

GOVERNMENT OF HARYANA
DIRECTORATE OF TOWN & COUNTRY PLANNING
SCO 71-75 (2nd Floor), Sector-17C, CHANDIGARH (UT)
E-mail: tcpharyana4@gmail.com; URL: www.tcpharyana.gov.in

TENDER EXTENSION NOTICE
Engaging a Service Provider for Local Area Network/ Hardware Maintenance & Allied Services

In continuation of the Tender Notice earlier issued on 01/07/2016, it is further brought to the notice of all intending bidders that on account of poor response to the previous Tender Notice, the date and time for submissions of bids has been further extended till 12/08/2016 upto 15:00 hrs.

- I. The revised Request for Proposals (RFP) Document containing the detailed description of Scope of Work along with the terms and conditions can be downloaded from the website of the Department, i.e., www.tcpharyana.gov.in.
- II. The last date and time for the submission of bids is **12/08/2016** up to **15:00 hrs.**, and the technical bids shall be opened on the same day at 15:30 hrs. Each bidder would be required to submit an Earnest Money Deposit (EMD) of Rs. One Lakh in the form of a Demand Draft drawn on any Scheduled Bank, in favour of the Director General, Town & Country Planning Haryana, along with the technical bid.
- III. The DGTCP, Haryana, reserves the right to accept/reject any bid/bids.
- IV. In case, the opening date indicated above happens to be a holiday for any administrative reason, the bids will be opened on the next working day at the same time mentioned above.
- V. A bid not accompanied by EMD and or those from agents/franchises without any letter of authority from their respective principals is liable to be summarily rejected.

Chandigarh
29th July 2016

Director General,
Town & Country Planning
Haryana, Chandigarh.

ANNEXURE-A**REQUEST FOR PROPOSAL (RFP) DOCUMENT****1. INFORMATION TO SERVICE PROVIDER**

- 1.1 CLIENT:** The Client for engaging this service provider is, The Director General, Town & Country Planning, Haryana (DGTCP), SCO 71-75, 2nd Floor; Sector 17C; Chandigarh (UT).
- 1.2 TENDER PROCEDURE:** This tender requires the submission of technical and financial bids for selection of a Service Provider for “Outsourcing of Networking/ Hardware Maintenance & Allied Services” of the Town & Country Planning Deptt., Haryana (TCPD) for three years in accordance with the Terms of Reference detailed in this document. Subsequently, these bids will become the basis for contract negotiation and ultimately for signing the contract with the selected Service Provider.
- 1.3 COMPUTERISATION PROJECT OF THE DEPARTMENT:** With an aim to improve the internal efficiency of the Department of Town and Country Planning, Haryana, the department has developed a number of Software applications. The roll out of these application to all the field offices of the department has already been initiated. The applications stand hosted on the servers at State Data Centre (SDC), Chandigarh and most of the field/ circle offices already stand connected to the SDC through a secure State Wide Area Network (SWAN). The lease lines (2MBPS) for SWAN connectivity stands provided by BSNL/NIC. This is a major administrative re-engineering initiative on part of the Department, which intends to make the internal functioning of the Department extremely efficient through automation of all major procedures and development of an integrated database resulting in system generated reports, alerts, notices against various activities undertaken by the Department.

To ensure smooth functioning of these applications, it is important that the SWAN and LAN connectivity of the field / circle offices is maintained properly.

- 1.4 SCOPE OF WORK:** The complete details regarding the number of offices of the Department on the SWAN network, the status of SWAN connectivity, number of nodes in each office, status of internal LAN at each of these offices is available at Appendix A
- 1.5 TERMS OF REFERENCE:** In order to achieve the intended objectives of the computerisation project as indicated above, it is imperative that the entire network functions without any significant down-time. Since the Department does not have any regular sanctioned posts for taking care of day-to-day hardware/ networking issues arising in various offices of the Department as detailed above, the State Government has granted an approval to the Department for engagement of a service provider for as per the policy parameters prescribed in the policy issued by General Administration Department No. 43/5/2001-1GS1 dated Feb 16th 2009. It is accordingly intended to engage the services of a Service Provider, initially for a period of Three years. Description of the services to be carried out in this regard are as follows: -

MAIN SERVICES TO BE PROVIDED BY THE SELECTED SERVICE PROVIDER**I) LOCAL AREA NETWORKING:**

- a) Install wired LAN in all the offices for the remaining nodes as per the information given in Appendix A within a period of ~~30~~ 45 days from the date of award of contract.

- b) Connection to the SWAN also needs to be simultaneously ensured by coordinating with the BSNL/ Bharti Airtel / any other agency functionaries. Whereas, the quantity of material shall vary from office to office based on the requirement at each office, the specifications for provision of LAN shall be as follows:

S.No.	Item	Specification
1	SWITCH 16 Port / 24 Port	<p>Switch should have 10/100/1000 Base-TxPoE ports (Duplex, Full, Half) and 4 x 1GE Uplink port.</p> <p>Should have minimum switching capacity of 56 Gbps. All ports on the switch should work on line rate.</p> <p>Should be IPv4 and IPv6 ready from day one</p> <p>The switch should support dedicated stacking port separate from uplink ports with 64 Gbps of stacking bandwidth.</p> <p>The switch should support atleast 16K MAC, 1K Multicast Routes and 1K unicast Routes</p> <p>It shall support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP or equivalent technology and static routes.</p> <p>Port Security to secure the access to a port based on the MAC address of a user's device.</p> <p>The aging feature to remove the MAC address from the switch after a specific time to allow another device to connect to the same port.</p> <p>Switch should support Port-based and 802.1Q tag-based VLANs, MAC-based VLAN, Guest VLAN, Private VLAN Edge, also known as protected ports, with multiple uplinks</p> <p>All ports should have features of auto- negotiate, flow control (802.3x), port based network access control (802.1x), port security, MAC filtering etc.</p> <p>The switch should support IPv6 RA-Guard, DHCPv6 Guard, IPv6 Source Guard, IPv6 Prefix Guard, IPv6 Destination Guard, IPv6 Snooping and device tracking features</p> <p>Should support Jumbo Frame support to improve the performance of large data transfers</p> <p>Should support TFTP, Telnet Server, DHCP Client</p> <p>Should support International Certifications and Compliance</p> <p>All necessary interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.</p> <p>The Switch should be 19" Rack mountable & the switch should be supplied with Indian standard AC (5Amp) power cord.</p>
2	Wall Mountable RACK	<p>4 U Wall Mountable.</p> <p>Rack should have steel / aluminum body; powder coated, with front glass door with lock and key</p>
3	UTP CAT 6 Cables	
4	Cat 6 I/O Box	
5	Cat6 Cable cord 3mtr.	
6	UPS 650 VA	<ul style="list-style-type: none"> Input voltage adjustable range for mains operation: 170-280V

		<ul style="list-style-type: none"> • Nominal Output Voltage: 230V • Backup Runtime - 10 - 20 minutes
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Switch and UPS to be supplied shall have a minimum one year manufacturer's warranty. A warranty certificate / undertaking from the OEM to be provided by the Service Provider.

- c) Details of the Bill of material for LAN is given at Annexure-V. However, if any additional equipment is required at any of the location, same has to be provided by the bidder without any extra cost. The bidders are encouraged to visit the field offices to review the available infrastructure and understand the requirement fully.
- d) Estimated LAN node requirements for various offices may change depending on actual requirement. LAN design should provide switches / other components for 10% additional requirements.
- a) Co-ordinate with BSNL / Airtel / HARTRON / SDC / any other agency involved in providing SWAN connectivity / Networking of the offices and the concerned nodal officer of the Department to resolve any networking issue in the back end.
- b) For preventive maintenance, the Service Provider shall ensure that a service visit is made to each office, at least once in two weeks, to ensure that the hardware and networking equipments are functional and entirely in order. After each such service visit, a service visit report shall be prepared and got verified by the concerned nodal officer of such office after which the same shall be forwarded to the designated nodal officer at the Directorate through e-mail within 48 hours of such visit, failing which the same shall not be considered as valid.

II) **COMPREHENSIVE HARDWARE MAINTENANCE**

Details of the existing hardware available at 32 field offices of the department is given in Appendix-A. Selected service provider will be responsible for the maintenance of this hardware. **Any spares required for the maintenance / repair at field offices shall be the responsibility of the service provider. For repair / maintenance at the Headquarter, spares shall be provided by the Department.** ~~The spares required for repair of hardware will be provided by the department as per the requirements raised by the Service Provider.~~

Under **Desktop Maintenance**, Service Provider is required to provide services listed below:

- a) Maintenance and repair of the existing Desktops. (only for existing desktops; ~~123-203~~ 203 No.s given in column 9 of Appendix A)
- b) Checking status of desktop based on user complaints and taking remedial action in case of problem (for all desktops i.e. currently existing; ~~123-203~~ 203 No.s and to be provided in future; 250 no.s)
- c) Attending to virus related complaints and taking necessary action to sort out the issues. Guarding the systems against virus infections using the latest anti-virus tools (for all desktops i.e. currently existing; ~~123-203~~ 203 No.s and to be provided in future; 250 no.s)
- d) Installation and Re-load support on Desktop for OS like MS Windows VISTA/Windows 7/ Windows 8/ Windows 10 / Linux. (for all desktops i.e. currently existing; ~~123-203~~ 203 No.s and to be provided in future; 250 no.s)
- e) Download updates/ patches by Microsoft and upgrade all computers on the network. (for all desktops i.e. currently existing; ~~123-203~~ 203 No.s and to be provided in future; 250 no.s). **Upgrades shall be limited to free and open source software. Any upgrade which is chargeable shall be borne by the Department.**

Scanner/Printer/Multi Function Printer (MFP) Maintenance

- a) Maintenance and repair of existing Scanners/Printers/MFPs (~~69- 119~~ no.s).
- b) Installation of drivers/ software for its operation

UPS Maintenance

- a) Maintenance and repair of UPS to be supplied by the vendor (~~22-23~~ no.s). All the UPS to be supplied by the service provider shall be with minimum one year Manufacturer's warranty. A warranty certificate / undertaking from the OEM to be provided by the Service Provider

Network SWITCH Maintenance

- a) Maintenance and repair of all 16 Port and 24 Port switches i.e. Existing and to be provided by Service Provider (as per details given in Appendix A).

III) MAINTENANCE OF LAN:

The selected service provider has to provide maintenance service for upkeep and maintenance of the existing LAN and the LAN setup to be done by service provider for the new nodes and ensure uptime of 99% as detailed in section 1.6.

- a) Managing all Patch Panels, switches, cables, etc. in the Network
- b) Monitoring the network to determine capacity usage and escalating as required
- c) Identifying LAN faults and getting them resolved
- d) Installing necessary equipment to connect computers on to the Local Area Network (LAN). Supply all the active/ passive components like switch, CAT 6 cable, Rack, Patch Cord etc. required for maintenance of network
- e) Repair / Replace faulty LAN cables.

IV) ANTI-VIRUS PROCUREMENT, INSTALLATION AND MAINTENANCE

The department has already installed a centralized anti-virus software Quick Heal at all the field offices. The centralized monitoring of the same is being carried out at TCP HQ. With the new desktops being added to each of the field office, the service provider will need to procure Quick Heal anti virus for these desktops and ensure Anti-virus installed on the desktops is running properly in coordination with the IT Cell team at TCP-HQ.

The anti-virus is to be provided for a total of 250 desktops. The details of the already installed anti-virus is as follows:

Anti Virus Name :	Quick Heal
Version :	End Point Security 6.3
No. of Users :	100

V) SUPPORT SERVICE FOR IMPLEMENTATION OF IT INITIATIVES OF THE DEPARTMENT

The department has developed / is in the process of developing customized applications to improve the internal efficiency of the department. These applications are being deployed on the servers at State Data Centre, Sector 17, Chandigarh and made accessible to each of the field office through SWAN.

Many a times support for the field offices is required in the form of installation of Software patches, training the staff on some basic functionalities of the software, configuring SWAN

connections etc. These service are not routine in nature but may be required from time to time. The cost of the same is to be built in the AMC cost being submitted by the vendor.

VI) SHORT TERM ENGAGEMENT OF PROFESSIONALS

The service provider shall also provide the following manpower to the department that may be deputed at any location within the state:

- a. Four GIS professionals who are proficient in GIS
- b. Four Software development professionals

The above mentioned manpower shall be provided to the department on requirement basis.

The Department reserves its right to seek replacement of such professionals, within a period of two weeks from their deployment, in case they are not found to be up to the mark, in which condition the Service Provider shall be bound to provide a replacement, at the earliest and not exceeding 10 days.

The engagement of professionals will be for a minimum period of 6 months. The Selected Service provider will be intimated about the manpower requirement as and when required.

For evaluation of the proposal the cost of manpower will be considered for the entire period of three years. However, the selected Service Provider will be paid for the manpower on Pro-rata basis at the rate of per month rate quoted for the manpower.

1.6 UPTIME

- i. Ensure an up-time of at least 99% every month in the network. ~~For the purpose of calculation of uptime, the entire 24 hrs period, and all seven days of the week shall be accounted, meaning thereby, that in a month of 30 days, i.e., 720 hrs, the down time should be limited to not more than 432min. throughout the month.~~ All necessary coordination with BSNL, Bharti Airtel / other service provider and the Nodal officers of the Department to ensure such uptime shall be the responsibility of the Service Provider.
- ii. Resolve day-to-day hardware/networking issues that may arise in any of the 32 offices as detailed Appendix-A. From the date/ time when any such complaint is logged by the Department the issue shall be got resolved **as per the Service Level Terms given in Appendix-B** within a maximum period of twelve working hours (regular working hours are 9:00 AM to 5:00 PM, Monday to Friday, excluding Gazetted Holidays), unless the issue lies at the back end with BSNL/ Airtel/ HARTRON/ SDC/ **Leased Line (MPLS) Service Provider**. A proper mechanism for maintaining of record pertaining to logging of complaints, resolving of the issue, verification of resolution from the concerned nodal officer of the Department shall be evolved and maintained by the Service Provider for each of the 32 field offices of the Department in consultation with the respective nodal officers.
- iii. ~~In case of failure to adhere to any of the requirements as prescribed above, a penalty, ranging from 5% to 20% of the monthly payment as decided by the DGTCP depending upon the nature of lapse, can be imposed by the client, after grant of a hearing to the Service Provider.~~

- iv. The service provider shall deploy one Engineer at each of the five Circle office to take care of the Networking and Hardware issues at any of the field / district office under the Circle. However, it will be responsibility of the Service provider to ensure the uptime as detailed above in para-1.6 (i) and ensure resolution of the issues as per detail in para-1.6 (ii), for which, if required, number of engineers to be deployed at each office may be increased.
- v. One Engineer is required to be deputed at the Headquarter to attend and resolve all Hardware / Internet / SWAN / LAN related issues. Any spare required for the repair at the Headquarter shall be provided by the Department. The responsibilities of the Engineer shall include all the activities mentioned at Section 1.5-II & III above.

1.6.1 Call Logging

The Selected Service Provider shall depute a Single Point of Contact for this project. All calls for service / repair will be logged to this Single Point of Contact or the Engineer deputed at the Circle offices / Headquarter by the respective offices. Call will be considered logged from the date and time of the mail sent by the department officer / official.

The Service Provider shall maintain a log of all such calls and shall submit a report alongwith the quarterly bill of detailing date and time of each call reported , date and time of call closed, details of the repair carried out, detail of any spare part replacement.

General Terms and Conditions:

- 1.7 The intending bidders are encouraged to visit various offices of the Department and meet concerned officials in order to familiarise themselves with the operations of the Department before submitting their proposals.
- 1.8 Proposal should be prepared and submitted in English
- 1.9 Incomplete proposals shall be treated as rejected.
- 1.10 Efforts to influence the client will result in rejection of the proposal.
- 1.11 Technical proposal's evaluation shall be independent of the Financial proposal.
- 1.12 Copies of Client Certificates:- Satisfactory Completion Certificates for the assignments executed should also be attached along with the technical proposal
- 1.13 Proposals shall be considered valid for 180 days from the last date of submission.
- 1.14 The proposal must be submitted not later than 15:00 hrs. on ~~27.07.2016~~ 12.08.2016
- 1.15 The bidders must submit an original and two additional copies of each proposal.
- 1.16 While submitting the proposal, the bidder must propose the manpower (along with CVs).

The number of points to be given under evaluation criteria are:

S.No	Description	Points
1	Local presence of the bidder in Tricity of Chandigarh, Panchkula and Mohali	25
2	Adequacy of the proposed Work Plan and Methodology in responding to TOR	25
3	Qualification and competence of the key professionals to be engaged for the assignment <ul style="list-style-type: none"> • Qualifications, competence, certification and hands-on experience of the Team Leader in execution and co-ordination of such projects. • Profile and Experience of the assigned staff • Extent of commitment/engagement of the assigned staff 	30
4	Handling similar nature projects for state wide maintenance (AMC) of Networking and Hardware: <ol style="list-style-type: none"> 1. For one project of at least Rs 15 Lakhs per annum in last three years 2. For three projects of at least Rs 15 Lakhs per annum in last three years 3. For Five projects of at least Rs 15 Lakhs per annum in last three years 	Max. 20 10 15 20
	Total Points	100

1.17 The minimum technical score (TS) required to qualify is 60 Points

1.18 The financial scores shall be determined by the formula $PS = 100 \times P_{min} / P$ where P_{min} is the lowest price and P is the price of the proposal under consideration.

1.19 Those who secure 60 marks and above as a result of evaluation of the technical proposal shall become eligible for opening of their Financial Proposal.

1.20 Immediately after evaluation of technical proposal, the client shall notify all bidders, either qualified or not, through e-mail only. Since no hard copy of letter shall be forwarded, it is requested that proper e-mail id(s) may be provided to enable effective communication.

1.21 Proposals shall be ranked according to their combined technical (TS) and financial (PS) scores using the weights ($T = 0.75$ for technical and $P = 0.25$ for financial proposal) through the use of a formula $S = TS \times T \% + PS \times P \%$. The firm scoring the highest combined technical & financial scores (S) shall be called for negotiations first.

2. CLARIFICATIONS AND AMENDMENTS TO RFP DOCUMENTS

Clarifications after pre-bid meeting have already been included, no pre-bid will be held again.

2.1 In case any intending bidder desires any clarification, then request in writing must be sent to the client through e-mail at the following e-mail IDs by 13th July 2016 upto 3:00 pm.

- i. DGTCP, Haryana: tcparyana4@gmail.com
- ii. CTP, IT & M, Haryana: ctpitm.tcp@gmail.com
- iii. Project Manager (IT): pm.it.tcp@gmail.com

The queries are to be submitted in the following format:

S.No.	Reference	Subject/	Clarification	Suggestions/
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	(Page No./ Para / Sub para No.)	existing clause	Sought	Remarks (if any)
1				
2				
3				

~~2.2 A pre-bid meeting will be held in the office of the Director General, Town and Country Planning, SCO 71-75, Sector 17-C, Chandigarh on 19th July 2016 at 3:00 pm.~~

2.3 The reply to all such queries **already** stands ~~shall~~ be hosted on the website of the Department. It shall be the responsibility of the intending bidder to check the website contents for such clarifications. However, no such request for clarification shall be entertained after.

2.4 The RFP document can be modified by the client due to its own initiative or in response to a clarification by an invited bidder. Such modifications shall be issued in writing as addenda and shall be hosted on the website and shall be binding on bidders. No reply shall be forwarded individually to any intending bidder.

2.5 The client has discretion to extend the date of submission of the proposal.

3. PREPARATION OF PROPOSALS

Technical Proposal

3.1 The bidders are requested to examine the RFP documents in detail before preparing the technical proposal. In case all requested information is not provided, it may result in rejection of the submitted proposal.

3.2 The bidders are requested to take care of the following while preparing the Technical Proposal,

(i) The firm should possess full expertise required for the assignment on its own. Any sort of borrowing of such expertise by associating with other firms/consultants as sub-consultants or joint ventures shall not be allowed.

(ii) For Setting up of LAN, the Service Provider may engage professionals on short term basis. In such case the responsibility of getting the LAN setup done shall still lie with the selected Service Provider. For all other services to be provided under the contract no sub-contracting is allowed.

(iii) It is desirable that the majority of key professional staff proposed be permanent employees of the firm and have an extended and stable working relationship with it. Alternative professional staff shall not be proposed.

3.3 The Technical proposal should provide the following information :

(i) Each bidder would be required to submit an Earnest Money Deposit (EMD) of Rs. One Lakh in the form of a Demand Draft drawn on any Scheduled Bank, in favour of the Director General, Town & Country Planning Haryana, along with the technical bid.

(ii) Outline of experience of the two key personnel on projects of similar nature be enclosed as **Annexure- I**. For each assignment the outline should indicate inter-alia, brief profile of project, nature of engagement, duration of the assignment and completion date, firms involved and reference/ appreciation letter received from clients, if any.

- (iii) Comments & suggestions of Service Provider on the terms of reference, data, services and facilities to be provided by the client as per **Annexure- II**.
- (iv) Detailed Approach/Methodology to be adopted for execution of the project.
- (v) Composition of the team giving name, proposed position and assigned responsibilities (proposed key staff) and their timing/ duration of involvement with the project.
- (vi) Manpower deployment chart showing name proposed position and his occupancy in terms of man-months as per **Annexure-III**.
- (vii) CV's, recently signed by the proposed professional staff and the authorized representative submitting the proposal as per forms given in **Annexure-IV**.
- (viii) A detailed description of the proposed methodology and staffing for conducting the training assignments.
- (ix) Any additional information requested in the Data sheet.

3.4 The Technical Proposal shall not include any financial information.

Financial Proposal

- 3.5 Financial Proposal should take into account the requirements and conditions of the RFP document. The Financial Proposal should lists all costs associated with the assignment as per the format given in **Annexure- V**.
- 3.6 The Financial Proposal should be inclusive of all taxes/charges etc., including, local taxes/service charges etc., if any.

In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Service Provider or if any existing taxes or levies are changed thereafter, the same shall be borne by the Department.

Similarly, in case of any new tax regime, if the taxes are reduced, the Service Provider shall charge accordingly.

3.7 Costs should be expressed in Indian Rupees.

4. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

- 4.1 The authorized representative of the firm should initial all pages of the Proposal. The representative's authorization should be confirmed by a power of attorney or through an authorization letter from the board, attached with Proposal.
- 4.2 The original and all copies of the Technical Proposal shall be placed in sealed cover marked "Technical Proposal" and the original and all copies of the Financial Proposal in a sealed cover clearly marked "Financial Proposal". Both covers should be placed into an outer envelope and sealed. This outer

envelope should bear the submission address and marked. "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE."

- 4.3 In case the bidder desires to modify/revise any aspect of the bid, he may do so through a written request (which will be treated as addenda) before the closing date and time of submission of bid
- 4.4 Any Proposal received after the closing time for submission of proposals shall be returned unopened.
- 4.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by evaluation committee. The Financial Proposal shall remain sealed and deposited with the office of Director General, Town and Country Planning, Haryana.

5. PROPOSAL EVALUATION

General

- 5.1 From the time of opening of technical bids to the time the contract is awarded, if any consultant wishes to contact the client on any matter related to its proposal, it should do so in writing through e-mail at the e-mail IDs provided under para 2.1 above. Any effort to influence the client shall result in rejection of the proposal.
- 5.2 Any incomplete proposal shall be treated as rejected.
- 5.3 The Technical Proposals shall be evaluated by a Technical Proposals evaluation committee constituted by the DGTCP, Haryana. The evaluation and decision of the committee shall be final and binding upon all parties.
- 5.4 Evaluation of Technical Proposals shall be independent of the Financial Proposals. The evaluators of the Technical Proposal shall have no access to the Financial Proposals.

Public Opening and Evaluation of Financial Proposals; ranking

- 5.5 After evaluation of technical proposal, the client shall notify all concerned parties, either or not through e-mail only. Those who qualify shall also be informed about the time and date for opening of the Financial Proposals.
- 5.6 The Financial Proposals shall be opened publicly in the presence of consultants representatives who chose to attend.
- 5.7 The evaluation committee shall determine whether the Financial Proposals are complete in all respects, and correct any computational errors. Further evaluation will be as per the logic given in the data-sheet.

6. NEGOTIATIONS

- 6.1 Negotiations shall take place with an aim to reach an agreement and sign a contract
- 6.2 Negotiations shall include detailed discussion on the proposed methodology/work plan, staffing with a view to improve TOR. The consultant and the client will then work out final TOR, staffing and bar charts etc. This may also include variation in the quantities/jobs at the time of award. The agreed work plan and final TOR shall be incorporated in the scope of the work, which shall become part of the

contract. The efforts during negotiations shall be to achieve maximum from the consultant within the available budget and to clearly define the inputs required from the client in order to ensure satisfactory implementation of the project.

- 6.3 During negotiations, the Client will not consider substitution of the key professional staff proposed in the bid unless both parties agree to such a proposal. If this is not the case and it is established that proposed key staff offered in the proposal was without confirming their availability, then the firm may be disqualified.
- 6.4 After the conclusion of the negotiations, a draft contract agreement will be initialed. If negotiations fail, the client will invite the firm whose proposal received the second highest score to negotiate a contract

7. AWARD OF CONTRACT

- 7.1 After negotiations, the Contract will be awarded and the unsuccessful bidders will be informed accordingly and the firm shall commence the assignment on the date and the location specified in the contract agreement executed as per **Annexure- VI.**

8. CONFIDENTIALITY

- 8.1 Information relating to evaluation of proposals and recommendations concerning award shall not be disclosed to the participating firms until the winning the firm has been awarded the contract

Annexure I

FIRM'S REFERENCES

1. Name of the client : _____
2. Project Name & Address : _____
3. Project Profile in brief : _____
4. Nature of involvement of bidder/ key personnel : _____
5. Start Date : _____
6. End Date : _____
7. No. of Man-months. : _____
8. Associated firm (If any) : _____
8. Name of the project coordinator/team leader : _____

Annexure – II

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.

On the data, services and facilities to be provided by the Client

- 1.
- 2.

Annexure - V
FINANCIAL QUOTATION

S.No.	Item / Description	Quantity	Rate (In Rs) All taxes inclusive	Cost (In Rs) All taxes inclusive
1	Networking of the offices, supply and installation of the following items: <ul style="list-style-type: none"> • Cat 6 cable (lumpsum) • Rack - 4 U • Switch - 16 Port • Switch - 24 Port • UPS - 650 VA • Cat6 I/O Box (Complete set) • Cat6 Cable cord 3m. 	2200 meter 22 16 6 7 22 23 180 180		
2	Networking/ Hardware Maintenance: Net amount (inclusive of all taxes) for three years	Lumpsum	Lumpsum	
3	Provision of four GIS professionals and four Software Development professional - PER PERSON PER MONTH RATE	8		Rate X Quantity X 36 months
4	Antivirus Procurement	Lumpsum	Lumpsum	
TOTAL (1 +2 + 3 + 4)				

Annexure-VI

SERVICE AGREEMENT

THIS AGREEMENT is made on this.....day of2016, between the Governor of Haryana acting through Department, Government of Haryana (hereinafter referred to as the "Department", which expression shall, unless excluded by or repugnant to the context, be deemed to include its successors in office and assignees) of the first part and M/s _____ a company registered under the Companies Act, 1956/a partnership firm constituted between..... its Managing Director/Partner (hereinafter referred to as "Service Provider" which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its/his/her/their respective heirs, executors, administrators and successors/the partner(s) for the time being of the said firm the survivor(s) of them and the executors, administrators and successors of the surviving partners, as the case may be) of the second part.

WHEREAS the Service Provider is engaged in the business of providing Services;

AND WHEREAS the Service Provider has expressed his keen desire to provide the said services to the Department under this agreement.

AND WHEREAS on the aforesaid representation made by the Service Provider to the Department, the parties hereby enter into this agreement on the terms and conditions appearing hereinafter.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS AGREED BY AN BETWEEN THE PARTIES AS UNDER:

1. SERVICE PROVIDER'S REPRESENTATIONS AND WARRANTIES

The Service Provider hereby represents warrants and confirms that the Service Provider-

- 1.1 has fully capacity, power and authority to enter into this agreement and during the continuance of this agreement, shall continue to have full capacity, power and authority to carry out and perform all its duties and obligations as contemplated herein and has already taken and shall and continue to take all necessary and further actions (including but without limiting to the obtaining of necessary approval/consents in all applicable jurisdictions) to authorize to execution, delivery and performance of this agreement ;
- 1.2 has the necessary skills, knowledge, expertise, adequate capital and competent personnel, system and procedures, infrastructure and capability to perform its obligations in accordance with the terms of this agreement and to the satisfaction of the Government ;
- 1.3 shall, on the execution of this agreement and providing services to the Department, not violate, breach and contravene any conditions of any agreement entered with any third party/ies ;
- 1.4 has compiled with and obtained necessary permissions/ licences/ authorizations under the Central, State and local authorities and obtained all required permissions/ licences for carrying out its obligations under this agreement.

2. OBLIGATIONS OF THE SERVICE PROVIDER

- (a) The Service Provider shall operate and provide services to the Department at its various sites on

Days a week from am. to pm. List of services and the material are as prescribed in Annexure 'A'.

- (b) The regularity of the performance of the service will be the essence of this agreement and shall form a central factor of this agreement. The Service Provider shall take all possible steps to ensure to maintain its performance as determined by the Department from time to time.
- (c) The assessment made by the Service Provider in the tender including number of personnel of various descriptions as required to provide/give the required quality of services shall be final and acceptable by and binding upon the Service Provider.
- (d) If the Department notices that the personnel of the Service Provider has/have been negligent, careless in/rendering the said services, the same shall be communicated immediately to the Service Provider who will take corrective steps immediately to avoid recurrence of such incidents and reports to the Department.
- (e) If any of the personnel of the Service Provider indulges in theft, negligence or any illegal/irregular activity, misconduct, the Service Provider shall take appropriate action against its erring personnel and intimate accordingly to the Department or itself can take action in accordance with law.
- (f) The Service Provider shall furnish a personal guarantee of its Managing Director/Partner, guaranteeing the due performance by the Service Provider of its obligations under this agreement

3. TERMS OF PAYMENT

- (a) Fees and charges for the services to be rendered are at Annexure 'B' as agreed to between the parties.
- (b) All payments made by the Department shall be after deduction of tax at source wherever applicable as per provisions of the Income Tax Act, 1961.
- (c) The Service Provider, being the employer in relation to persons engaged/employed by it to provide the services under this agreement shall alone be responsible and liable to pay wages/salaries to such persons which in any case shall not be less than the minimum wages as fixed or prescribed under the Minimum Wages Act, 1948 (Act XI of 1948) for the category of workers employed by it from time to time of by the State Government and /or any authority constituted by or under any law. He will observe compliance of all the relevant labour laws.
- (d) The Service Provider will have to produce the register of wages or the register of wages-cum-muster roll of the three months along with the quarterly bills to be submitted to the nominated official of Department. The Service Provider shall ensure that payment to his employees is made in the presence of an authorized representative of the Department.

Alternately, the Service Provider shall have to submit a copy of the salary slip of the three months along with the quarterly bills to be submitted to the nominated official of Department.

4. SUBMISSION AND VERIFICATION OF BILLS

The Service Provider shall submit on a quarterly basis the bills for the services rendered to enable the Department to verify and process the same.

The Department shall make all efforts to ensure that the payment to the bills raised by the Service Provider are made within 45 days of submission of the bills.

5. DISCIPLINCE

- (a) The Service Provider shall issue identity cards, on its own name and trading style, to its personnel deputed for rendering the said services, which at Department's option, and would be subject to verification at any time. The Department may refuse the entry into its premises to any personnel of the Service Provider not bearing such identity card or not being perfectly dressed.
- (b) The Department shall always have the right and liberty to do surprise inspection at its sites.
- (c) The services rendered by the Service Provider under this agreement will be under close supervision, co-ordination and guidance of the Department. The Service Provider shall frame appropriate procedure for taking immediate action as may be advised by the Department from time to time.
- (d) It is understood between the parties hereto that the Service Provider alone shall have the right to take disciplinary action against any person(s) to raise any dispute and/or claim whatsoever against the Department. Department shall under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the Service Provider for any purpose, whatsoever nor would Department be liable for any claim(s) whatsoever, of any such person(s).

6. NATURE OF AGREEMENT

The parties hereto have considered agreed to and have a clear understanding on the following aspects:

- (a) This agreement is on the principal to principal basis and does not create employer-employee relationship between the Department and the Service Provider. The Service Provider shall not by any acts, deeds or otherwise represent any person that the Service Provider is representing or acting as agent of Department, except to the extent and purpose permitted herein.
- (b) This agreement is for providing the aforementioned services and is not an agreement for supply of contract labour. It is clearly understood by the Service Provider that the persons employed by the Service Provider for providing services as mentioned herein, shall be the employees of the Service Provider only and not of the Department. The Service Provider shall be liable to make payment to its said employees towards their monthly wages/salaries and other statutory dues like Employees Provident Fund, Employees State Insurance, minimum wages, bonus, gratuity etc.
- (c) Department shall not be liable for any obligations/ responsibilities, contractual, legal or otherwise, towards the Service Provider's employees/agents directly and/ or indirectly, in any manner whatsoever.

7. STATUTORY COMPLIANCES

- (a) Service Provider shall obtain all registration(s)/permission(s)/ licensees) etc. which are/may be required under any labour or other legislation(s) for providing the services under this agreement.
- (b) It shall be the Service Provider's responsibility to ensure compliance of all the Central and State Government Rules and Regulations with regard to the provisions of the services under this agreement. The Service Provider indemnifies and shall always keep Department indemnified against all losses, damages, claims actions taken against Department by any authority/office in this

regard.

- (c) The Service Provider undertakes to comply with the applicable provisions of all welfare legislations and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if applicable, for carrying out the purpose of this agreement. The Service Provider shall further observe and comply with all Government laws concerning employment of staff employed by the Service Provider and shall duly pay all sums of money to such staff as may be required to be paid under such laws. It is expressly understood that the Service Provider is fully responsible to ascertain and understand the applicability of various Acts, and take necessary action to comply with the requirements of law.

8. ACCOUNTS AND RECORDS

- (a) The Service Provider shall maintain accurate accounts and records, statements of all its operations and expenses in connection with its functions under this agreement in the manner specified by the Department.
- (b) The Service Provider shall forthwith upon being required by the Department, allow Department or any of its authorized representatives to inspect, audit or take copies of any records maintained by the Service Provider, **except internal cost data and other sensitive financial data**. The Service Provider shall also cooperate in good faith with Department to correct any practices which are found to be deficient as a result of any such audit within a reasonable time after receipt of the report from the Department. However, upon discovery of any discrepancies or under payment the Service Provider shall immediately reimburse the Department for such discrepancies or overcharge.

9. INDEMNIFICATION

- (a) The Service Provider shall at its own expenses make good any loss or damage suffered by the Department as a result of the acts of commission or omission, negligently or otherwise of its personnel while providing the said services at any time of the premises of the Department or otherwise.
- (b) The Service Provider shall at all times indemnify and keep indemnified that Department against any claim on account of disability/death of any of its personnel caused while providing the services within/outside the site or Other premises of the Department which may be made under the workmen's Compensation Act, 1923 or any other Acts or any other Statutory modifications hereof or otherwise for or in respect of any claim for damage or compensation payable in consequence of any accident or injury sustained by the working or their personnel of the Service Provider or in respect of any claim, damage or compensation under labour laws or other laws or rules made thereunder by any Person whether in the employment of the Service Provider or not, who provided or provides the service at the site or any other premises of the Department shall be as provided hereinbefore.
- (c) The Service Provider shall at all times indemnify and keep indemnified the Department against any claim by any third party for any injury, damage to the property or person of the third party or for any other claims whatsoever for any acts of commission or omission of its employees or personnel during the hours of providing the services at the Department's premises or before and after that.
- (d) That, if at any time, during the operation of this agreement or thereafter the Department is made liable in any manner whatsoever by any order, direction or otherwise of any Court authority or

tribunal, to pay any amounts whatsoever in respect of or to any of present or ex-personnel of the Service Provider or to any third party in any event not restricted but including as mentioned in sub-clauses No (a), (b) and (c) hereinabove, the Service Provider shall immediately pay to the department all such amounts and costs also and in all such cases/events the decision of the Department shall be final and binding upon the Service Provider. The Department shall be entitled to deduct any such amounts as aforesaid, from the security deposit and/or from any pending bills of the Service Provider.

10. LIABILITIES AND REMEDIES

In the event of failure of the Service Provider to provide the services or part thereof as mentioned in this agreement for any reasons whatsoever, the Department shall be entitled to procure services from other sources and the Service Provider shall be liable to pay forthwith to the Department the difference of payments made to such other sources, besides damages at double the rate of payment

11. LOSSES SUFFERED BY SERVICE PROVIDER

The Service Provider shall not claim any damages, costs, charges, expenses, liabilities arising out of performance/non-performance of services, which it may suffer or otherwise incur by reason of any act/omission, negligence, default or error in judgement on part of itself and / or its personnel in rendering or non-rendering the services under this agreement.

12. TERM

This agreement shall be effective for a period of Two years with effect from upto and can be extended further for two years and on such term and conditions as may be deemed fit and proper by the Department.

13. TERMINATION

- (a) Either party can terminate this agreement by giving one month's written notice to the other without assigning any reason and without payment of any compensation thereof. ~~However, the Department shall give only a 24 hours notice of termination of this agreement to the Service Provider when there is a major default in compliance of the terms and conditions of this agreement or the Service Provider has failed to comply with its statutory obligations.~~
- (b) If Service Provider commits breach of any covenant or any clause of this agreement, Department may send a written notice to Service Provider to rectify such breach within the time limit specified in such notice. In the event Service Provider fails to rectify such breach within the stipulated time, the agreement shall forthwith stand terminated and Service Provider shall be liable to Department for losses or damages on account of such breach.
- (c) The Department shall have the right to immediately terminate this agreement if the Service Provider becomes insolvent, ceases its operations, dissolves, files for bankruptcy or bankruptcy protection, appoints receivers, or enters into an arrangement for the benefit of creditors.
- (d) Upon termination, all rights and benefits granted by this Agreement shall revert to the respective parties and Customer shall pay all amounts due to Service Provider upto the effective date of termination

14. ASSIGNMENT OF AGREEMENT

This Agreement is executed on the basis of the current management structure of the Service Provider. Henceforth, any assessment of this agreement, in part or whole, to any third party without the prior written consent of the Department shall be a ground for termination of this agreement forthwith.

15. COMPOSITION AND ADDRESS OF SERVICE PROVIDER

- (a) The Service Provider shall furnish to the Department all the relevant papers regarding its constitution, names and addresses of the management and other key personnel of the Service Provider and proof of its registration with the concerned Government authorities required for running such a business of Service Provider.
- (b) The Service Provider shall always inform the Department in writing about any change in its address or the names and addresses of its key personnel. Further, the Service Provider shall not change its ownership without prior approval of the Department.

16. SERVICE OF NOTICES

Any notice or other communication required or permitted to be given between the parties under this agreement shall be given in writing at the following address or such other addresses as may be intimated from time to time in writing.

Department	Service Provider
.....
.....

17. CONFIDENTIALITY

It is understood between the parties hereto that during the course of business relationship, the Service Provider may have access to confidential information of Department and it undertakes that it shall not, without Department's prior written consent, disclose, provide or make available any confidential information in any form to any person or entity or make use of such information. This clause shall survive for a period of 5years from the date of expiry of this agreement or earlier termination thereof.

18. ENTIRE AGREEMENT

This agreement represents the entire agreement, the parties and supersedes all previous or other writings and understandings, oral or written, and further any modifications to this agreement, if required shall only be made in writing.

19. AMENDMENT/ MODIFICATION

The parties can amend this agreement at any time. However, such amendment shall be effective only when it is reduced in writing and signed by the authorized representatives of both parties hereto.

20. SEVERABILITY

If, for any reason, a court of competent jurisdiction finds any provision of this agreement, or portion thereof, to be unenforceable, that provision of the agreement will be enforced to the maximum extent permissible so as to effect the intent of the parties, and the remainder of this agreement shall continue in full force and effect.

21. CAPTIONS

The various captions used in this agreement are for the organizational purpose only and may not be used to interpret the provisions hereof. In case of any conflicts between the captions and the text, the text shall prevail.

22. WAIVER

At any time any indulgence or concession granted by the Department shall not alter or invalidate this agreement nor constitute the waiver of any of the provision hereof after such lime, indulgence or concession shall have been granted. Further, the failure of the Department to enforce at any time, any of the provisions of this agreement or to exercise any option which is herein provided for requiring at any time the performance by the Service Provider of any of the provisions hereof, shall in no way be construed to be a waiver of such provisions of this agreement nor in any way affect the validity of this agreement or any part thereof or the right of the Department to enforce the same in part or in the entirety of it. Waiver, if any, has to be in writing.

23. FORCE MAJEURE

Neither party shall be in default if a failure to perform any obligation hereunder is caused solely by supervening conditions beyond that party's reasonable control, including acts of God, civil commotion, strikes, acts of terrorism, labour disputes and governmental or public authority's demands or requirements

24. DISPUTE RESOLUTION

This agreement shall be deemed to have been mode/executed at--- for all purposes. In the event of any dispute related to the interpretation or rights or liabilities arising out of this agreement, the same shall, at first instance, be amicably settled between the parties. If any dispute is not settled amicably, the same shall be referred to the sole arbitrator to be appointed by the Department. The award given by the arbitrator shall be final and binding on the parties. The venue of arbitrator shall be Chandigarh

25. GOVERNING LAW/ JURISDICTION

The applicable law governing this agreement shall be the laws of India and the courts of Chandigarh shall have the exclusive jurisdiction to try any dispute with respect to this agreement.

26. TWO COUNTERPARTS

This agreement is made in duplicate. The Service Provider shall return a copy of this agreement duly signed and stamped as a token of acceptance of all terms and conditions mentioned above. In the event of commencement of order acceptance, it will be taken that all terms are acceptable.

27. LIMITATION OF LIABILITY

Notwithstanding anything contained herein, neither Party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, speculative, exemplary, consequential or incidental damages (including, without limitation, loss of use, data, revenue, profits, business), irrespective of whether it had an advance notice of the possibility of any such damages under this Agreement and the aggregate liability of Service Provider, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this Agreement during the six months preceding the date of first claim. Total Aggregate liability of Service Provider for all claims shall not exceed the total fees received by Service Provider under this Agreement.

28. LIST OF ANNEXURE

- ANNEXURE 'A' Request for Proposal (RFP)
- ANNEXURE 'B' Fees and Charges
- APPENDIX 'A' Hardware Details
- APPENDIX 'B' Service Level terms

IN WITNESS WHEREOF THE DEPARTMENT AND THE SERVICE PROVIDER ABOVE SAID HAVE HEREUNTO SUBSCRIBED THEIR HANDS ON THE DAY MONTH AND YEAR FIRST MENTIONED ABOVE IN THE PRESENCE OF THE FOLLOWING WITNESSES:

SIGNED, SEALED AND DELIVERED

WITNESSES

- | | |
|--|---|
| <p>1. Signature:
Name:
Date:
Designation:</p> | <p>Signature:
Name:
Date:
Designation:</p> |
| <p>2. Signature:
Name:

Date:
Designation:</p> | <p>For and on behalf of the
Governor of Haryana</p> |

SIGNED, SEALED AND DELIVERED

WITNESSES

- | | |
|--|--|
| <p>1. Signature:
Name:
Date:
Address:</p> | <p>Signature:
Name:
Date:
Address:</p> |
| <p>2. Signature:
Name:

Date:
Address:</p> | <p>For and on behalf of the
Service Provider</p> |

Annexure - B

Fees and charges for the services to be rendered by _____ as agreed to between the parties.				
S.No.	Components	Costing (A)	Months (B)	Total (A*B)

All Service Tax included on the total bill amount as applicable

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
1	TCP, HQ	PMIT	SCO 71-75, Sector 17-C, Panchkula	-	-	-	-	Desktops - 80 Printers (MFP) - 50	Connected, BSNL	Active	24 Port (1 No.)	650 VA (1 No.)	15
2	STP Office Panchkula	STP Panchkula	Sector 6 HUDA Complex	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	5	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	3-6
				Desktops	Data Mini Computer		INTEL P4, 120 GB HDD, 1GB RAM	2					
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		4					
				Printers	HP	LJ P1007		1					
				Printers	HP	LJ 1020		3					
				SWITCH	D-LINK	1GB 24 PORT		1					
				NW POINT	D-LINK BOX			22					
3	CCP NCR	CCP NCR	Sector 6 HUDA Complex	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	8	Connected, BSNL	Active			
				CCP NCR is in the same building as STP Office Panchkula. Details of Printers, SWITCH and Network Point of CCP NCR included in the STP office Panchkula									

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
4	STP Office Hissar	STP Hissar	Mini Secretariat Hissar	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, Provided by NIC	Active	16 Port (2 No.s)	650 VA (2 No.s)	16
5	DTP Office Hissar	DTP Hissar	Mini Secretariat Hissar	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	2	Connected, Provided by NIC	Active			
				Printers	HP	LJP1566		2					
				Printers	HP	LJ1536 MFP		2					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		2					
			NW POINT	D-LINK BOX			10						
6	DTP Office Hissar Enforcement	DTP Enforcement Hissar	Mini Secretariat Hissar	Office in the same Building as STP and DTP Hissar. Details of desktops, Printers, SWITCH and Network Point included in the STP and DTP Hissar offices.					Connected, Provided by NIC	Active			
7	STP Office Rohtak	STP Rohtak	HUDA Complex, Sector-1, Rohtak	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, BSNL	Axctive	16 Port (1 No.)	650 VA (1 No.)	8
8	DTP Office Rohtak	DTP Rohtak	HUDA Complex, Sector-1, Rohtak	Desktops	Local PC		Dual Core CPU E5500 @2.8 GHZ 4Gb RAM, 500GB HDD	1	Connected, BSNL	Active			

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4					
				Printers	HP	LJP1566		2					
				Printers	HP	LJ1536 MFP		2					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 16 PORT		1					
				NW POINT	D-LINK BOX			12					
9	DTP Office Gurgaon	DTP Gurgaon	HUDA Complex, Sec 14 Gurgaon	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	5	Connected, BSNL	Active			
10	STP Office Gurgaon	STP Gurgaon	HUDA Complex, Sec 14 Gurgaon	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	6	Connected, BSNL	Active	24 Port (1 No.)	650 VA (1 No.)	16
11	DTP Enforcement Office GURGAON	DTP Enforcement Gurgaon	HUDA Complex, Sec 14 Gurgaon	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, BSNL	Active			
				Desktops	Local PC		DUAL CORE CPU E5500@2.8 GHZ, 4GB RAM, 500GB HDD	4					

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				Printers	HP	LJP1566		2					
				Printers	HP	LJ M1005 MFP		1					
				Printers	HP	M1213NF MFP		1					
				Printers	HP	LJ MFP M128FN		1					
				Printers	HP	LJ1536 MFP		2					
				Printers	HP	LJ 1020		2					
				SWITCH	D-LINK	1GB 24 PORT		1					
				SWITCH	D-LINK	1 GB 16 PORT		2					
				NW POINT	D-LINK BOX			67					
12	DTP Office Kurukshetra	DTP Kurukshetra	Mini Secretariat ,Kurukshetra	Desktops	HP workstation			1					
				Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, Provided by NIC	Active	24 Port (1 No.)	650 VA (1 No.)	11
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		1					
				NW POINT	D-LINK BOX			5					

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
13	DTP Office Yamunanagar	DTP Yamunanagar	HUDA Complex, Sec-21, Near Swami Vivekanand college	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	6
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		1					
				NW POINT	D-LINK BOX			5					
14	DTP Office Ambala City	DTP Ambala	Ambala Old Session Court, Ambala City.	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	Active	16 Port (1 No.)	650 (1 No.)	3
				SWITCH	D LINK	8 PORT		1					
				PRINTERS	HP	LJ M1005 MFP		1					
				Printers	HP	LJ 153 MFP		1					
				NW POINT	D LINK BOX			5					
15	DTP Office Karnal	DTP Karnal	HUDA Complex, Sec 12	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	5
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB PORT		0					
				NW POINT	D-LINK BOX			7					
16	DTP Office Kaithal	DTP Kaithal	HUDA Complex, Sec-19 Kaithal	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	NOT YET CONNECTED	NO	16 Port (1 No.)	650 VA (1 No.)	8
				Printers	HP	LJ P1566		1					
				Printers	HP	LJ 1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH									
				NW POINT	D-LINK BOX			5					
17	DTP Office Sonipat	DTP Sonipat	HUDA Complex, Sec-15	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	1
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 16 PORT		0					
				NW POINT	D-LINK BOX			10					

APPENDIX-A

1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
18	DTP Office Panipat	DTP Panipat	HUDA Complex Near Toll Plaza, Sector 18, Panipat	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	8	Connected, BSNL	Active	24 Port (1 No.)	650 VA (1 No.)	6
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		2					
				NW POINT	D-LINK BOX			15					
19	DTP Enforcement Office Panipat	DTP Panipat	HUDA Complex Near Toll Plaza, Sector 18, Panipat	Office in the same Building as DTP Panipat. Details of desktops, Printers, SWITCH and Network Point included in the DTP Panipat office.					Connected, BSNL	Active			
20	DTP Office JHAJJAR	DTP Jhajjar	Mini Secretariat Jhajjar	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, Provided by NIC	Active	24 Port (1 No.)	650 VA (1 No.)	10
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		2					
				NW POINT	D-LINK BOX			10					

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
21	DTP Office Jind	DTP Jind	Mini Secretariat Jind	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, Provided by NIC	Active	16 Port (1 No.)	650 VA (1 No.)	2
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		1					
				NW POINT	D-LINK BOX			5					
22	DTP Office Bhiwani	DTP Bhiwani	Mini Secretariat Bhiwani	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	6
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		1					
				NW POINT	D-LINK BOX			5					
23	DTP Office Sirsa	DTP Sirsa	HUDA Complex, Sector 20	Desktops	HP workstation			1	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	6
				Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	2					

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 24 PORT		0					
				NW POINT	D-LINK BOX			5					
24	DTP Office Fatehabad	DTP Fatehabad	Mini Secretariat	Desktops	compaq_			1	Connected, Provided by NIC	Active	16 Port (1 No.)	650 VA (1 No.)	2
				Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	2					
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 24 PORT		0					
				NW POINT	D-LINK BOX			5					
25	DTP Office Palwal	DTP Palwal	DTP Office, SEC-2		Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	Active	16 Port (1 No.)	650 VA (1 No.)	3
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				SWITCH	D-LINK	1GB 24 PORT		0					
				NW POINT	D-LINK BOX			5					
26	DTP Office Mewat	DTP Mewat	Mini Secretariat, NUH	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, Provided by NIC	Active	16 Port (1 No.)	650 VA (1 No.)	4
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 24 PORT		0					
				NW POINT	D-LINK BOX			5					
27	DTP Office Narnaul	DTP Narnaul	DTP Office, Mahendergarh Road, Narnaul	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	3	Connected, BSNL	NO	16 Port (1 No.)	650 VA (1 No.)	5
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 24 PORT		0					
				NW POINT	D-LINK BOX			5					

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
28	DTP Office Rewari	DTP Rewari	Huda Complex, Sector 1	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, BSNL	Active	24 Port (1 No.)	650 VA (1 No.)	8
				Printers	HP	LJP1566		1					
				Printers	HP	LJ1536 MFP		1					
				Printers	HP	LJ 1020		0					
				SWITCH	D-LINK	1GB 8 PORT		1					
				NW POINT	D-LINK BOX			7					
29	DTP Office Faridabad	DTP Faridabad	HUDA Complex, Sec-12, Faridabad	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	4	Connected, BSNL	Active	24 Port (1 No.)	650 VA (1 No.)	nil
30	STP Office Faridabad	STP Faridabad	HUDA Complex, Sec-12, Faridabad	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	6	Connected, BSNL	Active			
31	DTP Enforcement Office Faridabad	DTP Enforcement Fardiabad	SCO 22, Opp. SRS Mall, Near AIRTEL Office, 1st Floor, Sector 12, Faridabad.	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	2	NOT YET CONNECTED	Active	16 Port (1 No.)	650 VA (1 No.)	1
				Printers	HP	LJP1566		3					
				Printers	HP	LJ1530 MFP		1					
				PRINTERS	HP	LJ1536 MFP		2					

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1	2	3	4	5	6	7	8	9	10	11	12	13	14
S.No.	Office Name	Nodal Officer	Address	HW Type	Make	Model	Configuration	Quantity of Existing Desktops / Printers / Nodes	SWAN Connectivity Status	LAN STATUS	SWITCH TO BE SUPPLIED BY SERVICE PROVIDER	UPS TO BE SUPPLIED BY SERVICE PROVIDER	Nodes to be Provided
				SWITCH	D-LINK	1 GB 16 PORT		1					
				SWITCH	D-LINK	1GB 24 PORT		1					
				NW POINT	D-LINK BOX			37					
32	DTP Office Panchkula	DTP Panchkula	Mini Secretariat, Sector 1, Panchkula	Desktops	Dell	OptiPlex 3010	Intel Core i3 3220 PROCESSOR, Win 7 Professional 64 bit, 4 GB DDR3, 500 GB	5	Connected, Provided by NIC	Active	nil	nil	nil
				Printers	HP	LJP1566		2					
				Printers	HP	LJ1536 MFP		2					
				Printers	HP	LJ 1020		1					
				SWITCH	D-LINK	1GB 24 PORT		1					
				NW POINT	D-LINK BOX			18					
33	DTP Enforcement Office Panchkula	DTP Enforcement Panchkula	Mini Secretariat, Sector 1, Panchkula	Office in the same Building as DTP Panchkula. Details of Printers, Switch and Network Points included in the DTP Panchkula offices					Connected, Provided by NIC	Active	nil	nil	nil

Appendix - B**Service Level Terms****1.0 Time limits to attend faults**

All calls must be attended within time frame as listed below:

Severity	Description	Response Time	Resolution Time
MAJOR	SWITCH	8 Hours	48 Hours
MINOR	Desktop, Printer (MFP), Scanner, UPS, LAN	8 Hours	72 Hours

The resolution time would be considered as the maximum downtime allowed.

2.0 Equipment to be repaired outside the office premises:

Any equipment that could not be repaired at the office premises may be transported by the Vendor to their workshop for repairs. The cost of to and fro transportation will be borne by the Vendor.

3.0 Post Resolution of Complaints

On resolution of complaint(s), the vendor shall obtain a certificate to that effect in a standard format from the Nodal Officer of the office. A copy of which shall be submitted along with the quarterly bill.

4.0 For the purpose of calculating penalties following matrix will be used:

S. No.	Job Description	Baseline	Payment	Lower Performance	Payment	Breach	Payment
1.	Commissioning of complete Network at all locations.	T +45 Days	First Installment – at the end of quarter	Delay by 2 Weeks	Deduct 10% of Quarterly payment (QP)	Greater than 2 Weeks	Deduct 20% of QP. Any delay beyond 2 Weeks may result in

S. No.	Job Description	Baseline	Payment	Lower Performance	Payment	Breach	Payment
2.	Repair Not carried out as per the resolution time	Major - 48 Hours Minor - 72 Hours	No Deduction	Delay by 1 day	Deduct 5 % of QP	Greater than 1 day	Deduct 5 % per day delay upto maximum limit of
3.	Anti Virus Installation	15 days From the date of Request letter for Installation	No Deduction on Quarterly Payment	Delay by 1 week	Deduct 10% of Quarterly payment (QP)	Greater than 1 Week	Deduct 5 % per week delay upto maximum limit of
4.	Short Term Engagement of Professionals	30 days from the date of Request letter of	No Deduction on Quarterly Payment	Delay by 2 weeks	Deduct 5% of Quarterly payment (QP)	Greater than 2 Weeks	Deduct 5 % per fortnight delay upto maximum

T = Date of placement of Work Order.

QP = Quarterly payment payable to service provider 3.

- Call will be considered logged from the date and time of the mail sent by the department officer / official.
- Call will be considered closed from the date and time of verification of resolution from the concerned nodal officer of the Department