THE INSTITUTE OF Company Secretaries of India
IN PURSUIT OF PROFESSIONAL EXCELLENCE
Statutory body under an Act of Parliament

'ICSI HOUSE', 22 INSTITUTIONAL AREA, LODI ROAD
NEW DELHI – 110 003

TENDER DOCUMENT
Sub: Tender for Facility Management Services (FMS)

Tender No. : Purchase: 2012-13 (FMS)   **Date: 27/11/2012**

PART 'A'

Sealed tenders are invited for Facility Management Services (FMS) for following five (5) offices of the ICSI:

1.   ICSI Lodi Road New Delhi;
2.   ICSI-NIRO Prasad Nagar, New Delhi;
3.   ICSI-WIRO Nariman Point Mumbai;
4.   ICSI-EIRO Ahiripukur Kolkata and
5.   ICSI-SIRO Nungambakkam Chennai.

The terms and conditions governing thetender are as under:

1. The sealed tenders are to be submitted in prescribed format on your business letter head duly stamped, signed and dated on each page as your unconditional acceptance to the terms prescribed by the Institute in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the bidder. No over-writings shall be accepted unless authenticated with full signature of the bidder. Incomplete bids received shall be summarily rejected.

2. The tender document may be obtained during working hours from **November 27, 2012 to December 13, 2012(till 1.00 PM) on all working days on payment of Rs. 500/-** from the Reception Counter of the Institute on cash payment or by submitting a demand draft in favour of **"The Institute of Company Secretaries of Indian", payable at New Delhi.** The tender document can also be down loaded from the website of the Institute (www.icsi.edu) for which parties would be required to enclose a demand draft of **Rs. 500/-** towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected.

3. The bidder is required to submit the technical/infrastructure and commercial bids separately in two different sealed envelopes. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents).The sealed envelopes containing the technical/infrastructure bid and commercial bid should be duly superscripted

as 'Technical/Infrastructure Bid' and 'Commercial Bid' respectively for easy identification. Demand Draft pertaining to EMD amount should be submitted with the Technical/Infrastructure Bid. Both the envelopes should be placed together in a bigger envelope superscribed as **"Tenders for Facility Management Services (FMS)".**

4. The bidder is also required to submit a soft copy of the Technical Proposal and the Commercial Proposal (in doc format), each on separate USB sealed with the respective Technical and Commercial Bid envelopes along with the original Proposal.

5. The sealed tender duly superscribed, "**Tender for Facility Management Services (FMS)" due on December 13, 2012",** should be addressed by name to **Shri N.K. Jain, Secretary & Chief Executive Officer**, The ICSI and sent at the Institute's address given below either by registered post/speed post/or by dropping in the tender box placed at 3rdfloor of Institute's Headquarter & should reach on or before **3.00 PM on December 13, 2012**.

   Address:
       Shri N.K. Jain
       Secretary & CEO
       The Institute of Company Secretaries of India
       ICSI House, 22, **(3rdFloor : Tender Box)**
       Institutional Area, Lodi Road
       New Delhi-110003

   Tenders received after the stipulated date and time shall not be entertained. The Institute shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be rejected summarily without giving any reason.

6. The Technical Bid shall be opened on **December 14, 2012 at 11.30 AM** in the Institute of Company Secretaries of India at ICSI House, 22 Institutional Area, Lodi Road, New Delhi in the presence of those tenderer(s) who wish to be present. No separate communication will be sent in this regard. In the event of due date being a close holiday or declared Holiday for Central Government offices, the due date for opening of the bids will be the following working day at the appointed date, time and venue.

7. ICSI shall have the right to assess the competencies and capabilities of the Tenderer by going through the credentials given in the Technical Bid and on the basis of such credentials, ICSI may reject the candidature of the Tenderer without assigning any reason. In such case(s) the Financial Bid shall not be opened for that particular Tenderer. The Financial Bid of only those parties who qualify in the technical scrutiny shall be opened and time and date for opening the financial bid shall be intimated separately.

8. Non acceptance of any of the terms & conditions as stated in tender and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid. Only bidders whose INFRASTRUCTURE/Technical particulars as stated in tender are determined to be in consonance with Institute's requirements shall be considered further in the Tender Evaluation Process.

9. The bidder should be a registered company under Companies Act, 1956 of India for at least 2 (Two) years on the date of the submission of the tender.

10. The bidders are required to study the Institute's complete set-up while quoting for the maintenance charges for the same.

11. Prices inclusive of all statutory taxes, fees, cesses, duties, levies and other components etc. (net to Institute) for FMS should be quoted in Part – D for onsite maintenance at the office indicated above. Further the selected Bidder will be required to depute one Chief FMS engineer having adequate qualification, experience and exposure to manage the activities of the site on full-time basis at Institute's head office to coordinate for the FMS activities. FMS Engineers having adequate qualification, experience and exposure to manage the activities of the site will be posted in the Regional Offices of the Institute at New Delhi, Mumbai, Kolkata& Chennai. Such FMS engineers shall be on the rolls of Bidder only and their association with the Institute shall be only to facilitate the FMS activities smoothly as undertaken by the Bidder. Resumes of such Resident FMS Engineer should be enclosed with the technical bids. The FMS engineer must be on the pay roll of the firm for a minimum duration of one year (proof on the same must be submitted with the technical bid) the engineer must be qualified to handle all aspects of systems software, hardware and networking complaints. FMS charges will be paid on quarterly basis at the end of each quarter for the preceding quarter and the rates quoted shall remain valid till three years from the start date of contract.

12. The Bidder will be responsible for the trouble free integrated working of the hardware, software (system and application both) and networking.

13. Payment of any kind whatsoever will not be made to the resident engineer for traveling to the office on holidays in case of exigencies etc.

14. Escalation matrix upto the level of CEO must be provided with phone number and email address of all personnel in the matrix.

15. **Earnest Money Deposit**
    The tender must be accompanied by Earnest Money Deposit (EMD) of Rs. 40,000/- (Rupees Forty Thousand only) in the form of Demand Draft/Pay Order drawn in favour of The Institute of Company Secretaries of India, payable at New Delhi. Tender received without Earnest Money Deposit shall be rejected summarily. No interest will be payable by ICSI on EMD.

    Earnest Money Deposit is liable to be forfeited and bid is liable to be rejected, if the Tenderer / supplier withdraw or amends, impairs or derogates from the tender in any respect within the period of validity of the tender which is 120 (One Hundred and Twenty) days from the close of the bid.

    The earnest money of the unsuccessful quotationers shall be refunded without any interest, bank charges within 120 days of the finalization of the tender.

16. **Security Deposit**
    The tenderer whose tender is accepted by ICSI shall be required to give a security deposit for faithful performance of the Tender.

The total amount of security deposit shall be Rs. 2,00,000/-(Rupees Two Lakh only). No interest will be payable by ICSI on the security deposit, so held. Out of which, The EMD of Rs. 40,000/-(Rupees Forty Thousand only) will be converted into security deposit and the balance of the security deposit amounting to Rs. 1,60, 000/- (Rupees One Lakh SixtyThousand only) shall be deposited by the tenderer through an irrecoverable Bank Guarantee from any Nationalized Bank in favor of the Institute of Company Secretaries of India. The Bank Guarantee shall be valid for a period of 3 (Three) years and shall be submitted within 10(ten) days of the award of work.

In case Tenderer fails to execute the work as per the tender; or fails to deliver the satisfactory after sales service within the warranty period as stipulated in warranty clause of this tender, or fails to execute SLA, the ICSI shall have the right to invoke the said Bank Guarantee and shall also forfeit the amount of Rs. 40, 000/-(Rupees Forty Thousand only) being part of the security deposit. No interest will be payable by ICSI on the security deposit, so held.

17. The hardware, software and networking components to be managed as a part of the FMS activity indicated in Part – 'C' are tentative and may be increased / decreased at any point of time and the Bidder shall have no right to claim any kind of extra amount in any form. The Bidder is expected to maintain the service levels as shall be defined in the Service Level Agreement.

18. Secretary & CEO of the Institute reserves the right to accept or reject any or all tenders including the lowest tender/s without assigning any reason at its sole discretion and the decision of the Institute will be final and binding on all concerned.

19. In case of any dispute or difference arising in relation to meaning or interpretation of this tender, the authorised official of the Institute and the Bidders will address the disputes/ differences for mutual resolution and failing which the matter shall be referred to the sole arbitration of Secretary & CEO, The Institute of Company Secretaries of India or his nominee. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable to the arbitration proceedings. The venue of the arbitration shall be at New Delhi. The cost of the Arbitration proceedings shall be shared equally by both the parties. The decision / award of the arbitrator shall be final and binding. All disputes arising out of this tender are subject to the jurisdiction of Courts in New Delhi.

20. The Institute reserves the right to accept or reject any or all the tenders/bids without assigning any reason.

21. For any details / clarifications, **Shri Ankur Yadav, Senior Director IT (0120-4522012) may be contacted.**

                                                    (P K Grover)
Date: 27/11/2012   Director (Admin.& Purchase)

THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
'ICSI HOUSE', 22 INSTITUTIONAL AREA, LODI ROAD
NEW DELHI – 110 003

PART 'B' INFRASTRUCTURAL BID

S.No.	Particulars.	Response	Supporting Document Reference with Page No
1	Name and complete address of the Company submitting the tender (Profile Document to be attached)		
2	Address of offices at 4 metros of the Company		
3	Tele/Fax/E-mail/Cell No. Of the company submitting the tender		
4	Contact person's name, residence telephone No, official no, mobile no and e-mail.		
5	Details of registered office, along with contact person's name and tele. No.		
6	Income-tax registration number along with documentary evidence		
7	Sales tax registration number along with documentary evidence		
8	Provide details, if you are registered with appropriate Authority under Works Contract Act, 1999.		
9	Mention Manpower details Technical and Functional who will provide support (backend and frontend both) in following format: Domain, Name, Qualification, certifications, Total Experience of the employee, Experience in your company,		
10	Paid up capital of the firmfor 2011-12 Financial Year.		
11	Turnover of the company as a whole for 2011-12 and 2010-2011 financial years from only related business (FMS services).Please attach supporting documents)		

Name and Signature of Bidder
with Corporate Seal

Date:

PRE QUALIFICATION (TECHNICAL PROPOSAL) FORMAT

Bidder should submit the following compliance sheet along with methodology of proposed FMS in alliance with the INSTITUTE infrastructure and applications as part of the technical proposal.

S. No.	Description	Compliance (Y/N) (Numbers if applicable)	Supporting Document Reference with Page No
1	You are complying with the terms and condition of tender		
2	You have confirmed that you have not included any condition/conditional compliance etc in bid submitted		
3	All the pages of proposal are number sequentially		
4	You have enclosed the indicative SLA's with Technical proposal		
5	The bidder is a registered company under Companies Act, 1956 of India for at least two (2) years		
6	Bidder should have an office establishment or a representative at Delhi, (NCR), Mumbai, Kolkata, Chennai		
7	Bidder to confirm that the bid is not submitted in Consortium.		
8	List of existing clients to whom FMS services have been provided in last two (2) years.		
9	The bidder should have at least five (5) clients, out of which minimum two (2) should be Central Government/State Government/Public Sector organisations/Autonomous Bodies/ Statutory Bodies along with Type of Hardware, software, networking and applications being maintained. Kindly provide name and contact details of the concerned officials of the citation		
10	Kindly provide tentative schedule of visits of minimum two (2) above		

	mentioned citation in Delhi NCR the visits should be arranged within one week of opening of bids.		
11	Please indicate the system software you generally utilize for various activities to be performed under FMS and your level of association		
12	The bidder shall have a valid TIN NUMBER/CIN		
13	Onsite Review mechanism (Weekly, Monthly and Quarterly)		
14	Agreed MIS to be provided by the bidder		
15	FMS engineer deputed at the Institute qualifications and certifications		
16	FMS engineer deputed at the Institute replacement criteria		
17	Technical Testing, Research, Training Infrastructure of the bidder should be NCR Delhi based.		
18	All FMS engineers deputed at RO will be joined at Institute Head Office i.e. Delhi NCR and 3 days handholding session will be arranged Jointly by the Institute and bidder Technical Officials and all cost (including lodging and boarding of the FMS engineers) will be bear by the bidder. Further any replacement of the FMS Engineers at RO will follow the above mentioned process only.		
19	Backup FMS engineers at all locations should visit the Institute offices for three days in a month		

