



REQUEST FOR PROPOSAL

For

FACILITY MANAGEMENT SERVICE

(I.T Management, Facility Management, Business Application System Production
Management Services)

AUGUST, 2008

**INFORMATION TECHNOLOGY,
ORISSA POWER TRANSMISSION CORPORATION LIMITED,
BIDYUT BHAWAN, JANPATH BHUBANESWAR – 751022**

ORISSA POWER TRANSMISSION CORPORATION LIMITED**BHUBANESWAR**...
No.TW-IT-OT-03/2008**Notice INVITING TENDER for I.T Outsourcing for 'GRIDCO Ltd.'**

GRIDCO Ltd, a Govt. of Orissa Power Utility is in the process of establishing exclusive Primary Data Center (PDC) at its Head Office located in Bhubaneswar. The organization is exploring to outsource I.T Maintenance Management and PDC Facility Management from reputed and experienced vendors in the field. The Selected Vendor shall also supply Computer consumables and stationery for day to day computer related operations.

OPTCL invites tenders from eligible bidders for the purpose. Details of the Request for Proposal (RFP) will be available in the corporate website "<http://www.optcl.co.in>" from 31-07-2008 to 08-09-2008 (13:00 Hrs). Send your offers/bids to " The Chief General Manager(IT), OPTCL, 2nd Floor Bidyut Bhawan, Janpath, Bhubaneswar - 751022 as per RFP.

Chief General Manager(IT)

Note: Publishing of the RFP for FMS Services for GRIDCO was later postponed to 14-Aug-2008 through Web Site notices.

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F M S

For

GRIDCO

1. GENERAL INFORMATION TO BIDDERS

1.1 General information

- 1.1.1 M/S GRIDCO Limited, Bhubaneswar, a Government of Orissa Undertaking entrusted M/S Orissa Power Transmission Corporation Limited (OPTCL) with the responsibility of organizing Facility Management Service (FMS) and related Services for GRIDCO Limited.
- 1.1.2 The Orissa Power Transmission Corporation Limited (OPTCL) invites sealed bids from eligible bidders for providing **Facility Management Services (FMS) covering I.T Maintenance Management Service, Facility Management Services for operation of Data Center and Production Support Service of Business Application System (GEMS) on behalf of GRIDCO Ltd. The said services shall henceforth be referred to as FMS.**
- 1.1.3 The scope of work is described in detail in the bid document which may be purchased by any eligible bidder or their authorized representative on submission of written application to the Chief General Manager (IT), 2nd Floor, Bidyut Bhawan, O P T C L, Janpath, Bhubaneswar - 751022, during office hours from 11:00 hrs to 16:00 hrs on all working days either in person or by post upon payment of non-refundable fee as indicated below either in cash or demand draft payable to GRIDCO Ltd, Bhubaneswar. The bidder shall submit the original copy of the money receipt with his application as proof of submission of tender paper cost to issue the bid document.
- 1.1.4 Eligible bidders may also log on to our web site www.optcl.co.in on any day from 14-Aug-08 to 8-Sep-08 for details regarding the scope, terms and conditions, procedure to purchase and to submit the bid document.

- 1.1.5 (A) Price of the Bidding Document : Rs.6000/- (Indian Rupees Six thousand only) + Sales Tax at the rate of 14%, NON REFUNDABLE
(B) Postal Charges, Inland : Free of charge
(C) Postal Charges, overseas : Free of charge
- 1.1.6 If the bid document is downloaded from our website as mentioned at (1.1.4) above, the bidder has to submit the cost of the bidding document i.e., Rs.6000/- (Indian Rupees Six thousand only) + Sales Tax at the rate of 14%, NON REFUNDABLE by Demand Draft payable to GRIDCO Ltd, Bhubaneswar. The DD issued by a nationalized/scheduled bank **on or before 16-Sep-08** must be enclosed with the technical bid failing which, the tender shall be rejected.
- 1.1.7 All bids must be accompanied by a bid security (EMD) amounting to Rs.1,00,000/- (Indian Rupees one lakh only) along with the techno-commercial Bid. Bid security may be submitted either through cash or by a crossed bank draft/pay order drawn in favour of GRIDCO Ltd, Bhubaneswar Or alternatively, Bank Guarantee (BG) from any nationalized / scheduled bank as per enclosed proforma (Schedule – IV). The validity of the EMD submitted in the form of BG shall be at least 240 days from the date of opening of the bid. Bids submitted without EMD are liable for outright rejection.
- 1.1.8 Bidders shall submit Techno Commercial Bid only **in duplicate**, initially, which shall contain Technical & Commercial information along with the bid security (EMD) enclosed in a sealed envelop duly super scribed as “Technical Bid, due on 16-Sep-08 at 13:00 Hrs.”. This part shall not contain any pricing information and shall be referred to as **Bid Part – I**.
- 1.1.9 **Price Bid** shall be invited from techno-commercially successful bidders only. This will fall due on a later date to be notified by OPTCL and shall be referred to as **Bid Part – II**.

1.2 Schedule of Tendering activities

1.2.1 The schedule of commencement of sale of tender papers and submission of bid etc., are tabulated as below.

Sln	Tendering Activity	Remark
1	Date of Commencement for Sale of Bidding Document	14-Aug-08 / 11:00 Hrs
2	Pre-Bid Conference	29-Aug-08 / 15:00 Hrs
3	Last Date of Sale of Bidding Document	8-Sep-08 / 13:00 Hrs
4	Date of commencement of receipt of bids	9-Sep-08 / 11:00 Hrs
5	Last Date for receiving Bids	16-Sep-08 / 13:00 Hrs
6	Date of Opening Technical Bids	16-Sep-08 / 15:30 Hrs
7	Presentation by Techno-Commercially Qualified Bidders	Shall be notified in due course of Time.
8	Last date for receiving Price Bids and Date of opening.	Shall be notified in due course of Time.

1.2.2 Tenders opening and vendor presentations shall be organized at the following venue.

**OPTCL Conference Hall,
O P T C L,
Janpath,
Bhubaneswar - 751022.**

1.2.3 All communications shall have to be addressed to the following official Address for this tender.

**Chief General Manager (IT),
2nd Floor, Bidyut Bhawan,
O P T C L,
Janpath,
Bhubaneswar - 751022,
Orissa State.**

Bids will be opened in presence of Bidders' authorized representatives who choose to attend as per schedule above.

- i. Bid Part – I (Techno Commercial) shall be opened on the stipulated date and time mentioned at 1.2.1 under General Information to Bidders – Schedule of Tendering Activities.

- ii. The Bid Part – II i.e., Price Bid shall be invited from successful Techno-commercial Bidders after Techno Commercial Bid evaluation on a later date as decided/notified by the Purchaser.

The successful Techno-Commercial bidders shall be intimated the price bid opening date and time through registered post, Office Notice Board and OPTCL's web site.

- 1.2.4 In the event of the date specified for bid receipt, opening and vendor presentation being declared as a holiday for purchaser's office, the due date shall be the next immediate working day at the appointed time and place.

1.3 Qualifying Requirements

- 1.3.1 The bidders should have / possess the following qualifications / experience.

The bidders shall be eligible to participate in the competition only if they fully satisfy the Mandatory Qualifying/Experience requirements as stated below. The eligible Bidder as per the evaluation methodology mentioned in this bid document, shall directly address FMS.

1.3.2 MANDATORY REQUIREMENTS

1. The company should have ISO Certification for servicing I.T Hardware and Facility Management and registered under companies Act.
2. The Company turnover should be over 100 crores during 2007-08 Financial Year.
3. The Company services turnover should be over 3 crores in the areas specified in Annexure-II during any of the three Financial Years mentioned there of. Bidder needs to provide proof of breakup of revenue against these areas. Mere submission of Company turnover details will not suffice.
4. The Bidder must have experience in handling mission critical customized applications & hosting the same.
5. Should have IT Service Infrastructure at Bhubaneswar and operational for the last 3 years as on 16-Sep-08.
6. The company should have a minimum of 30 service engineers for their Orissa operations including their franchisee's service engineers.
7. Should be providing Facilities Management Services for equipment/facilities valued more than 1 crore with a government or PSU in a single order. (Completion certificate to be enclosed at least for a period of one year).

8. Should submit audited Annual Accounts for at least three Financial years ending prior to the date of bidding.
9. Should have rendered FM service, I.T Maintenance Management Service to three Government Customers (PSU/Central/State).
10. Should be profit making company for the last three financial years.
11. Bidders shall be financially sound and must not be anticipating any ownership change for three years from bid submission.

All qualifying requirements must be supported by documentary evidence.

Technical Evaluation of Techno-commercial Bids shall be taken up only in respect of Bidders who fulfill the above mandatory requirements.

Notwithstanding anything stated above, OPTCL reserves the right to review the Bidder's capability and capacity to perform the contract at the time of award and reserves the right to accept or reject any or all tenders without assigning any reason thereof.

2. INSTRUCTIONS TO BIDDERS

2.1 General

- 2.1.1 Sealed Tenders in duplicate on two part bid basis (each complete with all details in the manner specified together with drawings, Project Management Charts, descriptive literature, etc.) and declaration form duly signed are to be submitted to the Chief General Manager (IT), 2nd Floor, Bidyut Bhawan, O P T C L, Janpath, Bhubaneswar - 751022 in sealed covers super scribed on each of the covers the relevant tender specification number and due date of opening indicated in the **GENERAL INFORMATION TO THE BIDDERS**.
- 2.1.2 The **specification** is divided into **5** Chapters as detailed below.
- i) General Information to the Bidders
 - ii) Instructions to Bidders
 - iii) General Conditions of Contract
 - iv) Detailed scope of work (SOW) for FMS and service level agreement (SLA)
 - v) Schedules & forms
- 2.1.3 **The tender specification covers the services which include IT maintenance Management Service, Facility Management Service and Hosting & Production service of Business Application System (GEMS). (All these services together are referred to as FMS in this document)**
- 2.1.4 Tenders will be opened at OPTCL Conference Hall, O P T C L, Janpath, Bhubaneswar - 751022. on stipulated date and time in the presence of the Bidders or their authorized representatives (limited to one person only) who may desire to be present, at the time of opening the bids.
- 2.1.5 The bidder may deviate from the specification while quoting if in his opinion such deviation is in line with the manufacturer's standard practice and conducive to better and more economical offer. All such deviations should however be clearly indicated giving full justifications for such deviation in a separate sheet(s) under Annexure – VIII (Deviations)
- 2.1.6 Only those who have purchased the Specification on paying its cost or those who have downloaded the Specification from the website of OPTCL and enclosed cash payment receipt/D.D towards tender cost can submit their tender. Tenders submitted by others will be rejected.
- 2.1.7 The purchaser reserves the right to reject the lowest or any other tender or all tenders without assigning any reason what so ever if it is considered necessary in the overall interest of OPTCL.

- 2.1.8 Tenders shall be submitted in person or by Registered Post with A.D. Any other means of delivery shall not be accepted.
- 2.1.9 i) Tenders received after due date and time shall be considered invalid.
ii) Telegraphic or Fax or email Tenders shall not be accepted under any circumstances.
- 2.1.10 i) The Tender shall be accompanied by Earnest Money Deposit of value specified against clause 1.1.7 in General Information to Bidders.

The Earnest Money Deposit shall be offered in one of the following forms subject to the conditions mentioned below.

- a) Bank Draft: To be drawn in favor of GRIDCO Ltd, Bhubaneswar.
b) Bank Guarantee from any nationalized/scheduled bank as per enclosed format (Schedule – IV)

The validity of the above guarantees shall be at least 240 days from the date of opening of tender, failing which, the tender will be liable for rejection.

