

**REQUEST FOR PROPOSAL**

**FOR**

**HIRING OF TECHNICIANS FOR MAINTENANCE OF IT  
INFRASTRUCTURE AT VISAKHAPATNAM PORT TRUST,  
VISAKHAPATNAM**

**Tender No. ECIL / CSD / 90 - 0109 dated 13.03.2013**



**ELECTRONICS CORPORATION OF INDIA LTD  
( A Government of India Enterprise )**

**Customer Support Division**

**ECIL PO**

**HYDERABAD – 500 062**

**Website: [www.ecil.co.in](http://www.ecil.co.in)**

**Tel No. 040-2712 2778 / 2718 2488 Fax No. 040-2712 2071**

**E-mail Id: [csdpurchase@ecil.co.in](mailto:csdpurchase@ecil.co.in)**

## **Introduction:**

Customer Support Division of Electronics Corporation of India Limited (ECIL) has been providing maintenance support to total IT infrastructure of its client Vishakhapatnam Port Trust (VPT), Vishakhapatnam for more than 20 years. ECIL intends to hire the services of a capable agency who can provide qualified and experienced technicians who will work with ECIL team for maintenance of the IT infrastructure at VPT on 24X7 basis. IT infrastructures include various types of Servers, Clients, Printers, communication exchange, Networking equipments, Cable maintenance etc. The spares required for maintenance of the systems / equipments shall be provided by ECIL / VPT.

### **1.0 Scope of work**

- 1.1 Maintenance of IBM, HP, Lenovo, HCL , Dell etc. and other makes of Desktop PCs (around 850 nos.) located across the premises of ECIL's Client Organization VPT, Visakhapatnam.
- 1.2 Maintenance of Printers of HP, EPSON, SAMSUNG, TVS etc. make (around 240 Nos.) installed across VPT campus.
- 1.3 Maintenance of VOICE & DATA Network consisting around 70 Network Switches running 140 KMS of UTP Copper, around 50 KMs Optical fiber (SMF &MMF) and around 200 KMs of telephone cabling supporting 2000 Nos. of Telephone connections with all the relevant networking components and spread across the premises of ECIL's Client organization VPT at Visakhapatnam (It may be noted that almost entire cabling was laid underground for the above specified lengths). The scope of maintenance of network includes attending to the faults arising in the cable plant, rectification of the faults at the user terminal ports and other calls of preventive maintenance as directed by ECIL.
- 1.4 Management of HELP DESK services viz. Registering the end user call on VPT provided Help Desk computer system, Recording the call completed status, pending status etc on the system, generating call logs and all other reports which are stipulated by ECIL/VPT. The Hardware and software for the Help Desk will be provided by VPT. In the absence of the Help Desk computer system, the above help desk services shall be done manually.
- 1.5 Network related activities as mentioned below across VPT campus:
  - 1) UTP Laying
  - 2) IO Fixing
  - 3) Jack panel fixing
  - 4) LIU fixing
  - 5) Rack Fixing

The rates for the above jobs shall be quoted on Unit Rate basis. ECIL may utilize the services as and when need arises.

- 1.6 Network cable maintenance like cable dressing, labeling of UTP, Fiber cables and Telephone cables, checking of jack panels, checking of connections , LIUs, MDFs and junction boxes once in a quarter.

## **2.0 Eligibility Criteria:**

- 2.1 Vendor should have experience of Facility Management Service contracts for maintenance of IT infrastructure which includes Desktop PCs, Printers, Network switches, Fiber & UTP data network and Telephone network. Supporting relevant documents to be produced as proof.
- 2.2 Vendor should have turnover of more than 1 crore per annum on Facility Management Services for the last three years. Supporting relevant documents to be produced as proof.
- 2.3 Vendor should have an office in Visakhapatnam (Supporting relevant documents to be produced as proof).

## **3.0 Terms & conditions :**

- 3.1 The following manpower shall be deployed by the successful bidder at VPT, Visakhapatnam for providing round the clock services on 24 x 7 basis.

General Shift (09.30 AM to 5.30 PM)	07 Technicians
1 <sup>st</sup> shift (06.00 AM to 02.00PM)	02 Technicians
2 <sup>nd</sup> shift (02.00 PM to 10.00 PM)	02 Technicians
3 <sup>rd</sup> shift (10.00 PM to 06.00 AM)	02 Technicians
Printer expert (9.30 AM to 5.30 PM)	02 Technicians

In addition to the above there shall be ONE administrator cum site In-charge from 09.00 AM to 06.00 PM. His major activities involve (i) assigning the calls to respective technician and monitoring the call resolution (ii) Generating periodic reports about the call status and when ever insisted by ECIL personnel (iii) Maintenance of attendance (iv) Arrangement of alternate person if any one goes on leave or resigns (iv) Arranging resource to the engineers required for carrying out their activities (v) logistics support etc. The manpower shall be positioned on a 24 x 7 basis. If required manpower are to be deployed on Sundays and Holidays.

The list of manpower deployed along with qualifications and experiences shall be furnished to ECIL site engineer-in-charge. If required, ECIL can interview and approve the manpower proposed for deployment for the job.

- 3.2 The successful bidder shall ensure availability of the suitable transport for all the technicians including materials transport vehicle during respective shifts. The damages occurred to the persons or materials during the transportation shall be

sole responsibility of the vendor and the cost of damaged material shall be deducted from the vendor's bill. Also any spares given to the technicians for maintenance purpose and the same gets damaged due poor handling, the same to be replaced or repaired at vendors cost.

- 3.3 The successful bidder shall equip their technicians deployed for complying with the contract with all the necessary tools and test equipment for carrying out the activities mentioned under the scope of work.
- 3.4 The successful bidder shall ensure availability of the committed manpower during the respective shifts. Penalties will apply as per clause no. 7.0 of this terms and conditions in case this vendor defaults to comply with the stipulated requirements.
- 3.5 The technicians deployed by the successful bidder shall abide by the guidelines, rules, regulations and code of conduct set forth by ECIL and VPT from time to time. Any technician found to be not suitable in this regard by ECIL/VPT, shall be withdrawn and suitable replacement shall be provided immediately without prejudice to the committed manpower.
- 3.6 The successful bidder is responsible for the safety and security of the manpower deployed and shall adhere to all the relevant safety regulations as stipulated by VPT. The vendor shall indemnify ECIL/VPT for any violation, negligence by their personnel in this regard.
- 3.7 The successful bidder shall prepare and submit to ECIL, Customer Service Reports (CSR) in ECIL's standard format for each attended/completed call including preventive maintenance calls and subsequently a monthly system performance report.
- 3.8 The successful bidder shall arrange & equip their personnel with necessary communication facilities like telephone, cell phone etc, as required to carry out work under scope of this order.
- 3.9 ECIL reserves the right to accept or not the assigned resource. Also reserves the right for asking for replacement of a resource in case performance of the resource is not satisfactory/indiscipline and successful bidder has to replace the resource immediately with the approval of ECIL site In-charge.
- 3.10 The successful bidder's administrator shall functionally report to the ECIL's site engineer in-charge at the site office, VPT, Visakhapatnam and follow his directions and instructions for performing the maintenance operations smoothly. The Vendor's administrator shall rectify any shortcoming / deficiencies in services or resources as observed by the ECIL site engineer in-charge.
- 3.11 All the system down calls shall be attended within thirty minutes from the time of reporting. Whenever any call is not completed within four hours, the same shall be brought to the notice of ECIL site Engineer In-charge.
- 3.12 The successful bidder shall adhere to all statutory laws related to Labor, ESI, PF etc. The vendor shall indemnify ECIL/VPT against any such violations. The vendor shall pay all statutory taxes and contributions like ESI, PF etc. and submit a certificate to ECIL to that effect.
- 3.13 If vendor is registered under MSE, supporting document shall be produced.
- 3.14 Successful bidder shall submit a performance Bank Guarantee for the amount equal of 10% of the Contract value and the same shall be valid up to 45 days after completion of the contract period.

- 3.15 Successful bidder has to commence the activities within 10 days after receipt of P.O. / LOI.
- 3.16 Successful bidder shall make salary payments to all the employed persons in time as terms of the contract of appointment. If job is affected due to non payment to the deployed persons the vendor will be held responsible. Vendor has to submit a certificate along with the bill certifying that the due payments to all the deployed persons have been made.
- 3.17 ECIL has the right to terminate the contract with one month notice if the performance of the successful bidder is found to be not satisfactory in any aspect or if the contract with our customer is terminated.
- 3.18 Successful bidder should provide standard make Tools & Test equipment as mentioned below:

i)	Digital Multimeter	5 Nos.
ii)	RJ45 / RJ11 Crimping tool	4 Nos.
iii)	Screwdriver set	10 Nos.
iv)	Cutting Plair / Nose Plair	10 Nos.
v)	Telephone Krone toll	4 Nos.
vi)	Soldering Iron	2 Nos.
vii)	LAN Tester	3 Nos.
viii)	Bags for carrying tools	10 Nos.
ix)	Wire cutters & stripers	10 Nos

Above list may not be exhaustive.

## **7.0 Penalty:**

Non-posting of the Resource will have a penalty of Rs.500/- per day

Absenteeism of the resource will have a penalty of Rs.300/-

## **8.0 Spare Parts Supply:**

All necessary working spares for maintenance under the scope of this contract will be supplied by ECIL's site office located at VPT, Visakhapatnam to the technical personnel deployed by the vendor at the site as per terms and conditions at free of cost. The bad spares taken out from the systems shall be returned to ECIL. It is the responsibility of the vendor to make good of the loss of any spares in this process.

## **9.0 Payment Terms:**

Payment will be made on quarterly basis, submitted along with attendance and performance certificates duly signed by ECIL site In-charge.

## **10.0 Duration of the Contract:**

The duration of the contract shall be initially for a period of 12 months from the date of commencement of operations which may be extended for one more year or part with same rate and terms & conditions.

## **11.0 Qualification Criteria and Certifications for manpower deployed:**

All the technicians deployed by the successful bidder, shall possess minimum first class Diploma in Electronics & Communication from a Govt. recognized Polytechnic College / B.Sc. (Computers/Electronics) with minimum 2 years experience in relevant area from a reputed organization.

### **Certifications:**

It is mandatory that there should be at least one CCNA certified and one Microsoft certified persons among the deployed technicians.

## **12.0 Disputes and Settlements:**

12.1 In case of differences of views in the interpretation of the AGREEMENT for settlement of the payments or for any other situations, a committee of three members, one nominated by the ECIL, one nominated by the successful bidder and third, a professional from outside ECIL and Vendor, chosen by mutual consent will be constituted and the decision of the committee shall be binding on both the parties.

12.2 The cost associated with the committee shall be borne by ECIL and successful bidder on equal basis.

12.3 However, in case of disagreement or failure to nominate the mutually agreed third member, the normal legal process shall be open to both the parties under the jurisdiction of the courts in Hyderabad.

## **13.0 Bid Submission**

All the vendors submitting the bid should submit an EMD of Rs.50,000/- in the form of DD in favour of ECIL, Hyderabad, from a nationalized bank. The Quotes received without EMD will not be considered for evaluation purpose and are liable to be rejected.

Validity of the quote should be 60 days from the date of opening of the bid.

The quote should indicate all the taxes clearly.

The bid should be submitted in two parts: Part-A and Part-B, in separate sealed envelopes super-scribed as 'Part-A: TECHNICAL BID' and 'PART-B: COMMERCIAL BID' respectively. Part-A shall contain i) Clause by clause Compliance for enquiry and Annexure-1 ii) Certificates / Documents related to eligibility criteria. Part-B shall contain only Price bid in given format. Both envelopes along with EMD Bank draft should be put in a separate sealed envelope and super-scribed by the following.

- “Bid for Manpower services for maintenance of IT infrastructure at VPT, Visakhapatnam”
- “Tender Enquiry No. : ECIL / CSD / 90 – 0109”
- “Do not open before – 15:00 hrs – 05.04.2013”
- Name and address of the bidder.

**Offer to be submitted to the following :**

**Incharge, Purchase**

**CSD/FSG**

**Electronics Corporation of India Ltd.**

**ECIL PO**

**HYDERABAD – 500 062**

**Ph: 2718 2488, 2712 2778**