

**RFP – IT INFRASTRUCTURE
MANAGEMENT SERVICES
SCOF & MAFS / RO
SDSC SHAR**

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INTRODUCTION

Satish Dhawan Space Centre SHAR (SDSC SHAR) at Sriharikota is one of the best known place among the spaceports of the World today. India's space vehicles fly from here giving an assured access to space for domestic and as well as, commercial satellites. Diverse kinds of space missions with remote sensing, communications and scientific satellites are accomplished from here. The space centre, SHAR (Sriharikota Range), was renamed as 'Satish Dhawan Space Centre SHAR' on September 5, 2002, in memory of Prof. Satish Dhawan, former chairman of the Indian Space Research Organization (ISRO).

Sullurpeta is a town in SPSR Nellore district, Andhra Pradesh, which is 80km away from Chennai and SDSC SHAR is located at Sriharikota Island which is 17km away from Sullurpeta. Sriharikota is a coastal island located in the backwaters of Pulicat Lake and it covers an area of about 43,360 acres with a coastline of 50 km.

I. ARRANGEMENT OF BID :

- 1) Offers shall be sent in online only using standard digital signature certificate of class III with encryption / decryption. The tenders authorized online on or before the open authorization date and time shall only be considered as valid tenders even though the bids are submitted online.
- 2) The tenderer must authorize bid opening within the time stipulated in the schedule by SDSC SHAR. Otherwise the bid submitted shall not be considered for evaluation. Physical copy shall not be considered even though it is received before the bid submission date.
- 3) Proposals are invited from the interested bidders for the scope of work stated in Annexure - A (IT Infrastructure Management Services) in two part bid format. The period of contract is for two years i.e., 01-01-2021 to 31-12-2022 with a provision to extend by one year i.e., up to 31-12-2023. The two part bids are:
 - (a) Part-1 Technical and Commercial bid of the work.
 - (b) Part-2 Price bid.

In view of Two Part Tender, the Offers submitted contrary to the given instructions shall be summarily rejected.

Part 1 – Technical and Commercial bid of the work

- (a) This bid should contain duly filled minimum criteria for Qualification and Company Evaluation sheet.
- (b) Supporting documents should be attached. The bidder has to affix his signature with seal in all pages.
- (c) No price details shall be mentioned in this bid and shall not upload the

details of price along with technical and commercial bid.

Part 2 – Price bid

- (a) The price bid should contain the consolidated price for the indented items in e-portal. It should contain the service support cost based on the skill set (SS) required for providing the services mentioned in Annexure - A and also the lumpsum amount for two years. The price quoted should consider the clause 2.9 and 2.10 of terms and conditions given in section IV. The bidding format is given in Annexure - E. The unit considered is the PTP i.e., Projected Task Point.
 - (b) The cumulative value for IT Infrastructure Management services should be worked out and provided.
 - (c) The following need to be considered when bidding
 - i) Accommodation may or may not be provided. If accommodation is provided it will be on chargeable basis and also subject to availability.
 - ii) In case accommodation is provided, accommodation may be either in Sriharikota or Sullurpeta.
 - iii) If accommodation is provided either in Sriharikota premises or in Sullurpeta (20Km away from office) premises then accommodation cost will not be provided.
 - iv) If accommodation is provided, SDSC SHAR will provide a maximum of 3 quarters. These 3 quarters may be either in Sriharikota or in Sullurpeta.
 - v) Transport cost will be provided only when the accommodation is provided in Sullurpeta (20Km away from office).
 - vi) Both the transport and accommodation cost will be provided only when accommodation is not provided by SDSC SHAR.
 - vii) Total cost for PTPs, Accommodation cost and transportation cost have to be mentioned only in price bid.
 - viii) The PTPs and their distribution is provided in Annexure – A.
- 4) **Offer Validity:** The validity of the offers / tenders should be 120 days from the date of opening of the tenders. **Tenders with offer validity less than the period mentioned above, shall not be considered for evaluation.**
- 5) **GST:** With effect from 01.07.2017, Goods & Service tax (GST) has been implemented. Accordingly, the suppliers have to indicate clearly the % (full rate of tax) of GST applicable.

- 6) **Security Deposit:** Security Deposit for 10% of the order value is mandatory. Party shall furnish the Security Deposit in the form of Bank Guarantee from nationalized / scheduled / First class international reputed bank or by Demand Draft valid till completion of the contract period plus sixty days towards claim period for faithful execution of the contract.

Non-acceptance of any conditions wherever called for, related to Security Deposit is liable for disqualification.

- 7) The following information / documents have to be submitted wherever applicable.
- (a) Core banking account number, RTGS Details
 - (b) PAN No. in quotation and invoices
 - (c) GST Registration details.

8) **Exclusion of Tenders**

The following tenders shall be summarily rejected from the future process.

- (a) Tenders received from vendors who have not qualified in terms of their registration.
- (b) Tenders of vendors who have been removed from the vendor list or banned / debarred from having business dealings.
- (c) The tenders who materially depart from the requirements specified in the tender document or which contain false information.
- (d) The tenders which are not accompanied by the prescribed Earnest Money Deposit.
- (e) The tenders of vendors who have not agreed to furnish Security Deposit or who have not submitted the necessary documentary proof to seek exemption from paying the security deposit.
- (f) The validity of the tenders is lesser than the period specified in the tender enquiry.
- (g) The tenders received from vendors or their agents or anyone acting on their behalf, who have promised or given to any official of the Centre / Unit / Department, a gratification in any form, or anything of value, so as to unduly influence the procurement process.
- (h) The tenders received from vendors, who, in the opinion of the Centre / Unit, have a conflict of interest materially affecting fair competition.
- (i) If a firm quotes 'NIL' charges against accommodation / transportation, the bid shall be treated as un-responsive and will not be considered.

9) **Deployment Schedule**

- (a) All the proposed candidates by the party shall be interviewed for their technical suitability to work at SDSC SHAR before being posted as IT Infrastructure Management workforce.
- (b) The proposed workforce shall be deployed as per the following schedule:
- 50 % of workforce including senior graduate engineer shall be deployed on the date of taking over the contract.
 - Remaining 50% of workforce shall be deployed within a period of 15 calendar days from the date of taking over the contract.
 - SDSC SHAR will try to place the purchase / work order at least 15 calendar days prior to the start of IT Infrastructure Management work package. In case 15 days are not available before start of IT Infrastructure Management work package, penalty clause will be executed after 15 calendar days from the date of purchase order (PO) / Work Order.
 - The time schedule for the deployment of IT Infrastructure Management engineers is given below:

S.No	Mile Stone	Expected date of completion
1	Commencement of IT Infrastructure Management work package	T ₀
2	Deployment of 50% of the selected employees of the Party including Senior Graduate Engineer.	T ₀
3	Deployment of the remaining 50% of the selected employees of the Party.	T ₀ + 15 days

- (c) In case any IT Infrastructure Management engineer resigns after deployment at SDSC SHAR, then the same post should be filled within 7 calendar days, otherwise the penalty clause shall be executed.

10) **Criteria for selection of Employees of the Party as IT Infrastructure Management Workforce:**

The Service Provider shall engage a minimum of 18 numbers of workforce as per following requirements to carry out various IT related technical activities falling under different skill sets as identified below.

The reference date (end date) for considering the duration of experience is 31/12/2020.

Sl. No.	Skill Set	Category	Qualification and Experience	Certificate courses	Remarks	Minimum workforce required
1	SS1	Senior Graduate Engineer	B.E / B.Tech in ECE with first class and Eight years of experience in networking field.	Any one of CCNA/CCNP AND Any one of MCITP / MCP / Linux / Solaris / Windows / Vmware	Should possess two wheeler with valid driving license	1
2	SS1	Graduate Engineer	B.E / B.Tech in ECE with first class and two years of experience in networking field.	Any one of CCNA/CCNP OR Any one of MCITP / MCP / Linux / Solaris / Windows / Vmware	Should possess two wheeler with valid driving license	5
3	SS1	Diploma Engineer	Diploma in ECE with first class and two years of experience in networking field.	Any one of CCNA/CCNP OR Any one of MCITP / MCP / Linux / Solaris / Windows / Vmware	Should possess two wheeler with valid driving license	7
4	SS2	Graduate Engineer	B.E / B.Tech in CSE / IT or MCA or M.Sc in Computer Science with first class and two years of experience in programming	Candidate should have experience in working with high level programming languages C/C++/ VC++ and familiarity with Java / .NET technologies	Should possess two wheeler with valid driving license	3
5	SS3	Diploma Engineer	Diploma in ECE with first class	-Nil-	Should possess two wheeler with valid driving license	2
Total						18

11) **Mode of Payment:** Bidders can submit the banker details and payments can be made through NEFT/RTGS/ECS through PFMS.