- ii) No interest shall be paid on the Earnest Money Deposit.
- iii) No adjustment towards EMD shall be permitted against any outstanding amount with OPTCL.
- iv) In the case of unsuccessful bidder, the EMD will be refunded immediately after the tender finally is decided and letter of intent (LOI) is issued. Where as for a successful bidder, this will be refunded only after furnishing of security money referred to clause 3.12 of General Conditions of Contract of the bid document.
- v) EMD will be forfeited if the bidder fails to accept the letter of intent (LOI) and/or Purchase order issued in his favor.
- vi) Tenders not accompanied by EMD shall be rejected.
- 2.1.11 The Tenders should be kept valid for a period of 240 days from the date of opening of the tender as notified in the tender notice failing which the tenders will be rejected.
- 2.1.12 A) After opening of price bids and within the validity period no reduction or enhancement in price will be entertained. After opening of the techno-commercial bid if some modification of specification is agreed upon by OPTCL the same shall be published in the OPTCL website. The technically successful bidders shall submit their price bids by taking into cognizance of such changes, if any.

B) If necessary the bidder may be requested to revalidate the tender after expiry of the validity period under the same terms and conditions as per original bid except any change in the service delivery period. In such an event, the bidders are free to change any or all conditions of their bids including price at their own risk.

- 2.1.13 Bidders are expected to be fully conversant with the meaning of all the clauses of the Bid document before submitting their tenders. In case of doubt regarding the meaning of any clause the Bidder may ask clarification in writing, before 29-Aug-08, from the Chief General Manager (IT), 2nd Floor, Bidyut Bhawan, O P T C L, Janpath, Bhubaneswar - 751022. **This however, does not entitle the bidder to ask for time beyond due date fixed for techno commercial bid or due date as may be fixed by Purchaser for Financial Bid.**

2.2 List of documents to be submitted with the tender.

2.2.1 The bidder must fulfill the requirements along with the Tender failing which the tender shall be treated as incomplete and liable for cancellation. They shall submit,

- i) Bid declaration Form. (Annexure-I)
- ii) Earnest Money Deposit (EMD).
- iii) Money Receipt in support of Bid documents purchased from OPTCL or Bank Draft, if the Bid document is downloaded from web site.
- iv) Price Schedule (Schedule-I) without prices.
- v) Information Form relating to their infrastructure, financial capability & turnover etc (Schedule – V).
- vi) Photocopy of latest Income Tax Assessment Order/PAN Card
- vii) Photocopy of Sales Tax Registration Certificate.
- viii) Photocopy of Service Tax Registration Certificate.
- ix) Testimonials/Self Certifications in respect of all the mandatory requirements mentioned at Point 1.3 of GENERAL INFORMATION TO BIDDERS. (Mandatory Requirements)
- x) Proof of FMS Services for the last 3 years with revenue generation from the business exceeding Rs.3 crores a year during the three financial years preceding 31-Mar-08.
- xi) A list of important customers in the last three years i.e., 2005-06, 2006-07 and 2007-08.
- xii) Technical literature/Write up of each service offered.
- xiii) Details of support infrastructure at Bhubaneswar.
- xiv) Undertaking for providing comprehensive support for minimum 5 years.
- xv) Proof of ISO Certification for servicing FMS Services.
- xvi) Proof of experience.

- xvii) Attested copy of power of Attorney, if any.
- xviii) Attested copy of Partnership Deeds, if any.
- xix) Checklist in respect of General Compliances
- xx) The best practices and standards that will be followed by the Bidder.
- xxi) Methodology to be adopted for rendering services.
- xxii) Work plan with activities, their content, duration, milestones, the deliverables. Diagrammatic presentation of work management.
- xxiii) Organization and staffing for the assignment.
- xxiv) Quality and Competence of Resident Staff to be deployed to GRIDCO for the work. A profile of each member of the team giving, basic qualifications, years of experience and details of experience, particularly experience in FMS management.
- xxv) Testimonials from at least two customers for whom the Facility Management and IT Maintenance Management Services are rendered by the Bidder.
- xxvi) All other schedules & annexure provided in Bid Document for submission.

2.2.2 Bidders shall quote for the whole system.

2.2.3 Bidders are required to submit tenders in the following manner. All the documents/information relating to Bid Part-I (Techno Commercial Bid) in duplicate shall be placed in a sealed cover super scribed as “Techno Commercial Bid for “Facility Management Service (FMS)” due on 16-Sep-08.

Bid Part – I “The Techno Commercial Bid” shall contain all the documents in clause 2.2.1 above.

Bid Part – II “The Price Bid” shall become due at a later date to be notified separately by OPTCL. It contains Price Schedule (Schedule – I).

2.2.4 Conditional Bids shall not be accepted.

- 2.2.5
- i) Over writing shall be avoided.
 - ii) Erasures and other changes shall bear the dated initial of the person signing the tender along with company seal.
 - iii) In the event of discrepancy or arithmetical error in the schedule of price, the decision of the Purchaser shall be final and binding on the Bidder.
 - iv) For evaluation, the price mentioned in words shall be taken if there is any difference in figure and words in the price bid.

3. GENERAL CONDITIONS OF CONTRACT

3.1 Scope of the Contract

GRIDCO Ltd, a Government of Orissa Power Utility, is engaged in the activity of bulk purchase and sale of power in the state Orissa to meet the power requirement of consumers of Orissa through the transmission network of OPTCL and distribution network of distribution Licensees of the State of Orissa and delivers its surplus power in the state to other interstate traders. Power Tariff for bulk supply of power in the state is determined by Orissa Electricity Regulatory Commission. The tariff for power trading with organizations outside the state is arrived at by way of competitive bidding.

Power evacuation from Generation Points and supply of the same at Distribution points or interstate Tie Line Points is carried out by State Power Transmission Utility, M/S OPTCL.

GRIDCO needs to organize its Energy Data in its Primary Data Centre which is coming up at its corporate Office in Janpath, Bhubaneswar and provide Business Intelligence to support Management Decisions on day to day basis. The Data Centre is also expected to meet information needs of the organization at different levels of the management.

The Data Center shall run in 3 shifts and make enterprise data available to the management round the clock.

Energy Billing, Power Trading, Tariff Research, Planning etc are key business functions of the organization.

OPTCL is inviting Bids for outsourcing Facility Management Service (FMS) for Primary Data Centre of the Organization.

Chapter 4 gives detailed scope of the work and service levels.

3.2 Definition of Terms

The following words shall have the meanings hereby indicated unless it is contrary to the subject matter or context and in consistent with such constructions.

3.2.1 'The Purchaser' shall mean the Orissa Power Transmission Corporation Limited (OPTCL), (on behalf of GRIDCO)

- 3.2.2 'The Engineer' shall mean any engineer appointed as such by the Purchaser for the purpose, of this contract.
- 3.2.3 'Purchaser's Representative' shall mean any person or persons including any employee of the Purchaser or consulting firm appointed and remunerated by the Purchaser to supervise, inspect, test and examine FMS Services to be deployed.
- 3.2.4 'The Bidder' shall mean the Vendor, the Contractor, the FM Contractor and the Tenderer whose bid to include has been accepted by the Purchaser and shall include the Bidders executors, administrators successors and permitted assignee.
- 3.2.5 'Contract Price' shall mean the sum named in or calculated in accordance with the provisions of the contract as the 'contract price' which shall include the Firm price, packing, forwarding freight, Insurance, Excise Duty, Sales Tax, Service Tax, VAT, Octroi and other taxes and duties or fees as applicable and has been agreed by the purchaser to be paid to the Bidder.
- 3.2.6 'General Conditions' shall mean this General Conditions of Contract.
- 3.2.7 'The Specification' shall mean the specification as described in the Bid document and shall include the schedules and drawings attached thereto as well as all samples and patterns, if any.
- 3.2.8 'Month' shall mean an English calendar month.
- 3.2.9 'Writing' shall include any manuscript, type written printed or other statement reproduced in any visible form and whether under seal or under hand.
- 3.2.10 Contract shall mean & include General Conditions, Special Conditions, Specifications, Schedules, Drawings, Annexures, form of tender, covering letter, schedule of prices, any special conditions applying the particular contract, specifications and drawings and agreement to be entered in.
- 3.2.11 FMS refers to set of services covering I.T. Maintenance Management Service, I.T. Facility Management Service of GRIDCO Ltd, Bhubaneswar and Product Support Service of Business Application System (GEMS).
- 3.2.12 Terms not herein defined shall have the same meaning as are assigned to them in the Indian Contract Act, failing that in the Orissa General Clauses Act.

3.3 Contractor to inform himself fully

- 3.3.1 The contractor shall examine keep himself well informed of the instructions to Bidders, General/Special Conditions of the contract, Specification, the Schedules of Quality and delivery to satisfy himself as to all terms and conditions and circumstances affecting the contract price. He shall quote prices(s) according to his own allowance except as otherwise provided therein will be levied. The Purchaser shall not be responsible for any misunderstanding or incorrect information obtained by the contractor other than information given to the contractor in writing by the purchaser.

3.4 Time Schedule

- 3.4.1 The selected Bidder (FM Contractor) is expected to commence "FMS" Service Delivery within one month of issuing formal order/LOI by the Purchaser as

described in Clause 4.3.1.5 under Chapter 4, except production service of Business Application System (GEMS) which will commence within 2 months of issuing formal order. Service Levels are laid down in Chapter 4.

3.5 Testing

- 3.5.1 Testing of the IT tool systems (to be deployed at FM Contractor's Own cost) for Help Desk / Call Registry and monitoring thereof, measurement of Service Levels Performance, Online management of I.T Assets and such other I.T.Systems incidental to the contract, for their functioning/performance shall be carried out by the contractor at their own cost before commencing contract execution.

3.6 Training

- 3.6.1 One day Training cum presentation module shall be prepared by the Contractor to educate the purchaser about the deliverables of the contract and facilities provided. Such training shall be imparted three times in a year. This shall be repeated every year of contract to keep the users of the purchaser informed of developments in the facility management service. Composition of participants and their number in a training batch shall be decided by the Purchaser and necessary training venue shall be provided by the Purchaser.

3.7 Supply

- 3.7.1 . Deleted.

3.8 Sign-On Services

- 3.8.1 All the services covered under contract shall commence within 30 days of issue of Contract. Ground work covering documentation related to contract execution, shall be completed by the Contractor during this transition period. No payment shall be due for the transition period. Services shall be signed on by the FM Contractor on the scheduled date.

3.9 Contract's Default Liability

- 3.9.1 The purchaser, upon 30 days written notice of default to the contractor, may terminate the contract in whole or in part in circumstances detailed hereunder.

- a) If in the judgment of the Purchaser, the contractor fails to maintain Service Levels agreed upon in the contract. or
- b) If in the judgment of the Purchaser, the contractor fails to comply with any of the other provisions of this contract.

3.9.2 In the event purchaser terminates the contract in whole or in part, the purchaser reserves the right to purchase upon such services at such terms and in such a manner as deemed appropriate and the Contractor is liable to the Purchaser for any additional costs and/or penalty for delay as per clause 3.17

3.9.3 Until the event the purchaser terminates the contract as per clause 3.9.1 the Contractor shall continue the performance of the contract, in which case he shall be liable to the purchaser for penalty for delay as set out in Clause 4.4.3

3.10 Rejection of Contract

3.10.1 In the event any Service component of the Contract not found in accordance to the requirements, the purchaser shall request the contractor in writing to improve upon the Service Levels. The contractor on receipt of such written communication shall expeditiously take steps to improve the Service Levels. If the contractor fails to do so, the purchaser may

- a) At its option obtain such services from any other source and recover the extra costs so involved from the contractor and/or
- b) Without prejudice to any other action against the FM Contractor terminate the contract for balance period, with enforcement of penalty as per the contract.

