

\*  
\*\*  
\*\*\*  
\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

**TENDER FOR PROVIDING 'FACILITY MANAGEMENT SERVICES'  
TO VARIOUS COMPUTERISED ACTIVITIES IN DIFFERENT  
OFFICES OF KOLKATA DOCK SYSTEM  
OF KOLKATA PORT TRUST**

\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*  
\*\*  
\*

**TENDER NO. : PLG/CS/FMS/32**

**DT. : 09.02.2015**

**P&R DIVISION  
FINANCE DEPARTMENT  
KOLKATA PORT TRUST**

**KOLKATA PORT TRUST  
FINANCE DEPARTMENT  
P&R DIVISION**

**NOTICE INVITING TENDER**

**TENDER NO. : Plg/CS/FMS/32      dt. 09.02.2015**

Sealed offers are invited from computer firms in India having office in Kolkata for providing 'IT Facility Management Services' to Kolkata Dock System, Kolkata Port Trust in various computer related activities like Help Desk Management, Server and Network Management, Vendor Management, Asset Management, System Management etc., the details of which are available in the 'Scope of Work' of the Tender document. The detailed tender document would be available in the website of KoPT : [www.kolkataporttrust.gov.in](http://www.kolkataporttrust.gov.in) / [www.eprocure.gov.in](http://www.eprocure.gov.in).

The tender document may also be obtained from the office of the Jt. Director (P& R), P & R Division, Finance Deptt., Kolkata Port Trust, 15, Strand Road, Kolkata-700001 (Tel: 2210-7365) at a cost of **Rs, 1000/-**, to be deposited in cash to the Treasurer, Kolkata Port Trust at 15, Strand Road, Kolkata 700001 after proper endorsement from the office of the Jt. Director (P&R). The tenders will be opened at 1500 hrs. on 03.03.2015 where representatives of the tenderers may be present.

**Important Information: -**

<b>Last date of sale of Tender Document</b>	<b>: 1300 hrs. on 03.03.2015</b>
<b>Date of Pre bid meeting</b>	<b>: 1130 hrs. on 23.02.2015</b>
<b>Last date of submission of offer</b>	<b>: 1400 hrs. on 03.03.2015</b>
<b>Opening of Tender Document</b>	<b>: 1500 hrs. on 03.03.2015</b>

**EMD : Rs. 1,00,000/-**

The Trustees of KoPT reserves the right to accept or reject any tender.

(Rebecca Das )  
Jt. Director(P&R)

## **TABLE OF CONTENTS**

<b><u>Subject</u></b>	<b><u>Page No.</u></b>
Notice Inviting Tenders	1
Scope	3-14
Eligible Tenders	15
<b><u>Instructions for tenderers</u></b>	
Format and signing of tender	15
Tender Documents	16
Clarification of Tender Documents	16
Amendment of Tender Documents	16
Language of Tender	16
Deadline for submission of offers	17
Late Tenders	17
Tenders Despatch through Post	17
<b><u>General Conditions of Tender</u></b>	
Earnest Money Deposit	17
Preparation of Tenders	17-18
Price Bid	19
Period of validity of Tender	19
Preliminary examination	19
Taxes and Duties etc,	19-20
Acceptance/Rejection of Tenders	20
Performance Security Deposit	20
Time Schedule for various activities	20
Extension in tenderers performance	20-21
Termination for default	21
Resolution of disputes	21
Applicable Law	21-22
Force Majeure	22
Time as essence of contract	22
Delay in the Tenderers performance	22
Indemnity	22
Acceptance Criteria	22
<b><u>Special Conditions of Tenders</u></b>	23
Damages payable by the contractors	24
Risk Purchase	24
Compliance of relevant acts	24
Damages & loss to property	25
Payment Terms	26
Breach of terms & conditions	26
Bill of Quantities	26
Resident Manpower deployment	Annexure -I
Service Level Agreement	Annexure-II
Monthly Reports	Annexure-III
Details of equipments	Annexure - IV
List of servers with locations	Annexure- V
List of vendors	Annexure – VI

## **2.0. SCOPE OF SERVICES**

The Jt. Director(P&R), KoPT, invites offers for providing ‘ IT Facility Management Services’ including comprehensive maintenance for the computer hardware along with peripherals, system softwares, fibre optic networking, help desk management etc. to various installations in different offices of Kolkata Dock System of Kolkata Port Trust.

The interested firms may like to visit the locations like KoPT Head Office, Subhas Bhavan Server Room & other offices / operational areas etc. prior to submitting their offer.

### **2.1. IT Facility Management Services**

IT Facility Management in the true sense would mean taking ownership of the entire IT operations, single point of contact for all users for all their IT requirements. This would greatly help KoPT’s IT Division to concentrate on IT Strategy , new initiatives and deployment.

KoPT is desirous of establishing a service management module that will help leverage the investments in KoPT’s IT Infrastructure and achieve the following objectives :

- To have a centralized **FMS Helpdesk at KoPT Head Office (HO) and at Subhas Bhavan** where all IT related problems will be registered in software module and resolutions monitored to make the services effective.
- To provide **AMC support including replacement of spare parts alongwith replacement of UPS batteries to all hardware, networking devices alongwith the network (both wired and wireless) at different locations like Head Office, Subhas Bhavan, offices of various departments/ divisions viz. Mechanical Engineering/ Hydraulic Study/ Civil Engineering/ Medical Departments/ Materials Management Division/ operational offices etc. and at all other KoPT locations (within Kolkata & outside, like Haldia, Berhampore, Sagar, Budge Budge etc.)** to all the installed equipment. The firms may note that the defective parts will be their property and they should provide a minimum guarantee period of 6 ( six ) months for the replaced parts.

2.2. The primary areas of operation will include the following broad areas:

- ☉ **Project Management**
- ☉ **Helpdesk Management**
- ☉ **Vendor Management**
- ☉ **Asset Management**
- ☉ **Workplace / Desktop Management**
- ☉ **Virus Control Management**
- ☉ **LAN & WAN ( Network ) Management ( Wired & Wireless )**
- ☉ **Mail Server Management**
- ☉ **Change Management**
- ☉ **Technology Support**
- ☉ **User Support**
- ☉ **Network Management**
- ☉ **Technical Support ( Hardware repair and replacement)**
- ☉ **Management of Information Kiosks**
- ☉ **DBA Activities**

- ☉ Customer Satisfaction Survey
- ☉ Software Installation
- ☉ Video Conferencing System
- ☉ IT Security

### 3.0. Scope of Services

#### 3.1 Project Management

##### Prime Responsibilities

- Responsible for successful implementation of the SLA across all sites.
- Single point of contact for all issues related to the Contract and its implementation.
- Performance monitoring of IT operations and associated resources.
- Handling all major escalations and ensuring their speedy resolution.
- Meeting the quantitative and qualitative measurements laid out for the successful completion of the FMS Program at KoPT.
- Monitoring the progress of the Project as per the plan and reviewing the progress details with KoPT.

**Providing suggestions on pro-active basis for removal of bottlenecks, improvement in infrastructure, solutions, assessment of new technology and implementation strategy.**

##### Implementation Process

- Monitoring of daily / weekly / monthly reports from all service deliverables.
- Identifying the exceptions, deviations and working out an Action Plan for its closure.
- Timely submission of qualitative & quantitative MIS reports of service deliverables to KoPT for analysis.
- Periodic feedback from KoPT IT Managers & end users for all the sites.
- Assistance in regular internal audits conducted by the vendor for ensuring quality service delivery.
- Conducting regular meetings with KoPT for reviewing service quality and implementing changes / suggestions / enhancements to further improve the quality of services rendered.
- Periodic review to ensure adherence to Service Level Agreement (SLA).

#### 3.2 Operational Support

##### 3.2.1 Helpdesk Management Support

Front-line response to end-users over the phone and on-site with the objective of problem diagnosis and resolution.

**Objective** - Single point of contact for IT problem referral and resolution.

**Benefit** - Front line response to end users over the phone

### **Prime Responsibilities**

- Receiving and logging of calls over phone, through verbal request, e-mail, fax, intranet etc.
- Analyze the call and escalate to the correct agency based on the nature of the call.
- Refer the problem to the competent designated person / service provider.
- Problem escalation in the event of service levels not being adhered to.
- Track and follow-up problems with the designated service provider.
- Call tracking & closure of calls on resolution of problems.
- Identify chronic faults or problems and suggest remedial measures.
- Assisting the Project Leader on a day-to-day tasks.
- Vendor co-ordination for vendor related issues.
- Monitoring movement of the service personnel.
- Consolidate call reports to provide call statistics reports on periodic basis.
- If in case any equipment is down, and if it takes more than the stipulated time to repair, the vendor will make necessary arrangements to provide a near equivalent or higher model/make.
- Ensuring customer satisfaction through periodic surveys.

### **Implementation Process**

- Vendor would install their Call Management Software at the Helpdesk.
- All calls received would be logged online and a Call Registration No. will be given to the user.
- Helpdesk would assign the call to the engineer with the appropriate skill.
- Engineer would communicate call closure to the Helpdesk.
- Helpdesk would confirm user satisfaction over call closure and then close the call.
- Helpdesk would escalate the calls if the same were not resolved within the specified period.
- The escalation mechanism, to be provided by the vendor should be made available to each location as well as with the Helpdesk.
- The Helpdesk would compile monthly MIS reports at the end of each month.

**The Helpdesk will generate Standard Reports as per Annexure -II.**

### **3.2.2 Vendor Management Support**

Management of third-party vendors in resolving the system-related problems and to ensure compliance with the service commitments and service levels as agreed to by the IT Dept. with the same vendors.

**Objective** - To provide availability / maintenance services for all hardware and software being used by KoPT.

Replacement of equipment in case of failure of Vendor to do so within stipulated time period.

**Benefit** - To provide KoPT with analysis on vendor support and effectiveness.

## **Prime Responsibilities**

- Interacting with third-party vendors for warranty support or AMC as applicable.
- Interacting with third-party vendors relating to all software issues.
- Interacting with Leased Line / Internet / other service providers for troubleshooting and ensuring maximum uptime or adherence to SLAs.
- Escalation of calls to relevant personnel / third-party vendors after first level problem isolation.
- Follow-up with third-party vendors to ensure problem resolution and call closure.
- Track inventory of any items sent for repairs and follow-up for replacement.
- Tracking third-party vendor response against defined SLAs.
- Ensure preventive maintenance schedules adhered to by third-party vendors.
- Organize meetings between third-party vendors and KoPT to improve service levels.

## **Implementation Process**

- The vendor will provide first-level support for the assets under third-party vendors' maintenance.
- A call will be logged with the respective third-party vendor for the failed unit and followed up till resolution.
- Helpdesk will maintain third-party vendors' database, having details of vendor, contact details, escalation details, products handled, contract copy and deliverables.
- The asset database will have details of all the assets supported by various third-party vendors, support details, date of contract / warranty expiry etc.
- Regular feedback will be taken by the Project Leader on the Service Quality provided by third-party vendors and ensure steps initiated to further improve service levels.
- In case of deviation in service quality / inability of third-party vendor to deliver expected Service Quality, necessary escalations will be done by the Project Leader and KoPT will be kept informed of the same. CMS shall provide third-party vendor management call-flow process chart.
- Replacement of equipment in case of failure of Vendor to do so within stipulated time period.

### **3.2.3 Asset Management Support**

Management of Asset Database and the overall change process in order to ensure control.

**Objective** - To ensure control over configurations to minimize disruption and downtime accruing from changes.

**Benefit** - Updated information on IT Assets.

## **Prime Responsibilities**

This will include mapping and display of devices on the LANs. This will result in an Asset Database and will be linked to change / configuration management. This includes monitoring and tracking of:

- Hardware inventories
- Printer inventories
- Network equipment / components

- UPSs etc.

#### **Software installation :**

- Tracking movement of systems – installation, movement, additions and changes of hardware in existing as well as new equipment.
- Managing hardware upgrades, and maintaining track of the same.
- Monitoring warranty / AMC details to notify contract renewals.
- Assist in conducting periodic audits on IT assets.
- Tracking of software licenses and installation.

### **Implementation Process**

Maintain a data base of existing assets

In case of new assets :

- User submits a requisition with authorization from KoPT IT Dept. for change in/ addition to hardware / OS.
- Follow-up with approved third-party vendor for the quotation, with verification.
- Update the database with additions
- Monitor assets' performance and recommend assets to be replaced alongwith reasons.
- Forwarding of quotation to KoPT IT Dept. for approval & purchase order.
- On delivery of the hardware, ensure installation and commissioning of the hardware for the user. Installation has to be certified by the vendor as well as by the user and forwarding the same to KoPT IT Dept.

## **3.3 Technical Support**

### **Introduction**

The aim of the technical support in this area is to attend to the first level calls that get logged with the Helpdesk.

- ✚ The FM vendor should be “**Microsoft Certified GOLD PARTNER**” / **should have at least 10 Microsoft Certified Service Engineers**
- ✚ The FM vendor should be ‘**Oracle Support Partner**’ so as to escalate and get help from Oracle in case of emergencies / **having at least 05 Oracle Certified Engineers**
- ✚ The FM vendor should have **back to back support agreement with IBM / HP** for maintenance of the Servers.

Major activities to be undertaken include: -

#### **3.3.1 Workplace / Desktop Management Support**

##### **Prime Responsibilities**

- Install / configure / support / maintain / trouble–shoot various hardware which are under warranty or AMC.
- Provide support for OS, standard Office Automation software, anti-virus, mail &



- messaging software etc.
- Distribution of software update/upgrades.
- Support on connectivity issues of the nodes (desktops/laptops/ servers) over the network.
- Assist users in giving solutions towards backup, zipping and related issues.
- Support file printing from desktop environment.
- Drivers support.
- Patch loading / upgrading.
- Configuration related problems.
- Software install / re-install.
- User Assistance.
- Applications' trouble-shooting :
  - ( English & Hindi ):
  - 1) MS Office / Open Office
  - 2) Lotus SmartSuite
  - 3) Mail & Messaging
  - 4) Virus Guard
  - 5) Web Browser (Internet Explorer, others)
  - 6) Winzip
  - 7) Firewall & Proxy Server / UTM ( Cyberroam i7500 )
  - 8) Oracle Client / D2K
  - 9) Windows NT/2000/2003/ UNIXWARE 7.1
  - 10) Windows XP Professional / Vista / Windows 7 / 8x
  - 11) Oracle 8i / 10g
  - 12) Web interface and other clients
  - 13) Webmail
  - 14) EDI / PCS (Port Community System ) Interface
  - 15) Other licensed software
- Other / Miscellaneous trouble-shooting :
  - 1) Hard Disk Partitioning / Formatting/ cleaning
  - 2) Configuration of additional HDD
  - 3) Configuration of Files & maintaining hard copy
  - 4) Configuration of Ethernet Card / Network Card / other cards
  - 5) Printer configuration
  - 6) Modem configuration / Dial-up configuration
  - 7) Scanner configuration
  - 8) Remote Boot configuration
  - 9) Routers/Switches/Hubs / fibre optic network
  - 10) Leased Line modems / Equipment
- Defining and resolving problem alerts :
  - 1) Tracing, diagnosing and correcting faults.
  - 2) Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
  - 3) Initiate escalation process, if required, to resolve the problem.

### **Implementation Process**

- Engineers will attend and resolve all calls assigned to them.
- Engineers will provide front-end support to desktops, OS, other software and standard applications.

- Engineer will install the standard packages as approved by KoPT IT Dept.
- Engineers will communicate the call closure to Helpdesk.
- In case of any outages necessary escalation will be done to the Project Leader.

### **3.3.2 Virus Control Management Support**

#### **Prime Responsibilities**

- Diagnosing / rectifying virus attacks by using Anti-Virus Software Tools.
- Deployment, installation, implementation and update of Anti-Virus software/ patches.
- Providing feedback to KoPT on detection of new viruses.
- Registering / updating / tracking of Anti-Virus Software Tools.

Note: All necessary Anti-Virus Software Tools shall be provided by KoPT.

### **3.3.3 LAN & WAN ( Network ) Management Support (wired & wireless)**

**Objective** - To ensure that the network is trouble-free and well optimized

**Benefit** - Trouble-free and well optimized Network (Inter & Intra Offices)

#### **Prime Responsibilities**

**User Administration** on servers:-

- Create / delete / modify users & groups.
- Desktop to LAN connectivity.
- Customizing login scripts for groups.
- Controlling user access rights and network security.
- Printer management.
- To monitor the data links across the different offices & make sure that all are up.
- To liaise with BSNL for the Data-links (Lease lines/ISDN etc), Internet Service Providers / Broad Band ( BSNL).
- Provide help for the installation & testing of new data circuits with third-party vendors (BSNL / VSNL/ Railtel & others).

### **3.3.4 Server Administration :-**

- Operating Systems installation / configuration / support.
- Monitoring system resources. (CPU utilisation etc.)
- Scheduled operations.
- Back up (daily, weekly & monthly) & recovery operations.
- Mail, Proxy, RAS and Intranet / Internet services.
- Application change management (standard applications).
- Network maintenance issues such as attach, login, printing.
- Creation / maintenance of users and allocation of access rights / IDs.

- Support for virus prevention and cleaning methods – monitoring the anti virus & firewall protection measures
- System auditing
- Printer management & Server OS support.
- Managing disk space availability
- Desktop to LAN connectivity
- Provide Servers uptime chart
- Uptime monitoring

### **3.3.5 Network / Voice & Data LAN /WAN Management :**

- Network topology mapping
- Network performance analysis / monitoring / fine-tuning
- Understanding bottlenecks and providing solutions
- IP addressing / DHCP management & support.
- Uptime monitoring.
- Suggestion on Network configuration and procurement of equipment, management tools such as NMS with features & details.
- Documentation of LAN / WAN support on Network, topology, design, upgradation & new plans related to LAN/WAN.
- In addition to other networks, also manage & maintain the network of OCTS (RS-232-C & armoured jelly filled & fibre optic cable) & Materials Management Division to Dock Master's via ES Office (CAT5 and fibre optic cable)
- **The Fibre Optic Cable Network between KoPT Head Office and Subhas Bhavan plus other offices / locations like NSD area / KPD area etc. via RAILTEL Link and KDS –NET plus wireless link including switches / routers /modems etc. and wireless connectivity between various offices of KDS, KoPT are also required to be maintained by the FMS Vendor. The locations/ offices to be covered under the maintenance is available in Annex – VII.**

### **Implementation Process**

- Engineers will conduct regular health checks of all LAN & WAN equipment to ensure optimum usage of all network equipment.
- Engineer will support data networks and user desktop connectivity related calls.
- Engineer will communicate call closure to Helpdesk.
- Helpdesk will confirm user satisfaction over call closure.
- Engineer would prepare Technical Documentation along with KoPT IT Dept.

### **3.3.6 Mail Management Support**

#### **Prime Responsibilities**

- Support for existing mail server system and roll-out of new Mail & Messaging and Workflow solutions.
- E-mail ID & database management.
- Mail account management. - creation, deletion and transfer of users.
- Problem isolation/ trouble-shooting and resolution.
- Mail traffic monitoring and pro-active disk space usage for mail.
- Support for mail- related problems.
- Providing connectivity to remote mail users on dial-up facility.
- Backup of mail data volumes critical to mail sub-system.
- Disk quota maintenance for users (as defined by KoPT).
- Update of global address book.
- Providing guidance to users on e-mail related problems and enhancing user knowledge.

### **Implementation Process**

- Engineer will monitor uptime of all mail servers and mail traffic.
- Engineer will ensure Anti-virus updates are regularly applied on all servers.
- Engineer will ensure disk quota maintenance of users.
- Engineer will perform creation / deletion / re-certification of user IDs as per KoPT's procedures & will maintain updated list of all users.
- Co-ordinate with third-party vendors on new development, if any.
- Engineer will conduct user-training sessions on need basis.
- Engineer will prepare mail server health report/ MIS reports as per KoPT's needs.
- Engineer will update groups and Database Access Control list.

### **3.3.7 Change Management**

#### **Prime Responsibilities**

Change management refers to the process of logging change requests, obtaining approvals, performing impact analysis, monitoring changes, updating assets and configuration databases. The buying process and requirement of KoPT will determine the actual process of change management. Change management implies :

- Keeping track of all changes in hardware & network equipment, third-party software, NMS etc.
- Control on asset and configuration changes.
- Updating of assets and configuration databases.
- Process for change.
- Accepting requests from users in writing as per the procedure laid down by KoPT from time to time.
- Taking approval of the same from KoPT's authorized person/s. Implementing the change as per the turn-around time specified for such activities.
- Generating report and submitting to KoPT's authorized person/s.

### **3.3.8 DBA Activities**

The DBA shall be responsible for :

- Maintaining the availability of the databases, with downtime not exceeding **two hrs.** at a time (except when database has crashed and requires media recovery and in that case, the time limit would be 48 hrs) and an overall availability of **99.5%** of the total working time for the respective server excluding the scheduled maintenance and back up times.
- The DBA shall conduct an initial assessment study of each database and create baseline data of the health of database and performance parameters.
- Identify resource logs, tune the databases, remove unwanted tables, review the privileges of users, identify database users with daily roles assigned to them, create suitable mirroring for control and log files, modify initialization parameters as required to improve the performance and security of the databases.
- Analyze the table spaces, SGA spaces, rollback segment statistics, redo log switchovers, wait session information, map of all data files and report their adequacy for the efficient performance of the databases.
- Enable audit trail features and archive log features as required.
- Evolve suitable back up strategy consistent with the criticality of the databases and its operational requirements. The back up strategy shall include periodicity, type of back up (physical/ logical/ full/ incremental etc.) online/ off line, files to be covered (like data file, log file, control files, initialization file etc.) media, executing scripts, responsibility for execution and verification.
- After the initial assessment study, the DBA will give a report outlining the analysis conducted, corrective actions taken/to be taken and the base line data for further monitoring.
- The DBA will provide suitable training to the personnel identified by KoPT to execute routine tasks like running scripts of health check-ups provided by DBA and for taking back up as per the back up schedule. He will also provide suitable documentation for the personnel for carrying out the tasks.
- The DBA will review the results of the health check ups of the databases sent to him once a fortnight through e-mail and suggest corrective actions, if any, immediately. Server administrator of FMS will run scripts and access log to assess the health of database on daily basis. In case of any alarm or alert, would refer to DBA. DBA would attend within 4 (four) hours of call. The DBA will assess the status of the databases with reference to the base line parameters set up initially and monitor the SGA statistics, table sizes, performance parameters, alert logs etc. and certify the adequacy of the database to perform optimally as per defined requirement. He will monitor whether the back ups are taken as per the schedule. He will also verify whether the back ups taken are restorable using test machines. At the end of every such periodical visit, he will give a report outlining the tasks carried out and indicate any follow up actions to be carried out by the KoPT personnel.

### **3.3.9 Other Areas**

- a. Implement action plans as deemed fit as per KDS-IT policy
- b. Implement Data Security Policy
- c. Implement Network and Internet access Policy
- d. Any other policies and decisions taken from time to time
- e. Maintenance of IP based Video Conferencing System including ISDN lines /any other communication link.

### **3.3.10 Technology Support**

#### **Prime Responsibilities**

- Standardized Software and tools to be deployed.
- Updates on contemporary and cutting-edge technology to meet the organizational objectives.
- Introduction of new technological tools to increase efficiency and productivity. Tools to be procured by KoPT, if feasible and viable.

### **3.3.11 IT Security**

1. Identify gaps in KoPT's security controls, policies and processes.
2. Gap Analysis , penetration testing and vulnerability assessment should be done at least twice a year.
3. Discover the risks of external and internal security threats to KoPT and provide detailed recommendations and implementation of controls to mitigate them.
4. To comply advisories from NCIIPC and / or other Apex bodies in respect to IT/Cyber Security from time to time.
5. To ensure KoPT's data is protected by adhering integrity, availability and confidentiality.

## **3.4 User Support**

#### **Prime Responsibilities**

- Upgradation of user skills and support on computer usage.
- Standardize usage of applications developed in-house.
- Desktop management of users by providing do's and don'ts.

#### **The major points of operation of Kolkata Port Trust are :**

- Kolkata Port Trust Head Office, 15, Strand Road, Kolkata – 700 001
- Subhas Bhavan, 40, CGR Road (Offices of Traffic Manager, CME, CISF, HM(P), HM(R), Supdt.-of-Collection, KDS IT Centre etc.)
- Centenary Hospital, Majherhat
- Materials Management Division 6, Garden Reach Road
- Mechanical Workshops/ CME's Office, 8, GR Road including other sectional offices
- Chief Radio Officer's Office, Ramnagar
- Port Security Offices
- Hydraulic Model Centre
- Entire NS Dock, KP Dock (all offices)
- Budge Budge (Traffic and Marine offices)

- 51, CGR Road (CE's Office / Workshop Account's Office)
- Port Fire Service Office at CGR Road
- Accounts Office / CRDC , Vigilance office at Jetty Building
- HSD office at 20, GR Road & Haldia
- Tram Depot Office (Labour Deptt)
- Engg. Supdt's / Dock Masters / Mooring Masters Office near Daighat
- KoPT vessels like Anusandhani / Environment's division office
- Other Areas such as Port Land Park, Fairfield, Loco Shed, EJC, BRO office, camp office at Chairman, Dy. Chairman's residence etc.
- OCTS Computer centre / CFS
- Boat Registration office at Babughat
- Saugor Pilot Office
- Behrampur, CHE's Office
- Haldia VTMS Office

#### 4.0 **Period of Acceptance**

The tenderer shall take over the job of 'Facility Management Services' for the areas as mentioned in the scope of work within **15 days** from the date of issuance of work order.

#### 5.0 **Eligibility of Tenderers :**

The invitation for tenders is open to reputed computer firms in India office with (having Service Centre in Kolkata) having previous performance records of providing 'facility management services' in the areas as mentioned in the scope of work and also fulfilling the following :

5.1 Experience of having successfully completed IT FMS works during last 7 years ending 31.10.2014, should be either of the following (work order with successful completion of FMS service to be submitted) :

- 5.5.1 3 similar completed works costing not less than the amount of Rs. 22 lakhs for each
- 5.5.2 2 similar completed works costing not less than the amount of Rs. 28 lakhs for each
- 5.5.3 1 similar completed work costing not less than the amount of Rs. 44 lakhs

Here, similar work means work related to IT Facility Management Services by deploying necessary manpower including hardware, system software, network maintenance.

5.2 **The company should be a ISO 9001 – 2008 & ISO 27001 certified company.**

5.3 The company should have at least 30 personnel in the field such as Hardware, Software, Networking etc. in their office at **Kolkata (should be in the payroll of Kolkata office). Necessary documents are to be submitted.**

5.4 Experience of not less than 7 years in the field of providing "IT Facility Management Services" including hardware maintenance to large govt./ undertaking / similar organizations (with 500+ PCs, 15+ Servers, 200+ printers etc.) along with the list of

organizations (clientele) where company is at present maintaining / giving support to similar type of installations in India.

## **6.0 Instructions for Tenderers**

The tenderer shall examine carefully the General Conditions of Contract supplied herewith. He shall visit & inspect the site & the equipment and on his own responsibility, shall obtain all information which may be necessary for the purpose of his tender offer. No excuse of ignorance as to site conditions and local information will be accepted in the event of his not visiting the site/equipment. All costs, charges and expenses that may be incurred by the tenderer in connection with the preparation of his tender, shall be borne by him and the Trustees accept no liability whatsoever, in this regard.

## **7.0 Format and Signing of Tender :**

The original tender format and accompanying documents must be written in indelible ink and shall be signed by the person(s) duly authorised to sign on behalf of the tenderer. Such authorisation shall be indicated by written power-of-attorney accompanying the offer. All pages of the offer, except for unamended printed literature, shall be initiated by the person(s) signing the offer. The name and position held by each signatory must be typed or printed or sealed below the signature.

7.1 The tender shall contain no interlineations, erasers or over-writing except as necessary to correct the errors made by the tenderer in which case such corrections shall be initialled by the person(s) signing the offer.

