

PROFORMA

Invitation of Tender for hiring DG Set facility on rental basis

S. No.	DG Set Power Backup for usable capacity of	Monthly rental (in INR) inclusive of all taxes with fuel charges*
1.	30 KVA	
2.	50 KVA	

Any Other onetime charges:

S. No.	Item	Onetime charges (in INR) inclusive of all taxes
1.		
2.		

- *It is the responsibility of the bidder to refill the fuel tank, as and when required, to keep the DG Set up and running on 24x7 basis.*

General Terms and Conditions:

The Society for Promotion of IT and e-Governance (SITEG), Himachal Pradesh, Shimla intends to hire DG Set power backup facility on rental basis for the smooth functioning of its Network Operation Centre (NOC) and State Data Centre at the following addresses:

S.No.	Address	DG Set Required
1.	Department of Information Technology, IT Bhawan, Shivrangar, Mehli, Shimla-171013	50 KVA
2.	HIMSWAN-NOC, 2nd Floor, Block No. 24, SDA Complex, Kasumpti, Shimla-171009	30 KVA

1. Payment Terms:

- a. The successful bidder has to deposit Security (**Rs. 10,000/- for 30 KVA DG Set and Rs. 20,000 for 50 KVA DG Set**) with the undersigned at the signing of Agreement.
- b. 100% payment of onetime charges would be made immediately after the successful commissioning of DG Set backup facility and acceptance test report duly signed by the representative of IT Department.
- c. Recurring payment will be made in the beginning of successive month after the penalty, if any.

2. Providing DG Set based power backup means:

Provisioning, Commissioning and ensuring availability of DG Set facility on auto start mode in non-interrupted way on 24 X 7 basis.

3. Usable Capacity:

This means guaranteed output required from the DG Set so that UPS of usable capacity can be connected to the DG Set.

4. Round the clock availability:

DG Set based power backup availability means the Bidder has to ensure 24 X 7 availability of DG Set based power backup. This Inter alia includes:

- a. Last mile connectivity from DG Set to the existing electrical panel/ UPSs of the IT Department
- b. Round the clock fault monitoring
- c. Timely restoration and resolution of faults or incidents
- d. Refilling of fuel. A log register to be maintained for the refilling of fuel and the time duration when there was power cut
- e. Ensuring availability of DG Set facility on auto start mode in non-interrupted way on 24 X 7 basis so that there would be no downtime in the NOC/ mini Data Center due to DG Set issue.

5. DG Set facility management:

DG Set facility has to be made available 24 X 7. The required availability Levels for DG Set facility are:

Link Type	Location	Availability Target (%)
DG Set facility Availability	HIMSWAN NOC	99.5
	State Data Center	99.5

Payment at the beginning of successive month will be made based on the DG Set facility availability report of current month and penalties imposed as clause 11 below.

6. Complaint response and resolution service level:

This table defines the matrix for response and resolution time for each support. The time frames defined are exclusive of traveling time.

Component	MTTA – Mean time to Act/Attend (in hours)	MTTR – Mean Time to Resolve (in hours)
DG Set facility availability	¼	1

7. Minimum contract period is one year which can be extended further with mutual consent subject to the satisfactory performance of the bidder.

8. In order to maintain DG Set facility, Bidder will provide updated list of their key contact persons.

9. Complaint monitoring mechanism:

- a. A trouble ticket will be generated by Bidder for DG Set facility failure of degraded performance, after a call is logged by the IT Department. The trouble ticket will be a token number against the complaint/ or fault for link with time and date.
- b.
- c. Down Time shall be recorded from that point onwards till the point the complaint is resolved or IT Department confirm, whichever is earlier.

10. Scheduled and Preventive Maintenance:

- a. It should be planned only on Non-business hours or Sundays or Holidays. Scheduled and Preventive Maintenance anytime during Service Hours will be considered unavailability of service.
- b. Scheduled and Preventive Maintenance by Bidder shall be done with written prior intimation to IT Department at least 72 hours in advance.
- c. Scheduled and Preventive Maintenance by bidder for the DG Set facility and equipment shall not exceed 24 hours in a month subject to a maximum of 180

minutes at a stretch. This will not be applicable for the first 21 days after commissioning of the link.

11. Remedies or Penalties:

DG Set facility availability will be calculated as per the table below:

Parameter	Penalty
PND1	1.5% of monthly payment
PND2	3% of monthly payment
PND3	4.5% of monthly payment
PND4	6% of monthly payment
PND5	10% of monthly payment

Penalty of DG Set facility availability will be calculated as per the table below:

Availability (%)	Penalty Parameter
>=99.5	Nil
99.3	PND1
99	PND2
98.5	PND2
98	PND3
97.5	PND3
97	PND3
96.5	PND4
96	PND4
95.5	PND4
95	PND5
94.5	PND5
94	PND5

12. DG Set facility will be considered unavailable due to occurrence of any of the following reasons:

- a. Link failure between DG Set and electrical panel/ UPSs of IT Department of degradation of usable capacity; or
- b. DG Set Breakdown; or
- c. Failure of equipment in between that can affect connectivity to Internet.

13. **Provisioning of facility:** This includes last mile connectivity from the DG Set to the existing electrical panel/ UPSs of the IT Department, connectivity of HPSEBL power supply to the DG Set to ensure auto start feature during power cut, filling up of fuel tank to ensure 24 X 7 power supply, necessary earthing to be done if required, protection from theft during the entire contract period. However, the DG Set facility is to be commissioned within two weeks from the issuance of purchase order.

- 14.** It is the responsibility of the bidder to refill the fuel tank, as and when required, to keep the DG Set up and running on 24 X 7 basis.
- 15.** Prices of DG Set facility will not increase under any circumstances. However, any downward revision in prices will be passed on to IT Department.
- 16.** The service support, after Commissioning of DG Set facility, will be provided from Shimla only to minimize travel time.