3.11 Guarantee for Consumables

3.11.1 Deleted.

3.12 Composite Bank Guarantee

3.12.1 A composite Bank Guarantee to the equivalent of 10% (ten percent) of the value of the full contract price shall be furnished from any Nationalized/Scheduled bank having Branch office in Bhubaneswar, to the Purchaser OPTCL within 30 (thirty) days of issue of the purchase order duly executed in a non-judicial stamp paper worth of Rs.100/- (Rupees one hundred) only or more valid for a period of 40 (forty) months from the date of commencement of Contract Execution and signing an agreement for award of contract as per proforma enclosed as Schedule – III (B.G), towards security, payment and performance guarantee purposes failing which the purchase order will be treated as cancelled. In the event of any breach or default in all or any of the conditions set forth and provided in the purchase order, the purchaser may forfeit the whole amount of the composite bank guarantee. The forfeiture of the composite Bank guarantee shall not in any

way affect, limit or extinguish any remedy or relief to which the Purchaser may at any time be lawfully entitled.

The purchaser shall not be liable for payment of any amount towards the composite Bank Guarantee amount.

3.13 Support Services

- 3.13.1 Facility Management Services include I.T Maintenance Management Service, Facility Management Service, Hosting and Production Service of Business Application System (GEMS)The contractor will be bound to undertake new services as part of the contract if asked for by the Purchaser, and for each such requirement, the contractor will give a quotation. This quotation should be based on the rates quoted for this tender and shall be reasonable (to be justified). For every such addition, the terms and conditions of the existing contract will apply from the date of acceptance of the addition.
- 3.13.2 The contractor shall provide procedure to add new services which are not already part of the contract.
- 3.13.3 In the event desired performance not obtained as per Service Level Agreement (SLA) penalty shall be imposed and recovered from the Security Deposit tendered in the form of Bank Guarantee.
- 3.13.4 Cost of Facility Management Services shall become due for payment as described in clause 3.16, on post paid basis. Payment shall be made after deducting penalties, if any, within 15 days of it becoming due.

3.14 Price

- 3.14.1 Bidders shall quote their FIRM price only. No price variation shall be entertained at any time during the contract period.
- 3.14.2 The bidder must quote for and render any additional IT Support Service where ever required, where the Bidder feels it necessary for accomplishing the Statement of Work as detailed in Chapter 4, for successful running of the Facility Management Services. Such additional cost, as quoted, shall be taken into consideration for tender evaluation.
- 3.14.3 The firm prices shall be F.O.R destination only at the consignees' place inclusive of packing, forwarding, freight and insurance. Prices should exclude all State and Central Taxes, Service Tax, Octroi and Excise Duty and these elements of cost should be indicated separately as per the price schedule at Schedule – I.

3.14.4 Where ever the issue of foreign exchange is involved due to import of software from a country other than India, the same shall be paid by the vendor. Import License, marine freight, insurance, customs duty, surcharge, port handling and clearing charges etc., all shall be on contractor's account and purchasers shall not be responsible in any manner in this regard.

3.15 Import License

3.15.1 In case imported materials are offered no assistance will be given for import License or release of Foreign Exchange. The FM Contractor arrange to import materials from their own quota.

3.16 Terms of Payment

3.16.1 The FM Contractor will have to submit two invoices, as per following grouping, with basic price and applicable taxes/duties/levies separately. Payment terms are noted below.

S No	Services/Supply	Ref. Clauses	Timing
1	Facility Management Service	4.3.1 to 4.3.15	Within 15 days after completion of each Quarter
2	Application System Production Support Service	4.3.17	Within 15 days after completion of each Quarter

The quarterly FMS service bills/Invoices in triplicate shall be submitted along with the following documents

- i) GRIDCO certified Service Levels performance statement
- ii) Confirmation on validity of Performance/Security/Payment B.G

The paying officer is GRIDCO Ltd, Bhubaneswar.

3.17 Penalty for non compliance of SLA

3.17.1 If the contractor shall fail to maintain Service Level Agreements, as described in Clause 4.4 in Chapter 4. in respect of support services penalties stipulated in clause 4.4.3.1 shall be imposed and recovered from the FM Contractor by the Purchaser.

3.18 Force Majeure

3.18.1 The contractor shall not be liable for any penalty for failure to perform the contract for reasons of force majeure such as acts of God, acts of the unsocial

elements, restraints of Government, Fires, Floods, epidemics, quarantine restrictions, strikes, provided that the contractor shall within one day from beginning of such event of force majeure notify the purchaser in writing of the cause of delay, the purchaser shall verify the facts and grant such extension, as facts justify.

3.19 Payment Due from the Contractor

3.19.1 All costs and damages, for which the contractor is liable to the purchaser, will be deducted by the purchaser from any money due to the contractor under the contract or through the composite Bank Guarantee submitted by him.

3.20 Jurisdiction of the High Court of Orissa

3.20.1 For any dispute arising between the Purchaser and Contractor the courts at Bhubaneswar (Orissa) shall have jurisdiction to the exclusion of all other courts.

3.21 Sales Tax, Income Tax Clearance, Balance Sheet and Profit & Loss Account

3.21.1 Photo copy of Sales Tax / VAT clearance certificate, Photo copy of Income Tax assessment order of the latest year, Photo Copy of PAN Card and Photo Copy of Service Tax Clearance/Registration certificate, Balance Sheet and Profit & Loss Account of previous year should be enclosed with the tender.

3.22 Certificate for Exemption from Excise Duty

3.22.1 The bid of the Contractor with exemption from Excise Duty shall be accompanied with authenticated proof of such exemption. Authenticated proof for this clause shall mean Photostat Copy of exemption certificate duly attested to be the true copy of its original.

3.23 Deviation from Specification

3.23.1 It is in the interest of the Bidder to study the specification, drawings, etc., specified in the tender schedule thoroughly before tendering deviations, if any made by the Bidder the same are prominently brought out in the body of their tender.

A list of deviations shall be enclosed to the Tender. Unless deviations in scope, technical and commercial are specifically mentioned in the list of deviations, it shall be presumed that the Bidder has accepted the conditions in the Tender Specification in total, notwithstanding exemptions, if any, mentioned else where

in the tender. All such deviations shall be clearly notified in Commercial/Technical deviation formats provided with this bid document at Annexure – VII.

3.24 Right to Reject/Accept any Tender

- 3.24.1 The purchaser reserves the right either to reject or to accept any or all tenders. The purchaser has exclusive right to alter the quantities at the time of placing final purchase order. After placing of the order the purchaser may defer in the delivery time frame. It may be clearly understood by the Bidder that the purchaser need not assign any reason for the above action.

3.25 Contractor's Responsibility

- 3.25.1 Notwithstanding any thing mentioned in the specification or subsequent approval or acceptance of the purchaser, the ultimate responsibility to perform the contract successfully shall rest with the Bidder.

3.26 Evaluation of Bids

- 3.26.1 Quality and Cost Based evaluation shall be done in ranking the offers in two stages i.e., Techno-Commercial Evaluation and Financial Evaluation. However Bids of those bidders who satisfy 'Minimum Qualification Criteria' as mentioned in Clause 3.29 shall only be considered for Techno-Commercial Evaluation. Bidders not satisfying minimum qualification criteria need not submit their Bids, as they will be rejected.

In the first stage Quality points shall be assigned to each response against different Quality aspects of importance. Maximum attainable Quality points shall be 90, as tabulated at clause (3.26.3). OPTCL will carry out a detailed evaluation of the technical and financial bid in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in the bidding document in order to reach such a determination, OPTCL will examine the information supplied by the bidders and other requirements in the bidding documents taking into account the criterion mentioned.

- 3.26.2 In case the financial proposals (without prices) to be enclosed with techno-commercial bid is not complete, the technical bid will be rejected.

3.26.3 Quality Points Table (Maximum attainable Points 90)

S No	Item	Max Points (Tmax:90)
1	ISO Certification for FMS Services	10
2	Turnover for the FY 2007-08 > 100 Crores	5
3	Bidder's Turnover on account of FMS Services more than 3 crores for the last 3 Financial Years. (Appropriate Chartered Accountant certified copy shall be submitted in case revenue breakup is not published in the annual financial statements)	10
4	Hosting and Production support of Mission Critical Business Application Systems experience (Application Systems and Customer details with documentary proof of successful production for one full year to be submitted)	10
5	Bidder having I.T. Infrastructure at Bhubaneswar for more than 3 years (To be supported with Sales Tax Registration Certificate)	5
6	Minimum number of Support Engineers of the Bidder in Orissa, including their franchisees' engineers 30 and above. (To be supported with documentary proof)	10
7	Value of FMS Services in Government or PSUs, one crores or more in one order. (Order and Completion certificate copy to be submitted)	10
8	2 Order References from Government and PSUs from other states along with copies of respective Work Orders.	5
Technical Experience		
9	FMS experience in Number of Years	
	> 6 Years	15
	> 4 Years	8
	Others	0
10	FM experience in terms of Contract Value	
	> 5 crore	10
	> 2 crore	5
	Others	0

3.26.4 At the end of the Technical Evaluation, those bids secured 70% of the Max Points shall be declared techno-commercially successful bids and are considered for next stage of evaluation. The financial bids of all technically successful bidders shall be opened on a scheduled date.

3.26.5 The individual bidder's Quality Points shall be normalized as per the formula below.

$$T_n = (T_b/T_{max}) * 60$$

Where

T_n = Normalized Quality Points for the bidder under consideration.

T_b = Absolute technical score for the bidder under consideration.

T_{max} = Maximum absolute Quality Points attainable.

No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected.

3.26.6 All Quotes in the price Bid shall be in Indian Rupees only.

3.27 Evaluation of Financial Bids

3.27.1 Financial Bids of those Bidders who meet Mandatory requirements (clause 1.3.2) and secured a minimum of 70% of Max. Quality Points, shall be invited. OPTCL will assess the nature of financial offers and may pursue any or all of the nature of Financial Offers and may pursue any or all of the options mentioned under financial bids.

3.27.2 Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of purchaser. The Financial Points will be calculated as follows.

$$F_n = (F_{min}/F_b) * 40$$

Where

F_n = Normalized financial score of the bidder under consideration.

F_b = Evaluated cost for the bidder under consideration.

F_{min} = Minimum evaluated cost for any bidder.

3.28 Award Criteria

3.28.1 Final award of contract is determined by taking into consideration the sum of Quality points and Points obtained in Financial Evaluation. The Bidder who gets highest Points sum, will be given the first chance to sign the Contract. This is explained as the following.

$$B_n = T_n + F_n$$

Where

B_n = Over all Points of Bidder under consideration

T_n = Normalized Quality Points for the bidder under consideration.

F_n = Normalized financial Points of the Bidder under Consideration.

Bidder who attains highest 'Bn' points will be awarded the contract. The highest 'Bn' Points Bid will be regarded as adjusted Lowest One (L1).

3.29 Minimum Qualification criteria of Bidders

3.29.1 All the prospective bidders are requested to note that their bids for any schedule can only be considered for evaluation if and only if they fulfill all the required criteria mentioned in General Information to Bidders. Those who do not fulfill these criteria need not submit their bids.

3.30 Language And Measures

3.30.1 All documents pertaining to the contract including specifications, schedule, notices, correspondence, operating and maintenance instructions, drawings or any other writing shall be written in English language. The metric system of measurement shall be used exclusively in their Bids.

3.31 Correspondences

- a) Any Notice to the Bidder under the terms of the contract shall be served by Registered mail or by hand at the Bidder's principal place of business.
- b) Any notice to the purchaser shall be served at the OPTCL's principal office in the same manner.

3.32 Legal Address of the Purchaser

Chief General Manager (IT),
2nd Floor, Bidyut Bhawan,
O P T C L,
Janpath,
Bhubaneswar - 751022,
Orissa State.

