



A 'Maharatna' Company

Amit Kr Nag
Sr Engineer / P&MS

भारतहेवीइलेक्ट्रिकल्सलिमिटेड

Bharat Heavy Electricals Limited

उद्योग क्षेत्र, नई दिल्ली / Industry Sector, New Delhi

एकीकृत कार्यालय परिसर / Integrated Office Complex

लोदी रोड, नई दिल्ली / Lodhi Road, New Delhi-110003

Ph : (O) 011-41793493, Fax : 011-24365914

E-mail: aknag@bhel.in

Ref. : ID/P&MS/15-16/FMS

Date: 23.02.2016

Subject: Contract of Facility Management Services for 2 years

Tender No.: ID/P&MS/15-16/FMS

Due Date: 17.03.2016

Dear Sir/ Madam,

BHEL invites quotations for Facility Management Services (FMS) at BHEL comprising of two locations, Lodhi Road - New Delhi and Noida Sector 142 offices for a period of 2 years. The specifications are given in Annexure-I (Schedule I, II & III). You are requested to send your quotation in two part bids system as per our specifications, i.e.

Part I - Technical & Commercial Bid

Part II- Price- Bid

1. Bids should be submitted separately in two parts, in sealed envelopes super scribed with the above reference number, due date, item and nature of bid (Technical & Commercial Bid or Price Bid).

PART-I Technical Bid should be complete with all technical and commercial details and checklist along with EMD for Rs. 1,00,000/- in the form of demand draft in favour of BHEL payable at New Delhi . Demand Draft may be submitted in a separate cover.

PART-II Price Bid (only Price-Bid, not any technical and commercial conditions).

Three envelopes containing EMD, Part-I and Part-II of bids separately, should be enclosed in a large envelope duly sealed and pasted with the enclosed CUT- OUT slip (Annexure III).

EMD should not be placed in Price Bid envelope.

Bids Complete in all respects should reach at following address on or before 17.03.2016 up to 15-30 Hrs. and the same will be opened at 16-00 Hrs in Conference room -5 , Ground floor, BHEL, Lodhi Road.

Address : Tender Box

Bharat Heavy Electricals Ltd.

Industry Sector,

Integrated Office Complex,

Lodhi Road, New Delhi - 110003

In the presence of authorized representative of the bidders who choose to be present. BHEL reserves the right to make any changes in the terms and conditions of enquiry and reject any or all bids including those received late and incomplete.

3. Qualifying Criteria:

- The bidder should have successfully executed at least two Facility Management Services contract for a minimum period of one year covering PC maintenance, Server maintenance, Laptop maintenance, Network maintenance and other features called for in the tender. Out of two locations at least one location should comprise of 200 nodes or above and more than ten servers. The name, address and phone number of contact person from these organisations should be provided, who can be contacted for getting the views on performances. Letter from these customers certifying satisfactory performance should be given for reference.
- Bidder should be in IT maintenance business for at least three years. (In proof of that submit copy of work order)
- Bidder should have ISO 9000 series certification.
- Bidder should be a certified IT service management system standard BS15000/ISO 20000
- Bidder should render all obligations and duties under this agreement themselves, and not subcontract any part of the services to another vendor/sub-vendor (except OEM).
- Bidder has to confirm acceptance to our tender conditions in toto.
- Bidder has to submit valid IT return for last 3 years, PAN, Works Contract Tax registration certificate, Service Tax registration certificate which are applicable for this contract.
- The bidder shall have a registered office in India. A documentary proof with complete address details and contact person details shall be submitted along with the offer.
- Bids received without EMD as specified will be rejected.

4. Scope of Work:

Scope of work is defined in Schedule I & II of Annexure 1.

Schedule I consists of list of services to be provided.

Schedule II consists of hardware inventory list.

Bidder's on-site team consisting of 5 persons (minimum) should be posted at

1. BHEL, Lodhi Road –3 resident engineers (one expert in PC and peripherals and one expert in Server & Network) (total 3 persons) and
2. BHEL, TBG, Noida - 2 resident engineers (one expert in PC and peripherals) (total 2 persons)

CRE has to be posted at BHEL shall follow working hour (9 am to 6.00 pm) & BHEL's holiday calendar. Resident engineers should be competent enough and should have minimum two years experience. A list of certified engineers along with their bio-data should be offered. The resident engineers acceptable to BHEL will only be posted. If the performance of any engineer is unsatisfactory he should be replaced within 7 days. Actual no. of engineers required will depend upon the FMS scope requirement and to the

satisfaction of BHEL Administrator. The site in-charge should be a qualified engineer. Contact details of a senior person should be provided as a single point contact for escalation of complaints.

