NEW DELHI MUNICIPAL COUNCIL

(NDMC)

BUDGETARY OFFER

FOR

Facility Management & AMC for IT infrastructure, NDMC

Last Date of Submission: 09.03.2018 upto 3:00 PM

Jt.Director (IT)

INFORMATION TECHNOLOGY DEPARTMENT
NDMC: PALIKA KENDRA, NEW DELHI
Ph: 23743243 (D), 41501367 - 60 Ext. 2240

TENDER NOTICE

The Jt. Director (IT) NDMC, Palika Kendra, New Delhi invites on behalf of NDMC sealed budgetary offer for Facility Management & AMC for IT infrastructure, NDMC, **Palika Kendra** from reputed firms .

The bidder may submit the duly filled up tender documents online **up to 3:30 p.m. on Submission-Date as given above** and the same shall be opened at 3:30 p.m. on the same day in presence of the suppliers or their authorized representative who may desire to attend in conference room of Director (IT) at 7th Floor, IT department, NDMC, Palika Kendra, Sansad Marg, New Delhi-110001.

N.D.M.C. reserves the right to reject the whole or any part of the tender without assigning any reason.

Jt.Director (IT)

1. General:

I. Budgetary offer are invited from **established, reputed and experienced service provider** for **Facility Management & AMC of IT infrastructure**.

II. Bidders are advised to study the tender document thoroughly. Submission of tender should be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

III. It will be imperative on each bidder to fully acquaint himself with all the local conditions and Factors, which would have any effect on the performance of the contract

IV. No conditional/optional bid shall be accepted and bidders shall not be permitted to alter or modify their bids after expiry of the deadline for receipt of Bids

V. NDMC will not consider the bids delivered through Fax or email.

VI. The bid should be concise, brief and shall not contain irrelevant material.

VII. The bidder should have experience of successful completion of similar works (Facility Management & AMC for IT infrastructure.). Experience of having successfully completed works during the last 3 years ending last day of the month previous to the one in which applications are invited. (Enclose copies of work orders with satisfactory completion report) **(Document required for qualify Technical Bid).**

   a) One similar works costing not less than the amount equal to **70** Lakh.

   or

   b) Two similar works costing not less than the amount equal to 44 Lakh.

   or

   c) Three similar works costing not less than the amount equal to 35 Lakh.

VIII. Vendor should be a profit making company for last three years. Average annual service financial turn over during the last 3 years, ending 31st March of the previous financial year, should be at least Rs.1 Crore. **(Documents required for qualification of Technical Bid)**

IX. Company should be Authorized Service Provider for Reputed Manufacture/BRAND – HP/IBM/DELL/LENOVO/ACER. Authorization Letter/Certificate to be attached.

X. Minimum 20 Nos. Resident Engineers deployed at one site in any of the three customers. **(Document Required for qualify Technical Bid)**

XI. The bidder should have also provided atleast two satisfactory completed work of Facility Management services executed or under execution in Govt/PSU/State Govt. / Govt.

Autonomous body. (In addition to Clause VII above.) **(Document required for qualify Technical Bid)**

XII. Company should be an ISO Certified for ISO 20000 or ISO 27000. **(Document required for qualification of Technical Bid)**

XIII. The firm shall be registered with Registrar of companies. **(Document required to qualify Technical Bid)** <u>with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.</u>

XIV. Following documents shall be furnished by the bidder to enable the purchaser to make an assessment as to whether or not the bidder complies with the required. **((Document Required for qualification of Technical Bid))**

    a)   Balance sheet for the last three years indicating turnover of the firm.
    b)   Permanent Account Number (PAN) issued by Income Tax Department.
    c)   Copies of *Service Tax & VAT* Registration .
    d)   Copy of Income Tax Registration Certificate.
    e)   Details of service center with list of equipment available and stock of spare parts shall also be furnished along with the technical bid.

XV. Bidders are advised to study the tender document thoroughly. Submission of tender should be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

XVI. It will be imperative on each bidder to fully acquaint himself with all the local conditions and Factors, which would have any effect on the performance of the contract and cost of the Stores. No request for the change of price or time schedule of delivery of Stores shall entertain; on account of any local condition or factor once the offer is accepted by NDMC.

Schedule of Tender:

i) The Tender Document will be made available to the NDMC Portal **(www.ndmc.gov.in).**

ii) The sealed bids containing technical details and price quotation shall be **received online up to 3:30 PM on Submission-Date as given above**.

iii) The bids will be **opened at 4.00 PM on Submission-Date as given above** and it must enclose all technical details.

Procedure for submission of Bids (Please read carefully)

    i.   No commercial quote etc. should be submitted in physical form to NDMC. It will be done through e-tendering.

ii.   The bid shall contain no erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person or persons signing the bid.

iii.   **All pages in the technical documents must be duly self-attested and sequentially numbered by the Bidder.**

iv.   **The bid with any condition would be liable to rejection**.

Bid Prices

The bidder shall indicate total cost of the complete project in the Price Schedule.

Major Scope of Facility Management

The major scope of Facility Management is given as under:-

- ✓ The facility management shall include onsite comprehensive AMC of IT infrastructure.

- ✓ A help desk shall be established in the NDMC building for troubleshooting of the problems.

