



GARDEN REACH SHIPBUILDERS & ENGINEERS LTD.

गार्डन रीच शिपबिल्डर्स एण्ड इंजीनियर्स लि मिटेड

(A GOVERNMENT OF INDIA UNDERTAKING)

(भारत सरकार का प्रतिष्ठान)

43/46, Garden Reach Road, Kolkata 700-024

43/46, गार्डन रीच रोड, कोलकाता-700 024

Phoneदूरभाष: (033)2469-8100 to 8113 Extnबिस्तार 200

Web siteवेब: www.grse.in, E-Mailई मेल: Kandir.Anukaran@grse.co.in

CINसी आई एन: L35111WB1934GOI007891

CORRIGENDUM- I

SUB: "IT Management Services & Comprehensive AMC of Server, Network, Storage and other IT Components for Central Design Office, GRSE, Kolkata"

E- Tender No: - SCC/AJK/OT (PRESS)/IT EQUIPMENT AMC/021/ET-1862

1. Based on the queries raised during Pre-bid meeting, clarification is furnished hereby and attached with the tender document for further consideration. You are requested to quote the rate against each line item accordingly.
2. All other Terms & Conditions of the Tender shall remain unaltered.

Date: 01.06.2022


SM (CONTRACT)



Garden Reach Shipbuilders & Engineers Limited

(A GOVT. OF INDIA UNDERTAKING)

43/46 Garden Reach Road, Kolkata – 700024

Phone : (033)2469 8100 – 8114, Extn 200/, Fax : (033)2469 – 3932

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CIN : L35111WB1934GOI007891

ANNEXURE- A to Corrigendum -I

Sl. No.	Page No.	Existing Clause	Existing Sentence	To Be Read As
1	31	3.2.33	Working hours 8AM – 8 PM	Working hours 8AM – 5 PM (24 Hrs support on emergency)
2	31	3.2.33	Working hours 8AM – 8 PM	Working hours 8AM – 5 PM (24 Hrs support on emergency)
3	31	3.2.33	Working hours 8AM – 8 PM *one person will be available between 8 PM – 8AM	Normal working hours 8 AM to 8 PM and Silent hours 8 PM to 8 AM *including Sunday and Holidays. Vendor need to manage support on rotation.
4	31	3.2.33	Working hours 8AM – 8 PM	Working hours 8AM – 5 PM

Prebid Queries MOM vide Tender Ref no. SCC/AJK/OT(PRESS)/IT EQUIPMENT AMC/021/ET-1862. Dated 19.05.2022

CLARIFICATION to General Queries raised by Bidders during Pre-bid Meeting dated 26.05.2022

Sl. No.	Clause No.	Queries	GRSE Response
1		1. Deployed Manpower -- will there be a roll over or we can depute fresh Manpower.	Non relevance
2	Annexure - 6	2. The Minimum Wages -- will it be State or Central Wages Act	Central Wages Act notification number 1/4(3)/2022-LS-II dt. 31.03.2022 (Current notification no.)
3	SOTR Clause 3.2.16 & 3.2.17	3. We hope Presently all the systems are under AMC, and at the time of handover, all the systems will be working fine. If at the time handover there is some systems which is found in Not Working condition. Will the same be rectified and taken in AMC.	Faulty part will arrange by GRSE
4	Annexure - 1 (SOTR)	4. Network – Its mentioned B2B from OEM [Clarification is required]	Router CISCO1941/K9 SI/no-L3ZV9HLDA6180 CISCO 800M SERIES router SI/No-FGL213890TL CISCO 1900 SERIES ROUTER SI/No-KHPINKOLFW01 KHPINKOLFW02 Firewall ASA 5525-X with Fire POWER SI/no-FTX2125W1FG Juniper Router Model: SRX300 SI/No-CV4819AF0076
5	Annexure - 1	5. In the BOM its mentioned – in the remarks its mentioned OEM Authorized Vendor, Vendor--- clarification is required.	Support type given in the BOM list
6	Clause 2.5 (SOTR)	Should a vendor be authorised service provider of all three OEMs viz. Dell, HP and Cisco	Yes
7	Clause 3.2.32 (SOTR)	Should there be any Cap on the penalty deduction amount e.g. maximum 10% or 20% of quarterly invoice value	Tender terms and conditions and SLA to be followed.
8	Clause 3.2.21 (SOTR)	Equivalent or higher model how we can provide?	Requirement must meet with similar or higher type of hardware to run the application.
9	Clause 2.4 (SOTR)	B2B need advance payment	Tender payments terms and conditions to be followed no intermittent change of hardware is envisaged
10	Clause 3.2.33 (SOTR)	8 AM to 8 PM man power working	Please Refer ANNEXURE-A to this Corrigendum-I
11	Aricle 23	Successful bidder to be submittted	It is as per guideline
12	Clause 3.7 (SOTR)	Payment will be on quarterly arrear basis on completion of services	Standard terms and conditions to be followed
13	Clause 3.10 (SOTR)	Liquidated Damages	Standard terms and conditions to be followed
14	Clause 2.5 (SOTR)	Authorised Service Provider	No Change, Back to Back items require OEM authorisation

15	Clause 3.2.17 (f)(iv) (SOTR)	Rectification operation	No Change
16	Article 19-B (Financial Eligibility Criteria)	Bidder's Average Audited/Certified.....Rs.70.0 Lakhs	No Change
17	Nil	Bidder must have ISO 9001..... Certification	No Change

18	Clause 2.4 (SOTR)	Back to back OEM Support Contract	OEM authorization is required for back to back items declaring that vendor is eligible for back to back AMC and back to back contract documents need to be submitted within one month from the date of PO.
19	Annexure - 1 (SOTR)	CCTV Management - OEM details (Make & Model) are not mentioned	CCTV Make :Vantage, Model : F31R1A9
20	Clause 3.2.33 (SOTR)	Working Hrs. for On-site Man Power (Projected)	Please refer Corrigendum - 1
21	Annexure - 6	Central wages/State Wages Act - which need to be followed by successful bidder	Central Wages Act
22	NIL	Any reliever to be provided against the projected man powers/Res	Bidder's scope, not relevant to GRSE
23	NIL	Equipment serial number required for estimation	For any additional information, vendor can visit the site for actual assessment
24	NIL	OEM Authorization : HP Servers are managed by HP Global, while HP Desktop is by HP Enterprise; do we need to take Authorization from all	OEM Authorization is required as per given BOM list.
25	NIL	Documents should be made available in MS Word and Excel format to ease filling up the bid	Will be concurred. But in case of any discrepancy PDF format will be considered as authentic.
26	Article 23	Security Deposit : Reduction in Security Deposit (SD) Percentage	Standard terms and conditions to be followed.
27	NIL	Action(s) in case Non-submission of SD	In case of non-submission of SD as per schedule, Penal interest will be charged for delayed period of submission of SD beyond 15 days at the prevailing SBI cash Credit rate on the amount of SD to be submitted. In case of non submission of SD equivalent amount with penal interest to be deducted from the invoice.
28	Clause 2.6 (SOTR)	Kolkata Office	At the time of TNC, bidder need to satisfy the bid criteria.

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CIN सी आई एन: L35111WB1934GOI007891

NOTICE INVITING TENDER (NIT)

निविदा आमंत्रण सूचना

Garden Reach Shipbuilders & Engineers Limited is a **leading Warship Builders and Engineering Product Company**, invites interested, reputed, resourceful and financially solvent contractors and subcontractors to submit **single stage two part (Part I- Techno-Commercial & Part II- Price) bids** through e-tendering mode for the work package as per following bid document.

NIT No. निविदा संख्या:	SCC/AJK/OT(PRESS)/IT EQUIPMENT AMC/021/ET-1862. Dated 19.05.2022
Job Title कार्य का नाम:	“IT Management Services & Comprehensive AMC of Server, Network, Storage and other IT Components for Central Design Office, GRSE, Kolkata [to be executed as per SOR No. CDO/IT-HW-AMC/21-22/001 [Annexure-I]
Tender issuing Dept. बिभाग द्वारा जारी:	Contract Cell संविदा बिभाग (GRSE Main Unit)

ARTICLE 1 अनुच्छेद-1: SCHEDULE OF CALENDAR DATES समायावली की अनुसूची:

SCHEDULE सारणी		
Pre Bid Meeting बोली-पूर्व बैठक	26/05/2022	10:00 hrs.
Bid submission Starting Date निविदा जमा करने की प्रारंभिक तिथि	30/05/2022	14:00 hrs.
Bid submission Closing Date निविदा जमा की अंतिम तिथि	09/06/2022	12:00 hrs.
Tender Opening Date (Part I) निविदा खुलने की तिथि (तकनीकी-वाणिज्यिक बोली भाग-I)	11/06/2022	14:00 hrs.
Offer Validity Period minimum ऑफर की नियुक्तम वैधता अवधि	90 days from date of opening of Tender (Part – I)	

ARTICLE 2 अनुच्छेद-2: COMMERCIAL REQUIREMENT FOR THE NIT निविदा की ब्यवसायिक आवश्यकता:

FEES / DEPOSITS	
Tender Fee (refer clause 3 of STAC) निविदा प्रपत्र मुल्य (स्टैक के परिच्छेद 3 मे उदधृत)	INR 500 (Rupees Five Hundred Only)
Earnest Money Deposit (EMD) (refer clause 4 of STAC) बयाना राशि जमा) स्टैक के परिच्छेद 4 मे उदधृत)	INR 4,50,000/- (Rupees Four Lakhs Fifty Thousand Only)
Security Deposit (SD) प्रतिभूति	3% of individual Order Value (inclusive of GST)
PBG पी बी जी	NA
Liquidity Damage परिनिर्धारित नुकसान	0.5% per week, Max 5% of unexecuted job
Billing Frequency बिल करने की अवधी	On quarterly basis
Evaluation of L1 एल1 का मूल्यांकन	On totality basis

ARTICLE 3 अनुच्छेद-3: ANNEXURES FORMS PART OF THIS TENDER निविदा की संलग्नक प्रपत्र:

ARTICLES ENCLOSED FORMING PART OF THIS e-TENDER ई-निविदा अंतर्गत संलगित परिच्छेद	
Annexure 1 संलग्नक-1	Statement of Technical Requirement (SOTR) and Special Terms and Conditions (Annexure-I)
Annexure 2 संलग्नक-2	GRSE Standard Terms And Conditions (STAC) (Annexure-II)
Annexure 3 संलग्नक-3	Format for Technical Eligibility Criteria
Annexure 4 संलग्नक-4	Format for Financial Eligibility Criteria
Annexure 5 संलग्नक-5	Format for Self-Certification for not having blacklisted /not received any tender holiday
Annexure 6 संलग्नक-6	Check List of Statutory Responsibility of Contractor and Principal Employer
Annexure 7 संलग्नक-7	Format for - Bill submission Checklist
Annexure 8 संलग्नक-8	Format for – Disclosure by sub-contractor of existing work load and proposed execution plan of this tendered job(please refer www.grse.in)
Annexure 9 संलग्नक-9	Fire & Safety Guidelines (please refer www.grse.in)
Annexure 10 संलग्नक-10	Special condition of contract (please refer www.grse.in)
Annexure 11 संलग्नक-11	General Requirement (please refer www.grse.in)
Annexure 12 संलग्नक-12	Bank Guarantee Format for SD (please refer www.grse.in)
Annexure 13 संलग्नक-13	Bank Guarantee Format for PBG (please refer www.grse.in)
Annexure 14 संलग्नक-14	Guide line for Bank Guarantee (please refer www.grse.in)
Annexure 15 संलग्नक-15	PF, ESI declaration form (please refer www.grse.in)

ARTICLE 4 अनुच्छेद-4: DOCUMENTS TO BE UPLOADED अपलोड हेतु दस्तावेज:

SL	DESCRIPTION
1	DD/PO or MSE/NSIC Exemption certificate towards tender fee
2	MSE/NSIC Exemption certificate towards EMD
3	Technical Acceptance format as available with NIT after being downloaded and filled up
4	Commercial Acceptance Format as available with NIT after being downloaded and filled up
5	Documents meeting the Technical Eligibility Criteria as per format at Annexure 3
6	Documents meeting the Financial Eligibility Criteria as per format at Annexure 4
7	Audited/Certified Annual Accounts and Annual Report for immediate last three (03) financial years ending on 31st Mar'2021 in support of Financial Eligibility.
8	Self-certification for not having blacklisted /not received any tender holiday as per format at Annexure 5
9	PAN/TAN,GST, Labour License Certificate, Registration Certificate of the Company with ROC
10	Partnership Deed / Memorandum and the Article of Association of the firm confirming partners and lead partner.
11	Copies of registration with PF, ESI authorities.
12	Government E-Market Place (GeM) registration certificate with Unique GeM Seller ID. [As per guideline from GOI, MOD]

- a) Registered Vendors with GRSE need not upload documents at Sl. 9 above, if valid documents already submitted / available with GRSE Vendor Registration Cell.
- b) Bidders have to indicate Unique GeM Seller ID in the COMMERCIAL MATRIX or prior to opening of price bids, failing which price bid of the bidder shall not to be opened for further processing.

ARTICLE 5 अनुच्छेद-5: DOCUMENTS IN PHYSICAL FORM TO SUBMIT वास्तविक प्रपत्र जो जमा करने हैं:

PHYSICAL SUBMISSION		
1	Tender Fee instrument	Within 03 days from opening of Part I bid
2	Earnest Money Deposit (EMD) (refer clause 4 of STAC) बयाना राशि जमा)स्टैक के परिच्छेद 4 मे उदधृत)	Within 03 days from opening of Part I bid
NOTE:	If instruments submitted through demand draft, the same to be drawn in favor of :	GARDEN REACH SHIPBUILDERS & ENGINEERS LIMITED
	The demand drafts should be payable at	Kolkata

Note: Above mentioned original Instruments as stipulated, to reach the office of Addl. General Manager, Contract Cell, GRSE Main Unit, within stipulated period as indicated above in a sealed envelope with tender number and job duly superscripting on it (preferably through speed post /courier service).

ARTICLE 6 अनुच्छेद- 6: JOB EXECUTION SCHEDULE कार्य निष्पादन सूची:

(A) Mobilization Period लामबंदी अवधी : 07 (seven) days from the date of issue of Purchase Order/ LOA (whichever is earlier)

. Tenure of Contract अनुबन्ध का समय:

(A) The rate contract shall be valid for a period of 03 (three) years. However, it may be extended as per requirement of GRSE subject to satisfactory performance of the firm. Individual work order will be issued on yearly basis based on established rate contract as per GRSE requirement.

(B) Job Starting Date कार्य आरम्भ तिथी - Job may have to be started after the mobilization period or date mentioned in PO/LOA.

(C) Quality Assurance / Inspection Authority - All supplies will be subject to CDO, GRSE's inspection and approval by AGM-Design or an appropriate authority / agency nominated by CDO, GRSE.

ARTICLE 7 अनुच्छेद-7: JOB EXECUTION कार्य निष्पादन:

Job is to be carried out strictly as per SOTR and in case of doubt, instructions of the CDO, GRSE 61 Park to be followed.

ARTICLE 8 अनुच्छेद-8: GURANTEE & WARRANTEE गारंटी एवं वारंटी: Not Applicable.

ARTICLE 9 अनुच्छेद-9: PRICE मूल्य:

Price quoted will be firm and fixed for the entire contract period. Price is to be quoted without taxes & duties. GST is to be indicated separately and will be paid extra.

ARTICLE 10 अनुच्छेद-10: ESCALATION मूल्य वृद्धि - Not Applicable

ARTICLE 11 अनुच्छेद-11: UNREASONABLE QUOTES अतर्कसंगत भाव:

- i. In case the price of L-1 Bidder is found to quote unreasonably low and/or express desires to withdraw from the tender then such bid will be cancelled and EMD will be forfeited and punitive action will be taken in line with the provision as per GRSE Vendor policy.
- ii. However, in case the L1 Bidder agrees to take-up the job with such unreasonable low quote, lower by 30% or more than estimate and also if the difference in price between L1 & L2 is 30% or more, then the quoted price to be analyzed w.r.t. tender requirement and if the L1 bidder fails to justify their quoted rate, the obtained L1 quote will be rejected.
- iii. If justification is acceptable to GRSE, then Bidder have to submit a declaration to execute the job till satisfactory completion of entire contract. In case of breach of

contract, GRSE shall reserve the right to impose Tender Holiday for a period of at least 03 years.

ARTICLE 12 अनुच्छेद-12: OFFER VALIDITY प्रस्ताव की वैधता:

Offer should be valid for 90 days from the date of opening of Part-I bid i.e. Techno-commercial bid. Under exceptional circumstances GRSE may request for extension of price validity, beyond 120 days against valid reason.

ARTICLE 13 अनुच्छेद-13: CONDITIONAL OFFER सशर्त प्रस्ताव:

Conditional offers w.r.t. SOTR will not be accepted. However, in case the bidder wishes to deviate from any/ some commercial Terms & conditions, then separate deviation statement has to be uploaded along with Part-I bid. However, GRSE reserves the right to accept / reject the deviations / bid with deviations after giving reasonable opportunity to the Bidder. If the deviation is acceptable to GRSE, then suitable loading for such deviation on the price quoted by the bidder will be considered (during TNC/CNC proceedings) prior to determine the L1 price.

ARTICLE 14 अनुच्छेद-14: DETERMINATION OF L1 एल-1 का चयन:

L1 bidder will be determined on total quoted price. The bidder has to quote all line items with respect to each category of equipment. Otherwise the bid will be treated as nonresponsive hence may be rejected. However in case of deviation of any commercial terms & conditions GRSE will evaluate L1 bidder offline, considering all applicable loading factors on quoted price.

ARTICLE 15 अनुच्छेद-15: BOQ बी ओ क्यू:

BOQ as part of SOTR given in the tender is tentative. It may vary according to actual requirement of job during the entire period of contract. The Bidder has to execute the required quantity at same Rate, Terms & Conditions. However the Contractor will be paid based on actual quantity executed as per certification of GRSE.

Quantity may be increased or decreased as per requirement of GRSE CDO Dept.

ARTICLE 16 अनुच्छेद-16: OPENING OF BIDS निविदा खुलना -

Part I (techno-commercial) bid will be opened on the date declared in NIT. Part II bid will be opened post techno-commercial evaluation by GRSE. Price bid of only those who qualify techno-commercially will be opened. Opening date of Price Bid will be intimated accordingly to all qualified bidders. Disqualified bidders, either during technical assessment or commercial discussion will also be intimated about their non-consideration for farther processing. If any bidder qualifies for trial order, price bid of such bidder shall not be opened prior to successful completion of trial. Trial order will be awarded at established rate.

ARTICLE 17 अनुच्छेद-17: MICRO & SMALL ENTERPRISES सूक्ष्म एवं छोटे उद्योग -

a) The 'Public Procurement Policy for Micro & Small Enterprises (MSEs) Order, 2012' and subsequent amendments / guidelines / press publications / circulars

to the Order, as issued by the Ministry of MSME, shall be applicable as on the date of opening of the price bids.

- b) The bidders are advised to check the website of the Ministry of MSME for details of the amendments / circulars issued by the Ministry of MSME.
- c) Class A and B items are to be considered as non-divisible within the same class of ships and tender is to be awarded on a single bidder on totality basis unless there is any specific clause in the tender enquiry to indicate divisibility of the tendered quantity.

ARTICLE 18 अनुच्छेद-18: AWARDING JOBS TO MULTIPLE BIDDER बहुल बिडर के लिए ठेका कार्य: Not Applicable.

ARTICLE 19 अनुच्छेद-19: ELIGIBILITY CRITERIA पात्रता के मापदंड -

(A) Technical Criteria :- As per SOTR as follows:

- i. Bidder should be registered firm in India. Details of tie-ups for technology, equipment, infrastructure etc. must be submitted.
- ii. Bidder must have Regional Office & Service Centre in Kolkata. Minimum of 10 service engineers of similar experience must be resident in there and the same office should manage the service.
- iii. Bidder must have minimum 05 (five) years' experience in similar field of System Integration, implementation, providing Operation & Maintenance Services in following areas with more than 250 computers and 15 servers' setup.

Detail of Technical Eligibility criteria is as per SOR attached with NIT

Supporting documents meeting Technical eligibility criteria as detailed in SOR to be submitted along with the Part-I bid. All documentary evidences such as relevant past performance, job completion certificates, order copies, etc. to be submitted with **Annexure - 3 attached with the NIT.**

(B) Financial Eligibility Criteria:-

Bidder's Average Audited/Certified Annual financial turnover during last 03 financial years ending on 31st March, 2021 should be at least **Rs.70.0 Lakhs.**

Supporting documents meeting Financial Eligibility Criteria i.e. Audited Balance Sheet, Profit & Loss Account etc. of the company for last 03 (three) financial years ending on 31st March 2021 to be submitted along with the part - I bid as per format given in **Annexure - 4 attached with the NIT.**

The bidder should give self-certification (as per Annexure-5) that they have neither been Blacklisted nor have received any tender holiday from any PSUs/Central & State Govt. Organizations or any other Government / Quasi Government Organizations during last 03 (three) years ending on 30.04.2022. The bidder has to submit self-certification for the same along with the techno-

commercial offer. GRSE reserves the right to independently verify the same. In case violation of declaration is detected at any stage of tender process and during currency of contract, the order will be terminated.

Note:

a) If any bidder has been black listed by any PSUs/Central & State Govt. Organizations or any other Government / Quasi Government Organizations, then the bidder is not eligible to participate in this tender. If any discrepancy is detected at any stage of the tender, then the offer submitted by the bidder / contract awarded to the bidder will be cancelled and EMD/SD shall be forfeited and appropriate action will be taken in accordance with the vendor policy of GRSE.

b) If any bidder has been 'Put on Tender Holiday' by any PSUs/Central & State Govt. Organizations or any other Government / Quasi Government Organizations, then this fact must be clearly stated and it may not necessarily be a cause for disqualifying them.

c) In case of non-submission of the self-certification document as per format at Annexure-5, the bidder will be treated as non-responsive and their offer will be rejected.

Requisite formats attached with NIT as **Annexure 3, 4 & 5** to be filled up by the bidders in support of above eligibility criteria and submit the same along with the Techno-Commercial bid with documentary evidences.

ARTICLE 20 अनुच्छेद-20: INSTRUCTION TO THE BIDDERS बिडर हेतु अनुदेश -

1. Before submitting a bid, bidders are expected to examine the Bid Documents carefully, if they desire, may visit the work front, fully inform themselves of existing conditions and limitations including all items described in the Bid Documents. NO consideration will be granted for any alleged misunderstanding or the materials to be furnished, work to be performed or actual considerations to complete all work and comply with conditions specified in the Bid Document.
2. Any qualified deficiency, errors, discrepancies, omissions, ambiguities or conflicts in the Bid Documents, or there be any doubts as to the meaning of a provision or requirement, the same shall immediately brought to notice of GRSE Tendering Dept. in writing not less than 07 days prior to bid closing date.
3. It is understood that in receiving this bid, GRSE assumes no obligation to enter into a contract for the WORK covered by this bid request. GRSE reserves the right to reject any and all unqualified proposals or waive irregularities therein. GRSE reserves the right to evaluate each and every proposal and accept the whole or any part of the tender and the Tenderer shall be bound to perform the same at the rates quoted.

GRSE also reserves the right to reject any and all bids and accept the bid,

which in its opinion, appears to be most advantageous to GRSE. Receipt and review of this Bid Request constitutes an agreement of confidentiality between GRSE and each of the contracting Firms preparing its Bid. GRSE reserves the right to change the form of this request to Bids, or make clarifications thereto, within a reasonable time before date of submission of Bids.

4. General Contractors assume all safety related responsibilities for the site and will furnish and maintain its own safety program for itself and its subcontractors. Contractor are bound to comply with all applicable Environmental, Health & Safety rules, regulations, policies, procedures and guidelines when performing work in the facility or site.
5. Bidders objecting on any grounds to any bid specification or legal requirements imposed by these bidding documents shall provide written notice to GRSE within 10 calendar day from the day bid document was made available to public. Failure of a bidder to object in the manner set forth in this paragraph shall constitute and irrevocable waiver of any such objection.
6. Job is to be carried out as per SOTR and instruction of the Engineer in-charge.
7. Any Drawings or technical information attached / provided with this NIT is the Intellectual Property of the Company and will be governed by the specific Acts applicable thereto.
8. Post submission of Tender, such drawings and technical information are to be physically returned. Also all soft copies are to be destroyed and a self-certification to be submitted during CNC, failing which the processing of bid will not be taken further.
9. Contractors are responsible to clean up the area of work w.r.t. all sort of debris generated on daily basis. If they fail to do so GRSE reserves the right to perform the cleaning activity and charge the contractor with penalty of up to 25%.
10. Bidder has to declare, in what capacity he is participating in the tender viz PSU, Limited Co, Pvt. Ltd. Co., Sole Proprietorship Organization, Partnership firm, Joint Venture, etc. Supporting documents (scanned copy) confirming such status to be uploaded as attachment to Part I bid.
11. A Bidder is allowed to submit only one Bid under any capacity / status.
12. GRSE will follow the guidelines & directives as promulgated by GOI post COVID 19 pandemic outbreak. All the qualified bidders have to quote considering the same accordingly.
13. Difficulty in submitting the bid:

a) Any query/difficulty in understanding of SOTR or other technical terms may be got clarified from **Mr. Vinod Kumar Chakravarti, MGR (CDO)**, e-mail: Chakravarti.VinodKumar@grse.co.in prior to submission of offer.

b) Any difficulty in submitting / uploading of e-tender or for any system help **Mr. Saraswata Palit, SM** (GRSE E-PROCUREMENT) e-mail/ Palit.Saraswata@grse.co.in / GRSE Service Provider M/s. NIC personnel may be contacted [Land line no: 033 24893902]

14. **E-mail Address for communication** संचार हेतु ई. मेल पता: Vendor to provide e-mail address to enable faster communication.

ARTICLE 21 अनुच्छेद-21: e-BID INSTRUCTION ई बिड के अनुदेश -

a) To participate in the e-Bid submission for GRSE, it is mandatory for the bidders to get their firms registered with E-Procurement portal <http://www.grse.in/etender> or <http://eprocurgrse.co.in>

b) It is mandatory for all bidders to have class – III Digital Signature Certificate (DSC) in the name of the person who will digitally sign the bid from any of licensed Certifying Agency (CA). Bidders can see the list of licensed CAs from the link <http://www.cca.gov.in>.

c) Bidders can view / download Part-1 (Techno-Commercial) bid documents along with all attachments. They need to fill up the downloaded documents as per instruction and upload the same during bid submission. Non-acceptance of any techno-commercial criteria is discouraged. However, if there is any, it is to be commented accordingly and also stated in the separate deviation format.

d) Bidders need to fill up Part II (Price) bid online in HTML price bid format by inserting unit price only. No other attachment to the price bid will be reckoned.

e) In case the bidder does not quote his rate for any item(s), it will be presumed that the bidder has included the cost of that/those item(s) in the rates of other items and the rate for such item(s) shall be considered as **Zero** and the tender will be evaluated by the Employer accordingly and the work executed by the successful bidder accordingly.

f) Bids can be submitted only during validity of registration of bidder with GRSE e-Procurement portal.

g) The amendments / clarifications to the bid document, if any, will be posted on E- Procurement portal / GRSE web site only.

h) It will be the bidder's responsibility to check the status of their Bid on-line regularly after the opening of bid till award of work.

i) AMENDMENT OF TENDER DOCUMENT

i. Before the deadline for submission of tenders, the Tender Document

may be modified by GRSE Ltd. by issue of addenda/corrigendum. Issue of addenda / corrigenda will however be stopped 7 days prior to the deadline for submission of tenders as finally stipulated.

- ii. Addendum/corrigendum, if any, will be hosted on website / e procurement portal and shall become a part of the tender document. All Tenderers are advised to see the website for addendum/ corrigendum to the tender document which may be uploaded up to 7 days prior to the deadline for submission of Tender as finally stipulated.
 - iii. To give prospective Tenderers reasonable time in which to take the addenda/ corrigenda into account in preparing their tenders, extension of the deadline for submission of tenders may be given as considered necessary by GRSE.
- j) GRSE will follow the guidelines & directives as promulgated by GOI post COVID 19 pandemic outbreak. All the qualified bidders have to quote considering the same accordingly.

ARTICLE 22 अनुच्छेद-22: BID REJECTION CRITERIA बिड अस्वीकृति के मापदंड -

Following bid rejection criteria may render the bids liable for rejection:

1. Bidder's failure to furnish sufficient or complete details for evaluation of the bids within the given period which may range in between two to three weeks depending on the deficiencies noticed in the drawings / technical data which shall not however conflict with validity period.
2. Incomplete / misleading / ambiguous bid in the considered opinion of the Technical Negotiation Committee (TNC) of GRSE.
3. Bid with technical requirements and/or terms not acceptable to GRSE / Customers / External agency nominated, as applicable.
4. Bid received without qualification documents, where required as per the tender.
5. Bid not meeting the pre-qualification parameters / criteria stipulated in the Tender Enquiry.
6. Bid with validity expiry date shorter than that specified in the Tender Enquiry.
7. EMD validity period is shorter than specified in the tender enquiry.
8. Bidders have indicated / attached / shown any price anywhere else other than as per provision in e-portal [Art.21 (d)], then offer will be treated as cancelled.
9. Bidders who have not agreed for the fixed price till the validity of the tender or have quoted the variable price.
10. Bidder not agreeing for furnishing of the required Security Deposit (SD).
11. Bidders not submitting Original Bid Security Declaration within 7 GRSE working days from the tender closing date.

ARTICLE 23 अनुच्छेद-23: POST AWARD APLICABLE CLAUSES ठेका जारी करने के पश्चात लागू उपधारा:

i. Security Deposit प्रतिभूति जमा :

- (a) Successful bidder will deposit an amount equivalent to 3% (percent) of the total contract value (inclusive of GST) as interest free refundable Security Deposit (SD) in the form of Pay Orders/D.Ds/Bank Guarantees (in case of BG- with validity of sixty days beyond contract period as per GRSE format) on any schedule bank other than Co-operative bank payable at Kolkata, duly crossed favouring "Garden Reach Shipbuilders & Engineers Limited", within 15 days from the date of work order. In case of non-submission of SD as per schedule, penal interest will be charged for delayed period of submission of SD beyond 15 days at the prevailing SBI cash credit rate on the amount of SD to be submitted.
- (b) If SD is to be submitted in the form of BG then the same is to be forwarded directly to AGM. (Finance), GRSE, by the Bank in Banker's sealed envelope failing which same will not be accepted. Details of B.G. should also be confirmed to Ordering Department, GRSE.
- (c) SD amounts would be refunded / returned after successful execution of the job. The Contractor is to apply for release of their SD which has to be certified by Executing user dept. / nominated officer of GRSE through GRSE Ordering Dept. In the event of failure to execute the order satisfactorily or default by the Contractor, the security deposit will be forfeited.
- (d) The firms registered with NSIC (having the relevant service listed in NSIC certificate) can be exempted from submitting Security Deposit up to the monetary limit for which the unit is registered. And that of Security Deposit will be sought from the vendor if the value of purchase orders greater than the monetary limit. However this will be as per prevailing rules circulated by D.P.E from time to time. To claim the exemption, a copy of valid NSIC certificate is to be scanned and enclosed with the technical bid (Part – I) and the list of relevant activities contained in NSIC certificate should cover the activity for which tender is issued.

ii. Work Done Certificate (W.D.C.) कार्य पूर्ति प्रमाण-पत्र (डबल्यू.डी.सी)-

Work done certificate shall be prepared by the Service provider/Contractor and shall be placed before GRSE representatives to get it endorsed by GRSE CDO Department/Department concerned. Updated log book along

with actual work done shall be placed before GRSE representative to get the Work Done Certificated.

iii. **Bill Submission बिल प्रस्तुति:**

On obtaining WDC, bills to be raised (considering the checklist for Bill Submission as per Annexure-7 attached with NIT SLA) in line with order terms. Bills (in quadruplicate) with duly filled Work Done Certificate, are to be submitted by 10th day of next month, in at the Bill Receiving Counters located at the respective unit of Company. Bill is to be submitted in sealed envelope super-scribing on the envelope the Purchase Order No., Vendor code, Bill / Invoice No., Name of person / employee to whom bill is addressed, for processing.

iv. **Payment Terms भुगतान की शर्तें:**

(a) Payment will be released on quarterly progressive basis and will be paid within 30 days on receipt of bill (in 03 copies) duly certified by AGM (Design) or, his Nominated officer & supported with satisfactory duty slips and on clearance of ESI & PF liabilities from the concerned dept.

(b) Payment will be made on actual certification basis through ECS mode.

(c) No advance payment will be made in any circumstances.

v. **Liquidated Damages निर्णीत हर्जाना**

(a) The system uptime for core areas/items will be maintained as per the "Service Indicator" as mentioned in RFP. Penalty will be applicable for non-complying with the SLA.

(b) For delay in completion of work for other non-core areas/items/segments of deliverables not mentioned in SLA, Liquidated Damage will be imposed @ 0.5% per week or part thereof on the undelivered portion of the service, subject to max 5% of the total base invoice amount.

(c) Deduction calculation will be on the basis of SLA and individual price breakup which will be recorded.

(d) Calculation for deduction of penalty shall be clearly indicated in the logbook and Bidder to submit their bill accordingly after allowing deduction towards down time penalty.

(e) Deduction against non-compliance of SLA will be as per SOTR terms sl. No. 3.2.32.

vi. **Risk Purchase जोखिम खरीद**

In case the progress of work is not satisfactory and the contractor fails to maintain the schedule, GRSE reserves the right to get the work done by alternative source at the risk and cost of sub-contractor.

GRSE shall be at liberty to purchase/obtain the service from the alternative source as it deems fit, to make good such default and or in the event of the contract being terminated, the balance of the remaining service to be delivered there under. Any excess over the job price / service rates, paid and incurred by GRSE, as the case may be, over the contract price shall be recoverable from the firm. To make good the recoverable excess amount paid, GRSE shall be at liberty to invoke Bank Guarantee and/or with other available dues of the firm.

- vii. **Time of completion shall always be considered as essence of the contract / PO (कार्य समापन अवधी निविदा का मूलतत्व)** and cannot be extended for any reason whatsoever. However, in an unlikely situation beyond the control of the contractor, application for extension of due time shall be submitted by the Contractor, 1 Month in advance with proper justification duly endorsed by Engineer In-charge / PL of GRSE. Please note LD will be levied for the unexecuted portion for such time extension.
- viii. **Increase in quantity or introduction of items is strictly prohibited under any circumstances मात्रा में वृद्धी या प्रवेशन किसी भी परिस्थिती में अमान्य** - However, in an unlikely situation for completion of the job in all respect demand a minor increase of quantity or item, the same has to be brought to the notice to the Engineer In-charge/PL, in writing, sufficient time in advance. Only on approval / amendment of PO/ Contract in writing and in advance has to be considered for this additional quantity or item. Contractor should not do any such additional work on verbal clearances of any Authority of GRSE. No post facto approval request for such deviation will be accepted.

ARTICLE 24 अनुच्छेद 24: SUBMISSION OF BID बिड की पेशी -

1. Last date of submission of Bid / Date of opening of bid is indicated in Tender Document. Tender is liable to be rejected if all the requisite documents are not enclosed with the Part I, Techno-Commercial offer.
2. Date of opening of Part II offer i.e. Price Bid will be notified to all Techno-Commercially qualified bidders in due course after conclusion of TNC/CNC meetings and acceptance of Techno-Commercial offer. After opening of e-Price bids, the techno-commercially qualified bidders can view the System Generated Price Comparison Sheet from their own portal.
3. GRSE reserves the right to accept / reject any Tender in full or in part without assigning any reason.
4. Acceptance Format Matrix should be filled up and attached with techno-commercial bid as marks of acceptance of NIT/SOTR/STAC. In case of non-receipt of filled in STACs acceptance format matrix, it would be presumed that you have accepted all our terms & conditions as per GRSE tender until & unless deviation is specially mentioned in offer.

ARTICLE 25 अनुच्छेद 25: PRE BID MEETING बोलीपूर्व बैठक - A pre-bid meeting will be held on 26.05.2022 at CDO (61 Park Unit) from 10:00 a.m. to discuss the brief scope of work of the tender. Bidders interested to participate in Pre-Bid meeting should inform and forward their Pre-bid queries (if any) 48 hours before the schedule positively. Meeting venue/ Pre-bid meeting mode /link will be communicated to the interested bidders through their registered mail ID. Information to participate in pre-bid meeting and queries, if any should be forwarded in time to Mr. Ashim Ganguly, Sr. Manager (CDO) through mail (e-mail ID – Ganguly.Ashim@grse.co.in).

**A. J. KANDIR
SR. MGR (Contract)
Garden Reach Shipbuilders & Engineers Limited
43/46, Garden Reach Road, Kolkata - 700 024**

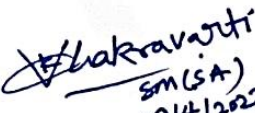

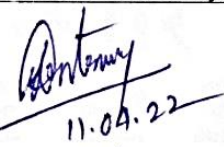
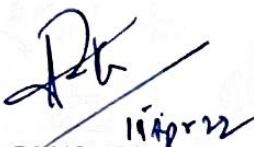
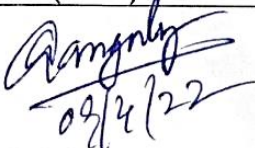
STATEMENT OF TECHNICAL REQUIREMENT (SOTR)

SOR No. CDO/IT-HW-AMC/21-22/001

For

IT Management Services &
Comprehensive Annual Maintenance Contract (AMC) of
Server, Network, Storage and other IT Components for Central Design Office
(CDO), GRSE
(FMS)



Prepared By	Checked By	Recommended by:	Approved by
 SM(SA) 09/4/2022 SM(CDO)	 AGM(ERP) 0022-04-11	 11.04.22 AGM(D)(E)	 11/4/22 GM(S)(D)
 09/4/22 SM(CDO)			

GRSE KOLKATA	SOTR for Comprehensive Annual Maintenance Contract (AMC) and FMS	SOTR No. CDO/IT-HW-AMC/21-22/001
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1 Project Overview

Garden Reach Shipbuilders & Engineers Limited (GRSE), Kolkata is a leading Public Sector Unit under the Administrative control of the Ministry of Defence, Department of Defence Production and is engaged in shipbuilding activities & manufacturing of engineering products. Detailed information about GRSE is available on its website www.grse.nic.in.

This SOTR for Selection of Firm for Comprehensive IT Management Services & Maintenance 24x7 Support (8 AM to 8 PM on-site support and 8 PM to 8 AM on-site monitoring support) for its IT Infrastructure Components at Central Design Office (CDO), 61 Park, Garden Reach Road, Kolkata-700024 with dedicated resources.

CDO, GRSE has established a **Tier 2 data centre** at its 61 Park Unit. The other Units are connected to the data centre through P2P leased lines taken from BSNL, Reliance and RailTel. **A total of around 250 approx. network users are connected to the data centre.**

The applications running in the CDO data centre include domain controller, Hyper-V, file server, design software and KMS software, SCCM, DCIM etc. CDO, GRSE also has near DR.

2 Eligibility Criteria

Bidders who is/are satisfying the following criteria only will be considered for further processing of their technical offer. If any of these criteria is not met the Bidder will be considered as not eligible and its will not be processed further. Documentary proof/evidence to be submitted for each of the following eligibility criteria.

2.1 Registered Firm

The Bidder should be a registered firm in India. Details of tie-ups for technology, equipment, infrastructure etc. must be submitted.

2.2 Not Blacklisted

The Bidder should have not been currently blacklisted /debarred due to any unethical practice or poor performance by any Central/State Government departments/organizations.

In this respect bidder to submit self-certification document on their letter head.

2.3 Experience

2.3.1 The Bidder must have minimum 5 years' experience in similar field of System Integration, implementation, providing Operation & Maintenance Services in following areas with more than 250 computers and 15 servers' setup, GRSE IT hardware infrastructure as stated in the scope of requirements mentioned in the SOTR.

1. Servers-Hardware, Operating system (windows/Linux) and common popular applications
2. Microsoft Hyper-V, clustering and System centre
3. Backup software and SAN Storage

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4. Managed VLAN Network, L3 switches, firewall, NAC
5. Data centre setup/operation on PAC, UPS, IBMS system.

2.3.2 Bidder must have experience of successfully completed at least Two (02) orders in "Maintenance for Server, Storage & Networking" with a Govt. Organization / Dept. / Reputed Commercial Establishment in last 05 (five) financial years.

- a) Documentary evidence in the form of Purchase orders / Work orders / Client contracts / work completion certificates must be submitted.
- b) At least 01 Client (User) satisfaction certificate against job order must be submitted along with the offer.

2.4 Back-to-Back OEM Support Contract

- a) For all items, which require OEM support as mentioned at enclosure-A in the SOTR, Bidders must ensure **Back-to-Back Comprehensive Next Business Day onsite OEM support** for the total contract period in the name of CDO, GRSE.
- b) Necessary contract documents to be submitted to CDO, GRSE within one month after receiving the PO.
- c) Bidder must submit the confirmation letter from the respective OEM that they are eligible for the Back-to-Back OEM contract along with the bid.
- d) Bidder will not be eligible to get any payment against the PO if above mentioned Back-to-Back documents are not submitted within time from the date of PO.
- e) If any item is obsolete and OEM is unable to provide back to back service, Bidder needs to provide BER (Beyond Economic Repair)/End of Life (EOL)/End of Support (EOS) certificate from OEM. In this case, Vendor has to provide necessary support or to replace by similar or higher equipment/software to make the system functional.

2.5 Authorised Service Provider

Bidder must be authorised service provider of **Cisco, Dell, and HP**. Documentary proof to be included in the Bid.

2.6 Kolkata Office

- a) The Bidder must have Regional Office & Service Centre in Kolkata.
- b) Minimum of **10 service engineers** of similar experience must be resident in their Kolkata Office and the same office should manage the service.

2.7 Key personnel

Bidder should include the details of qualification and experience regarding the key personnel to be involved in the Project.

Sl	Name of resource	Qualification	Experience

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3 Scope of Work (SOTR)

3.1 List of Hardware and Software

The detail list of all hardware and software to be maintained under the contract are mentioned in Annexure-A .

3.2 Scope of Work and Technical Terms

CDO, GRSE plans to have IT Management Services & Maintenance Support for its IT Infrastructure Components with dedicated resources. Also, the firm should provide support for the entire Network System for all users of CDO as well as maintain connectivity with external stake holders. A turn-key contract with single point responsibility on the Supplier /Contractor providing end to end solution. Towards the same the vendor may form consortium (or sub vendors), however GRSE will place order on only lead contractor with single point responsibility. The contract shall encompass supply of both hardware and software necessary, along with trained man power to handle and ensure the proper functionality of the system

There are five HP plotters which are under warranty up to 21.02.2024. The bidder is to provide manpower support for daily operations and maintain logbook recording of printed documents one each at CDO, Main, FOJ and RBD unit.

3.2.1 Contract Start Date

a) The contract shall be considered having come into effect from the date of acceptance of Purchase Order issued by CDO, GRSE, but not later than seven (7) days from the date of issue of Purchase Order; failing which the date of the Purchase Order will be deemed as the contract date.

3.2.2 Contract Period

- a) The total service contract period is for 3 years.
- b) The 1st PO will be issued for the 1st year AMC.
- c) The 2nd PO will be issued to the Bidder for 2nd year AMC after successful completion of 1st year AMC with satisfactory performance.
- d) Similarly, 3rd PO will be issued to the Bidder for 3rd year AMC after successful completion of 2nd year AMC with satisfactory performance.

3.2.3 Working Hours

Bidder shall render services during 24x7 support (8 AM to 8 PM on-site support and 8 PM to 8 AM on-site monitoring support). One engineer will stay at night shift for monitoring of Data centre and CDO as a whole and must have system knowledge to shut down the equipment/servers based on requirement/issue. Bidder will provide necessary support next business day on the above issues(s), if any.

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3.2.4 Emergency Working Hours

In case of emergency, the vendor shall provide service beyond normal working hours indicated above. In such cases, the respective user, who requires his machine to be repaired on urgent basis shall clear all security and other formalities for the overstay of Bidder's representative. User's representative shall have to accompany the Bidder's representative during such overstay.

3.2.5 Inventory of actual items

The selected Bidder will conduct survey within 15 days from the issue of PO to list actual items which will be accepted as the final list for the contract. **The bidder must provide unit rate of each line item.**

3.2.6 Spare Support

- a) **Bidder shall provide Comprehensive Maintenance Support for all hardware/software/ services mentioned in this SOTR including PC-Peripherals.** Bidder has to maintain adequate inventory level of vital spares like hard discs, motherboard, RAM, Printer Spares, switch and distribution switch component, UTP cable, Patch cords and all other necessary spares to ensure resolution of calls within SLA. For PC-Peripherals Bidder must identify the fault and provide necessary spare required. PC, Printers, Plotters, Scanners etc. under warranty will be excluded from the scope of Comprehensive Maintenance Support. For items under warranty, Bidder will log calls with the suppliers and resolve the issues up to the satisfaction of end users. **However, Bidder has to provide comprehensive maintenance support to all devices covered under warranty / out of warranty.**
- b) Items like encoder strip, printer heads, plastic parts, fuser assembly, Teflon cover, lamp, glass etc. necessary for printers/scanners/projectors will also be under AMC coverage except physical damage and rat bites. Genuine spare, certified by in-charge of CDO IT Section or his authorized person(s) of GRSE will only be accepted depending on the situation and availability of spare in the market.
- c) The Bidder will bear the cost associated for the repairing activities which also includes movement of the machine/labour.
- d) In case of non-availability of spare in market, Bidder must replace the complete system with equal or better system at no cost to GRSE.

3.2.7 Cost of Engineer Visit

The Bidder must bear the cost to allow their support persons to attend calls.

3.2.8 On-site Operation and Maintenance Support

- a) The selected Bidder shall provide on-site support (FMS) during the entire contract period to ensure smooth operation of entire IT system including network, software and datacentre.
- b) The scope of work for the FMS will include but not limited to the entire this scope of work.
- c) The scope includes operation, maintenance, support and system administration of all the IT components available in the CDO. If any system under warranty or AMC with other vendor will also

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cover in support however, FMS engineer will coordinate with OEM or vendor to ensure correction of faulty system.

d) The purpose and objective of each component to be understood by the Bidder to maintain the total system throughout the contract period.

3.2.9 Incident Management Process

In practice, Incidents are to have a strong process to manage and also to ensure, the same are not getting repeated in the future. Goal of the Incident Management Process are :

- a) Restore normal service operation as quickly as possible
- b) Minimize the adverse impact on business operation
- c) Ensuring that the best possible levels of service quality and availability are maintained according to SLAs

3.2.10 Incident Management

- a) Action based on Alerts
- b) Detection of problem
- c) Triggering the agency responsible
- d) Escalation process
- e) Documenting the incident for future

3.2.11 Corrective maintenance

Bidder must carry out Corrective maintenance for all related issues.

3.2.12 Centralized Helpdesk Support Services

The service will cover all IT equipment, installation and re-installation, moving, adding, configuring, and loading of OS, application software and standardization & optimization of configuration existing in Data Canter and Network equipment (Active and Passive) in CDO, GRSE.

- a) Maintaining and installing application software, as and when required and provide services, adding or removing related patches, updates etc. at client end.
- b) Maintaining record of all new machines installed and movement of IT equipment within site, changes and configuration of IT equipment.
- c) First level hardware support for the above equipment, diagnosing the problem and getting the same resolved as per the severity level assigned to it.
- d) Installing the specified software on the clients & ensuring that all software and drivers are up-to-date. Technical Support at DC end for Disaster Recovery Site has to be provided as and when required.
- e) Analyse and propose a viable & feasible techno commercial proposal for replacement/repair of old hardware after discussions with all vendors/OEMs to the satisfaction of CDO, GRSE.
- f) Virus Control - Registering and updating the anti-virus tool on the server periodically as per contract with the anti-virus tool vendor. Diagnosing and rectifying any virus problems that can be fixed by the anti-virus tool. Periodic checks of all desktops, internet usage monitoring.

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- g) All technical issues for all the IT infrastructure and also application software shall be resolved by the Bidder in consultation with OEM.
- h) If the onsite engineer is unable to resolve any issue, Bidder must depute onsite suitable expert for resolution of issue.

3.2.13 Problem Management Process

To handle the day-to-day problems, Problem management is to be achieved through problem control and error control. Basic goals of the Problem Management Process should be

- a) Problem Control
 - i. Getting the root cause of the problem
- b) Error Control
 - i. Correcting problems, Management Information related to problems, and known errors.
- c) Minimize the adverse impact of incidents and problems on the business that are caused by errors within the IT infrastructure
- d) Prevent recurrence of incidents related to errors.

3.2.14 Service Call Management

- a) Lodge calls with the service provider in case of link breakdown.
- b) Liaison with the service provider in an active way to restore the fault in early time.
- c) Periodic check-up of back-up links.

3.2.15 Network/server management

- a) Network management policies and procedures in Consultation with CDO, GRSE as per requirements. Bidder shall carry out the regular maintenance activity for the network as per the predefined frequency mutually agreed between CDO, GRSE and Bidder.
- b) Daily monitoring of LAN/WAN, trouble shooting, reporting, configuration of network equipment, call logging, creation & maintenance of domain-based architecture,
- c) Updated detailed inventory with detailed network diagram, updated IP lists & optimum management of IP addresses through DHCP/Static entry, whichever is suitable depending upon GRSE requirement.
- d) Identify the network faults and get it resolved in the shortest possible time.
- e) Switch maintenance, scheduled maintenance
- f) Network Rack dressing
- g) Preventive Maintenance activities
- h) Assistance to CDO, GRSE staff in procuring/ replacements of network equipment parts (small and major parts) as and when required.
- i) Creation of routes on Router / Firewall /servers to enable organization-wide access.
- j) TCP/IP management/reconfiguration protocols, VLAN, access list etc in switches.
- k) Network troubleshooting with tools.
- l) Time synchronization between various servers using NTP services.
- m) Overall performance monitoring and generation of logs every month.
- n) Restoration of operation of server back after any failure, using back up data.
- o) Performing quarterly system performance tuning for optimum Performance changing the system configuration parameters and reorganizing the disk space etc.

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- p) Ensuring seamless connectivity of DC and near DR. Testing of DR and recording of restoration time during fail over and fail back.
- q) Print management.
- r) Name service management, like DNS, NIS.
- s) Ensuring confidentiality of data and information and **the selected Bidder have to sign a Non-disclosure agreement (NDA) in this regard with GRSE.**
- t) Escalating unresolved problems to the OEM/Bidder for ensuring resolution.
- u) Support for installation, configuration & smooth running of various applications running on these servers.
- v) Hardware monitoring & other warnings in Syslog
- w) Bidder shall make sure upkeep of server racks and server rooms, maintenance of records/registers, logs; standard operating procedures, procedures for shutdown and restart of servers, backing-up and clearing of server logs.
- x) Bidder should carry out comprehensive maintenance (Checking, inspection, rectification, repairing, digging, re-laying etc.) of all existing network active and passive components including cables (CAT6 & FC) within CDO, GRSE Premise. The Bidder will bear all the cost of manpower for the service. Necessary tools to be arranged by the Bidder.
- y) Network calls should be attended within next business day and must be completed within 48 hours of placing the call. Delay in closing the call will attract penalty/LD.
- z) Monitoring the connectivity, both in DC and DR, are in place.
- aa) Monitoring the entire network and provide the report on uptimes as and when required by the management of GRSE.
- bb) Implementation of NAC at user end and configuration of Network Access Control device.
- cc) CDO, GRSE is using a Firewall which needs continuous monitoring, updates should be installed and firmware should be upgraded if available. Incoming / Outgoing traffic to be monitored and appropriate action should be taken to maintain a QoS
- dd) Log analysis for servers, firewall and switches/Network Access Control device.

3.2.16 Server & OS Administration

- a) Handling of Operating System (OS) related issues, installation of OS upgrades and patches, **data backup** in case re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers. Addition, deletion, re-configuration of devices and software, additional users and printers and housekeeping of servers such as disk space usage, files and folders, permissions, users' login on network etc.
- b) Server Management Services to manage the server end to end, like server administration, fine tuning, hardware and software support and upkeep of the server.
- c) Orderly system start-up and shutdown, Monitor CPU utilization, disk space usage etc. vis-à-vis thresholds.
- d) Resolve server problems like system 'hang', hard disk crash, network connection failure etc.
- e) Creating / modifying / deleting users and groups.
- f) Re-installing OS if required, installing system software.
- g) Performing periodic backup of all system files / volumes.
- h) Escalating unresolved problems to the OEM /hardware Bidder for ensuring resolution.
- i) Management of domain active directory server and file server and all other available application server.
- j) Configuration of OS existing/new features as per requirement.

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- k) Windows update using SCCM or any other available onsite software.
- l) Quarterly DR Drill

3.2.17 PC-Peripherals Maintenance

PC-Peripherals include PC, Laptop, Printer, Scanner, Plotter and Desktop UPS and Data Centre UPS. The Bidder must provide maintenance service to ensuring trouble-free operation of all the listed PC-Peripherals.

The scope of work shall include but not limited to maintaining the following: -

- a) Computer Hardware & peripherals existing at user end.
- b) Operating System
- c) Application Software
- d) Cleaning of Virus and protection by way of installation, if required & periodic updating of antivirus software.
- e) Any other necessity for satisfactory operation of the system
- f) Support Services:
 - i. Maintenance service, whenever asked for by individual user of CDO, GRSE, shall be attended by an expert or a team of experts within the stipulated time as mentioned in Service Level Indicator (SLI) table.
 - ii. Prior to re-installation of OS, software or for cleaning of virus, ensure that the user takes backup of necessary data/documents and provide the Bidder with required installation disk in readable condition with operation manuals supplied with the system.
 - iii. Safety checks and preventive maintenance of individual item at least once in every quarter (3 calendar months).
 - iv. Rectification of damage(s) and / or fault(s) arising out of and in the course of operation.
 - v. Repair of damages arising out of ageing / wear & tear of various sections, modules, components and assemblies.
 - vi. To attend day-to-day user problems like computer start-ups, graphics problem, non-availability of shared resources (like other PCs, Laptops, printers, plotters, scanners) etc., Bidder has to maintain call log system and all calls are to be attended in shortest possible time.
 - vii. To assist users in all software / hardware related issues as and when required.
 - viii. Windows update using SCCM or any other available onsite software.
 - ix. Attending Breakdown: Breakdown call needs to be attended by the Bidder as stipulated in the SLI (Service Level Indicator) table during the working hours on receipt of user's intimation. It is the responsibility of the Bidder to take the details of the machine, nature of failure, location, name of the user and other details. Failure to re-commission any defective machine for want of any of the above information shall be treated as a delay in rendering service.
 - x. All printer parts will be the part of AMC except cartridge/toner. The items like encoder strip, printer heads, plastic parts, fuser assy., Teflon cover, lamp, glass etc. necessary for printers/scanners/projector will also be under AMC coverage except Physical damage and rat bite.

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3.2.18 Software upgrades and patch updates

During the contract period all software updates and upgrades as issued by the OEM from time to time need to be provisioned.

3.2.19 Anti-virus management

- a) Provide antivirus and patch management support by periodically updating the systems and removing viruses if any existing from the entire system including servers and desktops.
- b) To provide an effective control mechanism for virus control on the network, desktops/Laptops and servers with automated online anti - virus signature update facility. Any up-gradation of software such as antivirus signatures etc. in the CDO Data Centre shall be responsibility of the Bidder during the entire period of contract. Bidder has to ensure that entire network, servers & PCs remain virus/worm free.
- c) To keep PCs, Laptops, Servers, Switches, Routers and other network devices free from viruses or worms.
- d) To educate users & be proactive about the latest virus through emails
- e) To form a virus handling procedure in consultation with CDO, GRSE and ensure that all the virus related issues are handled as per the procedure. The procedure shall include do's and don'ts for the user, the escalation mechanism, the response time, the resolution time etc. as mutually agreed between the Bidder and GRSE.
- f) Bidder shall be well informed on the emerging new viruses and alert GRSE staff as and when required in order to protect data.

3.2.20 Back Up & Restore Services

- a) Ensure that backups are taken as per defined schedule.
- b) Successfully perform the planned restoration exercises.
- c) Plan back up strategy as per mutual consent and perform backup operations as per the defined backup strategy.
- d) Decide the Restoration drill to check the backup effectiveness and conduct restoration drills with sample backed up data on a quarterly basis to confirm data integrity.
- e) Label media for identification and retrieval.
- f) User data back up on need basis
- g) Timely server backup
- h) Ensure proper storage and handling of Media to prevent data loss.
- i) Maintain log sheets of backups taken.
- j) Replace media that reach their defined life. To inform CDO, GRSE for timely procurement of backup cartridges.
- k) Weekly MIS reports on backup and restoration logs (failed reasons) monthly report on planned backup & backups actually taken & quarterly report on number of restoration drill performed and percentage of success, health status of Media and drive.
- l) To analyse and propose a commercially feasible and viable back-up policy along with hardware requirements

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3.2.21 Monitoring System Log

- a) Generation, Collection, Analysis, Maintaining and Monitoring System logs
- b) Any defective component/spare causing fault in operation would have to be replaced by the vendor as necessary, and faulty Hard disk will become GRSE property. In the event, a faulty servers/computers/Switch hardware or peripheral (except storage media), which are required to be taken out for repair outside GRSE, similar/ equivalent hardware/peripheral would have to be provided by the vendor within next working day till the original item is repaired and brought back to GRSE. All transportation charges in such an event will be borne by the vendor. In the event, some faulty item of hardware becomes irreparable owing to obsolescence of that particular model, said item of hardware will have to be replaced with equivalent/higher latest model free of charge, and that will become GRSE Asset.

3.2.22 Maintain data security of the entire system

- a) Checking the security of the entire system and in case of any breaches of security provide early restoration of system.
- b) Periodically update the security of the system as per the security guidelines.

3.2.23 Enterprise Security Management

- a) Implementing security on servers on all levels.
- b) Bidder shall form a user account creation policy in consultation with GRSE for creating, updating and deleting the user accounts in the servers.

3.2.24 Preventive Maintenance

- a) Bidder will ensure that all the hardware covered under in this contract are attended for preventive maintenance during preventive maintenance schedule.
- b) Bidder will follow a strict preventive maintenance schedule, which must be carried out at least **once in a quarter**, for each machine.
- c) Periodic preventive maintenance of all active network components and servers.

3.2.25 Asset Management

- a) Updated database for new installations, moves, adds or changes within 3 days of the activity
- b) Updated information on the asset database
- c) Create hardware asset database by recording information like configuration details, serial number, asset code, warranty and AMC details
- d) Record all installation of new machines, movement within site / locations, changes in configuration of Machines (IMAC).
- e) Track all licenses & software subscription & ensuring that the same are renewed on time
- f) In case of any assets going out of order, Bidder would do all that is needful to get it repaired or replaced and shall invite quotes from various Bidders and shall propose a well analysed proposal to GRSE for approval

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g) CDO, GRSE will be informed of emergency situations such as those that might happen due to either natural causes or electrical spikes or Battery die outs of UPS etc. as and when they occur and the deputed staff will be required to take necessary emergency steps to protect the assets.

3.2.26 Monitoring of Data Centre accessories

All the associated components in the Data Centre like UPS, Batteries, AC, Fire Prevention System, BMS etc. should be monitored and status to be registered in the Log Book Register: DCIM software configuration and monitoring.

3.2.27 Cyber security

Vendor will arrange quarterly internal audit based on provided check list. All cyber security guideline received from any agency applicable to CDO infrastructure need to be implemented/closed on priority in CDO IT system, as applicable.

3.2.28 Generation of periodic reports

- a) Reporting, Analysis & Periodic Reviews to be carried out to ensure optimal utilization of bandwidth and various IT resources.
- b) Bidder shall on monthly basis submit the server uptime report, user accounts status report to the CDO, GRSE.
- c) Maintaining of Log Book For Calls : - Bidder shall maintain a logbook that shall indicate the list of machines under the contract along with the following details:-
 - i. Date and time of Complaint lodged.
 - ii. Date and Time of System rectified & put to use.
 - iii. Routine checks/services rendered by AMC Bidder in each month.

3.2.29 Office/Storage Space

Bidder will be located and provided office space to carry out services. The upkeep of the provided space is the responsibility of the Bidder. In case a particular repair work is required to be carried over to the next working day, the end user shall arrange to provide a safe place for keeping tools/ tackles / spare parts etc. of the Bidder.

3.2.30 Service Level Agreement (SLA)

- a) The Bidder must agree to enter into service level agreement with GRSE to assume maximum feasible system quality report on system uptime and uptime service calls must be submitted in each quarter along with bills.
- b) The decision of GRSE management regarding the downtime calculation will be final. If the uptime of core areas/items, as mentioned in the Service Level Indicator (SLI) Table mentioned below, goes below the prescribed limit in any quarter then penalty will be imposed by GRSE as per Deduction of Non-compliance of SLA clause noted below.
- c) For non-core areas like CCTV, Access Control System etc. Bidder has to set right the defect/call within 07 (Seven) days beyond which LD (Liquidated Damage) will be applicable as per LD clause mentioned in this SOTR.

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3.2.31 Service Level Indicator (SLI)

The average uptime, averaged over each quarter, should be as follows:

Category of service	SLA Uptime Indicator	Normal Hours of operation	Response Time Requirement	Maximum Down time permitted per instance
Core Network Equipment at Main unit	99.9%	24X7	30 minutes	2 hours
Data centre equipment	99.5%	24X7	2 hours	5 hours
Storage Components	99.9%	24X7	30 minutes	2 hours
Servers	99.5%	24X7	2 hours	5 hours
LAN Connectivity	99.9%	24X7	30 minutes	2 hours
All other applications	99.5%	24X7	30 minutes	5 hours
Manpower	NA	24X7	NA	NA
PC and Peripherals	<u>within two hours</u> if no spare is required. Within 3 days from the time of inspection and detection if replacement of spare is needed.			
Repair of broken Cable	1. If No spare required: Within 24 Hrs. from the call reported 2. If spare/digging/re-laying required: 2 days from the call reported.			
				Total Weightage

*****Vendor must Provide the price of each segment.

- a) The Service Level Indicator will remain valid from date of placement of Purchase Order till end of the contract period
- b) The Network Equipment includes Routers, Switches and any other network Components including the passive components.
- c) The uptime of all the components will be calculated by the Bidder certified by CDO. The decision of the GRSE management regarding the downtime calculation will be final.
- d) The above criteria will however not be applicable in the instance of any Force Majeure event occurrence. Also any scheduled preventive maintenance planned along with the GRSE and informed 48 hours prior to the event in writing will be treated as exception to the above.
- e) Downtime will not be considered under the following conditions:
 - i. Repair time due to machine failure caused by confirmed environmental conditions.
 - ii. Repair time due to machine failure caused by usage of non-standard consumables.
 - iii. In case Standby Hardware is provided.
- f) Service Exclusions:
 - i. Damage due to Environmental conditions like Electrical Power Surge, Lightning and Inadequate Cooling system, Humidity.
 - ii. Damage due to Insects & Rodents.

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3.2.32 Deduction against non-compliance of SLA

- a) Uptime below SLA uptime indicator is subject to deduction of amount from Bidder's AMC Bill. Deduction will be made for each SLI segment.
- b) Deduction methodology:
- Per day AMC cost will be calculated on the basis of basic AMC cost of the issued purchase order for each segment of the SLI as mentioned above as below :
 - $$\text{Penalty Cost} = \frac{\text{Total AMC cost for the segment (or component for a year)} * \text{Number of days device down} * \text{Number of device down}}{365 * \text{Number of devices in the segment}}$$
 - Service Level uptime below 90% for major SLI segments may lead to forfeiture of the entire bill amount for that quarter.

3.2.33 On-Site Man Power (Projected)

Sl. No	Role	Qualification	Preferred Certifications	Years of Experience	No. of Personnel	Working hours
1	Network & Security Specialist	Any Graduate	CCNA/CCNP/CCSA/CC SP and Knowledge of Computer	5	1	8 AM – 8 PM
2	Server & Storage	Any Graduate	MCSE and knowledge of Linux	5	1	8 AM – 8 PM
3	Helpdesk Support Engineer (PC, DC Monitoring)	Any Graduate/ Diploma/ certificate in computer hardware	Certificate from reputed institution on Hardware Technology	5	3	8 AM – 8 PM; *one person will be available between 8 PM-8AM
4	Manpower support for operations of Plotters (8:00 AM- 5:00 PM)	HS(10+2)/ Diploma/certificate in computer hardware	In case of Diploma, Certificate from reputed institution on Hardware Technology	2	4	8 AM – 8 PM

- The successful Bidder will not be allowed for frequently changing the ONSITE engineers.
- The Bidder has to provide basic mobile/phone connections to all of its onsite resources.
- For any Emergency work, manpower may require to stay till the completion of work or up to 8PM.
- Any specialised segment manpower must be able to handle other segments' roles also.

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e) Every 24 Hrs. 09 (Nine) persons' attendance is mandatory.

3.2.34 Attendance

The onsite engineers will maintain their attendance on the register.

3.2.35 Job Outsource

None of the maintenance activities will be outsourced by the selected Bidder without prior written approval of GRSE.

3.2.36 Documentation

The Bidder shall provide the following documents as and when available and required:

- a) Detail documentation regarding all technical solutions.
- b) User Handbook/ Operators Manual.
- c) Design Specifications and Network architecture
- d) OEM's standards.
- e) General information and safety instructions
- f) System Operating instructions
- g) Cable connection diagram of various connectivity with servers, storage etc.
- h) Preventive/ Corrective Maintenance
- i) Troubleshooting
- j) Part lists
- k) Installation details
- l) Sub-Suppliers list
- m) Training Manuals etc.

3.2.37 Exclusions

The following are however, excluded from the scope of this contract:

- a) Damage due to any natural calamity.
- b) Repair of mechanical damage caused by any means other than by regular wear & tear.
- c) Any damage caused by rat / insect bite etc.
- d) Consumables like Ink Cartridge, Printer Ribbon, Tonner.
- e) Stationery.
- f) Media such as CD, DVD etc.
- g) Electrical work external to the system.

3.2.38 Delivery Schedule

Service delivery of support calls must be provided in time maintaining SLA.

3.2.39 Renewal of contract

Depending upon the performance of the delivery of the Bidder, CDO, GRSE may, after the expiry of the contract period, opt for renewal of the same contract for a maximum period of another 2 years with the same final PO price. However, GRSE reserves the right to go in for tendering process.

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3.2.40 Formal closure of the contract

The Bidder will submit all the closure reports like system status, pending issues, license status, OEM contract status, complete inventory, system password, system operation and maintenance procedures etc. 15 days before the contract end date.

3.3 Amendments to Contract

No variation or modifications of the Contract shall be made except by written amendment signed by the Parties.

3.4 Work to be executed under the Contract

a) In respect of the work to be executed under the Contract, any item (including software tools and accessories) that is not specifically mentioned in the SOTR document but is required for completing the mentioned Scope of Work should be provided at no extra cost to GRSE.

b) Multiple document, such as the RFP document and subsequent clarification documents are to be taken as mutually explanatory to each other. In case of ambiguities and discrepancies, the same shall be explained and clarified by CDO, GRSE's authorized representatives. In this regard, the decision of CDO, GRSE's authorized representative shall be final.

3.5 Completion of Contract

The successful Bidder shall so organize his resources and perform his work as to complete it not later than the date agreed to.

3.6 Extension of contract

GRSE may consider extension of the contract for operating items beyond the total project duration at the exiting P.O. rate.

3.7 Payment Schedule

Payment will be on quarterly basis on the completion of services.

3.8 Certification Authority of payments

No advance payment will be allowed. Bills for Maintenance to be raised at the end of each quarter with Support Log Details, which will be duly certified by AGM (Design), with instruction for deduction, if any.

3.9 Deduction from Contract price

All costs, damages, or expenses that the successful Bidder is liable to pay, but was incurred by CDO, GRSE, will be claimed by GRSE. The successful Bidder shall pay such claims within fifteen (15) days of receipt of the Claim. If the successful Bidder fails to pay within 15 days, then GRSE will be entitled to deduct the same from any monies due or becoming due for payment to the Bidder successful.

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3.10 LD Liquidated Damage/Penalty

- a) The system uptime for core areas/items will be maintained as per the "Service Level Indicator" as mentioned in RFP. Penalty will be applicable for non-complying with the SLA.
- b) For delay in completion of work for other non-core areas/items/segments of deliverables not mentioned in SLA, Liquidated Damage will be imposed @ 0.5 % per week or part thereof on the undelivered portion of the service, subject to max 5% of the total base invoice amount
- c) Deduction calculation will be on the basis of SLA and **individual price breakup** which will be recorded.
- d) Calculation for deduction of penalty shall be clearly indicated in the logbook and Bidder to submit their bill accordingly after allowing deduction towards down time penalty (details to be separately annexed with bill for verification & certification by User Dept.).

3.11 Damage to GRSE Properties

In case of any accident/damage to CDO, GRSE properties by the Bidder, full responsibility will be attributed to the contractor.

3.12 Inspections

- a) Authorized representatives of CDO, GRSE shall have the right to be associated with the successful Bidder's implementation team.
- b) GRSE may at its option get the successful Bidder's deliverables inspected by a third Party if it feels necessary. GRSE will bear all inspection charges on this account.
- c) The successful Bidder shall be responsible for to make good all the deficiencies pointed out during the acceptance testing at no extra cost. CDO, GRSE will not reimburse any extra cost incurred by the Bidder in meeting the deficiencies.

3.13 Inspection Authority

All supplies will be subject to CDO, GRSE's inspection and approval by AGM-Design or an appropriate authority/ agency nominated by CDO, GRSE.

3.14 Indemnity

The Bidder shall hold harmless and keep the Purchaser indemnified of, from and against all claims arising out of and/or as a result of infringement of any patent/ copy right /intellectual property right on account of use of / in connection with any deliverables covered by offer/order.

3.15 Single Point of Responsibility

The scope of the Contract shall be on the basis of single point responsibility lying with the successful Bidder completely covering the services specified under the SOTR document.

3.16 Correspondences and Notices

Any correspondence or notice from one party to another under the terms of Contract shall be served in writing either by letter or email/fax message.

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3.17 Assignment and subletting of Contract for implementation

The successful Bidder shall not assign the Contract or any part thereof to a third party without written consent of CDO, GRSE.

3.18 Use of Contract Documents and Information

- a) The SOTR documents are property of CDO, GRSE and shall not be used for any other purpose, except for execution of this Contract.
- b) All Projects related document issued by GRSE, other than the Contract itself, shall remain the property of CDO, GRSE and shall be returned to GRSE on completion of successful Bidder's performance under the Contract if so required by GRSE.
- c) The successful Bidder shall not communicate or use in advertising, publicity, sales release or any other medium unless prior written permission is obtained from CDO, GRSE.

3.19 Secrecy of Information

- i. All reports and relevant data such as Statistics / Business Processes and supporting records or materials compiled or prepared in the course of the services shall be confidential and shall be the absolute property of GRSE. You have agreed to deliver all such material back to GRSE upon completion of this contract.
- ii. You shall, at all times, during the continuance of the agreement and for a period of 10 (ten) years after its expiration / termination, shall exercise due care, caution and endeavour to keep the GRSE's confidential information confidential and accordingly not disclose any such confidential information to any other person other than for the performance of the obligations under the agreement. You shall indemnify and / or undertake that the confidential information, acquired by you during operation and/or implementation of the contract, shall not be divulged to any other person or party and shall continue to remain valid even after expiry and/or termination of 10 years.
- iii. All information given to the Bidder for the execution of the order is to be treated as CONFIDENTIAL. The technical information and other related documents should not be used for any other purpose except for the execution of the subject work. You shall give an undertaking in favour of CDO, GRSE that in the event of any breach of the stated provisions, you will make good any loss / cost / damage /any other claim whatsoever suffered by GRSE or preferred by anybody to GRSE in this respect subject to giving full opportunity to you to defend.
- iv. A separate non-disclosure agreement (NDA) as per the format of GRSE will be executed after placement of PO and before starting of the execution of the order.

3.20 Intellectual Property Rights

The successful Bidder represents and Warrants that the software tools and accessories used for the scope of work does not infringe any Intellectual property rights held by any third Party.

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3.21 Suspension of Work

GRSE reserves the right to suspend and reinstate execution of the whole or part of the work without invalidating the provisions of the Contract. CDO, GRSE will issue orders for suspension or reinstatement of the work to the successful Bidder in writing.

3.22 Contract Closure

On completion of the contract, the Items owned by CDO, GRSE will be handed over in serviceable state to CDO, GRSE. Necessary documents and status reports must be submitted by the Bidder.

3.23 General Guidelines:

- a) CDO, GRSE may conduct a pre-bid meeting to clear the doubts (if any).
- b) This document must be read in its entirety. Vendors are expected to examine all instructions, forms, terms, specifications and other information in this document. Failure to furnish all the information required by the SOTR document in every respect may result in the rejection of the Technical Bid at the Bidder's risk.
- c) GRSE reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the SOTR. GRSE reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.

3.24 Amendment to the SOTR document

At any time prior to the deadline for submission of Bids, CDO, GRSE may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder, amend the SOTR document.

In order to afford prospective Bidders reasonable time to take the amendment into account to prepare the Bid, GRSE may, at its discretion extend the deadline for the submission of Bids.

4 CONFIDENTIALITY

CDO, GRSE is currently in the process of establishing comprehensive Annual Maintenance Contract for its IT Infrastructure. CDO, GRSE expects the intending firms / companies to strictly adhere to the instructions given in this SOTR Document and maintain the confidentiality of the same.

All information contained in this SOTR Document is confidential and is provided with the purpose of enabling the Consulting firms / companies to understand the requirements / criteria of CDO, GRSE for establishment of FMS as defined in this Document.

CDO, GRSE will not be liable for any misuse of this document on part of Consulting Firms and would hold the implementing firms/companies responsible for this breach of confidentiality.

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4.1 SPECIAL CONDITIONS OF CONTRACT (Relating to Labour Laws)

a) It is expressed terms of this tender/contract that this tender/contract shall be governed strictly in accordance with all the terms and conditions as embodied in all other documents forming part of this tender/contract. The Contractor shall be responsible to produce to and /or complete under the contract exclusively with his/it's duly employed workmen solely at his/it's own risk and responsibility.

b) The definition of "workmen", "Contractor", "principal Employer", "Wages" or any other statutory terms, used elsewhere in this tender/ contract, shall have the same meaning as are assigned to them by the Contract Labour (Regulation & Abolition) act,1970 or any other applicable/ appropriate enactment.

c) While performing the contractual work, the contractor must ensure compliance with all the existing statutory labour enactment/ regulations, including the following :-

- i. Contractor Labour (R & A) Act,1970 and Central & State Rules as applicable.
- ii. Minimum Wages Act,1948.
- iii. ESI Act,1948
- iv. EPF & MP Act, 1952.
- v. The Building & other Construction Works (RE &CS) Act, 1996 & Rules

d) Contract Labour (R & A) Act, 1970 & rules framed thereunder. The Contractor is to comply with all the provisions of the Act including the following important requirements under the Act.

- i. To obtain a labour Licence issued by the Competent Authority (i.e. Licencing Officer) where the execution of works is to be carried out. The contractor, on whom the contractor is awarded by the Principal Employer /GRSE is require to obtain Licence for all the Contractor Labours working under it/him, including the Contractor Labour of his /it's sub-agency's piece rated workers or any other labour engaged by it /him in any manner for the execution of the contract at the principal Employer /GRSE premises as applicable under the relevant provision of the Act. The Contractor is to contact the Office of the Asst. Labour Commissioner, 6, Church Lane Kolkata-700 001 or any other appropriate office / Authority for obtaining /renewal of the Labour Licence etc. in respect of contractual work executed by him /it for the principal Employer/GRSE.
- ii. The Contractor shall maintain a "muster Roll Register", "Register of Wages", "Deduction", "Overtime", "Fines" and "Advance" strictly as per the provisions of the Act. The Contractor shall issue Wage Slips to the workman at least a day prior to disbursement of wages. The Registers maintained by the Contractor shall be placed for inspection and scrutiny by the concerned officer of the Principal Employer/GRSE at regular intervals and also as and when required.
- iii. The Contractor shall be responsible for payment of wages to each workman employed by it /him in accordance with law and the disbursement of wages shall be made in presence of authorised representative of the Principal Employer /GRSE. No wage period shall exceed one month and wages of every workman shall be paid within three days from the end of the wage period, in case the wage period is one week or a fortnight and in all other cases before

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the expiry of the 7th day from the end of wage period.

- iv. Contractor is required to cover all the workmen under them including those workmen of the Sub-agencies, piece rated workers or any other workers engaged by him/it in any manner under ESI & EPF & MP Acts. All these workmen are to be covered under separate Code Nos. of the Contractor. Contractor should also ensure its own PF & ESI Code while entering into the contract.
 - v. Notice showing the rates of wages, hours of work, wage period, date of payment of wages/unpaid wages, name, address and designation of Inspector, having jurisdiction, shall have to be displayed in conspicuous places and at the work site as per Rule 81(1)(i) of the Contract labour (R & A) Act and the Rules framed there under. A Notice board shall have to exclusively earmark for above purpose.
 - vi. A copy the notice as per Rule 81 (2) shall be required to be sent to the inspector and wherever any change occurs, the same shall be required to be communicated to him forthwith.
 - vii. As per Rule 81 (30) of the Act, information of commencement / completion of work of the Contractor shall have to be communicated to the Inspector within 15 days from such commencement/ completion.
- e) Photocopies of Registration Certificates of Code Nos. along with current documents/ challans etc. in support of deposit of contribution as applicable under above Act/Rules are to be submitted with Techno-commercial part of tender.

4.1.1 Compliance of EPF & MP Act

- a) The Contractor shall have own P. F Code no. against his Firm and submit the same to GRSE while entering into /finalising tender.
- b) P.F shall have to be deposited against own code of the Contractor and P.F. Challan along with Annexure for P.F deposition against Contract Labour, name wise, shall have to be submitted to the Principal Employer by the 20th of every month. Besides, all other statutory returns pertaining to P.F. are to be submitted by the Contractor in time.
- c) In the event of failure to show proof of P.F Deposit for all the workmen working under the Contractor, including workers of it's Subcontractor, payment/clearance of the right to pay the bill after suitable deduction on account of P.F. Bills of such defaulted Contractor shall be settled only on satisfactory production of P.F deposit challan in respect of Contractor Labour duly certified by the HR Dept. of the respective Unit/Main Yard of Principal Employer/GRSE.

4.1.2 Compliance of ESI Act:

- a) The Contractor shall have own ESI Code No. as against his Firm and submit the same to GRSE while entering into contract/ finalising tenders. The Contractor shall cover all the workman /employees engaged by him, under ESI Act/Scheme and pay the monthly contribution (both

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employer and employee) and shall furnish all necessary particulars to ESI Corporation as required by the said Act under their own ESI Code and also to the Principal Employer/GRSE.

b) The Contractor expressly undertake that nobody will be engaged by it/him without coverage under the Act. In case ESI Code No of the contractor is inoperative for whatever reasons, the Principal Employer/GRSE will be at liberty to deduct ESI Contributions at appropriate rates from the Contractor's Bill and deposit the same to the ESI Authority.

4.1.3 Contractors having ESI Code:

a) The Contractor will furnish a list containing details of workmen/employees to be engaged for work to the concerned Department before taking up the assigned job. Any subsequent change will have to be intimated forthwith to the concerned Department of the Principal Employer /GRSE for proper control. In addition, they will also submit documentary evidence showing all compliance with ESI formalities in respect of employees engaged in the job of the Principal Employer / GRSE. Such documents will be monthly challan for ESI deposit and certified copy of all half-yearly returns submit to ESIC etc., subject to satisfactory compliance of all formalities.

b) The Contractor engaged in Shipbuilding works is required to obtain registration under the Building & Other Construction Work Act, 1996 and Rules framed there under and is also required to maintain Registers and Records and submit returns strictly in line with the stipulated provisions of the said Act & Rules so framed.

4.1.4 Police Verification/Gate Pass

Police Verification certificates of character antecedents in respect of all employees of contractors/Sub-contractors for operating in GRSE Ltd. are required to be submitted to Security Dept./GRSE Ltd. before processing of Gate Passes.

This requirement is as per Official Secrets Act, 1923 of Ministry of Home Affairs, Govt. of India.

4.1.5 Signing of Contract

The successful Bidder shall be required to enter into a Contract with GRSE within thirty (30) days of award of the Contract or within such extended period, as may be specified by CDO, GRSE. This Contract shall be on the basis of this SOTR, TNC and PO document, the Bid documents of the successful Bidder, the LoA / Lol and such other terms and conditions as may be determined by GRSE to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

4.1.6 Prebid Meeting:

There will be online pre-bid meeting to provide clarifications of SOTR. The Prebid will be on 8th day from the date of tender publication tentatively. Bidder can send participation request and queries on mail id Ganguly.Ashim@grse.co.in .VC link will be shared to all responded bidders.

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Annexure-A

CDO IT Hardware and Software LIST FOR AMC			
SL	ITEM DESCRIPTION	QTY	Start Date (if blank field start date from the Issuance of PO)
Computer			
1	HP 8300 Processor 3rd Generation Intel Core™ i5-3470 Processor (3.60GHz,6MB), Chipset Intel® Q75, Memory 4GB (2x2GB) DDR3 1333MHz, Hard Disk 500 GB SATA,7200 RPM, Monitor Dell 19" squire TFT, Mouse3 Button ps/2 Optical Scroll Mouse, Keyboard Minimum104 Keys ps/2 keyboard Optical Drive Internal SATA DVD ROM Graphics Integrated Intel HD Graphics. 2500 Power Supply 320 Watt min 90% ,Cabinet ATX ,Operating System Windows 7 Professional Edition 32 Bit	44 Nos.	Vendor
2	LENEVO E31 Processor 3rd Generation Intel Core™ i5-3470 Processor (3.60GHz,6MB), Chipset Intel c216, Memory 4GB (2x2GB) DDR3 1333MHz, Hard Disk 500 GB SATA,7200 RPM, 19" squire TFT Monitor Lenovo 4431HE1, Mouse 3 Button ps/2 Optical Scroll Mouse, Keyboard Minimum104 Keys ps/2 keyboard ,Optical Drive Internal SATA DVD RW Drive, Graphics 1GB N- Vidia Graphics(Quadro 600),power supply 450 Watt min 92% efficient Cabinet ATX Operating System & Media Pre loaded Windows XP pro with windows XP driver media and Genuine Windows 7 Professional Edition 32 Bit recovery media	20 Nos.	Vendor
3	HP XW 4600 Intel Core 2 Duo E6600, Intel 975X Express, 4 MB L2, 1066 MHz, 2GB DDR2 SD RAM (533 MHz) expandable up to 8GB, NVIDIA Quadro FX 1500 with 256MB PCI Express, 80GB SATA, SATA 3 3GBPS, HP 16x/48x DVD- ROM 1st Drive, Gigabit Ethernet Card, 1-P, 1-S, 7 USB(2.0)external 1 internal, 2-PS/2 (KBD & Mouse), HP 2-Button optical Scroll Mouse (PS/2), HP Standard Keyboard PS/2, Integrated Full duplex audio and internal speakers, 1-PCIe x16 Graphics slot, 1-PCIe x16 (x4 electrical) slot, 1PCIe x1 slot, 3-PCI slots, Windows XP professional license; preloaded with HP Backup & Recovery Manager Software. 18" LCD Monitor	9 Nos.	Vendor

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4	HP Z440, Xeon processor, 8GB RAM, NVIDIA K420 graphics card, 500GB RAM with HP 24" monitor HP Z display (15 Monitor)	33			Vendor
5	DELL 5810 Intel Xeon CPU E5-1620 v3@3.50 GHz, 8GB RAM, 16 GB RAM, 500GB ATA HDD, NVIDIA Quadro K420, Intel Ethernet I217-LM, DELL 24" Monitors.	37			Vendor
6	Dell computer 5820 Intel Xeon CPU W-2123 v3@3.60 GHz, 6 GB RAM, ST500GB HDD, NVIDIA Quadro K420, Intel Ethernet I219-LM, DELL 24" Monitors.	47		AMC start from 1-APR-2024	Vendor

Printer					
1	HP Office jet 6500	1 No.			Vendor
2	HP Laserjet HP1505N	1 No.			Vendor
3	HP Laserjet P2055DN	1 No.			Vendor
5	HP Laserjet 712DN (CNDXH3P0WP CNDXH7X7KM, CNDXH7X7L3 and CNDXH3P184	3 Nos.			OEM back to Back
6	HP Scanjet 5000s3	1 No.			Vendor
7	HP Scanjet Enterprise Flow N9120	2 Nos.		1 nos. AMC will start from second year	Vendor
8	HP LESERJET PRO M203dn	13 Nos.			Vendor
8	Lexmark colour A3 printer CS921DE	1 No.			Vendor
9	CANON colour MF623Cdw	3 Nos.			Vendor
10	HP3000 scanner	1 No.			Vendor
11	HP 2015DN	4 Nos.			Vendor
12	HP 1010	1 No.			Vendor

UPS					
1	Emerson 1 KVA Online UPS with built in SMF Batteries. (0734300019MTOST)	1 No.			Vendor
2	APC Back UPS Es 650	5 Nos.			Vendor
3	BPE 1KVa UPS	45 Nos.			Vendor

Network

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				OEM back to Back
1	Router CISCO1941/K9	1 No.		OEM back to Back
2	CISCO 800M SERIES router	1 No.		OEM back to Back
3	CISCO 1900 SERIES ROUTER	2 No.		OEM back to Back
4	Firewall ASA 5525-X with Fire POWER	1 Nos.		OEM back to Back
5	Juniper Router	1 No.		OEM back to Back
Network Switch				
1	HP pro curve VT 1910 16-Port	1 No.		Vendor
2	Cisco Catalyst Express 500 24-Port	2 Nos.		Vendor
3	HP pro curve 2510 24-Port	1 No.		Vendor
4	TP Link SG 3428 24-Port	1 No.		Vendor
5	Cisco Catalyst Express 2960 48-Port	2 No.		Vendor
6	HP pro curve 2626 24-Port	1 No.		Vendor
7	TP Link SF 1024 24-Port	1 No.		Vendor
8	D-Link DES 1024 24-Port	1 No.		Vendor
9	ANDA S3224 24-Port	1 No.		Vendor
10	D-link Media converter	2 Nos.		Vendor
11	D-link gigabit 8port	1 No.		Vendor
Passive Components				
1	19" 9U Rack with all accessories H/N Screws, Cable Manage, AC Power Module	1 No.		Vendor
2	19" 6U Rack with all accessories H/N Screws, Cable Manage, AC Power Module	10 Nos.		Vendor
3	14U Rack with all accessories H/N Screws, Cable Manage, AC Power Module	1 No.		Vendor
4	24-Port Jack Panel	14 No.		Vendor
5	Single Information Outlet (I/O) CAT6	180 No.		Vendor
6	CAT6 UTP Cabling	=3000M		Vendor

Annexure-A

7	Patch Cord 7'	180 No.	Vendor
8	Patch Cord 3'	180 No.	Vendor
9	Fiber Cable with all accessories connections	=450M	Vendor

Servers

1	<p>HP DL 580 G7 Processors Two * Six Core Intel Xeon 2GHz E7540 Processor Chipset Intel® 7500, Cache Minimum 18 MB L3 Cache, Memory 16 GB DDR3 Registered (RDIMM) memory operating minimum at 1333MHz, Memory Features 4-way Interleaving, Advanced ECC, Mirrored Memory, Online Spare Memory, Network Controller Embedded Quad port Multifunction Gigabit Network Adapter 2 HBA card 8 Gbps with Dual Port for FO connectivity, Storage Controller's SAS Controller with min. 512 MB Flash backed write Cache, upgradeable to 1 GB. Hard Disk Drive 8x300 GB SFF 2.5" 15 k SAS drive. Optical Drive External DVD writer with USB connectivity. Graphics Integrated graphics with 64 MB DDR Memory or Better. Power Supply HP 1200W plat ht plg Redundant Power Supplies. Operating System Windows 2003 Server enterprise. S.No. CN71090625 and CN721508CT</p>	2 No.	OEM back to Back
2	<p>HP SAN STORAGE HP MSA P2000 G3 FC DUAL CTRL/6*450GB HDD S.No. 256049B442 and one HBA card for connectivity</p>	1 No.	OEM back to Back
3	<p>HP Make Proliant ML 350 G5 Storage Server. Model AE424 A Intel Dual Core 5150 Xeon Processor 2.67 GHz, 4MB L2 Cache, 3 GB RAM, 1.5TB Disk Space with 6 no.s 250GB HDD built-in Windows 2003 Storage Server Release2, Unlimited Client Access License (CAL), Suitable SCSI card with cable for connection to external LTO drive.S.No.CN781500EC</p>	1 No.	Vendor
4	<p>Dell LTO2 half Height external drive with suitable SCSI connector for connecting with Storage Server</p>	1 No.	Vendor
5	<p>KVM switch with 8 VGA port KVM Switch with 8 VGA port with console cable. Make ATEN and one foldable LCD</p>	1 No.	Vendor

Backup software

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Servers AMC From 1 July 2022 onward-back to back AMC			
S.no.	Description of Material	Qty.	Model
1	Arcserve Backup and replication software support 1. Arcserve UDP v6 Premium Plus Edition - Socket License Only Qty: 6 2. Arcserve UDP v6 Premium Edition - Managed Capacity per TB between 2 - 5 TB License Only Qty:3	1 No.	From 25 Aug 2022
1	Active Directory Server	1 No.	DELL R530
2	Backup Server	1 No.	DELL R530
3	TAPE LIBRARY	1 No.	DELL PV TL 2000
4	AVEVA Server	2 Nos.	DELL R530
5	NAS (CLUSTERED NODE)	4 Nos.	DeLL NX3330
6	SAN STORAGE/UNIFIED	2 Nos.	DeLL PV3800F
7	SAN SWITCH WITH LW PORTS	4 Nos.	Brocade EMC 300

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Data Centre UPS AC Electrical Panel Management + BMS+DCIM AMC from 01.04.2023			SL.No.	
9	RACK MOUNT KVM SWITCH	1 No.	CS-1308	F3GA-37-0163 Vendor
10	RACK MOUNT FOLDING TFT MONITOR	1 No.	CL1000	Z8G8-039-0053 Vendor
11	42U SMART COLD RACK WITH ACCESSORIES, PDU and 3.5 TR 2 Nos. AC	1 No.	WQ IRACK 42U 2AC	42U RACK WITH AC Vendor
8	ETHERNET SWITCH WITH LR PORTS	4 Nos.	DELL N3024	H010XC2 JY2ZWC2 OEM Back to Back
			8G10KLW-03	OEM Back to Back
			8G10KLW-04	OEM Back to Back
			BP3ZWC2	OEM Back to Back
			F010XC2	OEM Back to Back
1	Modular UPS with rack mount battery	1 No.	Symmetra PX 48kW All-In-One	QD1802240077 OEM Back to Back
2	2 Nos 9TR Cooling Unit with Accessories	2 Nos.	Schneider TDA	C21744000011, C21745000183 OEM Back to Back
3	Server & Network Racks with PDU and sensors	5 Nos.	APC AP3100/AP3150	JN1805005432, JN1746000710, JN1801003617, 3N1539Y01820 OEM Back to Back
4	Electrical fittings PDU/ATS	1 No.	Customised	N/A Vendor
5	40Kva K13 Rated Transformer	1 No.	Customised	N/A Vendor

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6	Data Center Software DCIM/BMS software with server and TCP/IP modbus	1 No.	Schneider DCE/DCO	Data center expert 10 rack-5A1741A00087 Data center operation 10 rack-5A1743A00002 Data center expert 25 node-5A1639A00071	OEM Back to Back	
7	Electrical Panels with Accessories	1 No.	EAP	EAP-170263/DCP	Vendor	
8	Fire Alarm system including Fire extinguishers 1 suppression cylinder 180 ltr including fire panel and suppression panel	1 No.	RAVEL/AVANI	12298100171	OEM authorised Vendor	
9	CCTV Surveillance system with 4 Cameras	1 No.	HikVision	C02594244	Vendor	
10	Access control system 3 Nos. for Data Center	1 No.	Smart-i	28216864624, 28216864623, 28216864622	OEM authorised Vendor	
11	Water leak detection system	1 No.	C SYSTEM	CS421067	OEM authorised Vendor	
12	Rodent system	1 No.	C SYSTEM	ABC016002E-05V1	OEM authorised Vendor	
Plotter AMC start form 21 feb 2023						
1	Hight end plotter HP Pagewide 5000	1 No.				
2	Mid-Range Plotter HP DesignJet T7200	4 No.				
3	A3 Printer HP Laserjet pro M706n	3 No.				
4	Desktop computer with OS HP 280 G4 with 18.5" monitor	3 No.				
5	1 KVA Offline UPS with internal Battery for 1 hour Backup	3 No.				
cisco switch and windows update AMC from 01.04.2024						
1	Dell R540 Server SL. No. 57307T2 and 572x6T2	2 Nos.			OEM Back to Back	
					from 01.04.2024	

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Annexure-A

2	SERVER FARM SWITCH L3 24 PORT CISCO WS-C3850-24XU-S S.No. FCW2251C0XL,FCW2251D0TU,FOC2251U0VM FOC2251X0NY	4 Nos.	from 01.04.2024	OEM Back to Back
3	CORE SWITCH L3 CISCO WS-C3850-24XS-E, SL. No. FCW2252D06Z,FOC2252U04X	2 Nos.	from 01.04.2024	OEM Back to Back
4	ACCESS SWITCH WITH 48 PORT CISCO WS-C2960L-48TQ-LL SL.No.: FCW2246A3LF,FCW2246A3LL,FCW2246A3LP,FCW2246A3MV FCW2246A3M2,FCW2246A3N7,FOC2441L7AC,FOC2441L79D FOC2441L76S,FCW2320A1PU	13 Nos.	from 01.04.2024	OEM Back to Back
5	NETWORK ACCESS CONTROL (NAC) DEVICE Pulse Secure PSA5000 SL. No. 320012019100117 and 320012019100101	2 Nos.	from 01.04.2024	OEM Back to Back
6	FIREWALL ASA 5525-X with Fire POWER SL.No.:JMX2252G02H	1 Nos.	from 01.04.2024	OEM Back to Back
7	SCCM SOFTWARE 200 CLIENT LICENSE Microsoft System Center License Id: 08041000	2 Nos.	Including software upgradation during support period as required from 01.04.2024	OEM Back to Back
8	SQL DATABASE SOFTWARE Microsoft SQL STD 2017 License Id: 08041000	2 Nos.	Including software upgradation during support period as required	OEM Back to Back
9	PASSIVE NETWORK CABLING and Fibre uplink between access to core switch	1 LOT	1400 mtr fibre cable with accessories	Vendor
CCTV Management				
1	CCTV 2 MP IP Network Dome camera.	23 nos.		OEM authorised Vendor
2	16 Channel NVR Video Recorder.	02 nos.		Vendor
3	4 TB Surveillance Hard Disk	02 no.		Vendor
4	Cables & its connectors	1 set		Vendor
5	CCTV system accessories like Small Rack and 10 mtr cable etc. and 2 nos. 8 port POE switch	1 set		Vendor
Access Control System Management				

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Annexure-A

Fire Control System AMC from 22.09.2023			
1	Model: COSEC VEGA CAX containing RF Card based Door Controller with 3.5" Touch Screen display, Enclosure -IP65 with Built-In ports - PoE, USB, Door Lock, Door Sense, Exit Reader, Exit Switch, Ethernet, RS-485, Aux Input and Aux Output Port etc.	6 Nos.	OEM authorised Vendor
2	EXIT SWITCH ALL DOOR BACK SIDE	6 Nos.	
3	Single Door EM LOCK 600 LBS (make- Algatec)	4 Nos.	
4	Double Door EM Lock 600 LBS (make- Algatec)	2 Nos.	
5	1 KVA Offline UPS with internal Battery for 1 hour Backup	1 No.	
6	CAT 6 UTP Cable	300 Mtr	
7	2 CORE POWER CABLE	300 Mtr	
8	Cosec Application Software Dongle based perpetual licence	1 No.	
9	8 PORT NETWORK SWITCH	1 No.	
1	ADDRESSABLE FIRE ALARM PANEL SYSTEM (Siemens)	1 No.	
2	ADDRESSABLE ACTIVE REPEATER PANEL	1 No.	
3	ADDRESSABLE MULTI-CRITERIA DETECTOR	145+35 Nos.	
4	ADDRESSABLE ROR HEAT DETECTOR	8 Nos.	
5	ADDRESSABLE DOUBLE ACTION MANUAL STATION	8+1 Nos.	
6	HORN WITH MULTI-CANDELA STROBE	8+4 Nos.	
7	GSM DIALLER MODULE FOR SMS SERVICES	1 No.	
8	GRAPHIC ANNUNCIATOR SOFTWARE WITH LICENS	1 No.	
9	ADDRESSBLE MODULE-ISOLATOR/MONITOR/RELAY	1+1 Nos.	
10	RESPONSE INDICATOR	70+30 Nos.	
11	UPS FOR POWER BACKUP FOR PANEL	1 No.	
12	GLOW SIGNAGE	10 Nos.	
13	SCREENED TYPE UNARMOUED FRLS CABLE	1500+800 Mtr	
14	ARMOUED FRLS CABLE	500 Mtr	

from 22.09.2023
OEM Back to Back/ OEM authorised Vendor

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15	PVC CONDUIT FOR CABLE	1 No.		
16	3 KG CO2 TYPE PORTABLE FIRE EXTINGUISHER	20 Nos.		
17	6 KG ABC TYPE PORTABLE FIRE EXTINGUISHER	10 Nos.		
18	FIRE BUCKETS (FILLED WITH SAND)	6 Nos.		
19	SEAMLESS 80 LTR CYLINDER WITH VALVE	2+2 Nos.		
20	WARNING SIGN OUTSIDE ROOM	2 Nos.		
21	WARNING SIGN INSIDE ROOM	2 Nos.		
22	NOZZLE	4+2 Nos.		
23	MANUAL AND AUTOMATIC RELEASE SWITCH	2+1 Nos.		
24	ABORT SWITCH	2+1 Nos.		
25	GAS RELEASE PANEL	2+1 Nos.		
26	PIPE FOR SUPPRESSION SYSTEM	2+1 set		
Video conference Device AMC from 01.11.2023				
1	Logitech HD Camera with remote and Microphone Logitech Group S.No. 2025LZ57PHY8	1 No.		
2	LG Interactive TV 65" Full HD LG 65TC3D S.No.911KCTBMMK097	1 No.		
3	EPSON projector with Ceiling mount bracket EPSON EB-2265U S.No. X312050004L	1 No.	from 01.11.2023	Vendor
4	Motorized Screen with remote with Ceiling/Wall mount bracket (1 Nos.)	1 No.		
5	Accessories, like 2 Nos. HDMI and 4 Nos. DVI cable or HDMI USB converter approx. 10 mtr	1 Set		
Projector and TV				
1	Sony Projector VPL-EX145 S.No.5027929	1 No.	one spare lamp required	
2	Sony 42 LCD SCREEN MONITOR	1 No.		Vendor
1	Playcom vc unit with microphone warranty till 03 Nov-2024 BCC 950 S.No. 2040LZ51MUJ9,2040LZ51MUJ9	2 Nos.	04-Nov-24	Vendor
Man Power (deputation of additional man power as and when required)				

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GIRSE KOLKATA Department: CDO	SOTR for Comprehensive Annual Maintenance Contract (AMC) and FMS	SOTR No. CDO/IT-HW-AMC/21-22/001	PAGE 11 OF 12
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Annexure-A

Sl. No.	Role	No. of Personnel	Qualification and Preferred Certifications	Year of Experience	
1	Network & Security Specialist	1	MCA/BCA/Degree in Engg. in Comp. Sc./Sc. Graduate/Diploma in IT CCNA/CCNP/CCSA/CCSP	5	On bidder payroll
2	Server & Storage	1	MCA/BCA/Degree in Engg. In Comp. Sc./Sc. Graduate MCSE, RHSE	5	On bidder payroll

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GRSE KOLKATA
Department: CDO

SOTR for Comprehensive Annual Maintenance
Contract (AMC) and FMS

SOTR No. CDO/IT-HW-AMC/21-22/001
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Annexure-A

3	Helpdesk Support Engineer (PC, DC Monitoring)	3	Any Graduate/ Diploma in IT Certificate from reputed institution on Hardware Technology	5 On bidder payroll
4	Manpower support for operations of Plotters (From 3rd year AMC)	4	HS/Diploma in IT in case of Diploma, Certificate from reputed institution on Hardware Technology	2 On bidder payroll



FORMAT FOR EXECUTED RELEVANT JOBS DURING LAST 05 YEARS

1. **Name of the Bidder:**

2. **Job Description:**

3. **Tender Reference:**

(A) Details of Executed relevant jobs (During last 05 years ending on 31st March, 2022):

Sl. No.	Description of Executed relevant jobs	Order No. & Date (Supporting soft or, hard copy to be submitted)	Start & Completion date as per Order	Actual start date	Actual Completion Date	Order placed by	Scope of work for executed contract (To quantify)	Details of Resources Deployed	Work completion certificate Ref. No. & date (Supporting soft or, hard copy to be submitted)

(Signature of Authorized Representative)

Date:

Name:

Designation:

Note: Please add additional pages if required



FORMAT FOR FINANCIAL ELIGIBILITY
(To be submitted in Company's Letterhead)

1. **Name of the Bidder:**
2. **Job Description:**
3. **Tender Reference:**

Financial Data for evaluating Financial Eligibility :

SL. No.	Financial Years	Turn Over (Rs. In Lacs)
1	2020-21	
2	2019-20	
3	2018-19	

(Signature of Authorized Representative with official seal)

Date:

Name:

Designation:



**FORMAT OF SELF-CERTIFICATION FOR DECLARATION REGARDING BLACKLISTING/
TENDER HOLIDAY**

(To be submitted in Company's Letterhead)

I / We, Proprietor/ Partner(s)/ Director(s) of M/s. -----
hereby declare that our firm/company namely M/s.-----
-----have neither been blacklisted nor have received any tender holiday by
any PSUs/Central & State Govt. Organizations or any other Government / Quasi
Government Organizations during last 03 (three) years ending on 30.04.2022 from
taking part in Government tenders.

I / We Proprietor/ Partner(s)/ Director(s) of M/s. ----- hereby
declare that our firm/company namely M/s.-----
-----has received tender holiday from M/s----- (name of
PSUs/Central & State Govt. Organizations or any other Government / Quasi
Government Organizations) from taking part in Government tenders for a period of -----
--- months w.e.f.-----to ----- (date). The period is over on -----
(date) and now our firm/company is entitled to take part in Government tenders.
(relevant withdrawal/revocation document is attached).

In case the above information are found inappropriate, I/We are fully aware that the offer
submitted by our firm / contract awarded to our firm/company namely M/s -----
-----will be rejected/cancelled by M/s GRSE, and EMD/SD
shall be forfeited and appropriate action will be taken in accordance with the vendor
policy of GRSE.

Signature -----

Name -----

Designation: -----

Name & address of the firm: -----

Date:

Signature of Bidder with Seal.

**CHECK LIST OF STATUTORY RESPONSIBILITY OF CONTRACTOR
THE CONTRACT LABOUR (R& A), ACT, 1970 AND CENTRAL RULES, 1971**

SL. NO.	NATURE OF STATUTORY REQUIREMENTS	FORM NO.	RESPONSIBILITY	REMARKS
01	Labour License	Form -II	Contractor	Contractors engaging 20 or more contract labours would apply for obtaining labour license (in triplicate) to the ALC (C), Kolkata. A copy of the license should be submitted to concerned Unit HR Department. <i>Note:</i> The Contractor cannot deploy more than the number of workmen mentioned in the license on any day.
02	Renewal of labour license	Form -II	Contractor	The contractor shall apply to the ALC(C), Kolkata for renewal of license at least 30 days prior to its expiry. A copy of the acknowledgement / renewed license should be submitted to concerned Unit HR Department.
03	Notice for commencement / completion of work	Form-VII	Contractor / Principal Employer	The contractor shall submit Form - VII to the Inspector / Labour Enforcement Officer (C), Kolkata within 15 days intimating the actual date of commencement / completion of the work. The receipted copy of Form - VII should be submitted to concerned Unit HR Department.
MAINTENANCE OF REGISTERS				
04	Employee Register	FORM - A	Contractor	Comprising of personal details like name, father's name, DOB, Address etc. of the workmen engaged by the contractor.
05	Wages Payment Register	FORM - B	Contractor	Comprising of current rate of minimum wages, employees PF & ESI contribution and other allowances, if any.
06	Register of Loan / Recoveries / Fines etc.	FORM - C	Contractor	To maintain record of loans, fines and advances given, if any and monthly record of recoveries.
07	Attendance Registers	FORM - D	Contractor	Data of daily attendance of each workmen engaged by the contractor indicating their in and out time.

SL. NO.	NATURE OF STATUTORY REQUIREMENTS	FORM NO.	RESPONSIBILITY	REMARKS
08	Employment Card	Form – XII	Contractor	Every contractor shall issue employment card / appointment letter to their contract workers within 03 days from their date of employment.
09	Service Certificate	Form – VIII	Contractor	To be issued by the contractor upon termination of employment / completion of work etc.
10	Wage-slip	Form – XIX	Contractor	Contractors shall issue wage-slip to their workmen at least 01 day prior to disbursement of wages.
11	Annual Return	Online Submission	Contractor	Every Contractors shall prepare Annual Return for the previous year which is submitted online by the Contractors' in <i>Shram Suvidha</i> Portal to the Registering Officer within 31st Jan of the following year.

**CHECK LIST OF STATUTORY RESPONSIBILITY OF CONTRACTOR
COMPLIANCE OF OTHER STATUES FOR ENGAGEMENT OF CONTRACTORS' WORKMEN**

Sl. No.	Relevant Statues	Responsibility	Compliances to be ensured as per the Statute
01	The Factories Act, 1948 & West Bengal Factories Rules, 1958	Contractor	<p>1. <u>Leave with Wages</u>: Every worker who has worked for a period of 240 days or more is entitled to get leave with wages to be calculated one day for every 20 days of work performed by him.</p> <p>2. <u>Payment of Overtime</u>: Where a worker has worked for more than 09 hours in any day or for more than 48 hours in a week, he shall, in respect of overtime work, be entitled to wages twice the hourly rate.</p> <p>3. <u>Hours of Work</u>: The total nos. of hours of work in a week, including overtime, shall not exceed sixty.</p> <p>4. <u>Hours of Overtime</u>: The total hours of overtime shall not exceed fifty in any quarter i.e. during three consecutive months for any worker.</p>
02	Payment of Wages Act, 1936	Contractor	Contractors (employer) engaging less than 1,000 persons have to pay wages before expiry of the 7th day after the last day of wage period.
03	The Minimum Wages Act, 1948	Contractor	Contractors (employer) shall pay minimum wages to every worker as per the Central rates circulated by the Management from time to time.
04	The EPF & MP Act, 1952	Contractor	<p>1. Every contractor shall obtain the following before commencement of work:</p> <p>(a) PF Code No. of the firm.</p> <p>(b) PF UAN i.r.o of the workmen engaged by him.</p> <p>(c) Ensure submission of nominee and dependent details while applying for UAN of workmen.</p>
		Contractor	<p>2. Every contractor shall contribute towards PF @ 12% of the monthly wages of each workman as employer's share and recover 12% of monthly wages from each employee, as employees share and thereafter remit the entire amount to EPFO i.r.o every workman engaged by him. The contribution for the preceding month should be remitted prior to expiry of the 15th day of the following month. Contractors (Employers) are also required to bear the administrative charges as applicable.</p>

Sl. No.	Relevant Statutes	Responsibility	Compliances to be ensured as per the Statute
05	The ESI Act, 1948	Contractor	1. Every contractor shall obtain the following: a) ESI Code No. of the firm b) ESI code no. i.r.o of the workmen engaged by him c) Ensure submission of nominee and dependent details while applying for ESI TIC (E-Pehchan Card).
		Contractor	2. Every contractor shall remit ESI contribution (employers' share @ 3.25% and employees' share @ 0.75%) i.r.o every workman engaged by him for the preceding month prior to expiry of the 15th day of the following month.
06	The Payment of Bonus Act 1965 & Rules	Contractor	1. Contractors shall pay annual bonus to their workmen (Contract Labour) drawing wages below and upto Rs. 21,000/- per month. Bonus will be payable minimum @ 8.33% and maximum @ 20% of annual wages.
		Contractor	2. Register in Form - C format {Rule 4(b)} of 'The Payment of Bonus Act, 1965' is to be maintained by the contractor for submission of Annual Return as per the Act.

RESPONSIBILITIES OF CONTRACTORS OVER AND ABOVE THE STATUTORY REQUIREMENTS

- (i) Contractors shall take all necessary steps for disbursement of wages through bank-transfer and issue a payment notice at least 02 days prior to such bank-transfer for information of respective unit HR Dept. as well his workers. (should be incorporated in the contract document in the Payment Terms).
- (ii) All contractors should obtain labour-licenses prior to commencement of work. Principal Employer shall not allow any contractor without license.
- (iii) All outsourced jobs are required to be supervised by a Supervisor duly appointed by the Contractor. The contractor should declare the name and contact number of the supervisor(s) against each P.O before commencement of work and submit the details of the supervisor(s) to the respective unit HR Department. He should keep adequate nos. of supervisors to supervise and co-ordinate the execution of job by contract labours. (The principal employer must check that the name and number of the supervisor which has been provided by the contractor, whether the same person is coming as the said supervisor).
- (iv) The supervisor's name should not be mentioned in the employee register as he is not a contract labour.
- (v) Supervisor of concerned contractor should be present in the work-site where the contract labours of the concerned contractor are supposed to work. To ensure the presence of the supervisor, their attendance may be recorded by the user department on daily basis.
- (vi) Contractor should mention the name of his Supervisor / agent / manager in Form-II which is to be submitted to ALC (C) for obtaining labour license.
- (vii) The supervisor should maintain the attendance register of their contract labours (Form-D) which may be randomly checked by the Officers of the user department. This attendance register will be submitted by the contractors on monthly basis along with the wages-payment registers to the respective unit HR Depts. for obtaining certification of payment of wages to each contractor labour based on their daily / monthly attendances.
- (viii) Contractors must submit details of their firms in the Appendix B1 format prior to commencement of work. They must also submit details of their contract labours in B2 formats for making new gate-passes for the purpose of entry / exit prior to the engagement of such contract labour.



ANNEXURE – 7

CHECK LIST FOR BILL SUBMISSION - for Service Contracts				
A. GENERAL PARTICULARS: (to be checked and submitted by Contractor/Vendor)				
A.1	BTN (as per BTS System):-			
A.2	Invoice No and date / E-Invoice No. & Date (if applicable for the vendor) (Original & in triplicate)			
A.3	PO Number			
A.4	Name of Vendor			
A.5	Location of work :	MW / RBD/ FOJ/ TU / 61Park/Vendor's premises		
I. For RA Bill (Running/Progressive bill) (Put ✓ Mark)		YES	NO	NA
A.6	PO Number and date verified with Invoice:			
A.7	Vendor Name & Address in Invoice verified with Purchase Order:			
A.8	Vendor Code as in PO verified with Invoice:			
A.9	Original certified WDC enclosed :			
A.10	Whether WDC is Certified by the Authorized Person as per PO / SOTR with Rubber Stamp			
A.12	HSN/SAC code is as per PO			
A.13	GSTIN No. is as per PO			
A.14	GST % is as per PO			
A.15	Security Deposit (SD) submitted as per PO			
A.16	PBG of equivalent amount submitted, as per PO			
A.17	Compliance of Statutory Liabilities of labour as per PO			
II. Applicable for Final/Balance Bill (Put ✓ Mark)				
A.20	Certified Job Completion Certificate (JCC) enclosed			
A.21	MRS as per PO terms enclosed (If applicable)			
A.22	Guarantee Period (GP) expired as per PO term			
A.23	PBG of equivalent amount submitted, if GP is not over (If Yes, copy to enclose with the bill)			

Signature of Vendor's representative
with Seal/Stamp

Note: Transaction fee of Rs. 500.00 for first return & Rs. 1000.00 for subsequent return of bill with inappropriate documents will be charged.

CHECK LIST FOR BILL SUBMISSION - for Service Contracts				
For GRSE Use Only				
B.	To be checked and verified by Bill certifying authority (Put ✓ Mark)	YES	NO	NA
B.1	Whether Bill has been forwarded through BTS			
B.2	Whether WDC is Certified by the Authorized Person as per PO / SOTR with Rubber Stamp			
B.3	Job starting & Completion Date (Schedule & Actual) indicated in WDC			
B.4	Certification of Penalty/ Recovery from bill indicated in WDC, if applicable			
B.5	Whether Bill is Certified by the Authorized Person as per PO / SOTR with Rubber Stamp			
B.6	Certification of Penalty/ Recovery from bill as per WDC, if applicable			
B.7	Service Entry Sheet(SES)/GR in line with WDC, PO & Invoice			
	For Final/Balance Bill (Put ✓ Mark)			
B.8	Certified MRS copy as per PO terms enclosed (If applicable)			
B.9	Guarantee Period (GP) expired as per PO term and JCC			
B.10	PBG copy of equivalent amount till GP validity enclosed(if GP is not over)			

Signature of GRSE Bill Certifying Authority
with Designation