



The Singareni Collieries Company Limited

(A Government Company)

Purchase Order No. : 7600003521 Dt.20-10-2010

Firm : PCS Technologies Ltd.

Contract Period : 15-11-2010 to 14-11-2012

Scope of work, other details and terms & conditions, etc for Comprehensive Annual Service Maintenance Contract with FMS and Network Management .

(A) I. Scope of work for Computer Hardware AMC with FMS.

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	No.of HW Quarters
A.	Systems		
1.	Low End Server	63	495
3.	High End Server	7	56
5.	P-IV Desktops	3331	19787
6.	Tablet PC	4	32
6.	Laptop	42	271
	TOTAL (Systems)	3447	
B.	Printers		
1.	Dot Matrix Printers	464	3712
2.	Low End Laser Jet Printers	140	1120
3.	High End Laser Jet Printers	6	48
	Sub-total	610	
C.	Line Printers		
1.	T 6050 Model Lipi Printers	2	16
2.	T 6215 Model Lipi Printers	3	24
	Sub-total	5	
	TOTAL (Printers)	615	

Hardware shown is the maximum quantity to be covered during the contract period of 2 Years including hardware under Warranty /AMC with other firms to be added to this contract on expiry of the same during the contract period of 2 years. The tentative quarter wise break up of hardware to be maintained is given below.

Quarter wise summary of Hardware to be included in AMC with FMS									
SI No	Description	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
A	Computers								
1	High End Servers	7	7	7	7	7	7	7	7
2	Low End Servers	55	63	63	63	63	63	63	63
3	Pentium IV	2018	2338	2494	2494	2645	2645	2652	3331
4	Tablet PC	4	4	4	4	4	4	4	4
5	Lap Tops	21	22	38	38	38	38	42	42
		2105	2434	2606	2606	2757	2757	2768	3447
B	Printers								
1	Dot Matrix Printers	464	464	464	464	464	464	464	464
2	High End LJP	6	6	6	6	6	6	6	6
3	Low End LJP	140	140	140	140	140	140	140	140
		610	610	610	610	610	610	610	610
4	Line Printers T-6215	3	3	3	3	3	3	3	3
	Line Printers T-6050	2	2	2	2	2	2	2	2
		5	5	5	5	5	5	5	5
		2720	3049	3221	3221	3372	3372	3383	4062

Hardware quantity may vary during the contract period due to hardware becoming obsolescence or replacements by upgrades etc.

II. OTHER DETAILS, TERMS & CONDITIONS :

1. (a) 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 Laser Jet Printers all the parts including Teflon sleeves are covered except cartridges.

(iv) 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.

(b) 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.

2. Maintenance of Spares : The firm should maintain sufficient spare monitors, key boards, mouses, 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 :-

Keyboards of make Logitech /Microsoft :-

At the beginning of the contract : 500 Nos.

There after at the beginning of each quarter : 150 Nos.

Mouses of make Logitech/Microsoft :-

At the beginning of the contract : 500 Nos.(Optical mouses).
There after at the beginning of each quarter : 150 Nos. (Optical mouses).

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.

3. 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 drivers, (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 2007, Windows Vista, Windows XP, Windows NT, Windows 2000, Windows 2003, Unix, Linux and Windows 98 OR any other higher versions of Windows), 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.

4. 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.

5. 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.

6. 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.

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

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

8. Spares tie up with OEMs :

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

9. The firm should carry out the Annual Maintenance Contract as per the SCCL requirement.

10. The firm should submit the details of Service Engineers i.e., their qualifications, certifications and experience.

11. SCCL will review the Hardware position i.e., additions and deletions quarterly once. Payment will be made for these items accordingly.

B. Scope of Work for Network Management

1. The general scope of work includes but not limited to the following activities

- a) Creation and / or Updation of the documentation of LAN / WAN setup & its Asset Management.
- b) Network diagram for the LAN as well as WAN and updation of the same.