- ✓ All the complaints shall be registered & monitored via web enabled software.

- ✓ The manpower deployed will be experienced in the specific fields such as server management, software troubleshooting, and Data Centre management, Network Management, Database Management, and Preventative Maintenance etc.

- ✓ "Reserve Spare Parts" should always be available with help desk.

- ✓ The machines which are under warranty should be covered under scope of work for software support, data backup, data recovery and necessary liaison with OEMs.

- ✓ The lease lines connectivity taken from various service providers such as MTNL, Tata Communications, Tulip etc. needs liaison with the service providers in case of any problem or break down.

- ✓ The firm shall also provide assistance in case of replacement of the existing computers, printers, UPS etc. with new one.

- ✓ The firm shall also provide spare parts required for the up-gradation of existing systems.

✓ **Work management of Plasma, LCD, scanning, color, preparation of PPT Photocopy etc. installed in the office, including Laptop operation during different meetings**

➤ Desktop Support Services

➤ Maintenance of Application Software

➤ Network Management, including installation of anti-virus. Including up-dation in server and user level.

➤ Trouble Shooting

The detail of Facility Management & AMC of IT infrastructure of NDMC is given as under:-

Sl. No.	Description of work	No. or Qty.	Unit	Unit Price (In Rs.)	Total Amount ()
A	Desktop / PC (PART-A)				
1	Desktop	1921	Each		
B	Printer / Scanner				
1	Canon	40	Each		
2	HP Printer	652	Each		
3	Panasonic	9	Each		
4	Samsung Printer	32	Each		
5	Cannon IPF 8000S Plotter	1	Each		
6	Contex SD4450 Color Scanner	1	Each		
7	Epson Printer	106	Each		
8	TVS Bar Code Printer	13	Each		
9	Brother Printer	10	Each		
10	Lexmark Printer	15	Each		
11	Canon Scanner	76	Each		
12	All In One Desktop	6	Each		
13	Line Matrix Printers	10	Each		
14	Plotters	5	Each		
C	UPS				
1	APC	361	Each		
2	LABOTEK 3000 VA	5	Each		
3	LABOTEK 2000 VA	1	Each		
4	LABOTEK	31	Each		
5	UNILINE	162	Each		

6	ELNOVA	1	Each		
7	KEPTRON	37	Each		
8	STELLER	1	Each		
9	DATES	1	Each		
10	TRUE POWER	7	Each		
11	ORBIT	1	Each		
12	MICROTEK	26	Each		
13	ACCURE	1	Each		
14	NDMERICE	12	Each		
15	VENUS	2	Each		
16	LABOTEK 30 KVA (ONLINE)	2	Each		
17	UNILINE 30 KVA (ONLINE)	2	Each		
18	UNILINE 50 KVA (ONLINE)	2	Each		
D	**HUB**				
1	3 COM - 12 Port	1	Each		
2	3 COM - 24 Port	1	Each		
E	**Router**				
1	CISCO 1841 Router (With 1T/2T Card & Cable)	4	Each		
2	HP Branch Router A-MSR 3020	8	Each		
3	HP External Router	02	Each		
F	**Switch**				
1	Cisco catalyst 2950-24 Port Switch	25	Each		
2	Cisco Catalyst 2950-48 Port Switch	11	Each		
3	Lucent 24 Port Switch	2	Each		
4	Molex 24 Port Switch	1	Each		
5	SC-SC Fiber Patch Cord	24	Each		
6	SC Connector Duplex	48	Each		
7	3 Com 12 Port Switch	5	Each		
8	LIU to Accommodate 6 to 12 Fibers	9	Each		
9	Duplex SC Coupler	38	Each		
10	3 COM- 12 Ports	9	Each		
11	LINK SYS/DLINK/NETGEAR WIFI Router	15	Each		
13	DLINK- 8 Ports	10	Each		
14	DLINK- 16 Ports	4	Each		
15	Iball- 8 Ports	1	Each		
16	LinkSYS- 8 Ports	20	Each		
17	Net Gear- 8 Ports	5	Each		
18	Surecom- 16 Ports	2	Each		

19	SC Connector Panel	14	Each		
20	Blank Panel	6	Each		
22	Jack Panel	32	Each		
23	SC Connector	74	Each		
24	6 Core Fiber Optic Cable (Per Meter)	750	Each		
25	Power Distribution Box	8	Each		
26	Other Miscellaneous Items (I/O, Patch Cord, Racks, Cables etc.)	1	Job		
27	Laptops	50	Each		
31	Apple Desktops	8	Each		
32	Apple Laptop	1	Each		
	MAN POWER (Part-B)				
1	Server Expert cum Team Leader	1	Nos.		
2	Network Admin	1	Nos.		
3	Resident Engineer (Network)	7	Nos.		
4	Resident Engineer (Desktop)	6	Nos.		
5	Resident Engineer (Printer)	2	Nos.		
6	Helpdesk	1	Nos.		
7	Cable Expert cum Helper	2	Nos.		
8	MTS for monitoring of Biometric and PTU TAB	14	Nos.		
	Total Amount (PART-A+ Part-B) Tax Extra (In Rs.)				

