e-Tender for Procurement of IT Outsourcing support for GRIDCO and SLDC Data Center and OPTCL.

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

TENDER NOTICE No.<u>TW-IT/OT/01/2017-18</u>

Chief 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 I.T. Maintenance Management and PDC Facility Management Service hence called FMS for GRIDCO, SLDC and OPTCL confirming to the terms and conditions mentioned as follows.

The interested eligible bidders may visit our website www.optcl.co.in on or after 30-06-2017 to go through / download the scope of supply and terms and conditions in detail. The techno-commercial bid shall be due on dated 21-07-2017, 13-30 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 29-06-2017, 10-00 upto 21-07-2017, 13-00 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.

Chief General Manager (IT)

CONTENT OF TENDER

SECTION-I

1. GENERAL INFORMATION TO BIDDERS

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

1.1.2 The Odisha Power Transmission Corporation Limited (OPTCL) invites e-bids from eligible bidders for providing **Facility Management Services (FMS) for operation of Data Center and Energy Billing Management System in ERP on behalf of GRIDCO, SLDC and OPTCL.**

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 õRegister Meö.

1.1.4 Submission of Bids

The bidder shall submit the bid in Electronic Mode only in the tender portal of OPTCL i.e ww**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 õRegisterö, fill the online registration form.
ii. Pay the amount of Rs. 2300/- 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 õGoö.

vi.   Click on õClick here to loginö 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 õUn Appliedö 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, 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 õClick here to downloadö 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.in www.tenderwizard.com/OPTCL free of cost.
		The bids have to be submitted online in www.tenderwizard.com/OPTCL site as per the clause 1.3.2 šManners 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 per ITB. 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.in www.tenderwizard.com/OPTCL free of cost.
f.	Tender Cost	10,000/- (non-refundable)) + Taxes as applicable.
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	The bidders shall have to submit non

		refundable tender processing fee of Rs 5750/- through e-Payment mode.
i.	EMD	All bids must be accompanied by a bid security (EMD) in the amount of Rs.3,00,000/- (Indian Rupees three 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 õ The Drawing and Disbursing Officer, Head Quarters, OPTCL Bhubaneswar.
k.	Submission of EMD/Tender Cost/ Tender Processing Fee	Please see clause 1.3.2 below
l.	Date of commencement of Sale of bidding document	29-06-2017, 10:00 Hrs
m.	Last date of sale of bidding documents **#**	21-07-2017, 13.00 Hrs.
n.	Last date of submission of bids **#**	21-07-2017,15.30 Hrs.
o.	Date of Pre-Bid Conference	07-07-2017, 15:30 Hrs
p.	Date & time of opening of Techno-Commercial bids **#**	22-07-2017, 11.00 Hrs.
q.	Time of opening of Price bids	Will be Intimated Later
r.	Place of Opening of Bids	Office of Chief General Manager (IT), 3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar – 751022
s.	Address for communication	Chief General Manager (IT), 3rd Floor, OPTCL Tower, OPTCL, Janpath, Bhubaneswar – 751022 , cgm.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.

1.2 Scope of Work (for details See SECTION – V)

OPTCL, a Government of Odisha, Power Transimission 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 Centres 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 Centres are also expected to meet information needs of the organization at different levels of the management.

The Data Centre runs in 3 shifts 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 above, 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	Help Desk
3	Install, Move, Add, Change Services
4	IT Asset and Inventory Management
5	Vendor Management Services
6	Desk side technical support Services
7	Security Management
8	LAN and Local Servers Administration
9	Networking Monitoring Management – WAN, VPN/Internet

10	Data Center Operations
11	Server Administration/ Management
12	Database Administrations Services
13	Backup / Restore Management
14	Disaster Recovery Center Management
15	Corporate Messaging Services
16	õEnergy Billingö Production Service Management as mentioned in Schedule
17	Annual Service charge for already procured IT Management Software Tool as a Service CA Tool

1.3   Outright Rejection, Qualifying Requirements

The documents uploaded and / or submitted as per the clause 1.3.3 õManner to submit the bidö 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 f. & g. in General Information to Bidders.
4.	Tenderer must have submitted the tender paper cost as per the instruction under clause-1.1.5 f
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 õFirm Priceöonly, otherwise their bids shall be rejected.

1.3.2   ### 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	Must have ISO 9001:2008 or equivalent certification on providing IT services
2	The Company's average **Annual turnover** should be over 100 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 2014-15, 2015-16,2016-17
5.	Should have rendered FM service for equipment / facilities valued more than **Rs.1 crore with a government / PSU in a single order** during the last three financial years ending immediately preceding the date of submission of bid.
6.	Should have minimum 3 yrs experience in FM service, I.T. Maintenance Management Service to three Customers (PSU/ Depts. of Central or State Govt / Public Limited Companies)
7.	FMS support for õCritical Business Application Systemsö experience should be at least for one full year.
8	Should have operation in the last 3 years as on 31-Dec-2016.
9.	The company should have a minimum of 15 service engineers for their Odisha operations including their franchisee's service engineers.

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-I)	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	Must have ISO 9001 or equivalent certification on IT services	doc5
6	*Audited Annual Accounts(P/L ,Balance sheet only) for the financial years 2014-15, 2015-16,2016-17 in support*	doc6

	of clause 2,4,5 of 1.3.2 above	
7	*Document in support of clause 5 of 1.3.2 above i.e* ₹ **1 crore with a government / PSU in a single order**	Doc7
9	*Document in support of clause 6 of 1.3.2 above i.e* minimum 3 yrs experience in FM service, I.T. Maintenance Management Service	Doc8
10	Document in support of clause 7 of 1.3.2 above i.e Mission Critical Business Application Systemsö experience	Doc9
11	Document in support of clause 8 of 1.3.2 above i.e Should have operation in the last 3 years as on 31-Dec-2016.	doc10
12	List of Service Engineers as specified in clause -9 of 1.3.2	doc11
13	SERVICE SUPPORT DETAIL FORM **schedule-II**	doc12
14	Photocopy of GST Registration Certificate.	doc13
15	Undertaking for providing comprehensive support for minimum 3 years.	doc14
16	Attested copy of power of Attorney, if any.	doc15
17	Attested copy of Partnership Deed, if any.	doc16
18	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 FMS management.	doc17

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

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 (In Original):

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 Bidderøs 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 TO BIDDERS

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

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 3.12 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 Chief General Manager (IT), 3rd Floor, OPTCL Building, Janpath, Bhubaneswar - 751022, cgm.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. **FMS:** The tender scope of work covers the services which include IT maintenance Management, Facility Management, Hosting & Production service of Energy Billing System in ERP. (All these services together are referred to as FMS in this document)

c. **Mission Critical Business Application Systems**: Utility Billing Management in Oracle Database.

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

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

f. **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.

g. **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.

h. **Contract Price**: shall mean the sum named in or calculated in accordance with the provisions of the contract as the šcontract 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.

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

j. **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.

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

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

m. **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.

n. **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 Time Schedule

The selected Bidder (FM Contractor) is expected to commence õFMSö Service Delivery within one month of issuing formal order by the Purchaser and as described in Clause 3.5, 3.7 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. **A further period of one month shall be allowed, for taking over production support of Application**

Systems as described in Clause 4.2.17 under Chapter 4, from the date of commencement of all other services.

3.6 Contract Period

The contract shall be for a period of 3 years from the date of Sign-On of Services. The contract period can be further extended on yearly basis subjected to the satisfactory performance of the vendor services, on the same rates, terms and conditions..

3.7 Suspension of Works

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

3.8 Contractøs Default Liability

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 3.8.1, 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 Clause 3.16

3.9 Contractorøs Limited Liability

Notwithstanding anything to the contrary contained in the contract, the principal vendorøs 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.

3.10 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.

3.11 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 42 (Forty two) months from the date of commencement of Contract Execution and signing an agreement for award of contract as per pro-forma enclosed as Schedule ó 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.

3.12 Support Services

Facility Management Services include I.T. Maintenance, Facility Management, Hosting and Production Service of Energy Billing System in ERP. The agreement excludes damages caused due to fire, theft, riots, accidents and such other exceptional circumstances. The agreement also excludes addition of new Services. However, the contractor will be bound to undertake new services as part of the contract if asked for, and for each such requirement, the contractor will give a quotation. This quotation will be based on the rates quoted for this tender and shall be reasonable (to be justified). For every such addition, the maintenance clauses given here will apply from the date of acceptance of the addition.

1. The contractor shall provide procedure to add new services which are not already part of the contract.

2. 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 4.4.2.

3. Cost of Facility Management Services shall become due for payment at the end of every Quarter, on postpaid basis. Payment shall be made after deducting penalties, if any, within 15 days of it becoming due.

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

3.14 Import License

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

3.15 Terms of Payment

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	Facility Management Service	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/Payment B.G
iii) invoice in triplicate
iv) proof of deposit of service tax for previous bills

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

3.16 Penalty for noncompliance of SLA

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

3.17 Force Majeure

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.

3.18 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.

3.19 Jurisdiction of the Judicial Court

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

3.20 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-IX.

3.21 Right to Reject/Accept any Tender

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.

3.22 Contractor s Responsibility

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

SECTION-IV

3.23 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 õMinimum Qualification Criteriaö 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 to 30%.

