



REF: RE/MUM/SYS/FM16-17

Dt. 29/02/2016

To,

**Sub: Enquiry for Comprehensive AMC and Facility Management of Systems
setup in ROD, Mumbai.**

BHEL, a Govt. of India Undertaking having its Regional Operation Division Mumbai office at 14th / 15th Floor, World Trade Centre –I, Cuffe Parade, Mumbai invites offer from interested bidders located in Mumbai for AMC & Facility Management of its IT Facilities - software and hardware for a period of one year from the date of award of contract and extendable further by a period of one year at the same rates, terms and conditions depending upon satisfactory rendering of service.

Scope:

The contractor will be required to:

1. Depute a suitable technical person having necessary skills to close all the hardware (PC level, Networking of PCs with Servers, Printers etc) problems arising day to day for the equipments not covered under lease. The person should have sufficient knowledge to resolve all the problem arising in MS Office, MS Windows, Outlook etc. The person should be available in the office premises during our working hours i.e. 0900 Hrs to 1730 Hrs on all working days.
2. Co ordinate with the suppliers for logging complaints, follow up for rectification of issues and maintaining the records of downtimes encountered every month.

Scope of work is defined in Schedule I & II. Schedule I consists of list of services to be provided and Schedule II consists of hardware inventory list. The list of equipments and software is enclosed with the tender.

Vendor's on-site team, consisting at least one resident engineer at the Help Desk posted at BHEL, shall follow our organization's holiday calendar. Resident engineers should be competent enough and should have minimum three years of experience in this field. **Only resident engineers whose services are found satisfactory will have posting at our office.** The resident engineer has to follow the office timings (9 AM to 5:30 PM) and office calendar of BHEL ROD Mumbai. If the performance of any engineer is not found satisfactory he should

be replaced within 7 days. Actual no. of engineers required will depend upon the FM scope requirement and to the satisfaction of BHEL Administrator.

The scope will include entire systems / facility management i.e.

- Management (preventive & breakdown) of all hardware equipments i.e. Servers, PCs , Laptops, Printers, Scanners etc as per the details given at Schedule II
- Administration of Switches, Routers, etc. for Active & Passive components of Networking available at our premises.
- Coordination with the software implementing agencies of all softwares deployed in the Servers & PCs including loading and updating of the Antivirus softwares.
- Backup of data on file servers on daily basis and dumping the backed data on our local Disaster Recovery Site at Sahar Airport office of BHEL on monthly basis
- Co-ordination with various agencies as per requirement for call logging/follow up till rectification of the problem.
- Keep updated data on the PCs issued to each of the employee, with IP Nos and Machine serial nos.
- Shifting of PCs and other equipments as per the requirement.
- To keep necessary records for the delays caused by the supplier with which equipment is in AMC
- Submission of records for the call log and works attended whenever required.
- BHEL has an office at Air cargo Complex, Sahar with three Stand alone Computers, one HP Laserjet Printer, one HP xerox cum printer and one scanner. Arrangement has to be made by the contractor to make one routine visit every month to that office to ensure proper preventive maintenance of all the hardware & software components to keep them in proper working condition. Besides, in case of any emergency breakdown, the contractor has to rush his personnel to that office on immediate basis.

Offer submission:

The offer is to be submitted in two parts. Techno-Commercial and Financial Offer in two separate sealed envelopes "A" & "B" put inside a single big cover marked as "**Offer for AMC and Facility Management of Systems in ROD, Mumbai against Tender Ref. RE/MUM/SYS/FM16-17 dtd. 29/02/2016**". Your sealed offer, addressed to AGM (MS&SYS), BHEL, ROD, Mumbai must reach BHEL office by 14/03/2016, 1400 Hrs and dropped in the Tender Box placed on 15th Floor near the Security table. The offer shall be opened on 14/03/2016 at 1430 Hrs in the premises. All bidders are requested to make it convenient to attend the tender opening.

Techno-commercial offer (Envelop A):-

The techno-commercial offer shall contain the following

- 1) Annexure-A1 & A2 duly signed and stamped respectively for acceptance along with all data / documents sought for in the specification.
- 2) Letter of Compliance duly signed and stamped on company's letter head.
- 3) Blank signed copy of the Price Bid "B" to enable us know that you have quoted for all the items in the financial offer.
- 4) All tender documents duly signed and stamped to enable us know that you have read all the tender documents, terms, conditions and scope of work and accept the same unconditionally.

Price Bid (Envelop B) :-

The price bid shall be quoted, exclusive of taxes and levies, as per Annexure B

Evaluation Criteria:

The bidders who will provide all the relevant and necessary documents required as per Annexure- A1 & A2 will be considered technically qualified. The price bids of technically qualified bidders will be opened only.

Security Deposit:-

- a) Security deposit of 10% of the order value shall be collected from the successful tenderer.
- b) Security deposit may be furnished in any forms
 - i) Cash (as permissible under the Income Tax Act)
 - ii) Pay Order, Demand Draft in favour of BHEL.
 - iii) Local cheques of scheduled banks, subject to realization.
 - iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - v) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - vi) Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act . The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
 - vii) Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be collected before start of the work and the balance 50% may be recovered from the running bills.