7.2 Tender must be submitted for executing all works involved and any tender received for doing a portion of the work with responsibility for carrying out the remaining works by the Trustees' other contractors, will be liable for outright rejection.

7.3 Should there be any doubt or ambiguity as to the meaning of any portion of the tender document or if any further information is required, the same shall be clarified/amended by the Tender Committee in a **Pre-bid Meeting** to be held at Head Office Conference Room, 15, Strand Road, Kolkata – 700 001 on **at 11-30 hrs. on 23.02.2015.**

Prospective tenderers are advised to attend the pre-bid Meeting since no excuse of ignorance of clarifications/amendments given by the Tender Committee in the Pre-bid Meeting shall be accepted. Minutes of the Pre-bid meeting will be posted in KoPT website Any offer having deviation from KoPTs Terms & Conditions after those are frozen in the Pre-bid Meeting, may render the offer unacceptable to KoPT.

## **8. Tender Documents :**

- i) The required goods and services, tendering procedures and contract terms are prescribed in the tender documents.
- ii) Tenderer is expected to examine the tender documents including all instruments, forms, terms specifications in the tender documents.

## **9. Clarification of Tender Documents :**



Prospective tenderers requiring further information or clarification of the tender documents, may notify the Jt. Director (P&R) in writing or through Fax or e-mail at the Jt. Director (P&R)'s mailing address indicated in the invitation for tenders, before the Pre-bid meeting.

**10. Amendment of Tender Documents :**

- (i) At any time prior to the deadline for submission of tenders, the Jt. Director (P&R) for any reason whether at his own initiative or in response to a clarification required by a prospective tenderer, may modify the tender documents.
- (ii) The amendment shall be part of the tender documents pursuant to Clause 9 and will be notified in KoPT website. The same will be binding on tenderers. Jt. Director (P&R) may, at his discretion, extend the deadline for the submission of the tenders.

**11. Language of Tender :**

The tender submitted by the tenderer and all correspondence and documents relating to the tender shall be written in English. Any printed literature furnished by the tenderer written in any other language, must be accompanied by an English translation. For the purpose of interpretation of the tender documents, the English translation shall prevail.

**12. Deadline for submission of offers :**

The original tender, must be received by the Jt. Director (P&R) at the office of the Jt. Director(P&R), Planning & Research Division, 15, Strand Road, Kolkata – 700 001, not later than **14.00 hrs on 03.03.2015**.

The tenders would be opened at 1500 hrs. on the same date i.e. on 03.03.2015 where representatives of the firms may be present.

**13. Late Tenders :**

Any tender received by the Jt. Director (P&R) after the deadline for submission of tenders prescribed by the Jt. Director (P&R) to clause 12, will stand rejected and will be returned unopened to the tenderer on request.

**14. Tenders despatched through Post**

Tenders received through post shall be accepted provided the same should reach the office of the Jt. Director (P&R), P&R Division, Kolkata Port Trust, 15, Strand Road, Kolkata – 700 001 prior to the expiry of the stipulated time as per Clause 13. Any tender received after expiry of the stipulated time will be rejected.

**15. General Conditions of Tender**

It is not obligatory on the part of the Trustees to accept the lowest tender. They reserve the right to accept a tender in full or in part and /or reject tender(s) without assigning any reason.

Tenders shall be, in all cases, for the execution of the work in accordance with the General Conditions of Contract, Special Conditions of Contract, Scope of Work and Bill of Quantities.

## 16. **Earnest Money Deposit & Security Deposit:**

- i) The tenderer shall furnish as a part of its offer, the Earnest Money Deposit of **Rs. 1,00,000/- (Rupees One Lakh only)** in the form of a Bank Draft / Pay Order / Banker's Cheque drawn in favour of 'Kolkata Port Trust' drawn on any Nationalised / Scheduled bank, payable at Kolkata.
- ii) The Earnest Money may be deposited in cash. In that case, the vendor should deposit the money to Treasurer, KoPT and obtain the Treasury Receipt (TR ). The TR should be submitted with the offer.
- iii) Earnest Money Deposit of unsuccessful tenderers will be refunded without interest through a/c payee cheque or ECS, as promptly as possible.
- iv) The successful tenderers' Earnest Money Deposit will be refunded / returned back on submission of the **Security Deposit (10% of the contract value for 3 years -- to be submitted within 30 days from the date of issuance of work order) which** may be submitted through Bank Guarantee (format of the BG may be collected by the vendor).
- v) The Earnest Money Deposit shall be forfeited if a tenderer withdraws its offer during the validity period of tender.
- vi) The EMD of a successful tenderer will also be forfeited if the tenderer fails –
  - A) to sign the agreement.
  - B) to furnish the Security Deposit as mentioned above.
- vii) Tenders without Earnest Money are liable to be rejected by the KoPT.

## 17. **Preparation of Tenders**

### 17.1 **Documents comprising the tender**

The tender prepared by the tenderer shall include the following components (enclosed in sealed covers as indicated):-

- 17.1.1 Inner cover I superscribed "**Earnest Money Deposit**"- containing the Earnest Money Deposit and the cost of tender document in the form of a bank draft , if not already deposited.

17.1.2 Inner cover II superscribed “**Pre-qualification documents**” containing

- I) Work completion certificates from the users stating details of the job, contract value and completion date.
- II) Last three years Audited Balance Sheet. & Profit and Loss account
- III) Documentary evidence shall be in accordance with clause-2 **that the tenderer as furnished below :**

17.1.3 Experience of having successfully completed IT FMS works during last 7 years ending 31.10.2014, should be either of the following (work order with successful completion of FMS service to be submitted) :

- a) 3 similar completed works costing not less than the amount of Rs. 22 lakhs for each
- b) 2 similar completed works costing not less than the amount of Rs. 28 lakhs for each
- c) 1 similar completed works costing not less than the amount of Rs. 44 lakhs

17.1.4 **The company should be a ISO 9001 – 2008 & ISO 27001 certified company.**

17.1.5 The company should have at least 30 personnel in the field such as Hardware, Software, Networking, etc. in their office at **Kolkata (should be in the payroll of Kolkata office). Necessary documents are to be submitted.**

17.1.6 Experience of not less than 7 years in the field of providing “ IT Facility Management Services” including hardware maintenance to large organizations (with 500+ PCs, 15+ Servers, 200+ printers etc.) like Kolkata Port Trust along with the list of organizations (clientele) where company at present is maintaining/giving support to similar type of installations in India.

17.1.7 The turn over of the company during the last three years should be minimum of Rs. 18 lakhs

**17.2** Inner cover III superscribed “**Techno-commercial offer**” in accordance with the technical specifications indicated in the tender documents. **A signed copy (in all the pages) of the Tender Document indicating acceptance of all the terms and conditions of the tender should be submitted along with the offer.**

**17.3** Inner cover IV superscribed “**Price Bid**” – containing the details price bid as per specifications given in the tender documents (BOQ – clause 43). The price bid would be in accordance with clause 18.

## **18. Price Bid :**

- i) Price quoted by the tenderer shall remain fixed and no escalation would be allowed.
- ii) **The tenderers shall quote a lump sum amount including all taxes, duties etc. but excluding Service Tax for the entire job for 3 years (year-wise price) of Facility Management Services.**

P.S. : Escalation may be accepted against statutory increase or change in Govt. taxes, duties, cess etc.

### **19. Period of Validity of Offers :**

Tenders shall remain valid for **180** days after the date of tender closing prescribed by the Jt. Director (P&R). Notwithstanding the above, the validity period of the offers may be extended by Jt. Director (P&R) with the consent of the tenderers.

### **20. Preliminary Examination :**

Arithmetical errors shall be rectified on the following basis:-

- If there is a discrepancy between the unit price and the total cost that is obtained by multiplying the unit price and the quantity, the unit price shall prevail and the total cost will be corrected.
- If there is a discrepancy between the group wise cost and the sum of the cost components, the latter shall prevail.

### **21. Taxes and Duties etc. :**

The tenderer shall be entirely responsible for all taxes, duties and other such levies arising out of this contract except Service tax and Educational Cess. Kolkata Port Trust will not issue any Sales Tax Declaration Forms.

Deduction shall be made from payments to the tenderer towards Income Tax, if applicable, as per the law and rules of the Government in force at the time of payment(s).

The bidder should note that KoPT is not an entity registered as a body corporate for the purpose of service tax law and therefore as per clause (v) of section A of Service tax notification no. 30/2102-ST dt. 20.06.2012, KoPT is not liable to pay service tax under reverse charge mechanism on the service of renting of motor vehicles to carry passengers, supply of manpower for any purpose and service portion in execution of works contract. In case of liquidated damages / damages / penalties or any recoveries, service tax at the appropriate rates will be charged on such deductions / recoveries and deducted from the bills of contractors.

### **22. Acceptance /Rejection of Tenders :**

22.1 Kolkata Port Trust reserves the right to accept or reject any tender without assigning any reason.

The Jt. Director (P&R) reserves the right to accept or reject any tender and to annul the tendering process & reject all tenders at any time prior to award of contract, without incurring any liability to the tenderers or any obligation to inform the tenderers of the grounds for his action.

22.2 If, it is found that two or more persons who are connected with one another financially or as principal and agent or Master and Servant, have tendered separately under different names for the same contract, without disclosing their connection or it is found that the same person has submitted more than one tender for the same work under different names, tenders may be rejected or any contract entered into under such conditions shall be liable to be cancelled at any time during its performance.

22.3 The tenderer shall distinctly understand that –

- a) they will be strictly required to conform to the General Conditions of Contract as contained in each of its Clause and the plea of ‘Custom Prevailing’ will not in any case be admitted as an excuse on their part for infringing any of the conditions;
- b) they shall refrain from sending revised or amended quotations, after the closing date and time of the tender;
- c) his intention towards acceptance or non-acceptance of any of the terms and conditions stated herein, shall have to be clearly mentioned in the Pre-bid Meeting. Non-acceptance and/or non-compliance of any of the terms and conditions, after those are frozen in the Pre-bid meeting, shall make such tenders liable for outright rejection.

### **23. Extension in the Tenderer’s Performance :**

Delivery of the services / goods shall be made by the tenderer in accordance with the work schedule.

The tenderer may claim extension of time limits as set forth in the work schedule in case of –

- a) Changes ordered by the KoPT.
- b) Delay in providing any material, drawing or services which are to be provided by the KoPT.
- c) Force Majeure and
- d) Delay in performance of work caused by orders issued by the KoPT relevant to but not included in the contract

### **24. Termination for default :**

The KoPT may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the contract in whole if the contractor fails to deliver any or all of the services within the time period specified in the contract or any extension granted thereof by the KoPT.

The contract may be terminated anytime within the currency period the contract by Kolkata Port Trust at its sole discretion, after giving 7 days’ Notice, for any of the following factors & for such cancellation, Kolkata Port Trust will under no circumstance be subject to any liability :-

- i) If the firm fails to carry out the work as per Service Level Agreement (SLA) without any valid reason acceptable to Kolkata Port Trust.
- ii) If the contractor fails to perform any other obligation(s) under the contract, and if the contractor in either of the above circumstances, does not cure its failure

within a period of ten (10) calendar days or such longer period as the KoPT may authorise in writing.

- iii) KoPT reserves the right to terminate a contract in case they are satisfied that any bribe, commission, gift or advantage has been given or promised or offered by or on behalf of the tenderers to any officer, employees or representatives of KoPT or to any person on his or their behalf in relation of the acceptance of the tender.

## **25. Resolution of Disputes :**

In the event of any dispute, question of difference arising during the contractual period or during any other time, as to any matter connected with or arising out of the contract, the decision of the Chairman, Kolkata Port Trust, shall be final.

If, however, the firm is dissatisfied with the decision of the Chairman, Kolkata Port Trust, the firm may, within 15 days after receiving notice of such decision, intimate the Chairman about their desire to get the matter referred to an Arbitrator. The Arbitrator may be nominated from the panel of Arbitrators maintained by Kolkata Port Trust within 30 days from the date of receipt of such communication from the firms' end and that reference shall be deemed to be a submission to the Arbitrator within the meaning of Arbitration & Conciliation Act, 1996 or any amendment thereof. The decision of the Arbitrator shall, however, be final and binding on both Kolkata Port Trust and the firm. The cost incurred for referring the matter to Arbitrator will be shared by both the parties equally.

## **26. Applicable Law**

The contract shall be governed by and interpreted in accordance with the laws of the land. Court case, if any arises out of the contract, shall be referred to the High Court at Kolkata.

## **27. Force Majeure**

In the event of the Contractor / Kolkata Port Trust being prevented from fulfilling its obligation in full or in part arising out of this contract, due to any Force Majeure event like acts of God (flood, earthquake etc.) or war, civil commotion, strike etc, the affected party shall forthwith, but in no case later than 24 hrs from the commencement of such event, intimate the other party as to the commencement of such event and continue to intimate after every 7 days during continuance of such event. The affected party shall, upon cessation of such event, promptly inform the other party and shall commence its obligation in part or in full arising out of this contract, which was kept suspended due to such events of "Force Majeure".

## **28. Workmen's Compensation :**

- 28.1 Workmen's Compensation Act should be followed by the tenderer for providing insurance coverage to their employees.

- 28.2 The tenderer is also required to have their own transport for movement of their men and material inside/outside the port premises. No vehicle or manual assistance will be provided by Kolkata Port Trust.

**29. Statutory Rules & Regulations :**

The tenderers/contractor will strictly adhere to all rules and regulations as laid down by the Govt. of India, State Government Authority, Local Authority, Statutory Bodies and Kolkata Port Trust in this connection.

**30. Pre-bid Meeting / Other Terms & Conditions :**

All other terms and conditions will be as mentioned in the tender document or as decided in the Pre-bid meetings.

**31. Indemnity :**

The tenderer shall indemnify KoPT during the various stages of execution of the contract, regarding damages or loss of or injury to or death of :

- Third parties
- KoPT's facilities and goods attributable to the tenderer

**32. Acceptance Criteria :**

32.1 The tenderer shall provide all necessary instruments at his own cost for the purpose of inspection and testing.

32.2 All results of inspection and tests will be recorded for inspection and verification by KoPT. These reports shall form a part of the job completion documents.

32.3 Inspection and acceptance of the work shall not relieve the Contractor from any of his responsibilities under this contract.

**33. Special Conditions of Tender**

**33.1 Price Offer :**

The basic rate (including all taxes and duties excluding Govt. duties, Service tax & Educational cess) quoted in the tender shall hold good and shall be binding on the tenderer, notwithstanding any increase in the prices of materials and labour or in the freights or levy of other charges whatsoever and the tenderer shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time.

**33.2 Assets and Maintenance :**

- 33.2.1 The approximate total No. of servers and PCs with peripherals like inkjet / laser jet printers, dot matrix printers, line matrix printers, UPS, modems, routers etc. are given in Annexures – IV & V. The list, however, is not exhaustive. Some additional equipment may be included.**

The list of vendors / maintenance contractors are given in Annexure – VI.

**33.2.2 Maintenance (AMC) :**

The contractor for providing FMS to KoPT, will also provide AMC to all the equipment including networks under coverage with replacement of spare parts for all (including printer heads, ribbon masks, batteries of UPS, cables, patch cords etc., except printer ribbons, toners, cartridges etc.), *excluding* those under warranty coverage. Those equipment, which are presently under warranty, will come under AMC of the FMS provider immediately after expiry of the warranty period. A detailed list showing the present warranty period is furnished in Annexure-IV. Contact no. of the personnel engaged in AMC, like mobile nos. / office phone no. etc. should be made available to KoPT.

**DRS :** KoPT intends to install its DRS system shortly. Till implementation of DRS, the FMS service provider would take back up on daily basis at different sites apart from backup at sites. A backup plan should be submitted by the vendor and to be monitored.

**33.2.3** At present there is no Disaster Recovery System (DRS) available in KoPT. The FMS service provider should arrange to provide DRS ( in the form of hot standby arrangement ) in two most important functional areas like Head Office and Subhas Bhavan so that in case of any disaster, the system / application / data can be recovered from the DRS.

**33.2.4** Engineers/Helpdesk personnel to be deployed onsite should be on the direct rolls of the FM service provider and should not be out sourced.

**33.2.5** The company should have capabilities to provide Remote Helpdesk Services (NOC).

**33.2.6** The FM vendor should have a direct pool of sufficient number of engineers required to deliver support services on hardware, software etc. and in case of absence, should be able to provide immediate replacement. In case of non-availability of manpower, penalty would be imposed.

**33.2.7** In case of poor maintenance or urgency where firm fails to deliver at KoPT's request, KoPT shall have the right to repair / replace the equipments. The cost would be borne by the firm.

**33.2.8** The FMS vendor has to maintain a standby pool of the following new equipments at KoPT premises to replace the defective equipments immediately :

i. PC	:	12
ii. laserjet printers	:	08
iii. deskjet / inkjet printers	:	08
iv. multifunction printers	:	5
v. dot matrix printer	:	8
vi. scanners	:	3
vii. 16 port / 8 port switches	:	5

other equipments as per requirement.



**34. Penalty Clause :**

**The firm should provide 99.5% uptime for all infrastructure and components under FMS. Downtime above 0.5% of any component, asset and infrastructure would result in penalty from monthly bill on the following terms and conditions :**

- i. Rs. 500.00 per machine per day for PCs and printers ( except for printers above 30,000 duty cycles per month )**
- ii. Rs. 1000.00 per server per day and Rs. 500.00 per PC attached to the server per day.**
- iii. Rs. 1000.00 per network point per day**
- iv. Rs. 500.00 per switch ( Layer 2 & above ) per day**
- v. Rs. 750.00 per other components per day**
- vi. Rs. 2000.00 per day for non-availability of DBA and Server cum Network Administrator.**
- vii. Rs. 1000.00 per day for non-availability of others**

**Downtime refers to inability of an user to use partly or fully on account of hardware / software (including virus related malwares) or network failure.**

**35. Risk Purchase :**

Without prejudice to any of its legal rights, Kolkata Port Trust shall have the power to recover the said amount of damage as stated in Clause 34 above, from any money due or likely to become due to contractor. The payment or deduction of such compensation shall not relieve contractor from their obligation to complete the work or from any of other obligations/ liabilities under the contract and in case of failure, at the absolute discretion of Jt. Director (P&R), Kolkata Port Trust, the work may be ordered to be completed by some other agency at the risk & expense of the contractor, after issuance of a notice in writing of minimum, seven days by the Jt. Director (P&R), Kolkata Port Trust or his representative.