3.33 Assignment of Subcontracting

3.33.1 FM Contractor should normally deliver all the services by himself. However in exceptional cases, on request from FM Contractor GRIDCO may allow/disallow, based on merits, Sub FM Contractor for delivering a particular Service to GRIDCO on behalf of FM Contractor. In case where GRIDCO gives written permission for sub contracting, FM Contractor shall remain fully responsible for Sub FM Contractor and his personnel. Such Sub Contractor's personnel shall not be employees of GRIDCO. GRIDCO has right to instruct the FM Contractor to change the Sub FM contractor or skilled workers in case the conduct or because of non-performance in expected services delivery. A reasonable curative period shall be allowed by GRIDCO for replacement of manpower.

3.34 Contractor's Personnel Insurances

3.34.1 FM Contractor shall be responsible to suitably insure his entire work-force for any third party liability at the project site, or any other such risks during execution of works. GRIDCO shall stand fully indemnified in this respect.

3.35 Exit Management Plan and returning of the equipment after completion of the contract period.

- 3.35.1 The Contractor shall handover all the equipment back to GRIDCO or to the replacement agency appointed by GRIDCO after the contract period in good and working condition with detail list showing the name of the equipment and configuration.
- 3.35.2 The Contractor shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to GRIDCO or its nominated agencies or its replacement Contractor and which the FM has in its possession or control at any time during the exit management period.
- 3.35.3 For the purposes of this schedule any thing in the possession and control of any FM contractor associated entity or Sub FM Contractor is deemed to be in the possession or control of FM Contractor.
- 3.35.4 The FM Contractor shall commit adequate resources to comply with its obligations under this exit management schedule.
- 3.35.5 The FM Contractor shall provide GRIDCO with a recommended exit management plan which shall deal with at least the following aspects of exit management in relation to the agreement as a whole and in relation to the annual maintenance of the hardware and facility management.
- 3.35.6 A detailed programme of the transfer process that could be used in conjunction with replacement vendor including details of the means to be used to ensure continuing provision of the services through out the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- 3.35.7 Plans for the communication with such of the Contractors and Sub contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the GRIDCO's equipments and facility operations as a result of undertaking the transfer.
- 3.35.8 Plans for provision of contingent support to GRIDCO's Data Centre and facilities to replacement contractor for a reasonable period after transfer.
- 3.35.9 Each exit management plan shall be presented by the FM Contractor to and approved by GRIDCO or its nominated agencies.
- 3.35.10 In the event of termination or expiry of agreement or operation and management of the facility, each party shall comply with the exit management plan.
- 3.35.11 During the exit management period the FM Contractor shall use its best efforts to deliver the services as provided in the FMS agreement.
- 3.35.12 Payments during the exit management period shall be in accordance with the terms of payment schedule.
- 3.35.13 This exit management plan shall be furnished in writing to GRIDCO within 90 days of issue of Work Order.

4. DETAILED SCOPE OF WORK (SOW) AND SERVICE LEVEL AGREEMENT (SLA)

4.1 Introduction

- 4.1.1 GRIDCO Ltd., a Government of Orissa Undertaking is entrusted with commercial responsibility of Bulk Power supply to the State's four distribution companies viz., M/S CESU, M/S WESCO, M/S NESCO & M/S SOUTHCO. GRIDCO trades surplus power with other power utilities and Electricity Boards of other states through bidding process. GRIDCO is located in Bhubaneswar only. GRIDCO collects Energy Flow data at 0.2 accuracy, along with all the events pertaining to State GRID in an online fashion in order to assess actual Energy Flow position, at the end of every 15 Minutes, round the clock. This is done with the help of suitable Wide Area Network (WAN) connecting all the Sub Stations, Inter State Tie Line Points, LILOs, Generation Stations through suitable Energy Metering arrangements.
- 4.1.2 An appropriate Data Center is being established for the purpose with 3 Tier Computer architecture. Redundant WAN connectivity shall be provided to the center for continuous data collection from SLDC being the owner of the Energy Flow Data. The data center is located at Corporate office of GRIDCO Ltd, Janpath, Bhubaneswar. There are over 20 rooms in the building and a conference hall facility. Local Area Network (LAN) connectivity is provided to all of these rooms. The Corporate Office also houses Energy Billing Center (EBC) and Power Exchange Terminal in the proximity of the Data Center.
- 4.1.3 Power Bulk Supply Billing, Power Trading Billing, Trading Process, Revenue collection are operational and Mission Critical core processes of the Company.
- 4.1.4 Up time and availability of Information Technology facilities are crucial for all its online Core Business Operations. The data center doubles as research tool to analyze Energy Consumption patterns, tariff aspects etc.

4.2 GRIDCO's IT Equipment Summary (Hardware & Networking)

Sno.	I.T Items	Qty
1	Server Hosts	6
2	Desktop PCs	49
3	Laptops	3
4	Scanners	2
5	Dot Matrix Printers	17
6	Laser Jet Printers (Mono)	11
7	Laser Jet Printers (Color)	1
8	Inkjet Printer	3
9	LCD Projector	1
10	Routers	1
11	Switches	4
12	Leased Line Modems	1
13	UPS 650 VA	29
14	UPS 1000VA	7
13	UPS 2000 VA	4
14	UPS 30 KVA	1
15	Fiber Link to SLDC	1
16	BSNL DataOne Links	1
17	VSAT Links	1
18	LAN Connections	15
19	Air Conditioners 1.5 Tonnes	10
20	Generators 30 KVA	1

4.3 Statement of Work

Minimum qualifications and experience of the FM personnel to be ensured by the FM contractor for deployment against Data Centre Operations.

Sno	Position	Qualifications	Experience
1	System/ Database Administrator	B.Tech(CS/IT)/MCA with skills in MCSE, Unix Admn Certifications	4 years experience in the relevant field.
2	Network Administrator	B.Tech(CS/IT/ECE)with skills in CNE or CISCO/NORTEL certified Engineer for networking	4 years experience in the relevant field
3	Project Manager	B.Tech(CS/IT/ECE) with multi I.T skills	8 years FMS Service Delivery Management
4	IT Assistant	Diploma / Certificate (CS/IT)	2 year of relevant Experience

Manpower Deployment Scheme

S No	Location	Personnel	Function
1	Primary Data Centre	One of the executives ie Project Mgr, System Admnr, Network Admnr shall man the Data center	FMS Management round the clock
2	Corporate Office	3 I.T Assistants	To man 2 shifts on all working days and the third hand should man helpdesk.

4.3.1. Service Delivery Management

GRIDCO has introduced computers in all its core business operations through its IT infrastructure summarized at 4.2. GRIDCO avails WAN services from ogsWAN, a common wide area network facility which is owned and managed by OPTCL.

The Data Center is interconnected to State Load Dispatch Center, Mancheswar and OPTCL, Bhubaneswar through fiber links. In addition the power exchange terminal is connected through Virtual Private Network (VPN) to IEX. However BSNL's VPN connection used for power exchange terminal, devices used to interconnect OPTCL/SLDC and lines thereof shall form part of the scope of the work.

To maintain the I.T infrastructure GRIDCO is looking for a Service Provider who shall render I.T Maintenance Management (ITMM) (in respect of all the I.T equipment owned by GRIDCO), Facility Management (FM) Services and supply Computer consumables and stationery. In addition, as part of Business Application System Production (BASP) work, the corporate Billing System viz., GEMS needs to be run on regular basis. This work shall be referred to as EBC (Energy Billing Center) work. The following services have to be provided to all the desktop systems installed in the Organization.

- c) Internet and intranet services
- d) File Services
- e) Print services
- f) Messaging services
- g) Security services (Physical and Logical)

- 4.3.1.2 1) The overall management and maintenance of Servers, Clients, Peripherals, LAN, WAN interfaces for GRIDCO Ltd.
- 2) The overall Management and Maintenance of Networking by Checking and Managing network status and taking remedial action in case of faults. This involves active coordination with the network Service providers.
- 3) Backup and Archival of O.S files as per policies set forth by GRIDCO Ltd.
- 4) Management of “Enterprise I.T Management System” made available by GRIDCO Ltd.
- 5) Operational Support for GRIDCO in running Business Application Systems.
- 6) Monitoring WAN links for their availability and escalation of complaints and managing resolutions thereof.
- 7) Providing Physical and Logical Security for the infrastructure and services there of. This includes management of Firewalls, Spam control, virus Control in an integrated and online manner.
- 8) Rendering training to Officers/Staff as when needed covering System Operations.

Contractor shall use his own labor and appropriate tools required for the execution for meeting the Service Level Agreements. GRIDCO at the end of the contract term might decide to acquire the tools at the prices to be decided at that time only.

4.3.1.3 Project Management:

FM Contractor will assign a Project Manager who will provide the management interface facility and has the responsibility for managing the complete service delivery during the contractual arrangement between GRIDCO and the FM Contractor.

As the primary contact managing FM Contractor's provision of services, the Project manager will be responsible for preparation and delivery of all monthly reports as well as all invoicing relating to the service being delivered.

FM Contractor should provide the detailed description for project management activities as part of the proposal in response to this RFP.

Project Manager's responsibility should essentially cover the following:

- a) Overall responsibility for delivery of the Statement of Work (SOW) and Service Level Agreement (SLA)
- b) Act as a primary interface to GRIDCO for all matters that can affect the baseline, schedule and cost of the services project.
- c) Maintain project communications through GRIDCO Project Leader.
- d) Provide strategic and tactical recommendations in relation to technology related issues.
- h) Provide escalation to FM Contractor's Senior Management, if required.
- i) Resolve deviations from the phased project plan.
- j) Conduct regularly scheduled project status meetings.
- k) Review and administer the Project Change Control Procedure with GRIDCO Project Leader.
- l) Identify and resolve problems and issues together with GRIDCO Project Leader.
- m) Responsible for preparation and delivery of all monthly reports as well as all invoicing relating to the service delivery.

4.3.1.4 Transition management

GRIDCO recognizes that the transition process and its effectiveness, has a significant impact on success of ongoing services.

GRIDCO has the following key objectives for transition.

- a) Maintain steady operation of all services and maintenance of current service levels while migrating control and responsibility from GRIDCO current vendor to selected FM Contractor.
- b) Successfully complete all activities, providing a stable platform for future improvement in service delivery and associated benefits for GRIDCO.

4.3.1.5 Transition Deliverables

Transition tenure shall be divided in two phases. First phase of 4 weeks duration, is more focused on startup activities such as 'knowledge transfer from GRIDCO's prevailing/existing arrangements and transition of AS IS processes; while FM Contractor will be required to improve and optimize on AS IS processes during the second phase of 4 weeks duration.

The following milestones and deliverables would be achieved during the tenure of the transition period. The transition period is expected to not to exceed 60 days.

During first phase the FM Contractor will ensure minimum agreed service levels and formal SLA will be accepted by FM Contractor at the end of first phase i.e., one month.

S.No.	Deliverables
1	Review Services Scope (GRIDCO-FM Vendor's Team)
2	Review and agree transition schedules, service wise.
3	Mutually agree process implementation roadmap.
4	List of Operational Procedures identified. Identify critical KPI metrics and Service Reporting Matrix with formats agreed mutually with GRIDCO.
5	Initiate implementation of Help Desk Process
6	Map FM Contractor's personnel to existing operational activities and perform AS IS operations.
7	Implement Help Desk Tools
8	Deliver draft procedures within the mentioned areas of operations.

4.3.2 Help Desk

Helpdesk service provides for the staffing of a Helpdesk to act as a single-point-of-contact, via a telephone number, email and Web Assistance for GRIDCO End Users who require assistance in the resolution of problems, concerns, and questions and to request Services.

