



Bharat Heavy Electricals Limited.

Power Sector - Technical Services (HQ),

3rd Floor, KRIBHCO BUILDING, Sector-1, NOIDA (U.P) - 201301

Phone: 0120-2538246, 2445158, 0120-2538105(fax) Mail: vkrai@powsec.bhel.co.in

ENQ. NO.E- 307: PS: TS: PUR dated: 17th Aug 2009

Scope of Computer Maintenance Facility Management Services

- **NOTE : ALL RELEVANT UNDER MENTIONED SOFTWARE BASED AND OTHER SUPPORT SERVICES TO BE PROVIDED FOR LEASE EQUIPMENTS ALSO - APPROXIMATELY 200 LAN NODES , 110 PCs , 15 LAPTOPS , 8 A4 SCANNERS , 1 PLOTTER , VARIOUS LOWEND / HIGHEND COLOR/MONO LASERJET/DESKJET/DMP PRINTERS ETC. . THE HARDWARE SUPPORT FOR OPERATING LEASE EQUIPMENT WILL BE PROVIDED BY OPERATING LEASE VENDOR**

Desktop Support Services

- Support to users for any problems encountered in use of Windows operating environment, Email, Antivirus. Vendor's service engineer shall carry a copy of all requisite software and drivers.
- Installation, reconfiguration, reinstallation and upgrade of Windows operating environment as well as standard office productivity suites Microsoft Office™ or equivalent using software provided by us.
- Service will also cover loading, rectifying problems, reloading .updating patch etc of Operating systems and User software like MS Office, Anti-virus, Netscape, Adobe acrobat etc, in use in BHEL. or as required by user and provided by BHEL.
- Service for installing add-ons upgrades to the equipment as and when ordered separately.
- In case of any machine getting shifted from one user to other, the data transfer, dismantling and assembling of machine will be done under service.
- Sharing of desktops/ creating workgroups between PCs and backup of local PC data of users as required.

The following services are required on a continuous ongoing basis.

Printer Support Services

- Printer configuration and installation/ upgrade of printer drivers, FAX server, Adobe Print Driver.
- Management of Printer software and hardware maintenance of printers.

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Scanner Support Services

- Scanner configuration and installation/ upgrade of scanner drivers.
- Management of scanners software and hardware maintenance of scanners.

Server Management

- Ensuring proper connectivity of Servers with Network and user systems.
- Resolving configuration errors, server crashes and software corruption.
- Installation, reconfiguration, reinstallation and upgrade installation of Server Operating Systems Windows NTTM / Windows 2000 / WINDOWS XP / WINDOWS VISTA or higher etc. Softwares shall be provided by BHEL.

LAN & E-Mail System Management & INTERNET EXPLORER Configuration

- Ensuring that Network switches and Hubs etc are properly working and servers are connected to network.. Need based CRIMPING of cat6 cables .Need based soldering of VGA cables
- Installation and configuration of the e-mail client software Microsoft Outlook/ Outlook Express / Netscape Messenger etc.
- Configuration of connectivity between client desktop and POP3 / IMAP servers.
- INTERNET EXPLORER configuration
- Problems like LAN not working, users LAN node not working will be attended by service engineer. Replacement of IO point of LAN is not covered under the scope of service..

Virus Control Management

- In case of a virus attack, containment of the virus at file and system level as well as cleaning using anti-virus software. Cleaning of Virus infected machines. Anti virus updation on desktops to be periodically inspected by AMC engineer and do manual updation/ scanning where needed . Antivirus software will be provided by BHEL . Presently BHEL is covered by TREND MICRO Corporate Licensing .

Call logging & follow up

- The AMC resident engineer will be responsible for call logging and calls record keeping and follow up for all PC & Peripherals , UPSs etc in PS-

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and do manual updation/ scanning where needed . Antivirus software will be provided by BHEL . Presently BHEL is covered by TREND MICRO Corporate Licensing .

Call logging & follow up

- The AMC resident engineer will be responsible for call logging and calls record keeping and follow up for all PC & Peripherals . UPSs etc in PS-TS premises .The equipments may be under AMC, warranty operating lease , normal lease , rental etc. . The record keeping may be in form of hard copy or using a software system .

CLEANING

- **Cleaning** of all the PC & peripherals . Servers . Switches on racks, UPSs etc in PS-TS premises ONCE in a month using approved cleaning agent. .The equipments may be under AMC, warranty operating lease , normal lease , rental etc.

AMC RESIDENT ENGINEER QUALIFICATION / PREREQUISITES

- The resident AMC engineer selected for BHEL PS-TS premises has to be have MCSE certification from MICROSOFT . Documentary proof of MCSE certification prior to joining BHEL-PSTS will be a mandatory requirement . This condition will apply to any new engineer placed at PS-TS if the previous engineer resigns / is relocated to any other site by AMC vendor.
- The AMC resident engineer will compulsorily have a mobile phone with incoming access from 09:00 am to 17:30 hrs on all BHEL working days.

ANY OTHER RELATED ACTIVITY WHICH MAY NOT BE COVERED HERE, IS ESSENTIAL FOR OPERATION OF USER SERVICES AND DOES NOT HAVE ANY FINANCIAL OR RESOURCE OBLIGATION ON PART OF VENDOR WILL HAVE TO BE PERFORMED BY VENDOR OR THEIR RESIDENT ENGINEER .

S. Basu