- c) Monitoring & follow up of Internet Connectivity (leased line/Broad Band/ISP etc.)
- d) Providing 1st level troubleshooting and diagnosis and escalating the calls to concerned parties, the concerned vendor / service provider..
- e) Configuring systems properly so that SCCL intranet facilities are available to all users
- f) Maintain the entire network including all network devices and cables and switches etc. Termination, joints of fiber cable if required etc. . Termination of UTP and OFC, splicing of OFC is to be carried out whenever required . The vendor should factor-in above points while quoting the rates.
- g) All cables / Connections are to be tagged properly. Updated drawings are to be provided once in three months.
- h) Dressing of racks to be carried out whenever required.
- i) Supply of tags required for cable management would be provided at no extra cost.
- j) Maintain the quality and perform testing & measurements (scanning) of network speed and all other required parameters.
- k) Replacement of faulty existing cables and its related accessories.
- l) Configuration of access points ,replacement of wireless faulty equipments installed on towers/Poles have to be carried out by arranging resources by vendor.
- m) Configuration and replacement of Lan extenders to be carried out by service engg.
- n) Vendor has to make arrangements for transportation & installation of material at site.
- o) Vendor shall comply with any instruction given by the Safety Officer of SCCL regarding safety precautions, protective measures, clean up and practices which may present Safety Hazard.
- p) The maintenance contract includes labor, service, preventive maintenance.
- q) Vendor shall maintain detailed configuration of all network components in order to enable easy problem isolation & trouble shooting to speedily resolve the faults, connectivity problem and to efficiently manage the network traffic, bandwidth utilization, performance monitoring, performance enhancement, fine tuning etc.
- r) Performance monitoring & analysis of LAN traffic using open source tools or server management tools /tools provided by SCCL.
- s) Vendor's representative should be able to set up video conferencing sessions , webcasting, expansion of VOIP using facilities available with SCCL.
- t) Vendor representative has to ensure patch management and proper antivirus loading VPN configuration & maintenance of active directory services on all the systems.
- u) Management and configuration of network devices such as printers ,plotters etc.

The above list is just an overall guideline on the activity / equipment, any other activity / equipments which are not mentioned but is required for the maintenance and end to end NET connectivity, should be made available by the vendor.

2. Management of Wide Area Network:

- a) Following SCCL Locations are to be covered under WAN support & services:
- i. CORPORATE OFFICE KOTHAGUDEM
 - ii. GM OFFICE RDP
 - iii. GM OFFICE YLD
 - iv. GM OFFICE MNG
 - v. GM OFFICE BHP
 - vi. GM OFFICE RG3
 - vii. GM OFFICE RG2
 - viii. GM OFFICE RG1
 - ix. GM OFFICE SRP
 - x. GM OFFICE MM
 - xi. GM OFFICE GOLETI
 - xii. HYDERABAD

However, SCCL reserves the right to delete or include the locations from the list with a prior notice of one month.

b) WAN – Link Management

Detail of WAN services:

- i. The vendor shall have to provide services to manage Leased Lines/RF links/VSAT/ISP services of the SCCL's network by following up with BSNL,RAILTEL/TATA till the link is up and working fine & maintenance of link uptime record.
- ii. The vendor shall be responsible for monitoring the locations status for Leased Lines/ RF links/VSAT etc., on every half-an-hour basis of and update area IT of the status regularly .
- iii. Vendor must assist in taking periodical physical inventory of WAN Equipment and maintain further inventories by updating records .
- iv. In case SCCL decides to upgrade any existing link, the vendor shall do complete Liaison work for the circuit till the commissioning of the circuit.

WAN – Vendor Management

The detailed requirements of WAN – Vendor Management are explained below:

The WAN-Vendor Management includes the maintenance of database of the WAN links under the monitoring of service providers, like BSNL RAILTEL,TATA, etc. The database shall include contact details of these vendors (such as Telephone numbers, Mobile Numbers, e-mail addresses), escalation matrix, response & resolution time commitments etc. The resident team shall do first- level diagnostic & resolution (if possible) of the problem, promptly log and constantly track, coordinate and escalate problems with respective vendor for equipment/components/services under vendor's contract/warranty till resolution of the problem.

3. Management of Local Area Network:

Local Area Network (LAN) includes UTP, OFC, Wireless Network (WL), Lan extenders and is to be managed at nearly 200 locations spread around GM OFFICES IN AREAS as mentioned above:

LAN management has different segments. Scope of the work will be as per the following sub sections;

- a. LAN – UTP Management
- b. LAN – OFC Management
- c. LAN – Wireless management

a. LAN – UTP Management

The detailed requirements of LAN – UTP Management are as follows:

- i) LAN Monitoring:-Regular Network monitoring, traffic / protocol analysis, Network Performance analysis, suggesting network improvements etc.
- ii) Trouble shooting:-Attending all complaints relating to LAN failure and Network connectivity troubleshooting of UTP CAT 5/6 cables and Network components such as switches, Fiber to UTP converters, I/O points, Patch panels and LAN Extender etc.
- iii) Maintenance:-Maintenance jobs involve replacing of UTP CAT 5/6 cables, re-crimping, repairing / replacing of faulty Network devices like switches, Dressing of racks and maintaining updated Network documentation and keeping updated Inventory of Network equipment (Active/ Passive) .
- iv) Expansion/Addition:-Laying of UTP CAT 6, through PVC duct, along with related passive components, terminating, crimping, testing & commissioning for providing connectivity to additional nodes. The re-laid cable should be tested for its connectivity, speed and satisfactory working.
- v) Service levels:
In case of breakage of LAN due to any damage to UTP Cable, the same has to be rectified. The vendor should make arrangements for required skilled personnel along with other arrangements for carrying out the necessary job. This arrangement should be available at the site within 24 hours of time after being informed by the concerned Job Engineer.
Exclusions:- Supply of LAN Active/Passive components.
- vi) Standards: All LAN jobs have to be carried out as per standard Industrial cabling practices. Cable Dressing, Keeping Network Equipment clean will be part of Maintenance job.

b. LAN – OFC Management

The detailed requirements of LAN – OFC Management are as follows:

- i. OFC Monitoring:-Regular Network monitoring, cable continuity, fallback loops testing, work improvements etc.

