

**Tender
For
Information Technology - Facility Management Services
(IT-FMS)**

- i. Resident Engineer.
- ii. Comprehensive Maintenance of IT Infrastructure
- iii. Data Entry Operators.



Export Inspection Council of India

(Ministry of Commerce & Industry, Govt. of India)

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IT-FMS tender document 2015

Name of Work:

Tender for Information Technology –Facility Management Services(IT-FMS) for EIC and its 5 EIAs

Tender No. : EIC / D (Q/C) / T-193 / 2015 -2016 / IT-FMS

Date of collection of Tender Forms : 09.09.2015 at 1100 hours

Last Date & Time of Submission of Bid Document : 30.09.2015 at 1500 hours.

Place of Submission of Bid Documents : Director, Export Inspection Council (Ministry of Commerce & Industry, Govt. of India), 3rd floor, NDYMCA Cultural Centre, 1 Jai Singh Road, New Delhi- 110 001

Technical Bid Opening : 30.09.2015 at 1600 hours.

Venue of Opening of Technical Bid : Conference Room, Export Inspection Council (Ministry of Commerce & Industry, Govt. of India), 3rd floor, NDYMCA Cultural Centre, 1 Jai Singh Road, New Delhi- 110 001

TABLE OF CONTENTS

1. Introduction.....	3
2. Terms and Reference	5
3. Modus Operandi and Qualification	15
4. Technical and Commercial Eligibility and Bid Format	19
5. Terms and Conditions	26
6. Instructions to Bidders	28
7. EIC Locations / Network	29
8. Performance Bank Guarantee Performa:	33
9. Hardware Infrastructure Available	35
10. Annexure-B	

1. INTRODUCTION

Export Inspection Council (EIC), a statutory body, was set up by the Government of India under Section (3) of the Export (Quality Control and Inspection) Act, 1963 for sound development of export trade of India through Quality Control and Inspection and for matters connected therewith. It provides services of inspection and certification through its field organizations, the Export Inspection Agencies (EIAs), located at Delhi, Mumbai, Kolkata, Chennai and Kochi with a network of sub-offices including laboratories equipped with the required logistic support and testing facilities at all major ports and industrial centers in India.

Services Rendered

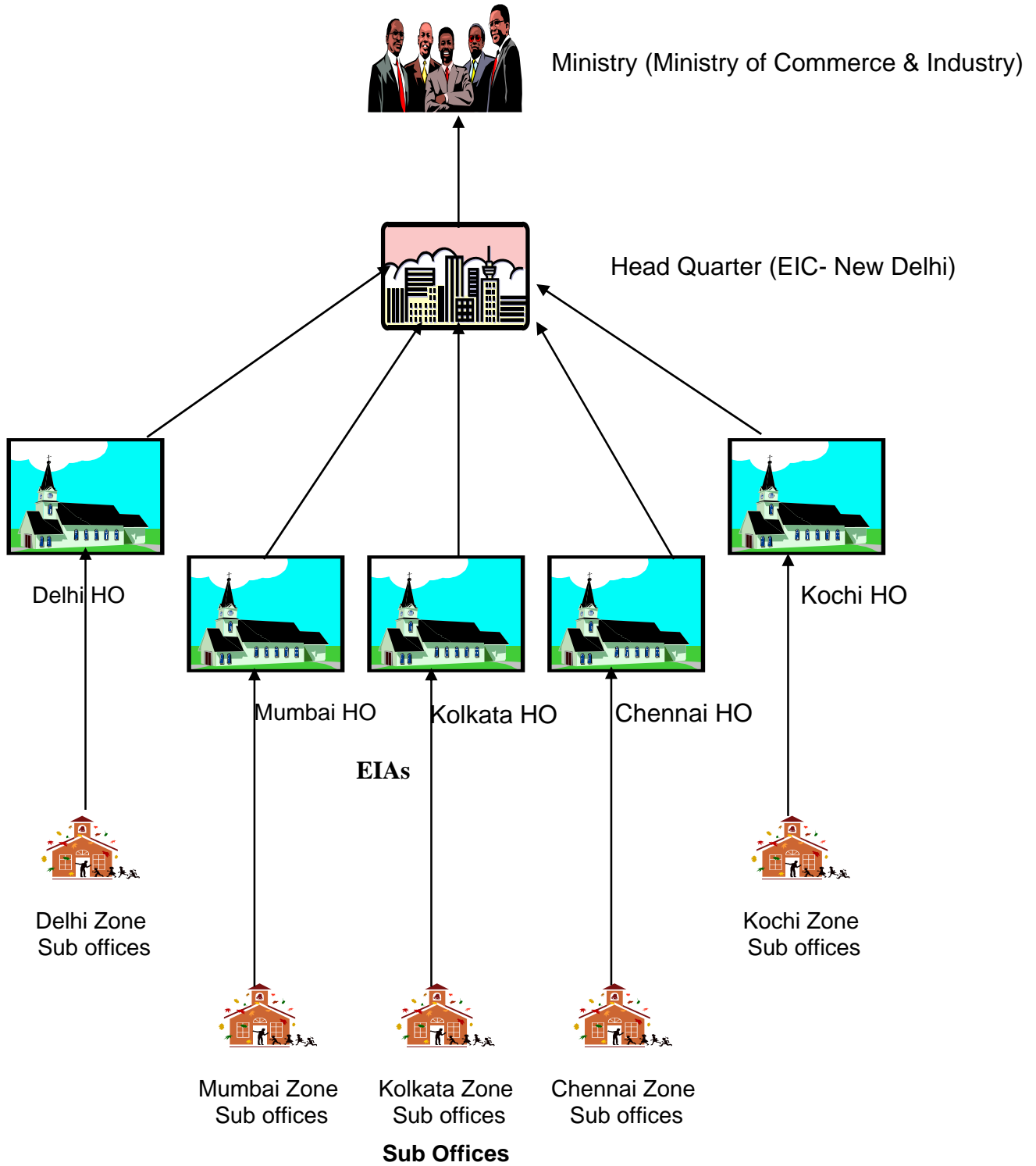
EIC, either directly or through Export Inspection Agencies (EIAs), its field organisations, renders services in the areas of:

- a) Certifications of quality of export commodities through installation of quality assurance systems (In-process Quality Control and Self-Certification) in the exporting units as well as consignment-wise inspection.
- b) Certification of quality of food items for export through installation of Food Safety Management Systems in the food processing units
- c) Issue of Certificates of Health and Certificates of Authenticity to exporters under various schemes for export products.
- d) Issue of Certificate of Origin to exporters under various preferential tariff schemes for export products.
- e) Laboratory testing.
- f) Training and technical assistance to the industry in installation of Quality and Safety Management Systems based on principles of Hazard Analysis Critical Control Point (HACCP), ISO-9001: 2000, ISO: 17025 and other related areas.
- g) Recognition of Inspection Agencies, Fumigation Agencies and Laboratories.

In rendering the above services, EIAs are backed by qualified technical manpower, having nearly forty years of diversified experience of quality control and inspection of notified commodities including their testing as per international standards/importing countries' standards or the foreign buyers' specifications.

To support these technical manpower in providing the trouble free environment working, EIC has decided for the IT-FMS from a reputed service provider having presence in maximum cities of the India.

Present flow of Information between Ministry of Commerce and Industry,
EIC, EIAs and Sub Offices.



IT-FMS tender document 2015

Export Inspection Council (EIC) invites proposals / bids from reputed Information Technology-Facility Management Service (IT-FMS) provider (only IT Company) for Resident Engineer, Comprehensive Maintenance of IT Infrastructure and Data Entry Operators. Detail terms of reference are as follows: -

2. TERMS OF REFERENCE

2.1 RESIDENT ENGINEER (RE): The resident engineer will have to carry out following activities / works and look after following areas: -

2.1.1 Hardware

- 2.1.1.1 Management and comprehensive maintenance of IT infrastructure.
- 2.1.1.2 Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking etc. (day to day problem fixing);
- 2.1.1.3 Troubleshooting and resolution of computer hardware problems related to monitors, CPU, Keyboard and Mouse
- 2.1.1.4 Complete server administration;
- 2.1.1.5 Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc.;
- 2.1.1.6 Backup and restoration of data on servers as per backup policies;
- 2.1.1.7 Provide support for in-house/office software;
- 2.1.1.8 First level troubleshooting, configuration and maintenance of printers, laptops, LAN switches, or other specialized equipment;
- 2.1.1.9 Monitoring and troubleshooting LAN / WAN / VPN / intranet etc.
- 2.1.1.10 Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.

2.1.2 Software

- 2.1.2.1 Website maintenance / design and periodic text updation, Windows 2003 / 2008R2 Enterprise and above, SQL Server Enterprise, Exchange server Enterprise, Cluster installation, data maintenance and generation of required reports. Scheduling of emails and ensuring stability of mail traffic. **(Resident Engineer at EIC location only).**
- 2.1.2.2 Install / upgrade system software, operating systems and drivers.
- 2.1.2.3 Problem diagnosis and rectification on Operating System and Network Operating System –Windows 2003 and above
- 2.1.2.4 Installation / Reconfiguration / Reinstallation of Operating System and Applications-E-Mail, Office Applications, Windows XP / Vista / 7 / 8 / Others OS and above from the original media provided by the EIC/EIAs.
- 2.1.2.5 First level troubleshooting on In-house software has to be provided. Initially, working knowledge on software will be provided by EIC to RE.
 - 2.1.2.5.1 Resident Engineer would be trained on the operations of the ICP (Integrated Computerization Project) application software or on any other software owned by EIC/EIAs.
 - 2.1.2.5.2 Resident Engineer would study the user manual and provide help for rectification of related problems / calls of the users.
 - 2.1.2.5.3 Resident Engineer would not do any modifications in the application code without permission from EIC.
- 2.1.2.6 Configuration & management of accounts on Google Apps, Maintaining e-mail backups of user accounts and other system backups etc. Spam Monitoring etc. Storage media will be provided by EIC / EIAs for backup purpose.

2.1.3 Network Maintenance Services

- 2.1.3.1 Management of LAN / WAN Network Equipment.
- 2.1.3.2 Network Troubleshooting – LAN, Internet, Intranet by coordination with the vendor.

- 2.1.3.3 Restoration of connectivity of node with the Server / VPN. Rectification of fault in LAN point, Patch cord and RJ-45 I/Os.
- 2.1.3.4 Assistance to users to log on to the network.
- 2.1.3.5 Configuration of printers and other Network peripherals on the network.
- 2.1.3.6 Attending corrective maintenance calls related to restoration of networking of hubs / switches / routers and other active components.

2.1.4 Back-Office Support

- 2.1.4.1 Escalated support available from certified professional, in case resident engineer is unable to complete the task.
- 2.1.4.2 Technical specialists available for onsite support on complex problems.
- 2.1.4.3 Online telephonic technical assistance should also be available from the technical specialists.

2.1.5 Vendor Co-ordination

- 2.1.5.1 Maintaining database of the various vendors (Application software, Website, AMC, Warranty service providers etc.) with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- 2.1.5.2 Logging calls with vendors.
- 2.1.5.3 Coordinating with the vendors to get the problems resolved.
- 2.1.5.4 Familiarity with SLAs signed up with service providers (M/s TCL, M/s Google India, M/s Logicsoft and M/s. Native Info System etc.) and ensuring compliance.

2.1.6 Asset Management

- 2.1.6.1 Asset tracking and analysis of IT equipment, Software Media and Software licensees as per the list given in this document as an annexure

2.1.7 Virus / Spam Control Services

- 2.1.7.1 Installation of Antivirus software, Manage Antivirus Server
- 2.1.7.2 Diagnose and rectify any virus related problems
- 2.1.7.3 Antivirus software will be provided by EIC/EIAs

- 2.1.8 Any other activity / duties assigned to resident engineer which is necessary for EIC to have and bidder can provide for smooth functioning of EIC and EIAs.

- 2.2 COMPREHENSIVE ONSITE MAINTENANCE OF IT INFRASTRUCTURE:** The bidder will have to carry out following activities / works for onsite comprehensive maintenance and repair of IT infrastructure (ex. Desktop / Laptop / Printers / MFD / scanner Network and devices etc.), which inter-alia will include and replacement of parts, spare etc. (except consumables items like printer toner / drum, batteries (UPS) etc.) to make the system operational as and when required. The bidder shall be required to keep all the covered IT systems and associated peripherals neat, tidy and under proper working order.
- 2.2.1 Comprehensive maintenance of Hardware:** The comprehensive maintenance shall cover complete IT infrastructure of around 250 Plus PC's / laptops (15) Laser Printers, MFD, scanners, etc. Office - wise details, number of equipment's available with configuration and brand are available at Clause No.9 of this tender document.
- 2.2.2 Comprehensive maintenance of Network (LAN):** - Local Area Network on CISCO / D-link / NORTEL manageable / unmanaged Switches installed at EIC, EIA-Mumbai, Kolkata, Chennai, Kochi, Delhi, Pilot Test House with Dlink – eCAT5 / CAT6 Cabling (20 year Certificate from Dlink), Patch cords, RJ 45 I/O, Jack panel.
- 2.2.3 Inclusion of parts / spare under Maintenance of Hardware like Printers, Scanners, and Networking equipments viz. Routers, Switches, LAN Extenders, Modems, LAN I/O nodes and other associated Peripherals.**
- 2.2.3.1 A Printer shall include all types of logic cards, adaptor, Teflon, Image transfer / Fuser assembly of Laser Printers, Power supply, Printer interface cords / cables / adaptors, Desk Jet / LaserJet and available components, parts, assemblies, sub-assemblies and accessories etc. attached to the system and/ or required to make it functional.
- 2.2.3.2 A scanner shall include ADF, scanner unit, platen, all types of adaptors all other installed and available components, parts, assemblies, sub-assemblies and accessories etc. attached to the system and/ or required to make it functional.
- 2.2.3.3 After repair, the Contractor shall bring the machine to its satisfactory & acceptable working condition. Used / substandard / repaired Spare parts in lieu of irreparable components will not be accepted by customer as a spare parts replacement. The replacement of parts should be of standard / OEM make. Standard makes of equipment / components would be acceptable, but customer reserves the right to reject non-standard / low quality makes or brands of devices or components.
- 2.2.3.4 Bidder will educate and train the users at all locations as per as per requirements, regarding the best practices of using the Printers and other peripherals, including the installed & available software etc, at no additional cost to the customer, so as to ensure proper implementation/ utilization of the available software / hardware features. This may normally be done by way of providing individual guidance etc as per requirements.
- 2.2.3.5 The bidder shall make his own arrangements for carriage of equipments, spare parts, software tools & testing equipments for providing the services at his own cost.
- 2.2.3.6 The bidder shall maintain sufficient inventory of frequently required new & genuine spare parts and items like Motherboards, Power supply, Hard disks (all types as fitted with the system), Keyboard, Monitors, TFT / CRTs, Mouse, UPS Batteries, adaptors, device drivers, utility software, various cables, connectors and other spare parts etc., to ensure uptime of Systems / Subsystems & Peripherals

IT-FMS tender document 2015

- as per defined SLA. The storage media like DVD / CD / USB Pen drives etc. required by the Service Engineers for providing maintenance services would have to be arranged by the bidder at his own cost. However, customer will extend the space for storage of these items under lock & key, at the risk of the bidder at customer's location to the extent of space available and feasible to be offered to the bidder. Customer will not be held responsible for any missing standby Systems / spare parts/tools etc. from the inventory of the bidder.
- 2.2.3.7 The bidder shall ensure uninterrupted availability of new & genuine spare parts and must have sufficient expertise & required resources available for prompt maintaining/servicing/repairing of the equipments.
- 2.2.3.8 If any component of a System / Sub-system gives repeated / recurring problems, resulting in recurring failure of the System, then it must be immediately replaced by the bidder with new & genuine spare parts.
- 2.2.3.9 In case of Hard Disk failure, the contractor shall make all attempts possible to retrieve the data & transfer to new Hard disk. In case all attempts to recover the data fail, the report for the same has to be produced to customer. Recovery of lost data (if required by customer) from damaged hard disk, shall be carried out by the bidder without any extra cost to customer.
- 2.2.3.10 All plastics parts, wires, cords, breakdowns due to power conditions, rodents, monkeys etc. are covered under the scope. The bidder has to rectify all such problems or replace all the parts/components including damage to connectors (pins) of mouse or keyboard, replacement of Teflon in laser printer etc. In case of severe physical damage to the systems resulting in its complete breakdown, due to causes not attributable to the contractor, the contractor shall not be liable for repair / replacement of the same. However, the decision of the customer regarding the liability of the bidder shall be final and the bidder shall not have any claim in this regard.
- 2.2.4 EIC has warranty on some of the equipments from OEM. The comprehensive maintenance shall be granted to the selected bidder for particular equipment as and when its warranty or AMC expires or completed with the current service provider.
- 2.2.5 Bidder at their own cost should have back-to-back support agreement with OEM(s) of equipments if required to replace parts for PCs, printers, network equipments etc. as mentioned in the tender S.No.9. no local item will be allowed for replacement in place of original OEM items.
- 2.2.6 Bidder shall create a process document for carrying out the FMS and submit the same to the customer within one month of the award of the contract. This document shall define all the processes to be undertaken by the bidder and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLA.
- 2.2.7 Bidder will provide the sufficient resources to full fill service level requirements and availability as defined in this document.
- 2.2.8 Bidder shall have to keep the call records updated with applicable call resolution time detail, exclusion etc., for all office locations in Excel on monthly basis. Complaint log report need to be submitted to EIC on

IT-FMS tender document 2015

quarterly basis along with the invoices, duly certified by each office Incharge.

2.2.9 Escalation matrix shall be given for the Service Engineer, DEO and other activities so that backup supports to be available.

2.2.10 Bidder at his own cost arrange for the necessary tools, storage media (CD/DVD media, USB Pen Drive etc.) for carrying out the software components required for Comprehensive services.

2.2.11 Service Level Agreement (SLA)

2.2.11.1 The availability / downtime of different category of equipment covered under this contract, viz. Desktops, Printers, Laptops, and their peripherals etc. shall be calculated as per service level agreement and parameters for downtime calculations of different category of IT devices indicated in this document. The reference timings for calculating the same shall be as described below:

2.2.11.2 Normal Working Timings: - The working timings are from 09:30 hrs to 18:00 hrs From Monday to Friday.

2.2.11.3 Emergency Call services: - For emergency requirements, services should also be available on holidays. Non-performance deductions for Sundays/holidays will remain the same as per SLA conditions.

2.2.11.4 The equipment shall be treated as not available or down from the time the call is registered through web/phone till the time equipment is repaired and restored to the user to his/her satisfaction.

2.2.11.5 Downtime that occurs for reasons not attributable to the Contractor will be excluded from the downtime calculation.

2.2.11.6 If calls not closed by the end of the day preceding customer's closed holiday, the holidays (including Saturdays) will not be considered for non-performance deductions.

2.2.11.7 In case, the bidder has provided a suitable substitute to defective equipment, the equipment shall be treated as available. The period of Standby equipment put into the service shall be deducted from the period 'not available' and the period shall not be counted for the purpose of calculation of downtime for that equipment.

2.2.11.8 In case the substitute equipment provided by the bidder is not replaced with the original equipment in repaired condition, within stipulated time to the satisfaction of the user, it shall invite applicable non-performance deductions.

2.2.11.9 Availability/ downtime of individual systems will be monitored on day to day basis and shall be computed on quarterly basis.

2.2.11.10 The non-performance deductions etc., shall be calculated and submitted to customer by the bidder as per parameters/ methodology indicated in this document. Using the methodology indicated in the document customer shall certify the same.

2.2.11.11 The parameter for Response and Resolution Time shall be applicable for all systems as per scope of work.

2.2.11.11.1 Response Time is the total time taken by the bidder between registering the complaint through web/telephone, to reach the user.

2.2.11.11.2 Resolution Time is the total time taken by the bidder between registering the complaint through web/telephone at respective location and rectifying the fault. This time includes time taken to reach the site, diagnose, repair/replace the faulty components/module /device; installation, configuration & repair of operating system and all other applicable software including escalation of call and coordination with the OEM/ Principal or

IT-FMS tender document 2015

other applicable third party for resolution of the call as per requirement; installation, shifting / reinstallation of systems along with applicable software; and any other applicable FMS services etc to make the systems functional as per requirement.

2.2.11.11.3 Failure to resolve the calls within the specified Resolution Time will result in Non-performance Deductions specified in this document.

2.2.12 Preventive Maintenance (PM) and regular cleaning should be done for trouble free and dust free operations:

2.2.12.1 Bidder shall follow the strict PM schedule for all the system covered under IT-FMS and carry out the same at least once in a quarter. The bidder must ensure that he maintains a datasheet for each machine available, which will contain the configuration of each machine and dates of completion of various preventive maintenance activities by the bidder.

2.2.12.2 Bidder will supply an annual schedule of all preventive maintenance and equipment inspections to be carried out.

2.2.12.3 Bidder will obtain the EIC/EIAs/So's sign-off for each piece of equipment serviced during each preventive maintenance exercise.

2.2.12.4 Bidder will then forward the signed summary of the Hardware serviced to the In-charge of Computer Section of EIC without fail.

2.2.12.5 Bidder will maintain a service card for each piece of equipment detailing the maintenance services carried out and any parts replaced. The format of this Service Card is to be provided by bidder. Following checklist should be the part of the Service card for PM activity:

2.2.12.5.1 Proper working of Operating System, removing temporary files

2.2.12.5.2 Checking of configuration files, defragmentation of hard disk etc.

2.2.12.5.3 Deployment of patches/ updates for OS, Antivirus, Office Automation Software's, fonts, other software etc. Inspection of all equipment and connections

2.2.12.5.4 Routine PC hardware diagnosis test

2.2.12.5.5 CD/DVD-R/W cleaning (as necessary)

2.2.12.5.6 Cleaning of monitor screen, CPU, keyboard and printer (as necessary).

2.2.12.5.7 This will involve blowing all components with a vacuum cleaner or blower, cleaning external surfaces with suitable materials to remove stains, grease or dirt.

2.2.12.5.8 Cleaning of printers and any other attached peripherals such as modems, speakers, joy stick, etc.

2.2.12.5.9 Lubrication and adjustment where necessary

2.2.13 One time maintenance Charges:

2.2.13.1 The bidder shall inspect all the Hardware & submit detailed hardware status, Configuration & inspection report of all Systems/Peripherals. Inspection report so generated at various sites shall be signed by the bidder before start of the agreement. The same can be verified by respective site IT/In-charge's. The bidder will identify all the non-operational Systems and report shall be submitted to EIC, New Delhi through respective EIA.

- 2.2.13.2 In case no such report is made available to EIC by the bidder within a period of 30 days from the issue of LOI, it will be presumed that all the Hardware/Software at the respective sites are working fine and shall be deemed to be covered under the scope of the bidder from the date of signing the agreement. Customer will refuse to honor any further claims whatsoever made by the bidder beyond this period in this regard.
- 2.2.13.3 In case of non-operational Hardware, identified during the initial inspection at respective sites, bidder shall quote one-time lump-sum maintenance charges as "One Time Maintenance Charges" (OTMC) for making the identified faulty Hardware functional. Bidder shall provide a list of new, genuine make spare parts along with their part nos., required for making system operational along with the actual repair/replacement costs of parts for each of such identified hardware. In case customer decides to carry out all such onetime repair through the bidder at any/all locations, the agreed maintenance/repair charges under OTMC will be paid by the customer. Such charges shall be paid subject to the completion of the repairs by the bidder and due certification by users/In Charges of respective sites. The decision of customer in this regard shall be final and binding on the bidder.
- 2.2.13.4 Subsequent to satisfactory repair and acceptance by customer, the repaired unit shall be covered under FMS services as per unit rates agreed under the agreement.
- 2.2.14 **Obsolescence of Equipments :**
- 2.2.14.1 A non-working piece of equipment can be declared beyond repair and obsolete, only if the request is supported by a communication from the OEM/web-site printout from the OEM/technology portals stating clearly that the particular equipment model is no longer supported by OEM or the equipment and its spare parts are not available with the OEM.
- 2.2.14.2 Customer upon satisfying himself of the bidder's claim will accept or reject it. In this case, decision of the customer shall be final and binding on the contractor.
- 2.2.14.3 Only upon acceptance of the request by the customer, such equipment shall be excluded from the AMC etc. from the beginning of the next quarter. No AMC charges shall be payable from the date from which the equipment has been excluded from the AMC.
- 2.2.14.4 Notwithstanding the above, bidder shall have to provide standby against the system being declared obsolete, till the date of exclusion of the system from the AMC, failing which nonperformance deductions shall be applicable as applicable for normal call requests. For the above breakdown period for which standby is provided, Non Performance Deductions related to restoration of the original individual equipment would not be applicable.
- 2.2.14.5 Any equipment that has not outlived its average life shall not be declared beyond repair/ obsolete. The equipment declared obsolete shall remain the property of the customer.
- 2.2.15 **Asset Management :**
- 2.2.15.1 Create hardware & software asset database by recording information related to all the available hardware and software. Existing data already available for this purpose will be made available to the bidder. However, the same would have to be checked and updated by the bidder on his own by taking a physical

IT-FMS tender document 2015

- census of all the equipments at the beginning of the contract period by the bidder at his own cost.
- 2.2.15.2 Collect, check and update the asset database inventory details as and when required. Bidder shall record all information of new machines, movements within site/ locations, changes in configuration of machines, machines deleted or taken out of service etc. by noting the information available, collect any further required information from the OEM/ Principals/ third party as applicable, and also physically cross check the same, if required. Each asset being managed would be assigned a unique asset ID as per customer policy.
- 2.2.15.3 Bidder shall put visible & durable tags on each asset (as applicable), indicating asset details, helpdesk contact details, PM date (if under AMC of the bidder) etc. at no additional cost to the customer.
- 2.2.15.4 Physically verify at least once every quarter, all the assets covered under AMC services of the contractor. During verification, suitable acknowledgment for the systems shall be taken from the users as far as possible. bidder shall also ensure that the asset tags placed on the assets, are replaced/updated to ensure they remain clearly visible and updated with the relevant details, without any additional cost to the customer.
- 2.2.15.5 For recording the hardware asset details in the database the bidder may use barcode readers if the IT asset is bar code enabled, otherwise manual details will be entered. For recording the hardware, the vendor shall use the asset tag as the unique identifier. The suitable barcode scanners, if required, shall have to be arranged by the bidder at his own cost.
- 2.2.15.6 An updated report of all the systems covered under AMC in the quarter, along-with details for all new installations, additions & deletions, modifications & changes, movement/ shifting done in the quarter, shall have to be submitted along-with the bills of every quarter. Failure to do so shall result in Non performance deductions as indicated in this document.
- 2.2.15.7 Maintenance of computers and printer which are under warranty even if this work needs to be done through the supplier/their service Engineer .The successful bidder shall be responsible for organizing the same.
- 2.2.16 **Performance:** bidder shall be responsible for carrying out Comprehensive Maintenance Support Services for IT Infrastructure, DEO etc., covered under the Scope of work. The bidder shall undertake to perform all services under this contract with all reasonable skill, diligence and care in accordance with sound industry practices to the satisfaction of the customer and accept full responsibility for the satisfactory quality of such services as performed by them. Any defects or deficiencies noticed in the bidder 's services will be promptly set right by the bidder upon the receipt of communication from the customer to improve their performance failing which customer may terminate the agreement as provided in the Terms & Conditions of the agreement.
- 2.2.17 **Non performance charges:** are as per below detail: all call to be classified under critical ,essential and non-critical with clearly defined time resolution and their deduction as given below :

a) Fault Category

IT-FMS tender document 2015

Fault category	Description
Critical	Business Operations Severely Impacted e.g. Server down, hard disk crash, power supply unit blown, central printer down, operating system corruption, no backup available of the system and system have critical data etc.
Essential	Business Operations Degraded eg PC/Printer down partially –no alternative in the form of standby only
Non-critical	Low Impact Business Operations eg PC/Printer noisy – alternative or work around available not hampering the work fully

b) Resolution Time Line

Category	Allowed individual call response time(EIC)	Allowed individual call response time (EIA-HO)	Allowed individual call response time (SOs)
Critical	2 hours	2 hours	4 hours
Essential	4 hours	4 hours	6 hours
Non-critical	6 hours	6 hours	8 hours

c) Deductions

Sr. no.	Critically level	Deduction
1	Critical	Rs. 500/ per hours delay beyond defined resolution time
2	Essential	Rs. 400/ per hours delay beyond defined resolution time
3	Non-critical	Rs. 300/ per hours delay beyond defined resolution time

- 2.2.18 Bidder shall also ensure the deployment of qualified & trained engineer other than the regular RE as Service/support engineer to attend the IT infrastructure (including printer, desktops scanners Laptops and various peripherals including networking equipments indicated in this document.
- 2.2.19 Backup Support to RE should be trained in advance for the respective site and name, contact detail should be shared with EIC as well as EIA's HOs to avoid any services delay in case of RE absent/leave.
- 2.2.20 The bidder shall ensure that all its personnel deputed for required services during the tenure of the agreement and any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorized in writing by EIC/EIA's , divulge or grant access to any information about the work or its results. The bidder and/or his deputed persons shall not destroy/alter any report, note and technical data relating to the operation/work and not required by EIC/EIAs . The obligation is continuing one and shall survive after the completion/termination of this agreement. Any violation in this regard may lead to the termination of the agreement by EIC along

- with penalty of at least equivalent of Bank Guarantee submitted with EIC.
- 2.2.21 The bidder and/or his deputed personnel's shall indemnify and keep customer harmless and free from any/all claims arising under or by reason of this agreement or pertaining to licensing of any software deployed incidental or consequential to this contract, if such claim resulting from the fault and/or negligence or willful act or omission of the higher authority of the bidder or its personnel deputed at customer's premises.
- 2.2.22 The bidder and his deputed personnel shall maintain strict discipline and good conduct among its employees and shall abide by and conform to all the rules and regulations promulgated by the customer i.e. EIC. In case if any unacceptable incident makes customer feel that the conduct of any of the bidder personnel is detrimental to customer interest, customer shall have the unqualified right to request the bidder for the removal of such a person either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The bidder shall comply with any such request of customer to remove such personnel at the bidder's expense unconditionally. The bidder will be allowed a maximum of one week period to replace the identified personnel with a competent and qualified person at his own cost.
- 2.2.23 The wages to be paid by the successful bidder to DEOs,RE etc should not be less than the minimum wages as fixed by government authorities and as amended time to time.

2.3 DATA ENTRY OPERATORS:

- 2.3.1 **Data Entry Operators** will be required at 5-EIA (HO) located at Mumbai, Kolkata, Kochi, Delhi and Chennai and their sub offices. The detail of present DEO deployment is enclosed at Annexure-B
- 2.3.2 DEO shall do the data entry / typing work as per requirement of the concerned office.
- 2.3.3 DEO should have a Typing speed of 40 wpm in English
- 2.3.4 Data entry speed minimum 8000 key depressions.
- 2.3.5 DEO should be well conversant with various computer applications including Internet Explorer, web-browsers, MS Word, Excel and similar packages.

3. MODUS OPERANDI, QUALIFICATION FOR RESIDENT ENGINEER, COMPREHENSIVE MAINTAINANCE AND DATA ENTRY OPERATORS.

3.1. Modus Operandi and Qualification of the Resident Engineer:

- 3.1.1 **One Resident Engineer** at EIC (HQ.) and 5-EIA (HO) located at Mumbai, Kolkata, Kochi, Delhi Chennai each, who will look after around 65 Personal Computers/ Laptops, Printers, scanners etc.
- 3.1.2 **Timings-** 9:30 AM to 6:00 PM – Monday to Friday
- 3.1.3 **Call logging** –Through telephone, e-mail or by personally intimating the RE.
- 3.1.4 **Call status and registering user feedback** – Closing of call on confirmation with the end-user. Unless the end-user is satisfied the status of the call will remain open.
- 3.1.5 **Escalation** – IT Services of specialist for escalated support. Escalation matrix to be provided along with technical bid document.
- 3.1.6 **Asset Management and equipment History** – Complete asset management and document the nature of problem occurring in a particular machine and identifying it to a particular component or software shall be maintained by resident engineer for EIC / EIA (HO) and its concerned Sub-Offices.
- 3.1.7 **On-call support** for non-resident locations i.e. at Sub-Offices / Labs etc. in case of urgent cases.
- 3.1.8 **Standby equipments** – Bidder will provide standby equipment with resident engineer at EIC and 5 EIA's (HO) of equivalent configuration and then can take the faulty equipment under repair, which shall be restored after repairs.
- 3.1.9 If the equipment is under warranty then the same should be repaired through the warranty provider else it will be done by bidder.
- 3.1.10 All issues to be classified under critical, essential and non-critical with clearly defined resolution timelines.
- 3.1.11 In case of absence/Leave of RE, backup RE should be provided immediately and the backup RE should be sufficiently trained on the activities of the site.
- 3.1.12 In case of Resign / transfer of the resident engineer, replacement (with sufficiently trained as per the qualification and experience) should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time. If this is not followed strictly Rs.1000/- per day shall be deducted from the next due invoice.
- 3.1.13 All processes and systems should be documented and approved by EIC personnel for knowledge transfer purposes.
- 3.1.14 In case of urgency Resident Engineer would be called on Saturday/Sundays and holidays also.

IT-FMS tender document 2015

- 3.1.15 Bidder should provide each Resident Engineers with a mobile phone, at his cost, so that he can be contacted in case of any services. All the mobile numbers have to be provided to EIC/EIAs.
- 3.1.16 Qualification and other conditions: -
- 3.1.16.1 The Resident Engineers shall have minimum qualification of Graduation in Computer (Science /Engineering/Technology)/ IT with at least one year of experience in computer maintenance hardware /networking and IT infrastructure or,

Diploma in Computer (Science /Engineering/Technology)/ IT with at least two years of experience in computer maintenance hardware /networking and IT infrastructure.
- 3.1.16.2 He/ She must have proficient knowledge of the English Language.
- 3.1.16.3 Bio-data of posted Resident engineer in EIC and EIAs should contain EPFO No. and Insurance details and need to submit at EIC.
- 3.1.16.4 EIC has right to replace the Resident Engineers if not satisfied without assigning any other reasons.

3.2. Modus - Operandi for Comprehensive Onsite Maintenance:

- 3.2.1 Resident engineer available at EIC and 5-EIAs (Mumbai / Kochi / Kolkata / Delhi and Chennai) shall do comprehensive onsite maintenance with the help of its other company engineers available at EIC and EIA (HO) locations.
- 3.2.2 Bidder Engineer (other than RE) shall visit Sub-office from the nearest possible location of the bidder for comprehensive support and problem rectification within same working day.
- 3.2.3 In case of sub-offices, where direct presence of bidder is not available. Engineer at the sub-office would be sent through nearest office location of the bidder after examining fault on telephone and taking necessary equipments/hardware so that fault can be rectified in single call.
- 3.2.4 Escalation Matrix and Single point of contact for EIC, EIAs and SOs has to be provided at each location.
- 3.2.5 All issues to be classified under critical, essential and non-critical with clearly defined resolution timelines.
- 3.2.6 Back for DEO shall be provided in case of Leave/absence /resign of the DEO without any service gap failing which Rs. 800/per day shall be the penalty.

3.3. Modus Operandi and Qualification of the Data Entry Operator:

- 3.3.1 **Data Entry Operators** at 5-EIA (HO) located at Mumbai, Kolkata, Kochi, Delhi Chennai each, who will look after data entry / typing work on the computers being provided by concerned EIAs.
- 3.3.2 **Timings-** 9:30 AM to 6:00PM – Monday to Friday
- 3.3.3 In case of urgency DEO would be called on Sundays and holidays also.
- 3.3.4 Required DEOs would be trained on application software of EIC.
- 3.3.5 Exact required number of DEO at each location would be informed to successful bidder separately. Bidders shall provide DEO within 2 weeks of request of EIC or EIAs, failing which Rs. 1000/ per day shall be the penalty for each DEO.
- 3.3.6 Backup for DEO shall be provided in case of Leave / absence / resign of the DEO without any service gap failing which Rs. 800/ per day shall be the penalty.
- 3.3.7 Qualification and other Conditions of DEO: -
 - 3.3.7.1 The DEO shall have minimum qualification of SSC (10+2) with diploma or certificate course of duration 6 months or more in Computer Applications/IT from a reputed institute.
 - 3.3.7.2 She must have working knowledge of the English and adequate skill to undertake the works related to data entry and other related work.
 - 3.3.7.3 Bio-data of posted DEO in EIC and EIAs should contain EPFO No. and Insurance details.

IT-FMS tender document 2015

- 3.3.7.4 EIC has right to replace the DEO if not satisfied without assigning any other reason. Replacement shall be within minimum possible time.

3.4. Details of existing Hardware / Software / Network:

3.4.1 Hardware

- 3.4.1.1 The configuration of around 250 Plus PCs / Laptops are Intel P4 / Dual core / Core 2 duo / i3 / i5 / i7 of make HP / DELL / Lenovo / Apple and PCS, Laser Printers and MFP are from Kyocera / Brother / HP and Samsung. Details of these equipment's with number are available at Clause No.9 of this tender for reference.

3.4.2 Software

- 3.4.2.1 The Local Area Network Operating System is Windows 2003 and above Server with ISA as Firewall Server.
- 3.4.2.2 The client nodes available are working on Windows XP / Vista / 7 and WIN 8 & LINUX, Server edition licenses
- 3.4.2.3 Microsoft Office 2010 / 2013, Web (Microsoft .NET technology- ASP.NET, VB.NET, SQL-2000 Server and Exchange-2000 Server) based application software, Mc Afee Antivirus in-house application software and Hindi (ISM) / Akshar Naveen / Unicode Software are being used.

3.4.3 Network

- 3.4.3.1 Local Area Network on CISCO / D-link / NORTEL manageable Switches at EIC and EIAs.
- 3.4.3.2 D-link – eCAT5 / CAT6 Cabling, Patch cords, RJ 45 I/O, Jack panel.
- 3.4.3.3 Wide Area Network (VPN connectivity) on Lease lines, ISDN, CISCO router etc. is provided and maintained by M/s Tata Communications Limited.
- 3.4.3.4 Microsoft Office-2010 & 2013 Hindi S/W= UNI code / M/s Google India Apps For Email McAfee Antivirus Software.

4. TECHNICAL AND COMMERCIAL ELIGIBILITY AND BID FORMAT:

4.1. Bidder Eligibility Criteria:

- 4.1.1 Total annual turnover must be at least Rs. 25 crores or above during the last two financial year and the contract amount received by the bidder for IT-FMS services (covering the areas of computer hardware / IT hardware AMC and /or supply of IT manpower) during the last 2 financial year should be a minimum of 5 Crore. Printed Annual Report or Audited Balance Sheet certified by Chartered Accountant showing Profit and Loss account should be provided in support of the above.
- 4.1.2 Minimum three years' experience in Information Technology - Facility Management Services.
- 4.1.3 Bidder should have completed, in last three financial year (i.e. current year and two previous financial years) at least one similar assignments of amount Rs.25 Lacs each or above, preferably for Govt. Dept. / Undertaking / PSE etc. Preference will be given to multiple site assignments.
- 4.1.4 The bidder should be ISO 9001:2008 certified covering Computer Maintenance and Repair Services. Enclose the attested copy of the valid certificate.
- 4.1.5 Bidder preferably should have direct presence at Delhi, Kolkata, Chennai, Mumbai and Kochi. Proof of the same should be enclosed.

4.2. Format for Technical Bid:

1.	Name of Firm	
2.	Registration Number and type of firm	
3.	Year of establishment	
4.	Registered Address and Address for Communication	
5.	Contact Number(s)	
6.	Fax Number	
7.	E-Mail id	
8.	Key Contact person(s) and Authorized person for Communication and Signature of the Agreement	
9.	Total Branches Offices (number) with contact detail (s) (Proof like Sales Tax / Service Tax / Electricity / Telephone Bill / Any other receipt in this support has to be submitted)	

IT-FMS tender document 2015

10. Details of annual turn over* during the last two financial years.

Year	2013-2014	2014-2015
Total turn over (in Rs. Crores)		
Turn Over from IT-FMS		

11. **Details about experience** of having successfully completed at-least three projects on IT-FMS of similar nature: -

*Should be supported by original certificate from a firm of Chartered Accountant.

4.3. Format for Technical capability (supported with relevant papers):

1.	Please state the number of technical staff on regular payroll with EPF number	
2.	Please provide details pertaining to employees: skilled staff (number), Representative profile (break-up qualification and experience wise). Details of relevant experience likely to be deputed as Resident Engineers for EIC and EIAs (HO) as well as project manager.	
3.	Please give details of Key Technical and Administrative staff in the organization with their Qualifications	
4.	Internal processes (certifications, Quality and Organizational processes)	
5.	List major awards / achievements / accreditation's only related to IT-Services and Security	
6.	Professional Memberships of the IT-related organizations	
7.	Please give location-wise details of infrastructure (Services Network, branches, No. of servers, workstations, etc.)	
8.	Number and details of similar assignments undertaken	
9.	Value of above such assignments undertaken	
10.	List at least three similar assignments undertaken by your organisation in the past three years along with their value. Give details of the assignment together with the client contact and address (Telephone No./Fax Nos./ e-mail).	
11.	Client certificates of successful implementation of assignments.	
12.	List of the current projects/assignments in hand. Give the details of the projects, together with the value and scheduled duration with client contact and address (Telephone No./Fax Nos./ e-mail)	
13.	Mapping of EIC 29 Plus - office locations as mentioned in clause-6 of the tender document with the locations of bidder. Preference shall be given to companies having maximum direct presence with each location of EIC, EIAs and SOs	
14.	Escalation Matrix	
15.	Any other relevant Information	
PERFORMA FOR TECHNICAL DEVIATIONS: Following are the Technical deviations & variations from the exceptions to the specifications. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.		

IT-FMS tender document 2015

S.No.	Clause No.	Page No.	Statement of Deviations and Variations
Date:		Signature:	
Place:		Name:	
		Seal:	

IT-FMS tender document 2015

4.4. Format for Commercial Bid:

The cost quoted for all the services should be inclusive of all hidden costs. No payment over and above the cost quoted would be made by EIC except for service tax as applicable.

4.4.1 Resident Engineer:

(Rate in INR)

S. No.	Description	Qty	Rate per unit / per month	Rate per Annum
1.	Resident Engineer at EIC	1		
2.	Resident Engineer at EIA (HO) Delhi, Kochi, Kolkata, Chennai and Mumbai	5		
	TOTAL			

4.4.2 Maintenance of IT infrastructure: Break-up of cost of providing comprehensive maintenance services of IT infrastructure: -

(Rate in INR)

S. No.	Description	Provision	Rate per unit / per month	Rate per Annum
1.	Personal Computer- Desktops/Laptop	Onsite		
2.	HP-LJ-1022	Onsite		
3.	HP-OJ-8500 (Office Jet)	Onsite		
4.	Samsung Fax-Machine SF-565 PR	Onsite		
5.	Samsung ML 331X \451X\501X	Onsite		
6.	Brother 2250DN(LJ)	Onsite		
7.	HP LJ-P1606 DN	Onsite		
8.	Kyocera FS-1135, MFP	Onsite		
9.	CD Writer Iomega	Onsite		
10.	Dlink 24 port unmanaged Switch	Onsite		
11.	Dlink 8 port unmanaged switch	Onsite		
12.	CISCO 2950 24-port managed Switch	Onsite		

4.4.3 Data Entry Operator:

(Rate in INR)

S. No.	Description	Qty	Rate per unit / per month	Rate per Annum
2.	Data Entry Operators at EIA (HO) Delhi, Kochi, Kolkata, Chennai and Mumbai as per requirement.	1		
	TOTAL			

IT-FMS tender document 2015

PERFORMA FOR COMMERCIAL DEVIATIONS: Following are the Commercial deviations & variations from the exceptions to the specifications. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per your specifications and documents.			
S.No.	Clause No.	Page No.	Statement of Deviations and Variations
Date:		Signature:	
Place:		Name:	
		Seal:	

4.5. Bidding Process :

- 4.5.1** A two-stage bidding process will be followed. The bidders should submit their proposal in (Hard copy and Soft copy in CD-Compact Disc / Floppy) in two parts viz. 'Technical Bid' and 'Commercial Bid' in separate sealed envelopes. The 'Technical Bid' will contain the documents in support of the EMD, general format, scope, and comprehensive details. The 'Commercial Bid' will contain the commercial offer. The 'Technical Bid' should not contain any commercial information at all (relating to the financial proposal of the bidder for the current bid), if found so the bid would be summarily rejected. The bidder can propose more than one solution by specifying various options in the Technical Bid. Each technical solution must have commercials associated with it.
- 4.5.2** At first stage, only the 'Technical Bid' will be opened and evaluated. Those bidders satisfying the technical requirements of the facility management Services tender as asked by EIC and accepting the Terms and conditions of this document shall be short-listed and may be called for a presentation.
- 4.5.3** Under the second stage the Commercial Bids of only the short listed bidders shall be opened.
- 4.5.4** EIC reserves the right to change the specifications for the final bid based on the technical presentation of the various bidders. Bidders shall be then asked to submit their technical / commercial bids on any other suitable day as decided by the committee constituted by EIC for this purpose.
- 4.5.5** EIC reserves the right to change above bidding process.
- 4.5.6 Evaluation of Offers:**
- 4.5.6.1** Final selection will be made on the basis of lowest cost from amongst the technically suitable tenders from bidders meeting the qualifying criteria. All inclusive price for entire scope of the contract i.e. the total cost of AMC offered for all 01 years for all items as well as any other costs seen to be arising as a part of offer due to taxes or duties based on the offer, shall be reckoned for the purpose of relative commercial ranking of offers.
- 4.5.6.2** Additional features / enhancements offered by the tenderer , over and above the ones asked for in the tender documents, shall not be considered for evaluation of bids

5. TERMS AND CONDITIONS:

- 5.1. **Rates:** The charges quoted should include the entire infrastructure required to render the services without any hidden charges. All costs in the bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.
- 5.2. No payment over and above the quoted charges will be made by EIC. Except Service tax as applicable shall be paid by EIC.
- 5.3. **Indemnity:** Bidder shall indemnify, protect and save EIC against all claims, losses, costs, damages, expenses, legal suits and other proceedings, resulting from failure or mal-functioning of the equipment or facilities provided as above or resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware, software and network equipment etc. It shall be at EIC's discretion to enforce a penalty to make up for the losses incurred due to any of the above reasons.
- 5.4. **Technical Inspection and Performance Evaluation:** EIC may carry out a visit to the Bidders premises to assess the level of services and facilities etc. & performance evaluation (bench-marking) of solutions offered during the process of Technical Evaluation or thereafter, if required.
- 5.5. **Payments:**
- 5.5.1 Payments for Services will be made by EIC quarterly in arrears i.e. after end of quarter on submission of invoice along with performance reports
- 5.5.2 In case of reduction in cost, benefit shall accrue to EIC.
- 5.6. **Publicity:** Any publicity by the vendor in which the name of EIC is to be used should be done only with the explicit written permission of EIC. If vendor fails to do so, it shall be considered a breach of contract.
- 5.7. **Performance Bank Guarantee:** - The successful bidder shall furnish, for the due and faithful fulfillment of the contract by him, a security deposit equivalent to 10% of the annual value of the contract valid for Three Years, which would be extended subsequently with the renewal of the contract. Bank Guarantee performa is given in this document.
- 5.8. The work would be initially awarded for one year, which may be extended on yearly basis for subsequent years (not exceed three year) if the performance of the bidder were found satisfactory. A request by bidder has to be made 3 months before the expiry of the contract to EIC for extension and renewal. EIC in this regard has complete discretion on extension and renewal of the contract.
- 5.9. **Force Majeure:** -
- 5.9.1 Notwithstanding the provisions of the tender, the Bidder shall not liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 5.9.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such

IT-FMS tender document 2015

events may include, but are not restricted to, acts of the client, either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- 5.9.3 If a Force Majeure situation arises, the Bidder shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the EIC in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event, the client may terminate this contract by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.
- 5.10. In case of any damage / theft of EIC resources (Hardware / Software / Network / Database) sole responsibility lies on the bidder.
- 5.11. In case of urgent / mission critical applications / failure bidders shall provide corrective maintenance support on Holidays / out of working hours.

5.12. Governing Law and Disputes

- 5.12.1 All disputes, differences, claims and demands arising under or pursuant to or touching upon this contract shall be referred to the sole arbitration of Director, Export Inspection Council, 3rd Floor – NDYMCA Cultural Centre Building, 1 Jai Singh Road, New Delhi – 110 001 New Delhi. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and conciliation Act, 1996 or any statutory modification / reenactment thereof for the time being in force. Such arbitration shall be held at New Delhi.
- 5.12.2 The IT-FMS vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by EIC or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- 5.12.3 The venue of the Arbitration shall be in Delhi. Any disputes would be subject to jurisdiction of Delhi courts only.

6. INSTRUCTIONS TO BIDDERS :

- 6.1. The cost of bidding and submission of tender documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the tendering process.
- 6.2. **Language of Bids:** The bid and supporting documents shall be submitted in English.
- 6.3. **Period of Bid validity:** The bids shall be valid for a period of **90 days** from the closing date of the bid.
- 6.4. **Format and Signing of bid:** Each page of the bid document must be signed and duly stamped by an authorized person of the bidding firm. Each bid will be submitted in the legal name of the Bidder.
- 6.5. **Last Date and Time for acceptance of Bids:** Duly completed Bids along with all supporting documents should reach the address given by latest by **30-09-2015 1500 Hours**. Incomplete bids shall summarily be rejected.
- 6.6. **Signing of Contract:** The successful bidder shall be required to enter into a Service Level Agreement with EIC.
- 6.7. **Enclosures of Tender Document:** The bidder must submit the following documents with the tender:
 - 6.7.1 Point wise compliance of the each clause enumerated in the Tender document.
 - 6.7.2 Technical and Commercial Bid.
 - 6.7.3 Signed Copy of the Tender Document.
 - 6.7.4 E.M.D amount of Rs.5 Lakhs in shape of DD favouring Export inspection Council of India, Payable at New Delhi.
 - 6.7.5 Any deviation with the tender document should be clearly stated with the reasons thereof, as per Technical / Commercial deviation format given.
- 6.8. Bids without supporting documents will not be entertained.
- 6.9. **Mode of Bids Submission:** The bid , complete in all respect should be submitted by hand or by post in the name of the Director (I&QC), Export Inspection Council of India , 3rd Floor , NDYMCA Cultural Central Building , 1-Jai Singh Road ,New Delhi-110001. The envelope should be superscripted as "Bid for IT-FMS 2015"
- 6.10. Bidder who wishes to submit tender by hand, can drop the same in the Box meant for this purpose and will available on the reception of EIC. Incomplete bids shall be summarily rejected.
- 6.11. Any bid received after due date & time will not be entertained and considered.

7. EIC / EIAs LOCATIONS / NETWORK:

EIC/EIAs office Address	Contact detail	Corresponding office location of the bidder
1. Export Inspection Council of India (Corporate Office) (Ministry of Commerce & Industry, Government of India) IIIrd Floor - NDYMCA Cultural Centre Building,1, Jaisingh Road, New Delhi – 110 001	011- 23341263 / 23748189, 23365540, Fax: 011 – 23748024 eic@eicindia.gov.in	
2. Export Inspection Agency-Mumbai (Head Office) Aman Chambers - 4 th Floor, 113, Maharshi Karve Road, Mumbai - 400 004.	022 - 2363 0311 / 2363 0312 / 2363 0113 Fax: 022 - 2368 3927 eia-mumbai@eicindia.gov.in	
3. Export Inspection Agency-Mumbai, Sub - Office: Ahmedabad 305, Multi Purpose Sports Complex (opp-New Cloth Market) Raipur, Ahmadabad - 380 001	079 - 2550 2704 eia-ahmedabad@eicindia.gov.in	
4. Export Inspection Agency-Mumbai, Sub - Office: Baroda Kuber Bhavan, Rook No. - 824, T Block, 8th Floor, Near Kothi, Vadodara – 390001	0265 - 2415 706 eia-baroda@eicindia.gov.in	
5. Export Inspection Agency-Mumbai, Sub - Office: Gandhidham Room No. F-01, F-02, Old Administrative Office, Kandla Special Economic Zone, GANDHIDHAM, Gujarat -370201	02836-220836 eia-gandhidham@eicindia.gov.in	
6. Export Inspection Agency-Mumbai, Sub - Office: Goa Y-15,5th Floor,Building A-1, Jairam Complex,Rua De Ourem,Mala Panaji, GOA- 403 001	0832 - 2222 380 eia-go@eicindia.gov.in	
7. Export Inspection Agency-Mumbai, Sub - Office: Porbandar 4, Bhojeswar Plot, Porbandar - 360 575	0286 - 2246 376 eia-porbandar@eicindia.gov.in	
8. Export Inspection Agency-Mumbai, Sub - office: Pune 34 - D, Swapna Samraj Co-operative House Society, Maharshi Karve Road, Pune - 411 004	020 - 2544 0819 eia-pune@eicindia.gov.in	
9. Export Inspection Agency-Mumbai, Sub - Office: Rajkot Sharad Villa, 25, New Jagnath Plot, Rajkot - 360 001	0281 - 2463 620 eia-rajkot@eicindia.gov.in	
10. Export Inspection Agency-Mumbai, Sub - Office: Ratnagiri Sahil Mansion, Shivaji Nagar, Maruthi Mandir, Ratnagiri - 415 612	0235 – 2222589 eia-ratnagiri@eicindia.gov.in	

IT-FMS tender document 2015

11. **Export Inspection Agency-Mumbai,** 022-25323260
Sub - Office: Thane eia-thane@eicindia.gov.in
102, Shanti Niwas Co. Op. Hsg. Society
Ltd. Mith Bunder Road, Chendani
Koliwada,Thane (E) 400 603
12. **Export Inspection Agency-Mumbai,** 02876-220610
Sub - Office: Veraval eia-veraval@eicindia.gov.in
1st Floor, Jaikishan Complex
80 Feet Road, New Chandramauleshwar
Temple, Veraval-362 265
13. **Export Inspection Agency-Mumbai,** 022 - 2836 3396, 3397, 3401,
Pilot Test House 2834
E-3, MIDC Area, Marol, Andheri (East) 9619; Fax:
Mumbai – 400 093 022 – 2836 9868
pth@eicindia.gov.in
14. **Export Inspection Agency-Kolkata** 033 - 22355004 / 22352651 /
(Head Office) 22352652
World Trade Centre, 14/1B Ezra Street, Fax :+91-33 - 22354562
Kolkata - 700 001. eia-kolkata@eicindia.gov.in
15. **Export Inspection Agency-Kolkata,** 0674 - 2556165
Sub Office: Bhubaneswar eia-bhubaneswar@eicindia.gov.in
N1 / 271, Nayapalli, CRPF Square,
RC Village, Bhubaneswar - 751 015
16. **Export Inspection Agency-Kolkata,** 033- 2513 0573
Sub Office: Dum Dum eia-dumdum@eicindia.gov.in
120, Majumderpara (1st Floor),
Jessore Road, Near Airport Gate No. 1,
Kolkata - 700 079
17. **Export Inspection Agency-Kochi** 0484 - 2314645 / 2316946 /
(Head Office) 2316949
27/1767 A, Shipyard Quarters Road, Fax: 0484 - 2316948
Panampilly Nagar (South), eia-cochin@eicindiagov.in
Kochi - 682 036
18. **Export Inspection Agency-Kochi,** 080 - 226 5868
Sub Office: Bangalore Fax:080-2238 9931
2nd Floor, JEEVAN SAMPIGE, eia-bangalore@eicindia.gov.in
Building, No.1/1, 2nd Main,
Sampige, Road, Malleswaram,
BANGALORE - 560 009
19. **Export Inspection Agency-Kochi,** 0824 - 2496813
Sub Office: Mangalore eia-mangalore@eicindia.gov.in
School Book Building - 3rd floor,
Temple Square, Car Street,
Mangalore - 575 001.
20. **Export Inspection Agency-Kochi** 0474 - 2749087
Sub Office: Quilon eia-quilon@eicindia.gov.in
Shines Complex - 3rd floor,
Chamakada, Quilon - 691 001
21. **Export Inspection Agency-Delhi** 011 – 23626320 /21 /22 / 23 / 24
(Head Office) / 25/ 26 /27
Thakkar Bapa Smarak Sadan, 2nd Floor Fax: 23626328
Dr. Ambedkar Marg, (Link Road) eia-delhi@eicindia.gov.in
(Behind Jhandewalan Metro Station)
New Delhi - 110 055

IT-FMS tender document 2015

- 22. Export Inspection Agency-Delhi,** 0562 - 2522 184
Sub Office: Agra eia-agra@eicindia.gov.in
3 rd Floor, 85/4, Ispat Bhawan,
Sanjay Place, Agra, (UP), AGRA,
Uttar Pradesh
- 23. Export Inspection Agency-Delhi,** 0731 - 2702 857
Sub Office: eia-indore@eicindia.gov.in
Indore 303 , Capt.
C.S. Nayudu Arcade 10 /2, Old
Palasia, Indore, INDORE, Madhya
Pradesh - 452 001
- 24. Export Inspection Agency-Delhi,** 0141 - 2366 973
Sub Office: Jaipur eia-jaipur@eicindia.gov.in
201-202, Tirupati Trade Centre,
4, Sansar Chandra Road,
Jaipur - 302 001
- 25. Export Inspection Agency-Delhi,** 0181 - 2403424
Sub Office: Jalandhar eia-jalandhar@eicindia.gov.in
320, W. G. T. Road,
Basti Adda, Jalandhar - 144 001
- 26. Export Inspection Agency-Delhi,** 0512 – 2369 927
Sub Office: eia-kanpur@eicindia.gov.in
Kanpur MD Plaza, 38 /
105,
Meston Road (2nd floor),
Near Bada Chuwraha, Kanpur - 208 001
- 27. Export Inspection Agency-Delhi,** 0161 – 2410 083
Sub Office: Ludhiana eia-ludhiana@eicindia.gov.in
Pabla Cottage, Model Town,
Ludhiana - 141 002
- 28. Export Inspection Agency-Delhi,** 0591 - 2329 941
Sub Office: Moradabad eia-moradabad@eicindia.gov.in
2nd Floor,A-16,Gandhi Nagar,
Rampur Road, MORADABAD, Uttar
Pradesh- 244 001
- 29. Export Inspection Agency-Chennai** 044 - 2855 2841 / 42
(Head Office) Fax: 044 - 2855 2840
6th Floor CMDA Tower II, No: 1
Gandhi Irwin Road, Egmore,
Chennai - 600 008 eia-madras@eicindia.gov.in
- 30. Export Inspection Agency-Chennai,** 08816 – 229075
Sub Office: Bhimavaram, eia-bhimavaram@eicindia.gov.in
DOOR NO: 7-150, SECOND
FLOOR VENKATARAJU NAGAR
CHINNAMIRAM
JUVALLAPALEM ROAD, WEST
GODAVARI DISTRICT,
BHIMAVARAM, Andhra Pradesh –
534 202
- 31. Export Inspection Agency-Chennai,** 0422 - 2233 365
Sub Office: Coimbatore 1sr eia-combatore@eicindia.gov.in
Floor, North Wing, Jawan
Bhavan,No.27, Travellers Bungalow
Road, COIMBATORE- 641 018

IT-FMS tender document 2015

- 32. Export Inspection Agency-Chennai,** 040 -2 320 2224
Sub Office: eia-hyderabad@eicindia.gov.in
Hyderabad No. 903, 9th
floor, Raghava Ratna Towers, Chirag Ali
Lane,
Hyderabad -500 001
- 33. Export Inspection Agency-Chennai,** 04652 –232704
Sub Office: Nagercoil eia-nagercoil@eicindia.gov.in
75 - A, Court Road,
Sankar Building,
Nagercoil - 629 001
- 34. Export Inspection Agency-Chennai,** 0461 - 2320 261
Sub Office: Tuticorin eia-tuticorin@eicindia.gov.in
No. 271,Aishwariya
Towers,Sivanthakulam Road,
TUTICORIN - 628 001
- 35. Export Inspection Agency-Chennai,** 0891 - 2747 141
Sub Office: Visakapatnam eia-vizag@eicindia.gov.in
D.No. 43-18-10/4, T.S.N. Colony,
3rd Floor, Hero Honda Show Room,
Visakhapatnam- 530 016

8. PERFORMANCE BANK GUARANTEE PERFORMA: -

PERFORMANCE BANK GUARANTEE

(Refer Clause 5.6 of "Terms and Conditions of the Tender")

(To be submitted by Nationalized Bank based at New Delhi / Branch at Delhi)

Whereas **Export Inspection Council of India** having its office at 3rd floor – NDYMCA Cultural Centre Building, 1 Jai Singh Road, New Delhi – 110 001 (hereinafter referred to as the 'Purchaser' of Facility Management Services, which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns), has awarded a contract to **M/s name of successful bidder**, with its Registered Office at ----- (hereinafter referred to as the 'Supplier' of Facility Management Service, which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns) by issue of Purchaser's letter No. EIC/D (Q/C)----- dated ----- and the same having been accepted by the Supplier by issue of Supplier's letter No ----- dated ----- resulting in a contract valued at Rs----- for implementation of Facility management Services-Information Technology services of EIC & EIAs (hereinafter referred to as 'Contract');

Now we the undersigned, fully authorized to sign and to incur obligations for and on behalf of and in the name of _____

(Name and address of the Bank)

having its Head Office at -----(hereinafter referred to as the 'Bank', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the 'Purchaser' on demand any and all monies payable by the Supplier to the extent of ----- /- as aforesaid at any time up to Three Years from the date of signing of this guarantee, without any demur, reservation, contest, recourse or protest and / or without any reference to the Supplier. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any dispute between Purchaser and Supplier or before any court, tribunal or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantee herein contained shall continue to be enforceable till the Purchaser discharges this guarantee.

The Purchaser shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Supplier. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise the same at any time in any manner, and either to enforce or to forebear or enforce any covenants, contained or implied, in the contract between the Purchaser and the Supplier or any other course of or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matters or things whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instant without proceeding, against the contract and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Supplier's liabilities.

IT-FMS tender document 2015

Notwithstanding anything contained herein above our liability under this guarantee is restricted to Rs. -----/- and it shall remain in force up to and including ----- and shall be extended from time to time for such period as may be desired by the Purchaser.

Dated this-----day of -----200-----at -----

For and on behalf of the _____(Bank).

Signature of authorized Bank official

Name: -----

Designation-----

Stamp/Seal of the Bank : -----

Signed, sealed and delivered for and on behalf of the Bank by the above named _____in the presence of:

Witness 1.

Signature.....

.....

Name

Address

Witness 2.

Signature

Name

Address

9. HARDWARE INFRASTRUCTURE AVAILABLE (LOCATION-WISE):

9.1. Overview of the Configuration of Desktops:

All Desktops / Laptops are with pre-installed Operating System like Windows Xp / Vista / 7 / 8, respectively

PCS Pro P1 6WVT3: Windows Vista Business(Pre-Installed) ,Dual Core 1.60 Ghz, 2 GB RAM, 160 GB HDD, DVD ROM, 15" TFT, Key Board, Optical Mouse.

HP Compaq 8100 elite : Windows 7 Professional (Pre-Installed) ,Core i-5 3.33 GHz processor, 2GB RAM, 320 GB HDD, Keyboard,Mouse,TFT 17" Wide Screen, DVD-Writer

Lenovo think Center: Windows 7 Professional (Pre-Installed) ,Core i-5 3.33 GHz processor, 2GB RAM, 300 GB HDD, Keyboard,Mouse,TFT 17" Wide Screen, DVD-Writer

HP Compaq 8100 elite(2014) : Windows 8 Professional (Pre-Installed) ,Core i-5 / i-7, 3.33 GHz processor, 2GB RAM, 320 GB HDD, Keyboard,Mouse,TFT 17" Wide Screen, DVD-Writer

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9.2. Location Wise Hardware detail at EIC/EIAs

Statement of computer and application software available at EIC/EIAs and their Sub offices as on 2015-16																											
Sl. No.	Agency HO / So Name	PCS-Jan-2008	HP-March 2011*	Lenova-Oct.-2012	HP APR-2014	Total PC	Lenova 2009	HP & SONY VAIO	Dell 2010	Apple Laptop	Dell (2012)	Laptop/ APPLE iPad2	CD / DVD Writer	D-Link Switch	CISCO	HP-LJ-1022	HP-OJ-8500 PRO	Samsung Fax-Machine SF-565 PR	HP LJ-P1606 dn	Brother 2250DN	Keyocera FS-1135, MFP	Samsung ML-331x Series	Samsung ML-451x 501x Series	Samsung CLP-775	Keyocera TASK ALFA 2201	Ricoh 2001L	Ricoh 2501L
														24 Ports /8 Ports	Switch 24 ports												
1	EIA – Mumbai HQ	15	5	10	4	34	1					1	1	1+2	2	3			2	7	-		2			1	
2	Sub office Ahmedabad			1	2	3						0								1							
3	Sub office Baroda	1		1		2						0								1							
4	Sub office Gandhidham	1		1	1	3						0								1							
5	Sub office Goa			1	1	2						0								1							
6	Sub office Porbandar	1		1		2						0		0+1						1							
7	Sub office Pune		1	1		2						0								1							
8	Sub office Rajkot			1		1						0								1							
9	Sub office Ratnagiri	1	1	1		3						0								1		1				1	
10	Sub office Thane	1		1	1	3						0		0+1						1							
11	Sub office Veraval	1	2	1		4						0								1							
12	Pilot Test House	3	9	1	8	21				1	1			0+1	1				2	5		1	1				
13	EIA – Kolkata HQ & LAB	13		7	5	25	1				3	4	1	3+0	2	2				3	1						1
14	Sub office Bhubaneswar	1		1		2						0									1	1					
15	Sub office Dumdum	1		1		2						0		1(16Port)						1							
16	EIA – Kochi HQ	15	10	9	16	50	1					1	1	6+2	3				3	5	1	1	3	1			1
17	Sub office Mangalore		2	1	1	4						0		0+1							1		1				
18	Sub office Quilon	1	2	1	1	5						0		0+1							1	1					
19	Sub office Bangalore	3	1	1	1	6						0	1	0+1							1	1					
20	EIA – Delhi HQ		21	5		26			1			1	1	0+2	3					10		1					2
21	Sub office Agra			1		1						0															
22	Sub office Indore			2		2						0								1							
23	Sub office Jaipur	2	1	1		4						0		0+1							1						
24	Sub office Jalandhar			2		2						0										1					
25	Sub office Kanpur			3		3						0															
26	Sub office Ludhiana		1	1		2						0		0+1													1
27	Sub office Moradabad			1		1						0															
28	EIA – Chennai HQ	9		9		18	1				1	2	1		4					3	2						
29	Sub office Bheemavaram	3		1		4						0									1						
30	Sub office Coimbatore			1		1						0		0+1							1						

IT-FMS tender document 2015

31	Sub office Hyderabad			1		1					0			0+1					1									
32	Sub office Nagercoil	1		1		2					0								1		1							
33	Sub office Tuticorin	1		2	1	4				1	1								1		1							
34	Sub office Visakhapatnam	1		1	2	4				1	1								1							1		
35	Sub office Nellore				2	2					0														1			
36	EIC	21	2	4	5	32		2	5	4		11	5	1	1+0	2		1	2	3	2		2	3	1	1	1	
	TOTAL	96	58	78	51	283	4	2	6	4	7	23	5	7	11+1+16=28	17	5	1	2	20	42	10	11	10	2	2	5	4

Annexure-B

At present 43 DEO has been deployed at various EIA's office locations and this figure can be changed at any time on EIC review of the requirement in future.
Present deployment is as follows:

Sr. No.	Office Location	Number of DEO
1	EIA (HO) Delhi,	03
2	EIA (HO) Kochi,	01
3	EIA (HO), Mumbai	11
4	EIA (HO), Kolkata	05
5	EIA (HO), Chennai	06
6	EIA-Mumbai sub office Thane	01
7	EIA-Mumbai sub office -PTH	07
8	EIA-Mumbai sub office Pune	01
9	EIA-Mumbai sub office Ahmedabad	01
10	EIA-Chennai Sub office Tuticorin	02
11	EIA-Chennai Sub office Coimbatore	01
12	EIA-Chennai Sub office Hyderabad	01
13	EIA-Kochi Sub office Bangalore	02
	Total as on date	42