e-Tender for Procurement of IT Outsourcing support for OPTCL and Data Center Operation/maintenance of GRIDCO and SLDC

ODISHA POWER TRANSMISSION CORPORATIONLIMITED
(A Govt. of ODISHA Undertaking)
Registered Office: Janpath, Bhubaneswar –751022

TENDER NOTICENo.TW-IT/OT/04/2018-19

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Sr. General Manager(IT), OPTCL (Odisha Power Transmission Corporation Ltd) Bhubaneswar, 3rd Floor, OPTCL TOWER, Janpath, Bhubaneswar on behalf of OPTCL invites bids in e-tender mode only from reputed eligible bidders for outsourcing of IT man power for OPTCL and IT Service support for GRIDCO & SLDC including Data Centre.

The interested eligible bidders may visit our website www.optcl.co.in on or after 08-11-2018, 10:00 Hrs to go through / download the scope of supply and terms and conditions in detail. The techno-commercial bid shall be due on dated 30-11-2018, 16:00 Hrs.

The interested bidders would be required to enroll themselves on the tender portal **www.tenderwizard.com/OPTCL**. Complete set of bidding documents are available at **www.tenderwizard.com/OPTCL**from 08-11-2018, 10:00 up to 30-11-2018, 13:30 Hrs.

N.B:- All subsequent addendums/corrigendum to the tender shall be hosted in the OPTCL‟s official web site **http://www.optcl.co.in**and / or w**ww.tenderwizard.com/OPTCL** only.

Sr. General Manager (IT)

CONTENT OF TENDER

SECTION-I

1. GENERAL INFORMATION TOBIDDERS

1.1.1 M/s. Odisha Power Transmission Corporation Limited (OPTCL) is entrusted with the responsibility of organizing IT support Service and related Services for GRIDCO and SLDC.

1.1.2 The Odisha Power Transmission Corporation Limited (OPTCL) invites e-bids from eligible bidders for Procurement of IT Outsourcing support for OPTCL and Data center operation/maintenance of GRIDCO and SLDC.

1.1.3 The prospective bidders are advised to register their user ID, Password, company ID from website www.tenderwizard.com/OPTCL by clicking on hyper link "Register Me".

1.1.4 Submission of Bids

The bidder shall submit the bid in Electronic Mode only in the tender portal of OPTCL i.eww**w.tenderwizard.com/OPTCL**. The bidder must ensure that the bids are received well in time in the specified portal/website of OPTCL on or before the date and time indicated in the Tender notice.

Bids submitted by telex/telegram will not be accepted. No request to collect the Bids in physical form will be entertained by the OPTCL.

The OPTCL reserves the right to reject any bid, which is not submitted according to the instruction, stipulated.

The participants to the tender should be registered under IT Act 1961 and Chapter V of Finance Act 1994.

A. The Bidder must possess Compatible Digital Signature Certificate (DSC) of Class-III.

B. Contractors / Vendors / Bidders / Bidders are requested to follow the below steps for registration.

i. Click "Register", fill the online registration form.
ii. Pay the amount of Rs. 2360/- online by Debit Card/ Credit Card/ Net Banking. This registration is valid for two years.
iii. After successful payment user id will be automatically activated.

C. After viewing Tender Notification, if bidder intends to participate in tender, he has to use his e-tendering User Id and Password which has been received after registration and acquisition of DSCs.

D. If any Bidder wants to participate in the tender he will have to follow the instructions given below:
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i. Insert the PKI (which consist of your Digital Signature Certificate) in your System (Note: Make sure that necessary software of PKI be installed in your system).

ii. Click / Double Click to open the Microsoft Internet Explorer (This icon will be located on the Desktop of the computer).

iii. Go to Start > Programs > Internet Explorer.

iv. Type www.tenderwizard.com/OPTCL in the address bar, to access the Login Screen.

v. Enter e-tender User Id and Password, click on"Go".

vi. Click on "Click here to login" for selecting the Digital Signature Certificate.

vii. Select the Certificate and enter DSC Password.

viii. h. Re-enter the e-Procurement User Id Password

E. To make a request for Tender Document, Bidders will have to follow below mentioned steps.

➢ Click "Un Applied" to view / apply for new tenders.

➢ Click on Request icon for online request.

➢ Pay the required tender Processing fee.

Note: For tender processing fee to K.S.E.D.C Ltd. Bangalore, the bidder can use various modes of e-payment facility available through Tender wizard portal, i.e by Credit Card, Debit Card and Net Banking.

F. After making the request Bidders will receive the Bid Documents which can be checked and downloaded by following the below steps:

➢ Click to view the tender documents which are received by the user.

➢ Tender document screen appears.

➢ Click "Click here to download" to download the documents.

G. After completing all the formalities Bidders will have to submit the tender and they must take care of following instructions.

➢ Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender or not

➢ Note down / take a print of bid control number once it displayed on the screen

H. Competitors bid sheets will be available in the website.

I. For any e-tendering assistance, contact help desk number mentioned below.
Bengaluru -080-40482000

1.1.5 The Bidding Process &Schedule

a.	Type of Bidding	Two-part bidding
b.	Bidding process	The bidders can view the tender documents from website www.optcl.co.inwww.tenderwizard.com/OPTCL free of cost.
		The bids have to be submitted online in www.tenderwizard.com/OPTCL site as per the clause 1.3.3 "Manners to submit" the bid below.
		The bids which are not out-rightly rejected as per the clause 1.3.1 below, are then scrutinized for meeting the qualifying criteria.
		The bidders who qualify as above are then evaluated on the basis of QCBS criteria as per clause 3.23 below.
		The Successful Bidder (SB) as per the evaluation methodology clause 3.23 mentioned in this bid document, shall directly address FMS.

c.	Amendment to Bidding Document	At any time prior to the deadline for submission of the bids, OPTCL may amend the bidding document by giving reasonable time and issuing addenda. Any addendum / modification / errata / corrigendum issued shall be part of the bidding document and shall be hosted in OPTCL's website/e-tender portal. The bidder shall visit the website/e-tender portal of OPTCL for any addendum / modification / errata / corrigendum etc.
d.	Withdrawal, substitution and Modification of Bids	No Bid shall be withdrawn, substituted, or modified after the deadline for submission of bids. However, a Bidder may withdraw, substitute, or modify its Bid under the following situation 1. After expiry of the bid validity period as perITB. 2. Any material changes to the scope of work after submission of bid document. 3. Any material changes in the bidding documents after submission of bid document. 4. If the due date of the submission has been extended by the OPTCL after submission of bid document.
e.	Tender Documents	The bidders can view the tender documents from website www.optcl.co.inwww.tenderwizard.com/OPTCL free of cost.
f.	Tender Cost	11,200/- (non-refundable)) including GST @ 12%

g.	Mode of Payment of Tender cost	Demand Draft in favor of DDO, H.Qrs., OPTCL Bhubaneswar payable at Bhubaneswar. The DD must be issued by a nationalized/scheduled bank **on or before the last date for submission of bidding documents.**
h.	Tender Processing Fee	Tender processing fee of ₹ 5900/-(5000 + GST 18%) through e-Payment mode.
i.	EMD	All bids must be accompanied by a bid security (EMD) in the amount of Rs.1,00,000/- (Indian Rupees one lakh only). The Technical Bid should accompany EMD and all other payment instruments/receipts.
j.	Mode of EMD	Bid security to be submitted by a crossed bank draft/pay order drawn in favor of " The Drawing and Disbursing Officer, Head Quarters, OPTCL Bhubaneswar.
k.	Date of commencement of Sale of bidding document	08-11-2018, 10:00 Hrs
l	Last date of submission of bids #	30-11-2018,13.30 Hrs.
m	Date of Pre-Bid Conference	16-11-2018, 15:30 Hrs
n	Date & time of opening of Techno-Commercial	30-11-2018, 16:00 Hrs.
o	Time of opening of Price bids	Will be Intimated Later
p	Place of Opening of Bids	Office of Sr. General Manager (IT),3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar – 751022
q	Address for communication	Sr. General Manager (IT), 3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar – 751022 , sgm.it@optcl.co.in

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

*Tender papers shall be free of cost, 50 % exemption on payment of EMD will be allowed to the local MSEs registered with respective DICs, Khadi village ,cottage industries, OSIC and NSIC. Registration / Scope of business of MSE should cover the items to be procured in this tender.

1.2 Introduction

OPTCL, a Government of Odisha, Power Transmission Utility invites this FMS services for GRIDCO Ltd and SLDC. GRIDCO Ltd(a power utility who holds Power Purchase Agreements with Power Generators and supplies power in bulk to Power Distribution Companies in the State of Odisha on priority. Surplus power, if any, is traded by GRIDCO. Power Tariff for supply of power to the state is determined by Odisha Electricity Regulatory Commission, whereas the tariff for power trading with organizations outside the state is arrived at by way of competitive bidding). SLDC(State Load Despatch Center).

GRIDCO and SLDC need to organize their Energy Data in their Data Centers which are operating at their respective places mentioned below and the DCs are to provide Business Intelligence to support Management Decisions on day to day basis. The Data Centers are also expected to meet information needs of the organization at different levels of the management.

The Data Centre runs in 24 x 7 and makes enterprise data available to the management round the clock.

Energy Billing, Power Trading, Tariff Research, Planning, Day ahead scheduling, Load Management etc. are key business functions of both GRIDCO and SLDC.

The indicative list of Services required is as below. Section -V gives detailed scope of the work and service levels. The Bidders are welcome to inspect the IT equipment on site / understand the work scenario and quote accordingly.

Relating to the services listed in the Scope of work as below, the minimum qualification, experience of resources to be deployed for the FM Services shall be as per SECTION-VI of Schedule – IV in this Tender.

SL. NO.	IT Service Description
1	Service Delivery Management
2	Management of IT peripheral at user side
3	Data Center Operations & maintenance
4	Server Administration & Management
5	Database Administrations Services

6	Backup/Restore Management
7	"Energy Billing" Production Service Management in GRIDCO as mentioned at 4.3 of Section V.
8	IT Management Software Tool as a "Service"

1.3 Outright Rejection, Qualifying Requirements

The documents uploaded and / or submitted as per the clause 1.3.3 "Manner to submit the bid" shall form the basis for scrutinizing for Outright Rejection, Qualifying Requirements

Clause 1.3.1 Outright Rejection

1.3.1 The bids shall be summarily rejected if the following requirements are not met.

Sl	Requirement
1.	Tenders shall not be submitted telegraphically or by Fax but only through e-tender mode (as instructed in clause 1.1.5 b. above)
2.	The Tenders should be kept valid for **a period of 180 days from the date of submission of bids**
3.	The Tender shall be accompanied by Earnest Money Deposit of value and mode specified against clause 1.1.5 i, j. in General Information to Bidders.
4.	Tenderer must have submitted the tender paper cost as per the instruction under clause-1.1.5f
5.	Tender Processing Fee as stated in clause 1.1.5 h
6.	Bidders shall quote for all the services in the scope of work. Bidders not quoting for all the services tendered shall be deemed non-responsive / incomplete bid.
7.	Conditional offer shall be rejected.
8.	Bidders should quote "Firm Price" only, otherwise their bids shall be rejected.

1.3.2 ### Qualifying Requirement

Technical Evaluation of Techno-commercial Bids shall be taken up only in respect of Bidders who fulfill the Qualifying Requirements.

The bidders should have / possess the following qualifications / experience

Sl	Requirement
1	The bidder shall have Quality Certificate (ISO 9001:2008) and ISO 27001 for related field, that is designing monitoring & operation of IT Infrastructure & Network, IT Security & at the time of submission of the bid (bidder has to ensure that the certificate remains valid during the life cycle of the project).
2	The Company's **Annual turnover** should be over 10 crores during last 3 financial years immediately preceding to the date of bidding.
3	The net worth of the company must be positive and healthy.
4	Should submit audited Annual Accounts for last three financial years 2015-16, 2016-17,2017-18
5.	Should have rendered Data Center service valued more than **Rs.1 crore with a government / PSU/government undertaking in a single order** during the last three financial years ending immediately preceding the date of submission of bid.
6.	Should have min 3 nos of Data Center Maintenance/Operation and IT Management Services project with in Central government PSU/Undertaking, State government PSU/Undertaking) and bidder should have minimum 5 years of experience of Data Center Maintenance/Operation and IT Management Services project .
7	The company should have a registered office along with atleast10 Engineers in Odisha.

1.3.3   Manner of bid submission:

(A.) Scanned Copies to be uploaded in.pdf format

All the supporting documents as below are to be signed and scanned, then uploaded in the tenderwizard.com.

Sl No	Requirement	Document Name
1	Bid declaration Form. (Schedule-V)	doc1
2	Earnest Money Deposit (EMD).	doc2
3	Tender Processing Fee as stated in clause 1.1.5 h	doc3
4	Tender Cost DD	doc4
5	The bidder shall have Quality Certificate (ISO 9001:2008) and ISO 27001 for related field, that is designing monitoring & operation of IT Infrastructure & Network, IT Security & at the time of submission of the bid (bidder has to ensure that the certificate remains valid during the life cycle of the project).	doc5
6	*Audited Annual Accounts(P/L ,Balance sheet only) for the financial years 2015-16,2016-17,2017-18 in support of clause 2,3,4 of 1.3.2 above*	doc6
7	*Document in support of clause 5 of 1.3.2 above i.e* **₹ 1 crore with a government / PSU/Undertaking in a single order**	Doc7

8	*Document in support of clause 6 of 1.3.2 above i.e* minimum 5 yrs experience in Data Center Maintenance/Operation and IT Management Services project	Doc8
12	SERVICE SUPPORT DETAIL FORM **schedule-II**	Doc9
13	Photocopy of PAN, GST Registration Certificate.	doc10
14	Attested copy of power of Attorney, if any.	doc11
15	Attested copy of Partnership Deed, if any.	doc12
17	Quality and Competence of Resident Staff to be deployed to OPTCL,GRIDCO & SLDC for the work. A profile of each member of the team giving, basic qualifications, years of experience and details of experience, particularly experience in Data Center management & operation.	doc13
18	Annual Turnover certificate duly certified by CA	doc 14

(B) KEY-IN on the Schedules (.XLS) in the TenderPortal:

Following are the schedules in .XLS format to be downloaded, filled in and uploaded by the Bidder as per the OWNER format in the www.tenderwizard.com/OPTCL portal.

1.   File Name:Technocommercilsheet.xls

Sl.	Particulars
1.	Bidders information
2.	Acceptance of Important Terms and Conditions
3.	Techno-commercial Schedule

2.   File Name :TenderPriceSchedule.xls

Price schedules in XLS format to be downloaded, filled in and uploaded by the Bidder as per the OWNER format and to be uploaded on the official tender portal of the OWNER:www.tenderwizard.com/OPTCL .

Sl.	Particulars
1	Price bid

(C) Hard Copy of Documents (InOriginal):

The following documents shall be furnished in original in a sealed envelope in the office of the undersigned on or before the last date and time of submission of tender.

☐ DD towards Tender Cost, DD towards EMD and DD towards Tender Processing Fees/ Documentary proof of payment of Tender Processing Fees through e-payment mode.

☐ Power of Attorney notarized copy for signing the bid document if any.

> N.B
> 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.

On request, original documents should be produced by the bidder failing which the tender would be liable for rejection

SECTION-II

2   INSTRUCTIONS TOBIDDERS

a.   The bidder's deviations if any should be clearly indicated giving full justifications for such deviation in a separate sheet(s) under Schedule-VIII.

b.   No interest shall be paid on the Earnest Money Deposit.

c.   No adjustment towards EMD shall be permitted against any outstanding amount with OPTCL/GRIDCO/SLDC.

d.   In the case of unsuccessful bidder, the EMD will be refunded immediately after the tender is decided. In the case of successful bidder, this will be refunded only after furnishing of security money referred to clause 3.10 of General Conditions of Contract of the bid document. Suits, if any, arising between the Purchaser and Bidder the courts at Bhubaneswar (Odisha) shall have jurisdiction to the exclusion of all other courts.

e.   EMD will be forfeited if the bidder fails to accept the letter of intent and/or Purchase order issued in his favor.

f.   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.

g.   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 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.

h.   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 submitting the bid form to the Sr. General Manager (IT), 3rdFloor,OPTCLBuilding,Janpath,Bhubaneswar- 751022, sgm.it@optcl.co.in

i.   Conditional Bids shall not be accepted.

j.   Over writing shall be avoided.

k.   Erasures and other changes shall bear the dated initial of the person signing the tender along with company seal.

l. 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.

m. For evaluation, the price mentioned in words shall be taken if there is any difference in figure and words in the price bid.

SECTION-III

3. GENERAL CONDITIONS OF CONTRACT

3.1 Definition of Terms

a. The following words shall have the meanings hereby indicated unless there is something in the subject matter or contract inconsistent with such construction.

b. **IT Services(FMS):** The tender scope of work covers the services which include IT maintenance Management, IT Service (All these services together are referred to as IT Services in this document)

c. **The Purchaser**: shall mean OPTCL (on behalf of GRIDCO,SLDC and OPTCL)

d. **The Engineer**: shall mean the engineers appointed by the Purchaser for the purpose of this contract.

e. **Purchaser's Representative**: shall mean any person or persons or consulting firm appointed and remunerated by the Purchaser to supervise, inspect, test and examine FMS Services to be deployed.

f. **The Bidder**: shall mean the Vendor, the Contractor, the FM Contractor and the Tenderer whose bid shall be accepted by the Purchaser and shall include the Bidders executors, administrators" successors and permitted assignee.

g. **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 base price, packing, forwarding freight, Insurance, Excise Duty, Sales Tax, Service Tax, VAT, Entry tax and other taxes and duties in addition to or in lieu thereof, as applicable.

h. **General Conditions**: shall mean these General Conditions of Contract.

i.   **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.

j.   **Month**: shall mean an English calendar month.

k.   **Writing:** shall include any manuscript, type written printed or other statement reproduced in any visible form and whether under seal or underhand.

l.   **Contract:** shall mean & include General Conditions, Special Conditions, Specifications, and 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.

m.   **Terms and condition** 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.

3.2 Contractor to inform himself fully

The contractor shall examine the instructions to Bids, 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. 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.

3.3 TimeSchedule

The selected Bidder (FM Contractor) is expected to commence "FMS" Service Delivery within one month of issuing formal order by the Purchaser and as described in Clause 3.5 below.

3.4 Testing

Testing of the IT systems for their functioning/performance shall be carried out by the contractor at their own cost before commencing contract execution.

3.5 Sign-On of Services

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. Services shall be signed on by the Contractor on the scheduled date.

3.6 ContractPeriod

The contract shall be for a period of 1 years from the date of Sign-On of Services.

The contract period can be further extended on quarterly basis subjected to the satisfactory performance of the vendor services, on the same rates, terms and conditions..

3.7 Contract's DefaultLiability

1. The purchaser, upon written notice of default to the contractor, may terminate the contract in circumstances detailed hereunder.

   a. If in the judgment of the Purchaser, the contractor fails to maintain Service Levels agreed upon in the contract.

   b. If in the judgment of the Purchaser, the contractor fails to comply with any of the provisions of this contract.