FM Contractor will provide support by required software tools and skilled Service desk personnel during agreed service window. The Users can call the centralized Service Helpdesk to log the call and get assistance through a designated person who will provide telephone support during such hours.

FM Contractor is required to develop and document service processes confirming to reasonable level of standards.

FM Contractor should include the procedural details for handling

Change Control Procedure
Call Process Flow
Incident & Problem management Approach

FM Contractor should explicitly mention pre requisites to be fulfilled by GRIDCO for implementing Contractor Proposed Help Desk framework.

4.3.2.1 FM Contractor's Responsibilities

Hardware & Software Services

- a) Provide HIGH level support for hardware and software, including incident logging, assigning incident numbers and dispatching the appropriate support personnel or vendor to remedy a problem.
- b) Prioritize problem resolution in accordance with the severity codes and Service levels specified;
- c) Provide system status messages, as requested.
- d) Maintain the defined Help Desk operational procedures;
- e) Notify designated personnel of systems or equipment failures, or of an emergency, according to the Procedures Manual;
- f) Initiate a problem management record (PMR) to document a service outage to include, date and time opened, description of symptoms, and problem assignment, and track and report on problem status, as required.
- g) Monitor problem status to facilitate problem closure within defined Service Level criteria or escalate, as appropriate.
- h) Monitor PMR closure, including documented problem resolution;
- i) Provide GRIDCO with complete and timely problem status through the problem tracking system, as requested;
- j) Maintain an updated help desk personnel contact listing.

Management Services

- a) Provide "ownership-to-resolution" of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system;
- b) Record, analyze and report on calls received by the help desk, including:
 - i) Call volumes and duration.
 - ii) Incident & Problem trends,
 - iii) Call resolution time
- c) Assign priorities to problems, queries, and requests based on the guidelines/SLA provided by GRIDCO
- d) Monitor and report to GRIDCO on maintenance vendor performance;

- e) Provide input to GRIDCO on End User training requirements based on help desk call tracking and analysis;
- f) Update contact list of users initially provided by GRIDCO.

Install, Move, Add and Change Services (IMAC)

- a) Act as the point of contact for IMAC requests and status; ;and
- b) Act as interface for coordinating and scheduling all IMACs

User Oriented Services

- a) Provide an interface for user requests, such as new user Ids, address changes, routing requests, and password changes.
- b) Advise the End User to take reasonable steps to backup information, if possible , prior to attempting to effect a resolution either by phone or hands-on during desk Side support service; and
- c) Assist End Users with Office automation and e-Mail “HOWTO” and usage questions.

GRIDCO’s Responsibilities

- a) Help FM Contractor define help desk call prioritization guidelines, as a one-time activity or if necessitated during periodic reviews and/or on change in requirements, problem severity codes and escalation procedures.
- b) Provide updated contact listing, as a one time activity for use by help desk personnel in contacting GRIDCO appropriate personnel for assistance/notification, as specified above.
- c) Initially, ensure all GRIDCO End Users has a basic level of understanding of the new service delivery process, including the Hardware, Software and Services to be supported by the Help desk.
- d) Communicate support responsibilities and procedures to GRIDCO business unit contact personnel.
- e) Assist FM contractor, as requested, in the resolution of problems outside the scope of FM Contractors responsibilities or recurring problems, which are the result of End User error.
- f) Assist FM Contractor in ensuring that GRIDCO’s other vendors report problem status and resolution back to the help desk.
- g) Provide an adequate level of system authority for all Hardware, Software and resources for which FM Contractor has problem resolution responsibility and communications access.
- h) Assist FM Contractor in the development of help desk operational procedures by providing input to and review and approval of such procedures. This will be a one time exercise.
- i) Allow FM Contractor, on case to case basis, to utilize remote access capability to remotely diagnose problems if required; and
- j) Report problems and forward requests to the service desk.

4.3.3 Install, Move, Add, Change (IMAC) Services

4.3.3.1 This service provides for the scheduling and performance of Install, move, adds and change activities for Hardware & Software. Definitions of these components are as follows.

Install : Installation of desktops machines, servers, peripheral equipment and network attached peripheral equipment which form part of the existing baseline. Any new installations shall be procured along with installation services which the FM Contractor shall coordinate to ensure smooth integration of the new systems into the existing baseline.

Move: Movement of desktop machines, servers, peripheral equipment and network-attached peripheral equipment.

Add: Installation of additional hardware or software on desktop machines and servers after initial delivery which include additional RAM, CD/DVD drives, sound cards, ABC flowcharts etc.

Change: Upgrade to or modification of existing hardware or software on desktop machines and servers which include substitution of hard-disk-drives, upgrading Oracle database to higher version etc.

GRIDCO Responsibilities

- a) Implement a process for ‘authorization approval’ of all IMAC requests prior to submission by the End User.
- b) Ensure all IMAC requirements are clearly defined in each request for ‘Authorization approval’
- c) Provide the hardware, software and associated equipment that comprise a IMAC
- d) Establish and communicate to FM Contractor the escalation procedures for situations where site preparation requirements has not been completed within the defined time frames or in accordance with specifications.
- e) Provide required host, server and network connectivity.
- f) Provide the necessary addressing standards and allocations.
- g) Provide a designated staging area for displaced hardware and software.
- h) Communicate the procedure for disposal of displaced hardware and software.
- i) Be responsible for all costs and regulatory requirements associated with the disposal of displaced hardware and software.

4.3.4 I.T Asset/Inventory Management

4.3.4.1 Protecting GRIDCO investment in distributing computing entails, firstly, knowing what those assets are and, secondly, acquiring new assets in a standard coordinated process. FM Contractor should provide Asset Tracking and Management Services to this end and should coordinate and ensure the regular updating of Corporate Asset Accounting System in use.

4.3.4.2 FM Contractor's Responsibilities:

- a) This service provides for performing asset tracking, and includes performing an initial inventory of Hardware and Software to validate or establish the data base and defining the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.
- b) Coordinate and ensure updated asset management data in Corporate Asset Accounting System.
- c) Create/Maintain hardware asset database by recording information like configuration details, serial number, asset code, warranty and AMC.
- d) Record all installation of new machines, movement within site/locations, changes in configuration/upgrade of machines.
- e) Track assets, check quality, maintain re-order levels.
- f) Provide Asset verification once an year.

4.3.4.3 GRIDCO's responsibilities

- a) Be responsible for advising FM Contractor of hardware and software procurements, transfers or terminations which affect warranty and license registrations; and Notify FM Contractor of any Hardware and Software procured by company and of any changes made by company to such Hardware and Software.
- b) Be responsible for End User compliance with the terms and conditions of the software licenses and manufacturers' warranty specifications.
- c) Be responsible for resolving any reconciliation discrepancies with the help of FM contractor, initially.
- d) Work with FM Contractor to develop and coordinate a schedule to allow FM Contractor free and sufficient access to all assets when performing a physical verification of inventory.

4.3.5 Vendor Management Services

4.3.5.1 GRIDCO has various vendors (Product Support/OEM/AMC) for the IT infrastructure. FM Contractor will be required to provide vendor management services to ensure proper coordination and seamless operations. Purchaser shall inform FM Contractor about the alternative arrangements made in respect

of I.T items not covered under any Maintenance Contract for necessary coordination by the Fm Contractor.

4.3.5.2 FM Contractor Responsibilities

- a) Manage these vendors for escalations on support
- b) Logging calls and co-ordination with vendors
- c) Vendor SLA tracking
- d) AMC Tracking
- e) Management of assets sent for repair
- f) Maintain database of the various vendors with details like contact person, Telephone numbers, escalation matrix and response time and resolution time commitments. Log calls with vendors. Coordinate and follow up with the vendors and get the necessary spares exchanged.
- g) Calculate and Analyze the performance of the vendors periodically, normally Quarterly.

4.3.5.3 GRIDCO's responsibilities

- a) GRIDCO will provide list of all the vendors with details like contact person, Telephone numbers, escalation matrix.
- b) GRIDCO will provide SLA signed with individual vendors and also ensures that third party vendors address the queries of FM Contractor, where necessary.

4.3.6 Desk Side Technical Support Services

4.3.6.1 This service provides maintenance for IT equipment (desktop, laptop & peripherals such as printers etc.), including preventive and predictive support, as well as repair and/or replacement activity after a problem has occurred. Warranty service management, including coordination and claims processing, will be provided.

4.3.6.2 FM Contractor's Responsibilities

- a) Provide single-point-of-contact to End Users for the resolution of Desk side related problems or to request an equipment upgrade or consultation.
- b) Provide Desktop Maintenance services, corrective maintenance to remedy a problem, and scheduled health check to maintain the Desktop in accordance with manufacturers' specifications and warranties;
- c) Ensure issue resolution with the appropriate vendor maintenance provider for Hardware maintained under third party agreement.

- d) Coordinate and schedule maintenance activities with the End User and GRIDCO appropriate support functions, such as network support, facilities support, etc., subject to the Change Management Procedures.
- e) Implement Recovery Procedures.
- f) Escalate and render assistance to GRIDCO for problems out of scope for FM Contractor but are affecting the services.
- g) Identify network, operational and software related problems and escalate to respective teams.

4.3.6.3 GRIDCO's Responsibilities

- a) Allow access by vendor maintenance personnel or FM Contractor to GRIDCO's Designated locations for purposes of problem diagnosis and repair.
- b) Provide a suitable environment for machines, as specified by the machine's manufacturer;
- c) Provide all upgrades and replacements (not provided under a warranty or maintenance agreement);
- d) Provide secured storage area for spare parts inventory.

4.3.7 Logical Security (Anti-Virus/Spam/Worm/Spy) Management.

4.3.7.1 This Service includes detection of virus/Spam/worm/spy incidence and eradication, logon administration and synchronization across servers and support for required security classifications. The scope of service is applicable to the servers and patch upgrade for desktops.

4.3.7.2 FM Contractor's Responsibilities

- a) Implement Anti-Virus/Spam/Worm/Spy tools to be supplied by GRIDCO.
- b) Support for Logical Security Control and loading of patches/signatures as available for GRIDCO.
- c) Problem analysis and its resolution related to Logical Security.
- d) Register and update Logical Security tools periodically as per GRIDCO's contract with the Logical Security Tools vendor.
- e) Must scan Floppy disks, CD-ROMs, Pen/Flash-Drives, Network Drives automatically in real-time when accessed.
- f) Must scan formats supported by Logical Security Software
- g) Must automatically copy a file before curing – creating a temporary backup.

- h) Diagnose and rectify any Logical Security Problems, which can be fixed by the tools available at hand.
- i) Provide feedback to GRIDCO on any new threats detected.
- j) Carry out vaccination in case of anticipated virus breakouts
- k) Provide monthly proactive and reactive performance reports.

4.3.8 LAN & Local Servers Administration

4.3.8.1 FM Contractor will provide for LAN and Servers Administration Services including administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, announcing and providing networking services for users and providing administrative support for print, file, directory, email servers for users from a central location.

4.3.8.2 FM Contractor's Responsibilities

- a) LAN Maintenance / trouble shooting & Management activities such as fault Diagnosis, troubleshooting, and monitoring performance, either with native, freeware or 3rd party tools.
- b) Maintain Logical access controls to protect and limit access to LAN resources to GRIDCO's authorized End Users.
- c) Perform user ID and group management services for access to Server resources, such as user ID add/delete/alter, passwords, server space allocations, user and system profiles.
- d) Provide support as required to hardware and software problem isolation and resolution in the LAN environment.
- e) Escalate to 3rd Party vendors wherever required and follow up for resolution of problem.
- f) Manage print queues (spool) for printer.
- g) Adhere to GRIDCO's standard of naming conventions or alternatively Contractor may suggest a standard for approval by GRIDCO for implementation.
- h) Communicate Server changes affecting the LAN environment in accordance with the Change Management Procedures.
- i) Maintain LAN and Server Configuration data.