TERMS & CONDITIONS OF CONTRACT

1. SCOPE OF WORK

i.   The contractor will post at least Twenty Resident Engineers in NDMC building, Palika Kendra on six working days including general holidays as per NDMC's requirement. The manpower deployed in NDMC for facility management services should meet the following specifications:

Sr. No.	Category	Manpower deployed
1	Server Expert cum Team Leader	1
2	Network Admin	1
3	Resident Engineer (Network)	7
4	Resident Engineer (Desktop)	6

5	Resident Engineer (Printer)	2
6	Helpdesk	1
7	Cable Expert cum Helper	2
8	MTS for monitoring of Biometric and PTU TAB	14
Total Manpower		**34**

> **Server Expert**

- o B.Tech/M.Tech/BE/MCA/MSc(IT) or equivalent, must have professional qualification of MCSE.

- o Should have at least 5 years' experience as System Admin, having experience in maintaining/ Configuring/ Installation/ commissioning of Proxy server, Domain controller, Exchange Server.

- o He will look after the Email system administration, management MS Exchange server, MS windows server, Maintenance w.r.t. Internet security, anti-virus system etc., Server related troubleshooting, setting-up of web based Email System, total E-security system for NDMC IT infrastructure with up gradation of networks, maintenance and support for Servers, Desktop & all related Peripherals, in Palika Kendra & remote offices of NDMC, Preparation of Disaster Management plans etc.

- o He will be responsible for coordinating with NDMC and FMS Company. All engineers of FMS will report to him.

> **Network Admin**

- o B.Tech/M.Tech/BE/MCA/MSc(IT) or equivalent, must have professional qualification of CCNA.

- o Should have at least 5 years' experience as network admin having 5 years' experience in maintaining/Configuring/Installation/ commissioning of PIX, Core Switch, Layer 2 Switches, Routers, Switches (Managed/Unmanaged), Domain controller and more than 500 clients in LAN.

- o He will look after the networking, management of networks/LANs/ WANs, Maintenance, installation, configuration & up gradation of Network design, performance analysis of the networks, management of IP addresses and network monitoring & its setup and documentation, Network related troubleshooting, Preventive

maintenance of all the networks and networking equipment of NDMC, up gradation of networks, maintenance and support for Network & all related Peripherals, Availability and management of Network/LAN Connectivity in Palika Kendra & remote offices of NDMC, Configuration of Networking Equipment for optimum throughput, monitor and upkeep the performance of LAN/Internet & Network connectivity, identify LAN/Internet faults and its rectification, Preparation of Disaster Management plans etc.

o He will also look after the maintenance/installation of I/O, patch cables, fiber cables, copper cables, LIU box etc., to install necessary software on machines, installations of new networking points or upgrades

> **Resident Engineer (Network)**

o Graduate in any stream with Diploma in the relevant field. Should have at least 3 years' experience in the field of Network maintenance. Resident Engineers must be having 3 year of experience to look after the maintenance/installation/laying of network cables specially in the ducts of the NDMC's Building in the NDMC area and must ensure maintenance/installation of I/O, patch cables, fiber cables, copper cables, LIU box etc, to install necessary software on machines, installations of new networking points or upgrades. In case of installation of new networking points, the networking items will be provided by NDMC

> **Resident Engineer (Desktop)**

o Should be Graduate in any stream with Diploma in the relevant field. Should have at least 3 years' experience in the field of Desktop maintenance. Resident Engineers must be having 3 years of experience to look after the maintenance/ installation/ troubleshooting of Desktops/Laptops/Projectors in NDMC's Building and remote offices of NDMC.

> **Resident Engineer (Printer)**

o Should be Diploma in the relevant field.

o He will also look after all type of Printers, Plotters, Line Matrix Printers, Scanners etc. with experience of component level repairing all the above mentioned peripherals.

> **Helpdesk engineer** – Graduate and two years of experience in handling the Helpdesk is required.

> **Cable Expert cum Helper–** Should have working knowledge of laying cables in ducts, racks, efficiently punch the LAN Cables, Testing the network lines etc.

> **MTS Staff**

  o Should be 10+2 Level in any stream with Diploma in IT relevant field. Should have at least 1 years' experience in the field of Desktop maintenance/TAB Maintenance/Android Mobile maintenance. Resident Engineers must be having 1 years of experience to look after the maintenance/ installation/ troubleshooting of Desktop /TABLET/Android Mobile maintenance in NDMC's Building and remote offices of NDMC.

> The Company has to provide the Bio-Data with relevant educational & experience certificates of all the Engineers appointed for the above work.

ii. In case of the above engineer's non-availability, contractor will provide standby engineers arrangement. If not provided, deduction of amount will be as under:

Sr. No.	Category	Amount to be deducted in Rs./day
1	Server Expert	2000
2	Network Admin	1500
3	Resident Engineer (Network)	1000
4	Resident Engineer (Desktop)	1000
5	Resident Engineer (Printer)	1000
6	Helpdesk-coordinator	800
7	Cable Expert cum Helper	500
8.	MTS Staff	500

iii. The contractor will have to take Tendered Amount on comprehensive basis i.e. including hard disc, picture tube of monitor, printer heads, Batteries of UPS and all other components. It is the responsibility of the contractor to clean all the viruses from the systems during the Annual Maintenance Period. The contractor has to take care of all the machines mentioned above. If any parts/components become faulty/unserviceable,

the contractor shall replace the same at his own cost. During AMC, NDMC will provide consumable items and the contractor has to replace it in the system.

iv. Contractor shall provide the following services to keep the equipment in good working condition.