The security deposit will not carry any interest.

BHEL reserves the right to place order and / or reject any or all the offers without assigning any reasons thereof. It also reserves the right to delete one or more items from the list without assigning any reasons thereof.

The security deposit will be returned three months after successful completion of the contract.

Timings: The contractor has to post resident engineer(s) at BHEL premises as per the office timings i.e 0900 Hrs to 1730 Hrs on all working days of the company. In case of major work / breakdown / shutdown maintenance, the work may be carried out beyond office hours / holidays, except the national holidays.

Suitable number of Engineers / technicians as deemed necessary for all the activities will be posted at our office and carry out the work as per the details in the annexure enclosed for maximum uptime as indicated in next Paragraph.

Systems uptime: The uptime requirements as per the Information Security Management System Policy of BHEL ROD Mumbai are as follows:

Server availability is 95%, network (LAN/WAN) availability is 98%, desktop/laptop availability is 96%, printer/scanner availability is 95%, availability for UPS of servers is 95%

The above uptime requirements can be achieved with dedicated follow ups and timely rectification of issues with AMC service providers. The resident Engineer has to ensure the same.

Payment terms: The facility management charges will be paid on quarterly basis on certification by our Engineer at the end of successful completion of each quarter against your invoice and after scrutiny of the log books to be maintained as per enclosed annexure.

In case there is any downtime beyond that what is permitted, then an amount of Rs. 1000/- per percentage deviation from threshold defined in **System Uptime** Clause will be penalized on yearly basis. The downtime will not be chargeable to the contractor incase sufficient records are produced for delays in action by the equipment supplier with which equipment is in AMC. The deduction, if any, will be done from the last invoice of the financial year of the contractor.

Moreover, preventive maintenance of all hardware equipments will be sole responsibility of the successful bidder and it shall be ensured by them that all the equipments like PCs, Printers, Scanners, monitors, keyboards, etc. are cleaned up once in every six months to prevent any dust accumulation inside and outside the PCs and its peripherals. Further the contractor has to ensure that there is no misplacement of any hardware / software related equipment of BHEL.

Agreement can also be terminated if so mutually agreed between the parties. In case of termination Vendor will not be entitled to any payment for the

period after the date of termination. Vendor will be entitled to only the proportionate amount of annual charges for the period before termination.

Risk Purchase:

BHEL reserves to itself the following rights in respect of this Contract without entitling the Contractor for any compensation.

1. If at any time during the currency of the contract, the contractor fails to render all or any of the services required under the scope of work of the contract satisfactorily in the opinion of BHEL, whose decision shall be final and binding on the contractor, BHEL reserves the right to get the work done by other parties or departmentally at the cost and risk of the contractor and also forfeit the security deposit.
2. The Company reserves the right to terminate the contract of any contractor at any time, without assigning any reasons thereof, by giving one month's notice of their intention to do so in writing to the contractor who shall not be entitled for any compensation by reason of such termination.
3. To recover any moneys due from the Contractor, from any moneys due to the Contractor under this or any other contract or from the Security Deposit.
4. The Company reserves the right to terminate the contract of any contractor at any time, without assigning any reasons thereof, by giving one month's notice of their intention to do so in writing to the contractor who shall not be entitled for any compensation by reason of such termination.
5. To claim compensation for losses sustained including BHEL's supervision charges & overheads in case of termination of Contract.

Tender Evaluation: Evaluation of offer will be done on lowest financial bid basis for technically qualified bidders.

Contract Extension: BHEL reserves the right to extend the contract for a further period of one year on the same rates, terms and conditions to the successful bidder. However if the services are found to be unsatisfactory, BHEL reserves the right to short close the contract.

Contract Value:

The contract value shall be exclusive of:

- a) All applicable taxes and duties applicable at present, all spares, Service charges, labor charges.
- b) Prices shall be firm during entire contract period.
- c) No additional charges will be payable.
- d) Any taxes or duties levied by Govt. of India after the issue of contract will be borne by BHEL

Validity of Tender


The quotation submitted by the vendor should be valid for a minimum period of 30 days from date of opening of tender

Vendors may visit the premises before submission of the offers.

You may submit your most competitive offer by due date. In case, you are not able to submit your offer, please send us regret letter.

Thanking You.

Yours sincerely,


Julie Srivastava 29/2/16.
AGM (MS & SYS)

Schedule - I

Facility Management Services

Vendor will be responsible for the provision of complete Information Technology Facility Management services that would include the following:

1 Desktop Support Services

- a) Day to day problem faced by users in PCs.
- b) Support to users for any problems encountered in use of Windows operating environment as well as standard office productivity suites Microsoft Office™, all drivers required, Email, Antivirus.
- c) 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.

2 Printer Support Services

- a) Configuration and management of network printers and print queues.
- b) Logging calls for whenever downtime is faced in printers and keeping record of the same.