4.3.9. Network Monitoring & Management – WAN, VPN/Internet Working

4.3.9.1 This Service provides for the Availability Monitoring of the Wide Area Network environment, including network connection devices, such as routers, and communication equipment. Management includes proactive monitoring and vendor management.

4.3.9.2

- a) Provide a single-point-of-contact for responding to GRIDCO's network management queries or accepting GRIDCO problem management requests. FM Contractor's network management specialist will respond to GRIDCO initial request within agreed service level objectives set forth.
- b) Monitor availability L& Escalate to service provider and Notify GRIDCO for WAN outages.
- c) Review the service levels of the network service provider, as per predefined schedules on SLA performance as per clause 4.4.
- d) Provide network availability incident reports severity wise to GRIDCO IT Management in a format mutually agreed with GRIDCO.
- e) Provide SLA performance management report of the Network Service provider.

- 4.3.9.3
- a) Provide the information to FM Contractor request for evaluation of GRIDCO existing network environment, such as a current diagram of the network topology and LAN segments.
 - b) Provide to FM Contractor network security policy and procedures.
 - c) Define problem priority levels and associated escalation procedures.
 - d) Provide a supervisor equivalent user ID and password on each Server designated for network management Services.

4.3.10 Data Center Operations

4.3.10.1 This service from FM Contractor will ensure the smooth functioning of Primary Data Center located at Corporate Office of GRIDCO, Janpath, Bhubaneswar.

4.3.10.2 FM Contractor's Responsibilities

- a) Regularly monitor and log the state of environmental conditions and power conditions in the Data Center.
- b) Coordinate with GRIDCO and 3rd party vendors to resolve any problems and issues related to Data Center, related to environment conditions, power, air-conditioning, UPS, LAN, Racks, Fire, Water seepage, dust, cleanliness etc.
- c) Co-ordinate with the GRIDCO for implementing any changes that may be required towards the placement and layout of infrastructure within the Data Center.

- d) The operators shall act as the first level of support for any issues related to the network and communications equipment installed at the data Center. The operators will coordinate to resolve at the earliest any problems and issues related to such equipment.
- e) Ensure the physical security of the data Center by allowing only authorized personnel to enter the premises.
- f) Manage the onsite inventory of critical spares if provisioned and coordinate with the OEM to ensure replenishment of the same whenever required.

4.3.11 Server Administration/Management

4.3.11.1 FM Contractor will provide the servers administration and monitoring service to keep Servers stable, operating efficiently and reliably.

FM Contractor shall provide administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, and providing administrative support for print, file, and directory services.

4.3.11.2 FM Contractor's Responsibilities

- a) Setting up and configuring servers
- b) Installation of the server operating system and operating system utilities
- c) OS Administration for Windows/RH Linux ES/AS
- d) Manage operating System, file system and configuration.
- e) Ensure proper configuration of server parameters, operating systems administration and tuning.
- f) Regularly monitor and maintain a log of performance monitoring of servers including but not limited to monitoring CPU, Disk Space, memory utilization, I/O utilization etc.
- g) Regular analysis of events and logs
- h) Apply OS Patches and updates
- i) Responsible for periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures
- j) Logical access control of user and groups on system
- k) Responsible for managing uptime of servers as per SLAs.

4.3.11.3 GRIDCO's Responsibilities

- a) GRIDCO authorized IT Staff will request for user addition and deletion and request for change / modification in password and for privileges. GRIDCO will review the O/S management tasks.
- b) Policy for Login access to servers shall be prepared.
- c) GRIDCO to provide sitting space, working table with PC and network printers, Internet connectivity, telephone.

- d) Define and provide to FM Contractor security policy and procedures, including access controls and Sever Backup and restore requirements.
- e) Provide appropriate hardware and software required for performing backup and restore services on Servers.

4.3.12 Data base Administration Services

4.3.12.1 FM Contractor will provide database administration services including performance monitoring, performance optimization, predictive maintenance of table spaces, log files, etc as also administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support.

4.3.12.2 FM Contractor's responsibilities

- a) Undertake end-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- b) Undertake tasks including managing changes to database schema, disk space, storage, user roles/privileges.
- c) Setting and tuning systems parameters.
- d) Provide performance monitoring and tuning services on Oracle Server, DB2 databases.
- e) Building appropriate indexes, specifying large enough buffers and caches, aligning the database implementation with IT Infrastructure, monitoring databases and applications, reorganizing databases etc.
- f) Manage database upgrade or patch upgrade as and when required with minimal downtime.

4.3.13 Backup/Restore Management

4.3.13.1 FM Contractor will perform backup and restore management in accordance with mutually agreed to backup and restore policies and procedures, including performance of daily, weekly, monthly, quarterly and annual backup functions (full volume and incremental) for data and software maintained on Servers and storage Systems including interfacing with GRIDCO specified backup media storage facilities.

4.3.13.2 FM Contractor's responsibilities

- a) Backup and restore of data of server-systems/Desktops/Laptops in accordance to defined process/procedure.
- b) Maintenance and Upgrade of infrastructure and / or software as and when needed.
- c) Performance analysis of infrastructure and network of backup schedule for optimum utilization.

- d) Generation and publishing of backup reports periodically
- e) Maintaining inventory of onsite tapes.
- f) Tape/LTO library management – loading and unloading tapes etc.
- g) Coordinating with offsite tape storage entity for disaster recovery.
- h) Forecasting tape requirements for backup.
- i) Ensuring failed backups are restarted and completed successfully within the backup cycle.
- j) Periodic Restoration Testing of the Backup.
- k) Periodic Browsing of the Backup Media.
- l) Interacting with Process Owners in developing / maintaining Backup & Restoration Policies / Procedures.
- m) GRIDCO is evaluating automated backup-solution for End Users (Desktops/Laptops). As and when, available, FM Contractor is required to provide centralized monitoring for compliance for the same for all the users.

4.3.14 Disaster Recovery Center Administration

4.3.14.1 FM Contractor will provide services for management of DR environment to maintain performance at optimum levels and as required in case of a disaster or drill. GRIDCO is in the process of establishing a DR facility which will be ready in due course of time. FM Contractor shall quote for this service also. The service shall be in SUSPENDED status to start with from commercial point of view, until DR site is constructed elsewhere

4.3.14.2 FM Contractor's Responsibilities

- a) Ensure that DR documentation is up to date and the secondary site is in full readiness for switch over in case of any disaster.
- b) The administrator will re-configure the backup servers in the event of disaster to ensure that configuration is same as Primary site. Restore primary site after disaster is over as per the backup policy guidelines.
- c) Manage the data synchronization processes to ensure that data is updated at DR site.
- d) Mock drills and plan updates will be carried out as per the policies of GRIDCO.
- e) Provide coordination and necessary support when GRIDCO undertakes DR readiness audits at an organization level every year and the same would be conducted by a third party auditor.

4.3.14.3 GRIDCO's responsibilities

- a) GRIDCO will provide documentation for established policies and procedures.

- b) GRIDCO will provide tools for data synchronization/backup required for updating the DR site.

4.3.15 Corporate Messaging Services

4.3.15.1 The FM Contractor shall provide messaging services, including administration of mail servers, monitoring performance, and management of user account, mail boxes, post office and address book, backup and archival management, for the GRIDCO by installing and configuring free ware software supported on Red Hat Linux ES/AS operating System in a secured manner.

4.3.15.2 FM Contractor's responsibilities

- a) Analysis of problem and it resolution related to the messaging System (MS).
- b) Support and Administration of MS Services.
- c) Support of MS Clients on desktops.
- d) Monitoring the health and availability of MS services.
- e) Implementation of MS clients on desktops.
- f) Maintenance of security and authentication of users.
- g) Restrict users to unauthorized access to domain.
- h) Change Management for any email or domain on user request.
- i) Operation and administration of MS. Monitoring the health and availability of the MS services.
- j) Deploy necessary domain policy o the desktops
- k) Trouble shooting problems related to MS and domain.
- l) Escalations to Red Hat for product related problems and follow up the resolution.
- m) Manage domain users and ensure security of domain.
- n) Creation / Deletion of Users & User ID management.
- o) Manage email archival Solution with DR when ready.
- p) Manage email archival Solution with DR when ready.

4.3.16 Scope of work for Computer Consumables

Deleted.

4.3.17 Scope of Work for Production Support Service for Business Application System viz., GRIDCO Energy Management System (GEMS).

Production Support Service requires the following man power structure to fulfill the user requirements of the Business Application.

S No.	Position in the Team	No. of Personnel	Educational Qualifications	Experience
1	Project Manager	1	B.Tech(CS or IT) /MCA	6 Years in the relevant field
2	Production I.T. Executive	3	B.Tech(CS or IT) /MCS	4 Years in the relevant field
3	I.T Assistant	3	Diploma / Certificate (CS / IT)	2 Years in the relevant field

4.3.17.1 Monthly Production Management :

a) RECEIPT OF MRIs:

Meter Reading Instruments will be received from the concerned official persons to whom it is issued for collection of meter data, after verification of the hardware, EHT Sheet, Control Sheet, Auxiliary Sheet. On found all are ok, a signed acknowledgment receipt will be issued to the concern person.

b) MRI UPLOAD:

All MRI, which are, collected meter reading data for the particular month will be connected to the PC and data will be uploaded.

c) DATA CONVERSION:

Once data are uploaded to the PC then all .MRD extension files are to be converted to .PRN files through software provided by SECURE METER.

d) COMPARISION STATEMENT:

After completion of conversion of .MRD files to .PRN files a comparison statement to be prepared in between Main Meter and Check Meter of different metering point to take a decision on which basis bills are to be prepared.

e) EHT AND AUXILIARY DATA ENTRY:

All figures received through EHT Sheet and Auxiliary Sheet for different metering point substation wise to be entered into an excel sheet. EHT figures also helps to calculate the estimate to be taken for a particular

metering point in case of absence of meter reading data for main meter as well as check meter from MRI. Auxiliary Sheet figures will help to calculate the station consumption.

- f) **BILLING GUIDE LINE:**
The decision will be taken on which basis bill to be prepared and any changes in the EHT substation module, Metering Point Management, Meter Assignments.
- g) **METER DUTY ASSIGNMENT:**
Looking at the billing guideline if any changes are required in the assignments those are to be incorporated.
- h) **CONVERSION OF DATA:**
As the billing software supports meter reading data in .CSV format that to 30 Minutes DIP. So we have to first convert all .PRN files to .CSV files then all .CSV 15 Minutes DIP data into 30 Minutes.
- i) **PREPARATION BILLS:**
Now Bill of Version-1 to be generated using the different steps of GRIDCO Energy Management Software.
- j) **REPORTS:**
On completion of billing the reports i.e. Energy Flow, Station Consumption, Initial and Final meter reading reports are to be generated as those are to be submitted with the invoice to the discoms.
- k) **INVOICE:**
Invoice to be generate after calculation of DPS and to be submitted to discoms.

4.3.17.2 Report Management :

- a) **SUBMISSION OF DOCUMENTS/NOTIFY PROBLEM:**
All documents like billing guideline with details, any event occurred during the preparation of the bill and any other problems those are required to be notified.
- b) **SUBMISSION MIS TO SLDC:**
All reports required by SLDC on regular basis to be prepared and submitted.
- c) **SUBMISSION MIS TO R&T:**
All reports required by R&T on regular basis to be prepared and submitted.

