



The Singareni Collieries Company Limited

(A Government Company)

M/s.CMS Computers Ltd,
Secunderabad.

ANNEXURE – II

Enclosure to Order No.7600001079,
dated 29.10.2008

Sub : Scope of work, other details and terms & conditions etc for comprehensive Annual Service Maintenance Contract with FMS for 2 years.

(A) SCOPE OF WORK :

Comprehensive Annual Service Maintenance Contract with Facility Management Services for 2 Years covers the following equipments situated in various Locations in different Areas .

S. No.	Item Description	Quantity
A.	Systems	
1.	Low End Server (P-III)	29
2.	Low End Server (Xeon Processor)	20
3.	High End Server (Xeon Processor)	5
4.	P-III Desktops	280
5.	P-IV Desktops	328
6.	Presario P2830 AP Laptop	2
6.	Evon 800C Laptop	2
	TOTAL (Systems)	666
B.	Printers	
1.	Dot Matrix Printers	434
2.	Laser Jet Printers	262
3.	Inkjet Printers	21
	Sub-total	717
C.	Line Printers	
1.	T 6050 Model Lipi Printers	5
2.	T 6215 Model Lipi Printers	6
	Sub-total	11
	TOTAL (Printers)	728

You have to contact GM(IT) for detailed Area wise locations.

(B) PRICE DETAILS :

SI. No.	Item Description	Quantity	Price Per year (In Rs.)	Total Price for 2 years (In Rs.)
A.	Manpower Cost per month			
1.	Project Co-Ordinator(Kgm) @ Rs.12500/-	1	1,50,000/-	3,00,000.00
2.	Server Systems Administrator (Hyd) @ Rs.12000/-	1	1,44,000/-	2,88,000.00
3.	Resident Service Engineers @ Rs.7000/-	15	12,60,000/-	25,20,000.00
4.	Network & Server Maintenance @ Rs.10500/-	6	7,56,000/-	15,12,000.00
	Total - A (Manpower)	23	23,10,000/-	46,20,000.00
B.	System's AMC unit Rate			
1.	Low End Server (P-III)@ Rs.2500/-	29	72500/-	1,45,000.00
2.	Low End Server (Xeon Processor) @ Rs.2500/-	20	50000/-	1,00,000.00
3.	High End Server (Xeon Processor) @ Rs.3000/-	5	15000/-	30,000.00
2.	P-III Desktops @ Rs.350/-	280	98000/-	1,96,000.00
3.	P-IV Desktops @ Rs.350/-	328	114800/-	2,29,600.00
5.	Presario P2830 AP Laptop @ Rs.4275/-	2	8550/-	17,100.00
6.	Evon 800C Laptop @ Rs.4275/-	2	8550/-	17,100.00
	Total - B (Systems)	666	3,67,400/-	7,34,800.00
C.	Printer's AMC unit Rate			
1.	Dot Matrix Printers @ Rs.300/-	434	1,30,200/-	2,60,400.00
2.	Laser Jet Printers @ Rs.700/-	262	1,83,400/-	3,66,800.00
3.	Inkjet Printers @ Rs.500/-	21	10,500/-	21,000.00
4.	T 6050 Model Lipi Printers @ Rs.3100/-	5	15,500/-	31,000.00
5.	T 6215 Model Lipi Printers @ Rs.3150/-	6	18,900/-	37,800.00
	Total - C (Printers)	728	3,58,500/-	7,17,000.00
	Total (Systems & Printers) (B+C)		7,25,900.00	14,51,800.00
	Grand Total (A+B+C)		30,35,900/-	60,71,800.00

(C) **OTHER DETAILS, TERMS & CONDITIONS** :

1. **Comprehensive Maintenance with Spares** :

The firm should provide comprehensive maintenance with spares for the computer hardware (Computers , Printers etc.) of SCCL.

Scope of coverage of maintenance : Comprehensive Annual Service Maintenance Contract for Servers, Desktops and Laptops covers all parts including peripherals. For Laptops, consumables like PCMCIA Cables, Battery Pack and A/c Adaptor will not be covered under AMC.

(i) In case of Printers, all the parts along with Data Cables etc., are included in AMC, except Printer Cartridges/ Ribbons and Print Heads.