Part – C

The Institute of Company Secretaries of India is a statutory body under the act of parliament. It has its head office at 22, Institutional Area, Lodi Road, New Delhi. The Institute has also other two offices i.e. one at C-37, Sector – 62, Noida and another at 4, Institutional Area, Prasad Nagar. All these three offices have its Local Area Networks and are integrated through VPN. The Institute has two web servers one of which is currently collocated at M/s. Spectranet and another is running from the Institute's Noida data center. The Institute's hardware (servers, networking equipments& desktops) are installed in above mentioned 3 locations. The Institute has also 4 Regional Offices (ROs) and one Center for Corporate Governance Research & Training (CCGRT). Bidder is advised to collect the infrastructure details from the Dte of IT, before submitting the bid.

As a part of its ongoing processes, the Institute has implemented Oracle based Enterprise Resource Planning (ERP) system, Microsoft Share-point workflow based Document Management System, Microsoft Office Communication Server and Exchange Server based Office Automation system. In addition to this, Linux Server has also been implemented for running Oracle ERP applications. The Institute has its own Data Center for these systems at its Noida Office and the Disaster Recovery Center at its Lodi Road Office.

The FMS agency has to provide all software for the effective services as per the SLA. The firm has to compulsorily supply and implement the 'Managed Engine' software in totality for Helpdesk, Asset Management and other available services for the Institute with the license for 40 technicians. All the software so supplied will be in the name of 'The Institute of Company Secretaries of India'. The software that will be utilized for the services should be legal and in the name of the Institute.

Duration of Contract
Three Years subject to evaluation of the performance on yearly basis. In case on annual review, it is perceived by the Institute that the firm's previous year's performance is not satisfactory, it may terminate the contract with one month notice on the completion of the year of service. The Institute has to issue the termination notice within one month of the completion of the yearly maintenance otherwise the contract will automatically stand valid.

Termination of Contract
ICSI shall be entitled to terminate agreement forthwith and without prior notice or any liability to in case there is any violation of the terms of agreement or in case there are more than 3 penalties on Service Provider in any month.

Extension of Contract
The Contract may be extended further for a maximum period of three (3) Years on mutual agreement between the Institute and vendor in writing.

Infrastructure
Sitting arrangements with network connectivity at office provided by the Institute and all other things including (desktop/laptop) will be managed by bidder.

Review Mechanism
   1. Weekly Review Meeting (WRM) with team lead at Noida Office

2. Monthly Review Meeting (MRM) with the next level to the team lead as per the escalation matrix
3. Steering Committee Meeting (SCM) with competent authority once in two months or as and when required
4. Online access of all issues/tickets as on date status to all concerned officials of the Institute (centralised helpdesk).

Penalties:

a. **Rs. 2,000 /- (Rs. Two Thousand only) per day OR part thereof for SLA violation**

b. **Non availability of Manpower for more than one day in a month would attract a penalty of Rs. 1000/- (Rs. One Thousand only) per day manpower absence, if no alternate appropriate resource provided. The resource deputed at our location should sign and put IN and OUT time in the Attendance Register.**

PART 'D' COMMERCIAL BID

Other Terms & References

All communications to the employees or third party agencies would be through designated channels as directed to by the Institute.

Non acceptance of the terms & conditions as stated in Part A and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid.

SNo	Services	Charges per annum (In Rs.) (Including Service Tax and any other Taxes applicable
1	Cost for Chief Facility Management Engineer & related Service at ICSI, Lodi Road New Delhi	
2	Cost for facility management services at 4 Regional Offices at Delhi, Mumbai, Kolkata and Chennai	

Name and Signature of Bidder

Date: with Corporate Seal

<u>**SLA Annexed.**</u>

<u>**SERVICE LEVEL AGREEMENT**</u>

This Agreement dated   -------------------- is made by and between a company incorporated under the Companies Act 1956, with its registered office located at _____and with its corporate office located at _____ through Shri …………………. , duly authorized by the Board resolution dated …………………….. (hereinafter appropriately referred to **as "Service Provider"** which term shall include its successors and permitted assigns), of the **One Part**

And

The Institute of Company Secretaries of India, a Statutory body constituted under the Company Secretaries Act, 1980 having   its head office at ICSI House, 22, Institutional Area, New Delhi – 110 003 through ………………………………. (hereinafter referred to   as   **"ICSI"** which term shall include in its successors and permitted assigns of the **OTHER PART**

WHEREAS:

Service Provider is willing to provide **ICSI** with the Facility Management Services in accordance with the terms and conditions of this Agreement;

NOW THEREFORE, in consideration of the mutual promises set forth below, and in the Attachments hereto which form an integral part of this Agreement, the Parties hereby agree to the following:

DEFINITIONS

1. **Network Availability** shall   mean   the average network time available annually for   **ICSI** subject to the provisions of this Agreement.

2. **ICSIEquipment** shall mean any and all hardware, software and networking equipment of **ICSI** owned, leased or rented by it which is not provided by the Service Provider under this Agreement but coexists together with the Equipment with which they operate in tandem or in isolation.

3. **ICSIPremises** shall mean the site or sites designated by the ICSI where the Network equipment is installed including areas to access the **Service Provider** installed Equipment.

4. **Normal Office Hours** shall mean the working hours on any working day of the **Service Provider** which shall be between 9.00 A.M to 6.00 P.M on Monday through Saturday.

5. **Service Activation Date** shall be the date when Service Provider installs and commissions Equipment at **ICSI** site.

6. **SNMP –** Simple Network Management Protocol

7. **NMS –** Network Management Software

8. **EMS –** Enterprise Management System

1.   **SCOPE OF THE AGREEMENT**

    1.1   **Services To Be Provided**

        Service Provider shall provide service as below and in accordance with the specifications set forth in this agreement hereto at **ICSI** designated locations:

        Provide management, maintenance, coordination and technical support services for the Information Technology Infrastructure (hardware/software system and application software), training/hand holding and data preparation including preventive maintenance benchmarking and generating reports

2.   **TERM**

        The term of this Agreement shall be three years subject to evaluation of the performance on yearly basis. In case on annual review, it is perceived by the Institute that the firm's previous year's performance is not satisfactory, it may terminate the contract with one month notice on the completion of the year of service. The Institute has to issue the termination notice within one month of the completion of the yearly maintenance otherwise the contract will automatically stand valid. This Agreement may be renewed for an additional twelve (12) months period as per mutual understanding between the Service Provider and ICSI

3.   **TERMINATION**

        The ICSI shall be entitled to terminate this agreement forthwith and without prior notice or any liability in case there is any violation of the terms of agreement or in case there are more than 3 penalties on Service Provider in any month.

4.   **CONSIDERATION**

    In consideration of services being rendered by the Service Provider under this Agreement, ICSI shall pay an amount of Rs. ------------------------- (all taxes , fees ets inclusive) per year during the term of this Agreement. Payment by ICSI shall be made in equated installments quarterly at the end of each quarter on receiving the bill from Service Provider. After the expiry of the term the service charges shall be revised as per mutual agreement between the parties.

5   **ICSI RESPONSIBILITIES**

    To facilitate **Service Provider**'s provision of Equipment and Services, **ICSI** agrees to perform the following obligations:

    5.1   Access:**ICSI** shall grant access at all times to Equipment, related sites, office areas and other facilities to Service Provider and its authorised representatives, subject to ICSI's

reasonable security restrictions. **ICSI** shall arrange for permission for access to offices of third parties for purposes of carrying out the work to be performed by Service Provider under this Agreement.

ICSI shall give access to **Service Provider** or its authorised representatives to sources of electrical power, and any other necessary utilities and facilities, including telephone access to **Service Provider**'s Network Operations Center or to ICSI's offices which may be required in order for **Service Provider** to provide efficient Service.

5.2   Installation: **ICSI**'s personnel shall co-operate and support Service Provider's representatives, as required, for Equipment installation, problem diagnoses and isolation of faults.

5.3   Project Contacts: **ICSI** designates Senior Director, Information Technology as the responsible person representing **ICSI'**'s management for the Installation and Services Start-up Program. Service Provider shall also nominate its contact person for co-ordination of services provided under this Agreement. These persons shall represent the respective Parties in all aspects of the provision of Equipment and Services.

5.4   Additional **ICSI** Responsibilities :

   a.   Provide space for indoor equipment including networking equipment such as multiplexers, modems, spare and test Equipment;
   b   Provide for all necessary electricity and UPS systems of required rating for each site ;
   c.   Furnish all facilities from ICSI equipment to be interconnected with the Network;
   d.   Provide access to **Service Provider** personnel during working hours and any subsequent assignee to all **ICSI** Premises.

6.   SERVICE PROVIDER RESPONSIBILITIES

6.1   Services

The service provider will depute Chief FMS Engineer at one central location who will be responsible for all operations with the help of other FMS engineers at four sites. The FMS Engineers will report their daily operations and will enable operations at the Regional Offices including the respective Chapters. One of the main jobs of the FMS Engineer will be to sustain the various modules provided to the Regional Offices including the respective Chapters with pro-active efforts and involvement with the staff. It has to be ensured by the FMS Engineer located at the Regional Offices to submit a working report on the progress of computerization activities in the Regional Office and the chapters under its jurisdiction to the Chief FMS Engineer at the end of the day.

6.2   Maintenance Service

Service Provider shall keep Network operating for all days in the ICSI. The Service Provider's personnel contacts, telephone numbers, and other procedures of fault reports like call escalation processes, data bases with historical information will be made available by Service Provider to the ICSI within 7 days of the signing of this agreement.In case of default in any or all of the mentioned conditions, the penalty of Rs.500/- per day or part of the day will be levied on Service Provider by ICSI.

The SNMP components and patch management on computers in the Institute will be done by Service Provider to enable the NMS to identify the computers and related software. Service Provider will do load balancing and fine-tuning of all equipments. All software licenses as implemented in ICSI by Service Provider will be in the name of ICSI.

Service Provider will manage the onsite Helpdesk system as per ICSI working hours and ensure that all calls are assigned to respective heads. It will further ensure that the best service levels within the designated time is provided to all users.

The Software(s) including database(s) to be maintained on Co-located servers and all servers installed in the server room of the ICSI head office, 4 RO's, CCGRT and the A grade Chapters under the ROs (including any changes in future) is enclosed in Annexure – A to this Service Level Agreement.

Service Provider will ensure Asset Management of the ICSI and its branches to provide up-to-date information to ICSI. For this purpose ICSI will provide one time all Asset details as well as keep on informing the subsequent changes in it. Updation/Configuration changes or movement of all branch location assets will be recorded in NMS / Helpdesk automatically/manually. The FMS Engineer should update the same in Helpdesk.

6.3   Corrective Maintenance

In accordance with the terms of this Agreement, Service Provider   shall perform corrective maintenance on the network for all components provided and implemented by service provider. Service Provider shall maintain equipment using the procedures of corrective maintenance as required:

1)   The faults if any reported to SERVICE PROVIDER will be checked initially through the NMS.
2)   Replacement of any faulty unit on site to be undertaken by the Bidder who owns the warranty / AMC of the equipment. Service Provider will determine & designate the calls for the faulty equipment to the respective Bidder.
3)   Reconfigurations of the system (as and when new updates of software version are released) by the Service Provider.

4) Re-configuration of the existing software and hardware systems to meet ICSI requirements whenever required.

Service Provider will log/forward the call to the respective Bidders and record the call number with all details (including Service Provider for the equipments supplied by Service Provider) and follow up for the same as per SLA with the respective Bidder. Service Provider will submit SLA violation report immediately on violation for the individual complaint. Service Provider will also submit a consolidated SLA violation report on every month end for all Bidders to impose penalties as defined in the respective SLA's. However the final decision to impose penalty remains with ICSI. For the equipment supplied by Service Provider, personnel should cater to the fault within 4 working hours. The fault should be resolved in 4 hours of recording the same. In case the equipment is to be replaced, the total time allowed will be 72 hours. Service Provider will ensure that network is up and running within 4 hours before taking any equipment for replacement. In case of default in any or all of the mentioned conditions, a penalty of Rs.500/- per day of part of the day will be levied on Service Provider.

6.4 Preventive Maintenance

Service Provider shall perform preventive maintenance for the Equipment in the ICSI site on the network and all components provided and implemented by Service Provider. The preventive maintenance includes normal checks on a periodical basis to check the quality of the performance of the equipment. The preventive maintenance means external and internal cleaning of the equipment, benchmarking and generating reports pertaining to satisfactory through put in the network once in two months (within first three working days of the month) during the warranty period. Service Provider will also ensure that the preventive maintenance for all other computer hardware in the Institute not supplied by Service Provider is done by the respective Bidder responsible for warranty/maintenance service as per the related SLA terms and conditions. ICSI will provide all SLAs to Service Provider for this purpose. In case the respective Bidder does not provide preventive maintenance services as per the respective SLA with them, Service Provider will bring this to the notice of the ICSI immediately. In case of default of any or all of the mentioned conditions a penalty of Rs.500/- per day or part of day will be levied on Service Provider.

6.5 Spare Parts Support

The failed Equipment shall be replaced through an exchange consisting of returning the failed unit and replacing an equivalent spare in good condition. These faulty units are sent back for repair to the service provider.

6.6 Service Calls

Service Provider will configure the EMS/NMS such that the fault is communicated immediately to the concerned Bidder responsible for warranty/ maintenance service

through SMS or / and E-mail. The software for all such calls will maintain a log. Service Provider will record necessary action taken till the closing of the call. In case of default in any complaint at the end of the concerned Bidder responsible for warranty / maintenance service, Service Provider will provide respective complaint detail along with the follow up detail to ICSI immediately within 24 hours from the default date. Monthly MIS of all such faults to the action taken closing date and time will also be provided by Service Provider on the first working day of the next month by 11:00 AM. In case of default in any/ or all of the above conditions, the penalty of Rs.500/- per day or part of the day of the delay will be levied on Service Provider. Service Provider will provide ONSITE helpdesk support to ICSI to cater to the requirements as per the scope of this agreement. Service Provider will depute its staff members (FMS Engineers) on all working days during normal working hours for this purpose at ICSI locations. The minimum skill sets required for these staff members should be qualification in Data Base Administration, System Administration on Microsoft Technologies and Oracle database administration. In case the DBA & System Administrator is not able to provide the expected support Service Provider will ensure that there are adequate back office supports provided to their employees. Deputed staff of Service Provider in ICSI must be authorised by communicating to ICSI in writing. The replacement / addition / removal of manpower deputed at ICSI will be with the prior approval of ICSI. Confidentiality of the data and information/records of the ICSI will be maintained by the deputed staff of Service Provider and in case of failure of maintaining the same, Service Provider will be fully responsible. Service Provider will be responsible for any act of omission or commission on the part of its employees.

6.7   Bandwidth Management

The ICSI has procured Internet bandwidth from various Agencies. Service Provider shall test the bandwidth on daily/weekly/quarterly basis and provide a report on the exact bandwidth provided by various ISP's. The report must be made available by the 5th of the next month on which it is due. In case of default a penalty of Rs 500/- per day or part of the day of default will be levied on Service Provider

Service Provider will ensure that proper log is maintained on the services provided by the ISP's to the ICSI. Service Provider will lodge the complaint to the ISP's help desk and inform the ICSI regarding the complaint number. Service Provider will provide all such complaint details along with the follow up details on case to case basis within 24 hours of the default by the concerned Agency as per the terms and conditions of the respective SLA. Further a monthly log of the disruption in services will be provided to the ICSI by the 3rd day of the next month e.g; for April 20012, the disruption log is to be provided by 3rd of May 20012. In case of default in any or all of the above conditions a penalty of Rs 500/- per day or part of the day of default will be levied on Service Provider.

6.8   General Management

Training/Handholding/Data Entry/Coordination/MIS to Head Quarter will be some of the daily activities of the FMS Engineers located at the Regional Offices to sustain the IT initiatives at the RO/Chapter level. The concerned FMS Engineer will have to move down to various chapters under the Regional Offices to ensure that operations at all the offices are running on the day to day basis. The chief FMS Engineer at the central site at Noida/Delhi will be responsible for data centre and all general operations for which the reports are enclosed in Annexure - A.

7.   FORCE MAJEURE

Service Provider shall not be responsible for delays or interruptions in the installation of the Equipment or provision of Services when such delays or interruptions are caused beyond the reasonable control of **Service Provider** including acts of Government, acts of God, fire, flood, plague, earthquake, war, terrorism, civil strike or commotion.

8.   INDEPENDENT CONTRACTOR OR SUBCONTRACTOR

The relationship of **Service Provider** to **ICSI** under this Agreement shall be that of an independent contractor.

9.   ADDITIONAL CONDITIONS

9.1   Governmental Approvals: **Service Provider** will obtain all necessary licenses and approvals, including those of local, state, and central governments for the successful implementation of all equipment.

The Parties shall co-operate to facilitate the obtainment of any necessary governmental licenses and approvals.

9.2   Complete Agreement: This Agreement and all of its Attachments [and Annexures] constitute the complete Agreement between the Parties and replace any written or oral Agreement or understanding with respect to the subject matter. Changes, amendments or interpretations of this Agreement shall be valid only if they are in writing and signed by both parties, except that each Party may make a change of domicile or change of the name of the person to whom notifications shall be sent. This notification shall be made through a written document to the other Party to this Agreement.

9.3   Non Waiver: Failure to exercise by either party of any right under this Agreement in one or more instances shall not constitute a waiver of those rights in another instance. Such waiver by one Party of any of the rights established herein shall not be considered as a waiver of another right established herein.

9.4 <u>Notifications</u>: All notifications or notices related to this Agreement shall be made in writing and shall be effective when they are delivered personally or sent by registered mail to the addresses indicated in this Agreement. Any change of Address should be notified.

9.5 <u>Headings</u>: The headings used in this Agreement are for purposes of convenience only and shall not control the language or meaning of the provision following.

9.6 <u>Precedence</u>: In the event of any ambiguity or doubt or dispute on the terms and conditions applicable, the order of precedence for the purposes of resolving such ambiguity, doubt or dispute shall be :

(1) This Agreement
(2) The Attachments
(3) The Purchase Order
(4) The Offer

10. ARBITRATION

All disputes arising out of at any time, in connection with construction, meaning operation, effect, interpretation or out of the contract or breach thereof this contract are subject to the jurisdiction of Courts in Delhi. In all matters relating to the contract or disputes arising out of this contract shall be referred to the Sole Arbitration of the Secretary & CEO, ICSI or his nominee. The arbitration shall be held in accordance with the Arbitration and Conciliation Act, 1996 and the decision of the Arbitrator shall be final and binding on the parties.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed in duplicate as of the day and month and year first written above.

FOR SERVICE PROVIDER   **FOR ICSI**

AUTHORISED SIGNATORY   AUTHORISED SIGNATORY

NAME: NAME:

DESIGNATION: DESIGNATION:

DATE: DATE:

In presence of

1.   2.

Annexure – A of Service Level Agreement

SYSTEM AND SOFTWARE MAINTENANCE REQUIREMNT UNDER SERVICE LEVEL AGREEMENT

The data centres (DR & DC) are available at ICSI, 22 Institutional Area, Lodhi Road, New Delhi – 110 003 and C-37,Institutional Area, Sector – 62 , Noida – 201309 respectively The seat of the Chief FMS Engineer will be at any of the two data centers as mentioned. There are four Regional Offices located as below, where the seat of the FMS Engineer will be provided. The Institute also has various offices in around 70 locations where support is to be provided by the team of FMS Engineers during critical recovery / crash.

Locations of Regional Offices

    NIRC of the ICSI
    4, Institutional Area, Prasad Nagar
    New Delhi – 110005

    EIRC of the ICSI
    ICSI-EIRC Building, 3-A, Ahiripukur, 1st Lane,
    Kolkata – 700019

    SIRC of the ICSI
    'ICSI-SIRC House', No. 9. Wheat Crofts Road,
    Nungambakkam,
    Chennai – 600034

WIRC of the ICSI
13, Jolly Maker Chambers,
No. 2 (First Floor), Nariman Point,
Mumbai - 400021

All the following mentioned software along with utilities & modules are to be installed, reinstalled, configured,

reconfigured. The Network has to be planned and implemented to cater to security aspect and must be user centric. A

comprehensive document is to be prepared by the system integrator defining the implementation of security and system

policies as per the details given below:

The service provider will be required to provide service on following Systems:

Table 1 –Systems and Software to be maintained and supported by service provider

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
1.	Desktop Operating Systems		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
2.	Desktop Applications		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
3.	Server Operating System		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
4.	Database Servers		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
			k. Database safe Backup
5.	Web Servers (Internal as well as public servers)		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
6.	E-Mail Servers (MS Exchange &Mdaemon)		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
7.	Helpdesk Management System		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
8.	Network Management System		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Backup & Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
9.	Network Equipment (including switches, routers, modems, multiplexers, RF equipment, Firewalls and so on)		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. Backup & Restoration
			f Change Management

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			g. Monitoring and Centralised Management
			h. Documentation
			i. Bidder Escalation and Follow up
10.	Uninterrupted Power Supply System		a. Monitoring
			b. Bidder Escalation and Follow up
11.	Server Room / Patch Room Air conditioning Systems		a. Monitoring
			b. Bidder Escalation and Follow up
			c. Escalation to Administration
12.	Wide Area Network and voice over IP		a. Monitoring
			b. Bidder Escalation and Follow up
13.	Local Area Network		a. Administration
			b. Troubleshooting
			c. Technical Support
			d. End User Support
			e. Backup & Restoration
			f. Change Management
			g. Monitoring and Centralised Management
			h. Documentation
			i. Bidder Escalation and Follow up
14.	Data Backup & Restoration		a. Implement ICSI Data backup policy
			b. Data backup software management (Installation, Administration, Troubleshooting, Change

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			Management)
			c. Initiate data backups as per ICSI data backup policy
			d. Monitor data backup, restore and media integrity check jobs
			e. Media Management (includes labelling, rotation and storage of backup media)
			f. Restore data on request
15.	Disaster Recovery		a. Create and update complete system restore procedures for all servers
			b. Participate in ICSI Disaster Recovery Drills for recovering IT Systems
			c. Demonstrate system restore procedures for all systems at least once a year
16.	System and Network Security		a. Comply with ICSI security policy
			b. Implement ICSI security policies and guidelines
			c. Proactively advise ICSI DIT on IT security issues.
17.	Sharepoint Servers		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			e. End User Support
			f. Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
18.	OCS Servers		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
19.	Biztalk Servers		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support

S. No.	Service Delivery Areas	Software Platform and Current Version	Scope of Services
			e. End User Support
			f. Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up
20.	Linux based Oracle Apps (ERP) Servers		a. Installation
			b. Administration
			c. Troubleshooting
			d. Technical Support
			e. End User Support
			f. Restoration
			g. Change Management
			h. Monitoring and Centralised Management
			i. Documentation
			j. Bidder Escalation and Follow up

Tentative activities/expectations from FMS Engineer are mentioned below:

- Should have knowledge of Oracle Apps EBS 12.0.6 as a user, Opening of forms and running/viewing reports in Oracle Apps EBS 12.0.6
- Should Maintain the version of Internet Explorer, Adobe PDF, Java 6 and Adobe reader 9 in each system.

- Should be Capable of analysing the issue severity and browse knowledge available in KMS, Helpdesk before forwarding the issue to IT officials
- Should Lodge all issues in Helpdesk and making the users aware of the same.
- Should proactively monitor the Network at respective ICSI offices. If there is any issue, then immediately log in a call with respective Network Bidder and intimate the same to the IT department.
- Should adhere to office timings and if required provide support to ICSI Officials after officer hours
- Should have excellent knowledge on Desktops, Servers, routers, switches and Network cabling.
- Should have knowledge of third party tools installation, configuration and troubleshooting.
- Should provide daily MIS of all activities .
- Should have knowledge on COSMIC portal (like IT knowledge Management, File Management etc.) of the Institute. He should train the end users on the use of this portal such that most of the issues will get resolved by the manuals/documents kept in COSMIC portal.
- Should do important data backup, if required on daily basis from the important End User's machines such that in case of any system crash, he is able to recover the lost data. He should have awareness of the Policies (like security, Applications, Database, Assets etc.) of the ICSI and strongly follow the same.
- Should identify exact problem behind the issues reported to him.
- Should take brief understanding of the issue from the users and help him to log in a request on http://helpdesk:8080 i.e. Manage Engine with a summary of the issue with required screenshots which may also be send through e-mail to IT officials for resolution.
- Should arrange a session **on Team Viewer for instant review** after logging request on Manage engine**.**
- Should coordinate with the offices of the Institute and provide the updated daily MIS on Receipt Accounting data.
- Should ensure the installation of local application of the Institute like receipt accounting system, bulk email, bulk SMS etc as per the requirements..
- Should have knowledge of SQL Server specially backup and restoration process, execution of SQL scripts, monitoring services, startup/stop SQL services etc..

In case changes in the software version wherein equipment or software is upgraded to a higher version in the same software category and class without any platform changes, service provider is required to upgrade the support team's skill set to ensure efficient service delivery.

However in case of platform changes, ICSI will take the service provider into confidence and ensure that adequate training is arranged for the onsite support team along with ICSI IT team by the system/software supplier to ensure uninterrupted service delivery. ICSI will involve service provider's onsite support team for training, orientation and implementation of all new software applications, management tools and operating systems.

Examples of Platform Change OR Version change (Please note that the examples list is only indicative of the type of changes that will constitute a platform change OR Version Change and is not an exhaustive list):

1. E-Mail : Migration from existing e-mail platform to higher version e.g Migration of Microsoft Exchange 5.5 to Microsoft Exchange 2000 or 2003 or 2007 or higher version.
2. Server Operating System: Migration of Server Operating System from Microsoft Windows 2000 to Microsoft Windows 2003 or 2007 or higher version; migration of existing Linux OS to higher version.

Service Delivery Mechanism

The IT facilities management service provider shall implement an online automated ITIL (IT Infrastructure Library) compliant helpdesk management system.

All IT services shall be requested by logging a Troubleshooting / support request or Change Request or New Equipment requests in the helpdesk system. The service provider and his team shall be responsible for delivering services as per the requests logged in the helpdesk system.

All the requests on the helpdesk system shall be responded to and resolved as per priority. The following table enlists the type of request that can be logged on the helpdesk system and criteria for prioritisation along with response and resolution times.

Table 2 - IT service Request types along with priority

S. No.	Priority	Type of Request
1	P1 – Critical	Troubleshooting / Technical Support Requests
2	P2 – Urgent	
3	P3 – Normal	
4	P4 – Low	
5	C1 – Critical	Change Requests
6	C2 – Urgent	
7	C3 – Normal	
8	NE – Urgent	New Equipment Requests
9	NE – Normal	
10	SR	Special Requests

Table 3 - Trouble shooting / Technical Support Requests

Priority	Definition/Examples	Mean Time to Respond	Mean Time to Resolve
P1-Critical	Problem affecting business critical application, problem is time sensitive has direct and immediate impact to the business operations, client and end-user. No interim workaround solution is available. This type of problem requires that ITG personnel cease work on other activities and focus on providing a resolution. Examples of Urgent problems are, but not limited to: Production Server problems, network problems impacting entire company or significant number of users	30 minutes	2 Hours*

Priority	Definition/Examples	Mean Time to Respond	Mean Time to Resolve
P2-Urgent	Problem affecting business critical application and production systems, problem is time sensitive and/or reoccurring problem, interim work-around solution is available. The demarcation between "Urgent" and "High" is the availability of a work-around. The examples of High problems parallel the Urgent problems.	1 Hours	4 Hours*
P3-Normal	Problem affecting users ability to perform normal operations, inhibits productivity but there is a work around available, problem is not time sensitive Examples of Medium problems include: response time issues, processes not working in 2-tier but working in 3-tier, user misinterpretation of system functionality, etc.	2 Hours	8 Hours*
P4-Low	Problems affecting documentation, process, procedures, test systems not required to be online immediately	4 Hours	2 Working Days

Table 4 - Priority definition for change requests

Priority	Definition	Mean Time to Respond	Mean Time to Resolve
C1-Critical	Changes affecting business critical application, change is time sensitive and is needed to resolve in a production server, critical application or end-user's issue with no work-around available.	30 minutes	Within same working day
C2-Urgent	Changes affecting business critical application, change is time sensitive and is needed to resolve in a production server, critical application or end-user's issue. Workaround to be implemented immediately.	2 Hours	Within 2 working days
C3-Normal	Changes affecting users ability to perform normal operations, inhibits productivity but there is a work around available, problem is not time sensitive and does not affect services to clients	4 Hours	Five working days

Service Delivery Team

Service provider shall depute competent resources capable of handling ICSI IT infrastructure at the mentioned offices. The resources deployed onsite should preferably be MCSE, CCNA. The onsite resource shall be supported by experts from various domains in case the onsite resource is not able to resolve the problem. However, any custom and/or in-house developed applications shall be supported by the ICSI software development team or through software services provider to whom such work may have been outsourced by ICSI. The service provider shall submit details of experts supporting the onsite resource in following format:

S. No.	Service Delivery Areas	Details of Offsite Expert from Service Providers Team and ICSI IT Team for Level 1 and Level 2 Support			
		Name	Phone No.	E-Mail Address	Company Name
1.	Desktop Operating Systems				
2.	Desktop Applications				
3.	Server Operating System (MS, Linux)				
4.	Database Servers (SQL, Oracle)				
5.	Web Servers (Internal as well as public servers)				
6.	E-Mail Servers				
7.	Helpdesk Management System				
8.	Network Management System				
9.	Network Equipment (including switches, routers, modems, multiplexers, RF equipment and so on)				

S. No.	Service Delivery Areas	Details of Offsite Expert from Service Providers Team and ICSI IT Team for Level 1 and Level 2 Support			
		Name	Phone No.	E-Mail Address	Company Name
10.	Wide Area Network				
11.	Local Area Network				
12.	Data Backup				
13.	Disaster Recovery				
14.	System and Network Security				
15.	Sharepoint Servers				
16.	OCS servers				
17.	Biz Talk Servers				
18.	Linux based Orale Apps (ERP) Servers				

Note: In case of multiple service providers the names of multiple persons may be included in the table. For in-house/custom applications the service provider will be software developers.

Daily MIS Report Format

The Chief /FMS engineer will be required to do some daily activities as listed out in the following table format and submit the requisite information through a daily MIS report to Senior Director of Information Technology.

S.No	Activity	Dated ------------------ -----------
1	Internet	(Sample value Ok)
2	WAN Connectivity	------------------

			(Sample value 87 MS)
3		Backup**	---------------------
	Backup Exception(Month)		-------------------------

4		Server Event	(Sample value Ok)

	Server Exception		(Sample value Ok)

5		Opmanager	(Sample value Ok)

			(Sample values - (T-0,ICSI-0,OA-0,M-0,EI-0,Sify-0,TM-0, F1-0,EMW-0,Hold-0)
6		Helpdesk	
7		Email	---------------------------------------
		ICSI->Gmail	------------ min
		Gmail-> ICSI	-----------------Min
		ICSI- > Gmail (A)	-----------------min
		Gmail -> ICSI(A)	--------------------- Min

8		AC Exception ***	(Sample value Ok)

			(Sample values - 60
9		Anti Virus	Compliant out of 68 till 10:05

AM)

10

APC Status / Battery Status **		----------------------------- (sample value Ok)

Backup Exception **   -------------------------------

Internet Exception   --

(Sample Value - Server room A/C's Working OK Temp 17.9 c)

Server AC Report **

Status of Smart-UPS RT 5000 XL **

Utility power status / Input Voltage   ------------ **(Sample value - 236.1 VAC)**

Output power status

Output Voltage: -----------**(Sample value – 230.4 VAC)**

Output Frequency: --------**(Sample Value - 49.53 Hz)**

Load Power: ------------**(sample Value - 014.0 Watts)**

Battery status

Battery Capacity: ---------- **(Sample value - 100.0**

%)

Battery Voltage: ------- (Sample Value - 218.1 VDC)

Self-Test Result: ----------- (Sample value - Passed)

Cleaning of server room
Cleaning of UPS room **(Weekly)** ---------- (Sample value DONE)

s		Status
AdventnetServicedesk plus		----------- -------------------- (Sample value - Installed & OK)
Patch Easy		----------------------------- (Sample Value - Installed & OK)
SMS server		------------------------------- (Sample Value - Working OK. Checked with test SMS.)
ICSI Site opening time		--------------------- (Sample Value - below 10 sec

		)
Nos. of Currently Updated PCs till date		-------------------- **(Sample Value - 64 machine updated out of 68)**
Major task done		
DNR 10 Mail status		
Nos. of mails	--------------- **(Sample Value – 0)**	-------------------- **(Sample Value – Cleared)**

Mailserver Status

Bad Q	---------------- **(Sample Value – 0)**	
Remote Q	---------------- **(Sample Value – 0)**	

There are few more daily MIS reports also regarding implementation of COSMIC activities in RO/Chapters, which may be explained to the Chief FMS engineer and other engineers.

Service Definition

1. **Installation –** Installation services include installation and configuration of software used by ICSI on an existing system or bare bone hardware system.

2. **Administration** – Administration services include all tasks required for the upkeep of the system to ensure flawless functioning, uninterrupted services to the users and provisioning user access, data backups, restores.

3. **Troubleshooting** – Troubleshooting services mean resolving all reported problems using either onsite skills or by taking help from experts nominated by service providers to support onsite team

4. **Technical Support** – Technical support services include technical inputs and assistance to ICSI IT team for help in installing, configuration, re-configuration systems and troubleshooting any reported problems

5. **End User Support** – End user technical support services include technical and operational assistance to users to help them carry out their designated activities using computer systems provided by ICSI.

6. **Restoration –** Restoration services mean the restoring systems which may have crashed or malfunctioned otherwise to their normal functioning. Restoration services include restoration of data.

7. **Change Management** – Change management services mean implementing changes to the existing systems as requested by ICSI. Scope of Change management services for service providers excludes software programming / re-coding / fixing source code errors.

8. **Monitoring and Centralized Management** – Monitoring and Centralized Management services means that wherever such facilities are available e.g. for network monitoring, desktop management and other systems, the onsite team will make use of such facility and will also be involved in management and configuration of centralized management systems such as What's up Gold, Cisco Works and so on.

9. **Documentation** – At the minimum, Service provider's onsite team shall prepare and keep following documents updated with respect to IT infrastructure at ICSI :

    a. Hardware Configuration Documents
    b. Software Configuration Documents
    c. System Restore Documents
    d. System Start up and Shutdown procedure document
    e. Data backup and restore procedures for respective systems

10. **Bidder Escalation and Follow up –** Bidder Escalation and follow up includes logging a service request/trouble ticket from the Bidder, take a tracking no. from the Bidder for each request, keep a log of all requests with Bidder along with date and time stamp and follow up with Bidder till the closure of service request.