- d) **SUBMISSION MIS TO OERC:**
Reports required if any by OERC to be prepared and submitted.
- e) **DATA BACKUP:**
Data backup will be taken for all Meter reading data in all format i.e. .MRD, .PRN and .CSV (15 Min DIPS and 30 Min DIPS).
- f) **DATA TO DISCOMS:**
Meter Reading data submission to the discoms for the particular month.
- g) **FOLLOW UP OF PREVIOUS PROBLEMS:**
During this time follow up will be done for pending previous problem notifications and necessary action will taken on the decision taken by the authority for previous problem notifications.

4.3.17.3 Arrear Billing and Other Compliances :

- a) **COMPLIANCE OF DISPUTES:**
All disputes arises related to previous bills will be complied and reports to be generated during this period.
- b) **PREPARATION OF ARREAR BILLS/REVISED BILLS:**
During this period all revised and arrear bills to be generated.
- c) **PREPARATION AND ISSUE MRIS AND FORMATS:**
During this period around 25 to 30% of the total MRIS to be issued to the concerned official persons after initialized, charged and with the documents i.e. EHT Sheet, Control Sheet and Auxiliary Sheet.
- d) **PREPARATION AND ISSUE MRIS AND FORMATS:**
During this period balance MRIS to be issued to the concerned official persons after initialized, charged and with the documents i.e. EHT Sheet, Control Sheet and Auxiliary Sheet.
- e) **DATA BACKUP FOR REVISED BILLS.**
- f) **SUBMISSION OF DOCUMENTS/NOTIFY PROBLEM.**
- h) **PREPARATION FOR NEXT BILLING CYCLE.**

4.3.17.4 This service shall be in SUSPENDED status to start with as the same is under ongoing third party service contract.

4.4 Service Levels

4.4.1 Service Level Agreement (SLA): Requirements

Criticality	Uptime	Response Time	Resolution Working Hours
High	98.5%	15 Min	2 Hours
Medium	97%	30 Min	4 Hours
Low	95%	60 Min	8 Hours

4.4.2 Service wise requirements details

Chapter Ref.	Service	Scope	SLA			
			Service Window	Criticality H, M, L	Remarks	Criteria
4.3.1	Service Delivery Management					
A	Project Management	Over all Project				
B	Transition Management					
C	Service Management					
4.3.2	Help Desk					
A	Help Desk Services		12x6 – H Rest – L		Availability	Availability
B	Asset Management Services	Inventory Tracking / Verification and ERP Integration	8x6	M	Physical Verification Once a year	Reports
C	Vendor Management Services	Approx. 10 Vendors	8x6	M		Reports
D	SLA Management	Approx. 10 Vendors	8x6	M		Reports
E	AMC Tracking	Approx. 10 Vendors	8x6	M		Reports
4.3.3	User Side : IMAC Services					
A	IMAC	Corp. Office	12x6	H		
B	Technical Support Services – First level H/W, S/W Support	Corp Office	12x7	H		
C	Front End Application Components Support	Corp Office	12x6	M		
D	Logical Security Patches Update	Data Center	24x7	H		
		Corp Office	12x6	H		

4.3.10	Data Center					
	Server / System Admn	Servers at PDC	24x7	H		
	Data Base Admn	Oracle, MySQL, PostGresql	24x7	H		
	Logical Security	Server Security, N/W Security, Firewall, Antivirus	24x7	H		
	Backup / Restore Mgt.	OS and Database, Application Server data / Software	8x6	M	Disaster Recovery Service is presently Suspended.	
Network Monitoring & Management, LAN & Local Servers Admn						
4.3.8 & 9	N/W Monitoring and Admn.	Data Center	12x7	H		
		Corporate Office	12x6	M		
4.3.15	Messaging / email Mgt	Data Center	12x6	M		
Computer Consumables & Stationery Supply						
4.3.16					Deleted.	Ignore.
Production Support of GEMS (Business Application System)						
4.3.17	Production support	Energy Billing Centre	12x6	H & L	H-Criticality applicable during 1 st to 5 th of every month and it down grades to Low-Criticality during rest of the month.	

4.4.3 Penalties

4.4.3.1 The Penalties for Services / Supplies would be proportionate to 0.5% of the contract value for services below each percentage point of the specified expected service level per month on an average of the incidences below the expected service level or part thereof of delay for that particular service. For any service the penalty will not exceed the value of service.

4.4.4 Contract Period

4.4.4.1 The contract period shall be for 3 years initially which commences 30 days after issue of Work Order. The contract period can be further extended on yearly basis subjected to the satisfactory performance of the vendor services.

4.4.5 Suspension of Works

4.4.5.1 Works which could not be started initially, such as DR Center Services etc, shall remain suspended until commenced, during period of which no costs on account such Services, shall be paid to the FM Contractor. List of such works kept in suspension will be intimated to the FM Contractor along with the Purchase Order itself.

Schedule – I

FINANCIAL PROPOSAL FOR FACILITY MANAGEMENT SUPPORT SERVICES FOR GRIDCO'S OPERATIONS.

SL	IT Service Description (Ref. Clause 4.3)	Quantifiable Items	UNIT RATE	Total (3 x 4) per Year	Taxes on Total (5)	Grand total (5 + 6)	Tax breakup
1	2	3	4	5	6	7	8
1	Service Delivery Management						
2	Help Desk						
3	Install, Move, Add, Change Services						
4	IT Asset and Inventory Management						
5	Vendor Management Services						
6	Deskside technical support Services						
7	Security Management						
8	LAN and Local Servers Administration						
9	Networking Monitoring Management – Wan, VPN/Internet						
10	Data Center Operations						
11	Server Administration/ Management						

12	Database Administrations Services							
13	Backup / Restore Mangement							
14	Disaster Recovery Center Management							
15	Corporate Messaging Services							
16	Deleted	DO NOT QUOTE	DO NOT QUOTE	DO NOT QUOTE	DO NOT QUOTE	DO NOT QUOTE	DO NOT QUOTE	
17	Business Appln System (GEMS) Production Management Service							
GRANT TOTAL FOR ONE YEAR ->								

Signature

Company Seal

Place :

Date :

Schedule - II

SERVICE SUPPORT DETAIL FORM

Installation Site.	Nearest Service support Centre (furnish address) Phone No.	FAX No.	Status of office working days & hours.	No. of qualified Engineers	No. of Admn. Staff.	Value of Facility Mangement Support Services implemented last three years.	Ref. of other client under service during last three years.

Signature of the Tenderer with Seal

Note: The tenderer may use a separate sheet for this format if the form enclosed with the document is not sufficient.

Schedule - III

PROFORMA FOR COMPOSITE BANK GUARANTEE FOR SECURITY DEPOSIT, PAYMENT AND PERFORMANCE

This Guarantee Bond is executed thisday of 200_ by us the(Bank) at P.O. P.S..... Dist..... State

WHEREAS ORISSA POWER TRANSMISSION CORPORATION LIMITED, a corporate body constituted under the Companies Act, 1956 (herein after called “the OPTCL”) has placed orders No.....Dt.....(hereinafter called “The Contract) on M/s..... (hereinafter called “The Contractor”) for providing Facility Management Services which include I.T. Maintenance Management Service, Facility Management Service and Hosting and Product support service of Business Application System viz., GEMS, collectively referred to as FMS.

WHEREAS the Contractor has agreed to provide FMS services..... at the OPTCL in terms of the said contract, AND

WHEREAS the OPTCL has agreed (1) to exempt the contractor from making payment of security, (2) to release 100% payment of the cost of the FMS Worki as per the said agreement and (3) to exempt from performance guarantee on furnishing by the Contractor to the OPTCL a Composite Bank Guarantee of 10% (ten percent) of the contract value of the said contract.

NOW THEREFORE in consideration of the OPTCL having agreed (1) to exempt the contractor from making payment of security (2) releasing 100% payment to the contractor and (3) to exempt from furnishing performance guarantee in terms of the said contract as aforesaid, we, the(Bank) (hereinafter referred to as ‘the Bank’) do hereby unequivocally and unconditionally guarantee and undertake to pay to the OPTCL an amount not exceeding Rs.....(Rupees) against any loss or damage caused to or suffered by or would be caused to or suffered by the OPTCL by reason of any breach by the said contractor of any of the terms and conditions contained in the said contract.

(2) We (the Bank.....) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the OPTCL by reason of any breach by the said Contractor of any of the terms or conditions contained in the said contract or by reason of the Contractor’s failure to perform the said contract. Any demand made by OPTCL on the Bank shall be conclusive as regards of the fact that loss or damage has been caused or suffered by or would be caused to or suffered by OPTCL and the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.....(Rupees.....).

(3) We (the Bank.....) also undertake to pay to the OPTCL any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceeding instituted / pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal.

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

(4) We (the Bank.....) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and that it shall continue to be so enforceable till all the dues of the OPTCL under or by virtue of the said contract have been fully paid and its claims satisfied or discharged or till Chairman-cum-Managing Director, Orissa Power Transmission Corporation Limited or his nominee certifies that the terms and conditions of the said contract have been fully and properly carried out by the said Contractor and accordingly discharges this guarantee.

Unless a demand or claim under this guarantee is made on us in writing on or before the _____ we shall be discharged from all liability under this guarantee thereafter.

(5) We (the Bank.....) further agree that the OPTCL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) and we shall not be relieved from our liability by reason of any such variations or extension being granted to the said Contractor or for any forbearance, act or omission on the part of the OPTCL or any indulgence by the OPTCL to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

(6) This guarantee will not be discharged due to the change in the name, style and constitution of the Bank and the contractor.

(7) We (the Bank.....) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the OPTCL in writing.

Dated at the day of Two thousand
For
(indicate the name of the Bank)

Witness:
1.
2.

NOTE FOR TENDERERS : The B.G. is to be furnished in Non-judicial Stamp paper of Rs.100/- or more. as applicable as per Orissa Stamp Duty Act. From any Nationalized Bank.

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

4. We the (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the aforesaid period of Days (..... days) and its shall continue to be so enforceable till all the dues of the OPTCL under or by virtue of the said Bid have been fully paid and its claims satisfied or discharged or till Chairman, OPTCL certifies that the terms and conditions of the said Bid have been fully and properly carried out by the said Tenderer and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the we shall be discharged from all liability under this guarantee thereafter.

5. We the (indicate the name of Bank) further agree with the OPTCL that the OPTCL shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms & conditions of the said Bid or to extend time of performance by the said contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the OPTCL against the said Tenderer and to forbear or enforce any of the terms and conditions relating to the said bid and we shall not be relieved from our liability by reason of any such variation postponement or extension being granted to the said Contractor (s) or for any forbearance act or omission on the part of the OPTCL or any indulgence by the OPTCL to the said Contractor (s) or by any such matter or thing what so ever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the name, style and constitution of the Bank or the Tenderer.

7. We (indicate the name of Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the OPTCL in writing.

Dated the Date of

Witness:-

- 1.
- 2.

For
(indicate the name of Bank)

Schedule - V

TECHNICAL DETAILS FOR IMPLEMENTING THE FACILITY MANAGEMENT SYSTEM OF GRIDCO'S OPERATIONS

(THIS FORMAT MUST BE PART OF THE TECHNICAL PROPOSAL. ADDITIONAL SHEETS ARE TO BE ADDED WHERE NECESSARY FOR THE INFORMATION FORM AND REFERENCE TO THE SHEETS MUST BE PROVIDED IN THIS FORM. FURTHER, BACK-REFERENCE TO THE SERIAL NUMBER OF THIS INFORMATION FORM AND THE ITEM NAME MUST BE PROVIDED AT THE BEGINNING OF EVERY SET OF ADDITIONAL SHEETS FOR A PARTICULAR ITEM. FOR OTHER PARTS, INFORMATION IS TO BE PROVIDED AS ASKED FOR AND IN THE ORDER SPECIFIED. EACH PART SHOULD BE PRECEDED BY A SHEET WHICH GIVES THE TITLE OF THE INFORMATION AS GIVEN BELOW. FOR EXAMPLE, "III (II) THE BEST PRACTICES AND STANDARDS TO BE FOLLOWED". TENDERS ARE LIABLE TO BE REJECTED IF THEY DO NOT CONFORM TO THIS FORMAT).

