SCOPE OF WORK AND TERMS & CONDITIONS

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (C-AMC)

FOR IT LAN NETWORK AND CCTV SURVEILLANCE SYSTEM

AT BAPL NAGPUR

1.   The firm must provide un-interrupted service for IT equipment, LAN networks, and CCTV surveillance system at BAPL, Nagpur site. The list of equipment covered under Comprehensive AMC are enclosed at 'Annexure- I.

2.   The firm must check the equipment for their warranty, End of life, End of support, Device registration details, availability of coverage by OEM on multi-vendor support, Spare parts required for C-AMC period before taking charge of C-AMC service order.

3.   An indicative list of activities/services that are being covered by CAMC service provider under the contracted are as below:-

A) INTERNET AND ERP NETWORK:

(a) Troubleshooting, replacement and rectification of IT equipment and software.
(b) Updating the firmware for IT equipment, as and when released.
(c) Network devices configuration and maintenance.
(d) Network monitoring and firewall log maintaining for 2 years.
(e) Reinstallation of OS (Ubuntu, Windows and Server) whenever required.
(f) Installing on / Updating the Computers with Anti-virus patches, as and when released.
(g) In the case of online meetings scenario, helping the users to connect Video Conference.

B) CCTV NETWORK:

(a) Troubleshooting, replacement and rectification of CCTV Cameras, Software and other IT equipment.
(b) Updating the firmware for CCTV cameras, NUUO Software and IT equipment, as and when released.
(c) Ensure uninterrupted recording backup of the CCTV cameras for 90 days.
(d) Network devices configuration and maintenance.
(e) Network monitoring and firewall log maintaining for 2 years.
(f) Reinstallation of OS (Windows and Server) whenever required.
(g) Installing on / Updating the Computers with Anti-virus patches, as and when released.
(h) Relocation of CCTV cameras and their alignment based on user requirements or site security requirement.

C) DATA CENTER:

(a) Troubleshooting, replacement and rectification of IT equipment, Server, UPS and software.
(b) Ensure Servers, Switches, Storage, Cameras and the Network, which are kept 'on', in 24*7*365 mode.
(c) Updating the firmware for Server, and IT equipment, as and when released.
(d) Server maintenance.
(e) Server monitoring and backup maintaining.
(f) Reinstallation of OS (Windows and Server) and other software whenever required.
(g) Installing on / Updating the Computers with Anti-virus patches, as and when released.

D) IP-PBX:

(a) Troubleshooting, replacement and rectification of Neox IP-PBX and Analog gateways.
(b) Updating the firmware for Neox IP-PBX and other devices as and when released.
(c) Configuration and backup of IP-PBX system.

E) FIRE SYETEM:

(a) All Fire alarm system including Novac Gas system installed at Data centre is the part of this CAMC.
(b) Vendor shall also HPT testing and refill the **Novac Gas System**, as the 5-year refilling period has been completed. This refilling activity shall include as part of CAMC responsibilities and completed in coordination with BAPL safety norms.

4. Comprehensive AMC includes their technical service support and back-to-back contract with OEMs for CISCO switches (TAC), Sophos firewall with subscription, Honeywell & other CCTV cameras, NUUO VMS software, Veeam backup subscription, APC & Emersion UPS's and batteries, Servers, SAN storage and other systems.

5. The equipment that is declared end-of-service by the OEM must be cover through multi-level vendor support through their partner or local support for parts and services.

6. The existing Sophos firewall devices (XG 135 x 2 No's) for internet and intranet network software subscription must be renew for one year.

7. The Neox IP-PBX device must be upgraded to a higher level or equivalent configuration level of device as per OEM recommendation before the due date and existing software licenses are migrated to the new device.

8. The equipment which are under warranty, the contractor should extend such equipment warranty up to PO contract period.

9.   Replacement of faulty devices will be arranged by the firm with same make and model, without any cost to BAPL.

10.   The contractor will be responsible for the maintenance of physical LAN networks which includes OFC and CAT 6 cable. They will also carry out repair of LAN & OFC cables including OFC splicing and network testing from end-to- end in case of any physical damages and cable cuts. The required spare parts like pigtails and connectors are in the scope of supplier.

11.   Onsite deployed manpower should be qualified engineer with minimum 4-5 years of experience. He must be able to demonstrate expertise with all relevant IT hardware and software and must be police verified. He should be proficient in installation, trouble-shooting of Linux, Ubuntu, Centos Operating System, Windows Servers, E-Mail Server software. He has to work onsite as per the direction of BAPL IT department

12.   The support engineer needs to work according to BAPL business working days and the contractor must provide replacement manpower in case of the support engineer is absent.

13.   The contractor should arrange all necessary tools, testing instruments for troubleshooting, repair and attending the routine maintenance job.

14.   The contractor must ensure the confidentiality, information, safety, cyber security of data. Copying data or any software are strictly prohibited.

15.   Call Response:
     (a)   Contractor should provide a high level of quality of service and quick response to attend the issues at site. Any call for repair/fault reported by BAPL, the contractor should respond by within same day and resolve the issue within **24 to 48 hours**.

     (b)   Any delay in response and resolution beyond agreed time shall attract penalty amount and will be deducted directly from vendor invoice.

     (c)   Non-attendance or non-rectification of the faults, BAPL will entitle to get the repair done from any other agency and cost incurred will be deducted from bills payable to contractor. The final decision in this regard would be taken by BAPL.

     (d)   Contractor shall keep few standby equipment's (Camera, Network-Switch, SFP Models/ media converter, Power adaptors, CAT 6 cables box, UPS, etc.) at site for immediate replacement of faulty items/equipment's.

16.   **LIQUIDATED DAMAGES:** In the event of the Vendor's failure to repair the equipment / systems and conduct trials, installation of equipment and rendering service as per CAMC terms, etc as specified in this contract, the BAPL Nagpur may, at his discretion, withhold any payment until the completion of the contract. The Buyer may also deduct from the Seller as agreed, liquidated damages. The LD will be applicable on pro rata basis on systems (CCTV & LAN Network) under CAMC.

   a) As regards individual equipment/system, the same cannot be unserviceable for a period of more than 15 calendar days for minor (cumulative for all minor defects) and 30 calendar days for major (cumulative for all major defects) in that half year. Exceeding the same, LD will be deducted@0.5% per week of the CAMC cost of that particular system / sub system only as per final price negotiations for that half year of site. There will be a maximum of 10% LD deduction.

   b) In case any equipment/system is taken for repair and an alternate item replaced, the same need to be repaired and returned within a stipulated time of 15 calendar days for minor and 30 calendar days for major (Including the time of transportation) from date of reporting of defect. Any delay in this regard will again amount to deduction of LD @0.5% per week of the CAMC cost for that half year for the concerned site from which the subject item is retrieved. There will be a maximum of 10% LD deduction.

Note-I: Failing in any of the two conditions of the above clause, the LD will be applicable.

Note-2: Both conditions may be applied singly or in any combination within an individual service. The maximum LD however, shall not exceed 10%.

17.   The Service Level agreement (SLA) may be singed between contractor & BAPL at the time of executing work order, if instructed by BAPL.