3. Quality Points Table

Sl. No.	Item	Max Points
1	ISO Certification as prescribed 10 points Others 0 points	10
2	Bidderøs Turnover on account of Services as per schedule-VI > = Rs. 3 Crore up to 5 crores --15 points > Rs. 5 Crore up to 7 crores --20 points	20
3	FMS experience in Number of Years > = 3 Years - 6 points > = 5 Years - 10 points	10
4	FMS experience in terms of Contract Value > = Rs. 3 Crore 6 points > = Rs. 5 Crore 10 points	10
5	Value of FMS Services in Government or PSUs, in one order of value Rs. 1 Crore but < 2 crore 6 points value Rs. 2 Crore but < 3 crore 8 points value Rs. 3 crore and above 10 points (Work Order copies are to be submitted)	10
6	FMS support for õ Critical Business Application Systemsö experience for one full year --12points For two full year --16 points For more than two full year --20 points **Documentary proof of successful FMS support in Application Systems and Customer details required**	20
7	Minimum number of Support Engineers of the Bidder in Orissa, including their franchisees engineers =15 but < 20 8 points =20 and above 10 points	10
8	Technical Understanding based on submission of **document write up** i. Requirement Understanding (maximum 01 points) ii. Approach & Methodology (maximum 02 points) iii. Delivery & Execution Plan (maximum 02 points)	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 = StandardizedTechno-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.

3.24   Evaluation of Financial Bids

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

3.25 Final Evaluation of the Bid

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:
É Bids will be ranked according to their combined technical (Ts) and financial (Cn) scores using the weights

$W_T = 0.70$,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.

3.26 Language and Measures

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.

3.27 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 same manner.

3.28 Legal Address of the Purchaser

Chief General Manager (IT),
Orissa Power Transmission Corporation Limited,
Janapath,
Bhubaneswar ó 751022.
Orissa, India.
Email : infotech@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. The Corporate Office also houses Energy Billing Center (EBC) and Power Exchange Terminal in the proximity of the Data Center.

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

➢ Up time and availability of Information Technology facilities are crucial for all its online Core Business Operations. The data center doubles as research tool to analyze Energy Consumption patterns, tariff aspects etc.

➢ **(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 :-

ÉMonitoring of system parameters and security. ÉTo ensure the integrated operation of the power system grid in the state. ÉSystem studies, planning and contingency analysis. ÉAnalysis of tripping disturbances and facilitating immediate remedial measures. ÉDaily scheduling and operational planning. ÉFacilitating bilateral and inter-state / intra state exchanges. ÉComputation of energy dispatch and drawal values using SEMs. ÉAugmentation 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 of Work 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 õEnterprise I.T Management Systemö 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 šknowledge transfer from GRIDCO/SLDCøs 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 Vendorøs 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 Contractorøs 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 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 and skilled Service desk personnel during agreed service window. The Users can call the centralized Service Helpdesk to log the call and get assistance through a designated person who will provide telephone support during such hours.

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

FM Contractor should include the procedural details for handling

- o Change Control Procedure

- o Call Process Flow
- o Incident & Problem management Approach

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

4.2.2.1 FM Contractor's Responsibilities

Hardware & Software Services

a) Provide HIGH level support for hardware and software, including incident logging, assigning incident numbers and dispatching the appropriate support personnel or vendor to remedy a problem.

b) Prioritize problem resolution in accordance with the severity codes and Service levels specified;

c) Provide system status messages, as requested.

d) Maintain the defined Help Desk operational procedures;

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

f) Initiate a problem management record (PMR) to document a service outage to include, date and time opened, description of symptoms, and problem assignment, and track and report on problem status, as required.

g) Monitor problem status to facilitate problem closure within defined Service Level criteria or escalate, as appropriate.

h) Monitor PMR closure, including documented problem resolution;

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

j) Maintain an updated help desk personnel contact listing.

Management Services

a) Provide õownership-to-resolutionö of all help desk calls, monitor and report on the progress of problem resolution, confirm resolution of the problem with the End User, and log the final resolution via the problem management system;

b) Record, analyze and report on calls received by the help desk, including:

    i) Call volumes and duration.
    ii) Incident & Problem trends,
    iii) Call resolution time

c) Assign priorities to problems, queries, and requests based on the guidelines/SLA provided by GRIDCO/SLDC

d) Monitor and report to GRIDCO/SLDC on maintenance vendor performance;

e) Provide input to GRIDCO/SLDC on End User training requirements based on help desk call tracking and analysis;

f) Update contact list of users initially provided by GRIDCO/SLDC.

Install, Move, Add and Change Services (IMAC)

a) Act as the point of contact for IMAC requests and status; ;and

b) Act as interface for coordinating and scheduling all IMACs.

User Oriented Services

a) Provide an interface for user requests, such as new user Ids, address changes, routing requests, and password changes.

b) Advise the End User to take reasonable steps to backup information, if possible , prior to attempting to effect a resolution either by phone or hands-on during desk Side support service; and

c) Assist End Users with Office automation and e-Mail õHOWTOö and

usage questions.

GRIDCO/SLDCøs Responsibilities

a) Help FM Contractor define help desk call prioritization guidelines, as a one-time activity or if necessitated during periodic reviews and/or on change in requirements, problem severity codes and escalation procedures.

b) Provide updated contact listing, as a one time activity for use by help desk personnel in contacting GRIDCO/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 Help desk.

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 help desk.

g) Provide an adequate level of system authority for all Hardware, Software and resources for which FM Contractor has problem resolution responsibility and communications access.

h) Assist FM Contractor in the development of help desk operational procedures by providing input to and review and approval of such procedures. This will be a one time exercise.

i) Allow FM Contractor, on case to case basis, to utilize remote access capability to remotely diagnose problems if required; and

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

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

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

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

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

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

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

GRIDCO/SLDC Responsibilities

a) Implement a process for šauthorization approval of all IMAC requests prior to submission by the End User.

b) Ensure all IMAC requirements are clearly defined in each request for ÷Authorization approvalø

c) Provide the hardware, software and associated equipment that comprise a IMAC

d) Establish and communicate to FM Contractor the escalation procedures for situations where site preparation requirements has not been completed within the defined time frames or in accordance with specifications.

e) Provide required host, server and network connectivity.

f) Provide the necessary addressing standards and allocations.

g) Provide a designated staging area for displaced hardware and software.

h) Communicate the procedure for disposal of displaced hardware and software.

i) Be responsible for all costs and regulatory requirements associated with the disposal of displaced hardware and software.

4.2.4 I.T. Asset/Inventory Management

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

FM Contractorøs Responsibilities:

a) This service provides for performing asset tracking, and includes performing an initial inventory of Hardware and Software to validate or establish the data base and defining the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.

b) Coordinate and ensure updated asset management data in Corporate Asset Accounting System.

c) Create/Maintain hardware asset database by recording information like configuration details, serial number, asset code, warranty and AMC.

d) Record all installation of new machines, movement within site/locations, changes in configuration/upgrade of machines.

e) Track assets, check quality, maintain re-order levels.

f) Provide Asset verification once an year.

GRIDCO/SLDCøs responsibilities

a) Be responsible for advising FM Contractor of hardware and software procurements, transfers or terminations which affect warranty and license registrations; and Notify FM Contractor of any Hardware and Software procured by company and of any changes made by company to such Hardware and Software.

b) Be responsible for End User compliance with the terms and conditions of the software licenses and manufacturers   warrantyspecifications.

c) Be responsible for resolving any reconciliation discrepancies with the help of FM contractor, initially.

d) Work with FM Contractor to develop and coordinate a schedule to allow FM Contractor free and sufficient access to all assets when performing a physical verification of inventory.

4.2.5 Vendor Management Services

GRIDCO/SLDC has various vendors (Product Support/OEM/AMC) for the IT infrastructure. FM Contractor will be required to provide vendor management services to ensure proper coordination and seamless operations. Purchaser shall inform FM Contractor about the alternative arrangements made in respect of IT items not covered under any maintenance contract for necessary coordination by the FM contractor.

FM Contractor Responsibilities

a) Manage these vendors for escalations on support

b) Logging calls and co-ordination with vendors

c) Vendor SLA tracking

d) AMC Tracking

e) Management of assets sent for repair

f) Maintain database of the various vendors with details like contact person, Telephone numbers, escalation matrix and response time and resolution time commitments. Log calls with vendors. Coordinate and follow up with the vendors and get the necessary spares exchanged.

g) Calculate and analyze the performance of the vendors periodically, normally quarterly.

GRIDCO/SLDC's responsibilities

a) GRIDCO/SLDC will provide list of all the vendors with details like contact person, Telephone numbers, escalation matrix.

b) GRIDCO/SLDC will provide SLA signed with individual vendors and also ensures that third party vendors address the queries of FM Contractor, where necessary.

4.2.6 Desk Side Technical Support Services

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

FM Contractor's Responsibilities

a) Provide single-point-of-contact to End Users for the resolution of Desk side related problems or to request an equipment upgrade or consultation.

b) Provide Desktop Maintenance services, corrective maintenance to remedy a problem, and scheduled health check to maintain the Desktop in accordance with manufacturers specifications and warranties;

c) Ensure issue resolution with the appropriate vendor maintenance provider for Hardware maintained under third party agreement.

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

e) Implement Recovery Procedures.

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

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

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.

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

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

FM Contractor's Responsibilities

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

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

    c) Problem analysis and its resolution related to Logical Security.

    d) Register and update Logical Security tools periodically as per GRIDCO/SLDC's contract with the Logical Security Tools vendor.

    e) Must scan Floppy disks, CD-ROMs, Pen/Flash-Drives, Network Drives automatically in real-time when accessed.

    f) Must scan formats supported by Logical Security Software

    g) Must automatically copy a file before curing – creating a temporary backup.

    h) Diagnose and rectify any Logical Security Problems, which can be fixed by the tools available at hand.

    i) Provide feedback to GRIDCO/SLDC on any new threats detected.

    j) Carry out vaccination in case of anticipated virus breakouts

    k) Provide monthly proactive and reactive performance reports.

4.2.8 LAN & Local Servers Administration

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

FM Contractorøs Responsibilities

a) LAN Maintenance / trouble shooting & Management activities such as fault Diagnosis, troubleshooting, and monitoring performance, either with native, freeware or 3rd party tools.

b) Maintain Logical access controls to protect and limit access to LAN resources to GRIDCO/SLDCøs authorized End Users.

c) Perform user ID and group management services for access to Server resources, such as user ID add/delete/alter, passwords, server space allocations, user and system profiles.

d) Provide support as required to hardware and software problem isolation and resolution in the LAN environment.

e) Escalate to 3rd Party vendors wherever required and follow up for resolution of problem.

f) Manage print queues (spool) for printer.

g) Adhere to GRIDCO/SLDCøs standard of naming conventions or alternatively Contractor may suggest a standard for approval by GRIDCO/SLDC for implementation.

h) Communicate Server changes affecting the LAN environment in accordance with the Change Management Procedures.

i) Maintain LAN and Server Configuration data.

4.2.9 Network Monitoring & Management – WAN, VPN/Internet Working

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

a) Provide a single-point-of-contact for responding to GRIDCO/SLDC s network management queries or accepting GRIDCO/SLDC problem management requests. FM Contractor s network management specialist will respond to GRIDCO/SLDC initial request within agreed service level objectives set forth.

b)   Monitor availability LAN&WAN and Escalate to service provider and Notify GRIDCO/SLDC for WAN outages.

c)   Review the service levels of the network service provider, as per predefined schedules on SLA performance.

d)   Provide network availability incident reports severity wise to GRIDCO/SLDC IT Management in a format mutually agreed with GRIDCO/SLDC.

e)   Provide SLA performance management report of the Network Service provider.

GRIDCO/SLDCøs Responsibilities

a)   Provide the information to FM Contractor request for evaluation of GRIDCO/SLDC existing network environment, such as a current diagram of the network topology and LAN segments.

b)   Provide to FM Contractor network security policy and procedures.

c)   Define problem priority levels and associated escalation procedures.

d)   Provide a supervisor equivalent user ID and password on each Server designated for network management Services.

4.2.10   Data Center Operations

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 Contractorøs Responsibilities

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

b)   Coordinate with GRIDCO/SLDC and 3rd party vendors to resolve any problems and issues related to Data Center, related to environment conditions, power, air-conditioning, UPS, LAN, Racks, Fire, Water seepage, dust, cleanliness etc.

c)   Co-ordinate with the GRIDCO/SLDC for implementing any changes that may be required towards installation of OS/Application Software/Database Software 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 Serversø 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 such equipment.

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

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

4.2.11 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, Mail Server, Oracle RAC, RMAN etc.

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 and tuning.

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 utilization etc.

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 system

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

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 be prepared.

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 on Servers.

4.2.12 Data base Administration Services

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

FM Contractor's responsibilities

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

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

c) Setting and tuning systems parameters.

d) Provide performance monitoring and tuning services on Oracle Server, DB2 databases.

e) Building appropriate indexes, specifying large enough buffers and caches, aligning the database implementation with IT Infrastructure, monitoring databases and applications, reorganizing databases etc.

f) Manage database upgrade or patch upgrade as and when required with minimal downtime.

4.2.13 Backup/Restore Management

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 ó loading and unloading tapes etc.

g) Coordinating with offsite tape storage entity for disaster recovery.

h) Forecasting tape requirements for backup.

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

j) Periodic Restoration Testing of the Backup.

k) Periodic Browsing of the Backup Media.

l) Interacting with Process Owners in developing / maintaining Backup & Restoration Policies / Procedures.

m) GRIDCO/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 the users.

4.2.14 Disaster Recovery Center Administration

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

FM Contractorøs Responsibilities

a) Ensure that DR documentation is up to date and the secondary site is in full readiness for switch over in case of any disaster.

b) The administrator will re-configure the backup servers in the event of disaster to ensure that configuration is same as Primary site. Restore primary site after disaster is over as per the backup policy guidelines.

c) Manage the data synchronization processes to ensure that data is updated at DR site.

d) Mock drills and plan updates will be carried out as per the policies of GRIDCO/SLDC.

e) Provide coordination and necessary support when GRIDCO undertakes DR readiness audits at an organization level every year and the same would be conducted by a third party auditor.

GRIDCO/SLDCøs responsibilities

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

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

4.2.15 Corporate Messaging Services

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

FM Contractorøs responsibilities

a) Analysis of problem and it resolution related to the messaging System (MS).

b) Support and Administration of MS Services.

c) Support of MS Clients on desktops.

d) Monitoring the health and availability of MS services.

e) Implementation of MS clients on desktops.

f) Maintenance of security and authentication of users.

g) Restrict users to unauthorized access to domain.

h) Change Management for any email or domain on user request.

i) Operation and administration of MS. Monitoring the health and availability of the MS services.

j) Deploy necessary domain policy on the desktops

k) Trouble shooting problems related to MS and domain.

l) Escalations to Red Hat for product related problems and follow up the resolution.

m) Manage domain users and ensure security of domain.

n) Creation / Deletion of Users & User ID management.

o) Manage email archival Solution with DR when ready.

p) Manage email archival Solution with DR when ready.