12) **Rate Clause:**

- (a) Rates should be quoted only in Indian Rupees currency and rates quoted in any other currency shall not be considered and shall be summarily rejected.
- (b) Rates quoted should be firm for the entire period of Work Package / Contract Order and no escalation shall be provided at any cost except in case of tax, wherever applicable. The tax shall be deflated or inflated

according to the reduction or hike in the tax as and when announced by the Government of India after the date of acceptance of the tender.

13) **Penalty Clause:**

- (a) In case of non-deployment of man power, an amount of Rs.1500/- shall be deducted per person per working day irrespective of category.
- (b) The party should provide service as per the scope of this Contract. However, in case of any failure, partly or in full, not rectified and not made operational within two days an amount @ 0.1% of monthly amount per each day of delay beyond 48 hours subject to maximum of 1% of the monthly amount will be deducted from the payment due to the party for every occasion based on the decision of Contract Manager.

II. MINIMUM CRITERIA FOR QUALIFICATION:

Sl. No.	Eligibility Conditions	Supporting documents to be submitted by the bidder	Proof / Letter is provided. (Yes / No)
1.	The firm should be registered with Registrar of companies and Sales / Trade tax / Service Tax department	Firm should provide the following details: a. PAN / TAN Number & GST Registration Number. b. Registration Certificate as proof of registration. c. Income tax return / Income tax clearance certificate for the last 3 years (AYs 2017-18, 2018-19 & 2019-20).	
2.	Establishment of the firm must be prior to 01.01.2016 (i.e., at least more than 5 years old as on 01.01.2021) and the average annual turnover of the company should be more than 2 crores per annum in the IT related services segment alone for the last 3 years.	Firm should provide the following details: a. Proof to confirm that the firm is at least 5 years old as on 1.1.2021. b. Proof to show that the company's average annual turnover is more than 2 crores for last 3 years in IT related services alone. c. Profit and loss, audited balance sheet for the last 3 years (FYs 2016-17, 2017-18 & 2018-19).	
3.	The firm should be an ISO/IEC 20000 or ISO/IEC 27001 certified organization with the scope of covering IT Infrastructure management services or Facility Management services. The ISO certificate should be one year old.	The copy of ISO certificate should be attached.	
4.	Firm must provide customer satisfaction letter from at least one customer from any Govt. department / PSU / Academic institution while submitting the technical bid.	Firm should provide at least one Customer satisfaction letter, preferably from State / Central Govt. / Quasi Govt. / PSU / Major Academic institutions.	

5.	<p>Firm must have sufficient number of qualified and experienced engineers in maintenance and troubleshooting problems concerned with networks and operating systems. The engineers for IT Infrastructure Management Services alone should be more than 50. List of engineers, their qualification and their experience in the field of IT related services must be enclosed with technical bid.</p>	<p>Provide the list of IT infrastructure Management staff (at least 50) under the company's payroll. The list should contain Sl.No., Name, Qualification, Employee ID and No. of years of experience.</p> <p>NOTE: Candidates with following qualifications shall not be considered for the respective skill set.</p> <p>SS1 & SS3 Candidates with BA / MA / B.Sc / BCA / B.Com / M.Com / M.Sc etc. (i.e., Employees other than B.E / B.Tech / Diploma in ECE)</p> <p>SS2 Candidates other than B.E / B.Tech in CSE/IT or MCA or MSc (Computer Science).</p>	
6.	<p>The firm should have executed projects in providing "IT Infrastructure Management services / Facility Management Contract for IT services", during last 5 years.</p> <p>Firm should provide the following details to confirm the above criteria:</p> <p>a) Firm should provide <u>one purchase order copy</u> in IT Infrastructure Management Services / Facility Management Services in Central / State govt./ PSU where PO value is more than 1.2 crore in last 5 years</p> <p style="text-align: center;">(or)</p>	<p>Details of Purchase order which includes the name of the client, number of engineers posted, contract period and value, name of the contract manager and his contact details, should be provided.</p> <p>A copy of the PO should also be attached.</p>	

	<p>b) Firm should provide <u>two Purchase Order copies</u> in IT Infrastructure Management Services / Facility Management Services in Central / State govt./ PSU where each PO value is more than 90 Lakhs in last 5 years</p> <p>(or)</p> <p>Firm should provide <u>three Purchase order copies</u> in IT Infrastructure Management Services / Facility Management Services in Central / State govt./ PSU where each PO value is more than 60 Lakhs in last 5 years</p>		
7.	A declaration must be furnished by the firm that there is no complaint / vigilance inquiry against them in any Govt. Department / PSU and they have not been black listed by any Govt. Department / PSU.	Self-declaration should be provided.	
8.	The contractor must have registration with EPF/ESI authorities	Copy of the certificate of registration should be submitted.	
9.	Provide current financial year solvency certificate worth of 60 Lakhs.	Proof of document to be attached	
10	Acceptance to carryout IT Infrastructure Management services as mentioned in Annexure - A and as per Terms and Conditions mentioned in Section IV.	Provide acceptance letter .	

III. COMPANY EVALUATION SHEET

The following questionnaire need to be filled and should be signed by a responsible and authorized person of the Company / Agency. Firm should provide only genuine data and any discrepancy found at a later point of time may result in rejection of the bidder from purchase process. Furnishing of data cannot be considered as automatic qualification for participation in the tender.

Sl.No	Description	Vendor Response		
1.	Name of the company			
2.	Type of the Company (Proprietary / Pvt.Ltd / Public Ltd / JointVenture / Consortium)			
3.	Registration number & certificate			
4.	Name & Address of the Office of the Chief Executive of the Company			
5.	Contact person for this tender with Name, Address and contact number			
6.	Locations of the Branches of Company (if any)			
7.	From which year the Company is in operation and year of inception			
8.	The Profit & Loss Account details for the last 3 years which is duly audited and Submitted as part of the Annual Report.	2016-17 (in Lakhs)	2017-18 (in Lakhs)	2018-19 (in Lakhs)
	Total assets (i)			
	Current assets (ii)			
	Total liabilities (iii)			
	Current liabilities (iv)			
	Net Worth (i-iii)			
	Working capital (ii-iv)			
	Turnover			
	Profit/Loss			

9.	The major lines of businesses				
10.	Technical Manpower details (Specify only the man power who are working in Network Products, Servers, workstations, PC and Printer maintenance)	Designation	No. of Persons	Remarks	
		Engineers / Technical Asst.			
		Supervisor / Manager			
11.	Major customers				
12.	Details of last three years' experience in providing IT Infrastructure Management services: (Note: In order to consider as valid experience, all the experience has to be supported with the completion certificate OR purchase order and customers feedback form.)				
	Sl.No.	Full postal address of the client with Contact Person	Description of the work	Value of the work. (Rs. in Lakhs)	Completion Time as per PO
	i				
	ii				
	iii				
	iv				
	v				
13.	Acceptance to carry out all the IT Infrastructure Management services like Network Products testing & installation, Administration of Servers, workstations, PCs, Printers etc. as per Annexure - A and as per Terms and Conditions given in Section IV.	YES/NO			
14.	Confirmation that the quote contains accommodation cost and transport cost for all engineers for two years as lump sum.	YES/NO			

15.	Acceptance for making available the workforce provided on 24 hours X 7 days in a week basis without any additional charges during launch campaign.	YES/NO
16.	Declaration that the party / vendor shall not sub-contract whole or any part of this work to anybody at any point of time during the contract period (01.01.2021 to 31.12.2022) and with a provision to extend for one year up to 31.12.2023.	YES/NO

Signature of Authorized Person with Seal

IV. TERMS AND CONDITIONS OF THE WORK PACKAGE / CONTRACT

1. Definitions

- 1.1 The term “**Service Receiver**” means Satish Dhawan Space Centre SHAR (SDSC SHAR), a Centre under the Indian Space Research Organization (ISRO) of the Department of Space (DOS) hereinafter called “**Service Receiver**” includes its Units/Entities/Groups/ Divisions and all facilities at Sriharikota, Nellore District, Andhra Pradesh State under the administrative control of SDSC SHAR.
- 1.2 The term “**Service Provider**” shall mean any registered Establishment which will be performing the Work package activities.
- 1.3 The term “**Work Package**” shall mean a Work Package Contract to provide services at different Entities/Groups/Divisions of Service Receiver as per the Skill Set.
- 1.4 The term “**Employees**” shall mean all the employees, supervisors and staff of the Service Provider deployed by the Service Provider to carry out the Work Package tasks as defined in the Work Package Order
- 1.5 The terms “**Contract Manager**” and “**Focal Point**” shall mean the designated officials of Service Receiver, who will be from the technical stream of the Units/Entities/Groups/Divisions, who will be coordinating with the Supervisor of the Service Provider. The Contract Manager and Focal Point of Service Receiver shall be mentioned in the Work Package Order.
- 1.6 The term “**Supervisor**” shall mean an identified person of the “**Service Provider**”, who will supervise the work carried out by the works carried out by the qualified work-force of “**Service Provider**”.
- 1.7 The term “**Paying Authority**” shall mean the respective Sr. Accounts Officer/ Accounts Officer of the Division/Group/Entity of Service Receiver.