- ii. Trouble shooting:-This involves Network connectivity troubleshooting of Fiber cables, trouble shooting of all Network components such as switches, Fiber to UTP converters , OTDR testing of continuity, splicing and fiber termination into LIUs. Coordination with other SCCL Offices.
- iii. Maintenance:- Maintenance jobs involve replacing of OFC cables, reconnection of Fiber termination, Splicing, OTDR testing, OFC path markers, and maintaining updated Network documentation and keeping updated Inventory of OFC Equipments (Active/Passive).
- iv. Expansion/Addition:-This activity includes Laying of OFC cables along with related passive components, exposing & burying, splicing, re-connecting, Fiber termination, testing & commissioning for providing connectivity to additional nodes or expanding Network to new buildings/section etc.
- v. Service levels:
In case of Optical Fiber Cable cuts, the same has to be rectified. The vendor should make arrangements for the required skilled personnel along with other arrangements for carrying out the necessary job. This arrangement should be available at the site within 24 hours of time after being informed by the concerned Job Engineer. The monthly uptime should be at minimum of 98% level.
- vi. Exclusions:-Supply of OFC Active/Passive components.
- vii. Standards: All OFC jobs have to be carried out as per standard Industrial cabling practices Cable Dressing, Keeping Network Equipments clean will be part of the Maintenance job.

c. LAN – wireless management

The detailed requirements of LAN – WL of Network items are as follows:

- i. WL Monitoring:-Regular WL Network monitoring,
- ii. Trouble shooting:-This involves configuration of access points
- iii. Maintenance:- Maintenance jobs involve replacing of access points antennas RF cable ,
- iv. Expansion/Addition:-This activity includes installation of WL antenna, access points configuring the access points testing for data transfer & applications accessing , for providing connectivity & expanding Network to new buildings/section etc.
- v) Service levels:
In case of installation at pole or towers vendor should make arrangements for the required skilled personnel along with other arrangements for carrying out the necessary job. This arrangement should be available at the site within 24 hours of time after being informed by the concerned Job Engineer. The monthly uptime should be at minimum of 98% level. Exclusions:-Supply of all wl components.

The list of activities above is however, indicative & not exhaustive.

4. Preventive maintenance (PM) Scope:

Vendor has to carryout preventive maintenance on quarterly basis. Activities not limited to the following should be carried out during the PM :-

- i. To be carried out by properly trained persons only. Any damage / loss resulting while carrying out Preventive Maintenance should be borne by the vendor.
- ii. Checking of all Network equipment.
- iii. Checking of Routers/Switches/Modems for proper configuration.
- iv. Checking of the connectivity to equipment and proper dressing of cables connected to network equipment.
- v. Monitoring network-racks' condition, temperature and other environmental conditions like dust, dampness etc. and coordinating with the assistance of passive network service provider for appropriate action.
- vi. Housekeeping / cleaning of the equipment/accessories (without opening the chassis)
- vii. Any other job related to servicing/maintenance as decided by SCCL.

The vendor also holds the responsibility of submitting the Preventive Maintenance Job completion report to the SCCL's Nodal Officer on Quarterly basis.

5. Reports requirement :

- i) The daily and monthly MIS reports (segment wise say UTP/OFC/LAN/WAN/AMS of equipment etc.) have to be prepared by the concerned engineer in the required format and to be submitted to Nodal Officer (SCCL) on stipulated periods. The report formats may be finalized in consultation with SCCL.
- ii) Other required Repots at the time of submission of monthly bills as the case may be are listed below:
 - (a) Detailed Link Downtime / uptime Report for WAN Management.
 - (b) Detailed Cross Vendor Management Report.
 - (c) Detailed Active Network components Report (Additions/Deletions).
 - (d) Video Conferencing / Web casting Log for the respective month.
 - (e) Network security Incident Report (Virus/hacking/chocking etc).
 - (f) Detailed OFC / IO Maintenance Report (Extensions/joining/cuts etc).
 - (g) Engineers / Technician's Muster Roll Report for the month.
 - (h) Detailed Preventive Maintenance Reports for the month.
 - (i) Comprehensive Non-Performance report for the respective month, indicating applicable penalty.
 - (j) Component aging report as and when desired by SCCL.
 - (k) Weekly Activity Report .

Details of Network Components – Active

Srno	Description	NO	Service provider
1	Wan Links : Leased Line / RF/VPN Circuit	22 MBPS	BSNL,Railtel
2	ISP services	8 MBPS	TATA,RAILTEL
3	Cisco Access Switches (Medium End 3750 Series)	17	
4	Cisco routers	14	
5	Media Converters (in pairs)	180	
6	Wireless access points Radwin	52	
7	Wireless Access points-senoa	150	
8	Cisco L2 switches	220	
9	Other unmanageable switches	250	
10	Lanextender	100	
11	VSAT	20	BSNL
12	Broad Band connections	100	

Details of Network Components – Passive

Sr no	Item Details	Location
1	Net work locations	200
2	Network nodes	3500
3	Utp cable	350 km
4	Ofc cable	140 km

Abbreviations:

AMS	: Annual Maintenance Services
FMS	: Facility Management Services
VMS	: Vendor Management Services
AMC	: Annual Maintenance Contract
Bidders	: Parties interested in submitting their bids against this tender document
Vendor	: Successful bidder who shall be awarded the contract

against this tender

SCCL	: THE SINGARENI COLLIERIES COMPANY LIMITED
WAN	: SCCL's Wide Area Network
LAN	: Local Area Network including OFC at SCCL.
LL	: Leased Line
SM	: Single mode
MM	: Multimode mode
VPN	: Virtual Private Networks
OFC	: Optical Fiber Communication
PM	: Preventive maintenance
UTP	: Unshielded twisted pair
RFQ	: Request for quotation
BSNL	: Bharat Sanchar Nigam Limited

GENERAL TERMS & CONDITIONS

1. The firm will be solely responsible for Monitoring, Maintaining, monitoring expansion works, troubleshooting and rectification of Network and maintaining IT infrastructure . The firm shall not absolve of any responsibilities as mentioned in the "**Scope of Work**" due to reasons whatsoever.
2. **SERVICE ENGINEERS & NETWORK ENGINEERS**
 - i) **Providing Communication:** All the Service /Network Engineers should be provided with Cell Phones and must accept the service calls from the users directly. Cell phones are to be maintained by all the service Engineers even after office working hours OR on playday / holidays for emergency support.
 - ii) **Providing Transport arrangement:** The deployment of hardware with WAN/LAN data circuits are spread geographically to distant locations from the administrative offices. The firm should make conveyance arrangement to Service/Network Engineers to attend to calls at the locations immediately on call. No additional payment will be made towards their transportation
 - iii) **Accommodation:** The Resident Service Engineer and Network Engineers shall be provided accommodation subject to availability and as per the rules of the Company on nominal rent payment basis.
 - iv) **Timings:** SCCL have different timings and holidays at various locations. The Resident Service/Network Engineers posted at SCCL shall follow the holidays and timings of SCCL offices of their placement.
 - v) **Reporting:** The resident Service/Network Engineers posted at Areas should report to respective Area IT 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 AGM DMW at CORP. Sr. Network Engineer placed at CORP should report to DGM FMW.
3. **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.
4. **Validity of order:** The Contract will be valid for a period of 2 years from 15.11.2010 to 14.11.2012.
 - i) **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.

- ii) **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.

- iii) **Termination clause:** Comprehensive AMC with FMS OR Network Management contract OR Both 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.

5. **Payment Terms:** The payment towards Comprehensive Annual Service Maintenance Contract with Facility Management Services and Network Management shall be made quarterly once at the end of every quarter on production of satisfactory reports from AGM(IT) after deducting penalty dues for delays/down time/repairs, if any.

6. **Penalties for calls and related conditions:**

- a) **Penalty :** The service/network 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/Network Engineer @ Rs.200/- per working day for first 5 days and Rs.300/ after 5days.

SCCL reserves the right to ask for the replacement of the service/network engineer due to poor performance or any other reason. The firm shall provide such replacement with in 5 days. Non provision of timely replacement will be treated as unauthorized absenteeism.

The resident service/network engineers provided by the firm should not be changed frequently.

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) 1.	Server Computers	Rs. 1000/- per day for every day/part thereof.
ii) 2.	Computers	Rs. 100/- per day.
iii) 3.	Line Matrix Printers	Rs. 500/- per day.
iv) 4.	Laser Printers	Rs. 300/- per day.
v) 5.	All Other Printers	Rs. 100/- per day.
vi) 6.	If equivalent standby is given within 2 days, downtime is nil.	Nil Penalty.

b)

If the firm fails to rectify any of the calls within 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.