4.2.16 IT Management Software Tool as a "Service"

Statement of Work for SLDC only

4.2.17 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) **DATA CONVERSION:**
Once data are downloaded to the PC then all .MRD / .EMD extension files are to be converted to .PRN files through software provided by SECURE METER.

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

d) **EHT AND AUXILIARY DATA ENTRY:**
All figures received through EHT Sheet and Auxiliary Sheet for different metering point substation wise to be entered into an excel sheet. EHT figures also helps to calculate the estimate to be taken for a particular metering point in case of absence of meter reading data for main meter as well as check meter from MRI. Auxiliary Sheet figures will helps to calculate the station consumption.

e) **BILLING GUIDE LINE:**
The decision will be taken on which basis bill to be prepared and any changes in the EHT substation module, Metering Point Management, Meter Assignments.

f) **METER DUTY ASSIGMENT:**
Looking at the billing guideline if any changes are required in the assignments those are to be incorporated.

g) **CONVERSION OF DATA:**
As the billing software supports meter reading data in .CSV format that to 30 Minutes DIP. So we have to first convert all .PRN files to .CSV files then all .CSV 15 Minutes DIP data into 30 Minutes.

h) **PREPARATION ENERGY FLOW STATEMENT:**

Preparation of energy flow statement using the different steps of Oracle Utility Billing

Management.

i) **REPORTS:**

On completion of billing the reports, i.e., Energy Flow, Station Consumption, Initial and Final meter reading reports are to be generated as those are to be submitted with the invoice to the Discoms.

j) **INVOICE:**

Invoice to be generated after calculation of DPS and to be submitted to Discoms.

2. Report Management :

a) **SUBMISSION OF DOCUMENTS/NOTIFY PROBLEM:**

All documents like billing guideline with details, any event occurred during the preparation of the bill and any other problems those are required to be notified.

b) **SUBMISSION MIS TO GRIDCO/SLDC:**

All reports required by GRIDCO on regular basis to be prepared and submitted.

c) **SUBMISSION MIS TO R&T OPTCL:**

All reports required by R&T on regular basis to be prepared and submitted.

d) **SUBMISSION MIS TO OERC:**

Reports required if any by OERC to be prepared and submitted.

e) **DATA BACKUP:**

Data backup will be taken for all Meter reading data in all format,   i.e.,
.MRD, .EMD, .PRN and .CSV (15 Min DIPS and 30 Min DIPS).

f) **DATA TO DISCOMS:**

Meter Reading data submission to the DISCOMs for the particular month.

g) **FOLLOW UP OF PREVIOUS PROBLEMS:**

During this time follow up will be done for pending previous problem notifications and necessary action will be taken on the decision taken by the authority for previous problem notifications.

3. Arrear Billing and Other Compliances :

a) **COMPLIANCE OF DISPUTES:**

All disputes arises related to previous bills will be complied and reports to be generated during this period.

b) **PREPARATION OF ARREAR BILLS/REVISED BILLS:**

During this period all revised and arrear bills to be generated.

c) **PREPARATION AND ISSUE MRIs AND FORMATS:**

During this period around 25 to 30% of the total MRIs to be issued to the concerned official persons after initialized, charged and with the document i.e EHT Sheet, control sheet and auxiliary sheet.

d) **DATA BACKUP FOR REVISED BILLS.**

e)   **SUBMISSION OF DOCUMENTS/NOTIFY PROBLEM.**

f)   **PREPARATION FOR NEXT BILLING CYCLE.**

4.3   **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 óseater 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 unitsøusers 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, peripheral drive 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 time to 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 OPTCLøs End Users who require assistance in the resolution of problems, concerns, and questions and to request Services.

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

FM Contractor is required to develop and document service processes confirming to reasonable level or standards. FM Contractor should include the procedural details for handling

1. Change Control Procedure

2. Call Process Flow

3. Incident & Problem management Approach

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

A). FM Contractor's Responsibilities

1. Hardware & Software Help Desk Services cover

Hardware : PCs, Printer, Scanner, Consumables

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) Prioritize problem resolution in accordance with the severity codes and Service levels specified.

c) Provide system status messages, as requested.

d) Maintain the defined Help Desk operational procedures;

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

f) Initiate a problem management record (PMR) to document a service outage to include, date and time opened, description of symptoms, and problem assignment, and track and report on problem status, as required.

g) Monitor problem status to facilitate problem closure within defined Service Level criteria or escalate, as appropriate.

h) Monitor PMR closure, including documented problem resolution;

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

j) 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 IT deptt euidelines/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. Install, Move, Add and Change Services (IMAC)
a) Act as the point of contact for IMAC requests and status

b) Act as interface for coordinating and scheduling all IMACs

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 he 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:

 Software Developer :

1. Having knowledge in customization of reports and forms under ERP(Oracle Apps) Modules.

2. Configuration on Database work flow.

3. Analysis of coding.

Network Administrator:

1. Ensuring Network connectivity to all end users of OPTCL.

2. Management of Network links and associated testing from time to time.

3. Liaison with Network integrators.

IT Assistant(Hardware/Network/Software Maintenance):

To assist in attending the in-house job works on Hardware/Software/Network Maintenance from all

IT users in OPTCL/GRIDCO/SLDC.