Schedules Preventive maintenance to be performed quarterly including:

i) Checking output supply from CVT/UPS
ii) Checking for proper earthing of voltage supply
iii) Cleaning of the floppy disk drives.
iv) Cleaning of printers.
v) Lubricating/oiling mechanical parts
vi) Checking and fixing up loose connections.
vii) Checking LAN connections and connectivity.
viii) Checking and identifying bad tracks in HDD.

Facility Management and Administration

The Facility Management operations shall include the following tasks –

➢ Configuration of server parameters, operating systems administration and tuning

➢ Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated.

➢ Re-installation in the event of system crash/failures

➢ Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.

➢ Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.

➢ Ensuring that the logs are backed up and truncated at regular intervals

➢ Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measure

➢ Ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications if any during the tenure of the contract

➢ Troubleshooting issues in the infrastructure, network and application to determine the areas where fixes are required and ensuring resolution of the same.

➢ Identification, diagnosis and resolution of problem areas pertaining to the Server farm infrastructure and application and maintenance of assured SLA levels.

➢ Implementation and maintenance of standard operating procedures for maintenance of the infrastructure.

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

➢ System administration activities shall include the following tasks but not limited to the following:

- Configuring and apportioning storage space

- Setting up of working e-mail accounts and mailing lists

- Management and integration of databases

- Implementing security on the Internet / Intranet

- Setting up of firewalls and authorization systems

- Performing periodic backup of data and automating reporting tasks

- Executing hardware and software updates when necessary.

The Facility management activities shall also include the following configuration management processes to track IT assets –

➢ Providing Information on the IT infrastructure
   ✓ To all other processes
   ✓ IT Management

➢ Enabling control of the infrastructure by monitoring and maintaining information on
   ✓ All the resources that need to deliver services

    ✓   Status and history of Configuration Items (CI) or IT Assets and their relationship with other IT Assets

Network Monitoring and Administration

Network Monitoring and administration activities shall include the following –

- ➤ Monitoring and administering the LAN up to the integration points with WAN.

- ➤ Creation and modification of LANs, assignment of ports to appropriate applications and segmentation of traffic.

- ➤ Coordination with vendor for break-fix maintenance of the LAN cabling.

Security administration activities shall include the following –

- ➤ Monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.

- ➤ Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor), password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies etc.

- ➤ Periodic reviews of domain level rights and privileges.

- ➤ Maintenance of an updated knowledge base of all the published security vulnerabilities and virus threats for related software, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.

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

- ➤ Responding to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.

Backup and Restore

The backup and restore functions will comprise of the following activities –

- Backup of operating system, database and application as per stipulated policies at the Server Farm.

- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.

- Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by User Departments or in case of upgrades and configuration changes to the system.

- Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

- Media management including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets.

- Physical security of the media stored in cabinets.

- Ongoing support for file and volume restoration requests at the Server Farm.

Helpdesk and Server infrastructure monitoring team shall carry out the following-

- Log user calls related to Server Farm infrastructure and assignment of a call ID number.
- Assign severity level to each call
- Track each call to resolution
- Escalate the calls, to the appropriate levels, if necessary as per escalation matrix, which can be defined at the time of award of contract
- Escalate the call related to usage of application software to respective application owners
- Provide feedback to callers.
- Analyze the call statistics
- Creation of knowledge base on frequently asked questions to aid users.
- Continuous monitoring of the physical as well as the IT infrastructure at the Server farm to ensure availability as per agreed SLAs.
- Monitoring shall be done with the help of NMS and EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto generated.

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1   Role and Responsibility

- ❖ Unscheduled corrective & remedial maintenance to set right the malfunctions of the system by Resident Engineers/Service Engineers at Palika Kendra and NDMC's establishments at other places.   This includes replacement of unserviceable parts and upkeep of Network including UTP & Fibre cabling, Jack Panels, I/O boxes, LIUs etc.
- ❖ The maintenance services would include all items like Hard Disc, Picture Tube and Printer Heads etc. except consumables like magnetic media cartridges, floppy diskettes, tape cartridges, cassettes, stationary items, ribbons,.cartridges ink, toners.
- ❖ The contractor shall also ensure backup of data up to the extent possible in the case of hard disk crash or any other problem.

- ❖ The contractor shall not sub-contract or permit any third party other than the contractor personnel to perform any of the work, services or any other performance required of the on the contractor under this Agreement without the prior written consent of NDMC.
- ❖ The contractor shall provide Tools, Test Equipment, Gauges, Gadgets & Software to run diagnostics to their engineers at the NDMC site.
- ❖ All the defects has to be rectified within time bound manner as per defined in Service Label Agreement (SLA).Contractor has to provide stand by equipment/part otherwise penalty will be deducted from the quarterly payment as per penalty SLA.
- ❖ No charge will be payable for the movement of engineer from one location to another for attending the service calls.