2. General conditions

- 2.1 This is a “Work Package” intended for carrying out all the IT Infrastructure Management services for the three skill sets given in Clause 2.9 below. The detailed work content for this “Work Package” is mentioned at Annexure - A and this includes the scope of work, category of workforce and the minimum number required to execute the work.
- 2.2 The Service Receiver will identify one person as the Contract Manager and one person as the focal point. The Service Receiver should co-ordinate with the focal point of Contract for successful performance of the Contract.

- 2.3 The proposed Work Package Order / Contract will be valid for a period of 24 months or any such period as defined in the scope of Work Package Order and with an option to extend the same for a further period upto one year, with same terms and conditions on mutual consent.
- 2.4 There will not be any increase in the lump sum amount during the period of Work Contract / Contract Order.
- 2.5 The requirement of the quantity mentioned in the Work Package may vary and is subject to change based on actual requirement of the Service Receiver. The Service Provider has to complete any additional or sporadic requirement as required by the Service Receiver by engaging additional workforce, if any required. The payment will be based on the quantum of work completed which should be duly certified by the authorized official of the Service Receiver.
- 2.6 Rates quoted should be firm for the entire period of Work Package / Contract Order.
- 2.7 Single Service Provider shall be chosen for providing services for all the three Skill sets. At any cost the Work Package / Contract Order shall not be split.
- 2.8 The Service Provider shall ensure that the work assigned to them is completed within the prescribed time-limit, under their Supervision.
- 2.9 The Service Provider shall provide their qualified workforce with expertise in respect of the following skill sets.

Skill Set No.	Work Briefing	Work Description
SS1	IT services	IT Infrastrucutre Management services such as Desktop services, Workstation and Server related services, System Administation services, Networking and Network Administation services, Web Application servers related services, basic or routine IT Services, Backup Services, Data centre services, Bussiness continuity management, license and capacity management but not limited to these alone
SS2	Computer Operations	Activities related to Computer Operations, software testing and assistance in preparation of software documents like SRS and SDD.
SS3	Video Conference Operations	Providing Video Conference Operations at various Video Conference Halls located at SDSC SHAR.

2.10 The Service Provider shall engage a minimum of 18 numbers as per following requirements to carry out various technical activities falling under different skill sets as identified at Clause 2.9 above.

Sl. No.	Skill Set	Category	Qualification and Experience	Certificate courses	Remarks	Minimum workforce required
1	SS1	Senior Graduate Engineer	B.E / B.Tech in ECE with first class and Eight years of experience in networking field.	Any one of CCNA/CCNP AND Any one of MCITP/MCP/Linux /Solaris/Windows /Vmware	Should possess two wheeler with valid driving license	1
2	SS1	Graduate Engineer	B.E / B.Tech in ECE with first class and two years of experience in networking field	Any one of CCNA/CCNP OR Any one of MCITP/MCP/Linux /Solaris/Windows /Vmware	Should possess two wheeler with valid driving license	5
3	SS1	Diploma Technical Assistant	Diploma in ECE with first class and two years of experience in networking field	Any one of CCNA/CCNP OR Any one of MCITP/MCP/Linux /Solaris/Windows /Vmware	Should possess two wheeler with valid driving license	7
4	SS2	Graduate Engineer	B.E / B.Tech in CSE / IT or MCA or M.Sc in Computer Science with first class and two years of experience in programming	Candidate should have experience in working with high level programming languages C/C++/ VC++ and familiarity with Java / .NET technologies	Should possess two wheeler with valid driving license	3
5	SS3	Diploma Technical Assistant	Diploma in ECE with first class	-Nil-	Should possess two wheeler with valid driving license	2
Total						18

2.11 The Service Receiver may order for increase / decrease in the number of Projected Task Points (PTPs) and thereby increase / decrease the number of Graduate engineers / Diploma Technical assistants in quantity at the time of placement of Work package / Contract Order or during the period of Work package / Contract.

2.12 The number of Senior Graduate engineers, Graduate engineers and Technical assistants can be increased or decreased by Contract Manager by giving one month notice at the same rates and conditions.

2.13 The Service Provider shall abide by the law of the land including, Contract Labour (Regulation & Abolition) Act, and all labour related laws/Acts or any new regulations/legislations enacted in this regard and its compliance

as applicable during the tenure of the Work Package Order. Service Receiver shall in no way be responsible for any default of the Service Provider regarding statutory obligations. The Service Provider has to ensure compliance of the above provisions at the time of submission of bill to the Service Receiver and while making payments to their workforce at all times during the currency of the Work Package. The Service Provider shall provide an undertaking to this effect as at **Annexure - B**.

- 2.14 The Service Provider shall mandatorily undertake to insure their workforce comprehensively against any risks during the course of work undertaken by them in Service Receiver's Work Place through a Comprehensive All Risk Insurance (ARI) Policy obtained from any of the Insurance Companies as approved by the Insurance Regulatory & Development Authority of India (IRDA). The Service Provider shall have to furnish originals of the ARI Policy along with premium receipts and other papers related thereto the Officer concerned of the Service Receiver within 15 days from the date of commencement of Work Package Order. Entry Permits will be issued to the workforce of the Service Provider only after receipt of the original policy documents from the Service Provider concerned. Individual policies with a minimum coverage of Rs. 10 Lakhs per person (in the name of the Service Provider's Workforce) shall be taken by the Service Provider.
- 2.15 The Service Provider shall discharge all the legal obligations in respect of the workforce engaged by them for the execution of the work in respect of their remuneration and Service conditions and shall also comply with all the rules and regulations and provisions of the law in force that may be applicable to them from time to time. The Service Provider shall indemnify and keep indemnify the Service Receiver from any claim, loss or damages that may be caused to it on account of any failure to comply with the obligations under various laws. In case of any dispute, the decision of the Service Receiver shall be final and binding on the Service Provider.
- 2.16 The Service Provider shall be bound by the details furnished by them to the Service Receiver while submitting the tender or at any subsequent stage(s). In case, any of the documents furnished by them is found to be false at any stage, it would be deemed to be a breach of the Terms and Conditions of the Work Package / Contract Order making the Service Provider liable for legal action besides termination of Work Package Order(s) and forfeiture of Security Deposit.
- 2.17 The timely payment of remuneration to the workforce, remittance of EPF and ESI shall be the sole responsibility of the Service Provider. For any default with regard to statutory obligation, the Service Provider is solely responsible.