(ii) In case of Dot Matrix Printers print heads are not covered in AMC.

(iii) In case of line printers all parts including printer modules are covered except ribbons.

Spares tie up with OEMs : The firm should provide only OEM/genuine spares for maintaining the hardware i.e., Computers, Printers, Laptops etc.

The number of the hardware to be maintained by the firm may vary during the contract period. Additional hardware may be added after expiry of the warranty periods or AMC periods of other vendors at the discretion of SCCL.

SCCL may delete the hardware from the list of maintenance due to obsolete or replacement by upgrades etc. However, the firm should provide service support without spares with out any additional payments, as long as they are operative.

The actual list of items under maintenance will be identified at the beginning of each quarter mutually by SCCL and the vendor.

2. **Services for Hardware in warrantee or AMC with Original Manufacturers or Suppliers.**

The firm should maintain additional hardware from various locations which are in warranty or in AMC with the original suppliers.

For these systems the firm should liaison with those firms for maintenance and provide all services that are not covered in the scope of the above contracts. The services to be provided is with out spares and no additional payments will be done.

3. **LAN & WAN infrastructure**

The firm should provide first line services for the networks established by SCCL vide intranet connecting to various offices through LAN & WAN. The networks are established using different technologies by different vendors. The spares will be at the cost of the original suppliers or SCCL. The firm should ensure uninterrupted connectivity.

The following services are to be provided :

- a) Liaison with M/s. BSNL for Leased Circuits
- b) Liaison with M/s. VSNL for Internet Backbone
- c) Liaison with M/s. Wipro for LANs established at all Area GM Offices, all Stores, Head Office, Main Hospital & Exploration Department

4. **Provision of Service Engineers**

a) The firm should deploy sufficient number of service engineers with requisite skills for ensuring the above services. The minimum number of service engineers to be provided are as below :-

Central Co-Ordinator (Kothagudem)	:	1
Servers System Administrator (Hyderabad)	:	1
Resident Service Engineers	:	15
Network & Server Maintenance	:	6

TOTAL	:	23

- b) The deployment of the service engineers will be at various locations of SCCL and will be at the discretion of SCCL
- c) In case of need, the service engineers should travel from one location to other at the cost of the vendor. No TA and DA will be paid.
- d) The minimum number of service engineers to be deployed is 23 as shown above. The firm should deploy additional service engineers in case the deployed service engineers are not able to provide the services as per the contract.
- e) The Network Administrator placed at each region shall take care the needs of all the Areas within the region.
- f) **Qualifications** : All the resident Service Engineers and network service maintenance engineers should have atleast 3 years Diploma or higher qualification in Computer Science/Computer Engineering/Electronics with atleast 3 years of post-qualification experience.

The Network engineers should have additional industry certification like CCNA.

The Resident Service Engineer should have sufficient knowledge of maintenance and trouble shooting in Windows/Unix/Linux environment in addition to hardware maintenance and should be capable of attending to routine problems.

The service engineers should be service minded and maintain good human relations with all users.

- g) Providing Communication : All the service engineers should be provided with **Cell Phones** and must accept the service calls from the users directly.
 - h) Transport on their own : The deployment of hardware in SCCL is spread geographically to distant locations from the administrative offices. The service engineers should have their own arrangement for conveyance to attend to the locations immediately on call. No additional payment will be made towards their transportation
 - i) Accommodation : The Resident Service Engineer will be provided accommodation subject to availability and as per the rules of the Company on payment basis.
 - j) Timings : SCCL have different timings and holidays at various locations. The Resident Service Engineers posted at SCCL shall follow the holidays and timings of SCCL offices of their placement.
 - k) Reporting : The resident Service Engineers posted at Areas should report to respective Area IT incharges, Network Administrators placed at regions will report to regional incharges, System Administrator placed at HYD will report to incharge of HYD IT department and call coordinator and resident service engineers placed at CORP should report to DGM- DMW at CORP.
5. **Maintenance of Spares** : The firm should maintain sufficient spare monitors, key boards, mice, logic cards etc. The spares are to be positioned at various locations of SCCL to ensure their immediate availability. The minimum list of spares to be maintained should be mutually agreed based on the hardware in maintenance. SCCL will have the right to inspect the spares at any point of time.