- ❖ Weekly monitoring of complaints at NDMC / Submission of reports / Review with Deputy Director (IT)/JD (IT) on monthly basis.
- ❖ All the PCs and Peripherals should be surface cleaned atleast once in a month and quarterly report along with users signature shall be submitted at the end of the quarter.
- ❖ If contractor will not carry out the work under his scope of work for a longer period, then the same work will be got done on his risk & cost and the amount of the said repair will be deducted from the quarterly amount.
- ❖ The necessary operating software pertaining to the particular system and Microsoft Office (Word, Excel, PowerPoint, Access) etc. will be installed as and when required.

2.   CARE OF THE EQUIPMENT

The NDMC shall give the contractor full access to the equipment to enable the contractor to provide maintenance services, make available to the contractor the services of the customer staff who are familiar with the programs run and provide suitable working space and facilities.

3.   WORKING HOURS

The contractor will render maintenance service from 9:00 A.M. to 6:00 P.M on all working days plus on general holidays as per NDMC's requirement, to keep the equipment in good working condition and order. The service consists of comprehensive, corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment and also the loading and reloading of software if required. Two Resident Engineers needs to sit till 7.30 P.M. in the evening.

4.   REPLACEMENT OF PARTS

In case of replacement of parts the contractor shall replace the component with original component of the same brand and equivalent functional capabilities. In case the same brand and quality is not available, the contractor shall have to submit a documentary proof procured from the representative of the manufacturer in this regard and only in such cases, the equivalent part/component replacement would be allowed.

Parts required for the maintenance of the equipment and/or corrections of faults will be supplied at no extra cost to NDMC. The replaced parts should be genuine. The Resident Engineers of contractor will not be allowed to carry away replaced parts of the all

repaired machines out of NDMC. If required so permission should be obtained by Engineer of Dept. of IT of NDMC. Proper register must be maintained by the contractor for this purpose and submit for verification as and when required by Dept. of IT.

5. SPARE PARTS

The Contractor has to maintain an inventory of five sets of each components of each brand/Model like Hard Disc, Processor, RAM (SD/ DDR-1/ DDR-2), Motherboard, SMPS, Monitor, UPS, Printer, Scanner, Switch etc. and other items such as Key board (50 nos.), Mouse (50 nos.), Networking cable (5 box) , Patch cables (50 Nos.), RJ-45 Connector (500 Nos.) etc. for day to day maintenance at NDMC offices.

6. RELOCATION OF SYSTEMS

During the maintenance agreement in force, the contractor shall be responsible to install or relocate or move PCs or such other equipment as per advice of the NDMC at no additional cost.

7. MAINTENANCE OF RECORDS

a) The contractor shall maintain history cards of equipment's indicating types of breakdown types of repairs carried out and spare parts used. This information shall be shown to authorized NDMC officials as and when required. Copies of this information shall be furnished to NDMC month-wise so that the status of equipment can be reviewed. This history card shall become the property of the NDMC as and when the contract is terminated.

b) The contractor shall generate reports related to PIX, Routers, Switches etc. Uptime charts and usage, Statistics on Monthly basis and submit to AEE (IT) of NDMC.

c) A complaint register will be maintained at site in which details of breakdown, time at which the breakdown took place and time taken to attend the call etc. will be indicated. This register shall form the basic document for the purpose of uptime and penalty calculation. This complaint information shall also be maintained on computer.

d) Firm will provide help desk at 1st level to cater the calls of NDMC.

e) The contractor shall ensure that on all such documents, endorsement of the customer is incorporated.

f) The Resident Engineers are required to sign the attendance register both in morning & evening daily. Also the same is to be verified by the engineer incharge of NDMC fortnightly.

8. PAYMENT OF CHARGES

- The payment to the contractor for the Facility Management services shall be made in quarterly installments at the end of each quarter after deducting the penalty amount, if any, on submission of pre-receipted bills in duplicate.

- The contractor shall pay wages to its Engineers through ECS within the time stipulated under the provisions of Minimum wages Act, Govt. of NCT of Delhi.

- The Engineers engages by the Contractor for providing the service to the NDMC shall at all times and for all purposes be the employee of the Contractor who shall solely be responsible for providing all fringe benefits to such employees viz. Wages, Bonus, Provident Fund, ESI, Gratuity etc. as per provisions of the law applicable under Minimum Wages Act, Govt. of NCT of Delhi for such purpose from time to time. The Contractor shall furnish a certificate to this effect every month, failing which the NDMC shall have the right to withhold the payment of professional charges and shall also have the right to examine and verify the original records of the Contractor to ensure the compliance of this Clause by the Contractor.

- That the Contractor shall provide additional personnel as and when required by the NDMC on the same rates, terms and conditions as mentioned in tender document.

9. Service Level Agreement

The selected vendor must ensure the services upto the mark according to the provisions contained in SLA.

Purpose of this Agreement

The purpose of this SLA is to clearly define the levels of service to be provided by Supplier to Purchaser for the duration of this contract or until this SLA has been amended. The benefits of this SLA are:

> Trigger a process that applies NDMC and Supplier management attention to some aspect of performance only when that aspect drops below an agreed upon threshold, or target.

> ➢ Makes explicit the performance related expectations on performance required by the NDMC

> ➢ Assist the NDMC control levels and performance of services provided by Supplier

> ➢ This SLA is between Supplier and Purchaser.

