

**GOVERNMENT OF MANIPUR**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
4<sup>th</sup> Floor, West Block, New Secretariat, Imphal-795001  
Website: <http://ditmanipur.gov.in>, e-mail: [dit-mn@nic.in](mailto:dit-mn@nic.in)

**NOTICE INVITING TENDERS**  
Imphal, the 3<sup>rd</sup> March, 2020

**No. 15/3/2010-DIT(Pt-2):** Department of Information Technology, Manipur invites bids from experienced Service Providers/Agencies under Two Bid System (Technical Bid & Commercial Bid) for providing Operation & Maintenance services of a Network Operating Centre (NOC) room on 24x7x365 basis.

The details of Tender document may be seen/downloaded from <http://manipur.gov.in> and <http://ditmanipur.gov.in>. Changes, Corrigendum etc. if any will be uploaded at the 2 (two) portals mentioned above. For further queries/comments Shri N. Ashakiran Singh, Informatics Officer may be contacted at mobile No. 7085055194 and email: [ashakiran.n@nic.in](mailto:ashakiran.n@nic.in).

The Eligibility Criteria, Scope of work, Terms & Conditions, and Evaluation methodology for Technical and Financial Bids are at Annexure – I, II, III, IV and V.

2. The proposal/bid must be submitted through e-Tender Portal i.e. <https://manipur tenders.gov.in> only. Details of submission timelines are as below:

SL.	Particulars	Description
1.	Address of the authority inviting RFP/Tender	Director, Department of Information Technology, 4 <sup>th</sup> Floor, Western Block, New Secretariat, Imphal-795001
2.	RFP/ Tender Reference No.	15/3/2010-DIT(Vol-I)
3.	Last date of online bid submission and physical submission of original demand draft (DD)/ Banker Cheque (BC)/ Bank Guarantee (BG) w.r.t Tender fee and EMD at DIT, Manipur.	Up to 23.03.2020 at 1:00 PM
4.	Technical Bid opening Date and Time	Shall be notified later
5.	Financial Bid Opening Date and Time	Shall be notified later

**Note:** Corrigendum, addendums and subsequent clarification on bid terms, if any, can be downloaded from the above mentioned websites.



**(N. Deben)**  
Director (IT)

**Copy to:**

1. Additional Chief Secretary (IT), Government of Manipur.
2. The Website Manager, Informatics Officer, DIT, Manipur  
- To upload the notification on <https://manipur.gov.in> and <https://manipur tenders.gov.in>
3. Guard File.

**ELIGIBILITY CRITERIA**

<b>SL.</b>	<b>Eligibility Criteria</b>	<b>Compliance Y/N</b>	<b>Supporting Documents to be submitted along with Technical Bid</b>
1	The bidder must have office in Imphal or ready to set up office in Imphal within 30 days from the date of signing the contract.		Proof of Address or Consent Letter in the letterhead with stamp.
2	The bidder should be a company registered under Companies Act		Photo copy of Registration Certificate
3	The bidder should have an experience in providing IT service to Public Sector Companies / Government Departments or undertaking for at-least 3 years as on 31 <sup>st</sup> Jan, 2019.		Photo copy of Certificate from Clients award and commencement of business.
4	The bidder should have average annual turnover of Rs. 50 Lakhs in one of the last 3 financial years i.e. 2015-16, 2016-17 and 2017-18.		Self-certified copies of the audited balance sheet and profit & loss statement prepared by a Chartered Accountant for the last 3 years completed financial years with adequate sections duly marked.
5	The bidder should have never been blacklisted/barred/disqualified by any Government Department or any PSU.		Self-Certification/declaration
6	The bidder should have a valid GST registration Certificate and Pan Number.		Copies of the GST Registration Certification , PAN to be enclosed

**SCOPE OF WORK**

1. Manipur State Data Centre (SDC) was successfully set up under National e-Governance Plan to acts as a central repository for all data and applications/websites for the entire Government of Manipur. The Operation and Maintenance contract of Manipur SDC has expired and most of the applications/websites previously hosted at Manipur SDC have been migrated to the Cloud Platform.
2. However, the CCTNS application and infrastructures of Goods and Services Tax (GST) Network, North Eastern State Data Repository (NeSDR) of Manipur and Manipur SWAN have been using part of physical infrastructure (Non-IT equipment) of SDC. Hence the usages of these Non-IT equipment(s) need to be continued for sometimes.
3. In order to enable above mentioned application and infrastructures, the existing server hall of Manipur State Data Centre has been scaled down and partitioned upto first 5<sup>th</sup> rows of racks out of 8 rows of the server hall and a Network Operating Centre (NOC) room has been created.
4. DIT, Manipur intends to set up a NOC using part of the existing Non-IT infrastructure of Manipur SDC for un-interrupted power supply, cooling facility and security etc. to continue the operation of items mentioned at Para No. 2 above. Detail of the physical infrastructure are at **Annexure-A**.
5. Department of Information Technology, Government of Manipur, invites bids from well-established reputed firms / agency for providing Operation & Maintenance services for the NOC room on 24x7x365 basis.
6. Under the scope of Operation & Maintenance services, the selected bidder shall undertake monitoring, administration, management and maintenance including the following scope of services:
  - i. Operation and Maintenance of all the devices installed as part of the physical infrastructure round the clock on 24x7x365 basis and ensure to provide cooling and uninterrupted power supply to IT equipment installed at the NOC room.
  - ii. The operations shall be managed in 3 shifts, each of 8 hours duration (6 AM – 2 PM, 2 PM - 10PM, 10PM - 6AM).
  - iii. The selected bidder shall deploy sufficient manpower and ensure that the persons deployed for Operation and maintenance should have the requisite knowledge/qualification/ experience required for carrying out the job contract, entrusted to him.
  - iv. The selected bidder shall be responsible for the satisfactory and quality completion of the following jobs and services:
    - a. Day to day monitoring and upkeep of the Building Management System which includes monitoring of temperature, humidity, run time etc. parameters for Precision Air Conditioning System including monitoring of the temperature and Automatic switch-over of the different units. Comfort Air Conditioning System.
    - b. DG Set, Fuel Storage Tank etc. Electrical System UPS system including Monitoring of voltages, Battery health, etc.
    - c. Safety & Security systems such as:-
      - Access Control System: Report on intruder alerts, check all Locks work as programmed and re-program when authorised.

- CCTV System - Camera problems, backups, incidents, alerts from sensitive area, etc.
  - Fire Alarm and Detection System: Monitoring of Detectors, Hooters, False Alarm and take proper action in case of an actual fire. Monitor Gas based suppression system and the refill / pressure of the stand-alone Fire extinguishers.
  - Gas Based Fire Suppression System
  - Water Leak Detection System
  - Aspirating Smoke Detection (VESDA System)
- v. The selected bidder shall carry out day to day operation such as system routine health check-up, continuous monitoring, cleaning preventive maintenance, repair and replacement of defective components which is installed in MSDC. The cost of repair and replacement shall be borne by the Bidder and the same will be reimbursed as per actual.
- vi. Under corrective maintenance, any defects in the Infrastructure shall be rectified, and all defective components necessary for normal operation are to be replaced with the respective OEM products/parts of equivalent or higher make/configurations. If the respective OEM products/parts are not available for any reason, the selected bidder shall replace the defective products/parts with similar or higher make/configurations by taking written consent of the DIT for the type of products/parts being replaced.
- vii. Preventive Maintenance activity shall include updation of Service packs, physical cleaning & testing of equipment, carrying out system diagnostic tests & taking remedial action, point-to-point connectivity test etc. At least one preventive maintenance activity should be scheduled per quarter.
- viii. Normally the repair/replacement of defective products/parts shall be carried out at the premises of the MSDC only, and not at the repair centers. If the fault is of serious nature and requires the support of the repair center, thereby necessitating shifting of the equipment, then the shifting/transportation, installation, re-installation, and loading of the packages shall be carried out with prior approval of Department of Information Technology (DIT).
- ix. Provide & Maintain necessary documents on daily, weekly, fortnightly and monthly basis, manage various system.

**TERMS AND CONDITIONS****1. Earnest Money Deposit (EMD):**

- i. Each bid must be accompanied by Earnest Money Deposit (EMD) of Rs. 25,000/- (Rupees Twenty five thousand only) in the form of Demand Draft/Bankers Cheque/Bank Guarantee of any Nationalized/Scheduled commercial Bank taken in the name of Director, Directorate of Information Technology & Communication payable at Imphal. Bids received without Earnest Money Deposit are liable to be rejected.
  - ii. The original copy of EMD should reach to this office address as mentioned in the Notification on or before the time of opening of bid. The original should be hosted / couriered / given person to the concerned authority of DIT, Manipur latest by the last date and time of the bid submission otherwise uploaded bid will be rejected.
  - iii. The original copy of EMD should reach to this office address as mentioned in the Notification on or before the time of opening of bid. The original should be posted / couriered/ given person to the concerned authority of DIT, Manipur latest by the last date and time of the bid submission otherwise uploaded bid will be rejected.
  - iv. EMD in any other form will not be accepted.
  - v. EMD shall be valid for a period of Forty-five (45) days beyond the final bid validity period.
  - vi. EMD of all unsuccessful bidders would be refunded by DIT, Manipur within 30 days of the bidder being notified by DIT, Manipur as being unsuccessful and after received a written request from the unsuccessful bidder for refund of the same. EMD of the successful bidder would be returned upon submission of Security Deposit.
  - vii. No interest shall be payable by DIT, Manipur to the Bidder(s) on the EMD amount for the period of its currency.
  - viii. The bid without adequate EMD, as mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
2. The selected bidder shall provide operation and maintenance services through their own personnel.
  3. The selected bidder shall maintain the entire Non-IT infrastructure installed at the Manipur SDC in proper working condition throughout the contract period to provide consistent operation and maintenance service.
  4. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the selected bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA. Details of the SLA are at **Annexure-B**.
  5. The selected bidder shall pay charges of consumable like Diesel, Electricity etc. and the same will be reimbursed back by DIT Manipur on actual on submission of bills in quarterly basis.

6. The selected bidder shall cover both preventive as well as corrective maintenance of all active / passive items given in the scope of works.
7. Any activity, that requires stopping of services or shutdown of equipment's shall be carried out in consultation with the DIT after necessary intimation, and this activity shall be taken up only during the non-working hours or on holidays in order to reduce non-availability of services.
8. The selected bidder will be responsible for compliance of all the applicable laws and obligations arising out from the action of providing services.
9. The personnel deployed shall be under the direct control and supervision of the Successful bidder. However, they shall comply with the oral and written instructions given on day to day basis, by the officer(s) of DIT or their representative from time to time. They will be bound by office timings, duty, placement, locations, etc., as decided by the DIT which may include 24x7 Operations.
10. If the successful bidder fails to provide satisfactory performance, DIT shall be at liberty to terminate the contract and withhold the Security Deposit/ BG or the balance payment of the Successful bidder, etc.
11. DIT reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition at any time during the currency of the contract.
12. The successful bidder will not seek escalation in the rates quoted during the contract period.
13. The period of the contract will be one year from the date of signing the contract or till the completion of migration of all the application hosted at MSDC to Cloud whichever earlier. The same may be renewed for subsequent 12 months, subject to satisfactory service and acceptance by DIT without any price escalation.
14. DIT reserves the right to accept or reject any Tender/ all the tender(s) in full or in part, without assigning any reason whatsoever. DIT also reserves the right to call for additional information from the Bidder(s).
15. The contact person of the successful bidder should be available on his own direct telephone (office as well as residence) and also on mobile phone on a 24x7x365 basis.
16. There should be no cutting/overwriting in the Quotations.
17. The successful bidder shall ensure deployment of suitable people with proper background after investigation/verification, collecting proofs of identity, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such a request.
18. The working days should be 24x7x365 basis in shifts. However, depending upon the urgency of works, the personnel may be required to work (beyond the stipulated period) depending on demands or work.

19. The successful bidder has to indemnify DIT of all labour laws. Any issue arising out of this will have to be handled by the successful bidder.
20. DIT at its sole discretion depending upon the workload may at any point of time extend or curtail the contract or make changes in the requirement of manpower giving 15 days' notice.
21. Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in DIT. The security deposit will also be forfeited.
22. Management Information System (MIS) Report: The Selected bidder shall provide the MIS reports on monthly bases for all the devices and resources installed in the NOC room in an appropriate format that would be in consultation with the tendering authority. Whenever required by the tendering authority, selected bidder should be able to provide additional reports as per their standard formats.

The following Quarterly MIS reports/ documents shall also be submitted by the selected bidder, while claiming the payment for the work done:

- i. MAC (Install, Move, Add, Change) Report.
  - ii. Availability of different category of equipment
  - iii. Exception report indication all calls completed beyond SLA, with calculation of non- performance deduction.
  - iv. Report on planned Preventive Maintenance schedules
  - v. Etc.
23. Performance Guarantee:
- i. The Successful bidder has to submit Performance Bank Guarantee or Performance Security Deposit @ 10% of total order value within 15 days from the date of issue of Work order for the entire project duration. The PBG may be issued by any Nationalized Bank including the Public Sector Bank or Private Sector Bank authorized by RBI or Commercial Bank (operating in India having branch at Imphal).
  - ii. The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
  - iii. The Performance Security shall be payable to the DIT as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.
  - iv. Performance Security will be discharged by DIT and returned to the Bidder on completion of the bidder's performance obligations under the contract after deductions, if any of component.
  - v. No interest shall be payable on the PBG amount. DIT may invoke the above bank guarantee for any kind of recoveries, in case the recoveries from the bidder exceed the amount payable to the bidder.

24. Payment will be made by DIT, Manipur on quarterly basis only against the raised invoice at the earliest.
25. DIT may extend the contract with the selected bidder on mutually agreed terms and conditions.
26. Arbitration:

In the event of dispute and difference arising between Department of Information Technology and Agency, the same shall be discussed in the first instance between the representative of the Agency and DIT.

If the dispute is not settled amicably, the matter shall be raised by the aggrieved party to the authorised signatory of the other party within 21 days of arising of such disputes/issues. If the issue is not resolved within 30 days of receipt of the claim by the respondent party, the aggrieved party shall refer the claim for arbitration to the Administrative Secretary of DIT within 10 days after the passage of this time. The Administrative Secretary, DIT would appoint the sole Arbitrator / a panel of Arbitrators for the dispute whose decision shall be final and binding on both the parties. Arbitration proceedings will be assumed to have commenced from the day a written and valid demand for arbitration is received by the Administrative Secretary, DIT. The place of arbitration will be Imphal. Wherever applicable, the provisions of the Arbitration and Conciliation Act, 1996 shall apply.

27. Force Majeure:

If the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, casualty, riots, sabotage, accident, lack or failure of transportation facilities, flood, war, civil commotion, terror attack, lightning, acts of God, any law, order or decree of any government or subdivision thereof or any other cause similar to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused from performance hereunder to the extent and for the duration of such prevention, restriction or interference.

28. Governing Law:

This Agreement and the obligations of the parties hereto shall be interpreted, construed and enforced in accordance with the internal laws of India, without giving effect to the conflict of laws / principles thereof. Any legal dispute arising out of this contract will be settled at Imphal only.

29. Indemnity:

The successful bidder shall keep the Customer fully indemnified against all actions, claims, proceedings, costs, damages and all legal costs or other expenses and losses incurred or suffered by the Customer arising directly or indirectly out of or in relation to:

any breach of any terms of this Agreement (including but not limited to any claim or action by a third party alleging infringement of any intellectual property rights of such third party); **or** any claim by third party (including without limitation claims by any employee or agent of the successful bidder or the general public) for any damage, injury, loss or accident sustained in relation to the Service Provider's performance of the Contract.



## **SELECTION PROCESS**

The Financial Proposal shall be submitted as per Annexure V of the Tender Document. DIT has adopted a Two Stage Selection Process (collectively the "Selection Process") for evaluating the Proposals comprising of technical and financial bids to be submitted online. The Method of selection will be on Quality (70%) cum Cost (30%) based selection (QCBS) -70:30. The technical quality of the proposal shall be given weightage of 70%. The financial proposal with the lowest cost may be given a score of 100 and the other proposals will be given financial score that are inversely proportionate to their prices. The financial proposal shall be allocated weightage of 30%. For working out the combined score, DIT will use the following formula:

### **Example:**

#### ***Technical Bids Evaluation***

##### ***Stage 1. Absolute Marks (Table A)***

<b>Bidder details</b>	<b>Technical Marks obtained(Out of 100)</b>
Bidder 1	85
Bidder 2	75
Bidder 3	80

##### ***Stage 2. Normalization of Technical marks: (Table B)***

Normalised score = (Technical marks obtained by the bidder under consideration/Highest technical marks)\*70

<b>Bidder Details</b>	<b>Normalised score</b>
Bidder 1	$(85/85)*100 = 100$
Bidder 2	$(75/85)*100 = 88$
Bidder 3	$(80/85)*100 = 94$

#### ***Financial Bid Evaluation:***

- The Financial bid amount shall be converted into financial score, while considering the financial quote given by each of the Bidders in the commercial bid as follows:  
Financial Score of a Bidder =  $\{\text{Lowest financial bid/Quote of bidder under consideration}\} * 100$

#### ***Example: (Table C)***

<b>Bidder Details</b>	<b>Financial quote</b>	<b>Calculation</b>	<b>Financial score</b>
Bidder 1	1,30,000	$\{1,00,000/1,30,000\} * 100$	77
Bidder 2	1,20,000	$\{100,000/1,20,000\} * 100$	83
Bidder 3	1,00,000	$\{100,000/1,00,000\} * 100$	100

### **Final Score Calculation through QCBS**

The final score will be calculated through Quality and Cost Selection method based with the following weightage:

Technical: 70%

Financial: 30 %

**Combined Technical and Financial score = (0.70\*Technical score) + (0.30\* Financial Score)**

**Example: (Table D)**

<b>Bidders</b>	<b>Technical Score (i) (0.7x Normalised Technical Score)</b>	<b>Financial Score (ii)(0.3 x Normalised Financial score)</b>	<b>Final Score (iii = (i) + (ii))</b>	<b>Rank of the bidder</b>
Bidder 1	70	23.10	93.10	H2
Bidder 2	59.23	24.90	80.13	H3
Bidder 3	64.61	30	94.61	H1

The proposals will be ranked in terms of total scores of each bidder. The proposal with the highest total score (H-1) will be considered for award of contract and will be called for negotiations, if required.

**TECHNICAL QUALIFICATION DETAILS**

<b>SI No.</b>	<b>Details</b>	<b>Maximum Marks</b>	<b>Bidders response enclose the proofs</b>
1	Average annual turnover of bidder one of the last 3 financial years (FY 2015-16, 2016-17, 2017-18) From 50 Lakhs – upto less than 1 crore : 10 Mark From 1 crore – upto less than 2 crore : 20 Marks	<b>20</b>	
2	No. of providing IT service to Public Sector Companies / Government Departments or undertaking projects involving outsourcing deploying of Technical Manpower. (Based on Work order/LOI)  1 Project : 10 Marks 2 - 4 Projects : 20 Marks More than 4 Projects : 30 Marks	<b>30</b>	
3	Client Satisfaction certificate (Based on no. of certificate) 1 : 05 Marks 2 – 3 : 10 Marks More than 3 : 20 Marks  <b>Note:</b> <i>only one certificate per project.</i>	<b>20</b>	
4	Presentation: ✓ Understanding of requirement : <b>5 marks</b> ✓ On boarding process including resume of key personal to be deployed, both supervisory and technical : <b>5marks</b> ✓ Proposed Organisation chart including responsibility escalation mechanism : <b>5 marks</b> ✓ Performance management process : <b>10 marks</b> ✓ Proposed Draft SOP : <b>5 marks</b>	<b>30</b>	
	<b>Total</b>	<b>100</b>	

**FINANCIAL-BID****Sub: Operation & Maintenance services of the Application Support System (ASC).**

Name of the Company:

<b>Sl.</b>	<b>Description</b>	<b>Cost per month (in Rs) (A)</b>	<b>No. of Months (B)</b>	<b>Amount (in Rs.) (A) x (B)</b>
1	Operation and Maintenance		12	
2	GST / any applicable taxes			
<b>Grand Total</b>				

**Note:** The quoted price should be inclusive of all applicable taxes.

**Annexure-A****List of Physical infrastructure**

<b>S No.</b>	<b>Particulars</b>	<b>Asset Number</b>	<b>Make</b>	<b>Model</b>	<b>Serial</b>
<b>Electrical System</b>					
1.	<b>UPS System</b>	UPS-120KVA_1	Riello- 120KVA UPS System	MPS 120LH-PARALLELO	MM07AP310180002
		UPS-120KVA_2	Riello- 120KVA UPS System	MPS 120LH-PARALLELO	MM07AP310180001
		UPS- 10KVA_1	Riello- 10KVA UPS System	UPS MST 10 AOP	MM08UT311630001
2.	<b>BATTERY BANK</b>	BATTERY BANK_4A(UPS10KVA 1 )	NA	NA	NA
		BATTERY BANK_1A (UPS120)	NA	NA	NA
		BATTERY BANK_1B (UPS120)	NA	NA	NA
		BATTERY BANK_2A (UPS120)	NA	NA	NA
		BATTERY BANK_2B (UPS120)	NA	NA	NA
3.	<b>Diesel Generator (DG Set)</b>	Diesel Engine 1	Kirlonskar Green	6K 1080TA	6H5245/1100071
		Diesel Engine 2	Kirlonskar Green	6K 1080TA	6H5245/1100070
4.	<b>Stabilizer</b>	Servo Stablizer_1	Abhishek Electricals (kelvolt)	SCVS250	10047
		Servo Stablizer_2	Arzoo Energy	250KVA	TP1307020
5.	<b>Electrical Panels</b>	PAC panel_1	Shivam Electricals	PAC 13	S.E/13/10-11
		PAC panel_2	Shivam Electricals	PAC 13	S.E/13A/10-11
		APFC -Panel	PROLIFIC	APFC 03	PSTPL/03/12-13
		Synchronization Panel	Shivam	Synchronizing 16.	S.E/16/11-12
		Main LT Panel-1	Shivam Electricals	LT DIST. 12	S.E/12/10-11
		Main LT Panel-2	Prolific	LT 01	PSTPL/01/12-13
		Main Incomer LT Panel-1	Prolific	MIC 02	PSTPL/02/12-13
6.	<b>PDU</b>	PDU_SH_1	Shivam	PDU 14	S.E/14/10-11
		PDU_SH_2	Shivam	PDU 14	S.E/14A/10-11
7.	<b>PAC auto changeover</b>	PAC_auto_changeover -01	Shivam	Auto Changeover 15	S.E/15/10-11
<b>Integrated Building Management System (IBMS)</b>					
8.	<b>Gas Release panel</b>	Gas Release panel_1	Ravel	REGR/Equivalent	18616-12-10
		Gas Release panel_2	Ravel	REGR/Equivalent	18617-12-10
9.	<b>Rodent Repellant panel</b>	Rodent Repellant panel_1	R-SCAT	Je-24BL	R/111/4567
		Rodent Repellant panel_2	R-SCAT	Je-24BL	R/111/6789
		Rodent Repellant panel_3	R-SCAT	Je-24BL	R/111/5688
10.	<b>BMS Panel</b>	BMS_Panel_1	Honeywell	NA	NA

		BMS_Panel_2	Honeywell	NA	NA
		BMS_Panel_3	Honeywell	XL800- Exp Controller	102763614
11.	<b>Water Leakage Detection System</b>	WLD_Panel	Jayfire/Saini	4 zone panel	31/10/13/07
		Hooter-1	Safeway	NA	NA
		Hooter-2	AGNI	NA	NA
		Hooter-3	AGNI	NA	NA
		Hooter-4	AGNI	NA	NA
		Hooter-5	AGNI	AD-502	NA
		Hooter-6	Safeway	NA	NA
		Hooter-7	Safeway	NA	NA
		12.	<b>Fire Extinguisher</b>	Fire Extinguisher_Main Entry_1	Kanex
Fire Extinguisher_BMS Room	SafeZone			5	82/2/419
Fire Extinguisher passage emergency_1	Kanex			KFA 375/10	18723
Fire Extinguisher_Main Entry_2	Kanex			KFA 375/10	18724
Fire Extinguisher passage emergency_2	Kanex			KFA 375/10	18726
Fire Extinguisher_UPS Room	Kanex			KFA 375/10	18725
Fire Extinguisher_Store Entry_1	SafeZone			8	82/6/798
Fire Extinguisher_Store Entry_2	SafeZone			5	52/2/416
Fire Extinguisher_Ramp_1	SafeZone			16	52/6/1550
Fire Extinguisher_Ramp_2	SafeZone			5	52/2/417
Fire Extinguisher_Passage_1	SafeZone			16	52/6/1546
Fire Extinguisher passage_2	Kanex			KCA2	647
13.	<b>Access Control System</b>			Access_panel	Honeywell
		Biometric_Access_SH_Entry_point	HID	BIO Class	0111-D8926
	<b>Door</b>	Main Entrance Door1	Aluminum Frame Glass Door	NA	NA
		Main Entrance Door2	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Server Ramp_Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Telco_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA

		NOC Entrance Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		UPS_Room Door	Fire Resistant door with magnetic lock	NA	NA
		BMS_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Media_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		SH_Entrance Door	Fire resistant door with magnetic lock	NA	NA
		SH_Exit Door	Fire resistant door with magnetic lock	NA	NA
		Passage Emergency Exit Door	Fire resistant door with magnetic lock	NA	NA
		Fire resistant Window Panel_1	Fire Resistant Pane	NA	NA
		VC Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
14.	<b>Emergency Door Release</b>	Emergency Door Release-1	AGNI	NA	NA
		Emergency Door Release-2	AGNI	NA	NA
		Emergency Door Release-3	AGNI	NA	NA
15.	<b>CCTV System</b>	Camera MSDC_001	Honeywell	HDC 890PV	I8901222008866
		Camera MSDC_002	Honeywell	HDC 890PV	I8901222008776
		Camera MSDC_003	Honeywell	HDC 890PV	I8901222008723
		Camera MSDC_004	Honeywell	HDC 890PV	I8901222008716
		Camera MSDC_005	Honeywell	HDC 890PV	I8901222008727
		Camera MSDC_006	Honeywell	HDC 890PV	I8901215008017
		Camera MSDC_007	Honeywell	HDC 890PV	I8901215008026
		Camera MSDC_008	Honeywell	HDC 890 PV	I8901225009508
		Camera MSDC_009	Honeywell	HDC 890 PV	I8901222008465
		Camera MSDC_010	Honeywell	HDC 605P	I1020008140
		Camera MSDC_011	Honeywell	HDC 605P	I1020008138
		Camera MSDC_012	Honeywell	HDC 605P	I1020008141
		Camera MSDC_013	Honeywell	HDC 605P	I1020008148
		Camera MSDC_014	Honeywell	HDC 605P	I1020008139

		Camera MSDC_015	Honeywell	HDC 605P	I1020008149
		CPU_(EBI System)	Dell	D03D	2BF17BS
		Monitor_(EBI System)	Samsung	B2230	0018HPGZ904547X
		CCTV_DVR Monitor	Samsung	LA32D403E2LXL	MQ503EBD200178L
		CCTV_DVR	Honeywell	HD16DVR-C	12042500048
		CCTV_DVR_Keyboard	Dell	SK-8115	E145614
		Monitor_BMS_Keyboard	HP	SK-2885	537746-L31
		CCTV_DVR_Mouse	NA	Optical Mouse	120300828
16.	<b>FM Gas Cylinder</b>	FM 200 CYLINDERS-01	UTC Fire & security	ABC Type	B2C80B-1901
		FM 200 CYLINDERS-02	UTC Fire & security	ABC Type	B2C80B-1903
		FM 200 CYLINDERS-03	Fire Grip	ABC Type	NJ6774
		FM 200 CYLINDERS-04	Fire Grip	ABC Type	NJ6782
		FM 200 CYLINDERS-05	Fire Grip	ABC Type	NJ6651
		FM 200 CYLINDERS-06	Fire Grip	ABC Type	NJ6694
		FM 200 CYLINDERS-07	Fire Grip	ABC Type	NJ8368
17.	<b>Temperature and Humidity Sensor</b>	RH_Temp_1	Greystone	RH110B03C1A2	5409-50
		RH_Temp_2	Greystone	RH110A03C2E2	5077-2
		RH_Temp_3	Greystone	RH110A03C2E2	5077-4
		RH_Temp_4	Greystone	RH110A03C2E2	5077-3
		RH_Temp_5	Greystone	RH110B03C1A2	5409-39
		RH_Temp_6	Greystone	RH110A03C2E2	5077-1
		RH_Temp_7	Greystone	RH110A03C2E2	5077-5
		RH_Temp_8	Greystone	RH110B03C1A2	5437-28
		PA_Rack_Val_rack	BOSCH	NA	NA
18.	<b>Fire Alarm Panel</b>	Fire Alarm Panel	Honeywell	XLS200	260325
	<b>Smoke Detector</b>	False ceiling_SMK_Detector_01	Honeywell	XLS-PHS	010200123410296360
		False ceiling_SMK_Detector_02	Honeywell	XLS-PHS	010200143422144413
		False ceiling_SMK_Detector_03	Honeywell	XLS-PHS	010200163422144345
		False ceiling_SMK_Detector_04	Honeywell	XLS-PHS	010200183422144246
		False ceiling_SMK_Detector_05	Honeywell	XLS-PHS	010200213422145496
		False ceiling_SMK_Detector_06	Honeywell	XLS-PHS	010200223422144369
		False ceiling_SMK_Detector_07	Honeywell	XLS-PHS	010200243422145403
		False ceiling_SMK_Detector_08	Honeywell	XLS-PHS	010200033422144239
		False ceiling_SMK_Detector_09	Honeywell	XLS-PHS	010200303410296445



	False ceiling_SMK_Detector_10	Honeywell	XLS-PHS	010200083410294915
	False ceiling_SMK_Detector_11	Honeywell	XLS-PHS	010200403410295196
	False ceiling_SMK_Detector_12	Honeywell	XLS-PHS	010200043410295356
	False ceiling_SMK_Detector_13	Honeywell	XLS-PHS	010200453410296803
	False ceiling_SMK_Detector_14	Honeywell	XLS-PHS	010200463410295141
	False ceiling_SMK_Detector_15	Honeywell	XLS-PHS	010200113410294700
	False ceiling_SMK_Detector_16	Honeywell	XLS-PHS	010200023410296483
	False ceiling_SMK_Detector_17	Honeywell	XLS-PHS	010200483410295707
	False ceiling_SMK_Detector_18	Honeywell	XLS-PHS	010200073410296346
	False ceiling_SMK_Detector_19	Honeywell	XLS-PHS	010200053410295165
	False ceiling_SMK_Detector_20	Honeywell	XLS-PHS	010200103410294830
	True Ceiling_SMK_Detector_01	Honeywell	XLS-PHS	010200133422145434
	True Ceiling_SMK_Detector_02	Honeywell	XLS-PHS	010200153422144406
	True Ceiling_SMK_Detector_03	Honeywell	XLS-PHS	010200173422145274
	True Ceiling_SMK_Detector_04	Honeywell	XLS-PHS	010200193422143355
	True Ceiling_SMK_Detector_05	Honeywell	XLS-PHS	010200203410296131
	True Ceiling_SMK_Detector_06	Honeywell	XLS-PHS	010200233422145243
	True Ceiling_SMK_Detector_07	Honeywell	XLS-PHS	010200253422145489
	True Ceiling_SMK_Detector_08	Honeywell	XLS-PHS	010200263422143348
	True Ceiling_SMK_Detector_09	Honeywell	XLS-PHS	010200313410295127
	True Ceiling_SMK_Detector_10	Honeywell	XLS-PHS	010200293422145458
	True Ceiling_SMK_Detector_11	Honeywell	XLS-PHS	010200413422144215
	True Ceiling_SMK_Detector_12	Honeywell	XLS-PHS	010200443421876544
	True Ceiling_SMK_Detector_13	Honeywell	XLS-PHS	010200473422145175
	True Ceiling_SMK_Detector_14	Honeywell	XLS-PHS	010200273422144222
	True Ceiling_SMK_Detector_15	Honeywell	XLS-PHS	010200423422143287
	True Ceiling_SMK_Detector_16	Honeywell	XLS-PHS	010200433410297237
	True Ceiling_SMK_Detector_17	Honeywell	XLS-PHS	010200283410296100
	True Ceiling_SMK_Detector_18	Honeywell	XLS-PHS	010200493410295158
	True Ceiling_SMK_Detector_19	Honeywell	XLS-PHS	010200013422145427
	True Ceiling_SMK_Detector_20	Honeywell	XLS-PHS	010200063410294908
	True Ceiling_SMK_Detector_21	Honeywell	XLS-PHS	010200093410296223
	False Floor_SMK_Detector_1	Honeywell	XLS-PHS	010200323410295134
	False Floor_SMK_Detector_2	Honeywell	XLS-PHS	010200333410296476

		False Floor_SMK_Detector_3	Honeywell	XLS-PHS	010200343410295110
		False Floor_SMK_Detector_4	Honeywell	XLS-PHS	010200353410294939
		False Floor_SMK_Detector_5	Honeywell	XLS-PHS	010200363422144420
		False Floor_SMK_Detector_6	Honeywell	XLS-PHS	010200373410296193
		False Floor_SMK_Detector_7	Honeywell	XLS-PHS	010200383410294724
		False Floor_SMK_Detector_8	Honeywell	XLS-PHS	010200393410295325
		False Floor_SMK_Detector_9	Honeywell	XLS-PHS	010200503404922626
		False Floor_SMK_Detector_10	Honeywell	XLS-PHS	010200513410295219
	<b>Public Address System (PAS)</b>	Plena voice ALM controller	BOSCH	LBB1990/00	405028601000164919
		Gooseneck Microphone	BOSCH	LBB1956/00	405032500100102916
		Emergency Microphone	BOSCH	LBB 9081/00	NA
		Plena_Amplifier	BOSCH	LBD 1935	1101003876
		Speaker-5	Bosch	LBD8372/00	311717373
		Speaker-6	Bosch	LBD8372/00	311717177
		Speaker-7	Bosch	LBD0606/10	4100947943
		Speaker-8	Bosch	LBD0606/10	4100947296
		Speaker-9	Bosch	LBD0606/10	4100947739
		Speaker-10	Bosch	LBD0606/10	4100947957
		Speaker-11	Bosch	LBD0606/10	4100947409
		Speaker-12	Bosch	LBD0606/10	4100947914
		Speaker-13	Bosch	LBD0606/10	4100947983
		Speaker-14	Bosch	LBD0606/10	4100947752
		Speaker-15	Bosch	LBD0606/10	4100947686
		Speaker-16	Bosch	LBD0606/10	4100917977
		Speaker-17	Bosch	LBD0606/10	4100947958
		Speaker_18	Bosch	LBD0606/10	4100947975
		2x18 W Down Light Fittings	Wipro	WCP27218NS	NA
		2x18 W Down Light Fittings	Wipro	WCP27218NS	NA
	2x18 W Down Light Fittings	Wipro	WCP27218NS	NA	
<b>Cooling System</b>					
3.	<b>Precision Air Conditioner (PAC)</b>	PAC Unit-1	Blue star ( PCPA 18 TR WITH EC FAN & R407 84159000)	PCX632DVR2	PCX632DVR210F00018
		PAC Unit-2	Blue star ( PCPA 18 TR WITH EC FAN & R407 84159000)	PCX632DVR2	PCX632DVR210F00016
	<b>Room AC</b>	NOC Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02590

		NOC Room Split AC-2	BlueStar	3HW18JARI	3HW18JARI13A02533
		Telco Room Split AC-1	BlueStar	3HW12JAI	3HW12JAI13A02915
		Telco Room Split AC-2	BlueStar	3HW12JAI	3HW12JAI13A03466
		UPS Room Split AC-1	BlueStar	2HW24NAI	2HW24NAI13A02591
		UPS Room Split AC-2	BlueStar	2HW24NAI	2HW24NAI13A02589
		UPS Room Split AC-3	BlueStar	2HW24NAI	2HW24NAI13A02104
		UPS Room Split AC-4	BlueStar	2HW24NAI	2HW24NAI13A02567
		BMS Room Split AC-1	BlueStar	3HW12JAI	3HW12JAI13A02896
		BMS Room Split AC-2	BlueStar	3HW12JAI	3HW12JAI13A02895
		VC Room Split AC-1	BlueStar	3HW12JARI	3HW12JARI13A00891
		VC Room Split AC-2	BlueStar	3HW12JARI	3HW12JARI13A00895
		DCM Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02624
		Staging Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02534

**Server Racks**

		Rack Open Data_1	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_2	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_3	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_4	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_5	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_6	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_7	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_8	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_9	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_10	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_11	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_12	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_13	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_14	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_15	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_16	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_17	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_18	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_19	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_20	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_21	President	Rack 19" Cyber 36U/1000D	NA

## **Service Level Agreement**

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to Government of Manipur for the duration of this contract. The benefits of the SLA are as follows:

- i. Increasing customer satisfaction.
- ii. Reducing the risk of not meeting business requirements for IT services
- iii. Better communication and information flows between IT staff and end users
- iv. Standards and guidance for IT staff
- v. Greater productivity and better use of skills and experience
- vi. A quality approach to IT services

DIT, Manipur shall regularly review the performance of the services being provided by the DCO and the effectiveness of this SLA. It would also form a baseline for DIT, Manipur to compute payment for the Bidder.

## **Definitions**

For purpose of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

"Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment hosted in the Data centre.

"Downtime" is the time the services and facilities are not available and excludes the scheduled outages planned in advance for the NOC room.

"Incident" refers to any event / abnormalities in the functioning of the NOC room Equipment / Services that may lead to disruption in normal operations of the NOC room services.

"Quarterly Maintenance Charge (QMC)" is the amount payable to the selected bidder in quarterly basis.

"Service Window" shall mean the duration for which the facilities and services shall be available at the NOC room. Service window in this case shall be 24x7x365.

## **Setting Priority Levels**

Incident priority is primarily formed out of its Impact and Urgency. The selected bidder will maintain a matrix to calculate incident severity out of the simple value of Impact x Urgency.

Impact of the incident is the measure of how business critical it is.  
Urgency is a necessary speed of resolving an incident.

**Severity = Impact X Urgency**

## **Severity for critical components**

The severity level of each component defines by its importance in the infrastructure and its impact in case of failure as detailed below.

### **Severity Level-1**

Total breakdown/ failure of any one of the equipment/ component installed NOC room in will come under severity level 1.

### **Severity Level-2**

Partial breakdown/ failure of any one of the equipment/ component installed in NOC room will come under severity level 2.

### **Severity Level-3**

Partial or total failure/ breakdown of any equipment/ component installed in the datacenter without disrupting any services and failure/ delay in undertaking and completing activities listed below:

- i. H/W up gradation
- ii. Planned Maintenance activities
- iii. Minor repairs of Physical Infrastructure components like breakage of tiles etc.
- iv. Timely payment of dues/ fees for electricity and diesel etc. . All surcharge/ penalties etc. imposed due to nonpayment to service providers shall be borne by the selected bidder.
- v. Cleaning and security of NOC premises.

### **Planned Downtime**

Scheduled downtime means any time when the NOC room services are unavailable because of urgent maintenance activities\* and any other scheduled maintenance or update activities that may or may not be periodic, and that may be notified to client/ client organisation at least 36 hrs. in advance.

\*Urgent Maintenance activities are maintenance activities required by application or systems that cannot be postponed until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring reloading data.

### **SLA down Time Guidance**

The calculation of downtime with reference to severity levels is as defined below:

<b>SL.</b>	<b>Equipment Severity Level</b>	<b>Down time hour factored for SLA</b>
1.	Severity Level-1	Every Thirty minutes of failure is equal to One hour of SLA downtime
2.	Severity Level-2 equipment/Services	Every Four hours of failure is equal to One hour of SLA downtime
3.	Severity Level-3 equipment/Services	Every eight hours of failure hour of SLA downtime is equal to One hour of SLA downtime

In case of redundant Power supplies, If any of the power supply fails and a redundant power supply is available and equipment are providing services, the down time at the severity level-3 will be calculated instead of Severity level-1&2.

In case an equipment remains non-functional for more than allowed hours of the severity level, the severity level will go up for the device to the next higher level (i.e. If an equipment of severity level-3 is nonfunctional for more than 8 hours the 9th hour onward the severity level for the equipment will be calculated based on the Severity level-2) and will keep on escalating to further level if still remains non-functional.

In case maximum response time is violated after problem is reported to the selected bidder, then severity level of the reported call would change to next higher severity level and downtime would be factored accordingly to the new severity level. (E.g. if problem reported under severity level 3 is not responded within its defined maximum response time, severity level would change to 2 and downtime would be factored according to level 2. Further if the call is still not responded within maximum response time of severity level 2, call would get escalated to severity level 1 and so on.)

**Definition of “User”**

A user can be any employee within the NOC room, any of the State department Employees and public.

**Response / Resolution Time**

Broad level Priority classification along with time frame for Response / Resolution time is showcased below:

**Response time:** is defined as the time between receipt of the incidence and a support team member begins working on the incidence.

**Resolution time:** is defined as the total time between receipt of the incidence and the incidence been resolved.

**Service Window:**

**PWH (Prime Working Hours):** 9AM to 6PM (Monday to Saturday)

**EWH (Extended Working Hours):** 6PM to 9AM (Monday to Saturday), Sunday and all State Government Holidays.

**Table: Severity levels along with Response time and Resolution time**

Severity	Response time		Resolution time	
	PWH	EWH	PWH	EWH
<b>1</b>	10 minutes	20 minutes	Within 4 hours	Within 4 hours
<b>2</b>	20 minutes	60 minutes	Within 6 hours	Within 12 hours
<b>3</b>	30 minutes	120 minutes	Within 12 hours	Within 24 hours

**MTTR (Maximum Time To Repair)** for any of the equipment is 30 days beyond which the selected bidder has to provide the replacement for the same or higher configuration (compatible /interoperable) in addition to above the selected bidder has to ensure the replacement, if any, is updated in NOC inventory.

Downtime shall be considered as per service window defined above and net impact on operations with reference to the time of incident receipt (receipt of alarm generated by management system).

If a severity one incident reoccurs within two hours of resolution, downtime will be calculated from time of first occurrence.

100% of the calls of issues will be attended to within the stipulated response time - Measured on a quarterly basis.

100% of the calls of issues will be closed within the stipulated resolution time - Measured on a quarterly basis.

The resolution times will be considered with respect to the service window.

The Selected bidder should maintain an inventory of critical items that will be required on an ongoing basis to ensure the uptime of the SDC.

### SLA Tracking

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract:

SL	Measurement	Definition	Target	Penalty
	Power Availability	$\text{Availability} = \left\{ 1 - \frac{[(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]} \right\} * 100$ <p>Availability will be measured upto the socket level in the equipment room that will be providing power to the Racks.</p>	<p>&gt;=99.75%</p> <p>Between 99.75% and 97.75%</p> <p>&lt;97.75%</p>	<p>NA</p> <p>For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC.</p> <p>Termination of contract and compensation paid to DIT, Manipur.</p>
	Rack Inlet Temperature	<p>This SLA would measure the temperature at the rack level. The selected bidder should ensure that the NOC temperature is maintained at 20 degree +- 2 degree Centigrade at all times.</p>	<p>Temperature of 20 degree +-2 degree Centigrade at all times. The penalty will be decided on number of such instance</p>	<p>5- 8 instances per week = 2%of QMC.</p> <p>9 – 12 instances per week = 4 of QMC.</p> <p>Greater than 12 instances = 6% of QMC and a letter of warning</p>





		sufficient inventory of the same	which the DCO is required to take a back up of the same and store it for a period of 6 months.	
	PAC Availability	Availability = $\{1 - [(Downtime) / (Total\ Time - Maintenance\ Time)]\} * 100$	$\geq 99.75\%$ $< 97.75\%$	NA For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC

**Penalties**

**Note:** Equipment Availability Related penalties shall be governed by the following conditions:

- i. The Penalty shall be calculated on a quarterly maintenance cost.
- ii. Three consecutive quarterly penalties (on actual) of more than 20 % put together of the applicable fee on account of any reasons will be deemed to be an event of default and termination.
- iii. All Physical items of NOC room and its premises will be covered under the purview of this SLA document.

**SLA Review Process**

- i. Either DIT or selected bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- ii. A meeting or conference call will be called and conducted by selected bidder to resolve the issue in a timely manner. The physical copy of documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- iii. DIT and the selected bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The selected bidder will then communicate the resolution to all interested parties.
- iv. In case the issue is still unresolved, the arbitration procedures described in the Terms Conditions section will be applicable.