Scope of work and Commercial terms & conditions for Annual Maintenance (AMC) of IT System installation in EPI, New Delhi

Scope of Work:
1. List of PCs/ Servers/ Printers and other peripherals under the scope of AMC are given at Annexure-I as per following groups.
   - Group – I: List of servers to be covered under AMC
   - Group- II: List of Computers & Peripherals to be covered under AMC
   - Group –III: List of Laptops to be covered under AMC
   - Group – IV: List of Printer & Peripherals to be covered under AMC
   - Group – V: List of Networking Products to be covered under AMC
   - Group – VI: List of UPS & CVT to be covered under AMC
   - Group – VII: List of PCs/Servers/Printers and Other peripherals currently under warranty.

2. The aim of AMC is to get the specified services smoothly from the existing Hardware and Software under Network.

3. AMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.

4. The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge of commencement of AMC. At the end of the duration of AMC, the contractor shall hand over complete hardware in good working condition and shall replace the damage parts if any. For this purpose a detailed list of parts of each equipments required to be replaced if any, by the out-going contractor shall be prepared by incoming contractor and duly approved by IT Division of this office.

5. Machine down time should not be more than 24 hours from the time of report of fault. Otherwise the contractor shall provide similar standby equipment along with their attached peripherals in the good working condition.

6. Contractor shall depute a qualified engineer to the satisfaction of EPI for full time to attend maintenance call in the EPI’s office for all working days and if required on holidays to. However, they should depute Graduate (BE/B.Tech) and Certified engineer (MCSE/CCNA) for attending Server calls.

7. Contractor shall provide a suitable replacement of the Engineer deputed in the EPI’s Office in case of his resignation/ long leave.

8. In case engineer or the attendant deputed in the EPI’s Office wants to avail leave, he should intimate concerned officer of EPI. Contractor shall provide a suitable replacement during his absence.
9 No person below the age of 18 years shall be deputed to this office.

10 The contractor shall indemnify and keep EPI’s Office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and/or negligence or willful acts or omission of the Contractor or his employees deputed to EPI’s Office.

11 Frequently required spare parts for at least for 2 Pentium-IV PCs must be kept always in the EPI office.

12 Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.

13 If systems/Sub-systems are required to be taken out of EPI’s office for repairing, then a stand-by system/Sub-system of the similar configuration and quality acceptable to concerned officer of EPI will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair should be repaired and returned to the satisfaction of end user /IT Division within a period of maximum ten days.

14 Contractor should provide the following type of services

   • Preventive maintenance
   • Corrective maintenance
   • Software services for system operations
   • Assistance in Hardware & Software Upgradation
   • Monthly cleaning of hardware.

15. Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to IT Division of EPI. This effect shall also be entered in the log book of each equipment. Monthly schedule shall be decided in consultation with IT Division of EPI.

16. During preventive maintenance, Contractor will make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and submit a report to IT Division of EPI. Any discrepancy noticed should be brought immediately to the notice of IT Division of EPI.

17. Consumables like floppies, printer ribbons, toner, cartridge tapes, battery for UPS and stationary will not be included in AMC. The printer/plotter heads & cables, monitor picture tubes, battery for SMPS & Main board, LAN cards, printer knobs, keyboards, fuse, Networking cables and all other components of Hardware shall be included in the AMC.

18. Software support with reference to installation of operating system such as Windows NT/95/98/ME/2000/XP/DOS/etc., and application software such as MSSQL Server 2000 / MS Office 97 /2000 /XP, Antivirus software, etc. must be provided in case of any
problems reported by user. Installations of OS/Software on the Servers are also included. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.

19. To keep PCs in EPI's Office virus free, the Contractor will update anti-virus software provided on various machines weekly.

20. Proper guideline to operate the system/software will be given by the firm to the users.

21. Contractor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee.

22. EPI can terminate the contract at any time by giving one-month notice to the contractor in writing.

23. The EMD submitted by the successful bidder shall be converted into Security Deposit which shall be refunded to him on successful completion of the contract.

24. Annual Maintenance Contract (AMC) would be comprehensive i.e., including cost of new/original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., two repairs in a maximum period of one month time then it must be replaced immediately by the contractor with an original new one.

25. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Division of EPI. No advance payment will be made.

26. The number of PCs/peripherals under AMC mentioned in Annexure-I can be increased or decreased at the discretion of EPI. The quarterly payment shall be made for actual available number of equipments on the item rate basis in the AMC.

27. The quarterly bills for AMC shall be submitted in duplicate along with copies of service reports or month-wise MIS reports maintained by the Contractor. The service reports are to be signed by the user of PC as well as by the concerned officer of IT Division of EPI.

28. All complaints / problems reported shall be rectified by the contractor to the satisfaction of users. The Contractor shall ensure 95% up time of Servers/Computers and other peripherals. Specialist/consultant would be called to rectify the problem if required. The penalty for not meeting the up time commitment shall be two percent of AMC charges per day. In this regard the decision of EPI shall be final.

