

Scope of Works

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 its resolution.

Deliverables

- “ Call Receiving and Call Logging process.
- “ Managing Tickets
- “ Call Escalation, Tracking and Closure.
- “ Creating / Updating Asset Database.
- “ Daily / Weekly / Monthly Reports.
- 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.
- “ Scheduling Preventive Maintenance for Network / Desktops / Printers / Servers / Laptop.
- “ Documenting and Notifying for any upcoming service renewal.

2. 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
- “ Physical Verification of Assets monthly / Quarterly.
- “ Reports on Weekly / Monthly / Quarterly Basis

3. 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 up to call resolution. (including Hardware/software related issues requiring Vendor assistance/intervention).
- “ 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
- “ Machines under lease / warranty will be governed by the terms and conditions of warranty vendor / lessor.

4. WORKPLACE MANAGEMENT

Objective

The services will cover the Desktops, Laptops, Printers, Switches, Servers & scanners and other equipment 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 coordinate and provide telephonic support on problems to remote users.
- “ To configure the printer/scanner and resolving all printing/scanning problems of users.
- “ Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- “ To initiate escalation process if required to resolve the problem.
- “ To troubleshoot the network related issues of desktop/laptop.
- “ Diagnosing / Rectifying Virus attacks by using Anti-Virus Software Tools as provided by BHEL.
- “ Deployment, Installation and Implementation of software / patches.
- “ Registering/ Updating / Tracking of Anti-Virus Software Tools.

5. PRINTER SUPPORT SERVICES

- “ Configuration and management of printers.
- “ Management of software and hardware of Printer

6. NETWORK MANAGEMENT SERVICES (LANIWAN)

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, Resolution/ Escalation / Coordination of such network faults within the time frame defined by the SLAs.
- “ Managing / Monitoring Connectivity between different locations.
- “ Managing all Patch Panels/ Switches in the Network
- “ Cable Routing & Dressing maintaining as per SLA Defined
- “ Daily/ Weekly/ Monthly report on the various network related calls.
- “ Troubleshooting of Switches, routers, hubs etc.

7. 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 onsite Engineer will be checking log files for any hardware error or file system errors on daily basis.
- “ 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.
- “ Assigning rights to workgroups, printers and directories for the users.

8. 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.

9. VIRUS MANAGEMENT

- “ In case of a virus attack, containment of the virus at file and system level as well as cleaning using anti-virus software.
- “ 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.

10. 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
 - Scanning of hard disks and de-fragmentation of disks
 - Scanning of memory chips for RAM errors
- “ Ensure proper power supply to all IT equipment by coordinating with administration department and analyse loading from time-to-time.

11. COMPREHENSIVE ANNUAL MAINTENANCE SERVICES

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

Machines under Annexure – I to be maintained comprehensively for hardware and software both.

• SCOPE OF SERVICES

- “ Maintenance support for Desktops, Printers, Laptops, Networking equipment 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 AMC.
- “ Defective spare parts removed from the system will be replaced with spare parts of equivalent performance.
- “ If in case any equipment under 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 temporarily.

12. 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 a quarterly. Original equipment should be repaired and reconfigured within 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 resident 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.

13. 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.

Bidder shall maintain proper standby equipment, so that it will not hamper BHEL work.

14. 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.

15. 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.