Duration of SLA

This Service level agreement would be valid for entire period of contract. This SLA may be reviewed and revised according to the procedures of SLA (SLA Change Control).

Service Level Agreements & Targets

This section is agreed to by NDMC Supplier as the key supplier performance indicator for this engagement. The following section reflects the measurements to be used to track and report systems performance on a regular basis. The targets shown in the following tables are for the period of contact or its revision whichever is later.

S.No	Service	Parameter	Service Label	Validation	Penalty
1	Helpdesk	Resolution of ticket logged as per the Severity definition chart	99%	Reports generated from the web based system	i) 95%-99% calls resolved in specified time: 2% penalty on the monthly FMS charges ii) 90% - 95% calls resolved in specified time: 5% penalty on the monthly FMS charges
2	Asset /	Provide	95%	Report	0.2% of

		Inventory Management	monthly MIS Asset Inventory			monthly FMS charges
			Provide monthly MIS on new requirements with procurement time	95%	Report	0.2% of monthly FMS charges
			Conduct Annual Physical Asset verification	100%	IT Department approval of Physical Asset Verification report	0.5% of Yearly FMS charges
3		LAN & local server administration	Resolution of ticket logged	99%	Reports generated from the web based system	2% of monthly FMS charges for every default
4		Network Monitoring & Management	SI to monitor the availability of the network link for 99% uptime. SI should measure link availability on a monthly basis.	99%	Downtime Reports

Reports on the Network performance | Penalty of 2% per month will be deducted from the monthly FMS charges of that utility, if the reports are not Submitted by the SI. |
| | | | **Data Centre Network Availability** | 99.8% | Report | □□2% of monthly FMS |

		Minimum of 99.8% uptime measured on a monthly basis			charges for less than 99.8% ⬚⬚3% of monthly FMS charges for less than 98.0% ⬚⬚5 % of monthly FMS charges for less than 95%
		Remote Offices Minimum of 98% uptime measured on a monthly basis	98%	Report	⬚⬚2% of monthly FMS charges for less than 98% ⬚⬚3% of monthly FMS charges for less than 97% ⬚⬚5 % of monthly FMS charges for less than 95 %
5	Data Centre Operations	MIS reporting on physical and environmental conditions controls	95%	Report	0.2 % of monthly FMS charges
		MIS reporting of health checkup of all systems & modules installed	95%	Report	0.2 % of monthly FMS charges

6	Server Administration / Management	Rollout of patches (OS, infra level) on workstations and Servers after patch being approved on test environment	98%	Patch update report	0.5% of monthly FMS charges
		Uptime of app servers	99.8%	Report	☐☐2% of monthly FMS charges for less than 99.8% ☐☐3% of monthly FMS charges for less than 98% ☐☐5 % of monthly FMS charges for less than 95%
		Uptime of utility servers except email	99.8%	Report	☐☐2% of monthly FMS charges for less than 99.8% ☐☐3% of monthly FMS charges for less than 98% ☐☐5 % of monthly FMS charges for less than

					95%
7	Database Administration services	MIS report of database scheme, disk space, storage and user role	99%	Report	0.5% of monthly FMS charges
8	Backup/ Restore	The Supplier should take backup as per the backup schedule defined by utility	99%	Report	If the negligence is found in monthly audit, the Bidder would be penalised a sum of Rs. 5,000/- per negligence.
		Utility would periodically (once a quarter on a random day) request the Supplier to restore the backup data	100%	Report	Rs 5000/- for every restore test failure

Uptime Calculation for the month:

{[(Actual Uptime + Scheduled Downtime) / Total No. of Hours in a Month] x 100}
"Actual Uptime" means, of the Total Hours, the aggregate number of hours in any month during which each equipment, is actually available for use.

"Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Supplier's (or Service provider's) failure to exercise due care in performing Supplier's responsibilities.

The NDMC would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per quipment/service.

The downtime for scheduled maintenance (patch application, upgrades – OS, Database, etc.) would need to be mutually agreed between Utility and the Bidder. To reduce this time, various maintenance activities can be clubbed together with proper planning.

"Total Hours" means the total hours over the measurement period i.e. one month (24 * number of days in the month).

Downtime Calculation:

The recording of downtime shall commence at the time of registering the call with Supplier or Service Provider for any downtime situation for the equipment.

Downtime shall end when the problem is rectified and the application/ service is available to the user.

Down time will not be considered for following:

1. Pre-scheduled preventive maintenance and health checks (Scheduled Downtime).

2. Failover time (30 minutes) in case of cluster environment. Beyond which the service would be considered to be not available and appropriate penalty shall be imposed on the Supplier.

3. Bug in any application which causes the non-availability of the service.

Severity definition chart and penalty is tabulated below for reference.