Telephone and Desktop with network connection shall be provided by BHEL.

Expertise should be readily available in the following mentioned areas as and when required by BHEL:

UPS maintenance, Printer maintenance, Server Maintenance, Network maintenance, desktop / Laptop Management.

5. Contract value

Prices should be firm during entire contract period. Contract value shall be inclusive of

- All Taxes, Duties, Service charges, WCT, labour charges, Insurance charges, freight charges etc.
- **All spare parts, plastic parts, fuser assemblies, cables, laptop batteries, fuser bulb, drum kit, printer head, any other part for equipments under comprehensive AMC.**

Exclusions:

The cost of following items is not covered under FMS:

- Printing toner cartridges, printer ribbon, floppy disk, CD, Tapes, DATs, projector lamps, UPS batteries.
- Any cost incurred for up gradation of equipments

10% variation clause

Any change (increase or decrease) in the total inventory during a quarter will be considered only from the next quarter. The increase or decrease will be applicable only if the impact is 10% or more of the Part B prices in schedule -III.

Revised value = Revised value of Part A schedule III + Revised value of Part B schedule III

Calculation of Revised value of Part A schedule III

Case 1 : Change in inventory from Liasioing to AMC

No change in Values of Part A schedule III

Case 2 : Addition or deletion of inventory.

Revised value of Part A schedule III = Value of Part A schedule III * (1± % change in value of Part B schedule III)

The items under Liasioning (lease) right now will come under AMC after Junly'17.

In such case the revised value will become the base value for consideration of any further revision. In case if there no change in base value the base quantity shall remain same. Effect in base quantity will come only when Total Contract value changes.

6. Penalty for LD:

If the resident engineers (as per scope) are not deployed at BHEL sites within 10 days after acceptance of order, a penalty of 0.5% per week (or part thereof) subject to maximum of 10% of the total charges of the service engineer for the AMC period, will be charged forth delay. This penalty will be deducted from the first quarter rental charges, in case the

penalty amount to be deducted is more than the first quarter rental charges, the same will be adjusted from the consecutive quarter.

7. Payment will be made on quarterly deferred basis within 30 days from the date of receipt of your bills & SLA reports for the quarter (to be verified by the System Administrator), duly verified by the competent authority of P&MS group. No advance payment will be given. All statutory deductions including WCT as applicable from time to time, will be deducted at source.

Bidder shall be responsible for all payments including salary and statutory dues to its employees or agents and BHEL shall in no event be responsible for any payments whatsoever to the employees of bidder.

8. Non-Disclosure Agreement:

The bidder shall sign a Non-Disclosure Agreement (NDA) with BHEL. By signing the NDA, the bidder agrees not to disclose any confidential information, business or proprietary, as covered by the agreement. The proforma for the Non-Disclosure Agreement is attached as Annexure.

9. The Bidder is expected to carefully go through this Tender Document and understand the functional requirements thoroughly before submitting their offer. All legitimate queries and clarifications regarding this tender must be submitted in writing to the undersigned and to the authorized representative (manish@bhel.in / aknag@bhel.in) by 09.03.2016. BHEL will not entertain or respond to bidders' queries received after 09.03.2016.

Bidder can inspect the site or seek technical clarification, before submitting the offer, to understand complete scope of work on any working day by contacting Mr. Amit Kr Nag, Sr Engineer (P&MS), BHEL Industry Sector (Phone: 41793493). Submission of Tender/Quotation will be taken as having considered full scope of work and nothing extra will be payable on any account whatsoever.

10. Amendment of Bidding Documents:

The Purchaser may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However in case of such amendment, the bid submission date may be extended at the discretion of the purchaser.

Amendments made prior to submission of bid will be provided in the form of Addenda / Corrigendum to the Bidding Documents and will be posted on the BHEL website (<http://www.bhel.com> or <http://eprocure.gov.in>) in Tender Notification section under the original tender enquiry number.

11. The contract will be valid for two years. BHEL reserves the right to terminate the contract with a notice of one month in case the contractor does not fulfill any contractual obligation or fails to maintain satisfactory services. FMS may be terminated by BHEL at any time during the contract period. BHEL reserves the right to extend the contract for further period of 1 year after successful completion of two years, on same rate and conditions after mutual discussion. Vendor has to ensure that all the equipments are in running condition before the conclusion of the contract.

12. EMD of un-successful vendors will be returned after finalization of contract, but successful vendor's EMD will be converted into Security Deposit. The Security Deposit shall be 10% of the contract value (50% in cash & 50% by way of Bank Guarantee valid for a period of 1 month beyond the expiry of contract period)

13. Successful Vendor will have to submit the Performance Bank Guarantee for an amount equal to quarterly charges valid for the period of 1 month beyond the expiry of contract period. . If the service is not satisfactory or if some equipment remains down for prolonged/unreasonable period of time as defined in clause herein after, BHEL will get it repaired through other agency at the risk and cost of Vendor.
14. Initially the successful vendor will be evaluated for first three months. If the performance is found to be satisfactory the contract will be awarded for 2 years including first three months. However, if the performance is not satisfactory, BHEL reserves the right to call L2 party for negotiations to accept the contract at the L1 price.
15. Any discrepancy in the bid, if found, the term advantageous to BHEL only will be considered for evaluation/ordering.
16. Date of Price-bid opening will be informed separately to the technically qualified and accepted bidders.
17. BHEL reserves the right to reject any offer without assigning any reason.
18. In case the vendor is not able to quote, we would appreciate you for sending a regret letter to BHEL in this regard.
19. After finalizing the techno-commercial offers, BHEL may adopt Reverse Auction process for arriving at the lowest price offer. BHEL will also claim depreciation as per provisions of the Income Tax Act.
20. The contract value quoted should cover the total scope & inventory as indicated in Annx. I.
21. Bid will be valid for 90 days from the date of tender opening.
22. If bid opening day falls on BHEL non working day, then the bids shall be opened on the next working day.

Thanking you;

Yours faithfully

(Amit Kr Nag)
Sr Engr /P&MS

Encl.

- (i) Annexure -I Specification and Price Format (Schedule I ,II , III)
Schedule I – Scope of services (8 pages)
Schedule II – Inventory (3 pages)
Schedule III – Price Format (1 page)
- (ii) Annexure -II Check List (1 page)
- (iii) Annexure -III CUT-OUT (1 page)
- (iv) Annexure -IV Acknowledgement Letter (1 page)
- (v) Annexure – V NDA

SCHEDULE -1**Helpdesk Management Services****Objective**

Helpdesk will be single point of contact for all user of BHEL. Helpdesk will be responsible to the ticket till it resolution.

Deliverables

- Call Receiving and Call Logging process using own tool, to be provided by vendor.
- Single point of contact for all concerns i.e. Users, Technology related activities and Vendors.
- Managing Tickets/Work Orders.
- Call Escalation, Tracking and Closure.
- AMC Vendor will provide replacement for the parts which are not repairable. The replaced parts will be NEW either of same or higher Configuration.
- Warranty Parts will be replaced by the AMC Vendor back to back with the principal. In such case no cost will be borne by BHEL to the AMC Vendor.
- Coordination with different Vendors for the Infrastructure of Datacenter.
- Scheduling Preventive Maintenance for Network / Desktops / Printers / Servers /Scanner Laptop.
- Documenting and Notifying for any upcoming service renewal.
- Creating / Updating Asset Database.
- Daily / Weekly / Monthly Reports.


Installation of OS, Applications, Anti Virus and Service Packs – BHEL specific

- Installation of New Software and License Packs will be done by AMC Vendor in co-ordination with concerned vendor/ BHEL System Administrator.
- Valid and Authentic licenses would be installed. A hard copy, if available, will be filed and preserved in a secure environment.
- Usage of Unauthorized / Pirated / Illegal software is strictly prohibited in the organization.
- AMC Vendor is supposed to check such usage and confirm that no such software is found in the Desktops / Laptops / Servers.


Asset Management Services**Objective**

Asset management service offering in true senses means to manage complete life cycle of the assets covering approval, acquisition, deployment, movement, repair and disposition.

Service Deliverables

- Creating and updating Asset Database

- Server / LAN configuration Creation and Update
- Desktops, Laptops Configuration Creation and Update
- Installation of updates and patches
- Software License Management
- Change Management for Hardware and Software
- Physical Verification of Assets monthly / Quarterly.
- Reports on Weekly / Monthly / Quarterly Basis

VENDOR MANAGEMENT SERVICES

Objective:

It will cover the IT vendors of BHEL. This will be delivered from Central Helpdesk established at BHEL.

Deliverables:

- Maintain database of the various vendors with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- Call logging and following it with vendors upto call resolution. (including Hardware/software related issues requiring Vendor assistance/intervention).
- Escalate problems, if required
- Provide MIS to BHEL Internal IT Team for review with Vendors
- First level identification of the problem in the equipment under warranty and rectification of minor faults possible through non-invasive means
- Liaison with the warranty vendor on behalf of customer for repair/ replacement of parts as per the warranty norms of the vendor.
- All the software services mentioned above should be provided for all the machines under warranty.
- Machines under lease / warranty will be governed by the terms and conditions of warranty vendor / lessor.

WORKPLACE MANAGEMENT

Objective

The services will cover the Desktops, Laptops, Printers, Switches, Servers & scanners and other equipments as may be covered as a part of the infrastructure support. This service is aimed at addressing problems faced by end-users in their day-to-day use of IT.

Deliverables

- Install/ Support/ Maintain/ Trouble – shoot various system hardware.
- Installation, reconfiguration, reinstallation and upgrade of Windows operating environment as well as standard office productivity suites Microsoft Office™ or equivalent using software provided by BHEL.
- To provide support for OS and standard client application like MS-office, Netscape, Outlook, Intranet/Internet browsing and other application software of **BHEL**.
- To maintain standard software version being used by **BHEL**.
- To coordinate and provide telephonic support on problems to remote users.
- To assist users in giving solutions for backup, Zipping & other issues.
- To configure the printer/scanner and resolving all printing/scanning problems of users.
- Defining and resolving problem alerts.

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- Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- To initiate escalation process if required to resolve the problem.
- To provide support for Mail clients and establish email connectivity.
- To troubleshoot the network related issues of desktop/laptop.
- Diagnosing / Rectifying Virus attacks by using Anti Virus Software Tools.
- Deployment, Installation and Implementation of software / patches .
- Service for installing add-ons and upgrades to the equipment.
- User Awareness for to boost productivity.
- Registering/ Updating / Tracking of Anti Virus Software Tools.

PRINTER & SCANNER SUPPORT SERVICES

- Configuration and management of printers & scanner.
- Management of software and hardware of Printer & Scanner

NETWORK MANAGEMENT SERVICES (LAN/WAN)

Objective

Network administration and management will provide the services and support required to operate, control, and sustain the Network.

Deliverables:

- Providing support for any network problems and troubleshooting related to Cat 5/6 and Fibre Optics Cable.
- Identifying LAN faults, getting them resolved and providing maintenance services.
- Resolution/ Escalation / Coordination of such network faults within the time frame defined by the SLAs.
- Managing / Monitoring Connectivity between different locations.
- Monitoring /Management of the network to determine capacity usage and escalating as required. (Tools shall be provided by bidder)
- Managing all Patch Panels/ Switches in the Network
- Cable Routing & Dressing.
- Maintaining as per SLA Defined
- Network Redundancy Test Monthly /Weekly.
- Pentascanning of all nodes in all Units will be done once in a year.
- Adminstrating and Updating the documentation of the LAN, PC IP Addresses, network diagrams.
- Daily/ Weekly/ Monthly report on the various network related calls.
- Installation, configuration, and trouble shooting of Switches, routers, hubs etc.
- Management of Network Firewall, Switches and Routers.

STRUCTURED CABLING SYSTEM MANAGEMENT

- Management and maintenance of the structured cabling system at the Patch Panel as well as

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- the I/O outlet.
- Services or replacement of defective IOs and mount/patch cords
- Re-configuration of I/O services from the Patch Panel for adds, moves & changes

SERVER MANAGEMENT SERVICES

Objective

The Objective of Server Management Operation is to ensure high availability of BHEL's production / application servers as required by business. The goal is to provide a standardized, secure, and robust computing environment. Server Management operations includes monitoring, installation of the OS, and tuning of the servers and the related reporting with the help of concerned principal vendor. The Server support shall include OS Support.

Deliverables

- Provide support on Monitoring / Resolving / Configuring / Tuning of all Servers.
- Provide first level diagnosis on Windows 2003/ Windows 2008/ RHEL etc.
- Testing / Installation of updates and Patches / Hot Fixes.
- The activity will include daily monitoring of the servers for network connectivity and disk management such file system usage.
- The onsite Engineer will be checking log files for any hardware error or file system errors on daily basis.
- Management of the directory structure on each server
- We will do the following monitoring activities: Processor usage, Disk utilization and Memory utilization. Servers will also be monitored for Hardware failures at server component level and Operating system failures.
- Backup and Restore Process of Servers Data in case of System format / transfer or any other activity requiring Backup.
- Storing disk table information (which includes mirror, volumes, and stripe set info, if any) about the partitions.
- Assigning rights to workgroups, printers and directories for the users.
- Implementation & monitoring of server OS security features.

E-MAIL SYSTEM MANAGEMENT

- Installation and configuration of the e-mail client software Microsoft Outlook / Outlook Express / Netscape Messenger etc.
- Configuration of connectivity between client and POP3 servers as well as set up of local mail databases and their synchronization/replication with servers.
- Management of intermediary gateway applications.
- Implementation & monitoring of mail server security features.

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VIRUS MANAGEMENT

- Studying existing virus protection systems and helping devise/improve a robust virus protection system for the organisation.
- In case of a virus attack, containment of the virus at file and system level as well as cleaning using anti-virus software.

- Educating users on virus protection and implementation of good practices.
- Antivirus software will be provided by BHEL. However arranging updates and upgrades from Antivirus Vendor and installation on all PCs will be Vendor's responsibility.
- In case of data lost from harddisk due to virus or any other reasons, it will be vendor's responsibility to get the data recovered on its own or from any outside party like steller or so. In case vendor is not able to get the data recovered BHEL will have the right to get the data recovered at he risk and cost of vendor and the expenditure done will be recovered from vendor's regular payments.

DISASTER RECOVERY PLANNING

- Identification of sources of disaster to the IT infrastructure, and working out possible disaster solutions.
- Evolving both off-site and on-site disaster management strategies for our information systems
- Documenting detailed procedures for recovery from disasters
- Providing consultancy to procure requisite resources and infrastructure to implement the plan.
- Regular quarterly preventive maintenance schedule should be furnished and strictly followed.

BACKUP AND RESTORE MANAGEMENT SERVICES

Objective

This will cover the Backup Administration and restore as per the BHEL policy.

Deliverables

- Schedule the backup job as per backup policy given by BHEL.
- Perform Checks on the backup media/errors with escalations
- Maintain log sheets of backups taken.
- Monitor backup effectiveness and efficiency
- Conducting quarterly restoration exercises with backed up data to confirm validity

PROACTIVE SITE MANAGEMENT ACTIVITIES

- Regularly check the server event log for any error messages generated by the server management software provided by server vendor
- Proactive Disk Space management and utilisation to optimise the server performance.
- Hardware preventive maintenance involving
 - o Scanning of hard disks and de-fragmentation of disks
 - o Scanning of memory chips for RAM errors
- Periodic network traffic monitoring and traffic speed optimization using your network management software
- Space management on e-mail servers and management of user account space utilization and overloads
- Ensure proper power supply to all IT equipment by coordinating with administration department and analyze loading from time-to-time. Ensure proper back up time of all UPS.

PREVENTIVE MAINTENANCE

- Scheduled Preventive Maintenance once in every three months is needed.
- Server room management.

COMPREHENSIVE ANNUAL MAINTENANCE SERVICES

Responsible for end to end support for infrastructure to sustain business operations of **BHEL**

Machines under category A in Schedule - I to be maintained comprehensively for hardware and software both. For the machines presently under warranty the BIDDER will be responsible for the warranty management as explained under "Warranty /Lease Management ". After expiry of warranty the machines in category B will also be covered for comprehensive maintenance. At the time of inclusion of machines under warranty into comprehensive AMC the contract value will be recalculated as per 10% variation clause.

SCOPE OF SERVICES

- Maintenance support for Desktops, Printers, Laptops, Networking equipments etc.
- Provide Support for Operating System, Operating level (Business applications- Reinstallation, Reconfiguration, trouble shooting) and standard Office Automation Software.
- Defining and resolving problem alerts.
- Tracing, diagnosing and correcting faults.
- Diagnosing / Rectifying Virus attacks by using Anti Virus Software Tools.

MOVEMENT OF SPARES:

In case of hardware failure under maintenance contract, bidder would position a standby / replacement spare part and the faulty part would be sent for repairs..

AMC DELIVERABLES

- Provide immediate replacement of defective spares for machines covered under Comprehensive AMC.
- Defective spare parts removed from the system will be replaced with spare parts of equivalent performance
- If in case any equipment under Comprehensive AMC is down, and if it takes more than the stipulated time to repair, bidder will make necessary arrangements to provide a near equivalent model / make.

RESPONSE TIME

Vendor will strive to ensure that all hardware, software or any other complaint would be attended to within 2 business hours of receiving the request at the central helpdesk. He should guarantee that this service level will be maintained at a level of 99% on an quarterly. If the equipment is down for more than 8 hours (for servers) and 24 business hours (rest of the equipments) without standby the payment will be deducted on Rs.1000 per equipment (other than server) per day and Rs. 5000 per day per server basis. Original

equipment should be repaired and reconfigured with 15 days. If the equipment is not getting repaired and reconfigured within 15 days, BHEL reserves the right to get it repaired from an outside party at the risk and cost of bidder.

Vendor should ensure that services will not get hampered to BHEL, as site engineers should be present and not allowed leave without prior information to BHEL authority. If any service engineer will be absent without prior information and permission an amount of Rs 1000 per day per engineer will be deducted.

STAND-BY EQUIPMENT

In case, the equipment failure cannot be rectified through repair/replacement of defective parts, Bidder will provide a stand-by equipment to minimize work disruption on account of hardware failure and to maintain his commitment of resolution within next 24 hours. The original hardware to be repaired and returned to BHEL within 15 days of providing the standby. BIDDER will ensure that the overall performance of the system is not affected with the standby equipment.

If the services provided by the bidder are not satisfactory or if some equipment fails to perform for a continuous period of 24 hours even after notice by BHEL, BHEL will be entitled to avail the services of any other service provider at the risk and cost of bidder. BHEL will be at liberty to deduct the expenses paid to the other service provider from any amounts payable to the bidder.

Bidder shall maintain proper standby equipments at both the sites, so that it will not hamper BHEL work. Approximately 37 % of the total hardwares will be at Noida location

RESOURCE BACK-UPS

BIDDER will ensure that in case of both planned and un-planned absence of any of his assigned staff at our site, alternative arrangements are made to ensure that the work at our site remains un-affected and service levels are maintained.

REPORTING & REVIEWS

Reports should be submitted to us reflecting the bidder's performance.

Periodic reviews based on these reports shall be conducted on mutually agreed schedules between bidder and BHEL. These would serve to provide us with an opportunity to review the performance.

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INFORMATION SYSTEM OVERVIEW

Mailing Systems

Email Server - VPOP3 on Windows OS
Sendmail server on Linux OS

Microsoft Outlook/Outlook Express/ Netscape Messenger etc. for client end.

Network:

LAN: CAT 6 LAN with Cisco Switches

WAN: 8 Mbps Internet Leased Line from VSNL
2 Mbps Lease line from Bharti Airtel
VPN on 2 Mbps lease line by Reliance. (IP telephony and VC are also running)
Routing is done using Cisco Router.
Cisco Firewall.

Services running on Windows Server 2003

- IIS
- SQL 2000
- Autocad
- Trend Micro Antivirus
- Trend Micro Spam Filter
- Document Management System (Omnidocs)
- Oracle 10g
- Primavera
- Oracle Application server

Services running on Windows Server 2008

- Primary Domain Controller
- Secondary Domain Controller
- SCCM
- Share Point Server
- SQL2008
- File Server
- VPOP3 (Mail Client)

Services running on RHEL

- Tomcat
- Squid Proxy Server
- Sendmail
- Oracle 10g

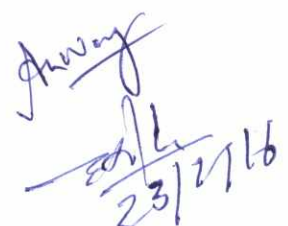
Services running on Windows 2008 Storage server

- File Server

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List of equipments to be maintained

	PART A - ITEMS UNDER AMC	TOTAL
1	Category :Desktop	
	HP Dc 7800 with monitor(1 GB DDR2 555,80 GB HDD,VISTA)	13
	HP Dc 7600 with monitor(1 GB DDR2 555,80 GB HDD,VISTA)	3
	Total Desktops	16
2	Category :Note books	
	Dell Latitude E 4300	3
	Dell Latitude E 5400	82
	Total laptops	85
3	Category :Dotmatrix Printer	
		2
	TOTAL	2
4	Category :Printer Laser Jet Mono-A4 -personal	
	HPLJ 1020	2
	HPLJ 1008	7
	Total LJ Printer	9
5	Category :Printer Laser Jet Network Mono - A4	
	HP LJ 2015 DN	14
	HPLJ 1320	4
	HP LJ 3015 DN	7
	HP LJ 2055	1
	HP LJ 2420	1
	TOTAL LNP	27
6	Category : Printer Laser Jet Network Mono - A3	
	HP LJ 9040 DN	1
	TOTAL	1
7	Category :Printer Laser Jet Network Color - A4	
	HP CLJ 3525N	2
	HP CLJ 4700	1
	HP CLJ 3505N	1
	TOTAL CLNP	4
8	Category :Printer Laser Jet Network Color - A3	
	HP 5550	1
	TOTAL CLNP	1
9	Category :Printer MFP Color	
	HP MFP COLOR MFP 2320	1
	Total MFP	1
10	Category :Printer MFP Mono	
	CMF 1536 dnf MFP BLACK	1
	Total Network Printer	1
11	Category :Scanners A4	
	HP 7500	3
	Canon Lide 110	1
	Fujitsu 4340 C	3
	HP Scanjet N8420	3
	Total Scanner	10
12	Category :Server	
	Proliant DL380 G4	3
	Proliant DL380 G5	5
	Proliant DL380 G6	4
	Total Server	12
13	Category : NAS with storage and tape drive	
	HP storage NAS X1800	2
	146*16 disk array	2



