India Trade Promotion Organisation
(A Govt. of India Enterprise)
Gate No. 3, Pragati Bhawan, Pragati Maidan
New Delhi – 110001

Tender No. ITPO/SD&CSD/CM&FMS/2015 Dated: 27/11/2015

Tender Document for IT –
Comprehensive Maintenance & Facilities Management Services (CM&FMS)

India Trade Promotion Organisation (ITPO)
(A Government of India Enterprise)
Pragati Bhawan, Pragati Maidan, New Delhi-110 001

Tender No. ITPO/SD&CSD/CM&FMS/2015 Dated :- 27/11/2015

Subject : IT Related Comprehensive Maintenance & Facilities Management Services (CM&FMS)

India Trade Promotion Organization (ITPO) invites sealed technical and commercial bids from eligible companies.

Important Information

Cost of tender document	Rs.525/- including 5% D-VAT through demand/bank draft favouring ITPO.
Earnest money deposit	Rs.70, 000/- through demand/bank draft favouring ITPO.
Last date for submission of sealed bids	11/12/2015 (4.00 pm)
Opening of Technical bids	11/12/2015 (4.30 pm)

For downloading/details of tender, please visit our website: www.indiatradefair.com.

ITPO

(1) REQUEST FOR PROPOSAL

This RFP (Request for proposal) is issued as a request for providing IT related Comprehensive Maintenance & Facilities Management Services (CM&FMS) to ITPO at its headquarters Pragati Maidan, New Delhi.

The Client – ITPO

India Trade Promotion Organisation (ITPO), a premier trade promotion organization, manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO intends to select a company for providing Comprehensive Maintenance & Facilities Management Services. For this purpose, System Development & Compliance Services Division (SD&CSD), ITPO invites sealed Technical and Commercial bids from eligible bidders.

(2) DEFINITIONS

"Applicable Law" - means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, Writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

"Bid Document" - shall mean the documents submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

"Contract" - shall mean the agreement to be entered into between ITPO and the successful Bidder.

"ITPO**"** - ITPO means India Trade Promotion Organization.

"Successful Bidder**"** – shall mean the bidder who is awarded the contract.

"LOA" – shall mean Letter Of Acceptance.

(3) DISCLAIMER

The information contained in this bid document or subsequently provided to

Bidder(s), whether verbally or in documentary or any other form by or on behalf of ITPO is provided to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than purpose set out in clause no. 1. The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above. ITPO does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document. The ITPO also accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document. ITPO may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that ITPO is bound to select a Bidder and ITPO reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

(4) INTERPRETATION:

In this Tender Document, unless the context otherwise requires,

4.1 For the purpose of this Tender Document, where the context so admits,

(i) The singular shall be deemed to include the plural and vice versa and

(ii) Masculine gender shall be deemed to include the feminine gender and vice-versa.

4.2 References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;

4.3 References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.

4.4 Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.

4.5 The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this Tender Document. References to the word “include” and “including” shall be construed without limitation. Any reference to day shall mean a reference to a calendar day including Saturday and Sunday.

(5) DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder’s risk and may result in rejection of the bid. ITPO shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

(6) COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and ITPO shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

(7) CLARIFICATION OF BIDDING DOCUMENTS

ITPO shall make best efforts to respond to any request for clarification of the Tender Document, such request to be made in writing through email: abhishekchauhan@itpo.gov.in. Such response/clarification shall to the extent possible be made in writing. ITPO shall not be responsible for any delay including but not limited to any postal delays. Such clarifications should reach ITPO within 8

days of issue of this tender document. The replies of clarifications shall be posted on tender section of ITPO's corporate website i.e. www.indiatradefair.com. The bidders are advised to go through the website regularly.

(8) AMENDMENT OF TENDER DOCUMENT

At any time before the deadline for submission of bids, ITPO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, or in response to some points brought to ITPO's attention during pre bid conference, modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall be posted on website www.indiatradefair.com and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on them without any further act or deed on ITPO's part. In the event of any amendment, ITPO reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

(9) SCOPE OF THE WORK

The scope of the work includes: -

Existing Networ*k*

(a) Local Area Network

A switch-based network has been installed at ITPO, New Delhi and all switches are connected through UTP Cat 6 Cables. From LAN room in Pragati Bhawan the network is distributed to Room No. 202, and DFD Ground Floor of Pragati Bhawan via OFC and Computer division in Annex building via OFC and then distributed to Travel Unit first floor Annex building via CAT6, and Room No. 237 at 2nd floor of annex building via CAT6.

(b) Connectivity

(i) LAN connectivity with Layer 3 switches

(ii) Internet through dedicated 1:1 on Fiber through NIC on circuit of MTNL and RailTel.

(c) UTM

Both the Lease Lines are terminated in Cyberoam UTM installed at LAN room, Pragati Bhawan.

(d) Servers at ITPO

(i) Six Servers loaded with Windows Server 2003 dedicated for database, proxy, Antivirus etc.

(ii) One Blade server populated with four blades. This is to be used for database and other modules.

(e) Client Machine

Presently there are approx 400 machines, installed at ITPO, NEW DELHI. Machines include Servers, Computers and Laptops and are working in networking environment with operating system (MAC, XP, Vista, and Windows 7 & Windows 8).

(9.1) TECHNICAL SUPPORT SERVICE

Scope- covers the desktops, laptops, servers, LAN equipment. List of deliverables

9.1.1 Manning and managing the Local area network and LAN center of ITPO which is equipped with HP & Dell Servers, Central Switch, Work Group Switch, Router, antenna, access points, UTM, PCs etc on 24 X 7 basis.

9.1.2 Taking data back-up on DAT drive of Export full, Physical Full etc.

9.1.3 Resolving network connectivity problems and generating daily reports such as server uptime charts, server usage statistics, peak hour utilization, network errors, trend analysis reports etc.

9.1.4 Installing software on the clients (including remote clients) and servers.

9.1.5 Router (include all remote routers) configuration including adding / modifying firewall rules.

9.1.6 Performing any install, move, add or change at the client level and server.

9.1.7 Virus control (we have purchased Antivirus software, it will be provided by ITPO).

9.1.8 Updating virus signatures at all desktops on a regular basis.

9.1.9 Performance monitoring and implementing configuration changes to improve performance.

9.1.10 FMS services shall cover various technical services such as support for Desktop & Laptop computers, Servers, their Operating Systems, UPS, Printers, Scanners, including backup and restore Services, Virus Protection including management of anti-virus server, Vendor Management services, IT Asset Management, Help Desk services etc. for all the IT Systems covered under the Scope of Work, including

Systems under OEM Warranty, as well as systems not covered under OEM warranty.

9.1.11 After expiry or termination of OEM/ Principals' Warranty support period, these Computer Systems, other associated components or Peripherals as applicable, shall be covered under AMC services of the successful bidder wherein both Comprehensive Maintenance Support Services (CMSS) as well as FMS services shall have to be provided by the successful bidder.

(9.2) ASSET MANAGEMENT SERVICE AND MAINTENANCE SERVICE

Scope - servers, desktops, printers, networking equipments, UPS, LAN equipments, consumables. List of deliverables

9.2.1 Maintenance and inventory support for IT equipments. History card of each unit to be maintained. Inventory software to be deployed by the successful bidder immediately within 30 days after award of work.

9.2.2 Record all IMACs (installation, move, add, change) within site.

9.2.3 All UPS equipments are to be managed, maintained and their battery status checked periodically. In case replacement of battery is required the same should be done by the successful bidder at its own cost. In case of replacement of UPS battery (single or multiple batteries as applicable) in UPS (having 7 AH batteries only), the battery brand should be standard OEM make e.g. "Exide", "Okaya" or "Luminous". A record of such changes is to be maintained. 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/required to make it functional. As an estimate approx 200 batteries of 7AH are required every year.

9.2.4. Faulty mouse key boards should be replaced with new ones. Warranty should be updated with ITPO in records. Old/used mouse to remain with ITPO.

9.2.5. Maintenance of Printers/Line matrix printer shall include heads, fuser assembly, all other items in printers including cards, adopter; hammer, ETB, all other installed and available components, parts, assemblies, sub-assemblies and accessories etc. attached to the system and/ or required to make it functional. Bidder's claim to hold the maintenance activity due to non availability of cartridge shall not be considered. Successful bidder shall keep sufficient original cartridges for the test purpose.

9.2.6. Test Cartridges: The vendor shall keep various type (as per inventory of printers at ITPO), at least one original new cartridge for every model. These cartridges should be changed quarterly and color cartridges should be changed yearly. All the printers which have generated faults shall be checked thoroughly on site including cartridge fault.

9.2.7. A laptop/ notebook includes display screens, adaptor, battery, network cards, webcam, motherboard, processor, c-mos battery, touchpad's, Power Cords, key pad 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. Laptops/notebooks are inclusive of batteries and adaptors etc. Laptop Batteries would be from Laptop OEM ORIGINAL/Laptop OEM certified compatible e.g. DELL, HP, and Sony etc. Six Laptop (Dell) requires replacement of batteries immediately, which shall be done by the successful bidder immediately after taking over the job..

9.2.8. 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 successful bidder with new & genuine spare parts or the entire set to be replaced.

9.2.9. Followings are also included in AMC

- Trays for Printers
- □ Print heads for Plotter
- □ Interface cables of PC/Printers/Peripherals, etc.

9.2.10. In case of Hard Disk failure, the successful bidder 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 ITPO. Recovery of lost data from damaged hard disk where third party support is required is also covered in the scope of work.

9.2.11. Maintenance service shall also include RJ 45 connectors and CAT6 (to replace faulty cable) and other associated item wherever necessary. All plastics parts, wires, cords, breakdowns due to power conditions, rodents, etc. are covered under the contract. The successful bidder 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. The charges quoted under this contract shall be inclusive of supply & replacement of all defective

components/modules /units cards /parts/ cords etc. The successful bidder has to make good all such problems without additional cost to ITPO.

9.2.12. Successful bidder shall ensure proper earthing of the critical equipments like servers etc. and the associated network racks within the server rooms. However, the provisioning of the earth external to the equipment covered under maintenance is not the responsibility of the successful bidder which shall be done ITPO at his own cost.

9.2.13. The successful bidder cannot take any exclusion, except the items mentioned in the exclusion clauses in this document.

9.2.14. ONE TIME MAINTENANCE CHARGES.

(i). At the beginning of the Contract, the Successful bidder shall at his own cost deploy his personnel for checking, building and validating database of all hardware & software assets available with ITPO which are to be covered under this Contract. 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 successful bidder on his own by taking a physical census of all the equipments at his own cost.

(ii). The Successful bidder shall inspect all the Hardware & submit detailed Hardware status & inspection report of all Systems/Peripherals. Inspection report so generated shall be signed by the Successful bidder before start of the contract. The successful bidder will identify all the non-operational Systems and report shall be submitted to Manager IT - In -Charge.

(iii). In case no such report is made available to IT in-charge by the Successful bidder 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 be deemed to be covered under the scope of the Contract. ITPO will refuse to honor any further claims what so ever made by the Successful bidder in this regard later during the entire period of the Contract.

(iv). Hardware not indicated by the Successful bidder as non-operational in his report, if any, shall also be presumed to be working fine. Deficiencies in the information provided by ITPO shall not be a reason for the Successful bidder to claim exemption in this regard.

(v). In case of non-operational Hardware identified during the initial inspection, Successful bidder shall quote one-time lump-sum maintenance charges as "One Time Maintenance Charges" (OTMC) for making the identified faulty Hardware functional. Successful bidder 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.

(vi). In case ITPO decides to carry out all such onetime repair through the Successful bidder at the agreed maintenance/repair charges under OTMC. Such charges shall be paid subject to the completion of the repairs by the Successful bidder and due certification by users of respective items. The decision of ITPO in this regard shall be final and binding.