Support Category	Criteria	Resolution	Maximum Response Time	Penalty Applicable
Critical	The system is unable to be used for normal business activities. There is certainty of financial loss to NDMC	90 Minutes	15 Minutes	Rs.500/- per hour
Urgent	There is a problem with part of the system, which impacts on	4 Hours	1 Hour	Rs.450/- per hour

	Purchaser's decision making. No viable workaround is available. There is a likelihood of financial loss.			
High	The efficiency of users is being impacted, but has a viable workaround.	6 hours	2 Hours	Rs.400/- per hour
Medium	A low impact problem that affects the efficiency of users but has a simple workaround.	12 Hours	8 Hours	Rs.400/- per hour
Low	A fault, which has no particular impact on processing of normal business activities.	One Week	8 Hours	Rs.400/- per hour

Note:

a) The above mentioned penalty deductions are in addition to the clause no.1 point (ii) (Non availability of Engineers) Scope of Work under Terms and Conditions.

b) If the Firm does not complete the Preventive Maintenance, 2% of the quarterly FMS amount will be deducted for that quarter.

c) If the firm fails to maintain the required site-stock, 5% of the quarterly FMS amount will be deducted for that quarter.

10. CANCELLATION (VALIDITY OF AGREEMENT)

The contract period would be for one year initially and will be extendable upto three years on the performance basis. The agreement can be terminated during the period by NDMC by giving one-month prior written notice or at the end of that quarter of calendar year, whichever is later.

11. ARBITRATION

In the event of any question, dispute or difference arising between the NDMC and the contractor in connection to this contract (except in any matters the decisions of which has been expressly provided for in contract) the same will be referred to the Sole arbitrator appointed by the Chairperson, New Delhi Municipal Council, There will be no objection that the arbitrator is an officer of the Undertaking, that he had

to deal with the matters which the contract relates or that in the course of his duties as an officer of the Undertaking he had expressed view on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties to this contract. The venue of arbitration shall be Delhi.

12. SUB-LETTING OF CONTRACT

The contractor shall not sublet, transfer or assign the contract or any part thereof without the written permission of the NDMC, in the event of the contractor contravening this condition, the NDMC, shall be entitled to place the contract elsewhere on the contractor's account and at his risk and the contractor shall be liable for any losses or damage which the contractor may sustain in consequence or arising out of such replacing the contract.

13. FORCE MAJEURE

'Force-majeure' is herein defined as:-
(i) Any case, which is beyond the control of contractor or customer, as the case may be.
(ii) Natural phenomena including but not limited to weather conditions, floods, draughts, earthquakes and epidemics.
(iii) Act of any governmental authority, domestic or foreign, including but not limited to way, declared or undeclared perorations quarantine, embargoes, licensing control or production or distributions.
(iv) Accidents and disruptions including not limited to fires explosions; breakdowns of essential machinery or equipment and power shortages.

14. SUBMISSION OF BANK GUARANTEE

The contractors will furnish a bank guarantee to NDMC within 30 days of notification of award. The Bank Guarantee amount shall be 10% of the contract amount and the bank guarantee shall be valid till the expiry of three months after the completion of the contract. This bank guarantee will be treated as performance guarantee.

15. CONDITIONS FOR REIMBURSEMENT OF LEVY/TAXES IF LEVIED AFTER RECEIPT OF TENDERS

1 All tendered rates shall be inclusive of all taxes and levies payable under respective statutes. However, pursuant to the constitution (46th Amendment) Act, 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender

including extension if any and the contractor thereupon necessary and properly pay such tax/levies, the contractor shall be reimbursed the amount so paid provide such payment, if any is not in the opinion of the Secretary (whose decision shall be final and binding on the contractor) attributable to delay in execution of work within the control of the contractor.

2 The Contractor shall keep necessary books of accounts and other documents, for the purpose of this conditions as may be necessary and shall allow inspection of the same by a duly authorized/document as the Director (IT) may require from time to time.

3 The contractor shall, with in a period of 30 days of the imposition of any such further tax or levy, pursuant to the constitution (Forty Sixth Amendment, 1982) give a written notice thereof to the Director (IT) that the same is given pursuant to this condition, together with all necessary information relating thereto.

PRICE SCHEDULE

Request for Proposal Facility Management & AMC for IT infrastructure, NDMC

Sl. No.	Description of work	No. or Qty.	Unit	Unit Price (In Rs.)	Total Amount (In Rs.))
A	**Desktop / PC (PART-A)**				
1	Lenovo	371	Each		
2	HP Compaq	19	Each		
3	HP	832	Each		
4	Wipro	35	Each		
5	Acer	106	Each		
6	Assembled	3	Each		
7	IBM	3	Each		
8	Compaq	75	Each		
9	Other	3	Each		
10	HCL	37	Each		
11	LG	1	Each		
12	Lenovo 7928	1	Each		
13	Compaq 5000	1	Each		
B	**Server**				
1	HP ML 350	2	Each		
2	HP ML 370	4	Each		
C	**Printer / Scanner**				
1	Canon	1	Each		
2	HP 500	1	Each		
3	HP 1000	3	Each		
4	HP 1007	32	Each		
5	HP 1010	30	Each		
6	HP 1020	5	Each		
7	HP 1022	258	Each		
8	HP 1200C	1	Each		
9	HP 1303	1	Each		
10	HP1505	13	Each		
11	HP 2035	2	Each		
12	HP 2600N	5	Each		
13	HP 2600DN	2	Each		
14	HP 4580	1	Each		
15	HP 810C	1	Each		
16	HP 895C	1	Each		
17	HP C9660A	1	Each		
18	HP CP1515N	1	Each		