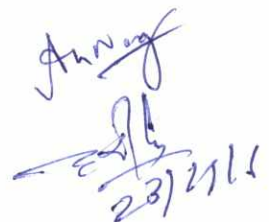
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	back up tape drive	2
14	Category :UPS	
	Emerson 1 KVA SMALL AMC	50
	APC 10 KVA	1
	Emerson 10 KVA	1
	Total UPS	52
15	Category :Switches	
	Dlink - 24 port	2
	Cisco 2950 - 24 port	5
	HCL SWITCH - 24 port	1
	Cisco CATALYST 3500 XL SERIES - 48 port	2
	Cisco 2960 - L2 switch 24 port	35
	Cisco 3560 - L3 switch 24 port	5
	Total Switches	50
16	Category: WIFI ROUTER	
	WIFI ROUTER CISCO AIR-AP1252AG	5
17	ROUTER	
	Cisco 2851	2
18	Category Desktop- Workstation	
	DELL PC WORKSTATION	2
19	Category :Firewall	
	Cisco ASA 5520	1

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List of equipments to be maintained		
PART A - ITEMS UNDER RENTAL CONTRACT		TOTAL
1	Category :Desktop	
	Lenovo Think centre M91P - NU2 with TFT 17inch Monitor ,320GB HDD Intel I5 processor 8GB RAM, keyboard,mouse	72
	Total Desktops	72
2	Category :Note books	
	LENOVO L420	84
	SMALL Lenovo LAPTOP X220	10
	LENOVO ENGINEERING LAPTOP	2
	Total Notebooks	100
3	Category :Printer Laser Jet Mono	
	HPLJ 1566	53
	Total LJ Printer	53
4	Category :Printer Laser Jet Network Mono - A4	
	HP LJ 2055	10
5	Category : Printer Laser Jet Network Color - A4	
	HP CLJ 500	2
	Total Network Printer	2
6	Category : Printer Laser Jet Network Color - A3	
	HP CLJ 5525	1
	Total Network Printer	3
7	Category : HP MFP COLOR MFP 2320	2
	TOTAL MFP	2
8	Category :Scanners	
	FUJISTU FI 6770	2
	Total Scanner	2
9	Category :Server	
	Proliant DL380 G7	4
	Total Server	4
10	Category :UPS	
	Emerson 2*20 KVA	1
	Emerson 1 KVA SMALL RC	20
	Emerson 6 KVA	2
	Emerson 10 KVA	1
	Total UPS	24
11	Category Desktop- Workstation	
	Lenovo Think centre M91P - NT4 (Engineering PC)	6
	LENOVO WORKSTATION	2
12	Category :Firewall	
	Cisco ASA 5540	1



 23/11/11

भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited
उद्योग क्षेत्र, नई दिल्ली / Industry Sector, New Delhi
योजना एवं प्रबंध सेवाएं/P&MS

Estimated FMS value
Part A: FMS charges

Sechedule - III

S No	Item Name	Quantity	Price per Unit/Per Annam of CSIT (Excl Taxes)	Per Annam total Value as per CSIT FMS prices (Excl Taxes)
1	Facility management Services -(5 Engineers) - Incl TBG	5		
Total Part A				

Part B: AMC & Liasioning Chargers

AMC Charges for following Items				
1	Desktop	16		
2	Dot Matrix Printer	2		
3	Printer Laser Jet Mono-A4 -personal	9		
4	Printer Laser Jet Network Color - A4	4		
5	Printer Laser Jet Network Color - A3	1		
6	Printer Laser Jet Network Mono - A4	27		
7	Printer Laser Jet Network Mono - A3	1		
8	Printer MFP Color	1		
9	Printer MFP Mono	1		
10	Notebook	85		
11	* Plotter	0		
12	Scanner - A4	10		
13	* Scanner - A3	0		
14	UPS small	50		
15	* Engineering PC	0		
16	* Graphics - Work station	2		
17	* Firewall	1		
18	* Router	2		
19	Server	12		
20	NAS with storage and tape drive	2		
21	Switch - Layer 2	45		
22	Switch - Layer 3	5		
23	* UPS 2 X 20 KVA	0		
24	UPS 10 KVA	2		
25	* UPS 5kva	0		
26	* UPS 6 kva	0		
27	* Wireless Access Point	5		
28	* Projector	0		
Liasioning Charges for following items				
1	Desktop	72		
2	Engineering PC	6		
3	Dot Matrix Printer	0		
4	Printer Laser Jet Mono	53		
5	Printer Laser Jet Network Color - A3	1		
6	Printer Laser Jet Network Color - A4	2		
7	Printer Laser Jet Network Mono - A3	0		
8	Printer Laser Jet Network Mono - A4	10		
9	Printer MFS Color	2		
10	Printer MFS Mono	0		
11	Notebook	100		
12	Plotter	0		
13	Printer Desk Jet	0		
14	Scanner - A4			
15	Scanner - A3	2		
16	UPS small	20		
17	Desktop - Work station	2		
18	Firewall	1		
19	Router	0		
20	Server	4		
21	Switch	0		
22	UPS 2 X 20 KVA	1		
23	UPS 10 KVA	1		
24	UPS 6 KVA	2		
25	Wireless Access Point	0		
Total Part B		562		
Total Part A + Total Part B annually				
Total Value for 2 Year				

Handwritten signature and date
23/11/16



भारत हेवीइलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited
उद्योग क्षेत्र, नई दिल्ली/ Industry Sector, New Delhi

Annexure-II

CHECK LIST


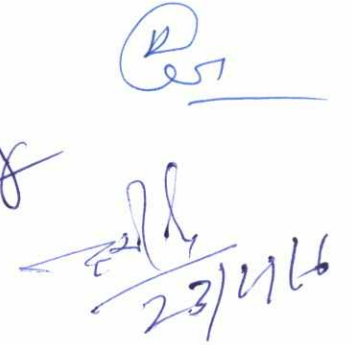
SN	Item	Agreed (Y/N)	Proof Attached(Y/N)
1	Letter from 2 customers certifying satisfactory performance		
2	AMC business for at least three years (In proof of that submit copy of work order)		
3	ISO 9000 series certification		
4	ITR for last 3 years		
5	PAN		
6	Works Contact Tax registration certificate		
7	Service Tax registration certificate		
8	BS15000/ISO 20000 certification		
9	EMD		

SIGNATURE OF VENDOR:

NAME OF VENDOR :

VENDOR 'S ADDRESS:

DATE



23/1/16

Annexure-IV

ACKNOWLEDGEMENT LETTER

DATE:

TO

BHARAT HEAVY ELECTRICALS LIMITED
INDUSTRY SECTOR
LODHI ROAD NEW DELHI-110003

ATTN: MR AMIT KUMAR NAG , SR. ENGR (P&MS)

DEAR SIR,

SUB : YOUR RFQ NO. ID/P&MS/15-16/FMS DTD. 23.02.2016

DUE ON 17.03.2016

Sub: Contract of Facility Management Services for 2 years

WE ACKNOWLEDGE WITH THANKS RECEIPT OF YOUR ABOVE CITED RFQ(.) WE WILL STUDY THE CONTENTS OF THE RFQ DOCUMENTS AND WILL SUBMIT OUR QUOTATION OR REGRET LETTER, AS THE CASE MAY BE, WITHIN THE DUE DATE(.)

OUR PHONE NUMBER: -----

OUR FAX NUMBER : -----

OUR E- MAIL ADDRESS: -----

THANKING YOU,

YOURS FAITHFULLY

NAME OF VENDOR:

VENDOR 'S ADDRESS:

VENDOR 'S REFERENCE NO.

DATE

DO NOT OPEN - THIS IS A QUOTATION

CLIENT : M/S BHARAT HEAVY ELECTRICALS LIMITED

RFQ : YOUR RFQ NO. ID/P&MS/15-16/FMS DTD. 23.02.2016

ITEM : Contract of Facility Management Services for 2 years

NATURE : TECHNICAL AND COMMERCIAL BID / PRICE BID

DUE DATE : 17.03.2016 UPTO 15-30 HRS.

TO

Tender Box
M/S BHARAT HEAVY ELECTRICALS LIMITED
INDUSTRY SECTOR
INTEGRATED OFFICE COMPLEX
LODHI ROAD
NEW DELHI-110003

P.S.
23/2/16
Shreyas



THIRD PARTY NON-DISCLOSURE AGREEMENT

Doc.No. : ID-ISMS-NDA-1

Version 1.0, Rev. No. : 00

Page No. 1 of 1

THIRD PARTY NON-DISCLOSURE AGREEMENT

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with BHEL on contract is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the BHEL. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data,

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to BHEL all documents and property of BHEL, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to BHEL's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the BHEL, and are reasonable given the nature of the business carried on by the BHEL. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this ___ day of _____, 20__.

Name

Company

Signature

Note: - The above is suggestive in nature. Any other format of NDA duly approved can also be used.