- 2.18 The Service Provider shall also be liable for the remittance of all Taxes, Levies, Cess etc., on account of service rendered by them to the concerned authorities from time to time as per extant rules and regulations in the matter.
- 2.19 The Service Provider shall strictly comply with the provisions of Employees Provident Funds and Miscellaneous Provisions Act. The Service Provider has to maintain records of all details called for by EPF/ESI Organization for the workforce employed by them and has to submit the returns as required by the Service Receiver regularly.
- 2.20 The Service Provider should promptly deposit PF deduction of the workforce provided by them along with the employer's contribution to the Regional Provident Fund Commissioner (RPFC).
- 2.21 The Service Provider shall completely be responsible to maintain the Attendance, acquittance of remuneration paid, EPF, ESI and Comprehensive Medclaim Policy as the case may be. Governmental authorities shall have the right to inspect these records at any time and take necessary penal action for non compliance of these provisions, if any.
- 2.22 The Service Receiver shall notify to the Service Provider the date on which the Service Provider's personnel have to be positioned in SDSC SHAR. The Service Receiver shall have no financial obligations to the Service Provider before the date mentioned in the said notice.
- 2.23 The Service Provider upon being served with the Work Package Order(s) by the Service Receiver shall obtain all necessary Labour Licence from the Labour Department and the License shall be valid till the currency of the Work Package Order(s) and shall be extended whenever required.
- 2.24 The proposed employees by the Service Provider after getting the work package / contract will be verified for technical suitability by Service Receiver. During Client interview, the proposed employees should come with bio-data, appointment letter on Service Provider's letter head, experience certificate, Degree / Diploma certificate, copy of company's identity card, copy of address proof and driving license.
- 2.25 In case of termination of the Work Package Order / Contract, on its expiry or otherwise, the workforce engaged by the Service Provider shall not be entitled to and shall have no claim whatsoever for any kind of employment in Service Receiver's establishment and shall be made known by the Service Provider to their workforce before being engaged.
- 2.26 The status of the Service Provider shall be that of an independent Service Provider. The Service Provider and its work-force performing under this Work Package shall not be the employees of Service Receiver. Neither the Service Provider nor its workforce shall be considered as employees of

Service Receiver. Such workforce has no right for subsequent regularization.

- 2.27 Police verification of character and antecedents letter has to be submitted by the selected employees of the Service Provider.
- 2.28 The Service Receiver reserves the right to reject any of the workforce engaged by the Service Provider, if the presence or activity of such workforce is detrimental to the interest or discipline or security of the Service Receiver.
- 2.29 The Service Receiver reserves the right to provide accommodation to the workforce provided by the Service Provider to execute the Work Package / Contract Order.
 - a) If accommodation is provided at Sriharikota, then accommodation and transportation charges shall not be paid.
 - b) If accommodation is provided at Sullurupeta then only transportation charges shall be paid.
 - c) If accommodation is not provided then both accommodation and transportation charges will be paid.
- 2.30 In case of breach of any conditions under the Work Package / Contract Order, the Security Deposit shall be liable to be forfeited by the Service Receiver. In addition, the Work Package / Contract Order is also liable to be terminated and any amount due to the Service Provider against any other Work Package / Contract Order(s) from the Service Receiver is also liable to be appropriated.
- 2.31 Service Receiver will provide server / PC to host helpdesk server software and client software.
- 2.32 The rejection at various operational stages which are solely attributable to bad workmanship / negligence on the part of Service Provider's workforce shall be to the Service Provider's account. The Service Provider should make well the loss / deterioration of the material / equipment as well complete the work at no extra cost and without affecting the agreed upon schedule. Decision of the Contract Manager in this regard shall be final and binding on the Work Package / Contract.
- 2.33 **The Government of India has enacted the Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 and the preferences that are extendable to the MSME Units including Women and SC/ST Entrepreneur's as issued by the Government of India from time to time and wherever feasible, will be applicable for this RFP. In order to avail of the benefits extended by the Government of India to Micro and Small Enterprises, Service Providers are requested to submit Entrepreneur Memorandum**

Part-II duly signed by the General Manager, District Industries Centre or NISIC Registration/Udhyog Aadhar details.

2.34 Arbitration:

In the event of any dispute or difference arising under these terms & conditions or any condition contained in the Purchase / Work Order or in connection with this Contract (except as to any matter the decision of which is specially provided for by these conditions), the same shall be referred to the sole arbitration of the Head of the Purchase Office or of some other person appointed by him, and the dispute further processed in terms of the Arbitration & Conciliation Act, 1996. There will be no objection that the arbitrator is a Government Servant that he had to deal with matter which the Contract relates to or that in the course of his duties as Government Servant has expressed views on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties of this Contract.

If the arbitrator is the Head of the Purchase Office –

- i. In the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself for to appoint another person as arbitrator, or
- ii. In the event of his being unwilling or unable to act for any reason, it shall be lawful for the Head of the Purchase Office to appoint another person as arbitrator.

If the arbitrator is a person appointed by the Head of the Purchase Office, in the event of his denying or neglecting or refusing to act, or resigning or being unable to act, for any reason, shall be lawful for the Head of the Purchase Office either to proceed with the reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator subject, as aforesaid, to the Arbitration & Conciliation Act, 1996, and the rules thereunder and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceeding under the clause. The Arbitrator shall have the power to extend with the consent of the Purchaser and the Contractor the time for making and publishing the award. The venue of arbitration shall be the place as the Purchaser in his absolute discretion, may determine. Work under the Contract shall, if reasonably possible, shall continue during Arbitration Proceedings.

In case of Imported Stores, all disputes arising in connection with this Contract shall be finally settled under the Rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules. The Contract shall be interpreted, construed and governed by the laws of India.

3. About Work and work schedule

- 3.1 Identified and selected employees of the Service Provider only have to carry out the IT Infrastrucutre management services as mentioned in Annexure - A.
- 3.2 Employees of the Service Provider will be trained suitably to use the various application software, (whichever are required as determined by the Contract Manager) avaiailable with Service Receiver.
- 3.3 Contract Manager may add / delete any services in network / server or client side. Those added / deleted services have to be carried out with same workforce and without additional charges.
- 3.4 The Service Provider has to provide the service from Monday to Friday during normal working hours of SDSC SHAR (i.e., 09.00 Hrs. to 18.30 Hrs.).
- 3.5 At least 50% of the workforce engaged under this Contract should be available during Saturdays without any additional charges. The workforce of the Service Provider shall be deployed on alternate weeks and it shall not attract any additional charges. The lump sum price shall be as per the scope of work in Annexure – A.
- 3.6 During launch campaign, the workforce provided shall be available on 24 hours X 7 days in a week basis without any additional charges. The total workforce may be deployed on shift basis with the concurrence of the Contract Manager.
- 3.7 The period of launch campaign, etc., will be provided by the Contract Manager. The deployment roster should be approved by the Contract Manager in advance, which will depend on the requirement.
- 3.8 The Service Provider and their workforce should understand the IT environment of Service Receiver and manage the IT resources.
- 3.9 The Service Provider shall be bound to accept all instructions/ directions issued by the Focal Point /Contract Manager or any other person duly authorized by them relating to the execution of the Work Package Order / Contract.
- 3.10 The Service Provider shall maintain a register for the execution of the work and get endorsement of the same from the Focal Point of the Service Receiver every day for having completed the work satisfactorily.
- 3.11 The details of work handled by the workforce, and Establishment should be kept secret and should not be divulged to any person or outside agencies. **An undertaking in this regard shall be mandatorily provided by the Service Provider as specified in Annexure - C.**
- 3.12 The Service Receiver procures network products and servers from various vendors. The Service Provider should coordinate with the concerned

vendors while any work is being carried out inside Service Receiver's campus during warranty of the systems and products.

- 3.13 The proposed employees of the Service Provider to work as IT Infrastructure Management workforce should be well versed in PC operations and server OS configuration and installation.
- 3.14 Service Receiver will provide the tools required for UTP cable testing, crimping and punching and fiber cable testing.
- 3.15 The Service Provider should provide simple call logging software to handle helpdesk operations with automatic e-mail escalation.

4. Non assignment

- 4.1 The Service Provider shall not sub-Contract this Work package / Contract at any point of time after getting the Work package / Contract. The technical persons who are getting posted for this Work package / Contract should be the employees of the Service Provider, and they should be in the payroll of the Service Provider and they should have identity card of the Service Provider.
- 4.2 The Service Provider shall not be allowed to transfer, pledge, assign or sub-Contract its rights and liabilities under this Work Package / Contract Order to any other agency.
- 4.3 The Service Provider shall not assign, transfer or convey in whole or in part, this Work/Work Package/Contract Order to anyone. The Service Provider shall also not delegate any of its obligations or duties under this Work Package Order to anyone. The Service Provider shall not assign, pledge as collateral, grant a security interest in, create a lien against or otherwise encumber any payments that may or will be made to the Service Provider under this Work Package Order(s).