**36. Compliance of relevant Acts, Ordinances etc.**

The contractor shall be required to comply with all relevant acts and laws including the Minimum Wages Act, 1948, Employees' Liability Act, 1938, Industrial Dispute Act, 1947, Indian Contract Act, Workmen's Compensation Act, The Contract Labour (Regulation & Abolition) Act, 1970 etc. or statutory amendment and the modifications thereof or any other laws relating thereto and the rules made thereunder from time to time.

It will be the duty of the contractor to abide by all the provisions of the Acts, Ordinances Rules, Regulations, By-laws, procedures as are lawfully necessary in the execution of the works. Contractor will be fully responsible for any delay, damage, etc. and shall keep Kolkata Port Trust indemnified against all penalties and liabilities of any kind for non-compliance or infringement of any kind, for non-compliance or infringement of any such Act. Ordinance, Rules, Regulations, By-laws, procedures etc.

The aforesaid Regulations shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.

**37. Damage & loss to private property & injury to workmen**

The Contractor will at their own expenses, reinstate and make good upto the satisfaction of Kolkata Port Trust and pay compensation for any injury or loss or damage accrued to any property or rights whatsoever, including property and rights of Kolkata Port Trust or Agents or servants or employees of Kolkata Port Trust, the injury, loss or damage arising out of or in any way in connection with the execution or purported execution of the contract(s) and further, the Contractor will indemnify Kolkata Port Trust against all claims enforceable against Kolkata Port Trust or any Agents, servant or employees of Kolkata Port Trust or which would be so enforceable against Kolkata Port Trust where Kolkata Port Trust is a private person, in respect of any such injury including injury resulting to death, loss or damage to any person whomsoever or property including all claims which may arise under the Workmen's Compensation Act or otherwise

### **38. Notification of the Award of Contract :**

The successful Tenderer is to be notified that their offer has been accepted and the basis on which, the tender has been accepted through 'Notification of the award of contract'. The 'Notification of the Award of Contract' will constitute the information of a contract until the contract has been effected pursuant to Clause 12 of "General Instructions to Tenderers".

### **39. Facilities from KoPT :**

KoPT will provide the FMS vendor the following facilities :

- a) Necessary space free of cost for Helpdesk and Server-cum-Network Managers
- b) 1 PC with printer for Helpdesk management
- c) One telephone line of H. O. exchange – free of cost
- d) One P&T Telephone line – to be paid by the FMS vendor

### **40. Qualification of DBA and Network Administrator :**

The qualification and experience of the personnel to be posted as DBA and Network cum Server Manager should be as under :

#### **DBA :**

- i) Degree in Computer Sc. / MCA or equivalent
- ii) Oracle Certified Professional
- iii) Minimum 2 years hands on working experience in Database Administration in similar type of set up i.e Windows 2000 & UNIX.

#### **Network-cum-Server Manager :**

- i) Degree in Computer Sc. / MCA or equivalent
- ii) MCSE / CCNA /CCNP certified

### **41. Security System :**

FMS provider would strictly follow ISPS, Port Security, Data Security, Access Control, CERT-IN guidelines and other policies to ensure strict adherence. The antecedent of manpower to be provided would have to be verified through police for which all

information have to be provided by the firm. The firm would issue I.D. cards to all its employees. Any change in officials have to be informed immediately. The firm has to abide by the rules & regulations communicated to it from time to time.

Any work reported under contract period but not completed would lead to extension of contract without any cost or will be done by KoPT at the risk and cost of the vendor.

Free permits will be issued by KoPT to the maintenance / service engineers of the firm for attending calls inside the Docks and other restricted areas. The price offer should be submitted accordingly.

#### 42. Payment Terms :

- a) Payment will be made on monthly basis., after successful completion of the month during the contract / period as per Service Level Agreement (SLA)
- b) Payment will be made through ECS, Firms to provide information on Bank details.

#### 43. Bill of Quantities

**Description of the work** **Rate**

Year of FMS	<b>Lump sum basic rate for FMS</b> (exclusive of service tax)	<b>Lump sum Cost of AMC of hardware</b> (exclusive of service tax)
1 <sup>st</sup>		
2 <sup>nd</sup>		
3 <sup>rd</sup>		
Total		

Note : Evaluation will be based on total lump sum rates and rate of AMC on hardware including network for the months involved in each year for the period of three years. Payment will be made after completion of the month.

For providing Facility Management Services in the following areas of activities such as Helpdesk management, server / system management, Network / Asset / Vendor Management etc. as mentioned in the scope of work

In addition to the above equipments, other equipments like web camera, deskjet D5160 printers, switches, modems etc. were procured from time to time, the total cost being approx. Rs. 5 lakhs.

#### 44. Customer Satisfaction Survey

- Customer satisfaction survey to be conducted as per the frequency defined by KoPT.

#### **44.1 MIS Reports**

##### **Service Description**

Standard reports will be generated and submitted to **KoPT** for review in each calendar month. The reports should have the following contents and analysis of data to take preventive actions:

- Date / time of call
- Description of problem
- Summary of action taken
- Date / time solved
- Outstanding problem report (scheduled or ad-hoc)

The above information will allow KoPT to analyze the statistics/problem trends and to seek recommendation from the vendor for areas of improvement.

##### **Service Assumption**

- Report formats and frequency will be discussed mutually.
- These are standard reports and any changes / amendments will be discussed in detail.

##### **Service Deliverables**

- Monthly reports on call statistics detail logs and management reports submitted on a timely basis.

The deliverable report shall be either on paper or on e-mail as per convenience. Either review or time stamped messages shall authenticate validity.

#### **Exclusions:**

The services offered by the vendor shall not include the following:

- The services do not include any application software development or customization or support.
- The proposal does not cover any specialized training. In the event of new users entering the system, an overview of services available shall be provided to the users.

#### **44.2 Infrastructure Request**

KoPT shall provide the following infrastructure / resources to the firm to provide efficient and speedy service.

- Seating arrangement for the Project Team.
- Telephone extensions for location co-ordination.
- Internet access for downloads for updates / patches etc.
- Pentium system to load Helpdesk Tools.
- Access to printer and stationery for reports, logs etc.
- Storage place with lock and key for media, manuals etc.
- Gate Pass / ID for authorized people for access to premises as per the requirements from time to time. However, issuance of permits would be subject to extant rules which may change from time to time. FMS officials are required to strictly follow Data Security and other policies.

#### **44.3 Support Window**

The standard window of operation at KoPT locations will be as follows, However, the timings can be fine-tuned as per KoPT's working hours / requirements: -

##### **44.3.1 Locations & Number of support persons**

- The Facility Management Services shall cover all the locations of KoPT as mentioned under the scope of services. The scope should also have provision to cover services in new locations where KoPT proposes to open offices in the future.
- Helpdesk Facility needs to be provided at Head Office of Kolkata Port Trust The vendor shall provide dedicated support personnel at the above location as per the manpower and time schedule given below.

##### **44.3.2 Hardware Maintenance Support (AMC)**

The vendor shall provide maintenance support including replacement of spare parts to all the hardware, network and communication equipment (as per the list enclosed) and as included from time to time. The firms may note that the replaced defective parts will be their property and they have to provide a minimum guarantee period of 6 months for the fresh replaced parts.

#### **44.4 Escalation Mechanism**

- The escalation will depend upon the criticality of the equipment / service defined by KoPT. Critical equipment escalation will have more importance and for peripherals like printer etc. the escalation will have lower importance.
- All hardware calls escalations need to be closed within a time frame of maximum 48 hours.
- The following will be the escalation levels followed by FMS firm to ensure support on technical issues arising out of the operations at KoPT's premises:

#### **Internal Escalation Procedure**

ESCALATIONS	AUTHORITY	CRITICAL CALLS	NON CRITICALCALLS
-------------	-----------	----------------	-------------------

		<b>RESOLUTION TIME</b>	<b>RESOLUTION TIME</b>
<b>First Level</b>	Resident Engineers	1 Hr.	2 Hrs
<b>Second Level</b>	Project Leader	2 Hrs	4 Hrs

### **External Escalation Procedure**

<b>Third Level</b>	Territory Manager - FE	8 Hrs	24 Hrs
<b>Fourth Level</b>	Area Manager - FE	24 Hrs	48 Hrs
<b>Fifth Level</b>	General Manager - FE	48 Hrs	96 Hrs

## **45. Responsibilities and Personnel Profile**

### **45.1 Project Leader**

#### **Responsibilities**

- Single point of contact for all issues related to the contract and its execution.
- Responsible for successful execution of the SLA to the satisfaction of all sites.
- Performance management of entire IT operations and associated resources.
- Account management.
- To handle all major escalations and ensure their speedy resolution.
- Meeting the quantitative and qualitative measurements laid out by FMS firms
- Conducting periodic service audit reviews with KoPT IT Dept. officials locally as well as with other locations to refine/customize the processes to fulfill customer needs.
- Compilation of performance reports.
- Overall in-charge of the account.

#### **Skills**

- Degree or equivalent/ higher qualifications with approx. 3-4 yrs. of working experience.
- Project/ Resource Management skills with 1-2 yrs. experience in handling similar operations.
- Service Management expertise and ability to manage, improve service levels.
- People Management. Ability to lead/ motivate FMS Team.
- Technical ability to understand the issues related to day-to-day operations.
- Excellent communication, interpersonal and analytical skills.
- Ability to see things from a “business” perspective.

### **45.2 FMS Engineers**

#### **Responsibilities**

- Responsible for resolution of calls reported by the users.
- Meeting the quantitative and qualitative measurements laid out by FMS firms for the successful completion of the Management Programme.
- Execution of the administrative operations.