29. If the contractor is not able to rectify the fault within the stipulated period of maximum seven days then EPI can get it rectified from the other source at the risk and cost of the contractor.

30. A penalty of Rs.1000/- per day shall be imposed if not providing a suitable replacement of the service engineer on leave and amount shall be deducted from the
quarterly bill of the contractor. The service engineer should report to this office from 09:00AM to 17:30PM.

31. The penalty /repair charges, if any, as per clauses 9,10,11,& 12 shall be deducted by this office from the quarterly bill of the Contractor.

32. The vendor shall undertake the maintenance job on “as is where basis is”.

33. The contractor shall provide duty schedule in writing in advance before the commencement of the month so that each machine covered in the contract is cleaned once in a month. The dusting and cleaning shall be performed with a vacuum cleaner and Cleaning solution like “Pure Clean” or equivalent which shall be provided and maintained by the vendor himself.

34. The work shall be undertaken with modern gadgets and to the entire satisfaction of the official/officer concerned.

35. The Contractor’s staff shall work under overall supervision/directions of the officer/official of the IT Division.

36. The Contractor shall issue identity cards to its employees being deputed for this work and also provide complete particulars of the employees i.e. Name; Address; Telephone No. etc. engaged by him for the aforesaid job.

37. The company shall have the right to ask for the removal of any person of the Contractor who is irregular, undisciplined and not found satisfactory in the discharge of his duties.

38. All preventive and safety measures shall be taken by Contractor to ensure that no damage to material and equipment takes place during the course of performing their duties. Damages, if any, caused by the contractor shall be recovered from the security deposit or deducted from the bills raised by the contractor.

39. The Contractor shall not, at any stage, cause or permit any nuisance at the premises of EPI or do anything which may cause unnecessary/disturbance or inconvenience to others.

40. If cleaning is not performed within the scheduled date, the same shall be done through third party and the amount shall be deducted from the contractor bill.

41. Taxes will be deducted at source as per rules applicable.
Special Conditions:

1. During the AMC period one experienced and qualified Engineer who can deal with handling of sophisticated PC equipments technically and manually is to be posted from 09:00 hrs to 17:30 hrs on all working days at EPI's Office, Scope Complex, Lodhi Road, New Delhi.

2. During the office hours these representatives will not be allowed to attend any other work. They will report to the concerned officer of IT division of EPI.

3. The deputed Engineer(s) should have sound experience in software and hardware and 4 years experience of maintenance in AMC items.

4. Proper call desk should be maintained, and if necessary a person be posted for this work. If necessary customized software could be utilized for fault reporting and rectification and a PC could be provided exclusively to the Engineer for this purpose.

5. The contract shall be for a period of one year starting from which may be extended by another year at the sole discretion of EPI at the same terms and conditions.

6. Any dispute arising out of contract shall be referred to CMD-EPI or his nominee whose decision shall be final.
2.1 **One RESIDENT ENGINEER (RE) at (Corporate Office):** - The resident engineer will have to carry out following activities / works and look after following areas:

### 2.1.1 Hardware

2.1.1.1 Management and comprehensive maintenance of IT infrastructure.
2.1.1.2 Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking etc. (day today problem fixing);
2.1.1.3 Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse;
2.1.1.4 Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.;
2.1.1.5 Backup and restoration of data on servers as per backup policies;
2.1.1.6 Provide support for in-house/office software;
2.1.1.7 First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment;
2.1.1.8 Monitoring and troubleshooting LAN / WAN / VPN / intranet etc.
2.1.1.9 Asset management and Asset verification.

**Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.**

2.1.1.10 Complete assistance in the event of crash.

### 2.1.2 Software

2.1.2.1 Install / upgrade system software, operating systems and drivers.
2.1.2.3 Installation / Reconfiguration / Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows 9x / 2000 / XP/7/Vista from the original media provided by the EPI.
2.1.2.4 Resident would study the complaint register and provide help for rectification of related problems / calls of the users.
2.1.2.5 Printer configurations / Management.
2.1.2.6 First Level Virus Control Services – Diagnose and rectify any virus problems that can be fixed by the anti-virus tool supplied by customer.

### 2.1.3 Network Maintenance Services

2.1.3.1 Management of LAN / WAN Network Equipment.
2.1.3.2 Network Troubleshooting – LAN, VPN, Firewall, Internet etc by coordination with the vendor.
2.1.3.3 Assistance to users to log on to the network.
2.1.3.4 Configuration of printers and other Network peripherals on the network.
2.1.3.5 Attending corrective maintenance calls related to restoration of networking of hubs / switches and other active components.
2.1.3.6 Domain Management and User management.
2.1.4 Back-Office Support
   2.1.4.1 Escalated support available from certified professional, in case resident engineer is unable to complete the task.
   2.1.4.2 Technical specialists available for onsite support on complex problems.
   2.1.4.3 Online telephonic technical assistance available from the technical specialists.

2.1.5 Any other activity / duties assigned to resident engineer which is necessary for EPI to have and bidder can provide for smooth functioning of EPI.