3 Scanner Support Services

- a) Scanner configuration and installation/upgrade of scanner drivers.
- b) Logging calls for whenever downtime is faced in scanners and keeping record of the same.

4 Server Management

- a) Ensuring proper connectivity of Network equipment (Hubs, Switch etc.)
- b) Logging calls for whenever downtime is faced in servers due to configuration of hardware failure and keeping record of the same.

6 Virus Management

- a) In case of a virus attack, isolation of the equipment under attack from the network.

- b) Arranging for updates and upgrades in co-ordination with Antivirus AMC Vendor of BHEL and installation on all PCs.
 - c) Logging calls for whenever downtime is faced in antivirus server due antivirus software configuration or server hardware failure due to configuration of hardware failure and keeping record of the same. Keeping configuration back up file whenever any change is made in antivirus software configuration.
- 7 Server Data Backup & Restore**
- a) Performing backup operations for file server everyday as per schedule.
 - b) Restoration of data whenever server crash takes place.
 - c) Dumping the backed up data on monthly basis, at Airport office of BHEL.
- 9 Network Management**
- a) Management of Network equipment Router, Switch etc and ensuring proper connectivity
 - b) Network troubleshooting in co-ordination with network device AMC vendor to fix the issues within defined threshold uptime percentage as per **System Uptime** clause defined above.
- 10 Structured Cabling System Management**
- a) Management and maintenance of the structured cabling system at the Patch Panel as well as the I/O outlet.
 - b) In case of any damage in any LAN cable, it will be your responsibility to identify the damaged point and fix the issue.
- 11 WAN Support**
- a) Vendor liaison for problems related with bandwidth / packet drops with AMC vendor of BHEL maintaining the defined uptime percentage as per **System Uptime** clause.
- 12 Vendor Warranty Management**
- a) First level identification of the problem in the equipment and rectification of minor faults possible through non-invasive means will lie in your scope.
 - b) Liaison with the warranty vendor on behalf of BHEL for repair/ replacement of parts as per the warranty norms of the vendor.
 - c) All the services mentioned above should be provided for all the machines under warranty.
 - d) Maintaining the downtime reports for all such issues.

Schedule II

- 1) No of Servers: 3 Servers
 - a. File cum Web Server: Windows 2012 , 64 bit OS with wamp server running the Intranet website along with user files on it.
 - b. Cent OS Proxy Server for user authentication for Internet Access (PC configuration)
 - c. Trend Micro ver 9.0 Antivirus Server on Win 8, 64 bit OS
- 2) 75 PCs: With Vista, XP, 7 and 8 in it. Office 2007 and Office 2010. **3 PCs with Win XP, 3 PCs with Win 7 and 2 PCs with Win Vista are not covered under warranty. AMC for these PCs is to be provided by the**

contractor which will include hardware AMC i.e. in case of failure of hardware component, the same will be replaced by the vendor. The Serial no. of the PCs that will be under AMC with contractor shall be given to the contractor after award of work.

- 3) 4 Laptops and 1 Tablet cum Ultrabook: With 7 and 8 in it. Office 2007 and Office 2010.
- 4) Network Switches: 3 X 48 Port HP and Cisco switches.
- 5) Printers & Scanners:
 - a. Dot matrix printers and scanners. 1 Dot Matrix printers and 6 scanners
 - b. Other printers i.e. 7 no. of Laserjet Network Printers and 3 no. of Personal Printers

ANNEXURE- A1

1. Bidder must have completed successfully at least three years Facility Management and AMC service. At least three performance/service completion certificate/documentary proofs (from three different customers) to be provided in this regards without which the offer will not be accepted as technically qualified.
2. The resident Engineer being deputed to BHEL office should be certified by at least one customer for the satisfactory service provided by the Engineer on customer's site. Certificate/documentary proof to be provided as proof from customer

ANNEXURE- A2

1. Company profile
2. Name of contact person with designation and Phone, fax, e-mail address.
3. Client list with contact person's name, designation and telephone number where ever the facility management/AMC is provided.
4. Details of service centre in Mumbai.

SIGNATURE AND SEAL OF TENDERER

ANNEXURE –B

PRICE BID

Lumpsum Annual Charges in Rupees for
Facility Management &
AMC as per Schedule I & II.

Rs _____

NOTE :

- 1) The above prices are **exclusive** of taxes.
- 2) The taxes will be paid as applicable on the date of payment.

SIGNATURE AND SEAL OF TENDERER

(Letter of compliance in Company's Letter Head)

Date :

To,
Additional General Manager
M/s Bharat Heavy Electricals Limited,
14th Floor, World Trade Centre-1,
Cuffe Parade, Mumbai –5

Sub : Your Tender no RE/MUM/SYS/FM16-17 due on 14/03/2016.

Dear Sir,

With reference to your above tender, we hereby confirm that all the terms and conditions of your above tender are acceptable to us and our offer is based on the same.

We have submitted the price bid in your price bid format only without any deviations/conditions.

We also confirm that any deviations/conditions in the financial bid will not be entertained / considered by BHEL.

Thanking you,

Yours faithfully,

SIGNATURE AND SEAL OF TENDERER

