



SECTION-II

SCOPE OF WORK

FOR

IT FACILITY MANAGEMENT SERVICES

Bid# GGL/ITERP/2021/FMS/EUS

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1. Background

Gujarat Gas Limited (GGL) is India's largest City Gas Distribution (CGD) player, with 27 CGD licenses spread across 43 districts in 6 states and 1 Union territory in the states of Gujarat, Maharashtra, Rajasthan, Haryana, Punjab and Madhya Pradesh and Union Territory of Dadra & Nagar Haveli.

GGL continues to hold the leadership position in CGD industry in terms of size and scale of operation, with more than 15.7 lakhs households, over 13,100 commercial customers, 564 CNG stations, close to 4,100 industrial units and over 30,700 kilometre of natural gas pipeline network. The Company currently continues to flow total gas volume close to 12 mmscmd.

GGL is committed to reach out to every possible natural gas user in its expanded GAs. The size and scale of the combined entity gives it the ability to achieve efficiencies and effectively manage the transformational changes in the sector. This major gain in productivity would benefit all the key stakeholders i.e. Customers and Shareholders.

GGL is recently awarded with Business Today's Best CEO Award 2020 in the Oil & Gas category and Business Standard STAR PSU Award 2020.

GGL is strategically aligned to energize India's natural gas vision.

* Data as on June 30, 2021

2. Definitions and Acronyms

These are the definitions and acronyms used in this SOW. They are group and project specific acronyms.

Term or Acronym	Definition
FMS Vendor / Contractor	GGL IT Infrastructure Facility Management Contractor
BCP	Business Continuity Planning
DR	IT Disaster Recovery
GGL / Company / Owner	Gujarat Gas Ltd.
SDL	Service Desk lead
SOW	Scope Of Work
HSE	Health Safety and Environment
Top Management / VIP users	GGL Executive team members, Directors & Above
Other Users	All Users apart from Top Management
KPI	Key performance Indicators
KRA	Key Result Areas
EU	End User or customer who is directly consuming the service
NPD	Non Performance Deduction
FMS Team	Includes Locations Engineers, Core Infra Engineers and Lead
Engineer	Interchangeably used as FMS Engineer or Local Engineer or Core Engineer
Local Engineer	Resident Engineer at Site

3. Introduction to Scope of Work & Requirement Overview

This Scope of Work (SOW) defines the scope of work to be accomplished and the tasks to be performed by GGL IT Infrastructure Facility Management Services Provider (here in after referred as FMS Vendor / Service Provider) for Gujarat Gas Limited (here in after referred as GGL / Company).

FMS Vendor will provide the required resources and expertise to support the GGL IT Infrastructure at various locations that includes Registered Office (Gandhinagar), Corporate Office (Ahmedabad), Geographical Area Head offices and its satellite locations and Other offices i.e. Warehouses etc. (list enclosed). The Scope of the service includes management and support of defined IT services within GGL. The SOW lists down the various services that need to be provided by FMS Vendor and lists down the roles and responsibilities of GGL and FMS Vendor in the execution of these services. GGL expects FMS Vendor to begin work by establishing an overall service delivery in scope, to be followed by detailed roles and responsibility. Prior to the execution of service delivery, the framework and activities will be jointly approved.

GGL lays utmost importance on Safety (HSE) and Quality and expects the similar focus from FMS Vendor in terms of safety and Quality of Services to be provided. GGL Safety guidelines and IT policy procedures provides independent assurance that work to confirm the defined processes are operating within the parameters and policies defined for the engagement.

This SOW defines the scope of work to be accomplished by FMS Vendor and specific responsibilities for various activities/task spanned to be performed and completed by FMS Vendor with inputs from and/or participation of GGL. It will be the responsibility of FMS Vendor team to ensure end to end delivery of IT Service defined in this SOW, subject to various terms, conditions and SLA's specified in this SOW.

This SOW Framework has to comply as per ITIL (IT Infrastructure Library) standard minimum version 3.0 and as applicable from time to time. All the services and process are defined by GGL IT team as per ITIL best practices. FMS Vendor needs to follow these Service Delivery process for all the defined business services of GGL.

4. Service Locations & Environment

End User Support services means vendor resident engineer staff at those locations. On Call support means vendor can send the engineer from nearby GGL office or vendor office (whichever reaches early) to support. All existing states where operations are, have been listed below:

- a. Gujarat
- b. Maharashtra
- c. Punjab
- d. Haryana
- e. Delhi
- f. Madhya Pradesh
- g. Rajasthan
- h. Dadra Nagar Haveli

GGL is planning to expand its business PAN India in other states, Bidder to support in these states.

NOTE: Consider growth of 5% every year in terms of IT Infrastructure, Employees and Business Locations from point of view of Scaling and Aligning FMS Team for SLA compliance

5. HSE First

At GGL always HSE is first. GGL believes that every employee OR contractor has the right to work safely at GGL and go home safely without any injury OR illness.

GGL's TARGET IS 0 (ZERO) INJURY DURING WORK.

FMS Vendor has to go through detailed HSE training before starting services. During this training all policy procedures and compliance requirement would be shared with FMS Vendor.

PLEASE NOTE THAT WORKING ON EQUIPMENTS AND MACHINERIES IN GGL PREMISES REQUIRE SEPARATE SAFETY PASSPORT. WITHOUT THIS, NOBODY IS AUTHORIZED AND ALLOWED TO WORK.

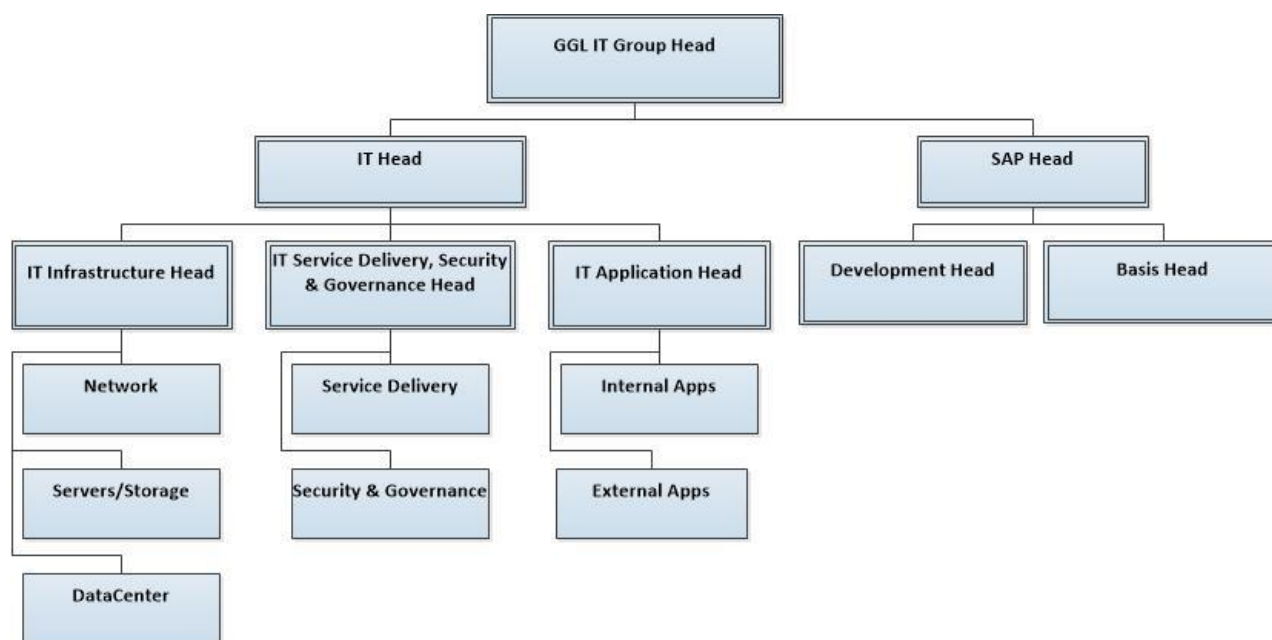
After thorough training of HSE all the FMS VENDOR service staff would be provided safety passport.

PLEASE MAKE NOTE THAT INDEPENDENT SERVICE DELIVERY TO EUs ONLY WILL BE ALLOWED IF AN ENGINEER IS HAVING SAFETY PASSPORT.

Any physical access to the premises OR logical access to the IT equipment or system will be strictly dependent on Safety Passport. Without safety passport access will not be given.

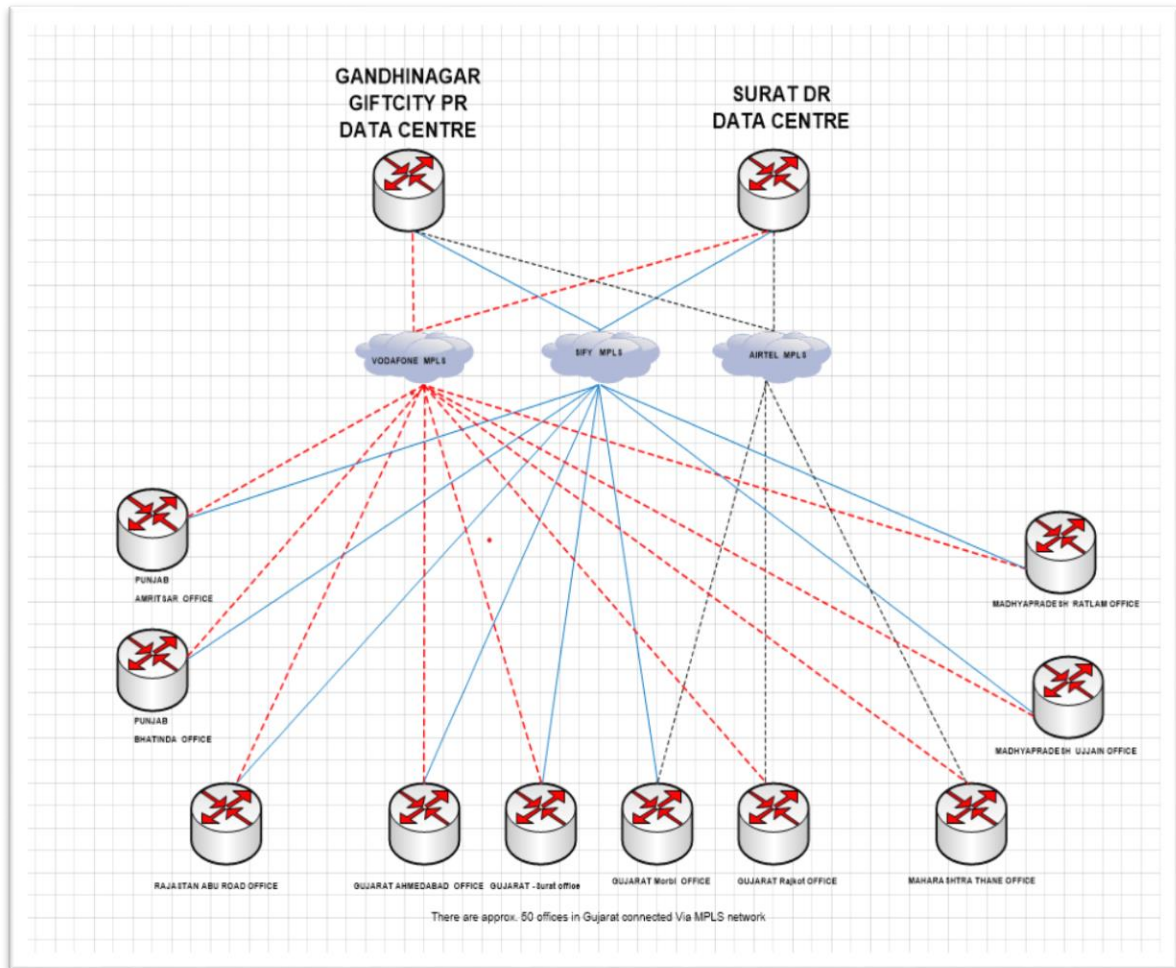
All FMS Vendor team will ensure compliance to basic Personal Protective Equipment's (PPE) – Helmet (Where ever applicable), Shoes, Gloves while working in the field at their own cost.