2. In the event purchaser terminates the contract either in whole or in part, the purchaser reserves the right to purchase 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 3.16

3. Until the purchaser terminates the contract as per clause 3.7.1, 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 Clause3.16

3.8 Contractor's Limited Liability

Notwithstanding anything to the contrary contained in the contract, the principal vendor's aggregate liability arising out of or in connection with the contract, whether based on contract, tort, statutory warranty or otherwise, shall be limited to the amount actually paid by OPTCL/GRIDCO/SLDC to the principal vendor in respect of the Equipment / software / Services that are subject matter of a claim subject to a maximum of 100% of the contract value.

3.9 Rejection of Contract

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 take steps to improve the Service Levels. If the contractor fails to do so, the purchaser may

  a) At its option obtain such services and recover the extra costs so involved from the contractor.

  b) Terminate the contract for balance period, with enforcement of penalty as per contract.

3.10 Composite Bank Guarantee

A composite Bank Guarantee at the rate of 10% (ten percent) of the value of the full contract shall be furnished from any Nationalized/Scheduled bank having Branch office in Bhubaneswar, to the Purchaser OPTCL Ltd. 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 15 (Fifteen) months from the date of commencement of Contract Execution and signing an agreement for award of contract as per pro-forma enclosed as Schedule – III, 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.

No interest will be payable on composite Bank Guarantee amount.

3.11 SupportServices

Facility Management Services include Data Center Maintenance/Operation and IT Management   Services project, Facility Management. The agreement excludes damages caused due to fire, theft, riots, accidents and such other exceptional circumstances. The agreement also excludes addition of new Services.

1. In the event desired performance not obtained as per Service Level Agreement (SLA) penalty shall be imposed and recovered from the Security Money as detailed at 3.11.

3.12 Price

1. Bidders shall quote their FIRM price only. No price variation shall be entertained at any time during the contract period. Taxes if any shall be quoted separately which shall be payable as per prevailing rate.

2. The bidder must quote 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.

3.13 Terms ofPayment

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

Sl. No.	Services/Supply	Services	Timing
1	IT Service support	All active services	Within 15 days after completion of each Quarter of Service

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

i) GRIDCO/SLDC/OPTCL certified Service Levels performance statement
ii) Confirmation on validity of Performance/Security/PaymentB.G
iii) invoice in triplicate

The paying officer is The Drawing and Disbursing Officer, HeadQuarters, OPTCL/ DDO, GRIDCO/SLDC Bhubaneswar.

3.14 Price reduction for noncompliance of SLA

The price reduction for Services / Supplies would be proportionate to 0.5% of the taxable value for services below each percentage point of the specified expected service level (clause 4.4) 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 price reduction will not exceed the value of service.

3.15 ForceMajeure

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 Public enemy, acts of Government, Fires, Floods, epidemics, quarantine restrictions, strikes, provided that the contractor shall within one day from beginning of such 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.

3.16 Payment Due from the Contractor

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.

3.17 Jurisdiction of the JudicialCourt

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

3.18 Deviation from Specification

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

All such deviations shall be clearly notified in Commercial/Technical deviation formats provided with this bid document at Schedule-VIII.

3.19 Right to Reject/Accept anyTender

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.

3.20 Contractor"sResponsibility

Notwithstanding anything mentioned in the specification or subsequent approval or acceptance of the purchaser, the ultimate responsibility shall rest with the Bidder.

SECTION-IV

3.21 Evaluation of Bids

1. Quality and Cost Based evaluation shall be done in ranking the offers in two stages i.e., Techno-Commercial Evaluation and Financial Evaluation. Bids of those bidders which are not out rightly rejected and who satisfy "Minimum Qualification Criteria" as mentioned in Clause 1.3.2 shall only be considered for Quality and Cost Based evaluation.

2. In the first stage Quality points shall be assigned to each response against different Quality aspects of importance. Maximum attainable Quality points shall be 100, as tabulated as below. 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.

   The evaluation of the Bid shall be carried out based on the QCBS Methodology (70:30) in the following steps;

   a. The evaluation of Techno-commercial Proposals of eligible bidders
   b. The evaluation of price proposal of the techno-commercially qualified bidders
   c. For final evaluation, the weight of the Techno-commercial Proposal is set to 70% and Price Proposal is set to30%.

3. Quality Points Table

Sl. No.	Item	Max Points
1	Bidder's Average Annual Turnover I)Rs. 10 Crore up to 25crores --10points II) Rs. 25 Crore up to 50 crores --20points III) Above 50 crore --30 points	30
2	FMS experience in Number of Years(As per clause no 6 of 1.3.2) More than or equal to 5Years and less than 7 years -10points More than or equal to 7 Years and less than 10 years - 15 points More than 10 years-20 points	20
3	FMS experience in terms of Contract Value (As per clause no 5 of 1.3.2) More than or equal to 1 crore and less than 3 crore- 10points More than or equal to 3 crore and less than 5 crore- 15points More than or equal to 5 crore-20points	20
4	Minimum number of Support Engineers(SE) of the Bidder in Orissa More than or equal to 10 SE and less than 15 SE - -10 points More than or equal to 15 SE and less than 20 SE - 15point More than or equal to 20 SE - 20 points	20

5	Technical Understanding based on submission of **document write up**
	  i. Requirement Understanding (maximum 02points)
	  ii. Approach & Methodology (maximum 04points)
	 iii. Delivery & Execution Plan (maximum 04points)
		10

	Total	100

4. Bidder's scoring, points of 70 and above in the Techno-Commercial Proposal Evaluation (TPE), will qualify for Price Proposal Evaluation. The TPE score of Techno-Commercial qualified bidders would be standardized on a scale of 100, with highest point being standardized to 100 and the rest being awarded on pro-rata basis.

The individual bidder Techno-Commercial marks will be standardised as per the formula below:

$$T_s = (T_b / T_{max}) * 100$$

Where,

T_s = Standardized Techno-Commercial score for the bidder under consideration

T_b = TPEpoints for the bidder under consideration

T_{max} = maximum TPE points obtained by any bidder

No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected. All Quotes in the price Bid shall be in Indian Rupees only.

3.22   Evaluation of FinancialBids

The Price bids of those bidders, who qualify the Techno-Commercial Proposal Evaluation as mentioned above, will only be opened.
The Price bids (as per the price bid format provided at schedule) of Techno-Commercial qualified bidders shall be evaluated as below:-

The lowest price bid (Cmin) will be given the maximum financial score (Cn) of 100 points. The financial scores (Cn) of the other Techno-Commercial qualified Price bids will be inversely proportional to the quoted price and shall be computed as per the formula given below:

$$C_n = 100 * (C_{min} / C_b)$$ Where,

C_n = financial score for the bidder under consideration
C_b = price quoted by the bidder under consideration
C_{min} = minimum price quoted by any bidder

3.23 Final Evaluation of theBid

All the bids which have undergone Techno-Commercial & Price proposal evaluation process asper Section V above shall be considered for the final evaluation of the bids.
The method of final evaluation of the bids is described as follows:
• Bids will be ranked according to their combined technical (Ts) and financial (Cn) scores using theweights

$W_T = 0.70$, the weight given to technical bid;
$W_C = 0.30$, the weight given to the Price bid.

The combined Techno-Commercial & Price score (S) for the bidder under consideration shall be computed as per the formula given below:

Final Score = $(T_s \times W_T) + (C_n \times W_C)$

The bidder achieving the highest combined Techno-Commercial & Price score (S) would be considered for award of the contract.

In case two bidders have same Final Score, the bidder having higher Techno-Commercial score would be considered for award of the contract.

3.24 Language andMeasures

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.

3.25 Correspondence

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 samemanner.

3.26 Legal Address of the Purchaser

Sr General Manager (IT),
Orissa Power Transmission Corporation Limited,
Janapath,
Bhubaneswar – 751022.
Orissa, India.
Email : sgm.it@optcl.co.in

SECTION-V

4. DETAILED SCOPE OF WORK (SOW) AND SERVICE LEVEL AGREEMENT(SLA)FOR GRIDCO/SLDC/OPTCL:

4.1 Introduction

➢ 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.

➢ 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. Local Area Network (LAN) connectivity is provided to all of the rooms.

➢ Power Bulk Supply Billing, Power Trading Billing, Trading Process, Revenue collection are operational and Mission Critical core processes of theCompany.

➢ 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 aspectsetc.

➢ **(OPTCL),** one of the largest Transmission Utility in the country was incorporated in March 2004 under the Companies Act, 1956 as a company wholly owned by the Government of Odisha to undertake the business of transmission and wheeling of electricity in the State. The registered office of the Company is situated at Bhubaneswar, the capital of the State of Odisha. Its projects and field units are spread all over the State.

➢ **SLDC** is the apex body to ensure integrated operation of the Odisha power system in coordination with the ERLDC and users of State network namely Dist utilities operating in the state, State generators and CGPs. The main responsibilities of SLDC are :-

- Monitoring of system parameters and security. • To ensure the integrated operation of the power system grid in the state. • System studies, planning and contingency analysis. • Analysis of tripping disturbances and facilitating immediate remedial measures. • Daily scheduling and operational planning. • Facilitating bilateral and inter-state / intra state exchanges. • Computation of energy dispatch and drawal values using SEMs. • Augmentation of telemetry, computing and communication facilities

➢ SLDC has adopted the state-of-art technology for monitoring of on line power system parameters such as MW, MVAR, KV and HZ and transmission elements status in respect of state network through SCADA system.

4.2 Statement ofWork for both GRIDCO/SLDC

4.2.1 Service Delivery Management

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

The GRIDCO 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 Power Exchange of India / Indian Energy Exchange. 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/SLDC are looking for a Service Provider who shall render I.T Maintenance Management (ITMM) (in respect of all the I.T equipment owned by GRIDCO/SLDC), 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., Oracle Utility needs to be run on regular basis. This work shall be referred to as EBC (Energy Billing Center) work.

Service delivery shall fall under the following broad heads:
- a) Internet and intranet services
- b) File Services
- c) Print services
- d) Messaging services
- e) Security services (Physical and Logical)

Detailed as below:

- ➢ The overall management and maintenance of Servers, Clients, Peripherals, LAN, WAN interfaces for GRIDCO/SLDC Ltd.

- ➢ 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.

- ➢ Backup and Archival of O.S files as per policies set forth by GRIDCO/SLDC Ltd.

- ➢ Management of "Enterprise I.T Management System" made available by GRIDCO/SLDC Ltd.

- ➢ Operational Support for GRIDCO/SLDC in running Business Application Systems.

- ➢ Monitoring WAN links for their availability and escalation of complaints and managing resolutions thereof.

- ➢ 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.

- ➢ Rendering training to Officers/Staff as when needed covering System Operations.

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

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/SLDC 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/SLDC for all matters that can affect the baseline, schedule and cost of the services project.

c) Maintain project communications through GRIDCO/SLDC Project Leader.

d) Provide strategic and tactical recommendations in relation to technology related issues.

e) Provide escalation to FM Contractor's Senior Management, if required.

f) Resolve deviations from the phased project plan.

g) Conduct regularly scheduled project status meetings.

h) Review and administer the Project Change Control Procedure with GRIDCO/SLDC Project Leader.

i) Identify and resolve problems and issues together with GRIDCO/SLDC Project Leader.

j) Responsible for preparation and delivery of all monthly reports as well as all invoicing relating to the service delivery.

Transition management

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

GRIDCO /SLDC 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/SLDC 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/SLDC.

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/SLDC'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.

Sl. No.	Deliverables
1	Review Services Scope (GRIDCO/SLDC -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/SLDC.
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.

4.2.2 <mark>Management of IT peripheral at user side</mark>

Management of IT peripheral shall fall under the following broad heads:

a) HelpDesk

b) Desk Side Technical Support Service

a) **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/SLDC 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 (CA 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'sResponsibilities H/W & S/W 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) Provide system status messages, asrequested.

c) Notify designated personnel of systems or equipment failures, or of an emergency, according to the Procedures Manual;

d) Provide GRIDCO/SLDC with complete and timely problem status through the problem tracking system, as requested;

e) Maintain an updated help desk personnel contact listing.

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.

c) Assist End Users with Office automation and e-Mail "HOWTO" and usage questions.

GRIDCO/SLDC'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 onetime activity for use by help desk personnel in contacting GRIDCO/SLDC appropriate personnel for assistance/notification, as specified above.

c) Initially, ensure all GRIDCO/SLDC 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 Helpdesk.

d) Communicate support responsibilities and procedures to GRIDCO/SLDC 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/SLDC's other vendors report problem status and resolution back to the helpdesk.

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 onetime 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.

b) Desk Side Technical Support Services

This service provides maintenance for IT equipment (desktop, laptop & peripherals such as printers etc.), including Warranty service management, including coordination and claims processing will be provided.

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 andwarranties;

c) Ensure issue resolution with the appropriate vendor maintenance provider for Hardware

maintained under third party agreement.

d) Installation/Movement of desktop machine, server peripheral equipment and network attached peripheral equipment. FM contractor shall coordinate to ensure smooth integration of new system into existing baseline. FM contractor also have to install additional hardware, software on desktop machine and server after initial delivery. Upgrade or modification of existing hardware or software on desktop machine and servers which include substitution of hard-disk driver, upgrading oracle database to higher version etc.

e) Coordinate and schedule maintenance activities with the End User and GRIDCO/SLDC appropriate support functions, such as network support, facilities support, etc., subject to the Change Management Procedures.

f) Implement Recovery Procedures.

g) Escalate and render assistance to GRIDCO/SLDC for problems out of scope for FM Contractor but are affecting the services.

h) Identify network, operational and software related problems and escalate to respective teams.

i) Implement Anti-Virus/Spam/Worm/Spy tools   to be supplied by GRIDCO/SLDC.

j) Support for Logical Security Control and loading of patches/signatures as available for GRIDCO/SLDC.

k) UTM configuration/support to end user along with management of VPN.

l) LAN maintenance/trouble shooting, performance monitoring, escalate to 3rd party vendors wherever required and follow up for resolution of problem. Maintain Logical access control to protect and limit access to LAN resources to GRIDCO/SLDC authorized end users. Perform user ID and group management services for access to server resource, such as user ID add/delete/alter password, server space allocation, server configuration data, user and system profile.

GRIDCO/SLDC's Responsibilities

a) Allow access by vendor maintenance personnel or FM Contractor to GRIDCO/SLDC'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.

4.2.3   Data Center Operations & maintenance

This service from FM Contractor will ensure the smooth functioning of Primary Data Center located at Corporate Office of GRIDCO, Janpath, Bhubaneswar and for office of SLDC,

Mancheswar Rly Colony, Bhubaneswar.

FM Contractor's Responsibilities

a) Regularly monitor and log the state of environmental conditions and Direct and UPS power conditions in the DataCenter.

b) Coordinate with GRIDCO/SLDC and 3rdparty 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, cleanlinessetc.

c) Co-ordinate with the GRIDCO/SLDC for implementing any changes that may be required towards installation of OS/Application Software/Database Software/Anti-Virus in the existing Servers and New Server/Storage procured for the DCs. Any new configuration/installations/Virtualizations/Migration works are to part of this service as part of any change/swapping of Servers' Applications/Database have to be taken care.

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 suchequipment.

e) Ensure the physical security of the data Center by allowing only authorized personnel to enter thepremises.

f) Manage the onsite inventory of critical spares if provisioned and coordinate with the OEM to ensure replenishment of the same wheneverrequired.

4.2.4 Server Administration & Management

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.

FM Contractor's Responsibilities

a) Setting up and configuring servers e.g Web Server, Application Server, DNS, FTP, File/Samba Server.

b) Installation of the server operating system and operating system utilities

c) Migration/Testing of Data in case of change of a application system from one to other server

d) OS Administration for Windows/RH Linux ES/AS

e) Manage operating System, file system and configuration.

f) Ensure proper configuration of server parameters, operating systems administration andtuning from time to time as and when required.

g) Regularly monitor and maintain a log of performance monitoring of servers including but not limited to monitoring CPU, Disk Space, memory utilization, I/O utilizationetc.

h) Regular analysis of events and logs

i) Apply OS Patches and updates

j) Responsible for periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures

k) Logical access control of user and groups on Server.

l) Responsible for managing uptime of servers as per SLAs.

m) Implementation. Configuration and management of Active directory and support.

GRIDCO/SLDC's Responsibilities

a) GRIDCO/SLDC authorized IT Staff will request for user addition and deletion and request for change / modification in password and for privileges. GRIDCO/SLDC will review the O/S management tasks.

b) Policy for Login access to servers shall beprepared.

c) GRIDCO/SLDC 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 onServers.

4.2.5 Data base Administration Services

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

FM Contractor's responsibilities

a) Undertake end-to-end management of database on an ongoing basis to ensure smooth functioning of thesame.

b) Undertake tasks including managing changes to database schema, disk space, storage, userroles/privileges.

c) Setting and tuning systemsparameters.

d) Provide performance monitoring and tuning services on Oracle Server, DB2databases, MySQL etc presently used by OPTCL IT application.

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, cloning as and when required with minimal downtime.

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.

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 its desired System/Application software as and when needed in case of New IT Infrastructure like Servers/Storage etc.

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 forbackup.

i) Ensuring failed backups are restarted and completed successfully within the backupcycle.

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/SLDC 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 theusers.

4.2.7 **IT Management Software Tool as a "Service"**

a) Implementation & customization of CA Tools as per OPTCL requirements.

4.3 Statement of Work for GRIDCO only
Detailed scope of work of Energy Billing and Management

1. Monthly Production Management

a) **RECEIPT OF Meter Energy Data through Mail/On-line:**

After receipt of Data necessary Billing activities are to be started.

b) **Meter Data Conversion to PRN format:**

Once data are downloaded to the PC then all EMD/CDF extension files are to be converted to .PRN files through software provided by Meter manufacturer.

c) **Conversion of PRN files to CSV format:**

The meter data in .prn format are then converted to .csv format for verification.

2. Report Management:

a) **SUBMISSION MIS TO GRIDCO:**
All reports required by GRIDCO on regular basis to be prepared and submitted.

b) **DATABACKUP:**
Data backup will be taken for all Meter reading data in all format, i.e., .CDF, .EMD, .PRN and .CSV (15 Min DIPS).

c) **Furnishing of meter DATA TO DISCOMS:**
Meter Reading considered for billing data submission to the DISCOMs on monthly basis. In case of any discrepancy, the same is communicated to GRIDCO.

d) **Furnishing of Meter Data to CGPs, IPPs and Renewable entity:**

Meter data considered for preparation of the Energy Import-Export statements are to be furnished to the concerned CGP, IPP and Renewable entity.

3. Arrear Billing and other Compliances:

a) **Issue MRIS and formats:**

In case any problem arises during downloading of meter data using laptops, MRIs are formatted and issued to the concerned OPTCL authorized representative for downloading meter data.

b) **Data backup for revised bills**

Data backup for all the revised bills of DISCOMs are to be maintained and furnished as and when required.

4.4 STATEMENT OF WORKS FOR OPTCL only:

The Scope of I.T outsourcing For ZITCs, Help Desk and Additional IT outsourcing functional services includes the following:

i)   ZITCs:
1. Office automation support to all DDOs/Sub Station/Sub Division under the jurisdiction at each Zonal IT Centres.

2. Fall back arrangement at each Zonal IT Centre with minimum of 4-client –seater and alternate communication link.

3. As e-shakti is rolled out, the Zonal IT centre shall serve as training and support Centre. As the modules are implemented, each field units' users shall be supported by Zonal IT centres.

