

**FACILITY MANAGEMENT SERVICE FOR CONDUCTING
E-AUCTION IN VANDANMETTU, IDUKKI**

No.EDP/KER/E-AUCTION/07

Date:15th Nov.2007

Sealed quotations are invited for providing Facility Management (FM) Service for conducting e-auction in Vandanmettu, Idukki, as per the terms and conditions in Annexure-1 from 1st Dec 2007 for a period of one year.

Details of IT Infrastructure available in the e-auction centre is given in Annexure-2. The quotations, addressed to the Dy. Director(EDP), Spices Board, Cochin-25, should reach EDP Dept. of the Board latest by 5.00 p.m on 22st Nov 2007. The sealed cover containing the quotation shall be super-scribed as "Quotation for FM support due on 22.11.2007 (E-Auction - EDP Dept)".The Board reserves its right to reject any or all quotations without assigning any reason thereof.

Deputy Director(EDP)

Annexure-1

Terms and Conditions

- a. The FM Engineer shall be a Diploma (3 years) holder in Computer Engg./Electronics with minimum 6 months experience and knowledge of Linux
- b. The service shall be available in the e-auction center from 8.30 am to 4 pm on all week days including Sunday.
- c. Accommodation/conveyance of FM Engineer, if any, shall be arranged by the service provider.
- d. The Board will provide necessary training to the FM Engineer in operational aspects of the e-auction system.
- e. The Board reserves its right to discontinue the Service if it is not found satisfactory.
- f. Payment for the FM service will be made monthly.

Activities/Responsibilities to be covered under the FM support.

1. Attend hardware, OS and network related problems
2. Take periodic data back-up.
3. Conduct routine system tests to ensure normal function of e-auction System including Server, PCs, Printer and Network.
4. Provide technical support in operating e-auction system
5. Report and co-ordinate service calls of Computer Systems including Server. In case of Server failure, the FM Engineer is required to be present during service/repair along with other support staff. After rectifying the problem, the FM Engineer has to check the e-auction system for normal functioning, well in advance, before the next e-auction.
6. Maintain logs for breakdowns, service calls, services, attendance and part replacements.
7. Report day-to-day status of system/performance to Spices Board EDP dept.
8. The FM Engineer, with the support of Board's technical staff, has to run the e-auction system.

Annexure-2

IT infrastructure in the e-auction centre

1x Dell server (rack)
63 x Dell PCs,
Laser Printer
Back device
2 x Cisco network switches(1000MBPS)
2 x 10 KVA online UPS
Server OS : Redhat Linux ES
PC OS: Windows XP/Vista.
Network
Application implementation: LAMP