#### **Skills**

- Customer Engineer with IT experience of 2 - 3 years.
- Report generation and interpretation skills.

- Outage escalation / good interaction / communication skills.

#### **45.3 Helpdesk Personnel Responsibilities**

- He/She will be the interface between KoPT users and FMS engineers.
- Responsible for call receipt / logging / screening and allocation.
- Escalate within and or to external agencies.
- Track calls to ensure that service levels are met.
- Assist in generation of relevant MIS reports.

#### **Skills**

- Graduate with exposure in similar operations.
- Trained in Telephone Techniques and systems usage and processes.
- Good communication skill in English and Hindi and having interpersonal skills.

#### **46. Employment Agreement**

Neither the Vendor nor KoPT will employ each other's staff performing duty at site either directly or indirectly till one year after completion of these services or termination of the contract. Neither company shall approach each other's personnel for employment either directly or through consultants.

#### **47. Contract Kick-Off**

Prior to start of the Facility Management and AMC Services and on receipt of confirmed Purchase Order/ Letter of Intent, the vendor will carry out an FMS audit prior to Project takeover / implementation and submit a report to KoPT of current operations status. The Project implementation time shall not exceed 15 days.

#### **48. Care of the Equipment**

KoPT will give the FMS Vendor full access to the equipment and will provide suitable working space to enable to provide Maintenance Services.

KoPT shall be responsible for providing proper site conditions, a standard power conditioning equipment and air-conditioning as per standard, wherever necessary.

The FMS Vendor shall take suitable care of the equipment at all KoPT locations. Any untoward incident like theft, misplacement of hardware such as printer head, printer cards, connectors etc. from the machines / printers should be brought to the notice of the authorities in writing immediately.

#### **49. Liability and Indemnity**

KoPT shall have no liability whatsoever for any injury/death to vendor's employees, agents or representatives suffered while on KoPT premises or anywhere else and including, without limitation, any damages suffered which results from the malfunction of any equipment.

Any Intellectual Property made/created/generated by KoPT shall remain the property of KoPT. The vendor would have no right to use them for their use..

**Annexure – I**

**50. Resident Manpower Deployment**

Location	Resident Manpower		
	Help Desk (Single point Contact) cum Desktop cum Printer & other accessories --- 1 in general shift		Server
<b>Head Office</b> Jetty building Vigilance Office	1 in 3 shifts ( 1 x 3 ) Total = 3	2 in General shift  Total = 2	DBA = 1 ( in General shift )
<b>Subhas Bhavan</b> HSD NSD & KPD CMM HM(P)/HM(R) CRO ES / DOCK MASTER 51, CGR Road Mechanical Workshop No.8 Hydraulic Model Labour Office (Taratala & others) EJC		2 in 2 shifts (Morning & Afternoon shift )  2 in General shift 1 in Night shift  Total = 7	1 (One ) Server Manager & 1 ( one ) Network Manager in general shift  Total = 2
<b>Centenary Hospital Portland Park</b>		1 in 3 shift (1 x 3 )  Total = 3	<b>Grand Total = 19</b>

- ❖ Although location specific resident managers are earmarked, they might have to visit and attend to calls to any place (as described in areas under FMS coverage) as desired by Kolkata Port Trust.
- ❖ If situation demands for additional manpower, the FMS agency would provide such personnel from their common pool within 4 hours of reporting the call.



**Personnel, depending on requirement, have to also visit Budge Budge, Sagar, Hugli Point at Nurpur, Haldia & Berhampore.**

**At Subhas Bhavan, Head Office & Centenary Hospital, 24 x7 x 365 days support would be required.**

## **Annexure – II**

### **51. SERVICE LEVEL AGREEMENT (SLA)**

The firm should provide all services under the Facility Management Service (FMS) under the following conditions.

51.1 Manpower designated for a particular service should have requisite qualification and experience.

51.2 The immediate response should be done for the following activities:

- i. Call logging
- ii. Desktop Management
- iii. Printer & Other Accessories
- iv. Server Management
- v. Network Management
- vi. Vendor Management includes :
  - 1. Vendor call logging
  - 2. Pursuing vender & attending to call
  - 3. Fault Repair & uptime as per the agreement with the respective vendors.

vii. RDBMS Management maximum One day depending on the criticality of the failure.

51.3 The firm should provide 99.5% uptime for all infrastructure and components under FMS. Downtime above 0.5% of any component, asset and infrastructure would result in penalty from monthly bill as mentioned in clause 34 above.

51.4 The following are to be submitted by 7<sup>th</sup> of every month

- i. Submission of call analysis Report
- ii. Submission of user satisfaction report
- iii. Submission of Asset usage Report
- iv. Submission of Network usage Report
- v. Report on Data Security Policy Compliance Report
- vi. Report on E-mail Policy Compliance Report
- vii. Report on Vender Performance Report

- The reporting format may be changed/modified as per requirement of KDS
- You will maintain a call register and reports should have signature, time, date and comments of Kolkata Port Trust users.
- A monthly report on call Handled in the following format to be submitted by 2<sup>nd</sup> working day of every month

### Annexure - III

<u>MONTHLY REPORT ON CALL HANDLED</u>						
SL. NO.	User ID / NAME	NATURE OF PROBLEM	DT. & TIME OF CALL	<u>TIME OF ATTENDING</u>		DT. & TIME OF COMPLETI ON OF REPAIR
				BY FMS AGENCY	VENDOR	
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	<u>DEVIATION FROM SLA</u>					
	<u>REPORTING</u>			<u>UPTIME</u>		
	FMS AGENCY		VENDOR	DESIRED	ACTUAL	
(8)	(9)		(10)	(11)		(12)

- A log register is to be maintain on daily basis. This should clearly indicate the unattended calls and reasons thereof.
- Payment will be released only after receipt & security of these statements and as per payment terms and conditions.

P.S : THE ABOVE FORMAT MAY CHANGE AS PER MUTUAL AGREEMENT AND ADDITIONAL REPORTS MAY BE INTRODUCED FOR BETTER MONITORING.

i) Fibre optic network of 42 KM to be maintained.

ii) Wireless connectivity in 17 locations to be maintained including maintenance / replacement of the equipment.

KoPT H. O. , Subhas Bhavan, 28 KPD, Centenary Hospital, 13 KPD Gate, 6 KPD, Mooring Master's Office, Fairfield, Boat Registration Office, CRO-Ram Nagar, Rabindra Setu Office of CE, PF Office at Jetty building, EJC Office, 5/7 KPD, Budge Budge, Sagar Pilot Station, 11 NSD gate, HSD to EF/GRJ Office.

**52.0 List of equipments to be maintained under FMS :**

**52.1 Total no. of PCs -- approx. 800+( with Windows 2000, Vista, 7, 8.0/8.1 )**  
along with **800+UPS** ( .65 kva, .5 kva, 1 kva – all line interactive. )

Total no. of DMPs -- “ **230+**  
( Model : Epson 2175, LQ1150II, WEP HQ1070, HQ1040 )

Total no. of Inkjet / Deskjet printers -- “ **160+**  
( Model : HP 4368, BI 1000, K8600, K850, 3940, 3650, 3745 ,2010,4625)

Total no. of Laser printers -- “ **250+**  
(Model : HP 1022, 1020,P1007, P1505, 2420,2430,3005,4250,5200 N, 3015 DN,  
CP1025, 401DN, 1108)

Total no. of Scanners -- “ **54**  
(Model : 2410, 2400C, 3670, Vidar Truscanner, HP 4500 )

Total no. of Multi func. printers-- “ **35+**  
( Model : HP 4255,4355,6208, C 4688, C 309, J4580 ,1319F, 4625, 1213NF, 4500,  
HP8600+, 8500+)

Total no. of HP Plotters -- “ **07**  
( Model : HP Designjet 500, Designjet 800 PS & HP designjet T2300)

Total no. of HP Laptops -- “ 45  
( Model : NX 6320, 6710b,6720s, 6730s, 4510s, 4520s, 4320s, 4420s, 550,  
Sony vaio, DELL Vostro / Inspiron, HP Pavillion, HCL etc. )

Total no. of VXL make Thin Clients -- “ **130+**

Total no. of Media Converters ( MRO-Tek /vxl ) --- “ **100+**

52.2 Total no. of on-line 1 KVA UPS (Liebert make ) -- **25**

Total no. of on-line 3 KVA UPS (AZ make ) -- **02**

Total no. of on-line 2 KVA UPS ( Liebert make ) -- **25**

Total no. of on-line 5 KVA UPS ( AZ make ) -- **02**

Total no. of on-line 7.5 KVA UPS ( EPOCH make ) -- **01**

52.3 **Total no. of unmanaged 8-port / 5-port switches -- approx. 150**

**CORE SWITCH -- 2 ( 3COM make -8800 series)**

**EDGE SWITCH -- 26 ( 3 COM 5500,2426T, 2428T)**

**Information Kiosk -- 2 ( 1 at H.O. & 1 at S. Bhavan )**

**Webcams -- 4**

**Cisco router ( 1700 , 1841) -- 3**

**Maipu router (801E) -- 4**

**USB Finger Print scanner -- 3**

**Video Conferencing Unit at H.O -- 2 nos. Polycom make ( HDX 700 series )**

**Cyberoam UTM boxes -- 2 nos. ( CR 750ia )**

In addition external CD writers , routers, modems, switches, hubs, , fibre optic network, UTP network would also come under the FMS.

