

NRSC: PT: #####

REQUEST FOR PROPOSAL (RFP)
(Public Tender)

For

**Annual Comprehensive Maintenance Services
(ACMS) and Facility Management Services
(FMS) for Computer Systems**

DUE DATE : 1600 Hrs, January 1, 2009

National Remote Sensing Centre
Balanagar
Hyderabad – 500 625

INDEX

Serial No.	Table of Contents	Page
1.	INTRODUCTION AND GENERAL INSTRUCTION FOR SUBMISSION OF PROPOSALS	3
2.	DESCRIPTION OF COMPUTER SYSTEMS, CONFIGURATION, LOCATION AND QUANTITY	7
3.	SCOPE OF COMPREHENSIVE MAINTENANCE SERVICES	9
4	SCOPE OF FACILITY MANAGEMENT SERVICES	16
5.	RESOURCES AND TOOLS WITH MAINTENANCE AGENCY	18
6.	CONTRACT PERIOD AND CONTRACT TERMS	20
7.	CRITERIA FOR SELECTION	22
8.	GUIDELINES FOR SUBMISSION OF PROPOSALS	23
9.	ANNEXURE I (LIST OF SYSTEMS)	

Note :

1. Key words are in bold letters.
2. Rules are underlined. (If these rules are violated the MA will be disqualified)
3. Short forms (acronyms) are in capitals.

1.0 INTRODUCTION AND GENERAL INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

- 1.1 INVITATION :** The National Remote Sensing Centre (NRSC) invites sealed proposals from firms which have the experience, facilities and qualified personnel in providing such services against this Request For Proposal (RFP) which is a **Public Tender** for providing **ANNUAL COMPREHENSIVE MAINTENANCE SERVICES (ACMS)** AND **FACILITY MANAGEMENT SERVICES (FMS)** FOR COMPUTER SYSTEMS located at (i) NRSC Headquarters at Balanagar, (ii) NRSC Aircraft Hanger at Old Airport Complex, Begumpet and (iii) Earth Station Complex at Shadnagar for a period of **TWO YEARS** that may be extended at the discretion of NRSC subject to satisfactory performance of the selected Maintenance Agency (MA).
- 1.2 OBJECTIVE:** The objective of this RFP is to facilitate firms to participate in the selection process by providing necessary information and guidelines for submission of proposals. Copy of this RFP can be obtained from Head, Purchase & Stores Division by making a payment of Rs. 225/- or downloaded from the NRSC website: www.nrsa.gov.in in the tenders area.
- 1.3 TWO PART SEALED PROPOSAL:** The sealed proposals shall be submitted in two parts. The first part shall comprise of the Techno Commercial Proposal. The second part shall contain the Price Quotation. Both these proposals shall be put in separate sealed envelopes with name and address of the vendor written on it along with Tender reference number, due date and title of the proposal (whether Techno Commercial Proposal or Price Quotation) and addressed to The Head, Purchase and Stores Division, National Remote Sensing Centre, (Department of Space, Government of India), Balanagar, Hyderabad 500 625. Only one proposal should be sent in each envelope. (A vendor can submit only one proposal against this RFP).
- 1.4 DUE DATE AND TIME:** The last date for submission of proposals is **1600 Hrs on January 1, 2009** at NRSC, Balanagar, Hyderabad. Late / delayed submission of proposals will not be considered. Technical Proposals will be

opened in the presence of the attending Tenders or their authorized representatives on the Due date and time. The Price Quotations will also be opened in the presence of the tenders or their authorized representatives on a date that will be notified individually to the vendors whose Technical Proposals are found to be technically suitable.

1.5 PRE BID MEETING: Pre Bid Meeting between NRSC and vendors (who wish to submit proposals) will be held at NRSC Hyderabad on **2nd December, 2008** from 1000 hrs onwards. Those who wish to participate should send intimation regarding their participation with name, position, company address and contact details before **27th November, 2008** to Head, Purchase and Stores, NRSC.