5. Payment and Penalty clause

- 5.1 No advance payment will be made.
- 5.2 Service Receiver shall pay the rates agreed upon to the Service Provider on quarterly pro-rata basis on completion of the specified quantity of work mentioned in the Work Package / Contract Order.
- 5.1 The Service Provider is fully responsible for timely claiming and disbursing monthly payment of remuneration to their workforce engaged in the campus of the Service Receiver, within the time limit prescribed in the relevant Act/Rules.
- 5.2 Payment disbursement shall be made to the Service Provider by the Service Receiver on Quarterly basis for the actual units of work completed on piece rate and part thereof and on receipt of the invoice/bill which is

duly certified by the Focal Point and approved by Contract Manager in the Campus of the Service Receiver and submitted to the respective Sr. Accounts Officer/Accounts Officer, as the case may be, in the prescribed format together with the following documentary proof.

- a. Valid Invoice
 - b. Proof of payment of remuneration made to the workforce for the preceding quarter duly certified by the Service Provider.
 - c. Proof of remittance of both Employees and Employer's contribution towards EPF, ESI or Medi-claim Policy, as the case may be, made for the preceding quarter.
 - d. Schedule of workforce and their attendance during the invoice period.
 - e. The Service Provider should maintain basic records essential to provide the details mentioned under Clause 5.8 for verification.
- 5.3 The Service Provider's bills shall be submitted once every quarter before 5th (fifth) of the succeeding month after the respective quarter with due certifications to the respective Paying Authority.
- 5.4 The Service Provider shall ensure that all the payments to the workforce shall be made through only their respective Bank Account on or before 10th of every month.
- 5.5 The Service Provider shall submit to the Paying Authority of the Service Receiver, the details of the monthly remuneration in the form of a signed pay-slip / statement on their letterhead made by them to their workforce including the deductions, by 10th of the following month.
- 5.6 Income Tax as per the Income Tax Act, 1961 and the rules thereunder or any other Tax/Taxes/Fees/Cess/Levy(ies) as applicable and payable by the Service Provider as per rules shall be deducted / recovered from the quarterly bills payable to the Service Provider.
- 5.7 In case the Service Receiver is made liable to pay any statutory liability arising due to the default of the Service Provider in relation to the Work Package Order(s), the Service Receiver shall be entitled to deduct/recover the same from the payment against the Work Package Order(s) due to the Service Provider.
- 5.8 The payment under the Work Package Order shall be inclusive of the following components:
- a. Contributions towards Employer's and Employee's Provident Fund, wherever applicable.
 - b. Contributions towards Employer's and Employee's State Insurance or Medclaim Insurance, as the case may be.

- c. Supervisory Charges to the Service Provider
 - d. Service Charges to the Service Provider, if any.
 - e. Goods & Service Tax
 - f. Cost of Identity Cards etc.
 - g. Insurance Premium towards All Risk Insurance Policy for each workforce of the Service Provider for a minimum value of Rs. 10 Lakhs for Two Years
- 5.9 Bidders can submit the banker details and payments can be made through NEFT/RTGS/ECS through PFMS.
- 5.10 In case, the Service Provider fails to comply with any statutory/taxation liability under the appropriate law, and as a result, if Service Receiver is put under any loss/obligation, monetary or otherwise, Service Receiver will be entitled to get itself reimbursed either out of the outstanding bills against any of the Work Package Orders or from the Security Deposit to the extent of the loss or obligation in monetary terms.
- 5.11 The Service Provider should provide service as per the scope of this Work package / Contract. However, in case of any failure, partly or full, not rectified and not made operational within two days, an amount @ 0.1% of monthly amount per each day of delay beyond 48 hours subject to maximum of 1% of the monthly amount shall be deducted from the payment due to the Service Receiver for every occasion based on the decision of Contract Manager.
- 5.12 In case of non-deployment of requisite number of workforce by the Service Provider, an amount of Rs.1500/- shall be deducted per employee per working day irrespective of category.

6. Termination and Short Closing of the Contract

- 6.1 Under the normal circumstances, termination/short closing of the Work Package / Contract Order is not foreseen. However, in case of repeated non-performance of the Work Package / Contract Order, owing to deficiency of service or breach of terms and conditions in the said Order or cessation of the requirement, the Service Receiver reserves the right to terminate the Work Package / Contract Order wholly or partly by giving a prior notice of not less than 30 days, without any obligation on its side.
- 6.2 The Service Receiver may terminate the Work package / Contract at any time by giving a prior notice of not less than 30 days, without any obligation on its side.
- 6.3 The Service Receiver shall be entitled to terminate the Work package / Contract by a written Termination Notice at any time during the project on the occurrence of any of the following event.

- a. Failure to start the work within the specified time as per relevant tender conditions.
- b. Failure to execute the works in conformity with the Progress Schedule.
- c. Failure to provide sufficient technical staff required for the proper and / or due execution of the work or any part thereof for more than six months.
- d. Negligence in carrying out the works or unsatisfactory execution of the work.
- e. If the Service Provider is found misusing or sharing the data, the Work package / contract shall be terminated. The data available with the Service Receiver shall not be copied into CD or in any other medium / external storage devices by the Service Provider.

6.4 The Work Package / Contract Order is liable to be terminated without notice and the Security Deposit under the Work Package / Contract Order shall be liable to be forfeited in the following circumstances:-

- a. For the breach of any material term, condition or provision of this Work Package / Contract Order by the Service Provider.
- b. In case the Service Provider provides any statement, representation or certification and the same is found false, deceptive or materially incorrect or incomplete.
- c. The Service Provider or any of its workforce and agents commits or has committed or engages/engaged in fraud, misappropriation, embezzlement, malfeasance or misfeasance.
- d. If the Service Provider terminates or suspends their business, without giving prescribed notice.
- e. The Service Provider's license or certification is suspended, terminated, revoked or forfeited.
- f. If the Service Provider failed to comply with any applicable law of the land.
- g. In the event of sustenance of loss by the Service Receiver due to the premature termination of Work Package / Contract Order by the Service Provider, the same shall be recovered from the Security Deposit.

7. Rules pertaining to Employees of service Provider

7.1 The work to be performed under the Work package / Contract including the products of that work shall comply with the requirements of all applicable laws, Regulations and Standards pertaining to safety and health.

7.2 Valid entry permits are required to be taken by the party in advance for every individual, which are issued by the Service Receiver after verification of their antecedents and background as certified by the Service Provider. Entry to SDSC SHAR is restricted to the workforce who are to perform the work entrusted by the Service Receiver. In addition, the Service Receiver has the right to evict / refuse any person who is found indulging in any unlawful activities and detrimental to the Security system at SDSC SHAR.

7.3 **Issue of Entry Permit**:- For arranging Entry Permit to enter the Service Receiver's premises, the Service Provider should submit the details of their workforce to the Focal Point / Contract Manager and the same shall contain the following documents. The Focal Point/Contract Manager shall scrutinize the same and shall forward it to the Senior Administrative Officer /P & GA duly approved by their Divisional Head:

- (a) Police Clearance Certificate as at Clause 7.3(i);
- (b) ID card issued by the Service Provider as at Clause 7.3(ii);
- (c) Any valid Photo ID card issued by any Government Agency; and
- (d) Two copies of stamp size photographs;

i. **Police Clearance Certificate** :-

It is the responsibility of the Service Provider to arrange the character and antecedents of the work-force engaged for duty. The Service Provider shall engage the work-force who is not having any criminal background. The character and antecedents shall be got verified through record check by Service Provider at their own cost from the concerned Police authorities (Police Clearance Certificate) and submit the original report.

ii. **Identity Card to be issued by the Service Provider**:-

The Service Provider shall issue tamper proof necessary Identity Card in their firm's/ society's/agency-ies/company's logo to the work force deployed by them to Service Receiver.

7.4 The employees of the Service Provider once engaged for the Service shall not be changed without the prior concurrence of the Focal Point/Contract Manager of the Service Receiver.

7.5 The movements of the employees of the Service Provider, though possessing a valid entry permit, are restricted to the area of their work

only. They shall comply with all rules and regulations of Security system from time to time. In case, the Entry Permit is lost, the Service Provider is liable to pay penalty as per the guidelines laid down by the Department from time to time. In case of misuse of Entry Permit by the Service Provider's workforce, the Service Provider shall be liable to make good any loss caused to the Department in addition to any other legal actions as deemed fit. They have to display the employee ID card provided by the Service Provider when providing service in the campus of Service Provider.

- 7.6 The Service Provider shall before recommending for the Entry Permit to any person in any capacity to work in the campus / premises of Service Receiver is entitled to make discreet inquiries about the desirability or otherwise of the person being issued the Entry Permit. If and when the Service Provider has any information or comes across any circumstances, which in the opinion of a reasonable person, should disentitle any of his workforce from entering SDSC SHAR or any of its areas. He shall immediately report to the CISF and Contract Manager and seek instructions in this behalf.
- 7.7 The Service Provider should report to the Service Receiver promptly and in full, detail of each incident in the work under this Work package / Contract resulting in personal injury, including death or damage/loss of property.
- 7.8 Under no circumstances shall the Service Provider release information on matter related to the performance of work under this Work package / Contract without prior written approval of the Service Receiver.
- 7.9 Service Receiver may provide accommodation on chargeable basis subject to availability. If the accommodation is not available, Service Provider has to arrange boarding at Sullurpeta for their workforce.
- 7.10 Inside the campus and premises of Service Receiver, no transport facility shall be provided to the employees of Service Provider. The Service Provider has to make his own arrangement for the same. However, vehicle support will be provided for movement of equipment of Service Receiver.
- 7.11 The technical information, drawings, specifications, operation manual and other related documents prepared during the execution of this Work package / Contract are the property of the Service Provider and shall not be used for any purposes other than performance of the Work package / Contract. All rights, including rights in the event of grant of a patent and registration of designs are reserved.
- 7.12 For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Labour Legislations in respect of the workforce engaged by the Service Provider at Service Receiver's site. The work-

force engaged by the Service Provider to the Service Receiver shall not have any claim whatsoever of “Master and Servant” relationship nor have any “Principal and Agent” relationship with or the Service Receiver for the said services.

- 7.13 The Service Provider should indemnify the Service Receiver against any action, claim or proceedings relating to infringement of all or any of the prevailing labor laws like Workmen’s Compensation Act 1923, Contract Labor (Regulation and Abolition) Act 1970 and Contract Labor (Regulation and Abolition) Central Rules 1971, Employees Liability Act 1938, Industrial Disputes Act 1947, Employees State Insurance Act 1948, Minimum Wages Act, Employees Provident Funds and Miscellaneous Act 1952 during the period of Work package / Contract.
- 7.14 The Service Provider should indemnify and hold Service Receiver and/or any officer, employee or agent or assignee thereof of Service Receiver, harmless from any loss, damage, liability or expense, on account of damage to property or environment and injuries, including death, to any persons, including but not limited to, employees or agents of the Service Receiver, employees of the of Service Provider, and all other persons performing any part of work hereunder arising from any occurrence caused by any act or omission of the of Service Receiver or any of them. The of Service Provider shall, at its expense, defend any suits or proceedings brought against the of Service Receiver, on account thereof, and shall satisfy all judgments and pay all expenses which may be incurred by or rendered against them, or any of them, in connection therewith. It is expressly understood that the of Service Provider shall keep of Service Receiver fully indemnified against third party claims and damages to or caused by work performed under this Work package / Contract.
- 7.15 The Service Provider shall be solely responsible for the redressal of grievances/resolution of disputes relating to the work-force engaged by them. Service Receiver shall in no way be responsible for the settlement of such disputes. Service Provider should maintain a record of grievances received from their work force and action taken for settlement.
- 7.16 The Service Provider should have dress code for their workforce with a badge mentioning the Service Provider’s Name during their stay in the campus of Service Receiver when they are providing service.

8. Safety and Security

- 8.1 The Service Receiver’s premises being a High Security Area, the employees of Service Provider engaged for the work, shall be required to follow the security requirements such as possessing a valid Entry Pass issued by the Service Receiver and ID Card issued by the Service Provider while entering the campus, maintaining high order of discipline while on duty. **It should**

be ensured by the Service Provider that only Indian Nationals between the age of above 18 years and upto 60 years are included in the workforce and they should not have any criminal back ground.

- 8.2 The Service Provider shall take all safety precautions required for the execution of the work. They shall also be responsible for any loss or damage caused to Service Receiver's Property/Personnel due to negligence of the workforce and shall make good the losses by the Service Provider at their own cost, failing which cost thereof, shall be recovered from the outstanding/running bills/Security Deposit of the Service Provider.
- 8.3 The Service Receiver shall not be responsible for any damages, losses, claims, financial or other injury to any of the workforce engaged by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation. The workforce shall adequately be insured by the Service Provider against accidents including loss of life.
- 8.4 The Service Provider shall solely be responsible for any theft, pilferage or misbehavior committed by any of the workforce while carrying out the Service(s) and the Service Receiver reserves the right to forfeit the Security Deposit/ Running Bills/any outstanding payment to the Service Provider.
- 8.5 In case, the workforce engaged by the Service Provider commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Service Provider shall forthwith remove the workforce under intimation to the Contract Manager. The Service Provider shall replace immediately any of its workforce who is/are found unacceptable because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from Service Receiver.
- 8.6 The workforce engaged by the Service Provider at the Service Receiver's Campus should not carry any Technical/Electronic Gadgets inside the Service Receiver's Campus and shall follow all Security and Safety norms as prescribed by the Service Receiver, from time to time.
- 8.7 The Service Provider shall ensure that the workforce engaged by them are disciplined and do not participate in any acts prejudicial to the interest of the Service Receiver.
- 8.8 The Service Provider shall solely be responsible for the redressal of grievances/dispute relating to workforce engaged.

9. Security Deposit

The Service Provider shall guarantee faithful execution of the Work Package / Contract Order in accordance with the terms and conditions specified. As a performance security, the Service Provider shall furnish security deposit for 10% of the total Work Package / Contract Order value in the form of Demand Draft/Fixed Deposit Receipt/Banker's Cheque/Bank Guarantee issued by a Scheduled Bank as approved by the Reserve Bank of India and shall be valid beyond 2 months from the date of completion of the Contract. The Security Deposit shall not carry any interest and shall be returned by the Service Receiver on completion of all the contractual obligations. The security deposit has to be executed within **30** days after the receipt of Work Package / Contract Order. **No extension of the date for submission of the Security Deposit will be entertained by the Service Receiver and failure to submit in time will result in cancellation of the Work Package / Contract Order.**

10. Acceptance/ Withdrawal

- 10.1 There is no obligation on the part of Service Receiver to communicate in any way with the rejected bidders.
- 10.2 After acceptance of the Work package / Contract Order from Service Receiver, the Service Receiver shall have no right to withdraw his tender or claim higher price.
- 10.3 Tender with incomplete information is liable for rejection.
- 10.4 For each category of pre-qualification criteria, documentary evidence is to be produced, serially numbered and enclosed with the technical bid. If the documentary proof is not enclosed for any/all criteria, the tender is liable for rejection.
- 10.5 If any information given by the vendor is found to be false/fictitious, the vendor shall be debarred for a period of 3 years to participate any further tenders of the Service Receiver.

11. Joint and several liability

If the Service Provider is a joint entity, consisting of more than one, partnership, corporation or other business organization, all such entities shall be jointly and severally liable for carrying out the activities and obligations of this Work Package / Contract Order and for any default of activities and obligations.

12. Severability

If any provision of this Work Package Order (s) is determined by a Court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this Work Package / Contract Order .

13. Immunity from liability

Every person who is a party to the Work Package / Contract Order(s) is hereby notified and agrees that the State, Service Receiver and all its employees, agents, successors and assigns are immune from liability and suit for or from Service Provider's activities involving third parties and arising from the Work Package / Contract.

14. Intellectual Property

The Service Provider agrees that they should not use the Name/logos of the Service Receiver in any manner, including commercial advertising or as a business reference, including ID cards without the approval of the Service Receiver. Any violation will result in cancellation of the Work Package / Contract Order including forfeiture of Security Deposit.

15. Volume of Work

The requirement of work force purely depends upon the activities of Service Receiver for the Work Package. The mere mention of the number of work-force against this Work Package Order(s) does not by itself confer any right on the Service Provider to demand that work relating to or any item thereof, should necessarily or exclusively be entrusted to the Service Provider. The Service Receiver reserves the option for allocation of work force to meet the works to be carried out and the Service Provider shall not have any right in this regard. **No guarantee can be given as to the definite volume of work which will be entrusted to the Service Provider at any time or during the period of the Work Package Orders(s).**

16. Force Majeure

Should a part or whole work covered under this agreement be delayed due to reasons of Force Majeure which shall include legal lockouts, strikes, sabotages, civil commotion, riots, insurrections, revolutions, fire accident, quarantines, epidemic, acts of God and Government, fright embargoes, the completion period for work, equipment referred to in this agreement be extended by a period not in excess of the duration of such Force Majeure. The occurrence shall be notified by either party within reasonable time.