6. Current IT Service Organogram



7. Infrastructure details

a. Current GGL WAN Diagram



b. End-Users IT Assets

Locations	All-In-One-Desktop	Desktop	Laptop	Thin-Client	Virtual-Terminal	Monitor	Keyboard	Mouse	Docking	UPS	Multi Function Printer	Plain Printer	Plotter	Scanner	14 Type Assets
Ahmedabad - Parimal Off	2	56	81			93	127	147	55	2	14	10	0	1	588
Ahmedabad-GSFC		51	44			71	78	119	20	1	3	6	0	2	395
Akrabhatta Office		3				3	3	3			1	0	0	0	13
Amreli		8	3			9	12	12	2	1	2	0	0	0	49
Amritsar		10	8			11	11	10	4	1	3	1	0	0	59
Ankleshwar city Office		2				1	2	1		1	1	0	0	0	8
Ankleshwar Main Office		102	21	22	4	134	123	125	11	1	10	8	2	1	564
Ankleshwar-Stores		13	4	3		11	68	62		1	2	7	0	0	171
Avdresh House Ahmedabad		63	110			92	172	170	44	2	10	8	1	3	675
Baladana		2				2	2	2			0	2	0	0	10
Barwala		1				1	1	2			0	1	0	0	6
Bhaniyara		3				3	5	5			0	1	0	0	17
Bharuch		28	1	1		30	30	35	1	1	4	2	0	0	133
Bhatinda		7	6			7	8	8		1	2	0	0	0	39
Bhavnagar City Office		1				2	5	5			2	0	0	0	15
Bhavnagar Zonal Office		35	10			40	42	41	1	1	5	1	0	0	176
Bhilad		2	1			2	3	3		1	0	0	0	0	12
Bhuj Zonal Office		17	2			20	21	17	1	1	2	0	0	0	81
Billimora		14	1			16	15	16	1	1	1	2	0	0	67
Botad		5				5	6	5		1	1	0	0	0	23
Challali		4				3	5	3			1	0	0	0	16
Chandkheda		14	1			14	16	18		1	1	1	0	0	66
Chapra		3				4	5	7			2	0	0	0	21
Chela CNG Station										1					1
Chikhli		2				2	2	2			2	1	0	0	11

COCO Ghanteshwar Station		1				1	1	2			1	0	0	0	6
COCOCNG-Station-GNFC-Zades		1				1	1	1			1	0	0	0	5
COCOCNG-Station-Kelod-Bhar		1				1	1	1			1	0	0	0	5
COCOCNG-Station-Valia-Ank		1				1	1	1			1	0	0	0	5
CS Office - Gandhinagar	7					0	0	0			0	0	0	0	7
Dabhan		21	8			28	25	30	4	1	5	2	0	2	126
Dahej		5				7	4	6		1	1	0	0	0	24
Dahod		13	4			15	16	18	1	1	2	0	0	0	70
Faridkot		1				1	1	1			1	0	0	0	5
GiftCity-Gandhinagar/PDC		1				0	1	1			0	0	0	0	3
Godhra		5				2	4	3		1	1	0	0	0	16
GSRTC Halol		2				2	3	2			0	0	0	0	9
Halol		19	3			21	30	28	2	1	4	1	0	0	109
Hazira										1					1
Halol CNG		2				2	3	3			0	1	0	0	11
Indore Zonal Office		1	2			2	1	1	1		0	0	0	0	8
Infocity-Gandhinagar/PDC		91				89	0	0			2	5	0	0	187
Jalore-Sirohi			1			0	0	0			0	0	0	0	1
Jambusar		4				7	7	4		1	1	0	0	0	24
Jamnagar City office		1				1	5	9	2	1	0	0	0	0	19
Jamnagar COCO Station		2				1	2	1			1	0	0	0	7
Jamnagar Zonal Office		33	5			37	38	39	2	1	4	2	0	0	161
Kalol CNG		1				1	1	2		1	0	1	0	0	7
Karjan CNG		1				2	2	2			0	1	0	0	8
Khambhat		13				14	17	18		1	1	0	0	0	64
Kheda & Matar		6				8	7	7		1	1	0	0	0	30
Limdi		9				5	6	5		1	1	0	0	0	27
Loliya		1				3	2	2			0	0	0	1	9

Lothpur CNG Station		1				1	1	1			0	0	0	0	4
Mahuda		4				4	5	5		1	1	0	0	0	20
Memdabad		12				12	10	14		1	2	1	0	0	52
Mora		2				1	3	3			0	0	0	0	9
Morbi City Office		4				3	4	4		1	1	1	0	1	19
Morbi Zonal Office		66	14			73	118	125	6	2	3	4	0	0	411
Morbi WareHouse										1					1
Nadiad		14				17	27	17	1	1	1	0	0	0	78
Navsari		40	5			40	43	53		1	3	1	0	0	186
New Delhi			1			0	0	0			0	0	0	0	1
Paddhari		2				2	2	2			0	2	0	1	11
Palej		2				2	2	2			0	0	0	0	8
Palitana		2				1	1	1		1	1	0	0	0	7
PARDI		2				4	4	4		1	0	1	0	0	16
Petlad		7				7	7	8		1	1	0	0	0	31
Rajkot CNG-Green		6	1			6	5	6		1	2	0	0	0	27
Rajkot KCL Office		28	7			31	36	34	1	1	2	0	0	0	140
Rajkot Zonal Office		48	8			55	71	96	11	1	6	5	0	0	301
Rajkot-Warehouse		1				1	2	1			2	0	0	0	7
Ratlam		1				1	1	1		1	0	0	0	0	5
Sachivalaya		1				1	1	1		1	1	1	0	0	7
Samadhiyala CNG Station		1				1	1	1			0	0	0	0	4
Sanand CNG		4	2			6	6	7	1	2	2	1	0	0	31
Sapar CNG Station		2				2	3	2			0	0	0	0	9
Scrap-Kaladham		40	15	2		73	76	68	21		1	7	0	2	305
Scrap-Nishika		80	13			83	40	97	21		3	21	0	0	358
Scrap-Sector-26		2				33	2	2			0	5	0	0	44
Sector-24		134				134	7	6			0	1	0	0	282
Sector-25 Scrap		105	12			92	372	259	34		19	48	0	3	944
Sector26-Warehous		1				4	1	1			1	0	0	0	8
Sector-5-Gandhinagar	2	94	52			106	106	121	12	2	6	5	0	0	506

Sihor		1				1	1	1		1	0	0	0	0	5
Silvai		4				4	4	4			1	0	0	0	17
Silvasa		16	3			17	18	20	2	1	2	1	0	0	80
Silvasa WareHouse		1				1	1	1			2	0	0	0	6
Sirohi		1				1	1	1		1	0	0	0	0	5
Surat Zonal Office		416	95	100	22	532	569	602	38	2	37	56	4	5	2478
Thane Zonal Office		18	15			23	23	22	4	1	2	1	0	0	109
Thangarh		12	4			14	14	13	1	1	1	6	0	0	66
Ujjain		4				4	4	4		1	0	0	0	0	17
Umargam		8				9	9	7		1	1	0	0	0	35
Uttarsanda		2				2	3	3		1	1	0	0	0	12
Valsad		11	2			11	14	16	1	1	1	1	0	0	58
Valsad-Dharampur		1				1	1	3			0	0	0	0	6
Vankal		3				4	6	4		1	1	0	0	0	19
Vapi J Type		5				5	6	5		1	0	0	0	0	22
Vapi-CNG-Station		2				2	1	3			0	1	0	0	9
Vapi-Zonal-Office		50	14			45	57	61	7	2	6	8	0	2	252
Vartej CNG Station		1				1	1	1			1	1	0	0	6
Vaso		3				3	3	4		1	2	0	0	0	16
Vataman CNG		1				1	1	1			0	0	0	0	4
Wadhwan		39	5			40	49	50	1	1	2	10	0	4	201
Warehouse		12				0	0	0			0	0	0	0	12
Total Location	11	1999	584	128	26	2345	2684	2773	314	69	216	253	7	28	11437

- Above numbers are indicative, actual details shall be shared during project transition phase

c. Servers/Core Computing

Locations	Blade-Server	Appliance	Chassis	Physical-Server/Storage	Total
001-Ankleshwar city Office	0	0	0	0	0
002-Bhavnagar Zonal Office				1	1
004-Ahmedabad-Avdesh		2		5	7
008-Bhuj Zonal Office				1	1
009-Morbi City Office				1	1
013-Thane Zonal Office				1	1
015-Ankleshwar Main Office	2	1	1	3	7
016-Ahmedabad-GSFC				1	1
018-Rajkot O&M Office				2	2
019-Surat Zonal Office	3	3	1	14	21
023-Dabhan				1	1
024-Ahmedabad - Parimal Off				1	1
026-Jamnagar Zonal Office				1	1
027-Morbi Zonal Office				1	1
028-Navsari				1	1
056-Vapi-Zonal-Office				1	1
071-Amreli				1	1
072-Dahod				1	1
075-Sector-5				1	1
Gift City PDC	8	6	2	14	30
Wadhwan				1	1
Total	13	12	4	53	82

- Above numbers are indicative, actual details shall be shared during project transition phase.

d. Network Equipment's/Core Computing

Network and VC Devices															
Locations	N/W Traffic	Fire	IPS /IDS	LAN Switch	Load Bal	Proxy	Router	SAN Switch	UTM	VC	VC	VC	WiFi AP	WiFi	Total Assets at Location
	Mgmt	wall									F/W	Portal		Ctr	
Ankleshwar city Office				2			1								3
Bhavnagar Zonal Office				6			1			1			1		9
Bhaniyara				1			1		1						3
Ahmedabad-Avdesh				10			2		1	3			2		18
Silvasa				2			1						1		4
Chandkheda				1			1								2
Jamnagar City office				2			1								3
Bhuj Zonal Office				2			1			1			1		5
Morbi City Office				12			1			1			2		16
Billimora				2			1		1						4
Rajkot CNG-Green				5			1		1						7
Hazira				1					1						2
Thane Zonal Office				3			1			1			1		6
Bhilad & Sarigam				1			1								2
Ankleshwar Main Office				18			3			2			3		26
Ahmedabad-GSFC				3			2			3			2		10
Gandhinagar/PDC		2	1	8	2	1	5	4			1	2	2		28
Rajkot O&M Office				2			2		1	1			1		7
Surat Zonal Office	2	2	1	38	2	1	6	8		6			9	1	76
PARDI				1			1		1						3
Botad							1								1
Dabhan				2			1		1				2		6
Ahmedabad - Parimal Off	1			9			2	2		4		7	9		34

Kalol CNG								1						1
Jamnagar Zonal Office				2			1			1			1	5
Morbi Zonal Office				11			1		1				2	15
Navsari				4			1			1			2	8
Limdi				1			1							2
Umargam				1			1							2
Rajkot Zonal Office				5			1		1					7
Loliya									1					1
Halol				2			1		1				2	6
Vankal				1			1		1					3
Halol CNG				1					1					2
Jamvadi				1			1							2
Karjan CNG				1			1							2
Wadhwan				3			1			1			1	6
Bharuch				2			1			1			1	5
Khambhat				1			1							2
Chapra				1					1					2
Vapi J Type							1							1
Jambusar				1			1							2
Kheda & Matar				1			1							2
Vapi-Zonal-Office				2			1						2	5
Memdabad				1			1							2
Mahuda				1			1							2
Nadiad				1			1			1			1	4
Petlad				1			1		1					3
Vaso				1					1					2
Dahod							1		1					2
Sector-5				5			1			2			12	20

Stores-Avdhesh				12			4						2		18
Amritsar				2			1		1				1		5
Bhatinda				2			1		1				1		5
Valsad				1			1								2
baldana				1			1								2
chappara				2			1								3
DAHEJ				1			1						1		3
dahod				4			1						1		6
GODHARA				1			1								2
GSFC BHAVAN				1			1		1				6		9
Palej									1						1
palitana				1					1						2
sanand				1			1		1				1		4
sihor				1			1								2
vasai				1					1				1		3
ujjan				1					1				1		3
ABU Road				1					1				1		3
RATLAM				1					1				1		3
silvai				1											1
mittakadi call center-1															0
mittakadi call center-2															0
Total	3	4	2	217	4	2	75	14	29	30	1	9	77	1	468

8. FMS – Facility Management Service Snapshot

As part of Facility Management scope, FMS Vendor is expected to manage end to end service delivery of the below IT services in GGL. A detailed explanation of these IT services can be referred in [IT Service Details](#)

- a. End User Computing
- b. End-Point Security/Anti-Virus
- c. IT Assets Management Service
- d. Endpoint Encryption Service
- e. BMC ITSM Platform Management
- f. Endpoint/Server Patch Management
- g. Other Services where engineer will interface with the GGL Team and comply as per SLA requirement
 - i. Server Virtualization Service
 - ii. Desktop Virtualization Service
 - iii. Wintel Service
 - iv. Directory Service
 - v. Messaging Service
 - vi. UNIX/AIX Service
 - vii. SAP BASIS Support Service
 - viii. Backup/DLO Service
 - ix. Storage Service
 - x. Network Service
 - xi. Data Connectivity Service
 - xii. Internet Service
 - xiii. Network Security Service
 - xiv. Video Communication Service
 - xv. End-Point Security/Anti-Virus
 - xvi. DC Infra Mgmt. Service
 - xvii. DC facility Mgmt. Service
 - xviii. UPS service
 - xix. Security Event and Incident Monitoring
 - xx. Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation

To deliver the above IT services FMS Vendor is expected to follow the below defined GGL ITSM process. A detailed explanation of GGL IT processes can be referred in [ITSM Process details](#)

- a. Incident Management
- b. Change Management
- c. Problem Management
- d. Service Request Management
- e. Knowledge Management
- f. Availability Management
- g. Capacity Management
- h. Patch Management
- i. MIS Reports/Dashboards
- j. BCP/DR
- k. Vendor Management
- l. Backup Management
- m. Security Compliance
- n. Documentation
- o. Audit Compliance
- p. Project Support
- q. Asset & Configuration Management

A detailed mapping of each IT Services against ITSM processes is given in [IT Service Catalog](#)

GGL uses BMC ITSM tool sets to automate ITSM processes and monitor [IT Services](#).
GGL ITSM process are ISO 20000 compliant and are ISO 27001 certified for security practices.

9. IT Service KPI

Below are the high level Key Performance Indicators for the FMS Contract.

- a. Adherence and improvement to the below KPIs should be the strategic objective of the engagement. Hence the below KPI should be measured, reported and reviewed monthly.

KPI in Current Support Model			
Sr	KPI	How to Measure	Minimum Acceptable Target (Monthly)
1	% of Customer Satisfaction Index 4 or above	Total number of Customer Satisfaction Feedback having rating more than 4 out of 5 based on the feedback for minimum 10% of the calls logged in the system.	90%
2	Business Service Uptime SLA Compliance	Averaging Compliance of Individual services in scope (excluding planned downtime)	100%
3	SLA Compliance for response time	(Total number of calls responded within SLA / Total number of calls registered) %	100%
4	SLA Compliance for resolution time	(Total number of Calls Resolved within SLA / Total number of Calls registered) %	100%
5	HSE Compliance	No major non-compliance	100%
6	Asset and Inventory Management Compliance	Accuracy of asset deployed vs. reported in the system	100%
7	Capacity Management Compliance	Capacity Utilization should be less than 80%	95%
8	Business Continuity Compliance – IT & ERP DR	Adherence to BCP Plan, DR Testing , Data Replication and, Documentation	100%
9	Security Compliance	Business hours lost due to Security Incident to be zero	100%
10	Incident Resolution by use of KEDB	Number of KEDB used to resolved the Incident	30%
11	Remote Support Compliance	% of calls closed via remote support should be minimum 60%	100%
12	Change Management Compliance	All the approved changes to be implemented Successfully	100%
13	Incident Management Quality Compliance	Number of repeated Incident less than 2% from the reference period	100%
14	Backup Compliance	Adherence to GGL Policy and procedure for Backup and restoration for devices under scope. Backup Success rate should be 99%	100%
15	Patch Management	All critical Operational and Security patches must be implemented within agreed timelines	100%
16	Vendor Management	Timely coordination with all 3 rd party vendors to ensure zero calls breach on account of coordination/liasoning	100%
17	Service Improvement Plan	At least 5 SIP initiatives in an year to improve overall ITSM process	100%

- b. The KPI's where penalty deduction are applicable are explicitly marked (Refer section ITSM Process Details), however from performance monitoring perspective the KPI's are based on the ITSM standard and as applicable to GGL from time to time (including the ones shared above).

10. IT Service Catalog

IT service Catalogue is a representation of IT services and the expected ITSM processes to be followed for each of the services. Most of the ITSM processes are automated.

Legend- v (Responsible), x (Not-Responsible)

S. No	ITSM Processes A-Automated P-Partially Automated	A-Incident Management	A-Change Management	A-Problem Management	A-Service Request Management	A-Availability Management	P-Capacity Management	A-Patch Management	P-BCP/DR Management	P-Vendor Management	A-Backup Management	P-Security Compliance	P-Documentation	P-Audit Compliance	P-Project Support	A-Asset & Configuration Management
	IT Services															
1	End User Computing	v	v	v	v	v	v	v	x	v	v	v	v	v	v	v
2	End-Point Security/Anti Virus	v	v	v	v	v	v	v	v	v	v	v	v	v	v	v
3	IT Assets Management Service	v	v	v	v	v	v	v	x	v	v	v	v	v	v	v
4	End Point Encryption Service	v	v	v	v	v	v	v	x	v	v	v	v	v	v	v
5	ITSM Platform Management	v	v	v	v	v	v	v	v	v	v	v	v	v	v	v
6	Endpoint/Server Patch Management	v	v	v	v	v	v	v	x	v	v	v	v	v	v	v

11. IT Service Details

FMS Vendor must deliver (Drive / Support) following IT Service as a part of Service Delivery

	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
End User Services	1	End User Computing Services	Drive	This services covers support to end users for PCs, laptops tops, mobile devices, printer, VC, Software installation and Application access across all GGL Sites	Desktop Laptop Printer Mobile Standard end user applications	6	onsite	VIP User Support
	2	Desktop Virtualization Service	Support	This service covers fine tuning of applications, installation of hardware / software image of thin clients	Thin Client Hardware Software	6	onsite	Need basis-Onsite Support
	3	Server Virtualization Service	Support	This service manages and supports Virtualized platform for using VMware Virtualization Technology. 77 instances of virtual servers.	90% of the Wintel environment is virtualized Sphere 6.7 U3 ,6.0,5.1 ESX 4.X, ESX i 4.1 ESXi 5.0 ESXi 5.1	6	Onsite	Need basis-Onsite Support

	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
					Hp Simplivity Hardware , DELL FX2 Hardware , HP blade servers compatible Vmware platform			
	4	Wintel Service	Support	This service provides Support and Management of all Microsoft Windows servers deployed within GGL.	Windows 2003,2008,2010,2012,2016,2019	6	Onsite	Need basis-Onsite Support
	5	Directory Service	Support	This service covers support and management of Active Directory Structures in GGL Domain and subdomains.	Active directory 2012 R2	6	Onsite	Need basis-Onsite Support
	6	Messaging Service	Support	This service provides Management and support of IT & ERP Communication Infrastructure in GGL	Microsoft Exchange 2016in HA Cisco WebEx , JabberActive Sync Service-Android, Windows, iOS. Symantec-Enterprise Vault ver 12.x and above	6	Onsite	Need basis-Onsite Support
	7	AIX/ UNIX Manageme nt Service	Support	This service provide support and Management of AIX/ UNIX Environment	AIX 7 Onwards HP UX 11i.Ver 3	6	Onsite	Need basis-Onsite Support
	8	SAP BASIS Support Service	Drive	This service provide support and Management of SAP Environments	SAP ECC, SAP CRM, SAP BW, SAP EP, SAP GRC, SAP Gateway, SAP Syclo, SAP Mobile Application, SAP PO	6	Onsite	Need basis-Onsite Support
Data Backup and Storage Services	9	Backup /DLO Service	Support	<p>This service manages and supports the data backup of GGL IT & ERP environment.</p> <p>The Scope includes Data and configuration backup of GGL business services and infrastructure and data backup from selected end user system.</p>	<p>VERITAS Net backup Server 8.1 and above Dell Tape Library LTO 6 NEO Tape library LTO 7 HP 4100 VTL Disk based Appliance Data replication to DR Site DELL/Fujitsu DFS Storage</p> <p>EU Side Data backup of laptops using DLO Data backup of desktops to external media / central servers during transition or replacements</p>	6	Onsite	Need basis-Onsite Support

	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
	10	Storage Management Service	Support	This service manages and supports the centralized storage facilities for all GGL data storage requirements.	EMC Storage: VNX 5330,5400 CX-240,NS-480,NS-120 S/W 30.X DELL INC PowerEdge R610 GEN-4 S/W version 3.5 SP1 Netapp H/W:FAS3020 and FAS2050 S/W : 7.2.5.1	6	Onsite	Need basis- Onsite Support
Network Services	11	Network Infra Service	Support	This Service manages and supports Network devices/Hardware deployed across GGL location	Routers Switches-L2,L3,SAN Wireless equipment Access point WAN Optimization Load Balancer Voice Gateway	6	Onsite	Need basis- Onsite Support
	12	Data Connectivity Service	Support	This service manages and supports LAN WAN, SAN WLAN, VPN Network across GGL location	MPLS Link. RF Link. OFC Link. LAN and OFC Cabling Data-Centre Cabling Equipment's supporting this Services IT Equipment cabling within Racks. VPN	6	Onsite	Need basis- Onsite Support
	13	Internet Service	Support	This Service manages and supports Internet facility across GGL location and to Internet facing applications.	Internet link. Proxy device.	6	Onsite	Need basis- Onsite Support
Cyber Security	14	Network Security Service	Support	This service secures GGL outer periphery from external attacks as well as hardening of internal network and guest access Management.	Firewall IPS ACS Proxy device.	6	Onsite/Offsite	Need basis- Onsite Support
VC Services	15	Video Communication Service	Support	This services covers support of Video Communications Infrastructure in GGL.	Polycom-CMA4000 ,RMX & VPP Server Cisco & polycom-VC equipment End-Point devices Peripherals and accessories Audi/Video setups in meeting rooms.	6	Onsite	Need basis
Cyber Security	16	Antivirus Service	Drive	This service covers support of Antivirus server and clients installed on all IT & ERP Infrastructures in GGL.	Antivirus Server - Symantec End point Protection 12.1.3001.165 Antivirus Server patch updating / client installation on PC, enabling / disabling USB access	6	Onsite	Need basis- Onsite Support

	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
Datacenter Services	17	Data Center Infrastructure Management Service	Support	This Service manages and supports Server Infrastructure deployed within Data Centre at GGL	Servers-Blade Servers, Standalone Servers	7	Onsite	Need basis-Onsite Support
	18	Data Centre Facility Management Service	Support	This service manages and supports all safety & security devices deployed within Data Centre at GGL.	Access Control system UPS system - APC Symmetra, HVAC system - APC In Row RD Fire/Smoke detection & prevention system Water detection system Rodent prevention system	7	Onsite (07:00A M to 10:00PM) Remote (10:00P M to 07:00AM)	Need basis-Onsite Support
Utilities	19	Ups Service	Support	In this service the FMS engineer has to visit all GGL location and inspect the UPS deploy at office and do first hand diagnostic, check battery health and incase observe any battery issue report same to GGL Service owner and get ticket raised with UPS Battery ARC Vendor	UPS deployed across GGL office to provide backup power to IT & ERP equipment's	7	Onsite/remotely	Need basis-Onsite Support
Asset Management	20	IT Assets Management Service	Drive	FMS vendor has to ensure that all IT & ERP Assets are Tagged, Documented, Tracked and stores properly at designated GGL locations/premises for IT & ERP Inventory	All IT & ERP Assets that are Allocated, Working Spare, Non-Working Spare, Sold, Donated that are lying in GGL offices, Stores, Co-locations, In-Transit whether they are Hardware or Software; ITSM systems (BCM and ADDM)	6	Onsite/remotely	Need basis-Onsite Support
Cyber Security	21	Security Event and Incident Monitoring	Support	FMS vendor to ensure that all Security Alerts/Events from all IT & ERP Assets are Captured, Analyzed, Normalized and Stored in safe custody	All IT & ERP Assets that are OR going to be connected to GGL IT & ERP Infrastructure	7	Onsite/remotely	Need basis-Onsite Support
Cyber Security	22	Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation	Support	FMS vendor to ensure that all IT & ERP assets are assessed from point of view of inherent weaknesses or loopholes in terms of Software or Hardware	All Active IT & ERP Assets that are OR going to be connected to GGL IT & ERP Infrastructure	6	Onsite/remotely	Need basis-Onsite Support

	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
	23	Endpoint Encryption Service	Drive	FMS Vendor to ensure that all the laptops (PC's) data is secured with the appropriate encryption	All the approved end user PC's have encryption installed, configured and tracked properly and licenses are managed accordingly in the Encryption solution and console	6	Onsite/remote	Need basis- Onsite Support
	24	BMC ITSM Platform Management	Drive	FMS Vendor to ensure that the GGL ITSM platform is kept up to date and working alongwith Coordination with the OEM for tool upgrade, patch update, customization	The ITSM platform (currently BMC) has updated user, asset and service catalogue in the existing ITSM System (Currently BMC)	6	Onsite/remote	Need basis- Onsite Support
	25	Endpoint/Server Patch Management	Drive	FMS Vendor to ensure that the GGL Systems (PC, Servers, Network) are regularly updated with the operational, security, performance patches as per GGL Policy	The BCM client management to be used for the ITSM platform (currently BMC) selection, rolling out and pushing of the patches to the endpoints	6	Onsite/remote	Need basis- Onsite Support

a. End user Computing Service

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	End User Computing Service	FMS Vendor	GGL
1.	Ensure end users are supported for PCs, laptops, thin clients, mobile devices, printer, VC request across all GGL Sites	R	
2.	Installation/Configuration of Desktop, Laptop, Thin Client, Printer, Mobile handsets and other peripherals OS/applications .Configuration of Emails on Blackberry /Handset .	R	
3.	Maintain record of new machines installed ,movement/replacements of machines across GGL sites	R	
4.	Installation of System software inventory in Desktop, Laptop & other peripherals as per approved GGL Standard Software list	R	
5.	Diagnosis of Printer problems at user desktops. Provide appropriate rights and permissions for accessing Network printers.	R	
6.	Printer services needs to be delivered in two ways either In-house printers or thru Managed Print Services (MPS). FMS vendor need to coordinate with Internal Team or MPS service provider as applicable to ensure SLA compliance	R	C

Sr no	End User Computing Service	FMS Vendor	GGL
7.	Training and Awareness to EU regarding operation of hardware and software & assist users for accessing applications	R	
8.	Troubleshoot Desktop operating system, application problems reported by end users	R	
9.	Installation/Configuration of Anti-virus tool ,End point Data Encryption tool and regular DAT/Patch Updates, scanning of desktop/laptops/Mobile devices.	R	
10.	Performing periodic preventive maintenance of Desktop, Laptop, Printers & peripherals as per schedule provided by GGL.	R	
11.	Resolving hardware calls utilizing KEDB, workaround to be provided in case original device take time for repair ,by replacing faulty devices with onsite spare inventory & standby available in GGL Stock	R	
12.	Escalating calls which require spare repairs/replacement by OEM ,Vendor & pursue till they get repaired /replaced.	R	C
13.	Managing disk/folder sharing and permission settings on Desktops, Applying desktop Hardening as per GGL policy/Standard.	R	
14.	Create and update information on software licenses and versions (OS, applications etc.).Maintain latest record of all IT peripherals and add on accessories. Monitor warranties to check adherence to preventive and repair maintenance record.	R	
15.	Submit report on asset database/inventory on quarterly intervals.	R	
16.	Tag all assets. Map each asset to user/employee number. Label all servers, Network device and other data center equipment's.	R	
17.	Track and update all GGL IT Assets movements and keep Assets inventory updated with latest details.	R	
18.	Event Management IT support: Whenever any Group or company Event happens at GGL or outside premises, engineers would be required to build, operate and support during such GGL events.	R	
19.	VIP Users Home Support: These will be complementary services provided to VIP users Executive committee members and General Managers of GGL if asked specifically. No hardware OR spare to be provided during such activity. This would be exclusively service support.	R	

b. BMC ITSM Platform Management

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	Antivirus Service	FMS Partner	GGL
1	To ensure all AD Users Synchronization with ITSM Solution with help of integration service of ITSM Solution and Job scheduling and update time to time.	R	
2	To ensure all services and server of ITSM Solution up and follow daily checklist to check related services.	R	
3	Troubleshoot first level issue and provide solutions to End-Users and IT & ERP Team on priority with help of available services and tools.	R	
4	Log calls with OEM for provide second level solution on priority, till closure make sure take follow-up with vendor or OEM.	R	
5	Take project management responsibility on any type of change and customization.	R	C

6	Coordinate with vendor to complete change in defined time period or approved Quote.	R	C
7	To ensure all SRDs and Workflow level task are completed at FMS level.	R	
8	To ensure administrator service of ITSM Solution take care by FMS Team and keep backup of application as per defined policy and timeline.	R	
9	FMS must follow and keep the CMDB updated in ITSM Solution.	R	
10	Ensure the ITSM Platform system for PC's is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
11	Ensure the ITSM Platform system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
12	Ensure the policy & audit compliance is ensured as per GGL requirement	R	C

c. IT Asset Management

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	IT Asset Management Service thru ITSM systems (BCM and ADDM)	FMS Vendor	GGL
1	To ensure IT Assets are registered/added in the CMDB as soon as they are delivered by vendor to GGL and physically verified by FMS Team	R	C
2	To ensure IT Assets are updated in the CMDB as soon as they are allocated that includes end-users and core IT Team. All allocated IT Assets must clearly be synchronized with GGL AD & GGL Anti-Virus systems/licenses. Any software that is installed must be as per GGL Authorized Software List and must have explicit approval for installation from GGL and software CMDB must be updated immediately. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly	R	C
3	To ensure IT Assets are updated with a clear differentiation whether it's in "Working" or "Repairable" condition after due physical verification, in the CMDB as soon as they are de-allocated/removed that includes end-users and core IT Team. Any license software must be removed except operating system software's. All such IT Assets must clearly be synchronized with GGL AD & GGL Anti-Virus and software CMDB must be updated immediately. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly	R	C
4	To ensure IT Assets are updated in the IT CMDB as soon as they are identified to be disposed, so that it cannot be considered as a spare. The storage media must be wiped electronically of any trace of data from such assets only then it must be sent for disposal. Once the disposal is completed then the same must updated in the CMDB that includes end-users and core IT Team. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly.	R	C
5	To ensure IT Assets are updated in the CMDB as soon as they are damaged that includes end-users and core IT Team. If the asset cannot be restored then the storage media must be wiped	R	C

	electronically of any trace of data from such assets only then it must be sent for disposal. An Incident Report form must be attached that is initiated by location / core engineer along with end-user. If insurance has been claimed then same must be updated in the CMDB. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly		
6	To ensure IT Assets are updated in the CMDB as soon the theft is identified that includes end-users and core IT Team. An Incident Report form must be attached that is initiated by location / core engineer along with end-user. If insurance has been claimed then same must be updated in the CMDB. For a laptop end user must provide a FIR (First Information Report) from police station. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly	R	C
7	If any IT Asset replacement is received under Insurance then the same must be added to the CMDB separately as a new asset after physically verified by FMS Team. All PC/Server/VM mappings must be aligned to the assets / peripherals accordingly	R	C
8	IT Asset compliance reports must be submitted to GGL IT every week from CMDB	R	
9	Approved IT Asset Inventory Sign-off after physical verification must be submitted to GGL IT every year by 31-Mar based on CMDB	R	
10	Ensure the ITSM Asset Management system for PC's is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
11	Ensure the ITSM Asset Management system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
12	Ensure the Asset discovery is planned properly from frequency and resulting network traffic perspective	R	
13	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C
14	Ensure the policy & audit compliance is ensured as per GGL requirement	R	C

d. End-Point Security/Anti Virus

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	Antivirus Service	FMS Partner	GGL
1	To ensure all End-user devices and Servers (Virtualized and Standalone) are updated with Antivirus and patches are updated as per policy.	R	
2	Check Master Antivirus server updated with latest virus definition file, coordination with OEM in case definition file is not updated to latest version.	R	
3	Scheduling virus definition updates from the Master server to primary and secondary servers, Managing the servers and desktops from the centralized Antivirus console, Regular Antivirus signature update on all desktop/Laptops	R	
4	Scheduling and performing Antivirus sweep scans across all assets, ensure that the patch / update flows automatically to the desktops across the enterprise.	R	

5	Taking precautionary actions in terms of definition file updates and interim solutions released during the high alert situations	R	
6	Troubleshooting virus related incidents, coordination with OEM/Vendor for Virus definition updates	R	
7	Escalation and coordination with principles for problem resolution	R	
8	Virus updates to be done manually on servers as per the Policy defined at GGL	R	
9	Provide Monthly Virus Detections – Action Summary for all desktops and servers for all processes across all locations.	R	
10	Providing feedback on any new viruses detected. (Limited to real-time observation based on behavioral characteristics)	R	C
11	Registering and updating the anti-virus system periodically as per the policy and procedure followed by GGL	R	
12	Ensure the Anti-Virus system for PC's is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
11	Ensure the Anti-Virus system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
12	Ensure the Anti-Virus is planned properly from frequency and resulting network traffic perspective	R	
13	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C
14	Ensure the policy & audit compliance is ensured as per GGL requirement	R	C

e. Endpoint Encryption Service

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	IT Asset Management Service	FMS Vendor	GGL
1	To Ensure all Laptops/endpoint devices are installed with the McAfee Endpoint Encryption Software as they are delivered by vendor to GGL and physically verified by FMS Team.	R	C
2	To ensure all the Laptops/endpoints are managed from central environment of McAfee Endpoint Encryption.	R	C
3	Encryption firmware updates to be done manually on servers as per the Policy defined at GGL		
4	All the Laptops/endpoints disk drives are applied with entire Disk drive encryption mode before assigning to end user.	R	C
5	All the Laptops/endpoints are synchronized with Active Directory for SSO (single sign on).	R	C
6	To ensure IT Assets (Laptops) are decrypted while removing the asset from the GGL environment.	R	C
7	To ensure Laptops/endpoints are updated while disposable/damaged/lost in the Endpoint Management Environment and updated to GGL responsible dept.	R	C
8	At the time of replacement of any laptop/endpoint device, it should be decrypted properly and updated to AD.	R	C
9	Scheduling and performing device scans across all endpoints to ensure the service running status.	R	C

12	Ensure the Encryption system for PC's is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
11	Ensure the Encryption system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GGL requirement by the respective service owner / administrator	R	C
12	Ensure the Encryption is planned properly from frequency and resulting network traffic perspective	R	
13	Ensure the Encryption records are tallied on a monthly basis with the physical verification records	R	C
14	Ensure the policy & audit compliance is ensured as per GGL requirement	R	C

f. Endpoint/Server Patch Management

Responsibility matrix legend Responsible-R, Co-ordinate-C

Sr no	IT Asset Management Service	FMS Vendor	GGL
1	To Ensure all Desktops/Laptops/Servers are installed with the ITSM Patch Management Agent as they are delivered by vendor to GGL and physically verified by FMS Team.	R	C
2	To ensure all the Desktops/Laptops/Servers are managed and synchronized from central ITSM patch management server.	R	C
3	All the Desktops/Laptops/Servers are scanned daily basis to check the status and history for the installed operating systems, applications, software services and updates.	R	C
4	All the Desktops/Laptops/Servers are installed with SSH certificates via ITSM patch management server.	R	C
5	ITSM patch management server checks for the latest patches and updates released by the OEM, OS and applications.	R	C
6	Released and required patches and updates for all the Desktops/Laptops/Servers deployment process can be done from ITSM patch management server with service owner approval and UAT process go through.	R	C
7	Patches and updates can be applied manually with selected devices from ITSM Server itself.	R	C
8	Automatic patch update and install definition is kept disabled on all Desktops/Laptops/Servers from ITSM Server for any unwanted changes and issues to the data.	R	C
9	After successfully patch deployment, all Desktops/Laptops/Servers are rebooted manually with the help of location wise helpdesk or IT service desk.	R	C
10	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C

12. ITSM Process Details

The IT & ERP Process/Service SLA are measured based on the target defined against them, following are the major SLA for compliance of defined service/processes. All of these must be captured and reported with Monthly reports. These would be reviewed and if the target is not met Non Performance deduction would be passed on. Any change in the ITSM practices/documents needs to be updated on a periodic basis and KPI's in the ITSM process or GGL requirements shall have priority over the KPI table defined below.

- a. GGL shall expect all Backend Server & Network services available 24 x 7. Front end Hardware services to be made available during GGL Business working timings
- b. The availability calculation reference has to be considered as per following.
Front End Hardware & end user services – Covering weekday's business hours. I.e. 12 x 6 (8.30 to 20.30 x 6 days) = 72 hours per week

Required service availability Targets for GGL:

KPI-ID	Category	Description	Scope	SLA-Monthly target - Updated	Compliance(Quarterly)	Penalty [Non Performance Deductions] Penalty (%) is % of Monthly Invoiced Value of Respective Service Line Item for which KPI has not been complied to
KP001	End-User Services	Ensuring Availability	End User Computing	99.50%	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP015	Cyber Security	Ensuring Availability	Antivirus Service.	99.50%	100.00 %	5% for every 1% reduction from SLA-Monthly target
KP021	Capacity Management	Capacity Utilisation	Processor/ CPU	>50 - <=80	95.00%	NA
KP022	Capacity Management	Capacity Utilisation	Memory	>50 - <=80	95.00%	NA
KP027	BCP-DR	DR Testing as per BCP Plan-	Business Services	DR testing - 100% Quarterly	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP028	BCP-DR	Data Replication to DR site	Business Services	Successful Data Replication to DR site- 100% on daily basis	100.00 %	2% for every 1% reduction from SLA-Monthly target



KP029	BCP-DR	Documentation Update	Business Services	(100%) No of SOP documents review completed / SOP Document review DUE within period	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP037	Documentation	Knowledge articles	Business Services	(95%) Within 30 days of Change	100.00 %	NA
KP038	Documentation	Project Document	Business Services	(95%) Within 30 days of Change	100.00 %	NA
KP039	Documentation	Configuration Document	Business Services	(95%) Within 30 days of Change	100.00 %	NA
KP043	Governance	Audit point closures	All IT & ERP Audits	(100%) Observation to be closed within 60 days	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP050	Asset Management	Configuration Update	IT Assets	100% Monthly	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP051	Incident Management	Adhere to defined ITSM Incident Management process	All Business Services	(99%) P1-30 mnts- 2 hrs	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP052	Incident Management	Adhere to defined ITSM Incident Management process	All Business Services	(98%) P2-60 mnts- 4 hrs	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP053	Incident Management	Adhere to defined ITSM Incident Management process	All Business Services	(95%) P3-2 hrs-6 hrs - Site Group-1 -> 95% (Locations where we have a Resident FMS Engineer)	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP054	Incident Management	Adhere to defined ITSM Incident	All Business Services	(92%) P3-2 hrs-6 hrs - Site Group-2-> 92%	100.00 %	2% for every 1% reduction from SLA-Monthly target

		Management process		(Locations that are Remotely Supported)		
KP055	Incident Management	Adhere to defined ITSM Incident Management process	All Business Services	(95%) P4-4hrs-48 hrs	100.00 %	NA
KP056	Change Management	Adhere to defined ITSM Change management process	All Business Services	(98%) % of successful changes-100%	98.00%	2% for every 1% reduction from SLA-Monthly target
KP057	Problem Management	Adhere to defined ITSM Problem Management process.	All Business Services	(100%) 10 Knowledge Base Articles per month No of Problem Tickets Raised based on repeat Incidents	100.00 %	NA
KP058	Server Services	Adhere to defined ITSM Service Request Management process	All Business Services	(98%) P1-2 hrs-4 hrs	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP059	Server Services	Adhere to defined ITSM Service Request Management process	All Business Services	(95%) P2-4 hrs-8 hrs	100.00 %	2% for every 1% reduction from SLA-Monthly target
KP060	Server Services	Adhere to defined ITSM Service Request Management process	All Business Services	(95%) P3-4hrs-48 hrs	100.00 %	NA
KP061	Server Services	Adhere to defined ITSM Service Request Management process	All Business Services	(95%) P4-8hrs-as agreed	100.00 %	NA
KP062	Vendor Management	Coordination/escalation with Third party vendors/partner	All Business Services	(98%) * As per agreed timelines * No of 3rd Party calls	100.00 %	NA

				resolved within SLA		
KP065	Endpoint Encryption Service	Coordination/escalation with Third party vendors/partner	Laptop (PC) Disk Encryption	(95%) * As per agreed timelines * No of 3rd Party calls resolved within SLA	100%	1% for every 1% reduction from SLA-Monthly target
KP066	BMC ITSM Platform Management	Coordination/escalation with Third party vendors/partner/Cust omisation	ITSM Platform uptime and customisation	(95%) * As per agreed timelines * No of 3rd Party calls resolved within SLA	100%	1% for every 1% reduction from SLA-Monthly target
KP067	Endpoint /Server Patch Management	Coordination/escalation with Third party vendors/partner/Cust omisation	PC/Servers/Network Patch design, planning and delivery management	(95%) * As per agreed timelines * No of 3rd Party calls resolved within SLA	100%	1% for every 1% reduction from SLA-Monthly target

13. Resources and Skills Requirement

a. Onsite Resource-Baseline

GGL wish to have this contract purely on the basis of SLA. Vendor has to manage the numbers as per the SLA requirement. However, as a baseline GGL recommends minimum resource requirements as per the details below. Vendor needs to ensure that below baseline is adhered to in terms of number of resources and their skills mentioned subsequently in this section. GGL will have the option of resource substitution/realignment/combination (FMS/Contractor) based on IT services catalogue from time to time with mutual understanding.

b. Working schedule

- The Working Window for FMS services is defined as twelve hours (8.30–20.30 hours) per day unless otherwise specified. A week is considered as from Monday–Saturday.
- FMS Vendor resources will be available after working hours and on holidays for emergency call response and resolution, subject to request/ approval of Service Desk Manager or Operation Manager
- FMS Vendor will have Holiday as per GGL Holiday list published for that calendar year

c. Minimum Resource Deployment Plan – Minimum Resources shall be deployed by bidder as per following table at give location. Further, Bidder can deploy additional resource based on their internal calculation to meet SLAs mentioned in the bid.

GGL may further optimize existing resources deployed going forward based on addition of new location / GA, SLA maintenance of EUS services at location / GA and other parameters. Bidder shall support accordingly.

S.No	GA / Cluster	GA/Key Location	Office timings	Role of Resource	Bidder's minimum
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					resource required
1	Corporate, Ahmedabad Rural	Ahmedabad - Avdhesh	10:00am to 6:30pm	SERVICEDESK ENGINEER+ Asset Management Support	1
2	Corporate	Ahmedabad - Parimal	IT Central ServiceDesk 8:30am to 8:30pm SD - 9:00am to 5:30pm	SERVICEDESK ENGINEER + 2 Central ServiceDesk	3
3	Amritsar Hoshiyarpur & Gurdaspur GA	Amritsar	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
4	Bharuch, Ankleshwar, Narmada, Dahej, Jhagadiya	Ankleshwar	9:00am to 5:30pm	SERVICEDESK ENGINEER	2
5	Bhavnagar, Amreli	Bhavnagar	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
6	Thane	Boisar/Vasai	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
7	Corporate	Gandhinagar - Sector 5	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
8	Corporate	GSFC	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
9	Panchmahal and Dahod	Halol	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
10	Morbi	Morbi	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
11	Nadiad and Anand	Nadiad	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
12	Navsari	Navsari	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
13	Rajkot	Rajkot	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
14	Surat, Hazira	Surat	9:00am to 5:30pm	SERVICEDESK ENGINEER	2
15	Surendranagar	Surendranagar	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
16	Valsad	Vapi	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
17	Jamnagar	Jamnagar	9:00am to 5:30pm	-	
18	Ujjain, Dewas & Indore GA, Jhabua, Banswara, Ratlam and Dungarpur GA	Ujjain	9:00am to 5:30pm	SERVICEDESK ENGINEER	2
19	Jalore and Sirohi GA	Abu Road	9:00am to 5:30pm	SERVICEDESK ENGINEER	1

20	Kutch (W)	Bhuj	9:00am to 5:30pm	SERVICEDESK ENGINEER	1
21	Bhatinda, Sirsa, Fatehabad & Mansa GA, Ferozpur, Faridkot & Sri Muktsar GA	Bhatinda	9:00am to 5:30pm	SERVICEDESK ENGINEER	2
		Total			26

Note: FMS Vendor need to plan the resource planning/deployment as per the SLA requirements

d. Basic Qualification (as per the attached table).

- FMS Vendor must ensure resources deployed for GGL FMS support onsite/offsite should possess the below minimum skill sets based on the role.
- The resources should be well versed with English, Hindi, Local Languages (Optional)

Role	Services to be Managed	Level	Qualification	Experience	Skills
End User Services	End User Computing Services	L1	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support ITSM Tool experience of 1 year	1) Good Customer Handling Skills 2) Good Troubleshooting Skills 3) Good Communication Skills - Verbal & Written 4) Very Good Learning Skills 5) Good to work with team
End User Services	IT Asset Management	L2	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support & IT Asset Management ITSM Tool experience of 2 year	
End User Services	Encryption	L2	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support & Encryption Solution experience of 2 year	
End User Services	Endpoint /Server Patch Management	L2	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support & Asset Discovery and Patch Management Solution	

Role	Services to be Managed	Level	Qualification	Experience	Skills
				experience of 2 year	
End User Services	End-Point Security/Anti-Virus	L2	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support & Anti-Virus Solution experience of 2 year	
End User Services	DLO	L2	1) Diploma/Graduate in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support & End User Backup Solution experience of 2 year	

e. Specific Skills Requirements

i. Soft Skill – All engineers

- Must be polite and presentable
- Must be able to communicate fluently in Hindi and English
- Must wear proper attire as per GGL policy
- Experience of handling VIP users for required locations
- Good Customer Handling Skills
- Good Troubleshooting Skills
- Good Communication Skills - Verbal & Written
- Very Good Learning Skills
- Good to work with team

ii. Technical Requirements

- Basic Qualification as mentioned above
- Relevant work experience
- Must seek and attend the relevant IT Training programs
- Must be able to and maintain the respective and relevant documentation
- Must have email etiquettes
- To ensure objectivity and transparency of the preparing various IT MIS / Reports, GGL is using mix of tools that includes high end tools like BMC, HP Arch sight and Motadata as well as some open source tools like Nagios etc. Hence FMS vendor needs to take this into account and plan resources accordingly. GGL may from time to time upgrade/replace tools accordingly and provide training as required

f. Interview / Validation

- All resource deployments should be interviewed by GGL.
- FMS Vendor has to first take the understanding from GGL and then take first level interview themselves
- If found suitable for the requirement, they should recommend that resource for GGL interview along with formal assessment as per the above mentioned basic qualification

- iv. After successful interview by GGL, we may take validation test to check the knowledge and suitability with the job requirement. The validation test may be verbal OR written depending on the situation. The same must be recorded properly
- v. Once confirmation given then only vendor can depute that resource at GGL site
- vi. Vendor to deploy additional resources in case the SLAs are not met with existing resources
- vii. FMS location resources must have competencies to provide L1/L2 services for all services e.g. Switch, UPS, VC, Printer/Scanner etc.

g. Availability, Leaves / Absenteeism & Communication

- i. Daily morning update on availability of FMS Team members latest by 10am
- ii. SDL has to ensure FMS teams attendance is documented and validated on daily basis from respective sites
- iii. FMS Vendor must keep schedule of resources with their availability and absenteeism planned in advance
- iv. FMS Vendor shall follow GGL leave calendar (except Saturday's) and plan leaves of the team accordingly
- v. Any unplanned absenteeism has to be communicated to GGL in advance and in time to avoid any service outage
- vi. Engineers can be on leave for 2 additional days in addition to Sundays and GGL (Public Holidays)
- vii. In case any engineer is on leave then FMS vendor has to provide backup
- viii. Any unauthorized absenteeism shall be considered very seriously and may lead to disciplinary actions
- ix. Alternate/backup resources should be deployed in case of planned/unplanned absenteeism of the primary resource
- x. In case of any change of FMS engineer the parallel run should be for 15 days and for any other case it has to be one month
- xi. There shall be a disciplinary/penal mechanism defined & implemented by Vendor to deal with engineers who do not report to duty without approval/intimation to Contract Owner / Service Desk Lead

h. Resource Backup

- i. FMS Vendor must keep sufficient resource backup for respective level/role to tackle attrition and other emergencies. These resources can be parallel trained in spare time with deployed resources.
- ii. In case of long leaves or absenteeism (>2 days) of any FMS team member, only these backup resources should be deployed at GGL sites from the nearest site to avoid any delay
- iii. Once original resource comes back then and then backup resource can be relieved from site
- iv. In case of attrition backup resource would automatically become permanent and FMS Vendor has to initiate for another backup resource to avoid any service outage
- v. FMS Vendor should share monthly planned leave calendar of all resources in advance for every month, FMS Vendor should ensure that there is immediate alternate resource with appropriate skills provided in case resource going on leave

i. Skill Management

Vendor shall ensure that

- i. There must be a transition plan (HOTO - Hand Over Take Over) all the way from Service Desk Lead up to an engineer level
- ii. There has to be a definite system in FMS Vendor for skill enhancement of resources, regular training of resources on Latest Technology/tools to Service GGL
- iii. There must be a plan to train the backup resource so that GGL IT & ERP services does not suffer in case any resource decides to leave abruptly

j. Onsite Team management

- i. GGL has a zero tolerance towards Cyber Security (Internet/External) and FMS Vendor is prohibited to disclose any GGL information to a third party without explicit permission from GGL Management.
- ii. FMS MUST always and at all times ensure GGL Data/Information security
- iii. The FMS Vendor has to ensure that 2nd & 4th Saturdays are utilized in following ways
 - To complete the pending activities if any so that week's tasks/activities do not spill over to next week
 - To organize ITSM modules/activities training for FMS team members
 - Complete the Asset validation/documentation/verification
- iv. Group gathering outside office within office hours is prohibited without explicit permission from GGL
- v. Lunch timings must be followed as per GGL policy with considering
 - Central Service Desk must be manned at all times during business hours except HSE emergency
 - IT ServiceDesk must be manned at all times wherever there are more than 1 FMS team members

- vi. FMS Vendor to provide list of their offices from where they operate
- vii. Seating space & landline telephone facility will be provided by GGL
- viii. Cell phone (as applicable / required) for official calls shall be provided case to case basis by GGL, otherwise Vendor has to provide
- ix. GGL wants to ensure customer satisfaction and SLA achievement. For this it is FMS Vendor responsibility to ensure whatever level of non-business support is required by their engineers
- x. FMS Vendor should provide recruit and deploy local onsite support staff
- xi. The staffing plan would be assessed by FMS Vendor based on the current Infrastructure details provided by GGL with this document
- xii. FMS Vendor should provide /capable resources who can handle/support the technology deployed and covered under their scope of work at GGL sites
- xiii. FMS Vendor should have adequate resource backup against all services
- xiv. FMS Vendor should not have attrition rate more than 30% during the contract period
- xv. FMS Vendor should replace the resource if GGL IT team is not satisfied with delivery of FMS services provided
- xvi. FMS Vendor will be accountable and responsible for any damage / loss of GGL property provided to onsite FMS Team for delivering FMS Services
- xvii. FMS Vendor staff should maintain good behavior and should avoid use of Tobacco products/drugs/alcohol within GGL premises, if anyone found violating these clause strict actions such as issuing memo or removing the resource from GGL site
- xviii. FMS Vendor should deploy all resources that have already cleared Vendor internal exams / validation tests
- xix. FMS Vendor will ensure that there is a dedicated / capable resource to handle the IT Inventory management. The resource must be able to independently drive the same with location of core engineer's along with guidance / consultation with ServiceDesk Lead and IT Service Delivery Head
- xx. FMS vendor will not mobilize or remove any resource from GGL sites without discussion and agreement with GGL
- xxi. FMS Vendor should ensure there is proper handover /takeover plan for smooth transition of responsibility/ activity agreed and signed by GGL IT before releasing any resource from GGL sites
- xxii. Lodging, boarding and cost for travelling to GGL sites for service support purpose to be borne by FMS Vendor

14. Reports Review

FMS Vendor must report as per following requirement to GGL respective in charges. The format can be mutually agreed between FMS Vendor and GGL Service In charge at the time of starting the delivery of the service. The reports are configured in tools (BMC, Motadata, Nagios), FMS Vendor need to ensure these reports are generated on monthly basis.

Legend-V (Responsible)

Sr No	Reports	Daily Report	Weekly Sign-off	Monthly-Sign off	Quarterly-Sign off
1	Incident Compliance report	✓			
2	Service Request Compliance report	✓			
3	Infrastructure Availability report	✓			
4	Infrastructure Capacity utilization	✓		✓	
5	Service uptime report	✓		✓	
6	Resource utilization report	✓		✓	
7	Asset inventory report		✓	✓	✓
8	S/W License Compliance report			✓	✓
9	ITSM Process Compliance report			✓	✓
10	IT Service KPI Compliance report			✓	✓

11	IT Service Availability Report			✓	✓
12	Contract Compliance report			✓	✓
13	Data Centre Uptime/Health report	✓		✓	
14	FMS Attendance report	✓		✓	
15	Non Performance deduction report			✓	
16	Payment Invoice (Post deduction of NPD)				✓

15. Performance review

There would be performance review of the FMS Vendor as per following frequency.

FMS Vendor shall prepare reports / presentation as per defined / agreed format in the performance review.

S.No	Review	frequency	FMS Vendor	GGL
1	SLA Performance + Non-Performance review	Monthly	Account Manager	Service Delivery/ Service Group Manager, SME
2	SLA & KPI's Performance review	Quarterly	regional Head	AVP IT & ERP + Service Delivery Manager
3	Contract performance review	Yearly	Country head	IT Group Head+ AVP IT & ERP + Service Delivery Manager

All the points will be discussed within GGL and FMS Vendor team. All discussion and decision points would be noted down as a part of MOM as per format attached hereto and the same would be circulated by FMS Vendor to all concerned.

a. Awards and recognition

- There must be a plan to train the backup resource so that GGL IT & ERP services does not suffer in case any resource decides to leave abruptly
- If the FMS Service provider exceeds the agreed SLA / Compliance for two consecutive Quarters for the agreed IT Services and processes defined in ITSM Process details, then in such case the FMS Service provider will be entitled for incentive that will be equivalent to 2% of Invoice value of 1 quarter bill. For elaboration purpose, if the two blocks for incentive consideration are Q1 (Month Jan'22, Feb'22 & Mar'22) and Q2 (Month Apr'22, May'22 & Jun'22) then the incentive will be 2% of invoice value of Q1 OR Q2 whichever is lower, subsequently the next two blocks shall only be Q3 (Jul'22, Aug'22 & Sep'22) and Q4 (Oct'22, Nov'22 & Dec'22).
- Cumulative bonus outgo during entire contract period shall not exceed 1% of total basic PO Value

b. Non-Performance review

- Non Performance would be calculated on Monthly basis as per the conditions mentioned against each IT service and ITSM Processes.
- Penalty on resource not deployed on time OR resource or his backup not available on GGL Sites, unless alternate plan agreed with GGL.
- Non Performance deduction (NPD) should be submitted by FMS Vendor in the below format along with monthly reporting to be signed off by GGL.

Resource	L1	L2
Penalty per Day (Rs)	500.00	1000

Sr.	ITSM Process/ IT Service	Target%	Actual%	Deviation%	% NPD as per agreed SLA	Total % NPD	Cost for that month= V
1	SLA1	X	Y	X-Y=Z	A	A x Z	V = WO value of



							respective service for month x (AxZ)
2	Resource Non Availability	X1	Y1	$X1-Y1=Z1$	A1	$A1 \times Z1$	$V1 = A1 \times Z1$
	Total NPD = $\sum V+V1$						

- iv. Monthly Non-Performance deductions will be adjusted against Quarterly Invoice., as per applicable tax (if any)
- v. Cumulative Penalty / Non Performance Deductions during the entire contract period will not exceed 10% of basic PO Value
- vi. If the SLA is not achieved continuously for two months for any of the Services or process, an improvement plan need to be submitted by Vendor in the Quarterly review.
- vii. If the SLA Compliance is not achieved for Consecutive two Quarters for any of the services or process than immediately performance review meeting to be scheduled with IT group head to review the Contract.

16. Escalation Management

All services, issues, activities need to be resolved within SLA. For this there is Escalation matrix defined as below: Functional and Hierarchical Matrix for illustrative purposes only.

FMS Vendor needs to follow the escalation matrix defined in individual Service Processes (Incident, Service request, Change etc.) for Escalation to GGL. A summary of the escalation metrics is given below.

Functional Escalation Matrix			
	Infra	Apps	SAP
L0	Service Desk	Service Desk	Service Desk
L1	Domain - L1	Domain - L1	SI Partner - L1
L2	Domain - L2	Domain - L2	SI Partner - L2
L3/SME	Domain - L3/SME	Domain - L3/SME	SI-Partner – L3
Vendor/External Party	Vendor/OEM/TSG	Vendor/OEM	OEM

Hierarchical Escalation Matrix				
	Service Desk, Security, Governance	Infra	Apps	SAP
Function Manager	Function Manager	Function Manager	Function Manager	Function Manager
Function Head	IT-Head	IT-Head	IT-Head	SAP-Head
Group Head	IT Group Head	IT Group Head	IT Group Head	IT Group Head

Technical Escalation Matrix				
Services	L1	L2	L3/SME	Vendor/OEM/TSG
All Business Services	immediately	When 30% of SLA Breached	When 75% of SLA Breached	When 100% of SLA Breached

17. Compliance and Audit

- a. GGL Security standards are ISO 27001 compliant. Hence all processes and procedures are established as per ISO 27001 standards

- b. FMS Vendor has to understand and learn all the processes and accordingly comply with all those during service delivery process
- c. FMS Vendor has to be part of Internal and External Audits as per schedule
- d. FMS Vendor team has to face these audits and close all NCs, Observations in time as per SLA
- e. Information Security Compliance:
 - i. Once contract is awarded vendor must sign on Non-Disclosure Agreement with GGL.
 - ii. All the person and people working with GGL must ensure that they must not use any GGL information for any purpose other than official use
- f. Vendor must not try to misuse the privileges given for service delivery
 - i. Rights and Password privileges not to hack OR steal any information out of GGL without GGL consent.
 - ii. Spy or do any kind of malicious activity
- g. In any such cases if proven vendor contract can be terminated as per the notice agreement and the person who performed the activity may get prosecuted under the jurisdiction of law
- h. All the Audit action points have to be tracked and managed centrally on the Portal/CMDB

18. Asset and Inventory Management

Asset and inventory management is an important function during service delivery process and same shall be managed by GGL appointed person who has to follow the Asset Management process as per the defined GGL Asset management process. A crucial factor is Physical Verification of all assets and their tagging so that they could be identified, located and managed properly.

NOTE: For lifting and shifting GGL would be arranging proper trained manpower for the vendor who will be professional lifters trained to do that specific job with all HSE compliance. This manpower would be from separate specialized skilled vendor and not required from FMS Vendor. The Asset and Inventory Management includes

- a. Asset Life Cycle
 - i. Registration
 - ii. Allocation
 - iii. Maintaining Spares
 - iv. Dispose
 - v. Lost/Damaged IT Assets
- b. Testing of IT Assets
- c. Use of Spares
- d. Movement of IT Assets
- e. Maintenance
- f. Compliance & Audit
- g. IT Assets Details

The major IT Assets have been documented and details of the same have been provided as annexure, however details of peripherals are available in the IT Assets register for sake of minimizing size of this RFP document. The details of all peripherals are available in the IT Assets register

19. Service Desk

GGL is currently using BMC Remedy for service desk management. FMS Team need to be familiar with the tool and use it to effective way to achieve the goals of service management.

- a. Service Desk Tool
 - i. FMS Vendor to deploy resources with skills on ITSM tools
 - ii. FMS Vendor will record and monitor all incoming tickets/service requests in call management system without fail. These requests maybe directly entered by the users in the call management software/Intranet, Email or maybe received over the phone. Every reported request should be logged in GGL IT Service delivery tool prior to working on the ticket.
 - iii. FMS Vendor will train the users to log ServiceDesk tickets in an effort to reduce their workload and number of ServiceDesk calls
- b. Centralized & Local Service Desk

- i. FMS Vendor needs to maintain a centralized service desk. GGL would provide necessary infrastructure like sitting place, SIM and/or telephone no, desktop, access to ServiceDesk tool to carry out service desk activities as required. A Mobile phone may be provided based on the separate requirement analysis and approval
 - ii. FMS Vendor would take the calls centrally and then manage them as per the category and priority defined and agreed
 - iii. FMS Vendor has to maintain a centralized service desk preferably at Ahmedabad and the localized service desk separately at different key sites. However customer has choice of calling at centralized OR localized service desk whichever is convenient and faster.
 - iv. FMS Vendor shall ensure that all the calls / requests are logged centrally tracked and acted upon from single location.
 - v. Local service desk team has to be in touch and coordination with centralized service desk.
- c. Service Desk Coordination
- i. FMS Vendor has to ensure availability of mobile phones to all the engineers and delivery team
 - ii. Service Desk Lead has to keep all these numbers handy, printed against sitting place and noted in the mobiles
 - iii. Vendor has to maintain immediate and proper coordination between engineers on the calls and issues without any time loss.
 - iv. Engineer must carry a mobile during business / non-business hours. The same has to be kept ON for any emergency communication by end user with service desk OR GGL IT Team with service desk.
- d. Monitoring of Infrastructure
- i. GGL has deployed multiple tools to Monitor IT Infrastructure & Services availability and capacity management. The reporting processes alerting standards in these tools need to be adhered to have timely escalations and smooth functioning of the IT services however there may also be cases where a specific Application's/Services are being monitored manually
 - ii. FMS Vendor should be able to understand and manage these monitoring tool sets and should have adequate experience in using them
- e. End user Training
- i. FMS Vendor Service delivery staff has to educate and train end user as and when required. This is to improve end user skill set and avoid common problems which can be self-serviced by end user.
 - ii. This includes monthly email communication on a particular ITSM (end-user specific) topic and in-person trainings by local / resident engineers to the end-users
- f. Support to FMS Vendor
- i. GGL has active support agreements with internal and external organizations for the duration of the contract for the tools, systems and third party packages and products in scope used for Infrastructure Management
 - ii. GGL has necessary licenses for third party tools and products so that the FMS VENDOR team can use these third party tools and products
 - iii. Most of the IT Infrastructure is under Warranty or AMC. There are few infrastructure items without warranty as well. FMS Vendor will be the facility provider to coordinate and ensure timely service and support with external vendors
- g. Transportation and Logistics
- i. FMS Vendor has to ensure transportation and logistics of people and items required during service delivery process.
 - ii. Vendor has to follow HSE transportation rule while travelling for Official purpose
 - iii. Travel to remote locations may be facilitated by GGL on case to case basis and as per the prevailing company policies
- h. Out of Scope activities
- i. Application Helpdesk & Managed Security Services will be managed by a third party
 - ii. This maintenance contract does not cover maintenance and warranty of devices

i. **Termination Provision**

- i. Termination provisions shall be as mentioned under General Terms and Conditions.
- ii. Upon termination, FMS vendor has to transfer all the data, information & knowledge to the new vendor.
- iii. Vendor has to ensure that all data, hardware and any associated infrastructure provided for FMS Services is returned to GGL at the time of contract expiry/exit.

20. Vendor Management

- a. FMS Vendor team has to timely coordinate with other service providers for effective delivery of services
- b. GGL will share all escalation matrix, contact, call logging procedures and process as agreed between GGL & Service providers
- c. FMS Vendor has to ensure that effort has been put correctly and effectively to resolve all the calls, incidents and problems in time
 - i. FMS team has to co-ordinate with respective vendor/Service provider for delivery/ repair, material verification, installation, Go-Live, invoice submission and Payment.
 - ii. All IT/Asset related invoices, delivery challan's, documents needs to be submitted duly signed and stamped to IT Asset/Procurement Team immediately to avoid any delay in payment.
 - iii. Asset management system / CMDDB should be updated at the same time so that it reflected in the asset inventory.
 - iv. Wherever required status has to be updated in the ITSM system as applicable
- d. Service provider coordination has to be recorded in the ITSM tool as per the defined process
 - i. Engineer has to add vendor ticket number in the ticketing tool or communication before making ticket pending with vendor, otherwise it will be treated as non-compliance.
 - ii. These tickets (pending with vendor) needs to be specifically shared with GGL along with GGL tickets status change data & time, vendor ticket number, reported date & time, response date & time month on month basis.

21. Transition/Onboard Plan

- a. FMS Vendor should produce a comprehensive plan and standard by which they will take over and run the IT FMS service as per ITIL framework and GGL Contract
- b. FMS Resources shall be mobilized onsite within 30 days of Contract award
- c. The successful vendor/vendor should take over FMS or transition the service to the new model latest within 30 days of Contract award.
- d. FMS Vendor will have to go through HSE training for safety passport to work at GGL premises
- e. FMS Vendor will have to carry out IT Information asset/Inventory Verification across GGL site as part of Service engagement
- f. FMS Vendor to provide one dedicated Program Manager to ensure that the IT Services will be transitioned in a controlled and fully managed manner that will not have any interruptions to the IT Services
- g. The Migration and Cutover plan Check list to be prepared by FMS Vendor.
- h. FMS Vendor to provide the Transition plan, mentioning transition timelines and Risk with mitigation plan against each IT services.
- i. FMS Vendor to track the progress of transition in Weekly meeting and submit Minutes of meeting
- j. SLA and Compliance and KPI compliance is expected post 2 months of awarding the contract. Vendor to ensure compliance to the KPI and SLA within this period.

22. Specific clarifications to be noted with respect to this RFP

While following clauses are addressed in some form or so in above sections, however for following clarifications are provided for furthering the understanding

- a. DCS RFP clearly specifies following services where DCS FMS Service Provider will have the ownership to Drive (Administer, Operate & Monitor) and where EUS FMS Service Provider will only support and coordinate with DCS FMS Service Provider

- i. Server Virtualization Service
- ii. Desktop Virtualization Service
- iii. Wintel Service
- iv. Directory Service
- v. Messaging Service
- vi. UNIX/AIX Service
- vii. SAP BASIS Support Service
- viii. Backup/DLO Service
- ix. Storage Service
- x. Network Service
- xi. Data Connectivity Service
- xii. Internet Service
- xiii. Network Security Service
- xiv. Video Communication Service
- xv. DC Infra Management Service
- xvi. UPS service
- xvii. Security Event and Incident Monitoring
- xviii. Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation
- b. EUS RFP clearly specifies following services where EUS FMS Service Provider will have the ownership to Drive (Administer, Operate & Monitor) and where DCS FMS Service Provider will only support and coordinate with EUS FMS Service Provider
 - i. End User Computing
 - ii. End-Point Security/Anti-Virus
 - iii. IT Assets Management Service
 - iv. Endpoint Encryption Service
 - v. BMC ITSM Platform Management
 - vi. Endpoint/Server Patch Management
- a. GGL Delivers all Security patches through the centralized ITSM tool for patches that are made available from the OEM on their respective portals
- b. Physical Asset Verification as required by GGL (Annually or Periodically) is part of the Scope
- c. Once the FMS Service provider has identified the potential candidates and carried out preliminary selection, then same shall be interviewed subsequently by GGL also for final selection
- d. Currently a team of 2 Service Desk engineers handle the IT Centralized ServiceDesk and overall FMS onsite team shall be led/coordinated by Service Desk Lead
- e. Overall ITSM Ticket count may vary between 25-30K per annum
- f. In case of GGL Senior management the generally the EUS FMS engineers is expected to extend the support a residence of the Senior management, however in rare case DCS FMS engineers may also need to attend to such calls
- g. GGL has primary data co-located at Gift City Gandhinagar and DR Site at Adajan, Surat. GGL also has installed File Servers at key GA offices and network components for connectivity at respective offices
- h. Anti-Virus (AV) service has three components (End-User AV, Server side AV, Data Center Security module)
- i. EUS/DCS FMS Service providers are only responsible for Ticket logging, Coordination and Completion of action points with the AMC/Warranty service providers. GGL has policy of Warranty, AMC or on call repairs for relevant IT & ERP Assets
- j. All Applications / Services (EUS/DCS) needs to be tested once a year from point of view preparedness to deal with abrupt failure / disasters. Annual plan is prepared which the EUS/DCS FMS Service provider has to comply to
- k. There may be approximately 40-50 IT Service Desk remote calls per month
- l. GGL has almost 140+ KEDB articles published under KM Module
- m. Billing Compliance Checklist (Refer Annexure) may change based on the Laws/Regulations/Rules changes by Government from time to time
- n. BMC ITSM Platform Management (customization) - In case any customization is done then its done only as required under guidance of the BMC Service Provider who is the Service Provider for GGL existing ITSM Solution

- o. GGL expects the EUS/DCS FMS Vendor to consistently work on Service Improvement programs to reduce the repeated incidents @2% MoM
- p. Working Hours (Refer section 13)
 - i. EUS Business Hours: 8:30 to 20:30 hrs for end users support
 - ii. DCS Services Uptime: 24x7
- q. GGL carries out an Annual VA/PT (Vulnerability Assessment & Penetration Testing) exercise through third party service provider as per GGL Information Security policy to identify security issues, feasibility for closure and resolution of action points. GGL expects both EUS/DCS FMS Service providers to comply to GGL ISMS (Information Security Management Systems) policy for tracking, addressing such issues identified as part of VAPT exercise. In addition to above GGL expects the DCS FMS Service provider to carry out periodic VAPT exercise as and when required using the software solution & tools at GGL's disposal to minimize the risk by reducing the gap between annual VAPT exercises.
- r. Preventive Maintenance
 - i. DCS FMS Service provider need to carry out monthly Preventive Maintenance
 - ii. EUS FMS Service provider need to carry out Quarterly Preventive Maintenance
- s. Security Event and Incident Monitoring
GGL has implemented tools to monitor certain key Applications/Services i.e. Motadata, DCS and Manual events review. DCS and/or EUS FMS Service provider have to make use of these existing tools and any other tools/solutions that GGL may invest in to Monitor and Resolve any related issues
- t. Performance Review (Please refer to Section 15)
The FMS contract shall be reviewed periodically to assess whether the desired outcomes are achieved, pain areas are addressed and performance improvement plans are agreed
- u. IT ServiceDesk Catalogue
 - i. VIP support may be required (onsite / remote OR during business / non-business hours) depending on the business requirement
 - ii. Please refer to Annexure b for list of End-User Applications used at GGL
 - iii. GGL has well defined SOP's for all key areas of IT & ERP systems over and above ISMS & ITSM Policies & Procedures
- v. GGL Current ITSM Stack comprises of BMC Remedy, BCM and ADDM suite
- w. All key locations of GGL have UPS power supply all 7 days a week, however UPS battery backup time may vary depending on business requirements
- x. SLA Calculations
 - i. Please refer to Section 12.a for EUS/DCS availability targets
 - ii. Please refer to Section 15.b for SLA compliance & Penalty calculation
- y. Please refer to www.gujaratgas.com (contact us) for locations details like state, pin code etc.
- z. Proposed resource deputation list is provided (Please refer Section 13.d)
- aa. Existing GGL contract can also be provided as artifacts for BQC compliance
- bb. FMS vendor shall submit the Invoice on a Quarterly basis between 1-5 of every month after due SLA compliance calculation along with all relevant documents; payment shall be done on Quarterly arrear basis
- cc. An induction record has to be maintained for all FMS engineers if the format as required by GGL and as per FMS HR policy and to be produced at the time of audit as required by GGL

23. Annexures

a. Standard End user applications

GGL deploys images and those images are revised periodically for deployment on end user Laptops and desktops. Similar virtual images are used in Virtual Desktop environment as well.

- i. Microsoft Internet Explorer/EDGE/Chrome/Safari –
- ii. Microsoft Outlook
- iii. Voice/Data Card Dialer utility
- iv. CISCO VPN Connection Utility
- v. Adobe Acrobat Reader & Writer
- vi. Antivirus Client
- vii. Other standard Dell/HP utility software like CD Creator,
- viii. Bluetooth/Infrared connectivity
- ix. Office Converter
- x. Other Application & free software like Win Zip , flash player ,etc
- xi. Auto CAD
- xii. GIS(ESRI ARC GIS)
- xiii. MS EPM &Power BI
- xiv. Other Application software – Around 15 Dot Net based application like ASMS,Spot Billing,Collection,HR PMS etc...
- xv. SAP
- xvi. Browser based various applications like nProcure, Crisil, GST portals
- xvii. DLO
- xviii. Other-Attendance
- xix. Ethereal
- xx. MS Sharepoint based Intranet portal
- xxi. MS Office with Access
- xxii. Veritas
- xxiii. OmniDocs
- xxiv. Pipeline Studio
- xxv. Polycom & cisco
- xxvi. unified communication applications –Cisco WebEx ,JabberMS SQL Server
- xxvii. Symantec
- xxviii. Tally
- xxix. Utility Coordination Software
- xxx. MS Visual Studio
- xxxi. VMS
- xxxii. XManager
- xxxiii. AutoDesk AutoCAD
- xxxiv. MS Exchange
- xxxv. MS Office Products
- xxxvi. MS Windows Server
- xxxvii. Adobe Acrobat Writer
- xxxviii. Cisco
- xxxix. Checkpoint
- xl. McAfee
- xli. Watchguard
- xlii. AMR
- xliii. SynerGee Gas
- xliv. Windows 7,8,10 and new versions FTP/SFTP tools

b. Peripherals

All linked/associated peripherals (Cables, Docking Stations, Keyboard, Mouses, Cards etc) are also available however for sake of reducing the file sizes they are not reproduced here

c. Induction Checklist For IT Services

This document has to be signed off whenever any new ServiceDesk Resource joins at any of the GGL Location. Following checklist needs to be filled up, signed by Location / ServiceDesk In charge and at end signed by ServiceDesk Resource.

The document has to be filed in as a record of induction and to be produced at the time of audit.

SNo	Description (Explained By ServiceDesk Lead and Understood by ServiceDesk Resource)	Sign of Location / ServiceDesk I/C
1	ServiceDesk resource introduced with GGL IT Team members	
2	Explained the Roles and Responsibilities of each GGL IT Team member	
3	Provided contact information including mobile, intercom, email of GGL IT team members	
4	ServiceDesk resource has been briefed about GGL HSE Policy	
5	In-Person guided round of all physical IT assets in the premises	
	i) Desktops	
	ii) Printers	
	iii) Servers	
	iv) Network	
	vi) VC	
	vii) Others	
6	Explained Operation of all the VC equipment's in premises	
7	Explained the IT Acceptable Use Policy	
8	Explained Daily Activities/Jobs of ServiceDesk	
9	Explained Escalation matrix in GGL for each Application/Service (e.g. Exchange, Storage , Application)	
10	Explained Voice Communication Etiquettes as per GGL Standards	
11	Explained Email Etiquettes as per GGL Standards	
12	Explained Information Security Policy & rules and regulations	
13	Explained NDA, Confidentiality, Privacy requirements of GGL	
14	Explained ITSM Process flows (e.g. Gadget Request Process)	
15	Completed site visits of relevant locations Corporate office, GA Zonal office as well as its Satellite locations, Warehouses, CNG Stations etc.	
16	Explained GGL SLA	
17	Explained Ticket priorities (user wise. Example - What should be the priority if there is a call from MD office and what should be the priority if there is a call from CNG office etc.)	
18	Explained location specific information i.e. If any switch is hidden in Conference Hall OR a specific device works differently than established standard. Known Issues OR work around	

Agreement of ServiceDesk Resource:

I have gone through all the above points and understood them properly.

Signature:

Name:

Date:

Location:



d. Template of Minutes of meeting

All points discussed in the meeting have to be uploaded on the online Portal in the Action Tracker, Reference template is provided below

[illegible]

e. Billing Compliance Checklist (For reference only) – This may change from time to time

NAME OF CONTRACTOR				
PO NO.				
INVOICE NO.				
VENDOR CODE				
WAGE MONTH				
Compliance Check List				
Sr. No.	Particulars	Applicable Act	(A) Compliance Required One Time	(B) Compliance Required Monthly
1	Max. no workmen employed during the year		Y	N
2	Copy of Labour License. If workmen are 20 or more	CL(R&A)Act 1970	Y	N
3	Renewal of Labour License (30 day prior on expiry)	CL(R&A)Act 1970	NA	N
4	BOCW license	BOCW 1996	NA	N
5	Payment of Levis under BOCW	BOCW 1996	NA	N
6	PF Registration Certificate	EPF&MP Act 1952	Y	N
7	Salary payment through bank - Bank receipt/Statement		NA	Y As per statutory format
8	Form no. 13 Register of workmen employed under CL(R&A) Act 1970	CL(R&A)Act 1970	Y	Y
9	Form no. 16 Muster roll under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
10	Form No. 17/18 Register of wages/ Muster cum Reg. of wages under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
11	Form No. 19 Wages slip under CL (R&A) Act 1970	CL(R&A)Act 1970	NA	N
12	Form No. 22 Register of advances under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
13	Form No. 23 Register of Overtime under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
14	Form No. 24 Half yearly return under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	N
15	PF challan & ECR copy	EPF&MP Act 1952	NA	Y
16	Undertaking in case if PF challan is common		NA	N
17	Form III (Mini. Wages Act) Annual return	MWA 1948	Y	N
18	I-card Register under Factories Act	Factory Act 1948	NA	N
19	ESI Registration Certificate - (If Applicable)	ESI Act 1948	Y	N
20	ESI ECR & Payment Slip (If Applicable)	ESI Act 1948	Y	Y
21	WCA Policy under Worker's Compensation Act (If Applicable)	WCA 1923	Y	N