**List of Servers with Locations :**

Asset Type	IP Address	Host Name	Model No:	SI No.	Status	CPU	HDD	RAM
<b>SUBHAS BHAVAN AREA</b>								
CMM SERVER	192.168.8.22	CMM SERVER	IBM X225	99PT732	WORKING	XEON 3.06 GHz	( 33x4,68x2 ) GB	3.6 GB
ACCESS CONTROL	192.168.4.4	ACCESSCONTROL	IBM X3850 M2	99E6840	WORKING	XEON E7320	( 146X4 ) GB	8 GB
PERMIT WEBTESTING SERVER	192.168.5.61	POMSWEBDOMAIN .COM	IBM X3400	99A7075	WORKING	XEON 3.0 GHz	( 146X3 ) GB	4 GB
PERMIT SERVER	192.168.4.5	PERMITSERVER	IBM X3800	99A1653	WORKING	XEON 2.5 GHz	( 146X5 ) GB	4 GB
PERMIT STAND BY SERVER	192.168.5.77	PERMITSTANDBY	IBM X3800	99A1651	WORKING	XEON 2.5 GHz	( 146X5 ) GB	6 GB
POMS DATABASE SERVER	192.168.4.47	KDSIT	IBM X3850 M2	99E6844	WORKING	XEON E7320	( 146X4 ) GB	16 GB
POMS APPLICATION TEST SERVER	192.168.4.46	POMS SERVER	IBM X3850 M2	99E6839	WORKING	XEON E7320	( 146X4 ) GB	16 GB
POMS APPLICATION SERVER	192.168.4.45	POMSAPP1	IBM X3850 M2	99E6850	WORKING	XEON E7320	( 146X4 ) GB	16 GB
FINANCE DATAGUARD	192.168.4.51	KDSIT22	IBM X3850 M2	99E6846	WORKING	XEON E7320	( 146X4 ) GB	8 GB
ACCESS CONTROL	192.168.8.10	ACCESSCONTROL	IBM X3850 M2	99E6837	WORKING	XEON E7320	( 146X4 ) GB	8 GB
SUN SERVER	192.168.8.40		SUNFIRE v880	0336AM01D9	WORKING	ULTRA SPARC 3	456 GB	8 GB
<b>DESKTOP MODEL</b>								
WSUS PATCH SERVER	192.168.4.32	PATCHSERVER	HP 7400	INA845003R	WORKING	CORE 2 DUO 2.6 GHz	160 GB	1 GB
TRAFFIC SERVER	192.168.4.7	TRAFFICESERVER	HP 2480	INA9300HY2	WORKING	CORE 2 DUO 2.8 GHz	160 GB	2 GB
STANDBY TRAFFIC SERVER	192.168.5.80	TRAFFICESERVER22	HP 7380	INA74805GM	WORKING	CORE 2 DUO 2.2 GHz	160 GB	2 GB
TERMINAL SERVER	192.168.4.13	Terminal Server & HO Database Backup	HP 7400	INA845005J	WORKING	CORE 2 DUO 2.6 GHz	160 GB	1 GB
MCAFFEE SERVER	192.168.4.10	MCAFFEESERVER	HP 2480	INA9300HZN	WORKING	CORE 2 DUO 2.8 GHz	160 GB	2 GB
ORACLE 11G FORMS DEV SERVER	192.168.5.92	TEST11G	HP 7400	INA845005G	WORKING	CORE 2 DUO 2.6 GHz	160 GB	1 GB
LINUX TEST SERVER	192.168.4.158	KPTSTG1	HP 6200	INA146XB60	WORKING	CORE i3 2100 3.10GHz	500 GB	2 GB
LINUX TEST SERVER	192.168.5.36	KPTSTG2	HP 6200	INA146XB7J	WORKING	CORE i3 2100 3.10GHz	500 GB	2 GB
PERMIT DATA BACKUP	192.168.4.25	PERMIT_BACKUP	HP 7400	INA8450040	WORKING	CORE 2 DUO 2.6 GHz	( 500X1,250X2,80X1 ) GB	1 GB
POMS/PCS SERVER	192.168.4.48	KOPT-PCS1	HP 2280	INI71509F9	WORKING	CPU 2.8 GHz	160 GB	1.76 GB
POMS/EDI SERVER	192.168.4.49	KOPT-EBS1	HP 2280	INI6380BZL	WORKING	CPU 2.8 GHz	160 GB	1.76 GB
APPLICATION DATABACKUP SERVER	192.168.4.11	ALLBACKUP	IBM THINK CENTRE	L9A2823	WORKING	P4 3 GHz	( 250X1,80X3 ) GB	2.5 GB
CME SERVER	192.168.8.21	SERVER	HP DX 7380 MT	INA8160IYW	WORKING	CORE 2 DUO 2.2 GHz	160 GB	3 GB
HSD SERVER	192.168.8.20		IBM RS6000		WORKING			

### HEAD OFFICE AREA

HOSRV0001	192.168.0.18	Autocad License Server	IBMX3850 M2	99E6849	Working	XEON E7320	( 146X4 ) GB	8 GB
HOSRV0002	172.16.0.6	Primary Mail Server	IBMX3850 M2	99E6838	Working	XEON E7320	( 146X4 ) GB	16 GB
HOSRV0003	172.16.0.25	Standby Mail Server	IBMX3850 M2	99E6847	Working	XEON E7320	( 146X4 ) GB	16 GB
HOSRV0004	192.168.0.35	EIS Database & Application Server	IBM X3400	99A9089	Working	XEON 3.0 GHz	( 146X2 ) GB	4 GB
HOSRV0005	192.168.0.4	Fin & Nonfin DataBase Server	IBM X3850M2	99E6845	Working	XEON E7320	( 146X4 ) GB	8 GB
HOSRV0006	192.168.0.5	Fin & Nonfin Application Server	IBMX3850 M2	99E6842	Working	XEON E7320	( 146X4 ) GB	8 GB
HOSRV0007	192.168.0.79	POMS Data GUARD	IBMX3850 M2	99E6848	Working	XEON E7320	( 146X4 ) GB	16 GB
HOSRV0008	192.168.0.68	NIC Application & Database Web Server	IBMX3850 M2	99E6843	Working	XEON E7320	( 146X4 ) GB	16 GB
HOSRV0009	192.168.0.33	Backup NIC Application & Database Web Server	IBMX3800	99A1652	Working	XEON 2.5 GHz	( 146X4 ) GB	8 GB
HOSRV0010	192.168.0.11	GIS Server	HP PROLIANT ML570	SGH7D32 22C	Working	XEON 2.6 GHz	(146X4,72X3) GB	4 GB

### DESKTOP MODEL

HOSRV0011	172.16.0.144	Mail Backup & Storage Server	HP DX 2480	INA9300H ZW	Working	CORE 2 DUO 2.8 GHz	160 GB	2 GB
HOSRV0012	192.168.0.29	Tally Server	HP DX 2480	INA9300H ZW	Working	CORE 2 DUO 2.8 GHz	160 GB	2 GB
HOSRV0013	192.168.0.8	Antivirus Server	HP DX 7380	INA75001 RS	Working	CORE 2 DUO 2.2 GHz	160 GB	1 GB
HOSRV0014	192.168.1.102	Libsys Server	HP 6200 PRO	INA146XB 6J	Working	CORE i3	500 GB	2 GB
HOSRV0015	192.168.0.13	VOIP	ASSAMBLE		Working			
HOSRV0016	192.168.0.25	Online Diposite A/C Transtaion Server	HP DX2280	INI6380C1 X	Working	CPU 2.8 GHz	160 GB	1 GB
HOSRV0017	192.168.0.58	SB Backup Server	HP DX7400	INA84500 31	Working	CORE 2 DUO 2.6 GHz	160 GB	1 GB
HOSRV0018	192.168.0.26	Fin Database Test Server	HP DX2280	INI71509D D	Working	CPU 2.8 GHz	160 GB	1 GB
HOSRV0019	192.168.0.80	Access control	HP DX2280		Working	CPU 2.8 GHz	160 GB	1 GB
HOSRV0020	192.168.1.0.51	BRO Server	HP 7400		WORKING	CORE 2 DUO 2.6 GHz	160 GB	1 GB
HOSRV0021		Vigilance Server	HP DX 7380		Working	CORE 2 DUO 2.2 GHz	160 GB	1 GB
HOSRV0022		IVRS Server	HP 7400		WORKING	CORE 2 DUO 2.6 GHz	160 GB	1 GB

## HOSPITAL AREA

HMS APPL & DATABASE SERVER	192.0.3.1	MEDSERV	IBM X3850M2	99E6851	Working	XEON E7320	( 146X4 ) GB	8 GB
HMS REPLICA SERVER (CA SOFT)	192.0.3.8	MEDSERV22	IBM X225	99RKY49	Working	XEON 3.06 GHz	( 68X4 ) GB	1 GB

## DESKTOP MODEL

HMS/REPLICA ENGINE TEST SERVER	192.0.3.4		HP DESKTOP 7380		Working	CORE 2 DUO 2.2 GHz	160 GB	2 GB
ANIVIRUS SERVER (MCAFEE)	192.0.3.7		HP DESKTOP 2480		Working	CORE 2 DUO 2.8 GHz	160 GB	2 GB

**Annexure – VI****List of Vendors :**

- i. M/s Century Computers
- ii. M/s Millenium Cyberworks Pvt. Ltd.
- iii. M/s IBM Ltd.
- iv. M/s Techniche Consulting Services.
- v. M/s Webel Technology Ltd.
- vi. M/s Venus Softwares Ltd.
- vii. Kiosk Technologies (P) Ltd.