1.6 VALIDITY: Offers must be valid for 120 days from the due date.

1.7 TENDER FEE : A Tender Fee of Rs. 225/- towards this RFP should be paid in the form of a demand draft from any Nationalized bank drawn in favor of National Remote Sensing Centre payable at Hyderabad and attached with the technical proposal in case the RFP is down loaded from the NRSC website. In case the RFP has been purchased by making an application enclosing the Tender Fee in the form of Demand Draft, the Demand Draft number and its date should be mentioned with the Technical proposal. Date of the demand draft should not be prior to date of advertisement or website intimation.

1.8 EMD: The approximate value of the ACMS and FMS contract is Rs 125 lakhs. An Earnest Money Deposit of 2.5 % of this value (Rs 3.125 lakhs) will have to be paid along with the techno commercial proposal by the vendor in the form of a Demand Draft drawn on any Nationalised bank payable at Hyderabad in favour of NRSC, Hyderabad. Proposals without EMD will not be considered and gets summarily rejected.

1.9 GUIDELINES FOR SUBMISSION OF PROPOSALS: Please refer to Guidelines for submission of proposals contained elsewhere in this RFP and arrange to comply with the specified terms and conditions.

1.10 TAXES: Price Quotations should be inclusive of all taxes and duties.

1.11 COMPLETENESS OF PRICE OFFERS: Vendors have to provide price quotations for all the systems listed in Annexure I, otherwise their offers will be treated incomplete and invalid. However NRSC reserves the right to select more than one vendor.

1.12 SUGGESTED FORMAT FOR PRICE OFFERS: This RFP is for systems located mainly across two campuses namely NRSC Headquarters at Balanagar, Hyderabad and NRSC Earth Station Complex at Shadnagar, Mahboobnagar District. A few systems are also located at the NRSC Aircraft Hanger at Old airport complex, Begumpet, Hyderabad. It is expected that systems can be transferred between the campuses during the tenure of contract. This RFP invites proposals for ACMS as well as FMS with the provision that after OEM warranty period is over the systems under FMS will automatically switch over to ACMS mode. Further more this RFP is expected to lead to award of contract which will be in effect for 2 years and has a provision for adding new systems at same prices as that quoted for systems of similar complexity. Therefore vendors are encouraged to provide prices in the sample format given below.

SAMPLE FORMAT FOR PRICE QUOTATION

Price in Rs. per Month

ACMS Code Number	Configuration	ACMS for Balanagar located systems	ACMS for Shadnagar located systems	FMS for Balanagar located systems	FMS for Shadnagar located systems
Please see Annexure I	Please see Annexure I and follow same sequence				

1.13 MILESTONES : The milestones involved in the selection of suitable Maintenance Agency and time line are as given below:

SI	Activity	By date
1	Issue of RFP (public tender)	
2	Pre Bid Meeting	
3	Submission of sealed proposals by vendors	
4	Evaluation of Technical Proposals by NRSC	
5	Opening of Price Bids of Technically Suitable Offers	
6	Award of Contract	

1.14 ADDRESS FOR CORRESPONDENCE : All correspondence in response to this RFP shall be addressed to :

Smt. K. Sita Mahalakshmi
Head, Purchase and Stores Division,
National Remote Sensing Centre
(Department of Space, Government of India)
Balanagar
Hyderabad 500 625
AP

Phone : +91 40 2388 4065, 2387 7987
Fax : +91 40 2387 8695
Email : sitamahalakshmi_k@nrsa.gov.in

2.0 DESCRIPTION OF COMPUTER SYSTEMS, CONFIGURATION, LOCATION AND QUANTITY

2.1 CATEGORIES : The Computer Systems in NRSC are classified into the following Categories:

- ✓ High end Servers, Storage and Network Systems **(HS)**
- ✓ Workstations **(WS)**
- ✓ Personal Computers **(PC)**
- ✓ Special Peripherals **(SP)**

(Note : HS and WS systems are mission critical with stringent uptime requirements. A few PCs deployed for production and real-time activities have been shown as WS to indicate their criticality. Special Peripherals means network connected large value items or special devices such as A3/A0 Plotters, A3 Scanners, High End Color/B/W Laser Printers, DLT Cleaners, Film Recorders, Cluster of Large Capacity External HDDs etc).

2.2 SHIFT SCHEDULE : Computer Systems are further classified into different groups based on the Shift Schedule in which they are operated as given below :

- ✓ A,B,C shifts for 7 days a week - **(3x7)**
- ✓ A,B shifts for 7 days a week - **(2x7)**
- ✓ G shift for 7 days a week - **(1x7)**
- ✓ G shifts for 5 days a week - **(1x5)**

Note:

- A Shift is 6:00 a.m to 2:30 p.m.
- B Shift is 2:00 p.m. to 10:30 p.m.
- C Shift is 10:00 p.m. to 6:30 a.m.
- G Shift is 9:00 a.m. to 5:30 p.m.

2.3 LIST OF COMPUTER SYSTEMS: Detailed list of Computer Systems and their Configuration is given as a separate document along with this RFP as

Annexure I. The first four digits of the Computer Number indicate the Area, Group, Division and Section where it is located and next three numbers are its serial number within the section. This numbering convention is provided so as to help in grouping and for logical identification.

2.4 LOCATIONS: The Computer Systems are located mainly across two campuses namely NRSC Headquarters at Balanagar, Hyderabad and NRSC Earth Station Complex at Shadnagar, Mahboobnagar District. A few systems are also located at the NRSC Aircraft Hanger at Old airport complex, Begumpet, Hyderabad. Vendors should submit proposal for all the systems given in Annexure I.

2.5 CONFIGURATION CHANGE: Configuration of the systems as indicated during the award of the Contract shall not be changed by NRSC unless absolutely necessary for operational reasons. In such cases the **Maintenance Agency (MA)** will be duly notified of the changes.

2.6 TESTING OF LOCALLY DEVELOPED HARDWARE AND SOFTWARE: NRSC reserves its right to test locally developed hardware and software on its computer systems and in such cases the Maintenance Agency will be kept informed for their support.

3.0 SCOPE OF COMPREHENSIVE MAINTENANCE SERVICES

3.1 REQUIREMENT: NRSC requires **ANNUAL COMPREHENSIVE MAINTENANCE SERVICES (ACMS)** for all its computer systems and peripherals (which are not under OEM warranty) comprising of activities as listed below and further amplified in the following paragraphs :

- ✓ **Daily Cleaning (DC)**
- ✓ **Monthly Preventive Maintenance (MPM)** for inspection and rectification of problems.
- ✓ Monitoring and clean up of **Virus**.
- ✓ **Backup** of hard disks (program files and data as case may be) on external media provided by NRSC.
- ✓ **Positioning of Personnel** for Maintenance and Supervision
- ✓ Systematic **Web Enabled Logging** of User Complaints, Remedial Action, Record of Preventive Maintenance/Backup
- ✓ **Corrective Maintenance (CM)** (Inspection, Diagnosis and Rectification against Complaints)
- ✓ Stocking of **Spares**
- ✓ **Replacement** of Failed Components and Handing over of Failed Components to NRSC
- ✓ Web Enabled System **Performance Log**
- ✓ Adherence to **System Uptime** Specifications

3.2 DAILY CLEANING: Dust is the biggest enemy for electronic systems. The MA (Maintenance Agency) shall arrange to position suitable number of **semi skilled staff** for cleaning of the systems **once in every working day**. System in this context shall include CPU cabinet, Monitor, keyboard, Mouse and peripherals such as printers, scanners and plotters. This shall be logged on the online log after completion of the work. The MA shall have to position at least **one semi skilled person onsite for every 40 systems** under Comprehensive Maintenance.

3.3 MONTHLY PREVENTIVE MAINTENANCE (MPM): The MA shall arrange to carry out monthly preventive inspection for the proper upkeep of the systems. This shall be logged on the online log after completion of the work. All problems that have been found on the system including virus shall be attended to. The procedure to be followed is briefly given below :

- ✓ Confirm that disk backup has been completed before commencement of MPM
- ✓ Run the system routine to check the functions of all modules and peripherals of the system
- ✓ Card level dust removal and clean up of connectors
- ✓ Dust suction with vacuum cleaner after opening cabinet
- ✓ Check for virus
- ✓ Identify and repair faulty components
- ✓ Replacement of faulty components that are beyond repair

3.4 REGULAR MONITORING OF VIRUS AND CLEANUP: The MA shall arrange to monitor the computer systems for Virus whenever :

- ✓ requested by the user
- ✓ during Monthly Preventive Maintenance
- ✓ whenever the Virus Updates are notified

MA shall thereafter arrange to cleanup the same. This shall be logged on the online after completion of the work. Licensed Virus cleanup software shall be provided by NRSC and the updates should be downloaded and applied by the MA whenever notified.

3.5 BACKUP : The MA shall arrange to carryout a backup every month of all program files and data files as deemed necessary by the user. ***The media will be provided by NRSC.*** In case the user does not provide system or media or details of files to be backed up, the MA shall duly log a BACKUP DECLINED BY USER report.

3.6 POSITIONING OF PERSONNEL: The MA shall position one **Team Leader (TL)** at the help desk in Balanagar Campus and/or Shadnagar Campus depending upon the location of the systems allotted to them. The TL shall be a qualified maintenance engineer and have at least 5 years experience relevant to the systems under maintenance. A suitable number of qualified maintenance engineers having required experience (SME – at least 2 years, ME – at least 1 year) should be deployed on shift duty as applicable at the ratios indicated in the table below.

Designation	Category	Number	Shift
Team Leader (TL)	HS, WS, PC, SP	1 in Balanagar and 1 in Shadnagar	1/5
Senior Maintenance Engineer (SME)	HS, WS	1 for every 20 Systems	3/7 at Shadnagar 2/7 at Balanagar
Maintenance Engineer (ME)	PC , SP	1 per 40 Systems	1/7 at Shadnagar 1/5 at Balanagar
Semi Skilled (SS)	HS, WS, PC, SP	1 per 40 Systems	1/5

3.7 SYSTEMATIC WEB ENABLED (INTRANET ONLY) LOGGING OF USER COMPLAINTS: It will be the responsibility of the MA to position suitable hardware and software at NRSC premises to enable users to lodge complaints and close them after they are attended. NRSC shall facilitate the establishment of such a system taking due care of its network security. The system shall carryout the following actions

- ✓ Register all the complaint calls related to system
- ✓ Allocate calls
- ✓ Monitor complaints till the time they are resolved i.e. closed by the user.
- ✓ Pending reasons can be given for monitoring pending complaints.
- ✓ Register complaint completion details
- ✓ Schedule preventive maintenance visits and monitor.

A consolidated report is to be made on a monthly basis to the respective user and Head, Purchase & Stores at NRSC as detailed below:

- ✓ Repeated complaints in a particular period
- ✓ Pending complaint analysis
- ✓ Complaint analysis.
- ✓ Spares consumption
- ✓ Monthly service and quality analysis
- ✓ Response time
- ✓ Service history

3.8 CORRECTIVE MAINTENANCE (CM) (INSPECTION, DIAGNOSIS AND RECTIFICATION AGAINST COMPLAINTS):

If a system has any problem, the user will log a complaint through the web enabled system. The shift in charge at NRSC shall be authorized to lodge complaints. The test of functioning of machines shall not be limited to running of diagnostics but will also include running of routinely executed programmes and applications. The MA should carry out Corrective Maintenance within the time lines given below.

Time Limits for Restoration of Minimum Configuration

Category	Inspection	Diagnosis & Rectification	Total time for restoration	Mandatory Uptime
HS	1 hrs	3 hrs	4 hrs	99 %
WS	1 hrs	7 hrs	8 hrs	97 %
PC	2 hrs	10 hrs	12 hrs	95 %
SP	2 hrs	6 hrs	8 hrs	95 %

Notes:

- a) Time in hours specified in the table shall be counted in terms of the time within the shift as applicable to that particular system.
- b) For purposes of computation of down time, full configuration of the system shall be considered.

- c) **In case a substitute system is provided as a replacement by the MA the down time will not be applicable during the period for which replacement was made available.**

3.9 STOCKING OF SPARES: The MA shall arrange to maintain adequate stock of spares required for to meet the timelines for maintenance. Spares includes sealed hard disk drives, print heads, monitors, mother boards, interface cards, power supplies, cooling fans, CPU cabinet, cables, connectors, etc. MA shall also have arrangements with suppliers to obtain spares within the shortest possible time. The MA will have to show that these spares are in stock within one month of signing of contract. Spares does not include media such as CDs, tapes and printer ribbons/cartridges which are treated as consumables and will be provided by NRSC. The purchase of spares is the responsibility of the Maintenance Agency including payment of all applicable duties. As a matter of abundant caution a list of critical spares that have to be maintained in stock will be intimated by NRSC to the MA but the responsibility for maintaining uptime shall not be linked to this list.

3.10 REPAIR OF FAILED COMPONENTS: The Maintenance Agency can arrange to repair the failed components (other than Hard Disks) either within the campus or at their premises. In such cases they should provide a substitute of similar capacity and features until the failed item is fully repaired and reinstalled back. No repair of hard disks is permitted. Faulty hard disks should be replaced.

3.11 REPLACEMENT OF UN-REPAIRABLE FAILED COMPONENTS AND HANDING OVER OF FAILED COMPONENTS TO NRSC: The Maintenance Agency shall replace at no additional cost the components and cards that have failed and are beyond repair with **New** spare parts (sealed). The MA should replace the failed component with an equivalent or higher version component or card. **All defective items which have been replaced will have to be handed over to NRSC.**

3.12 SUPPLY OF SPARES BY NRSC: If NRSC has the required spare (either new or used) the same will be provided by NRSC to the MA at the price originally

purchased by NRSC in case MA is not having these items in stock. This arrangement would be only in exceptional & rare case(s) and not as a routine measure.

3.13 ADHERENCE TO SYSTEM UPTIME SPECIFICATIONS: The maintenance agency shall train its engineers for proper and full understanding of the systems awarded to them for maintenance, to ensure effective maintenance and assured uptime of the system. The MA shall ensure that the system uptime is maintained as per table given below for every month. In case the system downtime exceeds the specified time period the penalty shall be as indicated in the table below.

Category	Penalty for exceeding the downtime
HS	Mandatory uptime specified is 99%. Allowable cumulative down time per quarter is 22 hours. Penalty will be 3 % of the Quarterly Maintenance Amount for that particular system for every additional 24 hours downtime per quarter without any upper limit for penalty amount. Maximum allowable downtime per failure should not exceed 4 hours.
WS	Mandatory uptime specified is 97%. Therefore allowable cumulative down time per quarter is 66 hours. Penalty will be 2 % of the Quarterly Maintenance Amount for that particular system for every additional 24 hours downtime per quarter without any upper limit for penalty amount. Maximum allowable downtime per failure should not exceed 8 hours.
PC , SP	Mandatory uptime specified is 95%. Therefore allowable cumulative down time per quarter is 108 hours. Penalty will be 1 % of the Quarterly Maintenance Amount for that particular system for every additional 24 hours downtime per quarter without any upper limit for penalty amount. Maximum allowable downtime per failure should not exceed 12 hours for PCs and 8 hours for SPs.

Note: Downtime is calculated for full configuration.

3.14 MAINTENANCE SUPPORT FROM THIRD PARTIES: In the event of the maintenance agency not able to set right or repair the system including peripherals/interfaces attached to the system within a specified time, NRSC reserves its right to get the same rectified through other agency. In that case the charges paid by NRSC to such agency will be recovered from the payments due to the MA, in addition to the downtime penalty.

4.0 SCOPE OF FCILITY MAINTNENCE SERVICES

4.1 Facility Maintenance Services (**FMS**) is required by NRSC for its computer systems and peripherals which are under warranty from the OEM. FMS comprises of baseline maintenance support activities excluding repair/replacement of spares as listed below and amplified in the earlier section. :

- ✓ **Daily Cleaning (DC)**
- ✓ **Monthly Preventive Maintenance (MPM)** without violating any of the conditions relating to OEM warranty period like opening of system.
- ✓ Monitoring and clean up of **Virus**.
- ✓ **Backup** of hard disks (program files and data as the case may be) on external media provided by NRSC.
- ✓ **Personnel Positioning** for onsite support
- ✓ Systematic **Web Enabled Logging** of User Complaints, Remedial Action, Record of Preventive Maintenance/ Backup
- ✓ **Corrective Maintenance** (Inspection, Diagnosis and Rectification against Complaints excluding repair and replacement of parts)
- ✓ Web Enabled System **Performance Log**

4.2 APPLICABILITY: FMS is applicable for new systems which are under suppliers warranty and will therefore be applicable only for such periods. The OEM is expected to replace failed components in case of any problem.

4.3 FMS CONVERSION TO ACMS: Upon completion of OEM warranty period, the FMS contract will get converted to ACMS for the remaining period of the year. Therefore the Price Bids for FMS should indicate prices for FMS and ACMS separately. It is expected that the FMS prices will be significantly lower than the prices for ACMS as the systems are new and unlikely to have major problems and also the replacement of parts is the responsibility of OEM.

4.4 NEW SYSTEMS: New systems that are procured by NRSC which comes with the warranty are also be added to the FMS contract at the same rates of equivalent system already under FMS for duration of the remainder of the contract period on a pro rata basis. Thereafter the systems under FMS will be converted into ACMS at the same rates of equivalent system already under ACMS.

4.5 DOWNTIME PENALTY: Downtime penalty is the same as in the case of ACMS. However if the downtime is due to delays in responses from OEM, MA will not be charged to the extent of such delays.

5.0 RESOURCES AND TOOLS WITH MAINTENANCE AGENCY

5.1 ONSITE RESOURCES AND TOOLS: The MA should have and provide for the following facilities:

- ✓ Hand tools
- ✓ Vacuum Cleaner
- ✓ Test equipment like multi meters, cable meters, oscilloscopes
- ✓ Systems documentation including component and card level schematics
- ✓ Repair facilities with appropriate tools & equipment either within the campus or at their own premises for Card and Module level repairs.
- ✓ Service desk at NRSC premises (at NRSC Balanagar and NRSC Shadnagar as case may be) with Team Leader at supervisory level.
- ✓ Provide system for web enabled logging of complaints and web log of system performance and uptime
- ✓ Team Leader, Senior Maintenance Engineers, Maintenance Engineers Semi Skilled staff.

5.2 WEB LOG SYSTEM MAINTENANCE: Maintenance of the systems positioned by the MA at NRSC for web log will have to be carried out by the firms at their own cost. Hard disks and storage media of the web log systems will not be permitted to be taken out of NRSC premises.

6.0 CONTRACT PERIOD AND CONTRACT TERMS

- 6.1 MAINTENANCE CONTRACT PERIOD:** NRSC will enter into a contract for Annual Comprehensive Maintenance Services (ACMS) and Facility Maintenance Services (FMS) for Computer Systems with the selected MA for a period of **two years** and extendable annually by another two years subject to satisfactory performance by the maintenance Agency. For the purposes of proper accounting, the contract periods will be rationalized to the accounting year at the discretion of NRSC.
- 6.2 PERFORMANCE REVIEW:** This review will be based on the systems downtime log. The MA will become ineligible for the continuation of the contract if the downtime exceeds the specified quarterly limits for more than 2 occasions in a year and the cumulative penalty exceeds 10 % of the annual contract amount unless there are compelling reasons beyond the control of the MA and the same have been communicated by the MA and agreed to in writing by NRSC.
- 6.3 TERMINATION OF CONTRACT:** NRSC has the right to terminate this contract by giving one month's notice, if the services of maintenance agency are found to be unsatisfactory.
- 6.4 INCLUSION OF NEW SYSTEMS :** New systems that are procured by NRSC shall be added to the FMS contract at the same rates as equivalent systems already under FMS for the remaining period of the contract period on a pro rata basis. Systems will be converted from FMS into ACMS when the OEM warranty expires.
- 6.5 SECURITY:** It shall be the responsibility of the selected Maintenance Agency to arrange to submit attested copies of character and antecedents verification reports issued by the concerned local police station of their employees who are to be deployed at NRSC for doing the allotted work. The MA shall guarantee that their staff must not attempt any unauthorized access to

information stored in the systems. Both the firm as well as the individuals concerned shall be liable for Criminal prosecution if they are found indulging in activities which threaten the system security.

6.6 WITHDRAWAL OF SYSTEMS: NRSC reserves the right to withdraw a system/s from the purview of the contract in the event of any system becoming obsolete or decommissioned from operations. *and or due to technical and other reasons during the currency of the contract.* Consequently, the value of the work order will get modified.

6.7 SYSTEMS UP-GRADATION/ AUGMENTATION: During the period of maintenance, systems may undergo up-gradation/augmentation. The MA should agree to maintain such upgraded/augmented elements also without any extra cost unless there is a significant change in the system configuration.

6.8 TAKEOVER AND HANDOVER OF SYSTEMS: Before accepting the system for maintenance by the maintenance agency, NRSC shall ensure that the system is fully functional. Any fault noticed before accepting the system shall be rectified by maintenance agency at extra mutually acceptable cost if applicable, after obtaining prior clearance of NRSC. Similarly the maintenance agency shall handover the system in fully operational condition at the time of expiry of the maintenance contract otherwise NRSC shall withhold the payment for the last quarter until such time that the system is rectified by the subsequent Maintenance Agency and cost incurred in this regard shall be deducted from the pending amount(s) , in addition to total downtime cost.

6.9 PAYMENT: Payment, after completion of tasks, will be effected as per extant NRSC procedures. Bills can be submitted by MAs on a quarterly basis. The user will certify the bill within 7 days unless the system has had downtimes during the quarter in which case the system performance will be verified through log before certification which in any case shall not exceed 15 days. Payment will be made within 7 days of user certification.

- 6.10 SUB CONTRACTS:** The MA is required to carry out all the maintenance services using their own resources and shall not sub-contract the maintenance services to other MAs except for cases wherein the MA needs to use the services of the OEM or authorized service centre for repairs.
- 6.11 SECURITY DEPOSIT:** A security deposit @ of 10 % will be deducted from the quarterly maintenance bills, which will be refunded on expiry of the contract and upon a certificate provided by the user departments concerned at NRSC in this behalf. The EMD (Earnest Money Deposit) submitted by the successfully bidder will be adjusted towards security deposit at the commencement of the contract.
- 6.12 DISPUTE RESOLUTION:** In case of any dispute(s) regarding operation of this contract, the decision of the Director, NRSC will be final.

7.0 CRITERIA FOR SELECTION

The MAs shall be selected on the basis of the following criteria.

- 7.1 EXPERIENCE:** The firms should have provided Computer Maintenance services to reputed organizations under annual maintenance contracts in the immediate past 3 years (2006-2007, 2005-2006, 2004-2005) for High end systems, workstations, personal computers and special peripherals. Firms which have not been active in the above three years will not be considered. During the past three years, the firm should have had at least 5 high end systems, 10 workstations (including NAS/SAN systems and database systems), 10 special peripherals and 200 Personal Computers under comprehensive maintenance contract.
- 7.2 MANPOWER:** Team Leaders shall be graduates in relevant discipline with at least 5 years experience. Senior Maintenance Engineers shall be graduates/ diplomas in relevant discipline with at least 2 years experience. Maintenance Engineers shall be graduates/ diplomas in relevant discipline with at least 1 year experience. Semi skilled staff shall have to be at least matriculates. The vendor should clearly indicate the number of personnel he is planning to position at NRSC.
- 7.3 INFRASTRUCTURE:** Firm should have minimum infrastructure comprising of the items listed in Chapter 5.1 of this RFP.
- 7.4 FIRM REGISTRATION AND IT, SALES TAX, SERVICE TAX RETURNS:** The firm should be a registered firm and should be filing sales tax and income tax returns for the past three years (2004-2005, 2005-2006, 2006-2007). Documentary evidence in support of this should be enclosed with the techno-commercial proposal.

8.0 GUIDELINES FOR SUBMISSION OF PROPOSALS

The technical proposal must invariably contain the following information as a response to this RFP. Vendors are encouraged to file further details as deemed fit including company brochures, letters of appreciation/ references.

Sl.	RFP Reference	Item	Details	
01	1.2	Tender Fee Payment Details (DD no. , Bank and Date)		
02	1.7 and 1.3	Tender Reference Number		
03		Due Date		
04		Whether submitted as two part bid	YES/NO	
05		Name and Address of the Vendor along with contact numbers.		
06	1.4	Attended Pre Bid Meeting	YES/NO	
07	1.5	Validity of Offer		
08	1.10	Is proposal submitted for ALL items in Annexure I ?	YES/NO	
09	1.11	Is the Price Quotation submitted in the suggested format ?		
10	1.9	Are prices inclusive of all taxes in the Price Quotation ?		
11	3.6	Number of Personnel proposed to be positioned for ACMS and FMS for all systems. In a separate annexure indicate the number of personnel available in the company and their qualification and experience.	Team Leaders	
			Senior Maintenance Engineers	
			Maintenance Engineers	
			Semi Skilled	
12	3.7	Details of web enabled system proposed to be provided for lodging of complaints and performance log.		

13	5.1	Resources and tools available with the company		
14	8.2	Firm registration details with date of incorporation, sales tax registration, service tax registration (Attach copy)		
16		Details of experience enclosing proof of AMC/FMS with reputed organizations preferably in Hyderabad (add extra sheets as required) and indicate experience for each of the past three years	Name of Customer	
			Year of AMC	
			Details of Systems Maintained and Qty	
			PO copy enclosed	YES/NO
17	8.5	IT / Sales Tax returns for 2006-2007, 2005-2006, 2004-2005		
18	3.9	Plan/program for stocking of spares.		
19	3.10	Facility and Experience in repair of components/ cards		
20		Turnover in last three years covering AMC or Facility Management Services of computer systems (attach audited accounts statement)	2006-2007	
			2005-2006	
			2004-2005	
21	1.8	Details of EMD payment enclosed (Amount, DD number, bank and date) with the techno-commercial proposal		

I / we have gone through all the terms and conditions indicated in RFP and accept all of them. The information contained in this proposal is true to the best of my / our knowledge.

Signature of authorized representative

With Office Seal

Dated: -----