I. Information Form

S.NO	ITEM	INFORMATION TO BE FURNISHED BY THE TENDER	
1	Name and Address (including telephone numbers and email-id):		
2	Type of organization, whether Pvt. Ltd. / Public Ltd		
3	Year of establishment		
4	Name of the official in charge of this proposal		
5	Facility Management support experience - Commencement of activity (Refer Qualification criteria 7 in the clause 1.3.2)		
6	Revenue generation from the activity (Refer Qualification criteria 8 in the clause 1.3.2)	Year	Rs. Crore
		2005-06	
		2006-07	
		2007-08	
7	Revenue generation from the FMS Services (Refer Qualification criteria Sno 3 under Clause 1.3.2)	Year	Rs. Crore
		2005-06	
		2006-07	
		2007-08	

S.NO	ITEM	INFORMATION TO BE FURNISHED BY THE TENDER				
8	Experience in Utilities and PSUs (Refer Qualification criteria 8 in the clause 1.3.2) : Please use additional sheets, if required.	1. 2. 3.			Status of the pro	
9	Experience in FMS Implementations. (Refer Qualification criteria 7 in the clause 1.3.2) Please use additional sheets, if required.	Name and address of organization	Name of assignment (description in attached sheets)	FMS Modules Involved	No. of Consultants used	Planned Time Period (months)
10	Location of Data centre(s)					
11	Total revenue of the organization (Rs. Lakh)	2005-06	2006-07	2007-		
12	Total Net worth (Rs. Lakh)	2005-06	2006-07	2007-		
13	Sales Tax Registration No.					
14	Latest year for which Income Tax Returns are filed. (Attach copy)					
15	Details of previous job, if any, done for OPTCL.					
16	Names of two past customers with whom reference may be made regarding performance (FMS implementations only) (Please give names of persons to be contacted and their contact numbers)	1. 2.				
17	Additional Documents required – whether attached or not (Please put \checkmark mark and indicate number of page					
18	Enclose Documentary Proof as detailed in the Clause 3.26.3 of Chapter 3.					

II. FMS PRODUCT MODULES TO BE USED (IF ANY)

THE FMS MODULES TO BE USED FUNCTIONWISE (FOR MORE DETAILS ON THE FUNCTIONALITIES, REFER TO CLAUSE NO.4) TO BE SPECIFIED. FOR EACH MODULE, DETAILED TECHNICAL LITERATURE IS TO BE INCLUDED. WHERE THIRD PARTY PRODUCTS ARE BEING PROPOSED, THEIR METHOD OF INTEGRATION WITH THE FMS SYSTEM MUST BE SPECIFIED.

III. PLEASE ATTACH WRITE-UPS ON THE FOLLOWING (TO BE USED FOR TECHNICAL EVALUATION):

- i. A COPY OF THE FINANCIAL PROPOSAL WITH THE PRICES OMITTED.
- ii. THE BEST PRACTICES AND THE STANDARDS THAT WILL BE FOLLOWED BY THE VENDOR.
- iii. METHODOLOGY TO BE ADOPTED FOR THE PROJECT.
- iv. ORGANIZATION AND STAFFING FOR THIS PROJECT.
- v. QUALITY AND COMPETENCE OF STAFF: A PROFILE OF EACH MEMBER OF THE TEAM GIVING, BASIC QUALIFICATIONS, YEARS OF EXPERIENCE AND DETAILS OF EXPERIENCE, PARTICULARLY EXPERIENCE IN FMS IMPLEMENTATIONS. EXPERIENCE IN PARTICULAR FUNCTIONS OF FMS IF ANY ARE TO BE GIVEN FOR EACH MEMBER.
- vi. TESTIMONIALS FROM AT LEAST TWO CUSTOMERS FOR WHOM A FMS BASED PROJECT HAS BEEN SUCCESSFULLY COMPLETED (THE DETAILS OF THE PROJECT SHOULD BE GIVEN AS PER ITEM 9 ABOVE).

Notes:

1. The documents listed should be of the same company and not of group / affiliated / associate company.
2. On request, original documents should be produced failing which the tender would be liable for rejection.
3. OPTCL reserves the right to independently verify the claims of the bidder.

Annexure-I

BID FORM

Date:

To:

M/s Orissa Power Transmission Corporation of Orissa Ltd.,
 Information Technology Department,
 2nd Floor, Bidyut Bhawan, Janpath,
 Saheed Nagar,
 Bhubaneswar- 751 022

Ladies and/or Gentlemen,

Having examined the bidding documents, including Addenda Nos. (*insert numbers*), the receipt of which is hereby acknowledged, we, the undersigned, offer to ERP Software Systems in conformity with the said Bidding Documents for the sum of _____ (*Total Bid Amount in Words and Figures*) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our bid is accepted, to deliver software with in the stipulated delivery period as mentioned in the Bidding Document.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10% (Ten percent) of the Contract Price for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this bid for a period of 240 days from the date fixed for bid opening under Clause 1.2.1 of the General Information to Bidders, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until a formal contract is prepared and executed between us, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any bid you may receive.

Annexure - II

Facility Management Service areas

SNo.	Ref	Expertise	Company Turnover			Customers
			2005-06	2006-07	2007-08	
1		Maintenance of Server hosts, Back up Devices, Desktop PCs and Laptops				
2		Maintenance of Peripherals viz., Dot Matrix Printers, Ink Jet Printers, Laser Jet Printers (Color & Mono)				
3		Maintenance of UPSs, Stabilizers, CVTs, Generators				
4		Maintenance of Data Centre Air Conditioners and Precision Air Conditioners.				
5		Maintenance of Networking devices viz., Routers, Switches, RAS, Modems, Copper/Fibre Network Cabling, Leased Lines, ISDN lines etc.				
6		Maintenance of Operating Systems viz., RedHat Linux, Solaris, SCO Unix, Windows NT/200x/95/ 98/XP/Vista				
7		Maintenance of RDBMS viz., Oracle, MySQL, Postgresql, DB2.				
8		Maintenance of Application Servers viz., WebSphere, Oracle Application Server, etc				
9		Help Desk Management and Multi Vendor Hardware Management				
10		Handling of Services running				

		on different Server Hosts.				
11		Comprehensive Corporate I.T Security Management. (IDS, IPS, Anti Virus/Spam/Spy, Site Restrictions, Firewalls)				
12		BMS				
13		EMS				
14		T O T A L -->				

Annexure-III

List of IT Items to be covered under Maintenance Management

I.No.	ITEM	Make	Model	Qty	AMC/ Warranty	Existing AMC/ Warranty Vendor	Contract Period
1	PC	IBM	P-IV	10	Warranty	PCS	22.12.2009
2	COLOR INKJET PRINTER	HP	BIJ 1200D	1	Not Covered Under AMC	Nil	Nil
3	UPS	Sun		1	Not Covered Under AMC	Nil	Nil
4	LAPTOP	IBM	Thinkpad Notebook R60	3	Warranty	PCS	22.12.2009
5	PC	ACER	P-IV	18	Warranty	PCS	14.10.2008
6	LASER PRINTER	HP	LJ 1320N	1	Not Covered Under AMC	Nil	Nil
7	UPS	HCL		1	Not Covered Under AMC	Nil	Nil
8	UPS	NUMERIC		20	Not Covered Under AMC	Nil	Nil
9	UPS	VIKRANT		4	Not Covered Under AMC	Nil	Nil
10	LASER PRINTER	SAMSUNG	ML-2151N	1	AMC	M/s Orissa Comnet	31.03.2009
11	UPS	SOLO (Local make)		4	Not Covered Under AMC	Nil	Nil
12	PC	HP	P-IV	1	Warranty	M/s Sylvesa	28.03.2009
13	COLOR LASER PRINTER	HP	COLOR LJ 300N	1	Not Covered Under AMC	Nil	Nil
14	LASER PRINTER	HP	LJ 2100M	1	Not Covered Under AMC	Nil	Nil

15	LASER PRINTER	HP	LASERJET 6L GOLD	2	AMC	M/s Redington	11.01.2009
16	PC	HCL	P-III	9	Under AMC	M/s HCL	31.10.2008
17	DMP	LQ	1050+dx	9	Under AMC	M/s PSS	09.06.2009
18	UPS	SOLO (Local make)		1	Not Covered Under AMC	Nil	Nil
19	DMP	TVS		5	Under AMC	M/s HCL	31.10.2008
20	COLOR INKJET PRINTER	HP	DESKJET 670C	1	Not Covered Under AMC	Nil	Nil
21	LASER PRINTER	HP	LJP 3005DN	1	Warranty	M/s PCS	25.05.2009
22	PC	HCL	P-IV	6	Under AMC	M/s HCL	
23	PC	ACER	POWER 4100 OLD	3	Not Covered Under AMC	Nil	Nil
24	PC	WIPRO	ACER-P-1	1	Not Covered Under AMC	Nil	Nil
25	LASER PRINTER	HP	LASERJET 2100M	1	Not Covered Under AMC	Nil	Nil
26	LASERJET PRINTER	HP	LASERJET 4000	1	Not Covered Under AMC		
27	UPS	Numeric	5KVA	1			
28	UPS	ELNOV A		2	Not Covered Under AMC	Nil	Nil
29	UPS	ELNOV A		2	Not Covered Under AMC	Nil	Nil
30	INKJET PRINTER	HP	DESKTOP 9300	1	Not Covered Under AMC	Nil	Nil
31	UPS	POWER GUARD		2			
32	UPS	POWER GUARD		2	Not Covered Under AMC	Nil	Nil
33	DMP	Wipro	LQ 1050+dx	1	AMC	M/s PSS	09.06.2009
34	LASER PRINTER	HP	LASERJET 1320	1	Not Covered Under AMC	Nil	Nil
35	DMP	Wipro	LQ 1050	2	AMC	M/s PSS	09.06.2009

36	UPS	VIKRA NT (NOT WORKI NG)		1	Not Covered Under AMC	Nil	Nil
37	PC	OLD IBM		1	Not Covered Under AMC	Nil	Nil
38	PRINTER	SAMSU NG	ML 1651n-1 (OLD DEAD)	1	Not Covered Under AMC	Nil	Nil
39	LASER PRINTER	HP	LASERJET 1022	1	Not Covered Under AMC	Nil	Nil

Note: Items not covered presently shall be either put on on-call basis Maintenance or shall be covered under AMC by the time the contract is signed. The above list for the information of the FM Contractor.

Annexure-IV

List of Operating Systems and Services to be Managed

SNO	Item	Quantity	Vendor providing AMC Service	Valid Upto
1	RHEL on Intel Servers	6		

Annexure-V

List of Application Systems to be hosted and supported for production

SNO	Item	Remark
1	Gridco Energy Management System (GEMS)	The Application System is categorized as mission critical.

Annexure - VI

“ Deleted “

Annexure – VII

TECHNICAL DEVIATION STATEMENT FORM

The following are the particulars of deviations from the requirements of the tender specifications as mentioned in the technical specification.

Ref. of Specification Table	Requirements in the Bid Document.	OPTCL's Specification.	Bidder's Specification.	Bidder's justification

The technical specification furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Dated:

Signature and seal of the Tenderer

Note:

1. Where there is no deviation the statement should be returned duly signed with an endorsement indicating 'No Deviations'.
2. The tenderer may use a separate sheet for this deviation if the form enclosed with the document is not sufficient.