been given by the Govt. recognized Institutes. In addition to the above stipulations, the service engineers may at the discretion of the contractor, have suitable additional qualifications/ experience to take care of specialized requirements of Server Management Services, Backup and restore services, Anti Virus Server Management etc.

i) The Contractor shall make its deputed personnel's reporting place at OWNER premises. Normally, the comprehensive maintenance & FM Services will be required during OWNER's working hours as defined in RFQ. On Sunday, or closed/listed holidays, the contractor may deploy their engineers, in mutual consultation with OWNER‘s IT In-charge to clear up backlogs, or to take care of emergent requirements of the OWNER. The number of engineers to be so deployed on Sundays, Closed/ Listed Holidays shall be based on actual site requirements.

j) Contractor shall provide services beyond normal working hours in critical/emergency situation and during OWNER closed/listed holidays, including Sundays, without any additional cost to OWNER, whenever such services are required, as decided by OWNER‘s IT In-charge. In case, any critical job has been started during the working hours, it has to be completed on the same day, even if it continues beyond the working hours of OWNER.

k) If any Resident Support engineer (RSE) is on leave/not available due to any reason, a suitable replacement shall be planned in advance & provided for CMSS & FMS activities who understand the requirements and the infrastructure. For non provision of suitable replacement beyond a specified period of absence of the RSE, the Contractor shall be liable for non-performance deduction for entire period of absence of the RSE. The calculation for deductions shall be as indicated in the Annexure - F with this document

l) Escalation matrix shall be given for the RSE engineer, so that back-up support to the resident engineers is available.

m) In case of addition of Desktops, Servers etc. under the Scope, additional cost for providing FMS services for the same will be paid to the Contractor on pro rata base as per SOR. Pro rata based deletions shall also be made accordingly in case of removal of hardware from the scope.

7.1 Any substitution of Service engineers/coordinators/Attendants shall be done with prior intimation to IT/ engineer-in-charge of respective sites. The Contractor shall immediately provide suitable qualified and experienced replacement to OWNER at designated sites and required proof of qualification and/or experience shall be submitted to OWNER.

7.2 The service engineers provided by the contractor shall have requisite skills for providing CMSS services and Facility management Services for Desktop, Laptops, Servers, and various other equipments & peripherals covered under the scope of work, including installation/ repair/ configuration of any software & hardware and all other CMSS and FMS services as per requirements etc.

7.3 If any engineer is found to be not having requisite qualification or skill or his performance or conduct is not found satisfactory, he shall be summarily removed after being given notice in writing by OWNER. The Contractor shall provide a substitute of the notified personnel within a period as specified in Annexure - F from the time of receipt of notice, failing which the Contractor shall be liable for non-performance deduction for entire period of absence (subject to the requirement of providing minimum number of engineers as per Annexure - E). The calculation for deductions shall be as indicated in the Annexure - F with this document.

7.4 All the Resident Support Engineers, Help Desk Manager & Helpdesk Attendants, Helpers/ Assistants, shall provide FMS Support to installed Servers, PCs, Laptops, Printers, UPS, Scanners, Projectors and all other equipments/peripherals indicated in this document irrespective of Systems Warranty Status, without any additional cost implication to OWNER.

7.5 The Contractor shall at his own cost, arrange for deployment of their RSE's, Help Desk Manager & Assistants, helpers etc alongwith necessary tools, storage media (like CD/DVD media, USB Pen Drives etc) for carrying software components required for providing CMSS & FMS services, and arrange for necessary insurance to cover all the risks assumed by the Contractor in respect of its deputed personnel for the execution of this contract. During the entire period of the Contract (including extended period, as applicable), OWNER shall have no liability against any loss/damage/injury etc. to the contractor personnel or any other concerned regarding whatsoever.

7.6 The Contractor shall make his own arrangements without any additional cost to the OWNER, for transportation of the deployed service engineer/Support staff along with spares/equipments /peripherals at supported locations with all requisite tools (software & hardware) to perform the maintenance related activities within National Capital Region (in and around Delhi) on 24 x 7 x 365 basis. Currently most of the OWNER locations are located in Delhi.

7.7 At OWNER sites where dedicated resident engineer is not available, the Contractor shall either immediately provide telephonic support or depute his Engineer, reaching the site at the earliest possible time after receiving the call to maintain the SLR at those locations. The Contractor shall devise and maintain unfailing method of recording all the relevant details of such calls at OWNER premise for the ease of calculation of down time and other MIS reports as per the provision of contract.

7.8 Contractor shall provide MOBILE PHONE facility etc., at his own cost, to the personnel deputed by him at sites so that they could be contacted by the users of OWNER at any time. Contractor may at its own discretion provide suitable uniform to its deputed personnel. In any case, the contractor‘s personnel shall be required to carry an authenticated identity card on their person during their presence in the Delhi Secretariat.

7.9 The Contractor shall ensure that all its personnel deputed for required services during the tenure of the Contract and any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorized in writing by OWNER, divulge or grant access to any information about the work or its results. The Contractor and / or his deputed persons shall not destroy / alter any report, note and technical data relating to the operation / work and not required by OWNER. The obligation is continuing one and shall survive after the completion / termination of this agreement. Any violation in this regard may lead to the termination of the contract by OWNER.

7.10 The Contractor and / or his deputed personnel shall not carry any written material, layout, diagrams, Floppy Diskettes, Hard Disk, CD, Storage Tapes or any other media with S/w, programs and data etc. belonging to OWNER out of any of OWNER sites without the prior written permission from OWNER. For any violation in this regard by the Contractor or by his deputed personnel, OWNER shall be free to take necessary action as deemed fit on a case to case basis against the Contractor or his involved personnel apart from termination of the Contract.

7.11 The Contractor shall provide one multi-utility vehicle in good condition for transportation of equipments and staff during the contract period at Karkardooma office of DGHS, New Delhi. This vehicle must be available on Monday to Saturday from 6.00 to 22.00 hours to be used in Delhi/Area and National capital region

7.12 The Contractor and / or his deputed personnel's shall indemnify and keep OWNER harmless and free from any / all claims arising under or by reason of this contract or pertaining to licensing of any software deployed incidental or consequential to this contract, if such claim resulting from the fault and / or negligence or willful act or omission of the higher authority of the Contractor or its personnel deputed at OWNER‘s premises.

7.13 The Contractor and his deputed personnel shall maintain strict discipline and good conduct among its employees and shall abide by and conform to all the rules and regulations promulgated by the OWNER. In case if any unacceptable incident makes OWNER feel that the conduct of any of the Contractor personnel is detrimental to OWNER interest, OWNER shall have the unqualified right to request the Contractor for the removal of such a person either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The Contractor shall comply with any such request of OWNER to remove such personnel at the Contractor's expense unconditionally. The Contractor will be allowed a maximum stipulated period (as mentioned in Annexure - F) to replace the identified personnel with a competent and qualified person at his own cost.

8.0 ESTABLISHING HELP DESK.

8.1 Under the Scope of the Work, the Contractor shall set up / Implement Help Desk facility. The Contractor shall ensure that Help Desk facility/ operations are manned as defined of this document.

8.2 The Contractor will install & operate a suitable Enterprise wide Web-based Help Desk software package for complaint logging / tracking, monitoring and Help Desk management system at contractor's own cost for its usage by OWNER. However, any time in future, if OWNER decides to implement any other Help Desk tool / CA Unicenter Service Desk tool, the same will be provided to contractor by OWNER. In that case, Contractor shall use OWNER Supplied

help desk software for implementation of Help Desk facilities.

8.3 The Enterprise Wide Web based Package for call logging, monitoring / tracking, installed by contractor, shall be having user-friendly graphical interface, with provision to log calls by selecting the type of problem from a pre-defined list box against asset ID/ Critical Level etc. Other details like Call ID, log date & time, shall be assigned automatically.

8.4 The Contractor shall resolve the reported problems as per provision of this contract to maintain Systems uptime as per SLR. System Uptime / availability report shall be directly generated through the installed Call Monitoring - cum- Help desk Package / Software. Contractor shall submit asset downtime report as and when asked for by the IT / Engineer-In-charge of OWNER.

8.5 All the CMSS & FMS related calls for systems under AMC of the contractor or under OEM/ Principals' warranty would be reported to Contractor / Help Desk Attendants on phone, in person or in writing or through the web browser interface of the helpdesk software system, or through FAX. All such Service Calls shall be immediately logged-in through call monitoring / Help desk package by contractor for automatic generation of Systems downtime report. Contractor will devise & maintain an unfailing method of recording all the relevant details of such calls at respective locations for ease of calculation of downtime and other MIS reports as per the contract.

8.6 The Contractor shall maintain devices log books / history sheets and updated inventory database for Servers, PCs & associated Peripherals. For this purpose and for printing of call sheets for signature by various users after call resolution, the OWNER will provide paper and ink cartridge / ribbons & the contractor will arrange other consumables as required by him for generation of various reports. The maintenance reports shall be provided to OWNER at specified regular intervals, during the currency of the Contract.

8.7 During the resolution of the various problems, the Contractor may be required to submit weekly report on what problems were faced and how these were resolved. Contractor shall update and maintain a databank of typical problems along with their resolution in the helpdesk software knowledge base, for future reference and quicker resolution of similar future problems faced in CMSS/ FMS.

9.0 ADDITION / DELETION OF HARDWARE.

9.1 Details of IT System & Peripherals to be covered under AMC & FMS have been specified at Annexure - A & B. However, this is only indicative for the bid evaluation purposes, and contractor needs to check and build the database on his own within one month after award of the contract and also periodically update the same every quarter.

9.2 Some of the Servers, PCs and associated peripherals etc under the scope are under warranty support with the OEMs / Principals/ different vendors up to different point of time. During such warranty period these systems shall be covered under only the FMS services of the contractor. However, AMC services for these equipments shall start on the expiry of existing OEM/ Principals warranty period or termination of existing warranty maintenance support contract as applicable, and both the CMSS and FMS services shall then have to be provided for such time period by the contractor.

9.3 OWNER reserves the right to add / delete any equipments, Server(s), Computer (s), Printer (s), UPS (s) or peripherals (s), as and when required to the Scope of Work for AMC/ FMS services.

9.4 For systems under OEM/ Principals warranty for which only FMS services have to be provided, the rates for FMS services only shall be payable on pro-rata basis as per SOR.

9.5 For equipments covered under AMC of the contractor for which both CMSS services are being provided along with FMS services, separate FMS charges shall not be payable and only the AMC charges shall be payable on pro-rata basis as per the schedule of rates (SOR).

9.6 Any addition / deletion of the equipment for AMC or FMS services of the contractor for which rates are available in the contract shall be done by the OWNER's IT In-charges at any time during the contract period on pro-rata basis from the date of addition / deletion.

9.7 The addition or reduction in cost due to addition/ deletion of the machines will be worked out based on the quantity of affected machines and the corresponding time period for which AMC or FMS coverage is required to be added/ deleted for these Machines. The unit annual rates quoted in the schedule of rates (SOR) shall be used to calculate the unit daily rates etc for addition/ deletion of machines on pro-rata basis as per requirements. The maintenance of these additional machines shall be carried out under the same terms & conditions agreed therein in the contract. The total contract value will get modified on a pro-rata basis. Such revised charges shall become effective/ payable from the date of addition/ deletion. The payments shall be made on the total time period of coverage under AMC/ FMS services, counted in spell of days. No charges shall be payable against the affected systems for the time period (no of days) when the systems are not covered under AMC/ FMS services of the contractor.

9.8 The quarterly/ daily rates, as applicable, for pro rata based addition / deletion of assets/ devices etc will be worked out as follows:-

9.8.1 Quarterly rate for AMC / FMS = Annual rate/4.

9.8.2 Daily rate for AMC / FMS = Quarterly rate divided by Total number of days in the quarter (total number of days shall include All days, including all working days, alongwith all Saturdays, Sundays and Holidays etc)

9.9 In case an existing hardware already under AMC/FMS is not traced during a particular quarter during asset detail collection or verification exercise by the contractor, payments for AMC/FMS services shall not be made for such hardware on pro-rata basis from the start of the quarter in which the asset had not been traced. However, in case the same hardware is traced in subsequent quarters, the same shall be taken by the contractor under AMC/FMS from the date of its detection/ tracing without claiming any payment towards any ONE TIME MAINTENANCE CHARGES or any other charges except the pro-rata AMC/ FMS charges payable as per SOR.

9.10 In case of non-availability of AMC or FMS rates in the contract for
Systems of same type, make/model, the new System/equipment/peripheral will be added in AMC/ FMS based on AMC/ FMS rates of nearest similar / equivalent make / model of that type. Deletion of systems/ equipments/ peripherals shall also be made in a similar manner as per requirements.

9.11 As per OWNER IT policy, time to time old Desktops/ Servers/Projector/ Printers/ Scanners/ Laptops/ UPS and any other equipment & peripheral indicated in this document may be required to be phased out and/or replaced by new / latest Systems, having Warranty Support from the Supplier. In that case, phased out Desktop's will be excluded from the AMC support of the contractor (both CMSS & FMS services being provided by the contractor) and new replaced system shall be covered only for FMS support by the contractor. The RSE will assist in Personality Migration (Porting the program / data from phased out System to the new system) by using the tools to be arranged by the contractor at his own cost.

9.12 Laptop PCs attached with officers are also liable to move with the officers on transfer of the officers to/from OWNER's location. Such laptops shall be taken in/out from AMC/FMS as and when such officers intimate for the same. Payments shall be made on pro-rata basis as applicable for the period under AMC/ FMS. Further, depending on the OWNER's internal policy formulated from time to time, any or all the laptops may not be included at all, or be taken completely out of the FMS services or CMSS services or both, without any charges payable to the contractor except the pro-rata charges for the quantity and time period already covered, if any.

9.13 OWNER is free to move the IT Systems / Sub-systems under AMC/ FMS to any of its existing / new sites in Delhi/NCR. The Contractor shall move, install and maintain the Systems at its new locations, as per scope of contract under various AMC/ FMS services, irrespective of its earlier coverage in the AMC/ FMS. The RSE will assist in Personality Migration (Porting the program / data migration requirements arising due to or in the course of such movements of assets or otherwise) by using the tools supplied by the contractor. The Contractor shall not levy and claim any extra transportation, maintenance or service charges, other than those already agreed in the contract, on the systems being shifted and installed at new location.

10.0 DEMOBILISATION/ HANDOVER ON CONTRACT COMPLETION.

10.1 Demobilisation/ Handover period will be a period of upto 30 days starting from the date of expiry of contract.

10.2 The Contractor would have to complete the demobilization process including closing all pending calls, and handing over all site related information to the new Contractor/OWNER during this period.

10.3 Within 30 days of the expiry of the Contract, the Contractor's representative and OWNER'S representatives or the new Contractor may carry out Joint survey/service desk reports/ physical inspection to identify the status of the equipments deployed at their locations. If any of the equipment is found non-working/ irreparable, OWNER shall ask the contractor to repair the same as part of the existing contract. SLR requirements including NPDs as indicated will be applicable till the equipment is repaired or the call is closed.

10.4 No payments shall be admissible for the demobilization period.

10.5 In case the Contractor is not able to close calls during the demobilization period, OWNER at its discretion, can get the call closed/ equipment restored/ repaired/substituted by new Contractor/ third party at the risk and cost of the Contractor.

10.6 In this case, cost of the resolution of the call/ equipment restoration/ repair/ substitution, by new Contractor/ third party for the system will be deducted from the bills of the contractor or from the security amount or otherwise as applicable.

10.8 Payments for the last quarter shall be cleared only after all the pending calls have been closed successfully as indicated above.

10.9 Ceiling on deductions / penalty stipulated in this document, if any, shall not be applicable on deductions stipulated herein during Demobilisation/ handover on contract completion.

Section -3
ANNEXTURE & TEMPLETE

Annexure-A

Financial Bid – (CMSS+FMS Services)

1	Desktop HCL	53		
2	Server*	2		
3	PRINTER- HP LI 1015	3		
4	PRINTER - HP LI 1505	5		
5	PRINTER - HP CI 1600	1		
6	UPS 2 KVS Tritronics	2		
7	UPS 625 VA LINE Interactive	70		
8	SWITCH - 16 PORT 1000 BASE TXGIGABITE ETERNET	1		
9	SWITCH - 24 PORT 10/100 MBPS FAST ETERNET	2		
10	SWITCH - 24 PORT 10/100 MBPSFAST ETERNET	5		
11	SWITCH - 8 PORT 10/100 MBPS FAST ETERNET	11		
12	SWITCH -16 PORT 1000 BASE GIGABITE ETERNET	1		
13	DESKTOP CORE 2 DUO	4		
14	DESKTOP CORE 2 DUO CWG	55		
15	UPS Offline 1 KVA	58		
16	SCANNER- KONICA M PP1390 MF	22		
17	PRINTER-SAMSUNG LJP ML-1911	4		
18	PRINTER - HP LIP1606DN	25		
19	Desktop -HP 6200	50		
20	UPS Online 1 KVA	50		
21	Laptop Lenovo/Acer	4		
22	Projector HD/Non HD	2		
23	Apple iPad 32GB	1		
24	SWITCH - 8 PORT D Link	3		
25	SWITCH - 5 PORT D Link	1		
26	High Speed SCANNER-HP	2		
27	PRINTER-RICHO SP300DN	15		
28	MFP - HP	1		
29	MFP – RICHO	12		
30	UPS Online 3 KVA	3		
31	UPS Online 1 KVA	6		
32	Jabra Web Cam And Speaker	1		

Annexure-B

Financial Bid- FMS Services

S.No.	Detail of machine	Quantity	Rate per Machine	Total Amount
1	DESKTOP -HP 406 G1 MT	39		
2	DESKTOP - ACER V M200-Q87	70		
3	DESKTOP- HP Core i3	6		
4	LAPTOP-HP	3		
5	NOTEBOOK-HP	2		

GRAND TOTAL (L1 will be calculated on (A+B))

Note- Number of equipment may vary and the payment shall be made as per actual basis.

ANNEXURE - C

SYSTEMS PREVENTIVE MAINTENANCE FORMAT

SYSTEM NO: SYSTEM TYPE:

PM START DATE & TIME:

PM COMPLETION DATE & TIME:

CHECK LIST

S. No.	ACTIVITY DESCRIPTION	PERFORMED YES (Y) / NO(N)	REMARKS
1	Check AC Input Voltage, Power plugs for CPU box, Monitor, Printer etc.		
2	Run standard tests for CPU, Memory, HDD etc.		
3	Informing concerned user in case of any impending crash Hard Disk so that remedial action for taking data backup could be initiated.		
4	Clean Fan grills and Check for noiseless working of Fans in CPU Cabinet, Processor.		
5	Checking of printers for paper dust Clean heads of Printers, FDD, CDs & Media drives.		
6	General cleaning of system units, peripherals.		
7	Check all connections to various devices attached like LAN cable, Printer cable etc.		
8	UPS: Check AC O/P Voltage, Earthing, Battery connections & back up time, for loose AC / DC cables, Cleaning of cabinets Checking & testing of Batteries and submitting status of batteries.		
9	Ensure all outer covers of system and peripherals are not loose or cables not left out.		
10	Functioning of software: Operating System. Checking of configuration files, defragmentation of hard disk etc. Deployment of patches/ updates for OS, Antivirus, Office Automation Softwares, fonts, other software etc as applicable		
11	Pasting of stickers containing asset details, helpdesk contact details, PM date etc.		
12	Indicating information, general guidelines and recommended practices, if any to the user.		
13	General outer cleaning of the systems.		
14	Any other intermittent problems attended to.		

All Systems are functioning properly: Yes/No Remarks (if any):

SIGNATURE OF USER: _____ _____

NAME OF THE USER:

DESIGNATION OF USER:

LOCATION: _____

ANNEXURE - D

	GENERAL SPECIFICATIONS / REQUIREMENTS FOR HELPDESK SERVICES TO BE PROVIDED THROUGH HELPDESK SOFTWARE SOLUTION DEPLOYMENT	
	FEATURES	**AVAILABLE OR NOT**
1	**GENERAL**	
2	The consolidated service desk software should provide a single point of contact for all IT asset maintenance related requests from various users in the organization.	
3	Should enable to control access rights to modules and information by user profiles.	
4	should enable real-time and historical reporting capabilities	
5	should include capabilities for backup and recovery	
6	Should allow customization in the forms and reports as per the site requirements	
7	**ASSET MANAGEMENT**	
8	The helpdesk software should have an integrated asset management to enable managing of IT asset details and system information	
9	It should be possible to show and manage how different assets are related to each other either through logical relationships or physical relationships or both.	
10	Record Supply Order details, OEM details and warranty information pertaining to various assets along with SLR stipulated against various warranty OEMs	
11	It should also provide information about people / organizations associated with the assets. Details could include name & contact details, IP addresses, etc.	
12	It should provide a complete searchable database of configuration & installation details of all IT assets covered under the scope	
13	It should enable entering details of vendors and their associations with asset	
14	It should provide Asset history including details of all OEMs/ Warranty details associated with the asset	
15	It should help monitor the warranty status of the assets and assist in generating reports for systems going out of warranty	
16	Allow managing of software licenses	
17	**Call Request Tracking**	
18	The software solution should include Call Request tracking system, through which all end users' service requests will be channeled. The call service requests could be initiated by a phone call or the self service interface (via any standard web browser), or a request submitted in writing to the helpdesk which would be used by the helpdesk to generate the call id manually	
19	Should be possible for the end users to login on the web interface in a simple manner to log calls and know the call id	
20	It should be able to provide sufficient privileges to the end user for closure of the call through web interface as per available features.	
21	Enable Announcements to display important DGHS is to the users through web browser	
22	Should have relevant form field validations through reference database etc to assist the users, operators and technicians during call logging / closure and help prevent accidental misfeeding of data etc	
23	The databases for call tracking/ request management should be linked to asset management database to enable proper logging of calls.	
24	Should have feature to send emails to users etc regarding call details to the extent of availability and usage of email addresses	
25	Should have feature for sending SMS to the users on their mobile phones through integration of the helpdesk software solution with the separate SMS sending hardware/ software or otherwise, to send SMS on call logging/ closure etc as per requirements.	
26	It should enable allocation of the calls to the technicians automatically based on predefined rules as well as manually	
27	It should enable classification of call requests based on category/ criticality	

	etc	
28	Should enable generation of call sheets for dispatching maintenance technicians	
29	Should allow for tracking of systems provided as a temporary standby against a call request. It should also track the removal of the standby system and reinstatement of the original system as per SLR	
30	**Problem Management**	
31	Must enable tracking call trends and multiple calls to help identify consistent problem areas related to an asset or type of assets alongwith potential long-term resolutions. This may be done either manually or in an automated manner	
32	It should be possible to add/ record new problem, root cause analysis, solutions etc	
33	**Change Request Management**	
34	It should be possible to Record manually and monitor new change requests/ changes done pertaining to change in configuration, addition/ deletion of a peripheral or component, details of deployed OS/ software patches, fonts, components of office automation software etc. It should also keep a record of assets moved/ shifted. Deployment of the software patches etc automatically shall not be within the scope of this software.	
35	Should provide a log of all changes undertaken classified on assets, time period etc. For example it should provide a list of all assets who have shifted locations within a week/ month/ quarter along with old and new location details.	
36	Should be possible to link/ group multiple changes to specific asset, or asset types etc. For example, it should be able to provide details of all changes made for a particular asset	
37	The parent child relationship of assets, if any, should be updated as and when the details of parent or child asset movement/ change are updated. For example, if a printer attached to a system is shifted and another printer in installed in its place, the software should be able to record the change and indicate the new printer against the system.	
38	**Preventive Maintenance**	
40	**Service Level Management**	
41	The software should have feature to define standardized service level objectives for calls/ incidents, to enable their application to various assets, critical level etc.	
42	Must automatically determine, based on information available for the assets, the appropriate SLR to associate with the call.	
43	Must keep track of the total time the call/ Incident was open. The downtime would be calculated while considering excluded time etc if any as per SLR (For example, if a call is to be escalated to the OEM, and the time starting when call has been escalated has to be excluded from the down time calculations of the contractor, then the entry and monitoring of the escalation time for exclusion from downtime calculations etc should be possible through the software)	
44	The solution should show immediate (real-time) status of tickets for eg: — How many are achieving SLRs? — — How many are pending resolution? — How many have breached SLR? — Quantum of breach of SLR	
45	It should track the assets/systems provided as a temporary standby against a call request. It should also log and track details of the removal of standby assets and reinstatement of original asset, alongwith applicable SLR details	
46	**Knowledge Management**	
47	Should provide a knowledge repository for the technicians and users to be able to solve problems quickly and avoid re-work by leveraging knowledge	
48	**Reporting**	
49	The software solution should have real time reporting tools	
50	should have the capability to modify the standard reports or add customised reports	
51	Should be able to export reports to third party programs (excel, pdf)	
52	The reports include	
53	- Call Resolution Details indicating log time, resolution time, time taken for	

	resolution, SLA success/ failure	
54	- Call/ incident Count	
55	Resolution Time by Asset Category	
56	Daily pending call reports	
57	Categorization of Unavailable Assets on daily/ monthly/ quarterly basis	
58	Calls Opened by Critical level/ Asset Type/ users etc	
59	Summary of immediate (real-time) status of calls for eg: — How many are achieving SLRs? — How many are pending resolution? — How many have breached SLR? - Quantum of breach of SLR	
60	Details of assets/systems provided as a temporary standby against a call request.	
61	Details of the removal of standby assets and reinstatement of original asset, alongwith SLR details	
62	Repeated calls for assets	
63	Details of the Preventive maintenance tasks planned/ completed	
64	Daily - Pending & closed calls reports	
65	Monthly & Quarterly call detail reports, call trend reports.	
66	Number of IT equipments added/deleted on a quarterly basis	
67	Real time report on all IT assets in use alongwith their configuration details, with provision to group them by asset type, age, warranty status etc	
68	Monthly & Quarterly exception report of all hardware, indicating all calls not completed with SLA.	
69	Monthly & Quarterly IMAC (Install, Move, Add, Change) report.	
70	Record of all changes implemented on assets	
71	Monthly server uptime report including planned backups and backups actually taken.	
72	Calculation of downtime of different category of equipment and overall downtime of all the systems covered under the contract.	
73	List of assets covered under a SLR, alongwith the AMC/ warranty details	
74	**Other technical data**	
75	Must support a fully functional web browser client (like Internet Explorer, Firefox, Opera etc) for the users, technicians and helpdesk attendants to be able to access various services and call logging/ intimation/ closure through the network	
76	Should be based on any one of the industry standard databases like MySQL, Oracle, MS SQL Server etc (and not on any specific non industry standard proprietary database) so that the database backup can be used by the OWNER separately without platform compatibility issues	
77	Should not have any limitation on the number of individual end users or technicians to be able to log the calls on their own and access various services on the helpdesk software system	
78	Security should be role-based and it should be usable to define access to application modules, functionality within modules, and underlying data.	
79	Currently the OWNER does not have installation of Microsoft Active Directory/Domain Controller/Similar domain arrangement/ Windows Workgroup/ Similar Workgroup. For connectivity to the intranet/internet the OWNER premises are networked on wired as well as wireless infrastructure. Generally the installed desktop/ server systems etc are connected to the intranet LAN/internet. The network also makes use of DHCP services (as applicable) for allocating IP addresses to various devices. However, the network architecture may change at any time Software Solution should be capable of working in this scenario and the software should not be adaptable in a scenario of change of network configuration (as per standard industry practice)..	
80	Should provide audit trail capabilities at field level so that the data entry/ modification/ deletion can be tracked alongwith relevant authentication and user details and date time etc.	

END OF THE LIST OF REQUIREMENTS FOR HELPDESK SOFTWARE

ANNEXURE - E

MINIMUM NUMBER OF HELPDESK MANAGERS, HELPDESK ATTENDANTS, RESIDENT SERVICE ENGINEERS, TO BE DEPLOYED

The contractor shall ensure deployment of minimum number of resident service engineers, helpdesk managers, helpdesk attendants, assistants/attendants as per table below. However, the contractor must note that he may have to deploy additional engineers to meet SLR and CMSS & FMS services requirements as per scope of work without any additional cost to the OWNER.

Total Number of Servers, Desktop Computers, laptops, Printers , Scanner and other items Covered under AMC as well as those under only FMS services (=A)	**NOS. of Resident Service Engineers (RSE)**	**NOS OF HELPDESK MANAGERS/HELPDESK ATTENDANTS/ASSISTANTS**
Greater than or equal to 200 nos	2 Nos(Minimum). Increase of such personnel with quantity of (A) to be as per requirements to maintain SLR	1 nos /1 nos (Minimum) Increase of such personnel with quantity of (A) to be as per requirements to maintain SLR
Less than 200 nos	Contractor shall be free to reduce 1 number of RSE for every reduction of 70 nos or a part thereof, of (A)	Contractor shall be free to reduce 1 number of Helpdesk Assistant for every reduction of 70 nos or a part thereof, of (A)

The above number indicates the minimum number of personnel to be deployed across all locations in Delhi of the OWNER taken together. The number of personnel to be deployed at the individual site locations may be based on site requirements/ conditions.

ANNEXURE - F

DETAILS OF NON PERFORMANCE DEDUCTIONS FOR AMC / FMS ETC

LIST OF TABLES FOR SERVICE LEVEL REQUIREMENTS AND NON- PERFORMANCE DEDUCTIONS		
1.	TABLE- A	SERVICE LEVEL REQUIREMENT (SLR) FOR RESOLUTION TIMES OF DIFFERENT CATEGORY OF DEVICES
2.	TABLE-B	NON PERFORMANCE DEDUCTIONS FOR EQUIPMENTS COVERED UNDER AMC OR FMS SERVICES OF THE CONTRACTOR

TABLE- A: SERVICE LEVEL REQUIREMENT (SLR) FOR RESOLUTION TIMES OF DIFFERENT CATEGORY OF DEVICES

The allowed resolution times for systems under the scope of work of AMC services or FMS services of the contractor shall be done as below:

(For further details, please refer to clauses mentioned under Section 2):

Criticality level	**Allowed individual call/ incident resolution time for systems under AMC of the contractor (Both CMSS + FMS services to be provided)**	**Allowed individual call/ incident resolution time for systems under FMS of the contractor (Only FMS services to be provided)**
Level - l	Maximum 4 hours per incident	Maximum 4 hours per
Level - 2	Maximum 6 hours per incident	Maximum 6 hours per

Note: Working timing and parameters for device being considered at available or down shall be as defined in Section 4 in this document.

TABLE- B: NON PERFORMANCE DEDUCTIONS FOR EQUIPMENTS COVERED UNDER AMC/ FMS SERVICES OF THE CONTRACTOR

If the contractor fails to meet the indicated Service Level Requirement (SLR) for the equipments in any quarter, OWNER may without prejudice to any other rights or remedy available, deduct from the contractor's quarterly bill at a rate equivalent to as described below: -

I. NON PERFORMANCE DEDUCTIONS FOR CALLS LOGGED AGAINST SYSTEMS UNDER AMC OF THE CONTRACTOR (SYSTEMS OUT OF OEM/ PRINCIPALS' WARRANTY AND BOTH CMSS & FMS SERVICES TO BE PROVIDED BY THE CONTRACTOR)			
S. No.	**Description**	**Metric**	**Deduction**
1.	Deduction for non-performance of resolution time with no standby provided.	Delay beyond the allowed individual call resolution time as mentioned in the Table A above.	**Critical Level 1** – Rs 400/- for every 4 hours or part thereof, of delay for every call/ incident (except servers). For servers – Rs. 1000/- for every 4 hours or part thereof, of delay for every call/ incident.

			Critical Level 2 – Rs 400/- for every 6 hours of delay or part thereof for every call/ incident (except for servers as all servers are considered under Critical Level 1). After expiry of seven days where a standby has not been deployed, in addition to above deductions, OWNER has the option and unconditional right to get the system repaired / replaced from any third party at the risk and cost of the contractor. Accrued expenditure by OWNER on such head will be deducted from the bills of the Contractor. Further, such deductions shall be applicable even if the contractor offers to repair/ replace the system after financial liability/ contract has been entered into by the OWNER for repair/ replacement by any third party, regardless of the actual date of repair/ replacement by third party. Amount of such deductions from the contractor's bills etc, on account of accrued expenditure by the OWNER due to third repair/ replacement shall not be subject to any ceiling/ limit.
2.	If standby provided but the Original equipment not restored after repairs within 15 days from the day call is logged (Considering Working timings as per clauses in Section 4).	Delay after stipulated time.	**Critical Level 1** – Rs 400/- for every 4 hours or part thereof, of delay for every call/ incident (except servers). For servers – Rs. 1000/- for every 4 hours or part thereof, of delay for every call/ incident. **Critical Level 2 –** Rs 400/- for every 6 hours of delay or part thereof for every call/ incident (except for servers as all servers are considered under Critical Level 1). For further details, please refer to clause 4.0 Section 5.
3.	Preventive Maintenance (PM) not getting completed on one or more systems covered under AMC (CMSS + FMS) of the contractor in the quarter		5% of quarterly AMC charges of all the equipments covered under AMC of the contractor.
II	**NON PERFORMANCE DEDUCTIONS FOR CALLS LOGGED AGAINST SYSTEMS COVERED UNDER FMS SERVICES ONLY (SYSTEMS UNDER OEM/ PRINCIPALS' WARRANTY)**		

1.	Deduction for non- performance of resolution time for systems under only FMS services of the contractor	Delay beyond the allowed individual resolution time as mentioned in the Table A above.	**Critical Level 1** – Rs 400/- for every 4 hours or part thereof, of delay for every call/ incident. For servers – Rs. 1000/- for every 4 hours or part thereof, of delay for every call/ incident. **Critical Level 2 –** Rs 400/- for every 6 hours or part thereof, of delay for every call/ incident (except servers as all servers are considered under Critical Level 1). The above deductions shall be applicable irrespective of any out of warranty items (listed in Table – B Annexure-F) being attached with the above FMS systems. (Working timing and parameter of device being considered to available or down‖ shall be as per clauses indicated under Section 4.)
III	**OTHER NON PERFORMANCE DEDUCTIONS**		
1.	Backup & Restore Services (Backup server/ Media to be provided by the OWNER)	MIS Reports on planned backup and backup actually taken, are not submitted for every quarter for each server. The OWNER expects 95% compliance to daily backup in a quarter(=Total number of daily backups taken for all servers taken together/ Number of daily backups scheduled for All servers combined x 100)	5% of applicable quarterly charges of all servers covered under AMC & FMS services
2	Asset Management	Asset inventory details are not submitted alongwith bills for each quarter, by the contractor after completing activities as per scope of work.	10% of applicable quarterly charges of all IT equipments covered under AMC services as well as those under only FMS services.
3.	Provision of help desk software including SMS delivery system	Non deployment of suitable help desk software and SMS delivery system within 30 days of the start of the contract, or suspends the	5% of quarterly sum of all equipments covered under AMC + systems under only FMS services, for every fortnight or a part thereof when the contractor has withdrawn/

		facility for more than a fortnight at a stretch	suspended the helpdesk software or SMS services or both. (This shall be exempted from application of ceiling on the overall non performance deductions, if any)
4.	If the number of qualified service engineers/helpdesk managers/ helpdesk attendants/ assistants provided is lesser than stipulated minimum	Delay in providing minimum stipulated number of suitable personnel/ substitute within stipulated time (7 days). (Qualifications of personnel deployed over and above the stipulated minimum numbers to maintain SLR and various services shall be at the discretion of the contractor.)	2% of quarterly sum of all equipments covered under AMC & Only FMS for every fortnight or a part thereof for each engineer/ helpdesk manager/ helpdesk attendant/ assistants not available
5	Contractor to cover the systems under AMC/ FMS upon intimation by the OWNER.	Contractor to cover the offered systems under his services as per applicable scope of work (AMC/ FMS). When an equipment not previously covered under CMSS/ FMS services of the contractor is offered for coverage under CMSS, contractor shall be free to intimate the OWNER about One Time Maintenance Charges for the said equipment within 30 days of the intimation by the OWNER.	**Critical Level 1 or 2 –** Rs 400/- for every day or part thereof, of delay for every equipment till the system is covered under the AMC/ FMS services of the contractor. The above deductions shall be applicable if the system is not taken under CMSS/ FMS within stipulated time where One Time Maintenance Charges are either not quoted by the contractor or are not payable as per terms & conditions of this document.

Note : -

1. Non performance deductions shall be applicable independently of each other and concurrently as per applicable parameters and shall be subject to maximum limits on total deductions as indicated Non Performance in RFQ.

Specifications for Anti Virus/ Security Software to be procured by the OWNER separately at his own cost	
S. No.	**General Requirements**
1.0	The specifications indicated below have been provided only for the general information of the bidder as he would have to manage the Anti Virus Server, Anti Virus/ Security Software etc. The AntiVirus server, the Antivirus software licences alongwith CAL licenses as required shall be procured by the OWNER separately and provided to the contractor for providing Virus protection Services as per scope of work in this document.
2.0	The specifications given below are indicative only, and the OWNER reserves the right to procure any Security/ Anti Virus Software licenses and provide the same to the contractor for deploying at OWNER's premises and providing Virus Protection Services without any additional cost to the OWNER.
S. No.	**Description**
1.0	Comprehensive client and server security by protecting enterprise networks from viruses, Trojans, worms, hackers, network viruses, spyware and mixed threat attacks.
2.0	Capability to reduce the risk of virus/malware entering the network by blocking files with real-time compressed executable files.
3.0	Capability for detecting and removing rootkits.
4.0	Provide Real-time spyware/grayware scanning for file system to prevent or stop spyware execution.
4.0	Capability to address the threats and nuisances posed by Trojans, the solution should be able to do the following:-
	Terminating all known virus processes and threads in memory.
	Repairing the registry.
	Deleting any drop files created by viruses.
	Restoring all files damaged by viruses.
	Cleanup for Spyware, Adware etc.
5.0	Capable of cleaning viruses/malware even without the availability of virus cleanup components using a detected file as basis, it should be able to determine if the detected file has a corresponding process/service in memory and a registry entry, and then remove them altogether.
6.0	Provide Outbreak Prevention to limit/deny access to specific shared folders, block ports, and deny write access to specified files and folders on selected clients in case there is an outbreak.
7.0	Behavior monitoring to restrict system behavior, keeping security-related processes always up and running.
8.0	Capable of providing real-time lock down of client configuration – allow or prevent users from changing settings or unloading/uninstalling the software.
9.0	Users with the scheduled scan privileges can postpone, skip and stop scheduled scan.
10.0	Capability to manage the anti virus software from centralized console during scanning for optimize the performance.
11.0	Manual outbreak prevention feature that allows administrators to configure port blocking, block shared folder, and deny writes to files and folders manually.
12.0	Integrated spyware protection and cleanup.
13.0	Capability to assign a client the privilege to act as a update agent for rest of the agents in the

	network.	
14.0	Capability to perform different scan Actions based on the virus type (Trojan/Worm, Joke, Hoax, Virus, other).	
15.0	Capability to safeguard endpoint mail boxes by scanning incoming POP3 email and Outlook folders for Threats.	
16.0	Capability to scan only those file types which are potential virus carriers (based on true file type).	
17.0	Capability to detect files packed using real-time compression algorithms as executable files.	
18.0	Capability to scan embedded files.	
19.0	Capability to provide protection in cloud based environment.	
20.0	Capability to check the reputation of files residing in the computer.	
21.0	Capability to protect clients and servers on the network using stateful inspection, high performance network virus scanning and elimination.	
22.0	Capability to provide the flexibility to create firewall rules to filter connections by IP address, port number, protocol and then apply the rules to different groups of users.	
23.0	Capability to have smart feedback to enable feedback from the client agents to the threat research centers of the vendor. This will enable it to deliver automatic, real-time protection against the latest threats and provides "better together" security.	
24.0	Capability to have alternate method other than the conventional pattern based scanning with the following features:-	
		Provides fast, real-time security status lookup capabilities in the cloud environment.
		Reduces the overall time it takes to deliver protection against emerging threats.
		Reduces network bandwidth consumed during pattern updates. The bulk of pattern definition updates only need to be delivered to the cloud or some kind of repository and not to many endpoints.

		Lowers kernel memory consumption on endpoints. Consumption increases minimally over time.
25.0	Capability to have granular device control with the following control actions:-	
		Read only.
		Read and write.
		Read, write and execute.
		Disable.
	It should have its own NAC capability.	
26.0	Capability to provide comprehensive support for Cisco Network Admission Control (CISCO NAC 1 & 2) or similar with host credential authorization protocol (HCAP) support.	
27.0	Capable of providing seamless integration of the Cisco™ Trust Agent or similar agents, enabling effective policy enforcement within a Cisco Self-Defending Network	
28.0	Capable of Policy Server for automated communication with Cisco Access Control or similar servers.	
29.0	Capable to deploy the Client software using the following mechanisms:-	
		Client Packager (Executable & Microsoft Installer (MSI) Package Format).
		Web install page.
		Login Script Setup.
		Remote installation.
		From a client disk image.

	Capability to support MS Systems Management Server (SMS).
30.0	Capability to provide a secure Web-based management console to give administrators transparent access to all clients and servers on the network.
31.0	The management server should be capable to download updates from different sources if required, which could be the vendor's update server, any other server or a universal or uniform naming convention (UNC) path.
32.0	If the update from the Management server fails, the security clients with the privilege should be able to get updated directly from the vendor's server.
33.0	Must reduce network traffic generated when downloading the latest pattern by downloading only incremental patterns.
34.0	Flexibility to roll back the Virus Pattern and Virus Scan Engine if required via the web console.
35.0	Capability to have integration with the Active directory.
36.0	Capability to have role based administration with active directory integration.
37.0	Capability to create custom role type.
38.0	Capability to add user to a predefined role or to a custom role.
39.0	Capability to support grouping of clients into domains for easier administration.

40.0	Capability to establish separate configuration for internally versus externally located machines (Policy action based on location awareness).
41.0	Capability to have centrally managed Client Firewall and IDS.
42.0	In case of WAN environment it should have the capability to designate a WAN client to provide updates, upgrades, policies etc. for clients connected over WAN.
43.0	Capable of supporting plug-in modules designed to add new security features without having to redeploy the entire solution, thereby reducing effort and time needed to deploy new security capabilities to clients and servers across the network.
44.0	All client features (antivirus, anti-spyware, Enterprise Client Firewall, Device Control, Application Control, HIPS) are installed at the same time via client deployment methods and managed centrally via the web-based management console.
45.0	Security Compliance leverages Microsoft Active Directory services to determine the security status of the computers in the network.
46.0	Capability to support following OS Platform:-
	Windows 2000.
	Windows XP/2003 32-bit Edition.
	Windows XP/2003 64-bit Edition.
	Windows Vista (32 bit).
	Windows Vista (64 bit).
	Windows Storage Server 2003. And latest Windows Storage Server
	Windows 7 (64 bit).
	Windows 8.1 or latest Version of Windows OS
	Microsoft Cluster Server 2003.
	Windows Server 2008 and Windows Server 2008 R2, 64-bit version.
	Client installation on guest Windows 2000/2003/2008 operating systems hosted on the following virtualization applications:-
	VMware ESX/ESXi Server 3.5 or 4 (Server Edition)
	* VMware Server 1.0.3 or later (Server Edition)
	* VMware Workstation and Workstation ACE Edition 6.0
	Should support Intel x64 processor & AMD x64 processor.

47.0	Capability to support wireless devices such us Palm, Pocket PC and EPOC at no extra cost.
48.0	Capability to send notifications whenever it detects a security risk on any client or during a security risk outbreak, via E-mail, Pager, SNMP trap or Windows NT Event log.
49.0	Capability to have a feature similar to Firewall Outbreak Monitor which sends a customized alert message to specified recipients when log counts from IDS, personal firewall, and/or network virus logs exceed certain thresholds, signaling a possible attack.

50.0	Must be able to send a customized notification message to specified recipients when firewall violations exceed certain thresholds, which may signal an attack.
51.0	Customizable & standard notifications via - SMTP, SNMP, NT Event Log.
52.0	Must be certified by Microsoft to support the Windows™ Vista™ platform (32-bit and 64-bit).
53.0	Checkmark certified by WestCoast Labs/ICSA/VB100 or any other agency for Anti-Spyware Desktop, Anti-Trojan & Anti-Virus Desktop.

END OF INDICATIVE SPECS FOR SECURITY/ ANTI VIRUS SOLUTION

ANNEXTURE AND TEMPLATE

FORM 1: PARTICULARS OF THE BIDDER

S. No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company (Prime Bidder)	
B	Local address of the bidding Company (In NCR)	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of company registration	
H	Details of registration with appropriate authorities for service tax	
I	Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

Details of all other consortium partner(s)

S.N o.	Information Sought	Details to be Furnished
A	Name and address of the Company	
B	Local address of the Company (In NCR), if any	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of company registration	
H	Details of registration with appropriate authorities for service tax	

FORM 2: LETTER OF PROPOSAL

To
Director General,
Director General of Health Services
1st Floor, DGHS Building,
Karkardooma, New Delhi

Subject: Submission of the Technical bid for **Annual Maintenance Contract (AMC)-(CMSS+FMS) of Server, Desktops, Laptops, Scanners, Printers, Projectors, UPS (online/offline) And Network Equipments.**

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to DGHS on **Annual Maintenance Contract (AMC)-(CMSS+FMS)** with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this PQ bid, Technical bid and the Financial Bid.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]:_____

Name and Title of Signatory:_____

Name of Firm:_____

Address:_____
Location: _____Date:

FORM 3: COMPLIANCE SHEET FOR PRE QAULIFICATION

S. N	Criteria	Required Document	Provided Yes/No	Page No.
1	EMD	Details of EMD		
2	Company Registration	Certificates of Incorporation		
3	Average Annual Turnover	Extracts from the audited Balance sheet and Profit & Loss account; OR Certificate from statutory auditor appointed by the company		
4	Service Tax Registration and Income Tax returns and PAN card	➢ Copy of Service Tax Registration ➢ Income Tax returns for last 3 financial years (till 2015-16) ➢ Audit report from CA for last 3 financial years (till 2014-15) ➢ Copy of PAN card		
5	Positive Net Worth as on 31st March 2015	Extracts from the audited Balance sheet; OR Certificate from Chartered Accountant and Authorized Signatory		
6	Company/member of consortium should not be an entity which has been black-listed by Government	Undertaking on company letter head certified by authorized signatory.		
7	Experience	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Authorized Signatory); OR Work Order + Phase completion certificate from client		
8	Geographical presence in Delhi / NCR	Certificate by Authorized signatory with address of Office in NCR		
9	CMM level 5 certificate	Copy of certificate		

APPENDIX II: FINANCIAL PROPOSAL TEMPLATE
FORM 4: COVERING LETTER

To
Director General,
Director General of Health Services
1st Floor, DGHS Building,
Karkardooma, New Delhi

Subject: Submission of the Technical bid for **Annual Maintenance Contract (AMC)-(CMSS+FMS) of Server, Desktops, Laptops, Scanners, Printers, Projectors, UPS (online/offline) And Network Equipments.**

Dear Sir/Madam,
We, the undersigned, offer to provide the services/solution for **Annual Maintenance Contract (AMC)- (CMSS+FMS).**in accordance with your Request for Proposal dated <<*Date* >> and our Proposal (Technical and Financial Proposals). This amount mentioned in financial proposal is inclusive of the local taxes except the Service Tax.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a ***period of 180 calendar days*** from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes except the Service Tax. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.
We understand you are not bound to accept any Proposal you receive.
We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.
We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.
Thanking you,
Yours sincerely,
Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

FORM:5 Performance Security (Performance Bank Guarantee)

(TO BE STAMPED IN ACCORDANCE WITH STAMP ACT)

REF.

Bank Guarantee No.:
Date:

To

Director General of Health Services
F-17, Karkardooma,

New Delhi - 110032

Dear Sir,

1. In consideration of the DGHS, New Delhi (India) (herein referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having agreed to exempt M/s _____ [hereinafter called 'the said Contractor(s)' which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns)] from the demand, under the terms and conditions of an Agreement No. _____-dated _____made between OWNER/PURCHASER and_____for_____ (hereinafter called 'the said Agreement' or the said Contract'), of security deposit for the due fulfilment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a bank Guarantee for Rs. _____ (Rupees_____ Only). We, _____, (hereinafter referred (indicate the name of the bank) to as 'the Bank') at the request of _____ [contractor(s)] do hereby undertake to pay to the OWNER/PURCHASER an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the OWNER/PURCHASER by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We _____, having Head Office at _____ (indicate the name of the bank, which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the OWNER/PURCHASER stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the OWNER/PURCHASER by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs._____.

3. We undertake to pay to the OWNER/PURCHASER any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment.

4. We,_____ (indicate the name of bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the satisfactory performance and fulfillment in all respects of the said Agreement by the Contractor i.e. till _____(viz. the date upto 3 months after the last date of validity of the contract) hereinafter

FORM:6 Bid Security Form

REF:

To

BANK GUARANTEE No:

DGHS
Directorate General of Health Services,
F-17, Karkardooma.

DATE:

New Delhi - 110032

Dear Sir,

Whereas (Hereinafter called "the Bidder") has submitted his bid dated for the supply of (hereinafter called "the Bid") against Bid Document No KNOW ALL MEN by these presents that WE (BANK) of Having our registered office at (Hereinafter called "the Bank") are bound unto DGHS (Hereinafter called "the OWNER") in the sum of (Refer for which payment will and truly to be made to the said OWNER, 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 his bid during the period of bid validity specified by the Bidder on the Bid Form;

2. If the Bidder, having been notified of the acceptance of his bid by the OWNER 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 Instructions to Bidder or

   c. changes the proposed manufacturer after submission of Bid or fails to accept as arithmetical corrections of its bid pertinent to Article-15.2 of Instructions to Bidders.

We undertake to pay to the OWNER up to the above amount upon receipt of its first written demand, without the OWNER having to substantiate its demand, provided that in its demand the OWNER will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two above-stated conditions specifying the occurred condition or conditions.
This Guarantee will remain in force up to and including a period of two (2) months after the bid validity, and any demand in respect thereof should reach the BANK not later than the above date.

(Signature of the BANK)

(Signature of the Witness) Name of Witness Address of Witness
Date:

FORM: 7 Contract Form

A. AGREEMENT for " _____ " (hereinafter called the "Job") made on day of _____ , 201 between M/s …… , hereinafter called the "CONTRACTOR" (which term shall unless excluded by or repugnant to the subject or context include its successors and permitted assignees) of the one part and the DGHS, F-17 Karkardooma, New Delhi – 110032 hereinafter called "DGHS" (which term shall unless excluded by or repugnant to the subject or context include its successors and assignees) of the other part.

WHEREAS

DGHS being desirous of having provided for execution of certain work mentioned, enumerated or referred to in the LOA including Completion Schedule of job has called for proposal.

B. The CONTRACTOR has examined the Job specified in Bid Document of DGHS, Govt. of NCT. and has satisfied himself by careful examination before submitting his proposal as to the nature of the Job and local conditions, the nature and magnitude of the Job, the availability of manpower and materials necessary for the execution of Job and has made local and independent enquiries and obtained complete information as to the matters and thing referred to, or implied in LOA or having any connection therewith and has considered the nature and extent of all probable and possible situations, delays, hindrances or interference's to or with the execution and completion of the Job to be carried out under the Agreement, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and auxiliary thereof affecting the completion of the Job and which might have included him in making his proposal.

C. The LOA including Completion Schedule of Job and Letter of Acceptance of proposal Form part of this Agreement though separately set out herein and are included in the expression Agreement wherever herein used.

AND WHEREAS

DGHS accepted the bid of the CONTRACTOR for the provision and the execution of the said Job at the values stated in bid and finally approved by Delhi Govt of NCT. upon the terms and subject to the conditions of Agreement.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED AND DECLARED AS FOLLOWS: -

1. In consideration of the payment to be made to the CONTRACTOR for the Job to be executed by him the CONTRACTOR hereby covenants with DGHS that the CONTRACTOR shall and will duly provide, execute and complete the said Job and shall do and perform all other acts and things in the Agreement mentioned or described or which are to be implied there from or may be reasonably necessary for the completion of the said Job and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the Agreement.

2. In consideration of the due provision execution and completion of the said Job, DGHS does

hereby agree with the Agreement that Govt. of NCT. will pay to the CONTRACTOR the respective amounts for the Job actually done by him and approved by DGHS at the amount specified in this LOA, such payment to be made at such time in such manner as provided for in the Agreement and LOA.

In witness whereof the parties have executed these presents in the day and the year first above written.

Signed and Delivered for	Signed and Delivered for
And on behalf of DGHS	And on behalf of **M/s……**
Date :	Date :
Place	

IN PRESENCE OF TWO WITNESS

1._____

2._____

List of Abbreviations

S. No.	Abbreviation	Definition
1	AMC	Annual Maintenance Contract
2	EMD	Earnest Money Deposit
3	EoI	Expression of Interest
4	GNCTD	Government of National Capital Territory of Delhi
5	ICT	Information and Communication Technology
6	INR	Indian National Rupee
7	ISO	International Organization for Standardization
8	NCT	National Capital Territory
9	NDA	Non-Disclosure Agreement
10	Participants	Participating Firms/Companies/Agencies
11	RFP	Request for proposal
12	SeMT	State e-Governance Mission Team
13	SLA	Service Level Agreement
14	PSU	Public Sector Undertakings
15	e-Gov	Electronic Governance
16	LOA	Letter of Award
17	UPS	Uninterruptible Power Supply
18	DGHS	Directorate General of Health Services
19	FMS	Facility Management Services
20	TRC	Testing and Repair Centre
21	CMSS	Comprehensive Maintenance Support Services

End of Document