4.2.18. SERVICE LEVELS

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

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

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	Project Management	Over all Project				
B	Transition Management					
C	Service Management					
4.2.2	**Help Desk**					
A	Help Desk Services		12x6 ó H Rest ó L		Availability	Availability

B	Asset Management Services	Inventory Tracking / Verification and ERP Integration	8x6	M	Physical Verification Once a year	Reports
C	Vendor Management Services	Approx. 10 Vendors	8x6	M		Reports
D	SLA Management	Approx. 10 Vendors	8x6	M		Reports
E	AMC Tracking	Approx. 10 Vendors	8x6	M		Reports
4.2.3	**User Side : IMAC Services**					
A	IMAC	Corp. Office	12x6	H		Reports
B	Technical Support Services ó First level H/W, S/W Support	Corp Office	12x7	H		Reports
C	Front End Application Components Support	Corp Office	12x6	M		Reports
D	Logical Security Patches Update	Data Center	24x7	H		Reports
		Corp Office	12x6	H		Reports
4.2.10	Data Center Admin					
	Server / System Admn	Servers at PDC	24x7	H		Reports
	Data Base Admn	Oracle, MySQL, PostGresql	24x7	H		Reports
	Logical Security	Server Security, N/W Security, Firewall, Antivirus	24x7	H		Reports
	Backup / Restore Mgt.	OS and Database, Application Server data / Software	8x6	M	Disaster Recovery Service is presently Suspended.	Reports
	Network Monitoring & Management, LAN & Local Servers Admin					
4.2.8 &	N/W	Data Center	12x7	H		

9	Monitoring and Admn.	Corporate Office	12x6	M		
4.2.15	Messaging / email Mgt	Data Center	12x6	M		

B. Service wise requirements details for SLDC only

	Production Support of Oracle Billing System in ERP (Business Application System)					
4.2.17	Production support	Energy Billing Centre	12x6	H & L	H-Criticality applicable during 1st to 5th of every month and it down grades to Low-Criticality during rest of the month.	

3.0   Service wise requirements details for OPTCL

Ref. At Annexure-I	Service	Scope	SLA			
			Service Window	Criticality H,M,L	Remarks	Criteria
1	Help Desk					
A	Help Desk Service		16x7-H			
B	Hordware & Software Service			H	Availability	Availability
C	Management Service	All vendors		M		Reports
D	Install. Move, Add and Change Services	All vendors		M		Reports
E	User Oriented Services			M		Reports

SECTION-VI

Schedule ó I

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

GRIDCO:

SL. NO.	IT Service Description	Charges for 1st Year	Charges for 2nd Year	Charges for 3rd Year	GST as applicable	Total Price (incl. GST)
1	2	3	4	5	6	7
1	Service Delivery Management					
2	Help Desk					
3	Install, Move, Add, Change Services					
4	IT Asset and Inventory Management					
5	Vendor Management Services					
6	Deskside technical support Services					
7	Security Management					
8	LAN and Local Servers Administration					
9	Networking Monitoring Management ó Wan, VPN/Internet					
10	Data Center Operations					
11	Server Administration/ Management					
12	Database Administrations Services					
13	Backup / Restore Management					
14	Disaster Recovery Center					
15	Corporate Messaging Services					
16	IT Software as Service i.e CA TOOL *					
	Grand Total per one year					

SLDC:

SL. NO.	IT Service Description	Charges for 1st Year	Charges for 2nd Year	Charges for 3rd Year	GST as applicable	Total Price (incl. GST)
1	2	3	4	5	6	7
1	Service Delivery Management					
2	Help Desk					
3	Install, Move, Add, Change Services					
4	IT Asset and Inventory Management					
5	Vendor Management Services					
6	Deskside technical support Services					
7	Security Management					
8	LAN and Local Servers Administration					
9	Networking Monitoring Management ó Wan, VPN/Internet					
10	Data Center Operations					
11	Server Administration/ Management					
12	Database Administrations Services					
13	Backup / Restore Management					
14	Disaster Recovery Center					
15	Corporate Messaging Services					
16	±Energy Billingø Production					
17	IT Software as Service i.e CA TOOL *					
		Grand Total per one year				

Note: 1. The above rates shall be for one year but the price should be valid for 3 years. 2. * The CA tool License is already procured only maintenance charges by

vendor to be quoted.

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

Sln	Resource Role	GST	Man Month Costing (incl. GST)
1	Project Manager		
2	ERP Application DBA		
3	Software Developer with ERP (Implementation/Maintenance Experience)		
4	IT Executive (Software Developer/Network Administrator/System Administrator)		
5	IT Assistant		

Note: 1. The above rates shall be for one year but should be valid for 3 Years.
2. The bidder must quote considering costs to comply all statutory obligations as per MW Act Odisha, PF, ESI etc. in force.
3. It is mandatory to give Man Month costing details in respect of the resource to be deployed by the FM Contractor, failing which the price schedule shall be rejected. Further any new work to be taken up by the FM Contractor, which is not already included in the Tender Document, shall be estimated for effort towards the new work/function and paid by the Purchaser at the above rates. However such function outsourcing shall not be less than 12 man months of any of the above mentioned positions. Such Services shall also be paid for by the Purchaser after each quarter within 15 days of submission of the bills.

Schedule - II

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

Schedule - III

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

This Guarantee Bond is executed this í í í .day of í í í í .. 200_by us theí í í í (Bank) at í í í í í í í . P.O. í í í í í í í . P.Sí í í í í í Distí í í í í State í í í í í í .

WHEREAS THE ODISHA POWER TRANSMISSION CORPORATION LTD., a corporate
body constituted under the Company Act, 1956 (herein after called õthe OPTCLö) has placed orders Noí í í í í Dtí í í í í (hereinafter called õThe Contract) on M/sí í í í . (hereinafter called õThe Contractorö) for supply, install, testing and commissioning of the í í í í í í í AND

WHEREAS the Contractor has agreed to supply, install, testing and commissioning ofí í í í í 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 í í í í (Bank) (hereinafter referred to as šthe Bank) do hereby undertake to pay to the OPTCL an amount not exceeding Rsí í í (Rupees í í í í í í í) 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 Bankí í í) 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 the Contractor 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 Rsí í (Rupeesí í í í í .).

(3) We (the Bankí í .) 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 saidagreement 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 í í í í . the í í í í day of í í í í Two thousand í í í í í

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.

Page 56 of 63

Schedule - IV

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

i)   THE BEST PRACTICES AND THE STANDARDS THAT WILL BE FOLLOWED BY THE VENDOR.

ii) 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 IN THE FOLLOWING FORMAT.

Sl.No	Role	Qualifications	Experience
1	Project Manager	B.Tech(CS/IT/ECE) with multi I.T skills	8 years FMS Service Delivery Management
2	ERP Application DBA	B.Tech(CS/IT)/MCA with skills in ERP(Apps-DBA)/ Analytics	4 years experience in the relevant field.
3	Software Developer in ERP environment	B.Tech(CS/IT)/MCA with skills in OCP/ ERP environment/Analytics	4 years experience in the relevant field.
4	IT Executive (Software Developer/ Network Administrator/ System Administrator)	B.Tech(CS/IT/ECE)with skills in CNE or CISCO/NORTEL certified Engineer for networking	4 years experience in the relevant field
5	IT Assistant	Diploma / Certificate (CS/IT)	2 year of relevant Experience viz., Hardware & Networking or Systems Hardware

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

Date: ....

To:
M/s. Odisha Power Transmission Corporation Ltd.,
Information Technology Department,
3rd Floor, OPTCL Building, Janpath, P.O.:
Bhoi Nagar,
Bhubaneswar- 751 022

Ladies and/or Gentlemen,

Having examined the bidding documents, including Addenda Nos. í í .. *(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 õPrevention of Corruption Act, 1988ö.

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

Dated this_____day of_____2017

Signature_____

in the capacity of_____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.

Schedule- VI

Facility Management Service areas

Sl. No.	Ref. No.	Expertise	Company Turnover		
			2014-15	2015-16	2016-17
1		Maintenance of Server hosts, Back up Devices, Desktop PCs and Laptops			
2		Maintenance of Peripherals viz., Dot Matrix Printers, Ink Jet Printers, Laser Jet Printers (Color & Mono)			
3		Maintenance of UPSs, Stabilizers, CVTs, Generators			
4		Maintenance of Data Centre Air Conditioners and Precision Air Conditioners.			
5		Maintenance of Networking devices viz., Routers, Switches, RAS, Modems, Copper/Fibre Network Cabling, Leased Lines, ISDN lines etc.			
6		Maintenance of Operating Systems viz., RedHat Linux, Solaris, SCO Unix, Windows XP/Vista/win 7/ win 8/win8.1			
7		Maintenance of RDBMS viz., Oracle, MySQL, Postgresql, DB2.			
8		Maintenance of Application Servers viz., WebSphere, Oracle Application Server, etc			
9		Help Desk Management and Multi Vendor Hardware Management			
10		Handling of Services running on different Server Hosts.			
11		Comprehensive Corporate I.T Security Management. (IDS, IPS, Anti Virus/Spam/Spy, Site Restrictions, Firewalls)			
12		T O T A L -->			

Schedule-VII

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.

Schedule-VIII

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	.

Schedule-IX

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	OPTCLǿs Specification.	Bidderǿs Specification.	Bidderǿs 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: <u>Signature and seal of the Tenderer</u>

Note:

1. Where there is no deviation the statement should be returned duly signed with an endorsement indicating ─No Deviationsǿ

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

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