The firm should supply and replace the following spares as shown below :-

<u>Keyboards of make Samsung/Logitech/TVS</u> :-		
At the beginning of the contract	:	120 Nos.
There after at the beginning of each quarter	:	30 Nos.

<u>Mouses of make Logitech/Samsung/Intex</u> :-		
At the beginning of the contract	:	120 Nos.(60 Nos Optical mice).
There after at the beginning of each quarter	:	30 Nos. (15 Nos Optical mice).

However, the firm should replace any additional key boards or mouses during the intervening period if required. The mentioned figures are minimum to be replaced at each quarter. The recovered old keyboards and mouses are to be handed over to SCCL. The exact distribution should be decided in consultation with SCCL.

6. Preventive Maintenance & other Services

In addition to the above the firm should provide additional services as below :

- a) Shiftings :- The service engineer should help in shifting of hardware from one location to other or installing new hardware in SCCL when required. The service engineers should update the inventory after such shifting , addition or deletion as and when required.
- b) Antivirus : The firm should load upgraded version of Anti Virus software in all computers from time to time. The Resident Service Engineers should run diagnostic test in the system, remove virus if any, load patches if required and take necessary action to keep the system error free.
- c) Application software installations : The service engineers should load the new versions of application software in clients whenever required. They should ensure that all application software is properly functioning along with any maintenance call.
- d) Operating System : The resident service engineers should carry out for all the systems including systems covered in Warranty/AMC with the OEM/Suppliers.
 - (i)Any problem related to OS, (ii) configuring the systems for LAN and its trouble shooting, (iii) reloading of OS with all required device drivers, (iv) OS upgrades, device drivers, system configuration, (v) Installation of printers and printer dricers,(vi)installation of software purchased by SCCL from time to time.
- e) The firm should be responsible for recovery of data, free of cost in case of hard disk crash of any computer systems under its Comprehensive AMC.
- f) The firm should render free service for including systems in newly established LANs in mines/departments.
- g) Whenever systems are to be formatted the service engineer should follow stipulated guidelines and ensure no data loss occur.
- h) Whenever new systems are provided to replace the old systems, the service engineers should transfer application software and data files from old system to new system without any data loss occur.

i) The details of other services to be provided are given below :

Preventive Maintenance : Cleaning of all equipments using dry vacuum air, brush and soft muslin cloths. Checking of power supply source for proper grounding and safety of equipment. Ensuring the covers, screws, switches, etc., are firmly fastened in respect of each equipment. Scanning of all types of virus and elimination and vaccination of the same.

Other Services : Installation of operating systems (Windows XP, Windows NT, Windows 2000, Windows 2003, Unix, Linux and Windows 98), patches and other application tools as desired by SCCL at client systems.

Update of the software/drivers required for the networking components during the contract period.

The systems support should include the trouble shooting for O.S. (i.e. Windows 2000, Win NT, Win 98 and Windows XP etc.).

Installation of Printer, Plotter and other peripheral device drivers.

Updation of Security patches/updates from time to time.

Periodicity : The firm should carry out preventive maintenance regularly and should plan as per schedule of quantities such that maintenance is carried out in each equipment atleast once in six months. The plan of preventive maintenance should be provided by the firm in advance prior to the commencement of activity.

7. Call Booking, Monitoring & Reporting System :

a) Receipt of calls and booking in the web application :The service engineers should book all the complaints received by the users using the web based application. All the calls are to be updated by the service engineer after attending the same with appropriate status. While updating the calls attended, they should clearly mention the parts repaired/replaced, type of service done etc.,.

b) Rectification time : All complaints registered by 12.00 PM shall be attended same day by the Resident Service Engineer. The permissible response time for attending the call would be 24 hours if the complaint is registered after 12.00 PM. Any reported fault would be taken up by the Resident Service Engineers within one day. As far as possible the repairs would be carried out onsite itself. However, in case the equipment is taken to the company for more than 2 working days, the firm should provide a standby for the same.

c) SCCL level monitoring and monthly / quarterly meetings :

The firm should furnish Area wise Monthly report furnishing the details of calls received, calls attended and spares replaced, which are covered under AMC with a summary of types of calls.