4. The IT Work outsourcing includes giving hands on support to officials in field units under the Zonal IT Centre which is essential for successful implementation of e-Shakti.

5. Management of client PCs for Operating System Patches, resident remote agent software.

6. Liaison with all IT vendors for day to day maintenance support in terms of patching, peripheraldrive support etc.

7. Liaison with users in obtaining data during roll out, providing messaging services Support.

8. Management of Network links and associated testing from timeto time.

9. Liaison with ISP/MPLS service Provider& Network integrators. Supporting System Maintenance of Energy Track.

10. Building work description for Historical data.

11. In addition GIS, AMI project support and e-Shakti Balance modules support.

ii)   Help Desk Support:

The detailed scope of work is mentioned below.

Helpdesk service provides for the staffing an online Helpdesk to act as a single-point-of contact, via a telephone number, email and Web Assistance for OPTCL's 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(CA 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 or standards.

FM Contractor will provide VPN client management.

A). FM Contractor's Responsibilities

1. Hardware & Software Help Desk Services cover

Hardware : PCs, Printer, Scanner

Software : Legacy Systems like ; Financial Accounting (TF), Payroll and Cash Management.

ERP Systems (e-Shakti) modules, GIS. Digitization of Drawings

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) Provide system status messages, as requested.

c) Notify designated personnel of systems or equipment failures, or of an emergency, according to the Procedures Manual

d) Provide OPTCL with complete and timely problem status through the problem tracking system, as requested;

e) Maintain an updated help desk personnel contact listing.

2. 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 based on queries, and requests based on the guidelines/SLA provided by OPTCI.

d) Monitor and report to OPTCL on maintenance vendor performance

e) Provide input to OPTCL on End User training requirements based on help desk call tracking and analysis

f) Update contact list of users initially provided by OPTCL.

3. Desk Side Technical Support Services

This service provides maintenance for IT equipment (desktop, laptop & peripherals such as

printers etc.), including Warranty service management, including coordination and claims processing will be provided.

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)   Upgrade or modification of existing hardware or software on desktop machine and servers which include substitution of hard-disk driver, upgrading oracle database to higher version etc.

e)   Coordinate and schedule maintenance activities with the End User and OPTCL appropriate support functions, such as network support, facilities support, etc., subject to the Change Management Procedures.

f)   Implement Recovery Procedures.

g)   Escalate and render assistance to OPTCL for problems out of scope for FM Contractor but are affecting the services.

h)   Identify network, operational and software related problems and escalate to respective teams.

i)   Implement Anti-Virus/Spam/Worm/Spy tools   to be supplied by OPTCL.

j)   Support for Logical Security Control and loading of patches/signatures as available for OPTCL

OPTCL's Responsibilities

e)   Allow access by vendor maintenance personnel or FM Contractor to OPTCL's designated locations for purposes of problem diagnosis and repair.

f)   Provide a suitable environment for machines, as specified by the machine's manufacturer;

g)   Provide all upgrades and replacements (not provided under a warranty or maintenance agreement);

h)   Provide secured storage area for spare parts inventory.

4. 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.

c) Assist End Users with Office automation and e-Mail "HOW TO" and usage questions.

d) Build FAQs and publish on help Desk so as to prompt avoidable calls.

B) OPTCL'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) Define FAQs on various problem areas in H/W or S/W to be incorporated in the IT tool.
c) Provide updated contact listing, as a one-time activity for use by help desk personnel in contacting OPTCL. Appropriate personnel for assistance/notification, as specified above.
d) Initially, ensure all OPTCL, 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.
e) Communicate support responsibilities and procedures to OPTCL business unit contact personnel.
f) Assist FM contractor, as requested, in the resolution of problems outside the scope of FM
g) Contractors responsibilities or recurring problems, which are the result of End User error.
h) Assist FM Contractor in ensuring that OPTCL's other vendors report problem status and resolution back to the help desk.
i) Provide an adequate level of system authority for all Hardware, Software and resources for which FM Contractor has problem resolution responsibility and communications access.
j) 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 onetime exercise.
k) Allow FM Contractor, on case to case basis, to utilize remote access capability to remotely

Diagnose problems if required; and

I) Report problems and forward requests to the service desk.

Contractor shall use his own labor and appropriate tools including tools for enterprise LT Management System required for the execution for meeting the Service Level Agreements.

iii)   Additional IT Job Outsourcing Functional services:

IT Assistant (Hardware):

To assist in attending the in-house job works on Hardware/Software from all IT users in OPTCL.

4.4. SERVICE LEVELS

1.0 Service Level Agreement (SLA):Requirements   for GRIDCO/SLDC/OPTCL

Criticality	Uptime	Response Time	Resolution Working Hours	Penalty
High	98.5%	15 Min	2 Hours	In case the call/issue is left unresolved after 2 working hours, a price reduction of 0.05% of the particular service value shall be deducted from the invoices for that quarter
Medium	97%	30 Min	4 Hours	In case the call/issue is left unresolved after 4 working hours, a price reduction of 0.05% of the particular service value shall be deducted from the invoices for that quarter.
Low	95%	60 Min	8 Hours	In case the call/issue is left unresolved after 8 working hours, a price reduction of 0.05% of the particular service value shall be deducted from the invoices for that quarter

2.0 A. Service wise requirements details for GRIDCO/SLDC

Chapter Ref.	Service	High Lvl Scope	SLA			
			Service Window	Criticality H, M, L	Remarks	Criteria
4.2.1	**Service Delivery Management**					
A	Help Desk Services		12x 6	M	Availability	Availability

B	Desk Side Technical Support Service	Corp Office	12x6	M		Reports
4.2.2	Data Center Operati on	At PDC	24x7	H		Reports
4.2.3	Server Admins tration/ Manage	Servers at PDC	24x7	H		Reports
4.2.4	Data Base Admnstrat ion Services	Oracle, MySQL, PostGresql	24x7	H		Reports
4.2.5	Backup / Restore Mgt.	OS and Database, Applicatio n Server data	24x7	H		Reports

B. Service wise requirements details for GRIDCO only

	Production Support of Oracle Billing System in ERP (Business Application System)					
4.3	Production support	Energy Billing Centre	12x6	M	1st week of every month	

3.0   Service wise requirements details for OPTCL

Ref. At Annexure-I	Service	Scope	SLA			
			Service Window	Criticality H,M,L	Remarks	Criteria
4.4(I)	ZITCs		12 x 6	H		
4.4(II)	Help Desk Service		12x6-M			
	Desk Side Technical Service	All vendors	12 x 6	M		Reports
	User Oriented Services (H/W & S/W Service)		12 x 6	M		Reports