17. Applicable Law and Jurisdiction

The Work package / Contract shall be governed as per the laws of India for the time being in force. The Courts of the Andhra Pradesh State only shall have jurisdiction to deal with and decide on any legal matters or disputes whatsoever arising out of the Work package / Contract.

18. Submission of Forged Documents

If any of the Service Provider submits any forged or false documents along with their Tender/Bid, such Tenders/Bids will be summarily rejected and such Service Providers will be blacklisted for all future tenders/bids.

19. Compliance Statement

The Service Provider shall mandatorily submit the Compliance Statement as at **Annexure-D** along with their tender/bid, failing which the said tender/bid will not be evaluated.

20. Bidding Format

The format wherein the Service Provider shall submit their Tender/Bid in their Letter Head is kept at **Annexure - E**. The Service Provider shall mandatorily bid in the said format only and all the columns shall be duly filled and no column shall be left blank. In case the Bid/Tender is not submitted in the Bidding Format, the said bid/tender is liable for rejection.

21. Corrections

Any corrections in any portion of the tender/bid shall be rounded off and shall be compulsorily initialed by the Service Provider, failing which such tenders/bids are liable for rejection.

SCOPE OF WORK FOR IT INFRASTRUCTURE MANAGEMENT SERVICES

IT Infrastructure Management Services Contract is intended for carrying out all activities mentioned in this Annexure - A.

The total quantity of work for 2 years is specified in terms of PTPs.

The term PTP means “**Projected Task Point**”.

Skill Set No.	Brief Activity Definition	Detailed Activity definition
SS1	IT Services	SS1.A. Desktops / Laptops / Mobile / Peripherals Services SS1.B. Servers/Workstation Services & System Administration services SS1.C. Networking services SS1.D. Network Administration Services SS1.E. Routine Services SS1.F. Software services for Web applications and operations SS1.G. Backup services
SS2	Computer Operations	SS2.A. Software services for Real time operations
SS3	Video Conference Operations	SS3.A. Operations for Video Conferences at various halls and auditoriums

SS1. IT Services

SS1.A. Desktops / Laptops / Mobile / Peripherals Services

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Installation of PCs, Laptops, Peripherals, Mobile devices etc at user site.	50	7.5	375	9000
2.	Installation of OS, device drivers, application software.	100	7.5	750	18000
3.	Installation of Antivirus software.	100	7.5	750	18000
4.	Configuration for ready to use and making them network ready.	100	7.5	750	18000
5.	Installation/Configuration of user application software.	100	7.5	750	18000
6.	Troubleshoot, Diagnose and resolve user complaints.	100	10	1000	24000
7.	Smart card surface printing and personalisation .	100	7.5	750	18000
				TOTAL	123000

SS1.A : SCOPE OF WORK:

- a. The operating systems include Windows and Linux but not limited to these.
- b. These services need to be provided to various peripherals like printers, scanners, and embedded systems like serial to Ethernet converters, USB to Ethernet converters, print sharer, thin clients, zero clients, IP camera etc.
- c. The user application include COWAA/COINS, eGPS, PFMS, HMS etc.
- d. Scenario of complaints are like booting issues, OS issues, antivirus issues, desktop application software (like Office automation) issues, printer and printing issues, scanner issues, user software issues like COINS etc.
- e. Operational support for entry/exit tracking system and photo capturing using application software

If complaints are related to hardware maintenance, they need to be escalated to the hardware maintenance team and coordinate with them to resolve them.

SS1.B. Servers/Workstation Services & System Administration Services

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Installation and Configuration of Servers, Workstations and similar systems	20	10	200	4800
2.	Installation of Operating System / add-on cards & drivers / Firmware / BIOS	50	10	500	12000
3.	Installation of VMWare and vSphere / vCentre operations at data centre	25	10	250	6000
4.	Installation of Antivirus software in Central Server and their Updates	50	10	500	12000
5.	Installation of Mass storage devices, Backup devices and related operations	50	10	500	12000
6.	Email Server management	50	10	500	12000
7.	Server Platform Monitoring and Capacity management	50	7.5	375	9000
8.	Active Directory and Group Policy management	50	10	500	12000
9.	Data Centre Surveillance and Operations	200	10	2000	48000
				TOTAL	127800

SS1.B : SCOPE OF WORK:

- a. Servers means server class computers and includes HPCs and may have GPUs as well as graphic accelerators. They are of different makes and models.
- b. The operating systems include Windows, Linux (of different distributions), Solaris but not limited to these alone.
- c. Mass storage devices include SAN and NAS based systems and associated adapters and operations include LUN creation and allocation.
- d. Backup devices include tape libraries of various makes and models and operations include daily, weekly and monthly backups of identified data.
- e. Email management include maintenance of email accounts in the domain, adding, changing and/or deleting employee accounts as requested.

Monitoring / Surveillance means checking the health and welfare of the respective devices and raise alerts when specified thresholds are reached and ensure server infrastructure remains in operational state.

SS1.C. Networking services

Sl. No	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Housekeeping of server and network racks	200	7.5	1500	36000
2.	UTP cable punching / crimping and verification of termination.	200	7.5	1500	36000
3.	Testing the laid UTP cables and fibre cores	200	7.5	1500	36000
4.	End to End Testing of network(s) connectivity	50	7.5	375	9000
5.	Resolving connectivity issues in network(s)	100	7.5	750	18000
6.	Configuring devices for connecting to network(s)	75	10	750	18000
7.	Testing of switch, routers modems and other network products for its functions	75	10	750	18000
8.	Inventory control of assets in their working area	25	5	125	3000
				TOTAL	174000
SS1.C : SCOPE OF WORK:					
<p>a. Housekeeping includes labelling as and where required, rearrangement of servers / patch panels in racks, routing fiber / UTP patch cords etc</p> <p>b. Devices include Servers, Workstations, Appliances, PCs, Mobile devices and other peripherals and devices like printers, scanners, IP Cameras etc.</p> <p>c. Networks include Wired and Wireless networks</p> <p>d. Necessary tools for testing like Cable printer labels, Cable testers, OTDR, power meter, laser light source, fiber optic tester shall be provided by SDSC SHAR.</p>					

SS1.D. Network Administration Services

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Configuration and deployment of network and network security devices	50	10	500	12000
2.	Network performance monitoring and capacity management	200	5	1000	24000
3.	Mass storage device health Monitoring	50	5	250	6000
4.	Verification and Analysis of Syslog data	150	7.5	1125	27000
5.	Network device management and updates	50	7.5	375	9000
6.	Troubleshooting and Testing of network and network security devices	50	10	500	12000
7.	WAN Network Monitoring	50	5	250	6000
8.	Device uptime and health report of all network assets (Daily)	50	5	250	6000
9.	Threshold violation/CPU Utilization/Syslog analysis reports for network devices (Daily)	50	7.5	375	9000
10.	License management includes maintaining an inventory of licenses for the devices being handled and raising alerts for renewal.	10	5	50	1200
11.	Preparation / updation of network architecture diagrams, switch configuration etc (Monthly)	25	7.5	187.5	4500
				TOTAL	116700

SS1.D : SCOPE OF WORK:

- a. Network devices include switches, routers, modems, wireless access points, domain controllers, SAN switches etc. They are of different makes and models.
- b. Network Security devices include Firewall, Web Application Firewall, Proxy Server, sandboxes but not limited to these. They are of different makes and models.
- c. Both managed and unmanaged network devices have to be monitored and managed. Weekly backup of device configuration and maintain configuration change reports and access lists.
- d. Monitoring include checking the health and welfare of all network and network security devices and elements as well as raising alerts when specified thresholds are reached and checking for any intrusions / threats.
- e. Monitoring leased lines, MPLS connectivity etc. for WAN traffic, link and bandwidth usage etc

SS1.E. Routine Services

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Routine maintenance	200	7.5	1500	36000
2.	User management	200	7.5	1500	36000
3.	Virus/Spyware/Spam management	200	7.5	1500	36000
4.	Patch Management	100	7.5	750	18000
5.	Limited Disaster Recovery assistance	10	10	100	2400
				TOTAL	128400

SS1.E : SCOPE OF WORK:

- a. Routine maintenance includes deletion of temporary files, hardware checks for servers, routine configuration changes etc
- b. User management includes Adding / deleting users, managing user access, privileges, password resets etc
- c. Patch Management includes Identifying and Installing patches/upgrades of OS, firmware, BIOS etc especially for security and enhancing performance in all types of devices.
- d. Limited Disaster Recovery assistance means data recovery from disk failures/virus outbreaks.

SS1.F. Software services for Web applications and operations

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Installation, configuration and updates of web browsers	100	7.5	750	18000
2.	Connectivity / web service issues for user applications	100	7.5	750	18000
3.	Database backup to DVD / optical media	50	7.5	375	9000
4.	Operational support to users	200	10	2000	48000
				TOTAL	93000

SS1.F : SCOPE OF WORK:

- a. Operational support includes resolving Digital Signature and Certificates (DSC) issues, Virtual Private Network (VPN) connectivity issues, guiding users for screen functionality and operations.

SS1.G. Backup services

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage 10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1	Installation of backup server and backup client	10	7.5	75	1800
2	Scheduling of Backup operations and verification of backup status of all servers	500	7.5	3750	90000
3	Business Continuity Mangement	100	10	1000	24000
				TOTAL	115800

SS1.G : SCOPE OF WORK:

- a. Taking backup of various servers (around 100 servers) located in different Data Centre into a Tape library.
- b. Scheduling of backup activities for servers in Campus network, Internet network and Mission network.
- c. Ensuring that backup is completed for all identified servers and data restoration to be done in case of need.
- d. Business continuity management includes retrieval from backup and enable the disrupted service within a few hours.

SS2. Computer Operations

SS2.A : Software services & Operations for Real time network

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1	Carrying out software operations	250	10	2500	60000
2	Running Analysis software and generate reports	200	7.5	1500	36000
3	Copying data from operational servers to data servers	200	7.5	1500	36000
4	Verifying the server log data files and reporting alerts	200	7.5	1500	36000
5	Generate bitmaps, input files and tables as per requirement.	200	7.5	1500	36000
6	Testing of software	50	10	500	12000
7	Software Documentation	50	7.5	375	9000
				TOTAL	225000
SS2.A: SCOPE OF WORK:					
a. Software operations includes loading of servers, execution of batch files, activating tasks as per timeline etc					
b. Offline report generation to be carried out by using offline tools.					
c. Software documentation includes preparation of SRS, SDD and Test reports as required for various software being developed.					

SS3. Video Conference Operations

SS3A. Operations for Video Conferences at various halls and auditoriums

Sl. No.	Split up of Activities	No. of calls expected per month	Weightage (10/7.5/5)	No. of PTPs per month	No. of PTPs for two years
1.	Testing and keeping the Operational preparedness of Audio Video Systems at different conference halls.	250	7.5	1875	45000
2.	Establishing connections with Remote Stations in Point to Point Mode Video Conference	100	7.5	750	18000
3.	Establishing connections with Remote Stations in Multi point mode Video Conference up to 8 station and ensuring smooth operations during Video Conference	200	7.5	1500	36000
				TOTAL	99000
SS3.A : SCOPE OF WORK:					
a. Test and Conduct meetings at video conference halls (handle two simultaneous VC halls out of available 10)					
b. This includes testing Projector and other VC equipment					
c. Configure / establish sessions based on IP					

Note: The individual activity splitup will be readjusted in case of change in work demand, keeping the total number of PTPs same.

In summary,

Skill Set	Total number of PTPs
SS1	8,78,700
SS2	2,25,000
SS3	99,000
Grand total number of PTPs for all three skill sets	12,02,700

DECLARATION BY THE SERVICE PROVIDER
(in line with Clause 2.13)

(To be provided by the Service Provider with their bid
on the letter head of the Service Provider)

1. I/We, Son/Daughter/Wife/ Husband
of Shri/Smt.
(Proprietor/Partner/Director/Authorized Signatory of the Firm), am/are competent
to sign the declaration and execute this Bid.
2. I/We have carefully read and understood all the enclosed terms and conditions and
undertake to abide by the same.
3. The information/documents furnished along with the above application are true and
authentic to the best of my/our knowledge and belief. I/We am/are well aware of
the fact that furnishing of any false information/fabricated document(s) would lead
to rejection of our Tender at any stage besides liabilities towards prosecution under
appropriate law.
4. I/We agree to pay the Remuneration to the workforce in time and not less than the
Minimum Remuneration fixed by the Ministry of Labour and Employment,
Government of India/State Government and remit the EPF and ESI or Medi-Claim
Policy of both our Employee's as well as Employer's without fail to the concerned
Government Authorities regularly.
5. I/We also agree to strictly abide by all the statutory requirements/provisions
relating to labour laws as prevailing from time to time.
6. I/We also agree to engage only that workforce whose character and antecedents are
verified through Police Clearance Certificate for carrying out the work at SDSC SHAR.
7. I/We also agree to submit the Quartely bills/invoices to the Paying Authority, for
every quarter before 5th of the following month itself with due certification.
8. I/We also agree to strictly provide self-attested proof of crediting remuneration to
the Bank Account of our workforce as per labour laws/rules.
9. I/We also agree to adhere to all the Clauses of the Terms and Conditions of the Work
Package / Contract.

Date : (Signature of Authorized Signatory with Seal)

Place : Name in full :

UNDERTAKING BY THE SERVICE PROVIDER
(in line with Clause 3.11)

(to be submitted by the Service Provider in their letter head
to the Service Receiver)

UNDERTAKING

I/We, (authorized person of the Service
Provider), (Designation) of
M/s.....

.....
..... (Service Provider’s name & address) participating in the tendering process for award of
work under the Work Package Order in Satish Dhawan Space Centre SHAR (SDSC SHAR),
Sriharikota (A.P) -524 124 do hereby undertake that:

1. I/We have read and understood the General Terms and Conditions of the Work Package Tender.
2. I/We as well as the workforce to be deployed by me/our firm/society/agency/company will maintain confidentiality of the work awarded to us and will not divulge any information that has come to my/our knowledge during the course of the execution of the Work in Service Receiver’s establishment.
3. I/We as well as the work force to be deployed for carrying out the work will not retain or remove any drawings, electronic records or any documents related to such work from the premises/establishments of the Service Receiver and do not take any photograph or make copies or extracts from them.
4. I/We as well as the work force do not divulge any information or matters either during or after the term of the Work Package Order(s) for my or our own benefit or for the benefit of others.
5. I/We have understood that in case of violation of the terms and conditions of the Work Package and this undertaking, the Service Receiver has the right to cancel the Work Package Order(s) including forfeiture of Security Deposit in addition to initiation of appropriate legal action/remedies.
6. I/We have understood that strict compliance of this undertaking is a condition for award of the work under Work Package.

Dated this theday of 2020
at.....

(Signature of Authorized Signatory
of the Service Provider with Seal)

Name in full :

COMPLIANCE STATEMENT

(in line with Clause 19)

(to be provided by the Service Provider with each Tender on their letter head)

Tender Ref.No.

WP Technical Skill Set No :

Sl. No.	Conditions in Work Package Tender/ Requirements	Category of work force required to execute the work package	Minimum Number of Workforce required (N)	Compliance Yes/No	Details of Workforce having experience in the said Skill Set	Explanation Comments	Details of relevant Documents attached
A	B	C	D	To be filled by the Service Provider			
				E	F	G	H
1	Work package to carry out the activities related to IT infrastructure management services.	Senior Graduate Engineer in ECE	1				
		Graduate Engineer in ECE	5				
		Graduate Engineer in CSE/IT or MCA or M.Sc in	3				
		Diploma Engineer in ECE	9				
		Total	18				

Dated this theday of 2020 at.....

(Signature of Authorized Signatory of the Service Provider with Seal)

Name in full :

BIDDING FORMAT TEMPLATE
(TO BE PROVIDED IN THE SERVICE PROVIDER'S LETTER HEAD)
(in line with Clause 20)

Price Breakup required for

1	Cost per PTP	Rs.
2	Total cost for 12,02,700 PTPs	Rs.
3	Accommodation cost for 18 persons for 24 months	Rs.
4	Transportation cost for 18 persons for 24 months	Rs.
5	GST 18%	Rs.
6	Grand Total	Rs.