Monthly review meetings will be held at Area level as well as at corporate level with IT Incharges. Quarterly review will be conducted at the level of GM(IT). The firm should depute concerned persons for such reviews.

8. Security for data confidentiality - not leaking any information :

The firm should maintain confidentiality of the data in the systems. The firm should take necessary steps to ensure that the data is not leaked to any agency.

9. Security of Hardware :

Any damage or loss caused to the hardware or their components or their parts due to negligence, mishandling should be made good by the vendor either by payment in cash the prevailing market price of the computer, Laptop and printer including their parts and peripherals or by a new one of the same make and specifications.

10. No Sub-contracting :

Under no circumstances the firm should appoint any sub-contractor or sub-lease the contract. If it is found that the contractor violated these conditions, the contract will be terminated forthwith without any notice by the authority who has approved the award of contract.

11. Validity of order :

The AMC will be valid for a period of 2 years from 15.11.2008 to 14.11.2010.

a) Handing over clause at the end of the Contract :

It should be the responsibility of the firm to make all the computers, Laptops and printers work satisfactorily through out the contract period and to hand over the systems in working condition to SCCL after expiry of the contract so that handing over of AMC to next contractor takes place in a smooth manner.

All the calls pending as on the last day of the contract or treated as part of the contract till they are rectified.

b) Extension scope : The contract will be for a period of 2 years. However, SCCL reserves the right to extend the term of the contract for further period (maximum of six months) on the same terms and conditions including AMC prices for engineers and hardware with mutual consent.

- c) Termination clause : Comprehensive AMC with FMS can be terminated any time by giving one month notice.

SCCL reserves the right to cancel the contract in case of breach of security regulations required to be observed by the contractor.

The contract may also be terminated in case of unsatisfactory service performance during the contract period with due notice.

12. Penalties for calls and related conditions :

(a) Penalty : The service engineers should not be absent with out prior intimation to SCCL. Replacement for their absence due to normal leave, sick etc., should be met from the standby provided.

Penalties will be levied for unauthorised absenteeism as below :-

Penalty will be levied for the absence of Resident Service Engineer @ Rs.200/- per working day for first 5 days and Rs.300/ after 5 days.

SCCL reserves the right to ask for the replacement of the service engineer due to poor performance or any other reason. The vendor shall provide such replacement within 5 days. Non provision of timely replacement will be treated as unauthorised absenteeism.

The resident service engineers provided by the firm should not be changed frequently. Only one change in respect of each resident engineer will be permitted during the year. If the firm fails to repair or provide a standby hardware within 2 days, then penalty will be levied as follows :

S. No.	Type of Computer/ Printer/Laptop	Suggested Downtime - Penalty
i)	Server Computers	Rs. 1000/- per day for every day/part thereof.
ii)	Computers	Rs. 100/- per day.
iii)	Line Matrix Printers	Rs. 500/- per day.
iv)	Laser Printers	Rs. 300/- per day.
v)	All Other Printers	Rs. 100/- per day.
vi)	If equivalent standby is given within 2 days, downtime is nil.	Nil Penalty.

- (b) If the firm fails to rectify any of the calls with in the reasonable time SCCL may deploy any other agency for such service. The actual expenses incurred by SCCL including the wages of the staff deployed by SCCL will be recovered from the bills. (or) SCCL may rectify on own and wages of the employees deployed will be deducted as penalties.

13. Spares not provided - SCCL may provide and recover :

If the firm fails to supply the spares with in reasonable time , SCCL may provide them or replace them. The actual cost of such will be recovered from the bills.

14. Spares tie up with OEMs :

The firm should provide OEM/genuine spares for maintaining the hardware i.e., Computers, Printers, Laptops etc.

15. The firm should carry out the Annual Maintenance Contract as per the SCCL requirement.
16. The firm should submit the details of Service Engineers i.e., their qualifications, certifications and experience.
17. SCCL will review the Hardware position i.e., additions and deletions quarterly once. Payment will be made for these items accordingly.

For CGM(Purchase)
The S.C.Co.Ltd.,Kgm.