SECTION-VI

Schedule – I

PRICE SCHEDULE TO BE SUBMITTED
In PriceSchedule.xls **file in the e-tender portal**

GRIDCO:

SL. NO.	IT Service Description	Charges per annum without GST in (INR)	GST as applicable (INR)	Total Price (incl. GST) in (INR)
1	2	3	4	5
1	Service Delivery Management			
2	Management of IT peripheral at user side			
3	Data Center Operations & maintenance			
4	Server Administration & Management			
5	Database Administrations Services			
6	Backup / Restore Management			
7	'Energy Billing' Production Management			
8	IT Management Software Tool as a "Service"			
	Grand Total per one year			

SLDC:

SL. NO.	IT Service Description	Charges per annum without GST in (INR)	GST as applicable (INR)	Total Price (incl. GST)in (INR)
1	2	3	4	5
1	Service Delivery Management			
2	Management of IT peripheral at user side			
3	Data Center Operations & maintenance			
4	Server Administration & Management			
5	Database Administrations Services			
6	Backup / Restore Management			
7	IT Management Software Tool as a "Service"			
	Grand Total per one year			

Resources for ZITCs/HelpDesk/OPTCL H.Qrs.:

Sln	Resource Role	No of resources to be deployed	Charges per annum for each resources without GST	GST (INR)	Charges per annum for each resources with GST	Total charges per annum with GST
1	2	3	4	5	6=4+5	7=3*6
1	IT Executive	12				
2	IT Assistant	4				
					Grand Total per one year	

Note:
1. The bidder must quote considering costs to comply all statutory obligations as per MW Act Odisha, PF, ESI etc. inforce.

SERVICE SUPPORT DETAIL FORM

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

Signature of the Tenderer with Seal

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

The purchaser has the right to review / reject the deviation stated above by the bidder

PROFORMA FOR COMPOSITE BANK GUARANTEEFOR
SECURITY DEPOSIT, PAYMENT ANDPERFORMANCE

This Guarantee Bond is executed this ……….day of ………….. 200_by us the……………(Bank) at …………………. P.O. …………………. P.S………………… Dist……………… State ………………….

WHEREAS THE ODISHA POWER TRANSMISSION CORPORATION LTD., a corporate
body constituted under the Company Act, 1956 (herein after called "the OPTCL") has placed orders No……………Dt……………(hereinafter called "The Contract) on M/s……………. (hereinafter called "The Contractor") for supply, install, testing and commissioning of the ………………… AND

WHEREAS the Contractor has agreed to supply, install, testing and commissioning of……………… 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 materials 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 in force 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 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 stating that the amount claimed is due by way of loss or damage caused to or suffered by 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 theContractor"s failure to perform the said contract. Any such demand made on the Bank shall be conclusive as regards 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 not withstanding 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 bond 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, ODISHA 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.

(8) We (the Bank……….) further agree that this guarantee shall also be invokable at our place of business at Bhubaneswar in the state of ODISHA.

Dated at ………….. the ………… day of ………… Two thousand ……………

Witness :
(For and on behalf of the Bank)   Signatory
                                                                  (for and on behalf of the Bank)

    1.

    2.

NOTE FOR TENDERERS :
  • The B.G. is to be furnished in Non-judicial Stamp paper of Rs.100/- as applicable as per ODISHA Stamp Duty Act. from any Nationalized Bank.
  • The stamp paper must be purchased in the name of the Bank issuing BG.

Minimum qualification and experience of the resources to be deployed for FMS operation

For GRIDCO/SLDC Data Centre

Sl.No	Role	Qualifications	Experience
1	IT Engineers at Data Centre	B.Tech(CS/IT/ECE)/MCA degree from University/ College having AICTE/UGC approval.	Min 2 nos. of System Administrator(**one Red Hat Certified System Administrator, one Microsoft certified system administrator) with min 5 years Data center related experience, 2 nos. of Oracle Certified Database Administrator with min 5 years in relevant field and knowledge in Oracle product like Oracle EBS, Oracle Utility, Oracle Forms etc…**

For OPTCL

Sl.No	Role	Qualifications	Experience
1	IT Executive	B.Tech(CS/IT/ECE)/MCA degree from University/ College having AICTE/UGC approval.	2 years experience in the field of production/maintenance of IT Application Software preferably ERP/GIS/AMI and Networking /Hardware configuration/maintenance.
2	IT Assistant	Diploma(CS/IT) / B.Sc(CS/IT), BCA/ Graduation with PGDCA	2 year of relevant Experience viz., Hardware & Networking or Systems Hardware/Application Software

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

i) Requirement Understanding of the Project

ii) Approach & Methodology TO BE ADOPTED FOR THE PROJECT.

iii) ORGANIZATION AND STAFFING FOR THIS PROJECT.

iv) 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

v)Delivery & Execution Plan

Notes:

1. The documents listed should be of the same company and not of group/affiliated/associate Company.
2. OPTCL reserves the right to independently verify the claims of the bidder.

Schedule -V

BID FORM

To:
M/s. Odisha Power Transmission Corporation Ltd.,
Information Technology Department,
3rdFloor, OPTCL Building, Janpath, P.O.:
Bhoi 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 provide FMS in conformity with the said Bidding Documents for the sum of Rs. _____*(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 180 days from the date fixed for bid opening under Clause 5 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.

Datedthis_____dayof_____2018

Signature_____

in thecapacityof_____duly authorized to

sign for and on behalf of (IN BLOCK LETTERS)

_____

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

List of IT Infrastructures including Servers, Storage, Operating Systems and Networking Devices and Services to be managed as part of FMS support:

Sl. No.	Item	Quantity
1	RHEL on Intel Servers	22 for GRIDCO and 6 for SLDC.
2	Servers	20 for SLDC, 22 for GRIDCO
3	Windows Server OS	12 in SLDC
4.	SAN Storage with SAN Switches	20 TB in SLDC 30 TB in GRIDCO with Replications
5.	Other Devices like UTM, Router, Switches, Access Control , Precession ACs, UPS etc	In both SLDC and GRIDCO

Note:- At the time of award of contract some more IT infrastructure may be augmented in both the Data center.

List of Application System to be hosted and supported for production

Sl. No.	Item	Remark
1	a) Oracle Utility Billing Management (MDM, Loadstar) b) Oracle ERP Applications with all Mofules c) 24x7 Data Center operations in terms of 100% Server uptime. d) Hosting and Maintenance of Portal, Websites and Webmail service and DMS e) Maintenance of GIS and AMI systems if required	.

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 purchaser has the right to accept or reject the deviations if any as above

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