19	HP CP2025	1	Each		
20	HP CP3505N	1	Each		
21	HP DESKJET	4	Each		
22	HP DJ 1220C	1	Each		
23	HP DJ 710C	1	Each		
24	HP DJ 845C	1	Each		
25	HP M1213 NF	1	Each		
26	HP P1005	2	Each		
27	HP P1007	215	Each		
28	HP P1008	2	Each		
29	HP P1107	1	Each		
30	HP P1505	21	Each		
31	HP SCANJET 500	1	Each		
32	HP SCANJET 4350	1	Each		
33	HP SCANJET 5850	1	Each		
34	HP Scanjet 5590	4	Each		
35	HP Scanjet 4850	4	Each		
36	HP Scanjet 2400	2	Each		
37	HP Scanjet 5000	2	Each		
38	HP Scanjet DP-MB-300	3	Each		
39	Panasonic	2	Each		
40	Pansonic KX MB772 MFP	1	Each		
41	Panasonic 8020	6	Each		
42	Samsung ML 4600	18	Each		
43	Samsung	6	Each		
44	Wep P 1007	1	Each		
45	wep printronix	1	Each		
46	HP 3055	1	Each		
47	HP 1522 NF	1	Each		
48	HP 9440DN	1	Each		
49	Wipro LQ540	2	Each		
50	HP P5225	1	Each		
51	HP 1160	2	Each		
52	HP MFP	1	Each		
53	HP DESKJET 840 C	1	Each		
54	EPSON LY 1170	1	Each		
55	Hp OFFICEJET	4	Each		
56	HP DJ 1200	1	Each		
57	HP 2480	1	Each		
58	EPSON	1	Each		
59	HP Design Jet 4000 PS Plotter	1	Each		

60	HP Design Jet 4500 PS Plotter	1	Each		
61	Cannon IPF 8000S Plotter	1	Each		
62	Contex SD4450 Color Scanner	1	Each		
D	**UPS**				
1	APC	361	Each		
2	LABOTEK 3000 VA	5	Each		
3	LABOTEK 2000 VA	1	Each		
4	LABOTEK	31	Each		
5	UNILINE	162	Each		
6	ELNOVA	1	Each		
7	KEPTRON	37	Each		
8	STELLER	1	Each		
9	DATES	1	Each		
10	TRUE POWER	7	Each		
11	ORBIT	1	Each		
12	MICROTEK	26	Each		
13	ACCURE	1	Each		
14	NDMERICE	12	Each		
15	VENUS	2	Each		
16	LABOTEK 30 KVA (ONLINE)	2	Each		
17	UNILINE 30 KVA (ONLINE)	2	Each		
18	UNILINE 50 KVA (ONLINE)	2	Each		
E	**HUB**				
1	3 COM - 12 Port	1	Each		
2	3 COM - 24 Port	1	Each		
F	**Router**				
1	CISCO 1841 Router (With 1T/2T Card & Cable)	4	Each		
G	**Switch**				
1	Cisco catalyst 2950-24 Port Switch	25	Each		
2	Cisco Catalyst 2950-48 Port Switch.	11	Each		
3	Lucent 24 Port Switch	2	Each		
4	Molex 24 Port Switch	1	Each		
5	SC-SC Fiber Patch Cord	24	Each		
6	SC Connector Duplex	48	Each		
7	3 Com 12 Port Switch	5	Each		
8	LIU to Accommodate 6 to 12 Fibers	9	Each		
9	Duplex SC Coupler	38	Each		
10	3 COM- 12 Ports	9	Each		

11	LINK SYS/DLINK/NETGEAR WIFI Router	15	Each		
13	DLINK- 8 Ports	10	Each		
14	DLINK- 16 Ports	4	Each		
15	Iball- 8 Ports	1	Each		
16	LinkSYS- 8 Ports	20	Each		
17	Net Gear- 8 Ports	5	Each		
18	Surecom- 16 Ports	2	Each		
19	SC Connector Panel	14	Each		
20	Blank Panel	6	Each		
22	Jack Panel	32	Each		
23	SC Connector	74	Each		
24	6 Core Fiber Optic Cable (Per Meter)	750	Each		
25	Power Distribution Box	8	Each		
26	Other Miscellaneous Items (I/O, Patch Cord, Racks, Cables etc.)	1	Job		
27	Laptops	50	Each		
29	Line Matrix Printers	10	Each		
30	Plotters	3	Each		
31	Apple Desktops	8	Each		
32	Apple Laptop	1	Each		
	MAN POWER (Part-B)				
1	Server Expert cum Team Leader	1	12 months		
2	Network Admin	1	12 months		
3	Resident Engineer (Network)	7	12 months		
4	Resident Engineer (Desktop)	6	12 months		
5	Resident Engineer (Printer)	2	12 months		
6	Helpdesk	1	12 months		
7	Cable Expert cum Helper	2	12 months		
8	MTS Staff	14	12 months		
Total Amount (PART-A+ Part-B) Tax Extra (In Rs.)					

Note: - Apart from above list material included for Comprehensive FMS, other IT assets are also the part of this FMS .Quantity may vary at the time of verification by the bidder. The final contract price will be based on the actual quantity. The rates quoted by bidders for the manpower may be verified by the NDMC at any time.