PUNJAB AND HARYANA HIGH COURT AT CHANDIGARH

No. 1409 Spl./CB.5,   Dated 23·9·13

SUBJECT: NOTICE   INVITING   PROPOSALS   FOR   PROVIDING   FACILITY
MANAGEMENT SERVICES IN IT RELATED AREAS IN PUNJAB &
HARYANA HIGH COURT, CHANDIGARH.

Invited sealed proposals in the office of the Registrar Computerization, Punjab & Haryana High Court, Capitol Complex, Sector-1, Chandigarh, on or before 22.10.2013 till 03.00 PM for providing Facility Management Services in IT related areas in the Punjab & Haryana High Court, Chandigarh as per following requirement and terms & conditions.

Vendors are free to ask any query in this regard by e-mail on cpc-phc@indianjudiciary.gov.in latest by 27.09.2013. Vendors can attend Pre-bid Conference on 30.09.2013 at 11.30 AM in the office of Registrar (Computerization), Room No. B-18, Near Mediation Centre, High Court Premises, Sector – 1, Chandigarh in order to address any question in this regard. No query will be entertained after the conference.

The bid will be opened immediately after the closing time of the receipt of bid at 22.10.2013 PM on 3.30PM in the office of the Registrar (Computerization) of Punjab & Haryana High Court, Chandigarh, in the presence of the tenderers or their authorized representatives who choose to be present at that time.

Objective of FMS

In order to provide efficient and timely ICT services to Hon'ble Judges and various judicial and administrative branches of PHHC wishes to engage a facility management operator (FMO) for HIGH COURT IT setup through bidding process. **The successful bidder will be providing Quality and Timely services from normally from 9:00 AM to 6:00 PM six days a week, however, the deployment of end user support staff will be from the 8.00 AM to 8.00 PM and weekly/periodic deployment schedule will be decided by the High Court.** . The FMO will be providing technically skilled and competent personnel for facility Management of HIGH COURT IT set up. PHHC endeavors to provide quality service. Thus FMO should be able to satisfy the needs of PHHC.

Present Infrastructure of This High Court

1. Punjab & Haryana High Court (PHHC) has established a Local Area Network covering all Courts and Branches with 2 Core Switches, 13 Distribution Switches, 104 Edge Switches and approximately 1500 nodes. Whole network is under warranty and two resident engineers are deputed for Network maintenance by vendor. LMS is running to monitor the LAN Operations.

2. High Court has 9 XEON Servers, 8 HS23 Blade Servers in one Blade Chassis, 20TB SAN and 8166-LTO Tape Storage Library.
3. Microsoft Threat Management Gateway 2010 (TMG) is running as Proxy Servers and Software Firewall.
4. Red Hat Linux AS 5.6/6 and Window 2008 Server is running on Servers. High Court has its own application with Oracle 10g Database for Judicial process.
5. Some small applications meant for administrative branches are running on Windows 2003 server with MS SQL database.
6. In the High Court establishment there are about 50-60 Tablet PCs (i-pad), 50-60 Laptops, 1400 PC I-3/ Core 2 Duo/ with Linux, Ubuntu and Window 7/ Windows XP operating System, 500 printers.
7. High court has connectivity with NIC and state wide area networks of Haryana, Punjab and UT Chandigarh through leased circuits. VC services are also available on the leased line.
8. Broadband connections (BSNL) at the camp office of Hon'ble Judges and Officers and net connection (3G/4G) in i-pads.
9. High court desires to operate its infrastructure round the clock in 24x7 modes. The Facility management services are required through Facility Management Operators (FMO).

Services to be delivered

1. Operations and Management (O&M) for all Databases and operating systems, servers (including Antivirus, proxy and NMS servers) and networking Items.
2. **FMO must provide and install its own web based complaint handling system for lodging and monitoring of complaints in High Court premises. Monitoring mechanism shall be worked out jointly by High Court IT Manager and FMO.**
3. FMO shall ensure availability of all IT services in the High Court as per SLA.
4. FMO shall ensure availability of database and OS backups and back up server(s) synchronization required for service continuity.
5. FMO shall be responsible for updation of OS service packs & patches, Antivirus definitions and LAN management.
6. FMO shall be responsible for installation and configuration of any other software applications like Star Office, PDF Signer, Firefox etc.
7. FMO shall also be responsible for Information and Network Security. Confidentiality and Security of Information (data is of utmost importance for PHHC and also maintain all necessary logs.
8. FMO will ensure security of High Court Information and Network from both internal and external threats.
9. FMO will coordinate with High Court AMC vendors for timely rectification of Hardware problems.
10. Maintaining Internet bandwidth and services.
11. Delivering quality of FMS services as per the SLA
12. Incident handling and Service Desk/Help desk support
13. Identification of Problem and root cause analysis
14. Corrective actions for identified problem

15. Activities such as addition, deletion, and modification in HIGH COURT LAN (without additional cabling work). This includes installation, configuration, implementation, integration & documentation of such activities.
16. Depending on the nature of the requirements from time to time, FMO has to carry out the implementation, integration and support (O&M) activities for the same.
17. Carryout all activities with Broadband, bandwidth/Service Providers for HIGH COURT LAN connectivity with BSNL, NICNET and SWAN(s) for Internet, Voice and Video conference.
18. Scope of support will be applicable for all Broadband, lease lines, ISDN PRI ISP (Internet Service Provider) etc for any type of media such as Copper, OFC etc.

The High Court will be requiring support system for operations sustenance, coordination and capacity building. Following resources are identified for this purpose:

1. Systems Administrator: **1** (Linux)
2. Database administrator: **1**
3. Network and Security administrator: **1**
4. Service Desk Engineer(s): **1**
5. End User support: **4** (Three for first level support to main High Court premises and one for sector 17 and camp offices of Hon'ble Judges)
   The resources/ manpower provided should have their own conveyance or company provided conveyance for visiting High Court other offices like Sector 17, Camp offices at the residences of Hon'ble Judges and other officers of this court. Average expected travels per day is expected to be 10-20 K.M.
   The FMO will be providing Facility Management Services for HIGH COURT IT set up initially for a period of two years, and extendable to further one year on discretion of PHHC.

RESPONSIBILITIES

Phase-1 (One Week)
- Understanding HIGH COURT IT system details and gathering current information regarding HIGH COURT IT system from existing FMS vendor
- Deployment of technical resources at the HIGH COURT
- Provide and Install web based call handling system, to the satisfaction of Incharge NIC, so that users and officers of the Court could monitor the status of complaint and severity level thereof.

Note: Payment will made quarterly after satisfactory services from the commencement of Phase-2.

Phase-2 (Two Years)
- Ensuring Availability of Infrastructure and Services at HIGH COURT as per SLA.
- Operation and management of all servers, databases and delivery of services.
- Operation and Management of the network and external links using NMS.

- Ensuring Information and Network Security. Confidentiality and Security of Information (data) is of utmost importance for PHHC.
- Ensuring Security of High Court Information and Network from both internal and external threats.
- Regular updation of OS and database service packs & patches Antivirus definitions and user support for these.
- Record all system/ service/user complaints through web based complaint handling system. Submit daily report to High Court IT manager along with status of all complaints.
- Resolving all the Incidents, problems and user queries of HIGH COURT as per SLA.
- Analyzing the frequent incidents and conduct detailed analysis of the same.
- Taking backups and Synchronization of backup servers as per policy to ensure continuity of services.
- Carry out preventive maintenance scheduled in an un-interrupted way.
- Provide Service Desk/Help Desk/ On Desk support to Hon'ble Judges and officials of High Court in usage of network and application services when ever necessary.
- Perform OEM and 3rd Party vendor management
- Documentation related to IT infrastructure supported, should be made available when demanded.
- Ensuring PHHC policies are being followed and practiced at the HIGH COURT Network Control Centre (NCC) servers for services and operations.
- Addition, deletion, and modification in HIGH COURT LAN (without additional cabling work). This includes installation, configuration, implementation, integration & documentation of such activities.
- Depending on the nature of the new requirements from time to time, FMO has to carry out the implementation, integration and support (O&M) activities for the same.

Management Level officer of FMO will visit every month in the High Court for review of progress and achievement of objectives/services given in the tender/agreement.

DETAILED ROLES AND RESPONSIBILITIES

The Technical manpower which will be provided by the successful bidder will be expected to meet the below mentioned requirements for the Roles and Responsibilities which they need to undertake at this Court.

SYSTEM ADMINISTRATOR (LINUX)

Minimum Qualification/ experience/ Certification:

BE / B. Tech. (Computer Science / Information Technology / Electronics) or MCA or equivalent with RHEL Linux certification. 2 years of post certification experience in the relevant field is essential

Roles and Responsibilities

1. Provide End to End Linux Administration including installation, configuration, upgradation, maintenance and troubleshooting of Linux servers

2. Provide Application Support on Linux preferably Puppet including maintenance and troubleshooting

3. Maintenance of web servers like Apache, Tomcat, JBOSS, Samba, Squid, Nginx etc.

4. Create and Modify scripts using Perl/Shell/Bash/Python

5. Provide support to various flavors of Linux such as RedHat, Ubuntu and CentOS.

6. Perform User Management, File System Management, Performance Monitoring (Storage Capacity), Log Files Management, Security Management, LVM and IP Tables Management using various Linux Internal Commands

7. Exposure and working knowledge with MySQL, Postgre SQL would be a strong plus

8. Provide thorough Documentation of the various issues handled along with the resolution provide.

9. Proposing policies for data security. preservation / log maintenance etc. for the best interest of this High Court in consultation with Incharge NIC-High Court.

10. System Administrator should be able to support windows platform in addition to Linux.

DATABASE ADMINISTRATOR

Minimum Qualifications / Experience/ Certification required

The desired profile of the DB Specialist should be B.E. (Computer/E&C) / MCA with certifications like OCA-DBA/OCP-DBA/MCDBA or equivalent with minimum 2 years of post certification experience in administering production databases. Should have worked especially on Oracle databases namely Dracle 9i, 10g, open source (Mysql, Pgsql) etc.

Roles & Responsibilities

The DB administrator should be responsible for overall DB Administration so that the data can be easily retrieved and analyzed. He / She should also be responsible for database and application change management procedure. He / She should have exposure to SAN, Clustering Environment (Oracle RAC) and should be well versed with SAN environment.

The DB Specialist needs to work closely with other technical staff, especially database administrators, network administrator and system administrators to ensure the following:

1. Deployment of the core application platform using automation tools
2. Responsible for System and Application Configurations
3. Create/Update Reports using SQL
4. Write/Update ad hoc scripts using shell scripting
5. Co-ordinate with System Administrators, Network Administrators to troubleshoot and resolve issues
6. Technical documentation of all the issues handled

7. End-to-end coordination with departments to ensure smooth functioning of the same.

8. Determining shortcomings of database system and recommending improvements

9. Ensure timely problem resolution and request fulfillment of database issues

10. Review the access rights and provide approval

11. Supervising backup procedures to protect the information within the database.

12. Supervise database installation, up gradation, clustering and performance tuning activities.

13. Coordinating system testing to ensure system security and efficiency

14. Capacity planning and resource management on an ongoing basis

15. Supervise and review change management activities in the Database

16. Supervise offsite backup activities,

17. Periodic reporting

18. Proposing policies for data security . preservation / log maintenance etc. for the best interest of this High Court in consultation with Incharge NIC-High Court.

NETWORK ADMINISTRATOR

Minimum Qualifications / Experience/ Certification required

B.E. (Computer/E&C)/MCA Certification like CCNA/CCNP/PIX/CCSA with 2 years post certification experience. The candidate should be well versed with Routing and Switching devices and technologies.

Roles & Responsibilities

Responsible for network uptime, security, performance, monitoring and other related services. The candidate should be well versed with Routing and Switching devices and Wireless, Broadband and Protocol Analysis Tools. Must have beginner to intermediate skills in Information Security technologies like Anti-virus, Firewalls, IPS, Content Filtering, Encryption, VPN and Threat Management and be familiar with Information Security Audit parameters.

1. Resolution of internetworking issues in all court complexes

2. Resolution of Haryana SWAN, Punjab PAWAN and UT Chandigarh WAN interface related issues

3. Configuring network devices and implementing network solutions, security protocols, interfaces etc., should have sound knowledge of LAN/WAN and virtual private network, switches, routers etc.

4. Level II Support includes basic troubleshooting of network related issues including resolution outages/incidents as well as more advanced Service Request functions.

5. Documentation of the Network Services e.g. Design criteria and standards, Topology documentation.

6. Implementation and support of IP addresses, router table entries, network filters, and any other applicable operational configuration parameters for all managed Network devices.

a. Updating of drivers and firmware

b. Updating IOS from scripts and templates

c. Configuration of device from scripts

d. Configuration of monitoring software from scripts

e. Testing and documentation of installation activities

f. Firewall/ IPS/ IDS/ DNS/ DHCP configuration

7. Preparation and Implementation of Network security policies, procedures, and reporting mechanisms including logical access strategies and standards relevant to the Services.

8. Proposing policies for data security . preservation / log maintenance etc. for the best interest of this High Court in consultation with Incharge NIC-High Court.

NOTE: The Network Administrator to be provided should meet the above mentioned requirements and should be able to fulfill all the conditions mentioned in the Roles and Responsibilities. Besides this the Network Administrator need to perform the following tasks on regular basis to ensure proper logging of information related to Network.

1. A weekly log report for all Core, Distribution and Edge switches should be generated and submitted to a person as appointed by this Court.

   a. The report will mention any changes made to configurations, up gradation, fault/failure signals, down-time, power failures etc.

2. **Incident investigation:** Every single event of network failure whether minor or major, should be logged and reported on the same day to a person as appointed by this Court.

   a. The root cause of such an event and what was done to fix it and how much time was taken to fix it, should also be mentioned in the report.

3. Plan and implement any improvement, modification, or replacement of network infrastructure components after consultation with this Court.

4. Monitor system capacity to determine its affect on performance and recommend enhancements to meet new or changing network demands.

5. Keep track of Warranties and AMC of all network components.

END USER SUPPORT/ SERVICE DESK ENGINEER(S)

Minimum Qualifications / Experience/ Certification required

B.E/ B.Tech (Computer Engineering, IT, Electronics) with experience or 3 years Diploma (Computer Engineering, IT, Electronics) with two years or more experience with basic

knowledge of Windows OS, Networking and MFP usage etc and should have their own conveyance.

Roles & Responsibilities

- First level support to users to resolve the problems reported by users at this Court.
- Lodging unresolved complaints with respective vendors and follow up with vendors to resolve the same at the earliest.
- Coordination with vendor engineers for problem resolution.
- Call management System (CMS) operations: Call lodging, Call closure and report generation. An application or a web based module should be used for this purpose to automate this process.
  a. User confirmation/feedback after resolving the complaint is required.
  b. All the complaints registered and resolved on a single day should be reported at the end of the day to a person as appointed by this Court.
  c. To attend complaints including the complaints pertaining to Broadband at the residences of Hon'ble Judges and officers even during odd hours, Sundays and National Holidays.

Resources to be arranged by FMO:

FMO shall have to arrange for the following for smooth functioning of the overall process.

- Manpower (Including System administrator, Database Administrator and Network administrator). All these resources should be conversant with Information and Network security. In case, System Administrator/Database Administrator/Network Administrator proceeds on leave for more than two days, FMO will depute alternate Administrator immediately.
- Web based complaint handling system
- Toolkits (crimping tool etc.)
- Test and Measurement meter for Lease, ISDN and OFC system
- A/V/Ohm meter digital
- Laptop
- Mobile Phones and transport for deployed man power

FMO will maintain following: Network diagrams, documentation regarding problem management, change management, configuration management, assets/inventory management, NMS reports and produce it, as and when required by PHHC.

SCOPE OF WORK

System, Database and Network Administration & Facility Management

i	System Administration (Linux and Windows) and Problem solving
ii	Database administration (Oracle 10g, MS SQL and Postgres) and problem solving
iii	FMO to provide, Install, operate and manage Web based Complaint handling system under supervision of High court. Daily report to High Court IT Manager along with status of all complaints.
iv	O&M of the High Court Network and problem solving.
v	Administration and management of Proxy, Antivirus and NMS servers.
vi	Service Desk/Help Desk Management.
vii	Policy based regular Database and OS backups for service continuity.
viii	Regular updation of OS and database service packs & patches, Antivirus definitions and user support for these.
ix	Information and Network Security. Confidentiality and Security of Information (data) is of utmost importance for PHHC.
x	Security of High Court Information and Network from both internal and external threats.
xi	Coordination with High Court Warranty/ AMC vendors for timely rectification of Hardware problems.
xii	On desk support to Hon'ble Judges and officials of High Court in usage of Network and Application services through LAN.

Service Level Agreement (SLA):

i) **SERVICE LEVELS**

All the calls would be registered in Helpdesk package including complaints pertaining to the residences of Hon'ble Judges and service providers . All the registered call pertaining to AMC/Warranty Vendor will be escalated to next level if not resolved as per the Call Escalation Matrix.

For proper monitoring of the services and support being provided, a "Daily Status Report" would be submitted to PHHC by FMO for the calls registered before 3.00 PM.

ii) **RESPONSE & RESOLUTION TIME** – All service requests will be entered into Web based Complaint handling system. Each service request will be classified into one of the 3 priority levels for response and resolutions time adherence:

a) Severity Level 1 – A problem which affect PHHC business objective/critical Infrastructure, pre-defined very important users or a group of users in their immediate working, like problem in servers, Network. For these calls FMO response time shall be less than 10 minutes and call shall be closed within one hour.

b) Severity Level 2 – A problem, which affects an individual user or user system like problem in individual user Desktop Hardware or Office

Application clients etc. For these calls FMO response time shall be less than 30 minutes and call shall be closed within 2 working days.

c) Severity Level 3 – Problems falling in the category other than two described above like Installation/shifting of desktops, change in configuration, profile creation. IMAC process etc. For these calls FMO response time shall be less than one day and call shall be closed within 2 working days.

SEVERITY WISE LIST OF ANTICIPATED FAILURES

S. No.	Anticipated Failures	Severity Level	Resolution Time	Responsibility of FMO	Dependency
1	Application not working (All Nodes)	1	1 Hour	LAN – C& F REST - FULL	FMO
2	Application not working (Single Node)	2	2 Days	Full	FMO
3	Full Network Failure	1	1 Hour	LAN C&F Rest – FULL	Network Vendor/ BSNL/NIC
4	Network Problem Single Node	2	1 Hour	LAN – C& F REST - FULL	FMO
5	Internet not working Single Node	2	1 Hour	Full	FMO
6	Switch Problem	1	1 Hour	C&F	Warranty /AMC Vendor
7	Router Problem	1	1 Hour	C&F	Warranty /AMC Vendor
8	Leased Line Problem	1	1 Hour	C&F	Warranty /AMC Vendor
9	Internet Connectivity Problem (Involving switch /router/ leased line)	1	1 Hour	C&F	Warranty /AMC Vendor/I.S.P (Internet Service Provider
10	Internet Connectivity Problem at the residence of Hon'ble Judges and officers	1	2 Hour	H/W C & F Rest - Full	Warranty /AMC Vendor/I.S.P (Internet Service

					Provider
10	Web Server (Intra) Problem	1	1 Hour	Full	FMO
11	Proxy Server administration & Problem resolution	1	1 Hour	Full	FMO
12	Database (Primary/Secondary) Server Administration	1	1 Hour	Full	FMO
13	PC Problem	2	2 days	H/W-C&F Rest – Full	FMO/AMC & Warranty Vendor
14	Virus Problem	2	2 days	Full	FMO, Trend Micro Tem
15	Network Virus Problem	2	1 Hour	Full	FMO/AMC & Warranty vendor
16	UPS Problem Call Reporting	2	2 days	C&F	AMC/ Warranty Vendor
17	A/C Problem Call Reporting	2	2 days	C&F	AMC/ Warranty Vendor
18	Generator Problem	2	2 days	C&F	AMC/ Warranty Vendor
19	Video Conferencing Problem reporting	2	2 days	C&F	AMC/ Warranty Vendor
20	E-mail Services/Configuration	1	1 Hour	NIC-C&F Rest - Full	NIC-ASD
	I-Pad Configuration issues	1	2 Hour	H/W- C&F Rest – Full	Vendor, FMO
	Additional Software Configuration/Installation	1	2 Hour	FULL	FMS
	Printer Configuration/ Sharing issues	1	2 Hour	H/W- C&F Rest – Full	Vendor, FMO
21	ISHiCo Problem	1	1 Hour	C&F	NIC-ASD
22	Linux/Window/OS Administration	1	2 Hour	Full	FMO
23	Server Problems	1	2 Hour	H/W – C&F	AMC/

				Rest – Full	Warranty Vendor, FMS
24	Client Hardware Issues	2	2 days	C&F	AMC/ Warranty Vendor, FMO
25	Windows/Linux OS Installation/upgradation at Client end	3	12 Hours	C&F	AMC/ Warranty Vendor, FMO
26	Users Training	3	12 Hrs.	C&F	NIC/NCC-ASD
27	Data Recovery at client end	2	2 days	Full	FMO
28	Status Report	3	12 Hrs.	Full	FMO
30	Data & Network Security *	1	1 Hour	Full	FMO
31	Database/OS Backup	1	1 Hour	Full	FMO
32	Database/OS Recovery in case of crash	1	2 Hour	Full	FMO
33	Non synchronization of Production & Standby servers	1	1 Hour	Full	FMO
34	Calculation of Downtime & Penalty for other vendors	3	12 Hours	Full	FMO
35	IT Asset Management	2	12 Hrs	Full	FMO
36	Client Vendor Data Recovery, if possible	3	12 Hrs.	C&F	AMC/ Warranty Vendor, FMO
37	Documentation (Quarterly)	3	24 Hrs	Full	FMO
	a – Network: Diagram, IP address allocation, VLAN, Switches- IP, administrator id & Password	3	"	Full	FMO
	b – Database changes and updation	3	"	Full	FMO
	c – Application changes and updation	3	"	C&F	NIC-ASD
	d – Assests Record	3	"	Full	FMO

* **Note:** "Data & Network Security" as mentioned on point 30 needs special emphasis and should not be compromised at any cost to facilitate any other process/task.

C&F: Call lodging and follow up

H/W: Hardware

FMO: Facility Management Operator

FMS: Facility Management Services

NIC: National Informatics Centre

Service Category	Resolution Time (for Dependency FMO alone)	Follow up time (for third party Dependency)
Severity Level 1	95% in<1 Hour 100%< 2 Hours	Call lodging: Immediate with 1 Hour Follow up: Regularly every hour till problem resolution.
Severity Level 2	95% in<12 Hours 100%< 24 Hours	Call lodging: Immediate within 2 hours. Follow up: Regularly every four hours till problem resolution.
Severity Level 3	95% in<2 days	Call lodging: Immediate within 2 hours. Follow up: Regularly every 8 hours till problem resolution.

iii) **PENALTY**—In case FMO fails to provide service within SLA a penalty as per following schedule shall be imposed. Penalty shall be imposed only in cases where service deficiency is attributed solely to FMO.

Service Category	FMO Responsibility	Penalty Rates
Severity Level 1	Full	• 1% of Quarterly FMS payment per call if problem is not resolved within 1 Hour. • 1% of Quarterly FMS payment per day per call if problem is not resolved on the same day. • 2% of Quarterly FMS payment for each percentage of problems not resolved in two hours time.
	C&F	• 0.25% of quarterly FMS payment per day per call if call is not properly lodged and followed up.
Severity Level 2	Full	• 0.25% of Quarterly FMS payment per call if problem is not resolved within 2 days. • 0.25% of Quarterly FMS amount per day per call if problem is not resolved on the next working day. • 0.5% of Quarterly FMS payment for each percentage of problems not resolved on next working day.

	C&F	• 0.1% of Quarterly FMS payment per call per day if call is not properly lodged and followed up.
Severity Level 3	Full	• 0.1% of Quarterly FMS payment per day per task if task is not completed within two days from scheduled date. • 0.5% of quarterly FMS payment for each percentage of tasks not completed within two days from scheduled date.
	C&F	-

iv) That FMO shall clarify that response and resolution time for all anticipated failures are the same. All penalties will be based on resolution time.

v) Anticipated problem database includes S.No. 11 (Proxy Server) No.33 (Synchronization of production and standby servers) & No.37 (documentation) also.

vi) FMO will submit a severity wise quarterly statement of all calls reported along details of rectification.

vii) For penalty calculations part of percentage will be taken as full.

viii) All penalties will run concurrently.

ix) In case of dependency other then FMO, refusal to issue call ticket or non response of concerned service provider/vendor shall be brought to the notice of PHHC IT Manager in first instance itself.

x) Total penalty for any quarter should not exceed 25% of quarterly payment.

xi) In case total penalty exceeds 25% of quarterly payment for two consecutive quarters, High Court on its option may terminate the agreement and impose demurrage (severance penalty) equivalent to one quarters FMS payment.

xii) Wherever dependency is on AMC/Warranty Vendor, following will be responsibility of the FMO.
   a. Call Booking as per SLA
   b. Diagnostics
   c. Follow-up as per SLA
   d. Coordination

Service Window

FMO will be providing Quality and Timely services from normally from 9:00 AM to 6:00 PM six days a week at High Court, other High Court office like Sector 17, Camp offices of the Hon'ble Judges and officers with their own conveyance. Normally Sundays and court holidays will be excluded from FMS. But in case of urgency High Court may require FMS beyond normal service window and even on holidays for no extra payment. FMO engineers may have to visit camp office of the Hon'ble Judges and officers also to attend the calls with their own conveyance. FMO should provide individual resource wise breakup of charges, if required High Court may ask FMO to deploy additional resource(s) of the same profile at the quoted individual price for a minimum period of six month or more during the validity of the contract.

Registrar (Computerization)