(vii). In case of non-operational Hardware identified during the initial inspection, ITPO at its sole discretion may get the repairs done from any third party without any inspection & repair charges payable to the successful bidder. The mode and mechanism of choosing the third party shall be at the sole discretion of ITPO.

(viii). If later during the currency of the Contract, an asset which was never previously available with ITPO is offered to the Successful bidder for providing services, the Successful bidder shall be free to inspect the asset before including it under the scope for services. If such systems are found non-operational or defective, Successful bidder may quote for " One Time maintenance Charges" (OTMC) within 15 working days. Failure by the Successful bidder to do so within the stipulated time shall make the system deemed covered under the maintenance services as applicable without any inspection or OTMC charges payable to the Successful bidder for such systems.

(x). Subsequent to satisfactory repair and acceptance by ITPO, the repaired unit shall be covered for FMS / AMC services.

Successful bidder needs to track warranty status of assets for converting them into comprehensive AMC support. In this regard, successful bidder shall take the basic details as available from ITPO, verify it physically or otherwise and/or generate and update the asset database and also provide the same to ITPO as per requirements. In case of any gap in information/ dispute with the OEM regarding the warranty period the successful bidder shall be responsible for sorting out the issue with the OEM or else provide maintenance services and get the equipment attended/ repaired/ replaced at his own cost till the same is subsequently covered under the AMC of the contractor.

(9.3) <u>MAIL SERVICES</u>

Scope- Manage the mail network of ITPO.

List of deliverables

9.3.1 User account management- creation, deletion and transfer of mail boxes

9.3.2 Monitoring the mail traffic queue and the disk space usage for mail

9.3.3 Mail delivery management.

9.3.4 Internet configuration at client end.

9.3.5 Monitoring the internet mail traffic.

9.3.6 It shall also include configuration of services and mail clients like Lotus Notes/MS Outlook/ Outlook Express/ for POP / IMAP/ Web Mail Services.

(9.4) SERVER MANAGEMENT AND OPERATING SYSTEM ADMINISTRATION SERVICE

Scope- To cover the servers and all administrative tasks related to the servers (some tasks are listed separately below). The tasks include (but this is not an exhaustive list as all admin. related tasks have to be carried out):

List of deliverables:

9.4.1 Comprehensive on sight maintenance for Servers and attached peripherals.

9.4.2 Restoration of mount point in case of disk fail.

9.4.3 Managing Operating Systems.

9.4.4 Performance tuning.

9.4.5 System booting, shutdown.

9.4.6 System configuration and tuning as required.

9.4.7 Regular back-up services.

9.4.8 OS installation, if required.

9.4.9 Crash analysis, system restoration, including restoration of OS, user files etc. from back-up.

9.4.10 Keeping track of patches for all system software from the vendors' sites or based on information received from vendors, downloading patches and installing them as they become available managing the mail service, monitoring utilization of resources such as CPU, memory, disk and alerting management of bottlenecks.

9.4.11 Resolving server problems like system hang, hard disk crash, network connection failure etc.

9.4.12 Performing periodic system performance tuning-changing the system configuration parameters and re-organizing the disk space etc.

9.4.13 Performing periodic backup of all systems files/volumes.

9.4.14 Installing system softwares.

9.4.15 Escalating unresolved problems to the principal/hardware vendor for ensuring resolution.

9.4.16 The successful bidder shall check health of the batteries in Servers

(CMOS/RAID) and ensure that they get replaced at appropriate time without any additional cost to ITPO.

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 uninstallation /installation of the equipment shall lie with the successful bidder. In case of any installation/ shifting of equipment outside ITPO or branch offices successful bidder will provide suitable transportation and personnel etc. to carry the equipment to the point of installation at no additional cost to ITPO.

(9.5) MAINTENANCE OF VARIOUS APPLICATION SOFTWARE

9.5.1 Maintenance of Windows 2000/2003/2008 server.
9.5.2 Maintenance of MS SQL Server 2000.
9.5.3 Installation and Configuration Oracle 8i, D2K, Visual Basic, and Crystal Report.
9.5.4 Monitoring and Maintenance of Lotus Domino Server mail boxes.
9.5.5 FTS id creation and maintenance.
9.5.6 Manage of Cisco 2611, PIX 515e, IDS 4215.
9.5.7 Software Maintenance of Routers.
9.5.8 Installation and Configuration Hindi Indic and Indica 2000 (Hindi software)/Unicode.
9.5.9 Bio matrix attendance software. Oracle9i, Oracle 10G, Oracle database support.
9.5.10 File Tracking System software (NIC).

(9.6) BACKUP AND RESTORE SERVICE

List of deliverables:

9.6.1 Perform backup operations everyday as per the defined backup strategy.
9.6.2 Label media for identification and retrieval.
9.6.3 Ensure proper storage and handling of media to prevent data loss.
9.6.4 Conduct restoration drills with sample backed up data on a quarterly basis to confirm data integrity.
9.6.5 Maintain log sheets of backups taken.
9.6.6 Replace media that reach their defined life cycle.
9.6.7 Cleaning of the DAT drives, if any.
9.6.8 Successful bidder shall ensure that backups are taken as per defined scheduleand performed successfully in the planned restoration exercises.

9.6.9 Backup from desktops etc. wherever needed.

(9.7) SYSTEM SECURITY

List of deliverables

9.7.1 Creating user accounts with defined rights and privileges.

9.7.2 Ensuring root passwords are available to authorized users only and they are changed at regular intervals.

9.7.3 Ensuring restricted access to the system.

9.7.4 Reporting any security breach to ITPO as and when detected.

9.7.5 Monitoring remote logins and file access using logs generated by server management tool.

9.7.6 Ensure compliance of IT policy of ITPO.

9.7.7 Information Security Support Services:-

ITPO may at his own discretion and cost, get the available infrastructure audited by any third party for IT security vulnerabilities.

The successful bidder shall assist ITPO in implementing required Security policies and procedures as per recommendations arising out of the audit.

The successful bidder would incorporate all process modifications in FMS services and IT infrastructure in consultation with ITPO for the above purpose, as part of the scope of work of this contract.

The successful bidder will take all measures required to implement policies asper guidelines/ framework with the tools provided by ITPO.

The implementation of IT security policies are to be performed by the successful bidder as part of regular CM&FMS service.

However, any hardware/ infrastructure upgrades, including necessary software licenses, renewals and support agreements with the OEMs or PRINCIPALs required for the same, would be provided by ITPO.

(9.8) NETWORK MANAGEMENT SERVICE

These set of services will include monitoring the performance of the network components, manage/repair them, and reporting problems to the concerned parties, if any at their end.

List of deliverables:

9.8.1. Monitoring the LAN network utilization, uptime, etc. of the different network components using standard utilities provided by the vendors; to prepare reports for the Management, to alert management of any perceived bottlenecks.

9.8.2 Monitoring the network bandwidth available from the vendors and to report if the availability is below the agreed upon bandwidths.

9.8.3 To inform the vendors handling LAN network hardware maintenance in case of malfunction of any components; to keep a log of reports and attendance to the faults and their resolution by the hardware vendors

9.8.4 For the leased lines, to follow up with the appropriate service provider for the restoration of lines in case of failures of such leased lines.

9.8.5 Network performance monitoring using a NMS to be provided.

9.8.6 Monitor and control configuration aspects like IP address, subnet mask, DNS settings, etc.

9.8.7 Alarm generation, handling and filtering

9.8.8. Switch Troubleshooting and recovery in case of any outage

9.8.9 ITPO has got 8 wireless towers at various locations in Pragati Maidan premises. The vendor shall also maintain connectivity of LAN, WAN, Internet etc. Any hardware fault in the tower equipments shall be identified and bring to the notice of the ITPO along with probable solutions. The vendor should also have arrangements of expertise to the manage/configure the tower equipment.

9.8.10 When remote network is down at any locations BIC, Conservancy Unit, Stores, etc. for more than 2 hours the vendor shall provide alternative internet connectivity through Wi-Fi dongle (3G or equal service).

9.8.11. The maintenance shall also include maintenance of network points, I/O points, cable, patch cords, patch panels etc. and any fault/change/rectification shall be responsibility of the successful bidder such as I/O points, RJ 45 connectors, cables etc. Any breakage (due to any reason) repair in cable (OFC, CAT6 or any other cable) shall be the

responsibility of the successful bidder.

9.8.12 As and when there is renovation in office premises the network connectivity shall be taken care by the successful bidder, this may include laying of LAN Cable / conducting under surface or over surface as the case may be, fixing / changing of I/O ports, CAT6 etc. and fixing of equipments. The vendor shall arrange specialist as and when required. All the required items shall be provided by the successful bidder only. Expenses in this regard shall be borne by the successful bidder. This may include and other related tasks etc. As an estimate 200 meters of such work is carried out per year. This is indicative only.

9.8.13 The Service Provider will monitor all the services on a continuous basis and coordinate with other Service Provider for fault reporting/resolution by visiting their respective offices or through telephone call. The Service Provider shall try to minimize the downtime by immediately using the standby resources, spare network equipment etc.

9.8.14 The Service Provider is required to submit reports as per the requirements of ITPO.

9.8.15 Service Provider should maintain Communication Log-Book to record all the shift activities. The Log-Book can be inspected by ITPO as and when required

9.8.16 Currently the ITPO does not have installation o f Microsoft Active Directory /Domain Controller/ Similar domain arrangement/Windows Workgroup/ Similar Workgroup. For connectivity to the intranet/internet the ITPO 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, connectivity to all systems is not guaranteed and the network architecture may change at any time. The successful bidder shall have to provide various FMS services as per the actual connectivity and network configurations at no additional cost to ITPO.

9.8.17 Normally the first time installation & commissioning of new hardware & software is included in the scope of contract entered into by ITPO with OEMs/ PRINCIPALs for supply of new hardware or software. Accordingly, the Installation of any hardware / software by the Successful bidder as per activities indicated in the scope of work shall not normally imply the first time Installation/ Commissioning of the hardware or software. However, ITPO reserves the right to procure any Hardware equipment/ peripheral or Software from OEM/ PRINCIPAL through a contract which does not include first time

Installation / Commissioning in its scope. In such cases, the Successful bidder shall also have to undertake the first time installation activities of such hardware/ software without any additional Cost to ITPO.

(9.9) DATABASE MANAGEMENT SERVICE

Scope- The database management system used is Oracle. This component involves the management of the Oracle systems. This includes management of the Oracle database as well as the Oracle Application Server. The tasks include (but the list is not exhaustive):

9.9.1 Maintenance of Oracle Server.
9.9.2 Scripts for back-up.
9.9.3 Monitoring the Oracle RAC Database daily.
9.9.4 Troubleshooting of problems – unlimited.
9.9.5 Periodic fine tuning for preventive maintenance to:

(i) Improve the availability window of the applications to the users by making the application database robust and improving its response time.
ii) Take preventive action for the database to be available to the users.
iii) Plan for disaster recovery and in time performance & tuning by

Performance tuning of the database on a period basis. Preventive/pro-active action against possible disaster. Security of Oracle database.

9.9.6 User Accounts Management.
9.9.7 Database start-up and shutdown.
9.9.8 Database recovery after failures.
9.9.9 Database-specific back-ups.
9.9.10 Database performance monitoring and tuning.
9.9.11 Alerting regarding abnormal activity such as large increases in table sizes.
9.9.12 Carrying out database specific administration functions as dictated by the application.
9.9.13 Oracle Application Server related administration tasks.
9.9.14 Creating new file systems and correcting file system inconsistencies.
9.9.15 Creating/modifying, deleting users and groups.
9.9.16 Shutting down / killing application components in case of application malfunction without affecting system uptime, if possible.

(9.10) Help Desk: - The Company will provide and operate help desk services through the help desk software. The software should be able to generate the MIS report.

9.10.1. The successful bidder shall at his own cost, arrange a comprehensive Helpdesk Management Software System (HMSS). It shall include any software tools or agents, if required to be deployed on client machines as part of the HMSS. The Successful bidder shall then deploy setup, configure and manage HMSS at ITPO. The number and type of role based licenses of HMSS stipulated therein also have to be provided by the Successful bidder at no additional cost to ITPO. Successful bidder is free to provide HMSS of any make/ brand which complies with the requirements indicated therein.

9.10.2 The helpdesk will send SMS messages from the helpdesk to mobile telephones of users. This shall have to be arranged and deployed by the successful bidder at his own cost. The Successful bidder may at his choice deploy the said hardware and software at ITPO.

9.10.3. However, the SMS delivery mechanism shall be configured by the successful bidder as per the Network and internet connectivity infrastructure of ITPO.

(c) The charges as payable to the SMS service provider / mobile telephone service provider for delivering the SMSs to the users shall be borne by the contractor, without any additional payments from ITPO.

d) If it is found later that the HMSS is not capable of the intended purpose to the satisfaction of the OWNER the bidder will replace/ upgrade the same at no additional cost to ITPO with suitable HMSS which compiles to the requirements.

(e) For every call-ID generated through helpdesk, one SMS message shall have be sent to the user intimating about the logged call. A second SMS message would have to be sent to the user at the earliest after call closure giving confirmation of the same to the user. A copy of both the SMSs should also go to the IT in-charge of ITPO.

(f) 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 successful bidder on his own from the users or otherwise, and the required database of the same may be maintained by the contractor to the extent ofnumbers provided by the users for intimating them.

(g) SMS messageneed not be sent to users in regard to specific routine and repetitive tasks like deploying O/S updates & patches or Anti Virus Software updates etc, or when indicatedby the IT manager of ITPO as per requirements.SMS Message only for the complaints logged by the user

himself should be sent.

(9.11) **Data Recovery**

The vendor shall also provide data recovery services in the cases where the media is physically of logically crash. The crash may take place due to any type of situation. The data recovery should be completed within 15 days else ITPO shall be free to get the services of external agencies and the charges to that effect shall be deducted from the quarterly payment.

(9.12) **Warranty and AMC Administration:**

Service Provider will keep track of validity of warranty of all IT Equipment and expiry dates of maintenance contracts of all IT equipment and will follow up with ITPO officials for timely renewal.

(9.13) **Cleaning and shifting of equipment:**

The Shifting of equipment from one location to another will be the responsibility of the successful bidder. The cleaning of IT equipment shall also be the responsibility of the successful bidder. The cost for the same should be taken into consideration while quoting rates for the tender.

successful bidder shall equip their each technician with Tool Kit comprising of soldering Iron, 3 and ½ half digit multi-meter , screwdriver set, LAN cable tester, RJ45 Crimping Tool and Krone Punch tool for day-to-day maintenance jobs on its own cost and the same shall be in good serviceable condition. Any item of the Tool-Kit shall be repaired/replaced at the successful bidder's own cost. It will be the duty of the IT FMS personnel to keep these tools in their custody; ITPO will not be responsible for any loss or breakage of these tools.

(9.14) **Back to Back arrangements with OEM**

The successful bidder shall have back to back arrangement with the respective OEMs for maintenance of various servers and online heavy duty UPSs at ITPO (For details of UPS and servers, please refer Annexure-1).

(9.15) **Project Management**

Manage all work under scope of work, Submission of Monthly Project Status reports & conducting status meetings etc.

(9.16) **Miscellaneous**

i Preventive maintenance every quarter. The preventive maintenance of the system should cover all the essential aspects like optical drive head cleaning, printer head cleaning, checking, system performance, checking hard disk for inconsistent cluster, defragmenting and running scan disk wear and tear of printer gears and knob if any, may be replaced. Maintenance of the machines includes cleaning all the machines, monitor, keyboard, and printer including removing the dust inside the machines once in three months. Inspection of site as per the requirement of electrical power by the machine and reporting to consignee, in the event of mal-function of power conditioning equipment.

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

iii Maintenance will also include chargers, adaptors etc. If faulty parts are beyond repair they will be replaced by new genuine parts with minimum one year warranty wherever applicable.

iv The repair of the products which are under warranty shall also be carried out by the successful bidder if so desired by ITPO. No extra payment shall be considered for the same.

v Any item under warranty, and requires to be taken to service centre shall be done by the vendor at their own expense; this shall also include logistic arrangements.

vi Successful bidder will educate and train the users as per requirements, regarding the best practices of using the Desktops/Printers and other peripherals, including the available software etc., at no additional cost to ITPO, so as to ensure proper implementation/utilization of the available software / hardware features. This may normally be done by way of providing individual guidance etc. as per requirements.

vii 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. In case, the successful bidders not able to repair the original equipment, the successful bidder shall supply a new substitute of same make, or similar make to the satisfaction of ITPO if the same make is not available. The substitute shall have equivalent or higher specifications than the original. The substitute equipment shall become the property of ITPO. The Original irreparable equipment/component shall become the property of the Successful bidder.

viii As per ITPO's IT policy, time to time old Desktops/Servers/ 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 successful bidder (both CMSS & FMS services being provided by the contractor) and new replaced system shall be covered. ITPO 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 successful bidder at his own cost.

ix For claiming the final bill, the Successful bidder shall have to submit an unconditional and unequivocal 'no claim certificate' in the manner and form acceptable to ITPO.

x The successful bidder shall keep an Aluminum Stairs of 5-6 feet height at ITPO's premises to repair items which are on height such as network switches, Wi-Fi points etc.

xi All the major hardware are provided with item code. In case during maintenance if the vendor replaces hardware it will be according provided an item code. Painting services, where ever required, shall be provided by the successful vendor at its own cost.

xii The successful bidder shall also keep minimum required stationery on site such as pens, note books, A-4 sheets (1 Ream per month), 4 Quire Register (one per month), 2 Quire Register (one per month), CDs, DVDs, stapler, punch, cello tape etc. or any other stationery required for smooth functioning. However, at the starting of the contract the stationery requirement may be more which is to be met out by the successful vendor

at its own cost. Delay due to non availability of stationery shall attract penalty. Unconsumed items may be taken back by the successful bidder after end of the contract.

xiii Response time: the response time of bidder to attend any complaint upon on receipt of the complaint/ information from the user should not be more than one hours.

xiv The vendor, if needed, may request ITPO for almirah. ITPO would try to accommodate the request.

xv Items form user location to computer repair centre or change of location shall be done by the successful bidder, for which the successful bidder may deploy helper at its own cost.

xvi No conveyance shall be provided for engineers to attend calls at remote locations such as stores, BIC or any other location in Pragati Maidan complex, the bidder, if required, may keep provision of bicycle etc. at its own cost and responsibility.

xvii The man power supplied shall also be used by ITPO for smooth functioning of IT and IT enabled services in various exhibitions and may perform ground duty as and when required by ITPO.

xviii The staff may also be utilized for IT/IT related services outside Pragati Maidan such as visiting camp offices, service centers, etc. No additional payment shall be made by ITPO for this.

xix The successful bidder shall keep provision of three (3) emergency lights (LED) round the clock in LAN centre and computer centre. The maintenance/change of batteries etc. shall be the responsibility of the successful bidder.

xx Tape drives (RW data cartridge) for data backup shall be provided by the successful bidder which shall be retained by ITPO after the contract period.

xxi ITPO is planning to upgrade its Local Area Network (LAN) hence the successful bidder shall study the existing LAN arrangement and submit feasibility study report to ITPO regarding up-gradation plan duly supported by necessary specifications and layout plan. This work should be completed within 30 days from the taking over the work.

(9.17) **Buffer stock to be kept at ITPO**

A. Also, at any given point of time, following items should also be available with the vendor as buffer stock in ITPO to meet maintenance/replacement requirements:

S.No	Item	Quantity	Special Remarks
1.	New 5 KVA online UPS	One (1)	If more than one UPS goes down simultaneously than bidder shall arrange another standby.
2.	CPU Mother Boards as per specifications of inventory at ITPO	Five (5) of each type	
3.	Hard Disks as per specifications of inventory at ITPO	Two (2) of each type	
4.	Various RAM as per specifications of inventory at ITPO	Five (5) of each type	
5.	i3 Desktop Computers with 4GB RAM, 500GB HDD, pre-loaded OS and antivirus	Five (5)	
6.	Multifunction Printers with Network connectivity along with new original toner/cartridge	Five (5)	Cartridge/toner to be replaced with new ones every 4 months. In case of non compliance a penalty of Rs.1000 per month par cartridge to be levied.
7.	CPU Fan	Ten (10)	
8.	CPU Power supplies	Ten (10)	
9.	External Hard Disk for data backup purpose	Minimum 5 hard disk of 1 TB each	however, if required the vendor may keep provision for more
10.	CPU Battery	Ten (10)	
11.	UPS Fuse	Ten (10)	
12.	UPS Card	Ten (10)	

13.	New Mouse	Ten (10)	
14.	New Key Board	Ten (10)	
15.	RJ 45 connectors	Hundred (100)	
16	I/O ports	Ten (10)	
17.	Server Hard Disks (as per specifications of Servers at ITPO)	Four (4) each	
18.	Various RAM (as per specifications of Servers at ITPO)	Eight (8) each	
19.	Mother Board (as per specifications of Servers at ITPO)	Two (2) each	
20.	Server (standby)	One (1)	Should have equal or better configuration that of database server of ITPO alongwith OS.
21.	Laptop i7 for the purpose of standby, presentations and seminar by/at ITPO with , pre-loaded genuine Windows 8 OS, MS office and antivirus	One (1)	Laptops should be Wi-Fi enabled.
22.	New Mouse Pad	Twenty (20)	
23.	New 8 Port switch withCAT6 ports with adaptor	Five (5)	
24.	External Network Card	Five (5)	
25.	3G/high speed Wi-Fi data card with minimum 30 GB data usage every month	Two (2)	Recurring charges/bills to be paid by the successful bidder.
26.	CD (RW) External and Internal both	Five (5)	
27.	DVD	Five (5)	
28.	Pen Drive of 16 GB	Two (2)	
29.	Wireless mouse and key boards and batteries	One (1)	
30.	Patch cables (OFC and	Four (4) of	

	CAT6)	each type	
31.	LED Monitor 21”	Two (2)	
32.	1 KVA UPS	Five (5)	
33.	24 Port Switch with OFC card	Five (5)	
34.	48 Port Switch with OFC card	One (1)	
35.	Logic Card for laser printer	Four (4)	
36.	Power Supply card for Laser Printer	Four (4)	
37.	Webcam for Desktop computers	Two (2)	With minimum 5 MP resolution

Note: The above items are minimum stock to be maintained on monthly basis at ITPO. The items should be at site (ITPO) within 30 days of award of work. The delay shall attract the penalty of Rs.2000/- per week.

The vendor shall take unused items back after the completion of the contract period.

B. Procurement of consumable items

The vendor shall also supply items from sr. no. 1 to 8 to ITPO at the beginning i.e. within 30 days of the contract every year and item no. 9 as per requirement as & communicated by ITPO

S.No.	Item	Quantity
1.	New Mouse with USB Port	Twenty (20)
2.	New Wireless Mouse with battery	Two (2)
3.	New Key Board with USB Port	Twenty (20)
4.	External Hard Disk 1 TB	Two (2)
5.	CAT 6 cable	Two (2) Boxes of 300 mtrs each
6.	RJ 45 connectors	Two Hundred (200)
7.	Small 2 channel speakers of minimum 2W of power for desktop computers	Eight (8)
8.	8 port switch	Three (3)
9.	Fuser assembly kit (s) for all kinds of printers/ scanners indicated in Aneexure-1(Page no. 58 to 60)	As per requirement.

Note: - The cost of these items shall be provided in the Commercial Bid and the evaluation i.e. L-1 bidder will be on the total cost i.e. maintenance cost + cost of

consumable items in the procurement list as indicated above.

19.17.1. ITPO shall provide common cleaning services such as floor cleaning. However, keeping the computer centre and LAN room including curtains and doors/panels etc. neat and clean & dust free shall be the responsibility of the bidder.

19.17.2. As far as maintenance and replacement of server parts, and online UPS parts are concerned the vendor shall have back to back arrangements with the OEM to replace the faulty parts with new and genuine parts. No duplicate parts shall be used. In this regard item part nos. should be provided to ITPO along with confirmation from the OEM.

19.17.3. If any equipment under maintenance goes down, then standby equipment of same capacity should be provided. The faulty system should be repaired within one week from the date of removal. In case no standby equipment is provided in replacement of faulty PC or Printer then penalty will be imposed for the first seven days after that the equipment will be got repaired at the risk and cost of successful bidder.

19.17.4. Successful bidder shall do the job of 'Data transfer' from old PC to New/ standby PC along with installation of OS, software, service packs, patches, upgrades as and when required.

19.17.5. The vendor shall provide new mouse pads to all the system users at the beginning of the contract. During the contract period the mouse pads replacement shall be covered under the maintenance.

19.17.6. At the end of the contract, the successful bidder shall ensure all the PC's & Printer are in good working conditions duly certified by ITPO, otherwise the final payment will not be released.

(9.18) EXCLUSION OF ITEMS, COMPONENTS AND ACTIVITIES FROM SCOPE

(1) The scope shall not cover the supply and replacement of following items listed below:-

	Excluded Item
(i)	USB External HDD, USB Pen Drives, Floppy disks, CDs, DVDs, DATs, or any removable storage media.
(ii)	Ribbons and ribbon cartridges of dot matrix/ line printers. Toners, Cartridges of Laser Jet & inkjet printers.
(iii)	UPS Batteries of make other than 7AH.
(iv)	All Components other than those mentioned above, of systems covered under maintenance services of the successful bidder, shall be covered under the scope

(2) The batteries for UPSs having 7AH batteries and batteries for Laptops, CMOS batteries of Servers/ PCs/ Laptops etc. are not excluded. Such Batteries are included as part of Scope of Work. UPS having backup less than 15 minutes and laptop having back up less than 45 minutes are liable for change of batteries.

For UPS having batteries other than 7AH, ITPO will purchase the batteries and may get the batteries installed by the third party or by the successful bidder however, once the batteries are installed the successful bidder will be responsible for its successful working. In case battery bank of heavy duty UPS is/are required to be replaced the successful bidder has to intimate ITPO minimum before 90 days in order to enable ITPO to replace the batteries. Failure to do so the liability to change the batteries shall rest with bidder at no extra cost to ITPO. The delay shall attract penalties.

(3). The successful bidder shall not be liable for repair/ replacement of the Equipment / IT asset in case it has suffered severe physical damage case due to causes clearly and unambiguously attributable to mishandling by the user or natural disasters. However, Successful bidder shall have to attend to all defects/ failures on account of any reason other than this including damage by rodents/monkeys. No other reason of breakdown shall be excluded from the downtime calculations and Successful bidder shall have to adhere to the SLA.

(4). The decision of ITPO regarding the liability of the successful bidder in cases of ambiguity/ dispute on these subjects shall be final, and the successful bidder shall not have any claim in this regard.

9.20 The scope of work is including but not limited to the work mentioned above. The scope of work may also include any future development or changes that take place from time to time with respect to IT infrastructure or any other force majeure by the government time to time.

NOTE : -Maintenance would include preventive maintenance and repair or replacement of any item necessary for keeping the equipment active and free from any defects/ disturbances and also on any unscheduled call for corrective and maintenance services, taking appropriate measures on time to set right the malfunctioning. For the purpose of maintenance the successful bidder shall keep or arrange for necessary equipments and consumables like spare parts, UPS battery charger, load testing equipments, vacuum cleaner, cleaning liquids etc. to avoid any downtime.

The comprehensive maintenance shall be carried out at the premises of ITPO in case selected bidding companies feels that the equipment cannot

be repaired at site it will carry and deliver the equipment at its own cost and risk. Any future purchase of hardware / software will also subsequently become the part of FMS without any extra cost to ITPO. The PM drive should be taken quarterly, indicative schedule is placed at Annex 10.

(10) MAN POWER REQUIREMENT

To provide the above services the vendor must deploy the following manpower:

Team Leader/Network Administrator: 1 (One) Must have regular full time degree of BE/B.Tech/M.Tech/MCA in Computer Science/IT/Electronics & Telecom. Must have minimum 5 years of post qualification experience out of which two year's experience as a Team Leader in Maintenance and Facility Management Service, hardware & networking, software management etc. He will be fully responsible for the project. He has to ensure service delivery, user satisfaction, must provide MIS reports. He should be able to administrating the servers, capable of looking after the critical networks, experience in handling leased line, RF connectivity, router, Switches etc. He has to ensure that his services are available round the clock when required.

The network administrator should have firewall security certification preferably from Cyberoam. In case he does not have such certification he should go for one within 15 days of his deployment at ITPO. The payment of first quarter shall not be processed until the certification is submitted to ITPO. In addition penalty shall be levied as applicable. All expenses to this effect to be borne by successful bidder.

Senior Technicians: 2 (Two) senior IT professionals would be deployed by the company to cater the day to day requirement of IT facilities for repair maintenance of Desktop/Printer/Networking equipments. Senior Technician should be Graduate/post Graduate in IT or three years' polytechnic diploma and must also have Diploma in Hardware Networking with minimum 5 years of post qualification work experience in the set up of 200-250 desktop computers or more. Out of these two Sr. Technicians one technician should be printer engineer properly trained and duly certified preferably by M/s HP India Pvt. Ltd. (Certification required.)

Junior Technicians: 3 (Three) IT professionals would be deployed by the successful bidder to cater the day to day requirement of IT facilities. These team members for Desktop/Printer/Networking equipment maintenance should be IT graduate or three years' polytechnic diploma and also have Diploma in Hardware and Networking with minimum 1 year of work experience.

LAN and Server Administrator : 1 (One) should be B.Tech/MCA/IT Graduate/polytechnic diploma and certification such as CCNA/CCNP or any other

equivalent certification etc. with 2 years' experience or four (4) year's experience in case of polytechnic diploma holder. Should have knowledge in Windows Server, Microsoft Outlook and other platforms etc. Handling the applications of NIC such as emails etc. shall be an added advantage. Should be capable of handling configuration of L2/L3 switches, firewall etc. He should be able to configure and troubleshoot outlook, manage network security tools e.g. firewall, antivirus, Monitoring and optimizing network performance etc.

Data Base Administrator (DBA) 1 (One) should be B.Tech/MCA and certification such as Oracle DBA 9i/10g etc. and should have minimum 2 years post certification work experience. At present ITPO is using Oracle 9i. DBA will manage server room. Should be proficient in MSSQL.

Help Desk Technician - 1 (One) IT professionals for managing helpdesk (through software), able to handle calls on email, telephone. Should be able to communicate to the user in Hindi as well as workable English, troubleshoot online. He/ She should be a graduate and should also have Diploma in Hardware Networking with minimum 1 year of work experience.

Technical Assistant – 1 (One) technical assistant to handle and assist ITPO in various corporate presentations, workstation management, software application related tasks such as MS Office etc. He/ She should be a graduate and should have basic diploma in computer education. Preferably one year's work experience as computer operator and well versed in MS office. Should also know data entry with fair typing speed.

Successful bidder will provide one helper for movement of the hardware and other helping job to FMS Team. The helper shall be permanently placed in Computer division of ITPO.

Standby/Backup technician: - Apart from the above staff standby technicians shall be provided to take care of leave/absent of fellow technicians. At any given point of time the no. of staff, apart from helper, should not be less than ten (10).

Note:

10.1. The number of persons listed above is the minimum number that is required in our view. The actual number deployed by the vendor may be more to take care of leave, illness, job requirement, support activity, quality, promptness etc.

10.2. The above mentioned manpower will be based at ITPO head quarters, Pragati Maidan and the would be under the supervisory control of System Development & Compliance Services Division (SD&CSD) and would assist and advise ITPO on Technical issues/up gradation of the information system etc. As and when required necessary reports shall be submitted in the format

desired by ITPO.

10.3. Network Administrator will also be advising ITPO for IT infrastructure related matters, their maintenance, up gradation etc. ITPO would be free to use his expertise in technical matters. As Project manager cum Network administrator, he will responsible to ensure project management, adherence to all service level standards and submission of reports as per SL Standards. The team of technicians may not necessarily report to him.

10.4. The normal working hours would be 8:00 AM to 8:00 PM on working days. However, if required, the manpower will attend the office beyond office hours and on Saturdays and Sundays without any extra cost, such as special duties during various exhibitions like IITF etc. The internal duty roster shall be prepared with consent of ITPO.

10.5. ITPO would also use services of these staff for IT/ITES during exhibitions and shall assign duties accordingly.

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

10.7. Successful bidder will provide uniform with name & designation tag of technician to his IT FMS personnel deployed at ITPO at his own cost. He will also ensure that the persons wear the uniform and keep it neat, clean and tidy. In winters the staff should wear Navy Blue apron.

10.8. The Successful bidder shall ensure that all its personnel deputed for required services during the tenure of the Contract and any time thereafter maintain the strictest confidence all information relating to the work and shall not, unless so authorized in writing by ITPO, divulge or grant access to any information about the work or its results. The Successful bidder and/or his deputed persons shall not destroy/alter any report, note and technical data relating to the operation/work. 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.

10.9. The successful bidder shall provide a pool of eligible persons as per above criteria, two for each position, and ITPO will select the team from the pool.

10.10. If so decided by ITPO, the technical staff shall be put on shift duties to man the LAN centre of ITPO round the clock (in 3 shifts) on all the 7 days a week.

10.11. If the project manager/DBA/Administrator is absent for more than 2 days at a stretch, a replacement must be put in place. In case these staff

wants to proceed on leaves, their leaves must be got approved by ITPO before 15 days along with the name of replacement during the leave period. The replacement should be of the same eligibility criteria.

10.12. Manpower placed at ITPO once deputed shall not be changed . The change may happen only if so desired by ITPO or manpower leaves the company. The violation shall fetch the penalty @ 2% of the total annual project cost per month. Any change desired by ITPO shall be communicated before 1 month.

10.13. The standby replacement in lieu of leaves, illness etc. should of the same capacity.

10.14. The required man power should be in place with in 15 days of award of contract.

(11) DETAILS OF IT-INFRASTRUCTURE OF ITPO: Please refer ANNEX – 1.

(12) ELIGIBILITY CRITERIA

Eligibility criteria for bidders:

12.1 The Bidder should be a company under company's act 1956. Relevant papers i.e. copies of original documents defining legal status, or Certification of Incorporation/Memorandum/ Articles of Association, in case of firm/proprietorship/partnership a certificate duly signed by proprietor and/or partner(s) etc., to be provided as a supporting document, with copy of PAN card. Bids on Consortium/Joint Venture basis shall not be accepted.

12.2 The bidder should be registered under VAT and Service Tax. Copies of VAT and Service Tax registration certificate (both) to be provided as a supporting document.

12.3 The bidder should have atleast satisfactorily completed one similar work of volume not less than Rs.26 Lakhs (Rs. Twenty Six Lakhs) per annum or two similar works of volume not less than Rs.15 lakhs (Rs. Fifteen Lakhs) each per annum, in last 3 years i.e. from 1.1.2012 to 1.1.2015 from Government/Semi Govt., PSUs/Other Govt. or private Bodies. The bidder will submit the copy of relevant work orders, TDS and work completion certificate in support of the work orders. The extension of the contract shall not be considered in deciding eligibility. The work (s) should have been awarded not before 1.1.2012 and should be completed by 1.1.2015.

The above work order/s should include facility management services, maintenance/management of minimum one Oracle based server and two other servers such as windows server, File Tracking Server, Mail Server etc., maintenance service of IT infrastructure including Desktop/Printers/UPS,

LAN/Network maintenance etc. Please provide supporting document such as copy of contract etc. in case the PO/work order does not define the said work.

12.4 The bidder should have a minimum annual financial turnover of Rs.1 Crore (Rs. One Crore only) during last three financial years. Audited copy of balance sheet for last three financial years i.e. 2012-13, 2013-14 and 2014-15 are to be provided as supporting document along with certificate from Chartered Account as per Annexure - 2.

12.5 The bidder must deposit, in original, Earnest Money Deposit (EMD) of Rs.70,000/- (Rs. Seventy Thousand Only) in the form of bank/demand draft favoring “India Trade Promotion Organisation”, payable at New Delhi.

12.6 The bidder must deposit, in original, Cost of tender document in the form of bank/demand draft for Rs.525/- (Rs. Five Hundred Twenty Five Only including 5% DVAT) in favor of “India Trade Promotion Organisation”, payable at New Delhi.

12.7 The bidder must be registered with Employees Provident Fund (EPF) / Employees Estate Insurance Corporation ESIC. Please provide documentary proof along with latest deposit challans.

12.8 The bidder must have all the qualified manpower on its payroll as desired in Clause no. 10. Please provide CVs of such persons duly certified by authorized signatory.

(13) COST OF TENDER DOCUMENT & EARNEST MONEY DEPOSIT (EMD)

13.1 The cost of tender document is non refundable.

13.2 The EMD is non-interest bearing.

13.3 The successful Bidders’ EMD will be discharged upon expiry of "Offer Validity Period" or upon receiving of Performance Guaranty. EMD of unsuccessful bidders shall be refunded after finalization of tendering process.

13.4 The EMD will be forfeited if a bidder withdraws his bid during the period of validity or in case if a successful bidder fails to sign the contract in accordance with terms and conditions.

(14) TENDER EVALUATION COMMITTEE

ITPO will constitute the Tender Evaluation Committee. This committee will evaluate the Bid Documents submitted by the Bidders.

14.1 The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.

14.2 Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

(15) UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to ITPO. Performa of undertaking is enclosed at Annex - 3

(16) BID PRICES

16.1 The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format enclosed in this bid document. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.

16.2 The bidder shall make payment of all dues, taxes & other statutory dues, not specifically mentioned in this document but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. In case the bidder does not make timely payment and any liability arises against ITPO, it may be recovered by ITPO from the payments due to the bidder.

16.3 All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

(17) PERIOD OF VALIDITY OF BIDS

17.1 **Validity period** : Bids shall remain valid for 180 (One Hundred Eighty) days after the last date of bid submission prescribed by ITPO, ITPO holds the right to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

17.2 **Extension of Period of Validity**: In exceptional circumstances, ITPO may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

17.3 **Site visit and verification of information**: Applicants are encouraged to submit their respective Proposals after visiting the Project site and ascertaining for themselves the site conditions.

17.4 **Amendment of RFP**: At any time prior to the deadline for submission of Proposal, ITPO may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the Official Website.

(18) MODIFICATION/ SUBSTITUTION/ WITHDRAWAL OF PROPOSALS

18.1 The Applicant may modify, substitute, or withdraw its proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by the ITPO prior to Proposal Due Date. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after the Proposal Due Date.

18.2 The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

18.3 Any alteration / modification in the proposal or additional information or material supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

(19) SPECIAL TERMS & CONDITIONS

19.1. ITPO shall reserve the right to verify the operation and performance of Project by the Bidder and the Bidder shall permit ITPO to do so. The ITPO will evaluate the information submitted by the Bidder with regard to Bidder's capacity. The Bidder cannot subcontract the work at any stage without prior written approval from the ITPO.

19.2. Warranty: All items supplied by the bidder shall be guaranteed against any defect & the bidder should provide time to time operational maintenance support for a period of three years (On site comprehensive warranty). The said warranty shall cover all hardware and software. The warranty and service shall be provided directly from the manufacturer, the bidder shall be liable to rectify any defect, for free of cost, that may be found in the equipment supplied.

19.3. Response time: the response time of bidder to attend any complaint upon on receipt of the complaint/ information from the user should not be more than one hour.

19.4. The job would be assigned to a single party which is the overall lowest bidding company found technically fit for the job.

19.5. Annual rates quoted in the Commercial Bid should be valid for 3 years as no changes in the annual rates would be considered at a later stage.

19.6. It will be Bidder's sole responsibility to submit each page of Bidding Document, duly signed and stamped in token of their acceptance, in a file or in properly binding condition. If any page is missed or omitted or not submitted, it will be presumed that contents of such pages are accepted by Bidders without any deviation and price implication.

19.7. Tenders with incomplete information are liable for rejection.

19.8. Tenders not submitted in the format specified as per the Tender document may be rejected.

19.9. The tenders not containing Tender fee and EMD amount, in original, in the prescribed format will be summarily rejected.

19.10. Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.

19.11. Tenders without the signed copy of the Tender Documents in the respective envelopes will be summarily rejected.

19.12. Tenders submitted without audited financial Statements of the Bidder for previous three years are liable for rejection.

19.13. The bidder should not be black listed by any Govt./semi Govt. organization or PSU. Please provide undertaking as par Annex - 4

19.14. The bidder cannot make any amendment in the Technical Bid / Commercial Bid, neither he can impose any conditions. All such bids will be rejected at the discretion of ITPO.

19.15. ITPO is also, in future, intends to implement ERP solution. In such case ITPO will be free to discontinue the contract with prior notice of 6 months.

19.16. The bid evaluation would be upon the price which is exclusive of service tax. Service Tax, as applicable from time to time, shall be paid extra. The bidder shall submit documentary evidence of depositing the service tax to authority.

19.17. Those bidders who don't have office/branch office in Delhi/NCR region will open one in case of selection.

19.18. PF and ESI facility to be provided to the staff deployed at ITPO. Quarterly PF deposit receipt to be submitted along with quarterly invoice.

19.19. ITPO may provide space for working of maintenance team and maintenance activities. However, ITPO does not bind itself to do so in case of space constraint due to any reasons.

(20) RESOLUTION TIME.

20.1. The parameters for Response and Resolution Time shall be applicable for all systems as per scope of work, irrespective of whether they are covered under AMC or FMS services.

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

20.3. Resolution Time is the total time taken by the Successful bidder 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 CM&FMS services etc. to make the systems functional as per requirement.

20.4. The resolution time will be measured as a time differential between call log and call closure after resolution, as recorded at Helpdesk.

20.5. 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.

20.6. Failure to resolve the calls within the specified Resolution Time will result in Non-performance Deductions specified in this document. However, in respect of service level delivered by the Contractor, ITPO shall have the right to disagree the call closure in case of non-satisfactory call resolution, for which the decision of ITPO will be final.

20.7. The successful bidder shall ensure that the faulty servers, PCs and peripherals, software etc. are repaired /brought back into service within the maximum allowed/ specified resolution

time, failing which the deductions as per specified parameters will be applicable and the Successful bidder shall be bound by the final decision of ITPO in this regard.

20.8. If any of the devices under AMC services of the successful bidder, remain down for more than 7 days ITPO has the option and unconditional right to get the system repaired / replaced from any third party at the risk and cost of the successful bidder. The mode, mechanism and timing of getting the repairs done from the third party shall be at the sole discretion of the ITPO. 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. Non performance deductions shall be applicable onthe successful bidder for the period the device was considered 'not available' or 'down'. For such devices & assets, accrued expenditure by ITPO on repair/ replacement by any third party will also be deducted from the bills of the successful bidder.

(21) EXCLUSIONS FROM THE DOWNTIME CALCULATIONS.

21.1. It is expressly clarified that the responsibility of getting thecall resolvedwill continue to bewith the successful bidder. In case, the successful bidder is unable to provide a solution himself, the successful bidder can use OEM/ PRINCIPALS/ Third party support to resolve the call. However, in such cases exclusion from downtime shall be allowed only if the OEM/ PRINCIPAL is obliged to provide the solution as per the Contract/ agreement with ITPO. No exclusion from downtime calculations shall be allowed in case the OEM/ PRINCIPAL is not required to provide the solution as per their contract with ITPO, or if no such contract exists.

21.2. In case the successful bidder tries to obtain support from Agencies/ departments of the ITPO's establishment, exclusion from the downtime calculations shall be allowed only if the resolution of the defect is the responsibility of ITPO. It shall be applicable on systems covered under AMC services as well as on systems under only FMS services of the ITPO.

21.3. Downtime that occurs for reasons not attributable to the Successful bidder will be excluded from the downtime calculation provided the Successful bidder lodges a complaint / call with the

concerned agency. The time period which shall qualify for exclusion/subtraction from the duration which the equipment is considered 'not available or down' shall begin from the time the successful bidder escalates/ logs the call with the concerned agency as listed below:-

Issue	Action tobe takenby Contractor
Warranty support Calls / problems	Call successfully lodged with respective OEM / Principal of the system as applicable
Electrical connection/ Power Supply	Problems escalated and acknowledged by User

21.4. 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 shall be excluded from the downtime calculations.

21.5. In case, the Successful bidder has provided a suitable substitute to defective equipments covered under AMC of the Contractor, the equipment shall be treated as 'available'. The period of Standby/ substitute 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.

21.6. In case the substitute equipment provided by the successful bidder 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.

(22) ACCEPTANCE & WITHDRAWALS

The right of final acceptance of the tender is entirely vested with ITPO who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of ITPO to communicate with rejected Bidders. After acceptance of

the tender by ITPO, the Bidder shall have no right to withdraw his tender, or claim higher price.

(23) ITPO'S DECISION TO BE FINAL

The final decision would be based on the technical capacity and pricing. The tender shall be submitted neatly and all corrections, over-typing shall be attested with seal and full signature. ITPO reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason.

Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

(24) AWARD CRITERIA

ITPO will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. ITPO may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ITPO reserves the right for such waivers.

(25) PERFORMANCE GURANTEE (PG)

Performance Guarantee amounting to 10% of the total bid value will be deposited by the successful bidder by way of demand draft favoring "India Trade Promotion Organization", payable at New Delhi. PG shall be refunded/ released after successful completion and settlement of final bills of contractual period of the services. PG is non interesting bearing.

(26) PAYMENT TERMS

Invoices for the payment shall be submitted as per procedure, terms and conditions in vogue in ITPO. The invoice along with covering letter should be submitted to R&I section of ITPO along with following documents –

i Copy of original work order/ award letter,
ii Extensions/amendments/addendum letters, etc.
iii Tax deposit invoice,
iv PF and ESI deduction statement for the quarter for which the invoice has been submitted of the staff posted at ITPO and its deposition to the concerned statutory authority.
v Payment shall be released quarterly in equal amount after successful and

satisfactory delivery of services at ITPO's premises.

vi The penalties would also be deducted from the payment.

(27) PERIOD OF THE CONTRACT

The period of contract is for three (3) years (to be awarded annually) which is extendable for subsequent years upon satisfactory services and at the sole discretion of ITPO.

(28) INDEMNITY

The successful bidder shall, subject to the provisions of the Agreement, indemnify ITPO for an amount not exceeding 1 (one) time the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.

(29) NOTIFICATION OF AWARD

The Bidder whose Bid has been accepted shall be notified of the award by the ITPO prior to the expiration of the period of validity of the proposal, by registered letter or by fax. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within 3 days from the receipt of the Letter of Acceptance.

After receipt of the Letter of Acceptance and PG, ITPO shall issue Award Letter / PO.

(30) SIGNING OF AGREEMENT

Pursuant to the Bidder acknowledging the Letter of Acceptance, the Bidder and ITPO shall promptly sign the Contract. ITPO shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract. Format of agreement placed at Annex 11.

(31) EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the Contract/ agreement shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the ITPO.

(32) FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of ITPO.

(33) TERMINATION OF CONTRACT

Termination for Default, ITPO may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if - The qualified Bidder fails to perform any other obligation(s) under the Contract.

If the Bidder is in material breach of the representations and warranties contained in this Contract.

(34) GOVERNING LAW

The laws of Republic of India shall govern the Tender Document and the Contract.

(35) INDEMNIFICATION

35.1. The Tenderer/Service Provider shall indemnify ITPO against any claims, damages, loss or penalty including costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him/it.

35.2. ITPO will not be responsible for any injury sustained by Tenderers/ Service Provider's personnel during the performance of its/their duties and also any damage or compensation due to any dispute between them and it's personnel. Any expenditure incurred by ITPO to handle the situation arising out of the conduct of personnel deployed by the bidder /Service Provider will be made good from Security Deposit/Bills of the bidder /Service Provider.

35.3. In case of injury or loss of ITPO staff due to any act or deed of successful bidder's employee or due to an accident, the successful bidder shall arrange to pay ITPO employee or his legal heirs as per existing Govt. rules and regulations. The insurance claim settlement shall be the sole responsibility of the successful bidder. The legal costs will also be borne and paid by the successful bidder.

35.4. The bidder shall indemnify ITPO against payment of penalty /third Party claims/damages /loss of property of ITPO, / penalty due to mishandling on the part of personnel provided by the ITPO. In case, any such amount is not deposited / paid to ITPO, the same shall be deducted from his monthly Bills/ Security Deposit / Future payments due to the bidder. In such cases the party shall make the security deposit amount equal to original within 10 days of such deductions / adjustment.

35.5. The bidder shall also indemnify to ITPO for making good any claim/penalty /loss or damages including costs thereof in respect of any breach or violation of any of the provisions of any law including labour laws governing the employee of the tenderer. In case of failure to make good above losses / expenses to ITPO, the same shall be deducted from the monthly bills / security deposited / future payments due to the tenderer.

35.6. The service provider shall indemnify ITPO against third Party claims arising out of equipment malfunctioning/mishandling on the part of personnel provided by the Service Provider. The Service Provider shall also indemnify to reimburse any theft, loss or damage by his personnel to ITPO personnel or property including machinery, equipment or buildings. In case, any such amount is not deposited/paid to ITPO, the same shall be deducted from Security Deposit/Bills/Future payments due to the Service Provider.

(36) COMPLIANCE WITH STATUTORY OBLIGATIONS

36.1. The Service provider shall be responsible for ensuring compliance with provisions of related Labour Laws (Central/State) and specifically factory Act, Minimum Wages Act, Payment of wages Act, PF Act ,ESI Act, Payment of Bonus Act, Contract Labour (R&A) Act, Workmen Compensation Act etc. as applicable from time to time. The service provider shall be solely responsible for any cost and consequences on account of any breach and or non-compliance of any of the provisions of the Labour laws. The service provider shall indemnify ITPO against any claims/costs/damages and Penalties in respect of breach of the any of the provisions of the laws in force.

36.2. It shall be the responsibility of successful Tenderer to comply with all liabilities arising out of any provisions of Labour Acts/Enactments (including PF/ESI/INSURANCE) hitherto in force or enacted from time to time during the term of the contract. In case of any breach, the successful Tenderer shall immediately notify ITPO in this regard.

36.3. The employees of the Successful bidder shall not be deemed to be employees of ITPO; hence the compliance of the Laws with respect to its/their

employee/their welfare will be the sole responsibility of the Successful Bidder. ITPO does not bind itself to provide any Canteen, Medical & Transport facilities inside or outside ITPO.

36.4. The successful bidder will maintain attendance register & wage register of its employees.

36.5. The successful bidder shall take out a Workmen Compensation Policy & covering all his employees for the contract period & submit a copy of the same to ITPO.

36.6. The service provider has to ensure that the prescribed minimum wages as applicable from time to time to the respective category of personnel deployed at ITPO (as per central/State Govt.) are paid on or before 7th of the following month.

36.7. All records, documents under various statutory provisions including ESI/PF/Disbursement of monthly Wages shall be maintained by the successful bidder and shall be open for inspection by an authorized representative of ITPO/third party authorized by ITPO and Government Agencies.

(37) TERMINATION & EXIT CLAUSE:

ITPO may at any time terminate the Contract with immediate effect by giving written notice to the Bidder, if Bidder 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 ITPO. In this case no compensation shall be made available to the bidder.

ITPO shall also be at liberty to terminate the contract/agreement for any reason including change in situation or circumstances etc. by providing to the successful bidder a six (6) month's written notice. The successful bidder shall also be at liberty to terminate the contract by providing to ITPO a six (6) month's written notice. In such an event, the terminated party shall have no right to claim compensation/damages etc. from the terminating party on account of early termination. However the party shall duly comply with their respective obligations during the notice period and thereafter, shall discharge the obligations arising out of the agreement till the termination. **The successful bidder who exercises the option of this exit clause or the successful bidder for whom ITPO exercises the option of this exit clause will however not be allowed to participate atleast in the immediate next tender floated for the subject work.**

(38) RESOLUTION OF DISPUTES

The dispute resolution mechanism shall be as follows:

In case of dispute between ITPO and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration in accordance with Indian Arbitration and Conciliation Act 1996.

If such dispute arises then either party may forthwith give to the notice in writing of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.

The CMD of ITPO will appoint the designated officer as an arbitrator which will be mutually agreed between the parties.

The decision of the arbitrator shall be final and binding upon both the parties, i.e. ITPO and the successful bidder.

All unresolved disputed matters will have the jurisdiction of Delhi, so far as legal and court matters are concerned.

(39) CONTENTS OF TECHNICAL ENVELOPE NO. 3

i Bid Application & letter of Undertaking regarding acceptance of terms and conditions on the letter head. (ANNEX 3)
ii Duly filled in technical bid.
iii Checklist of Submissions.(ANNEX 5)
iv Authorisation Letter for the Proposal Signatory.(ANNEX 6)
v Documents in support of Eligibility criteria clause no. 12.1
vi Documents in support of Eligibility criteria clause no. 12.2
vii Documents in support of Eligibility criteria clause no. 12.3
viii Documents in support of Eligibility criteria clause no. 12.4
ix Documents in support of Eligibility criteria clause no. 12.5
x Documents in support of Eligibility criteria clause no. 12.6
xi Documents in support of Eligibility criteria clause no. 12.7
xii Documents in support of Eligibility criteria clause no. 12.8
xiii Signed and stamped copy of Tender Document.
xiv Any other document/s mentioned / required as per the tender.

(40) CONTENTS OF THE COMMERCIAL/FINANCIAL ENVELOPE NO. 4 (COMMERCIAL BID)

Price bid as per format as at Annex 7.

(41) AUTHENTICATION OF BID

The original and all copies of the Bid Document shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all

pages of the Bid Document, including pages where entries or amendments have been made.

(42) VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

(43) RESPONSIBILITY OF BIDDER

If the outer envelope or any of the envelope is not sealed and marked as required, ITPO will assume no responsibility for the Bid's misplacement or premature opening.

(44) REJECTION OF BID

The Bid Document shall be submitted in the form of hard copies. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

(45) LATE BIDS

Any bid received by ITPO after the deadline for submission of bids prescribed by ITPO, will be summarily rejected and returned unopened to the Bidder. ITPO shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

(46) PROCEDURE FOR SUBMISSION OF BIDS:

Bids shall be submitted in Five (5) sealed envelopes as per following details :-

46.1. Envelop no. 1 – should contain tender cost and should be marked "Tender Cost".
46.2. Envelop no. 2 – should contain earnest money deposit (EMD) and should be marked "Earnest Money Deposit (EMD)".
46.3. Envelop no. 3 – should contain technical details along with relevant documents and annexure (s) and financial bid, and should be marked "Financial Bid".

46.4. Envelop no. 4 – should contain all the above 4 envelops and should be marked “Tender No. ITPO/SD&CSD/CM&FMS/2015”.

46.5. In addition to the above, all the envelopes should indicate the name and address of the Bidder.

(47) **BID OPENING PROCEDURE**

Following procedure shall be adopted for opening of bid:-

47.1. Envelop no. 1 containing tender cost as prescribed in clause no. 12.6 shall be opened first.

47.2. After opening of Envelop no. 1, Envelop no. 2 containing earnest money deposit (EMD) as prescribed in clause no. 12.5 shall be opened only of those bidders whose tender cost is found as per the eligibility criteria. In case the tender cost is not as per the eligibility criteria the Envelop no. 2 and other envelopes shall not be opened and the bidder shall be considered as rejected.

47.3. Envelop no. 3 containing Financial Bid and other related documents shall be opened only of those bidders whose EMD is found as per the eligibility criteria.

47.4. The Bidder’s representatives who are present shall sign a register evidencing their attendance. Only one authorized representative of each bidder shall be allowed to attend the Bid opening. The representative is required to carry a copy of authorization letter as prescribed by ITPO at Annex 8 in order to gain entry to the Bid opening venue.

47.5. In the event of the specified date of Bid opening being declared a holiday for ITPO the Bids shall be opened at the appointed time and location on the next working day.

47.6. In case any of the envelopes does not contain the marking the envelop shall not be opened and the bid will be considered as rejected.

(48) ANNOUNCEMENT OF BIDS

The Bidder's names and the presence or absence of requisite tender cost and EMD will be announced at the opening.

(49) BIDS NOT CONSIDERED FOR EVALUATION

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

(50) OPENING OF COMMERCIAL BIDS

The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the ITPO at the Commercial Bid opening.

(51) CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, ITPO may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates, declared supporting documents etc. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, ITPO reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

(52) RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

(53) REJECTION OF BID

A bid that does not meet all qualification criteria or is not responsive shall be rejected by ITPO and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the Bidder.

(54) SERVICE LEVEL AGREEMENT

All the payments would be subject to the SLA prescribed. Please refer to ANNEX – 9.

(55) EXTENTION OF LAST DATE

If any amendment is issued after the pre bid, ITPO reserves the right to extend the last date for submission of the bids, and subsequently the opening dates for Technical and Commercial bids.

(56) BIDS MAY BE SUBMITTED TO:-

Abhishek Chauhan
Deputy Manager (System Development and Compliance Services Division)
India Trade Promotion Organisation
Gate No.-3, Pragati Bhawan,
Pragati Maidan,
New Delhi – 110001
Tel: 011-23371540 (ext.513), 011-23371782,
Mob. No. :- 8505955777
Fax: 011-23371492

India Trade Promotion Organisation
(A Govt. of India Enterprise)
Gate No. 3, Pragati Bhawan, Pragati Maidan
New Delhi – 110001

Tender No. ITPO/SD&CSD/CM&FMS/2015 Dated: - 27-11-2015

Sub: Invitation of sealed bids IT – Comprehensive Maintenance & Facilities Management Services (CM&FMS)

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TECHNICAL BID

Company Details

Name of the Company:_____

Mailing address:_____ _____

_____

Contact Executive_____
(Name & designation)

Tel: _____Fax:_____Mobile:_____

E-mail:_____Website:_____

Registration Number of the company_____

VAT No. _____ Service Tax No._____

PAN No. _____ TIN No._____

PF registration no. …….. ESIC registration no……..

Details of EMD:

DD No. _____ Date_____

Name of the bank_____Amount _____

Details of Cost of Tender Document

DD No. _____ Date_____

Name of the bank_____Amount _____

Detail of work Experience during last 8 years-

S.	Name of the organisation/ Company worked with	Description/Nature of work done	Duration with start and end dates	Value of work in Rs.	Supporting document available at page no.
1					
2					
3					

Note :

- Attach proof of each as per RFP.
- Only above two/three experiences, as applicable, shall be considered. Submission of more than the desired documents/information shall not impact the bid evaluation and shall not be considered for evaluation.
- In case no data is provided in the above table the bid will stand rejected.

Details of Annual turnover during last three years:

S. No.	Financial Year	Turnover Rs.
	2012-13	
	2013-14	
	2014-15	
	Annual Turnover	

Certificate of CA is available at page no….

Details of manpower:

No. of employees with the company	
No. of employees provided PF facility	

Manpower details: -

S. No	Name	Educational Qualification	Technical Qualification	Post	Page no. where CVs are enclosed.
1				Team Leader	
2				Sr. Technician	
3				Sr. Technician	
4				Jr. Technician	
5				Jr. Technician	
6				Jr. Technician	
7				LAN and Server Administrator	
8				DBA	
9				Help Desk	
10				Technical Assistant	

Please enclose CVs along with copy of last salary slip.

date: _____

Seal of the company : (Name designation and Signature of authorized signatory)

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ANNEX – 1

Details of IT infrastructure

S.No	Items	Model	Specifications	Quantity
1.	**Servers**			
		DELL Power Edge 2600	CPU : XEON 1.8 GHz, 1 GB DDR RAM, Intel E7500 Chipset, 2X36 + 1X72 GB 10K Hot Pluggable HDD, 1.44 MB FDD, 8X DVD, 15" Color Monitor with 104 Keys Key Boards and Mouse Ports 2 Serial, 1 Parallel and 1USB on board 8 MB Video Card, 40GB DAT drive, Redundant Power Supply.	1 No
		DELL Power Edge 2600	CPU : XEON 1.8 GHz, 4.5 GB DDR RAM, Intel E7500 Chipset, 2X36 + 1X72 GB 10K Hot Plug HDD, 1.44 MB FDD, 8X DVD, 15" Color Monitor with 104 Keys Key Boards and Mouse Ports 2 Serial, 1 Parallel and 1 USB on board 8 MB Video Card, Redundant Power Supply,	3 Nos.
		Axis E100 CD-ROM Server	AXIS SCSI CD/DVD Mirror with I Pioneer SCSI DVD ROM Drive RISC Based Processor, 128 MB SD RAM, 10/100 MBPS Ethernet Card Inbuilt, 2X18.4GB	1 Unit

			SCSI Hard Disk Drive	
		Dell Inc. Power Edge T710	2.00 gigahertz Intel Xeon (2 installed), 32 kilobyte primary memory cache, 2048 kilobyte secondary memory cache, 8192 kilobyte tertiary memory cache, 64-bit ready, Multi-core (8 total), Not hyper-threaded, Drives - 999.11 Gigabytes Usable Hard Drive Capacity 640.04 Gigabytes Hard Drive Free Space, TSSTcorp DVD+-RW TS-H653G [Optical drive], IBM ULTRIUM-HH3 TAPE DRIVE, Memory - 4096 Megabytes Usable.	1 Unit
		HP Pro Liant BL460c Gen8 Blade Server with Rack	2.40 gigahertz Intel Xeon E5-2665 0 (16 CPUs) Hdd 300*4 RAM 16 GB DDR 3	1 Unit (under warranty till 17 Jan 2017)
2.	**Desktop and work stations**			
		HP Workstation XW 8000	Dual Intel Xeon CPU @ 3.2 GHZ, 800/533 MHZ FSB, Intel E7505 Chipset, 1 MB Cache, 512 256X2 MB RAM, 2X73 GB SCSI HDD, CD ROM/DVD ROM Combo, 22" colour flat screen monitor, 104 keys keyboard & mouse, 10-100	1 Unit

			MBPS Ethernet card, 2 serial, 1 parallel and 4 USB, AGP graphics card with 64 MB VRAM, Manageability WFM VER 2.0 or higher DMI 2.0 compliant, Windows XP Pro. And MS Office XP Pro.	
		HP D-290 PCs	Intel P-4 @ 3.20 GHz, 512 MB RAM, 80 GB HDD, CD ROM, keyboard, mouse, 14" VGA colour monitor, Ethernet card.	5 Units
		HP Desktop DX 7380	Intel Core 2 Duo E 4400, 2.0 GHz 800 MHz, 2 MB L2 Cache, 512 MB, 160 GB, Combo drive, Gigabit LAN (10/100/1000), Keyboard, Optical Mouse, 17" Colour Monitor, Windows XP Professional	65 Nos
		Compaq EVO D381 PCs	Intel P-4, Intel CPU @ 1.6 GHz, 512 MB SDRAM (Expendable to 1 GB) Intel 845G chipset, 40 GB HDD 1.44 MB FDD 52XCD-ROM, 10/100 MBPS Ethernet card, 1 Serial + 1 Parallel + 2 USB Ports, HP PS/2 Keyboard, HP PS/2 Mouse, MS Windows 98 Second Edition, MS Office XP 2003.	10 Unit
		Compaq D330	Intel P-IV @ 1.8 GHz, 512 MB SDRAM, 256 KB Cache, Intel 845G	15 Unit

			chipset, 40 GB HDD, 1.44 MB FDD, 52X CD ROM drive, 10/100 mbps Ethernet card with wake up on LAN, 15" SGVA colour monitor, EMI compliant, integrated AGP, 1 serial 1 parallel and 2 USB ports, 104 keys keyboard, mouse with Window98 SE and MS Office XP Pro	
		Dell Optiplex 380	Intel P IV, 2.8 GHz core 2 duo, 2MB L2 Cache, Intel G31 chipset, 160 GB SATA HDD, DVD Combo, 4 GB RAM, 17" wide screen TFT.	56 Units
		Dell Optiplex 360	Intel P IV, 2.2 GHz core 2 duo, 2MB L2 Cache, Intel G31 chipset, 160 GB SATA HDD, DVD RW, 4 GB RAM, 17" wide screen TFT.	14 Units
		Dell Optiplex 330	Intel P IV, 2.2 GHz core 2 duo, 2MB L2 Cache, Intel 945G chipset, 160 GB SATA HDD, DVD Combo, 4 GB RAM, 17" wide screen CRT.	100 Unit
		Apple	Apple iMac Desktop Core 2 Duo, 3.06 GHz with Apple wireless keyboard and Mighty Mouse, 4 GB RAM, Snow Leopard 10.6 or	3 Units

			higher and Windows 7.	
		DELL-T5400	Intel P-IV, 955X express chipset, 8GB RAM, 500 GB HDD	2 Units
		HP Pro 3330 Micro Tower	Intel i-3, 4GB RAM, 500 HDD, Win – 8, DVD Rom	25 Units (under warranty till April 2017)
		Lenovo TC M73	Intel i-3, 4GB RAM, 500 HDD, Win – 8, DVD Rom	30 Units (under warranty till 1 Nov. 2017)
		HP XW 4400		3 Units
		FUJITSU CELSIUS M720 with 30” LCD	Intel 2.8 GHz, RAM 32GB, 1TB HDD, intel xeon, Windows 7 professional	14 Units
3.	**Laptops**			
		Dell Vostro 1510	Core 2 Duo, 2.2 GHz, 2 GB RAM, 250 GB HDD	4 Unit
		Dell Vostro 1520	Core 2 Duo, 1.83 GHz, 2 GB RAM, 250 GB HDD	7 Unit
		Dell Vostro 1710		1 Unit
		Sony Vaio		1 Nos
		HP P440	I7, 500GB HDD, RAM 4GB, Windows 8.1 pro	10 Unit (under warranty till 6 July 2017)
4.	**Scanner**			
		HP Scanjet 4500C Scanner	A4 size color flat bed 2400 X 2400 dpi with character recognition software	2 Nos.

		HP Scanjet 5370C	A4 size color flat bed 2400 X 2400 dpi with character recognition software.	1 No.
		UMAX Power Look 2100XL		2 Nos. Jun 2015
5.	**Printers**	HP Laser Jet M202dw		15 Nos. (under warranty till 16.11.2015)
		HP Laserjet P1606dn		25 Nos.(under warranty till May 1, 2015 for 10 printers and Dec. 2015 for 15 printers)
		HP Color LaserJet CP6015xh		2 Nos.
		HP Design jet 1055 cm Plus	A0 size color plotter	1 No
		HP Color Laserjet	9500 hdn printers	2 Nos
		HP La HP Laserjet	9000dn printers	10 Nos
		HP Laserjet	5200 printers	5 Nos
		HP Laserjet	3050/3055 mf printers	31 Nos
		HP Laserjet	1100 printers	7 Nos.
		HP Laserjet	1522nf mf printers (all in one)	51 Nos
		HP Laserjet color	4730mfp mf printers (all in one)	1 No
		Lipi Line Printer	1000 LPM	2 Nos
		Epson2090/1050 dot matrix printers	24 pins, 136 columns, Buffer Memory 32 KB, Print Speed 320 cps.	44 Nos

		Epson Dot Matrix Printer FX2190	132 columns, 680 Cps, A3 size	27 Units
		Epson lx 300 + II dot matrix printer	80 columns, 337 cps	28 units
		HP Officejet 6500	(all in one) Printer	1 unit
		Samsung SCX-4824FN		45 Units
		Color Laserjet 2840		1 Unit
		HP Deskjet 6548		1 Unit
6.	**Monitors**			
		Samsung monitors	17” TFT Syncmaster	3 Nos
7.	**Switches and Routers**			
		3 COM 4400SE and other Workgroup Switches		25 Unit
		L3 Manageable central switch	D Link DGS6500 layer 3 manageable	1 Unit
		8 Port Switch		30 Units
8.	**Router/Firewall**			
		Cyberoam UTM	Model no. CR1000ia	1 unit. (under warranty till July 2017)
9.	**UPS**			
		UPS On-line 0.75 KVA	160-270 V, with fuse for overload and short circuit	74 Units
		UPS On-line 10 KVA	160-270 V, with fuse for overload and short circuit	2 Units

			(Tritronics Make).	
		UPS Off-line 2 KVA	160-270 V, with fuse for overload and short circuit (Tritronics Make)	10 Units
		Tritronics	1 KVA offline.	56 Units
		APC BR1500-IN	1500 VA with batteries	1 Unit
		Tritronics Supermax	5 KVA	1 Unit
		Tritronics Supermax Series	15 KVA	3 Unit
		Microteck	1 KVA offline	194 Units
10.	**Network and Wireless**		8 Access Points at following locations in Pragati Maidan - 1. Pragati Niwas (Near Gate no. 2) – low height pole (approx 10 ft) 2. Hall no. 17 (Exhibition Stores) – low height tower (approx 15 ft) 3. Nehru Pavalion – low height pole (approx 5 ft) 4. Conservancy – low height pole (approx 5 ft) 5. BIC – low height pole (approx 10 ft) 6. Pragati Bhawan –	

			height approx 40 ft. 7. Prantik Building near gate no. 1 – height apporx 30 ft. 8. CISF Camp office at gate no. 5 – height approx 10 ft.	

Note : - After the expiry of the warranty period of HP Pro Liant BL460 Gen 8 Blade server the vendor shall have back to back support with the OEM for next two years. Necessary extended warranty support document to be provided to ITPO. In case the vendor does not obtain extended warranty support, ITPO shall get it done at the cost and risk of the vendor.

ANNEX- 2

To, Date-
The Senior Manager,
System Development & Compliance Services,
India Trade Promotion Organisation,
Pragati Bhawan, Gate No.-3,
Pragati Maidan,
New Delhi-110001.

Ref: **ITPO/SD&CSD/CM&FMS/2015**

Sub:. Certificate in support of financial turnover.

Dear Sir,

In response to the Tender Ref. No., as above dated _____ for Comprehensive Maintenance & Facilities Management Services, ITPO we hereby declare that the details of Annual turnover during last three years (in Lakhs) as follows :

No.	Financial Year	Turnover (Rs. lakhs)
1	2012-13	
2	2013-14	
3	2014-15	

Thanking You,

Yours faithfully,

( )
Authorised Signatory

Name of the Chartered Accountant _____
Registration No. with Seal_____
Contact No_____

ANNEX- 3

To,

Date-

The Senior Manager,
System Development & Compliance Services,
India Trade Promotion Organisation,
Pragati Bhawan, Gate No.-3,
Pragati Maidan,
New Delhi-110001.

Ref: Tender No ITPO/SD&CSD/CM&FMS/2015.

Sub: Submission of bid for Comprehensive Maintenance & Facilities Management Services.

Dear Sir,

With reference to Tender No. ITPO/SD&CSD/CM&FMS/2015 dated…….., we hereby submit our bid in the prescribed format as desired by ITPO. We, hereby, also accept the terms & conditions prescribed in the bid document.

Thanking You,

Your's faithfully,

( )
Authorised Signatory

Name _____

Designation_____

Contact No_____

ANNEX- 4

To,
The Senior Manager,
System Development & Compliance Services,
India Trade Promotion Organisation,
Pragati Bhawan, Gate No.-3,
Pragati Maidan,
New Delhi-110001.

Date -

Ref: Tender No ITPO/SD&CSD/CM&FMS/2015.

Sub: Declaration regarding non black listing.

Dear Sir,

With reference to Tender No. ITPO/SD&CSD/CM&FMS/2015 dated……., we hereby declare that we are not black listed/ debarred from doing business to/by any Govt. organisation.

Thanking You,

Yours faithfully,

( )
Authorised Signatory

Name _____

Designation_____

Contact No_____

ANNEX – 5

Checklist

S.No.	Item	Y/N	Reference Page No.
1.	Duly Filled in Technical Bid		
2.	Document in support of Clause no. 12.1		
3.	Document in support of Clause no. 12.2		
4.	Document in support of Clause no. 12.3		
5.	Document in support of Clause no. 12.4		
6.	Document in support of Clause no. 12.5		
7.	Document in support of Clause no. 12.6		
8.	Document in support of Clause no. 12.7		
9.	Documents in support of clause no. 12.8		
10.	Annex – 3		
11.	Annex – 5		
12.	Annex – 6		
13.	Copy of signed and stamped tender document		

This checklist should be the part of technical bid.

ANNEX- 6

To,

Date -

The Senior Manager,
System Development & Compliance Services
India Trade Promotion Organisation
Pragati Bhawan, Gate No.-3
Pragati Maidan,
New Delhi-110001

Ref: Tender No ITPO/SD&CSD/CM&FMS/2015.

Sub: Submission of bid for Comprehensive Maintenance & Facilities Management Services (Authorisation Letter).

Dear Sir,

With reference to Tender No. ITPO/SD&CSD/CM&FMS/2015 dated……., we, hereby, authorize the following person as authorized signatory to carry out necessary bid formalities with ITPO with reference to this tender and authorize to sign the bid documents and contract / agreement with ITPO.

Name of Person_____

Designation_____

Contact No. (Mobile)_____

Thanking You,

Your's faithfully,

( )
Name _____

Designation_____

Contact No_____

ANNEX 7

India Trade Promotion Organisation
(A Govt. of India Enterprise)
Gate No. 3, Pragati Bhawan, Pragati Maidan
New Delhi – 110001

Tender No. ITPO/SD&CSD/CM&FMS/2015 **Date:-**

Sub : Invitation of sealed bids IT – Comprehensive Maintenance & Facilities Management Services (CM&FMS)

COMMERCIAL BID

Name of the bidder:

_____

Mailing address:

_____

_____

Contact Executive

_____
(Name & designation)

Tel: _____ Mobile no._____
Fax:_____
E-mail:_____Website_____

S.No.	Description	Annual Amount in Rs. (Excluding Service Tax)
1	Comprehensive Maintenance & Facilities Management Services (CM&FMS)	
2	Cost of consumable items listed in table no. 9.17B (To be given separately for each item)	
Amount in words Rs.		

Note: - The bid evaluation would be upon the price which is exclusive of service tax. Service Tax, as applicable from time to time shall be paid extra. The bidder shall submit documentary evidence of depositing the service tax to authority. All other taxes should be included in the price.

Date: _____

Seal of the company:

(Authorized Signature)
Name:

Designation:

ANNEX - 8

PROFORMA OF LETTER OF AUTHORITY FOR ATTENDING UNPRICED / PRICED BID OPENING

(To be typed on the Company's letter head)

Tender No. ITPO/SD&CSD/CM&FMS/2015 Date:

To,
The Senior Manager,
India Trade Promotion Organisation
New Delhi – 110 066
India

Dear Sir,

We ……..hereby authorise Ms./Mrs./Mr…….. whose signature are ……to attend the Unpriced / Priced Bid Opening.

For,

Name of the Company

Signature

Note:

1. Permission for entry to the venue where bids are opened, may be refused in case authorization letter as prescribed above is not received.
2. The authorized representatives, in their own interest, must reach the venue of bid opening well in time.
3. The authorized representative must carry a valid photo identity.

ANNEX - 9

Service Level Agreement and penalties

The company shall be responsible to provide the service as per the SLA. Any brake down in service or non-attending the fault will attract penalty apart from deduction of the payment on the prorate basis.

The Service Level Agreement and penalty structure would be as follows: -

S.N	Item	Validation	Penalty (per day)
1.	For items repaired at site such as desktop/printer/UPS and other related items	Call report signed by user	Rs. 50/- per item including logistic delay
2.	For items repaired at vender's location such as desktop/printer/UPS and other related items	Call report signed by user	Rs. 100/- per item including logistic delay
3.	For Servers and other equipments of LAN room items repaired at site	Call report signed by IT division's official	Rs. 500/- per item including logistic delay
4.	For Servers and other equipments of LAN room items repaired at Vendor location	Call report signed by IT division's official	Rs. 1,000/- per item including logistic delay
5.	8 Port Switch/cable/ adaptor/other related fault	Call report signed by IT division's official	Rs. 500/- per item including logistic delay
6.	24 Port Switch/access point/cable/adaptor/tower any other connectivity issue	Call report signed by IT division's official. The network availability should be 100%	Rs. 2,000/- per item including logistic delay

	due to which the network is down		Or Rs. 1000/- per hour in case the services are down more than 30 minutes per week.
7.	Project Management	Project status report as per format desired by ITPO time to time	1% of annual contract charges
8.	Install, moves, add, changes (IMAC services)	Call report signed by user	Rs. 100/- per item including logistic delay
9.	Inventory management	Quarterly Report	0.5% of annual FMS charges
10.	Supplier management services/Antivirus management services/Network management services/ Backup and restore management	Report	0.2% of annual FMS charges
11.	Resource management	Report and compliance as per man power requirement	Rs. 500/- per resource and Rs.1,000/- for network administrator/ TL
12.	Any other service	Observation/inspection/verification by ITPO	Rs. 100/- per day to Rs. 1000/- per day depending upon severity of the violation.

Duration of SLA

This Service level agreement would be valid for entire period of contract. This SLA may be reviewed and revised by ITPO, if required. ITPO may also define SLA for any incident which is not covered in the above table, for this the penalty may range 0.1% of annual charges to 5.0% of annual charges.

Breach of SLA

In case the Company does not meet the SLA, ITPO may treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:-

1. Issuance of a show cause notice to the Company.
2. Company should reply to the notice within three working days.
3. If ITPO authorities are not satisfied with the reply, ITPO will initiate termination process.

ANNEX - 10

CHECK LIST FOR PREVENTIVE MAINTENANCE (PM) – PCs

1.0 Cleaning of System/Monitor/Keyboard/Mouse/Printer/Plotter by Vacuum cleaner/Cleaning Agent/Blower
Check the following:
2.0 PC is under domain/network
2.1 VGA/LAN/Keyboard/Mouse Cables Loose connections
2.2 AC Mains supply for voltage
(Ground to Neutral voltage)
2.3 Noiseless working of ALL cooling fans
2.4 CMOS Battery checked & found OK
2.5 Power Adaptor & Battery backup of NBPC OK, if applicable
2.6 Proper display on screen
2.7 CPU cabinet locked with Padlock
2.8 Keyboard, Mouse & VGA cable routed thru padlock
3.0 CD/DVD Drive
3.1 Clean read/write heads of CD/DVD Drive
3.2 Check eject operation of the Drive
3.3 Check proper operation of the Drive
5.0 LAN connectivity, Email/Web Browsing
6.0 Latest Virus definition updated

CHECK LIST FOR PREVENTIVE MAINTENANCE (PM) – Printers/Plotters

1.0 Cleaning of Printer/ Plotter by Cleaning Agent/Vacuum Cleaner/Blower
Check the following:
2.0 Check for noiseless working of cooling fan
2.1 Check for Noiseless working of the device
2.3 Maintenance kit / Print Heads OK
2.4 Does Maintenance kit need replacement?
2.6 Check for trouble free paper pick up
2.6.1 From Manual feed tray OK/NOT OK
2.6.2 From Tray 2 OK/NOT OK
2.6.3 From Tray 3, if applicable OK/NOT OK
2.7 Does paper jam occur during printing / plotting?
2.8 Check for Duplex printing, if any & found OK
2.9 Checked LAN/USB connectivity

ANNEX 11

PROFORMA OF AGREEMENT

This **Agreement** (which shall include it's subsequent Amendment (s), if any), entered on DD/MM/YYYY into by and between **M/s ITPO**, a Government of India Company registered under the Companies Act, 1956 having its registered office at Pragati Bhawan, Pragati Maidan, New Delhi-110 001 (hereinafter shall be referred to as "the Company", which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as ONE PART

AND,

M/s. _____ a firm having its office at (hereinafter shall be referred to as "the Contractor/successful bidder", which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as OTHER PART.

This shall be effective from the DD/MM/YYYY for 03 (Three) years i.e. upto DD/MM/YYYY (Bidding Document No. ITPO/SD&CSD/CM&FMS/2015). The Contractor, under this Agreement, shall execute the subject job / provide service(s) in a professional manner as per the detailed scope of work as defined in the bidding document and the Company will pay the Successful bidder for execution of the subject job / service(s) provided as per the agreed payment terms and conditions of the bidding/contract document. The Successful bidder shall also be liable for the Defect Liability Period / Warranty Period, if specifically mentioned in the bidding document, for the job executed/ service provided by him/them.

All the terms and conditions of the Detailed Letter of Acceptance and its enclosures including bidding document and if Addendum(s) shall be applicable and binding for this Agreement.

In witness whereof the parties have executed this Agreement on DD/MM/YYYY.

Signed and Delivered Signed and Delivered

For and on behalf of

India Trade Promotion Organisation

_____

_____

Name: Name:

Designation: Designation:

Date: Date:

Place: Place:

For and on behalf of

Other part

_____

_____

Name: Name:

Designation: Designation:

Date: Date:

Place: Place:

In the presence of witness:

_____

_____

Name: Name:

Designation: Designation:

Date: Date: