

Memo No: 6379/NKDA/Admn-274/2012(pt-1)

Date: 08/11/2017

Notice Inviting Tender No: 29/NKDA/ADMN of 2017

Sealed Tenders are invited from registered firm/companies having experience in undertaking Annual Maintenance Contract for Computers / Printers / Plotter/ Servers / Scanners / UPSs , / Local Area Network (Including Router , Switch , Modem, Firewall etc.) and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , Utility Building (Action Area –II), New Town Business Club and other future offices NKDA New Town , Kolkata – 700 156 .

Name of Work: Annual Maintenance Contract for Computers / Printers / Servers/Scanners / UPSs / Local Area Network (including Router, Switch, Modem etc.)/Firewall and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata –700 156, Business Club, Utility Building and others.

1. IMPORTANT DATES:

SL No.	Particulars	Date & Time
1.	Pre Bid Meeting	13/11/2017 at 3:00 P.M.
2.	Last Date & time of Submission	17/11/2017 upto 2.30 P.M.
3.	Date & time of opening of Bids	17/11/2017 at 3.00 P.M.

2. TERMS AND CONDITIONS

- 1) New Town Kolkata Development Authority, invites a sealed tender under Two Bids system (Technical and Financial Bid) for experience agencies for managing and providing support for AMC of Computers / Printers / Servers/Scanners / UPSs / Local Area Network(Including Router, Switch, Modem etc.)/Firewall and other related peripherals.
- 2) Tender document can be downloaded from the website of NKDA i.e. <https://nkdamar.org>
- 3) Pre Bid meeting will be held at the Conference Room of NKDA, 03 MAR, New Town Kolkata.
- 4) **Bidding Procedure:**
 - a. The bidders have to submit 3(three) sealed separate envelopes respectively envelopes for “Technical Bid”, “Financial Bid” and “EMD” in a big outer sealed cover superscribed “ **Quotation for AMC of Computers and other Peripherals**”.
 - b. The bidder will have to submit EMD for Rs. 25,000/- (Rupees Twenty five Thousand only) in the shape of Demand draft with any Nationalized / Scheduled Bank in favour of “**New Town Kolkata Development Authority**” payable at “**Kolkata**”. *EMD will not be exempted in any case. Any EMD submitted against any earlier Tender will not be carried forward against this NIT.*
For the successful bidder EMD shall be retained with New Town Kolkata Development Authority till the security period is over. For unsuccessful bidder EMD will be refunded after completion of the all process.
 - c. All bids must be delivered to the office of Administrative Officer – I, NKDA, 03 Major Arterial Road, New Town Kolkata -700156 as per time schedule mentioned in important dates.
- 5) The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- 6) The quoted price should include the charges for all maintenance and support for the same.
- 7) Bid shall be valid for 6 (six) months from that date of submission of bids.
- 8) *Conditional tender will not be entertained and shall be deemed as ‘informal’. In case of any conditional bids the Earnest Money may be forfeited.*
- 9) Late submission of bid will be rejected.
- 10) The Security period is upto 03(three) months from the date of completion of the contractual period.
- 11) The Contractual Period is for 01(one) year from the date of issue of Work Order.
- 12) The quotation inviting authority reserves the right to reject any or all the offers received in response to this N.I.T. without assigning any reason whatsoever.

3. ELIGIBILITY CRITERIA:-

- 3.1. The bidder should have done similar work regarding AMC at least for last 5 years.
- 3.2. Turnover of bidder in last 3 years should be minimum 5 Crore or above in aggregate.
- 3.3. The bidder should have the office in Kolkata having minimum 10 no of permanent employee.
- 3.4. The resident engineers should be well qualified and having at least 3 years of working experience in this similar kind of work. A list of engineers showing experience in Desktop, Server, Laptop, Networking, Sonic Firewall, Printer, Plotter to be attached in a separate sheet.
- 3.5. The bidder should have tender specific power of attorney from the competent authority to quote, if applicable.
- 3.6. **Authorized vendor/ partner of HP/IBM/Lenovo/CISCO and Microsoft.**
- 3.7. Bidder should have office at Kolkata with valid Trade Licence.
- 3.8. Experience in similar type of AMC work **in 5 (five) Govt. offices** in last 3 yrs.
- 3.9. Bidder must enclose copy of GST registration along with the tender document.

4. SCOPE OF WORK

4.1. **General Scope of Work**

- a. Maintenance & Service of Servers, Desktop, Laptops etc, installed in NKDA all offices on Comprehensive basis including replacement of all spare part etc.
- b. Maintenance Service of UPS on comprehensive basis including replacement of all spare part like logic card, transformer, switches etc. UPS battery is out of the scope of work.
- c. Maintenance & Repair of all Printers including replacement of Teflon, Logic card etc. Printer head and cartridges are out of the scope.
- d. Maintenance & Service of system software, Antivirus and other Software packages/ material and customization of system as and when required.
- e. Integration of the complete system and testing of the complete system as and when required.
- f. The resident engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the server complaint.
- g. In case resident engineer not able to resolve the problem, in that case expert engineer should attend the call in same day or next business day.
- h. Stand by arrangements to be made in case of hardware failure.
- i. Selected agency have to make an inventory of standby arrangement at NKDA premises of desktop computer (01 no), Motherboard (02 nos), Printer (02 nos), unmanaged switch (2 nos), Keyboard (05 nos), Mouse(10) from the date of issue of work order.
- j. The engineers also required to coordinate with IT Cell for all. The office will not pay any additional amount for working in holidays and late hour.
- k. Installation of Anti-Virus in all Desktop and Laptops of users and updation (as and when required) and Antivirus license will be provided by this office.
- l. Backup of data and application to be take regular basis.
- m. Preventive/ Corrective Maintenance shall be carried out during the last month of each quarter for PCs, Servers, Printers, peripherals and system software and it includes:-
 - Inspection for hardware and software issues and satisfactory solutions to defects, if any.
 - Checking of UPS for any problem in switching and battery conditions.
 - Checking of Power supply source for proper grounding.
 - Cleaning of all Servers using vacuum air, brush and soft muslin clothes.
- n. The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) except replacement of exhausted battery of UPS, Printer cartridges, Printer/Plotter head. Equipments under warranty and future procurements shall fall under Vendor Management.
- o. In case resident engineer not able to resolve the problem, in that case same should be attended to expert engineer / OEM engineer **same day or next business day**.
- p. Standby arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs. Problem should be solved with in maximum 02 no(s) of working days.

- q. Any other maintenance work to be undertaken related to the above mentioned items.
- r. **Monthly review of ongoing work and pending work to be held on last week of each month.**

4.2. Service Support

- a. The Successful Bidder has also to depute two (02) resident engineers onsite to resolve issues, between 10:00 AM to 7:00 PM on all working days. These engineers are also liable to work on **all holiday and Saturday/Sunday (If services are required) & late hours and no additional amount will be paid.**
 - b. The Resident Engineer shall report to the Authorized person of this Authority. It shall be the responsibility of the bidder to provide the full Contact details of the Resident Engineer to all the staff members of the office.
 - c. The Engineer shall maintain a web based software for call book-cum-attendance book compliance with ITIL frame work. All complaints lodged will be entered in the log book software with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Authority.
 - d. An amount of Rs.200/- per day will be deducted if any Resident Engineer remains absent/leave without providing substitute.
 - e. Resident Engineer should be present on the time. Three late coming after 10:30 am will be count as an absent. Necessary deduction will be made at the rate of absent.
 - f. The Resident Engineer shall have to attend all the calls of all the NKDA offices (2), Utility Offices (2), Business club (1), Health Centres (3) and forthcoming offices. **Bidders have to provide complete note monitoring system all equipments off all offices.**
 - g. Engineers must have experience of three years after completing technical course in related field.
 - h. Police verification, EPF, ESIC issue related to staff deputing on this site should be handled by the successful bidder. This office does not have any role in it.
5. Bidders are hereby requested to furnish their proposals / rates through two bid systems i.e. Technical Bid (Annexure – A) and Financial Bid (Annexure –B).
6. The list of computers, printers, servers, UPSs, Scanners, Router, Switch etc. is attached as Annexure –C. However new equipment(s) likely to be purchased from time to time , after expiry of warranty / guarantee period , will also have to be serviced/ maintained at the same terms and conditions , and the AMC has also to be done at the same terms and conditions for those new equipment(s) . New Town Kolkata Development Authority reserves the right to add/remove any item from AMC during the contract period.
7. The other terms and conditions for awarding the AMC shall be as under:
- 7.1. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
 - 7.2. The quoted price should include the charges for all maintenance and support for the same.
 - 7.3. The bidder will prepare software based log books compliance with ITIL framework for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal to be carried out.
 - 7.4. Immediately on award of the contract, the contractor would give a report taking over all equipment(s) (giving their configuration in working condition also). It shall be the responsibility of the company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems in working conditions on the expiry of the contract.
8. Security deposit are forfeitable in full or part as may be decided by the Authority in case damage/ losses sustained by the Authority due to negligence on the part of Agency if the repairing are not properly done and or the spares are not properly replaced OEM as per clause of this Tender Document.
9. **Rate offered by the bidder should be exclusive of tax.**

10. Payment shall be made in four equal instalments on the completion of each quarter based on submission of following documents:

- 10.1. Triplicate copy of Bills.
- 10.2. Log book for call register for the quarter showing the all calls registered and closed & signed by the corresponding user.
- 10.3. Copy of Preventive maintenance report.

11. Successful bidder have to execute a formal agreement in Non-Judicial stamp paper within 7(seven) days from the date of issuing LOI. On completion of formal agreement work order will be issued to Successful bidder.

12. Service termination :

- 12.1. If this Authority not satisfied by performance of Resident Engineer, then new manpower required to be replace within 15 (fifteen) days, failure of that contact will be terminated.
- 12.2. NKDA may terminate the contact due to any reason, by issuing a notice prior to 30(thirty) days.


Administrative Officer – I
New Town Kolkata Development Authority

Memo No: 6379 /1(4)/NKDA/Admn-274/2012(pt-1)

Date: 08/11/2017

Copy forwarded for information to:

1. The Finance Officer, New Town Kolkata Development Authority.
2. P.A to the Chairman, New Town Kolkata Development Authority.
3. Office Notice Board.
4. NKDA official website(www.nkdamar.org)


Administrative Officer – I
New Town Kolkata Development Authority

Technical Bid

1	Name of the Firm/Company			
2	Registered office Address at Kolkata with Valid Trade License			
3	Corporate Profile:			
4	Office for correspondence: Contact person's name Designation Address Fixed Phone No. & Mobile No. Fax No. E-mail id			
6	Trade License (Valid):			
	PAN			
7	GST Details			
8	Financial (for last 3 years):	2016-15	2015-14	2014-13
	Turnover (Rs in Cr.)			
	Profit after Tax (Rs in Cr)			
9	Employee strength at Kolkata: 1) Field Service Engineers 2) Back office support Engineers (Should specify whether bidders own employees or of franchisees)			
11	Details of EMD of Rs 25,000/-	Demand Draft No: Name of Issuing Bank: Date issued:		

Signature

Name: Designation: Office Address:

Check List

SL No	Details	Related document	Supporting Document Details	Compliance
1.	Work regarding AMC at least for last 05 years.	Work order Job Completion report		
2.	Experience in similar type of AMC work in 5 (five) Govt. offices in last 3 yrs	Work order Job Completion report		
3.	Turnover of bidder in last 3 years should be minimum 5 Cr.	Audited report		
4.	The bidder should have the office in Kolkata having minimum no of employee 10.	Statutory statement (latest EPF Statement)		
5.	Resident engineers should be well qualified and having at least 3 years of working experience	Statutory statement of EPF, Resume And Job Competition report		
6.	Tender specific power of attorney from the competent authority	power of attorney		
7.	Deceleration of non-Black list	Deceleration		
8.	Authorized vendor/ partner of HP, IBM, Lenovo, and CISCO	Valid Certificate		
9.	Microsoft Platinum/Gold Partnership	Valid Certificate		

Signature

Name: Designation: Office Address:

Financial Bid
[In Bidders Letter head]

To

The Administrative Officer –I
New Town Kolkata Development Authority

Sub: Financial proposal for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA).

Sir,

We hereby propose that a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words) only exclusive of all costs, taxes and levies for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA). This amount is valid for the whole period of the contract for the work.

SL No	Item	Cost (In Rs)	Qty	Total cost (In Rs)	Total Cost in Word (In Rs)
1	Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA) as per schedule		1		
2	Cost of Resident Engineer		2		

N. B :

- 1) Detailed cost breakup attached herewith in separate sheet.
- 2) Rate is exclusive of Tax.
- 3) GST will be paid if applicable.

Yours Faithfully

Signature

Name: Designation: Office Address:

AMC for Computers, Scanners, Printers, Servers and UPSs for One Year

1. Server details : Qty-04		
Product Name	product ID	Serial number
IBM (X3650)	7979B1A	99Z7090
IBM (X3650)	7979B1A	99Z7108
IBM (X3650)	7979B1A	99Z7080
IBM (X3100M4)	2582IKA	06DPRV6

2. Computers and Desktops		Make : HP, Acer and Lenovo	Qty-88
Sl. No.	Items		
	Serial No.		
1.	LENOVO, L94VA17		
2.	HP, INA510R7Z2		
3.	HP, INA132S934		
4.	HP, INA428PTTV		
5.	HP, INA01106HH		
6.	HP, INA215TIFL		
7.	HP, INA428PTV8		
8.	ACER, UXVJSSI027F3541629		
9.	ACER, UXVJSSI027F3641629		
10.	ACER, UXVJSSI027F3641689		
11.	HP, INA011087K		
12.	HP, INA523WYWQ		
13.	HP, INA428PTWV		
14.	LENOVO, M806405		
15.	HP, INA434R1NH		
16.	LENOVO, L93RZ71		
17.	LENOVO, L981308		
18.	HP, INA215T1GL		
19.	DELL, DPCR9B2		
20.	LENOVO, L989147		
21.	HP, INA428PTVL		
22.	LENOVO, 1S5894A36L911419		
23.	LENOVO, 1S7298AU7L948569		
24.	LENOVO, L940558		
25.	HP, INA428PTTZ		
26.	HP, INA445VDCX		
27.	LENOVO, L906392		
28.	HP, INA0240GQM		
29.	HP, INA428PTWJ		
30.	HP, INA312ZF68		
31.	LENOVO, L906398		
32.	LENOVO, L905336		
33.	HP, INA312Z7G6		
34.	HP, INA312Z77H		
35.	LENOVO, L997737		

36.	ACER, UXVJSSI027F3641631
37.	HP, INA342YPH8
38.	HP, INA434R1NJ
39.	HP, SGH410PV1L
40.	LENOVO, L93RYGG
41.	HP, INA342YPFV
42.	HP, INA434RINF
43.	LENOVO, L998825
44.	HP, INA0240GYP
45.	HP, INA342YPKB
46.	HP, INA434R1NG
47.	LENOVO, L915423
48.	HP, INA308XJSX
49.	LENOVO, L948581
50.	LENOVO, L981320
51.	HP, INA523WYV2
52.	HP, INA215SXF3
53.	HP, INA434R1NK
54.	HP, INA434R1NL
55.	LENOVO, L905337
56.	HP, INA203Z5LJ
57.	HP, INA211Q8CV
58.	HP, INA132S93V
59.	LENOVO, L981323
60.	HP, INA211Q8C7
61.	HP, INA342YPJV
62.	HP, 4CE6490W4R
63.	HP, INA342YPJM
64.	HP, INA0240H0L
65.	HP, INA342YPJF
66.	HP, INA132S93Q
67.	LENOVO, L906405
68.	HP, INA342YPJL
69.	HP, INA203Z5KS
70.	LENOVO, L948576
71.	HP, INA132S94L
72.	HP, INA211Q8H9
73.	HP, INA211Q8HP
74.	HP, INA523WYV8
75.	ACER, UXVJSS1027F3541628
76.	ACER, UXVJSSI027F3541630
77.	LENOVO, IS9439DP2L990161
78.	HP, 3CR5360081
79.	HP, INA607Y6WD
80.	HP, INA609Z1FH
81.	HP, INA608YQJ3
82.	HP, INA523WYWY
83.	HP, INA608YQHH
84.	HP, INA609YTDQ
85.	HP, SGH620VH5M
86.	HP, INA608YQKW
87.	HP, INA608YQLC
88.	HP, INA608YQ7H7
3.	PRINTERS Make : HP and EPSON Qty-76
	Model No. & Serial No.
1.	HP LASERJET 100 COLOR, 519B1A
2.	HP OFFICEJET PRO 8100, CN56HHV08J

3.	HPOFFICEJET8100, CN4APGV00P
4.	HP LASERJET PRO M 4345 MFP
5.	HP 500 PLOTTER
6.	HPOFFICEJETPRO8610, CN62NFX02X
7.	HP OFFICEJET PRO 8610, CN62NFX02X
8.	HP LESARJET P1606DN, VNF3C12621
9.	HP OFFICEJET PRO 8610
10.	HP OFFICE JET PRO 8100,CN4APGV00P
11.	HP LESAR ET P1108, VNC7L16807
12.	HP OFFICE JET PRO 8610, CN524E32FR
13.	HP OFFICE JET PRO 8610, CN524E32GJ
14.	HP OFFICE JET PRO 8610, CN479FV0RC
15.	HP COLOR LASERJET PRO MFP M177FW
16.	HP LESARJET PRO M202DW, VNC3J25264
17.	HP OFFICE JET PRO 8100, CN479FV0RZ
18.	HP LASER JET PRO MFP M177FW
19.	HP OFFICEJET PRO 8600 PLUS, CN38NE4M1W
20.	HP LESARJET PRO M4345MFP, CNCJ7DV00H
21.	HP LESARJET P1007, VNFNX11654
22.	HP OFFICE JET 7612, CN66L3R037
23.	HP OFFICE JET 7612, CN48L2M043
24.	HP LASERJET P1606DN
25.	OFFICE JET PRO 8100, CN56HH016
26.	HP COLOR LASERJET PRO M202DW
27.	HP LASERJET P1007
28.	HP LASERJET P1108
29.	HP LASERJET P1108
30.	HP LESARJET P1108, VNC7K19984
31.	HP LESARJET PRO M202DW, VNC3520433
32.	HP DESK JET D2668, CN99D3F0DY
33.	HP LESARJET P1108, VNC7K21695
34.	HP OFFICEJET 7610, CN36O1KJP1
35.	HP LESARJET PRO 8100, CN566HV2ZJ
36.	HP LESARJET PRO 8100, CN258BQ1PK
37.	HP LESARJET P1106, VNC7Y08148
38.	HP LESARJET P1606DN, VNF3C38145
39.	HP OFFICEJET 7000 Wide Format, MY9AH1100M
40.	HP OFFICEJET 7500A, MY3943102F
41.	HPLESARJET P1106, VNC7307955
42.	HP LESARJET P1106, VNC7Y08147
43.	HP OFFICEJET PRO 8100, CN45CFV3QW
44.	HP LESARJET P1106, VNC7303253
45.	HP LESARJET P1107, VNF3221949
46.	HP DESK JET F2235, CN8AH4T5WV
47.	HP OFFICEJET PRO 8610, CN62NFX004
48.	HP LESARJET PRO M202DW, VNC3J01496
49.	HP LESARJET P1606DN, VNF3L23815
50.	HP LESARJET P1007, VNFN159777
51.	HP OFFICEJET PRO 8610, CN524E32RS
52.	HP LESARJET P1106, VNC7Y08177
53.	HP LESARJET P1106, VNC7Y08180
54.	HP OFFICEJET PRO 6230, TH5C95110D
55.	HP LESARJET PROM202DW, VNC3J26675
56.	HP LASERJET M202dw, VNC3J26670
57.	HP LASERJET P1007, VNFNX57688
58.	HP DESKJET D2568
59.	HP OFFICEJET PRO 8610, CN5CLFX1KG
60.	HP OFFICE JET PRO 8610

61.	HP OFFICEJET PRO 8610
62.	HP OFFICEJET PRO 8610
63.	FARGO DTC1250
64.	HP OFFICEJET 8610
65.	HP OFFICEJET PRO 8610
66.	EPSON LX310
67.	EPSON LX310
68.	HP OFFICEJET 6230
69.	HP OFFICE JET PRO 8100
70.	IMAGE CLASS LBPB230DN
71.	HP LASERJET P1108
72.	HP LASER JET P1106
73.	HP LASERJET PRO M202DW
74.	HP LASERJET PRO M202DW
75.	HP LASER JET P1606DN
76.	HP LASERJET P1007

4.	Scanner	Make : HP	Qty-02
1.	HP Scanjet 2400		
2.	Epson Scanjet Enterprise Flow 5000 s2		
5.	Plotter	Make : HP	Qty-03
1.	HP Designjet 500 PS (MY6A7D3016)		
2.	HP Designjet T2500 (CN43S5H015)		
6.	UPSs	Make : APC	Qty-70
1.	500 VA	-6	
2.	550VA	-3	
3.	600VA	-12	
4.	650VA	-09	
5.	700VA	-37	
6.	1KVA	-01	
7.	6 KVA	-02	
	APC RT 6000, APC RC 6000 (SRC600UXI)		
7.	Router	Make : CISCO	Qty-02
1.	CISCO 3845 (S/N No: FHK1208F06L)		
2.	CISCO 1905 (S/N No: FGL172922WD)		
8.	Switch		Qty-16
1.	D-Link -24 Port	-06	
2.	CISCO -24 Port	-01 (Model No: Catalyst Express 500)	
3.	HP Procurve- 8 Port	-01	
4.	8 Port Multi-Platform KVM Switch -02 (i) Dlink KVM Switch (Model - DKVM-8E, S/N No : BS0I279000170) (ii) Master View Switch (Model No : CS1308, S/N No: F3C68016DC10106)		
5.	Firewall: Sonic WALL NSA 240 S/N No: C0EAE4012498 Model No : Sonic WALL APL 24-08E		-01
6.	24-Port Managed L3 Switch. (2910al - 24Gi) Switch of HP (S/N No: SG216IPH7N)		-01
7.	Managed L2 Gigabit 24-Port Ethernet Switch. (2510-24G) of HP		-04

9. Laptop		Qty-9	
1.	CNU9488T5Z	WF007PA#ACJ	HP Probook 4410s
2.	CNU9488SRW	WF007PA#ACJ	HP Probook 4410s
3.	CND4383B3V	K1V55PA	HP Probook 450 G2
4.	5CD525169X	K8U25PA	HP Pavilion Notebook - 13-b202tu
5.	Dell		Dell
6.	HP		HP
7.	HP		HP
8.	5CD4312CF4	J6L90PA	HP Pavilion 15-p073tx Notebook PC
9.	CND52082XW	L9S59PA#ACJ	HP

CLIENTELE/ EXPERIENCE
[In Bidders Letter head]

Sr. No	Client's Name & Address, Contact person, Designation, Telephone no. & Mobile No.	Period of contract	PCs, Servers, Printers etc under Direct maintenance	Details of the Services provided to the client	Approx. Contract Value (in Lakhs)
			Under vendor management		
1					
2					
3					
4					

Note: Please use additional sheets (if required) and attach copies of the work orders.

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company:

Service Level Agreement Schedule
[In Bidders Letter head]

Condition	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
Server Availability	24 x 7 x 365	99%	Measure Daily Report Monthly/ Quarterly	Less than 99% but more than 95%: penalty 3% of Equated Quarterly Installments (QAI) Less than 95%: Penalty 15% of QAI
Desktop Availability	Business Hours	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
Printer & Plotter	Business Hours	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%:
Network and Firewall;	24 x 7 x 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
System Backup	24 x 7 x 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company:

Technical Proposal for Monitoring System for different offices of NKDA under AMC

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company: