



GUJARAT ENERGY

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GUJARAT ENERGY

SECTION-II

SCOPE OF WORK

FOR

IT FACILITY MANAGEMENT SERVICES

File No: GGL-IT & ERP-2026-6-181635



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1. Background

Gujarat Energy Limited

Securing India's Energy Future

(Erstwhile Gujarat Gas Limited)

Gujarat Energy Limited (erstwhile Gujarat Gas Limited) is an integrated energy company pursuant to Composite Scheme of Amalgamation & Arrangement involving GSPC Group of Companies which came to be finally approved by the Ministry of Corporate Affairs, Government of India in April 2026.

Gujarat Energy Limited ("GEL") encompasses and excels at an entire range of energy value chain as follows:

GEL continues to be India's Largest City Gas Distribution ("CGD") Company in terms of volume operating in 44 districts spread across 6 states in India i.e., Gujarat, Maharashtra, Rajasthan, Haryana, Punjab & Madhya Pradesh and 1 Union territory of Dadra & Nagar Haveli. GEL continues to hold the leadership position in CGD industry in terms of size and scale of operation. GEL has a successful track record of providing uninterrupted services for over 3 decades through a network of more than 44,540 KMs. of Natural Gas pipeline, distributing approx. 8.37 MMSCMD of Natural Gas in Q3 of FY 2025-26. GEL operates over 834 CNG stations and has connected more than 23.83 lakh households, over 15,900 commercial customers and more than 4,454 industrial customers.

GEL is also one of the leading Gas Trading Companies in India. During FY 25-26, we have procured a total of 30 LNG Cargos from various international suppliers. During FY 25-26, natural gas trading volume stood at approx. 10.3 MMSCMD making us one of the largest gas trading companies in India. Our diverse and robust natural gas procurement portfolio serves the demand of a range of customers in strategically important segments such as fertilizers, power, petrochemicals and other large industries apart from complementing our own captive demand towards our CGD Business.

GEL also holds participating interest in 12 operational Exploration & Production ("E&P") Blocks in India of which 11 are located within the Cambay Basin in Gujarat while 1 E&P Block is located in the Krishna Godavari Basin off the east coast of India. GEL is the Operator of 6 E&P Blocks located within the Cambay Basin in Gujarat. From the 12 E&P Blocks put together, we along with our Joint Venture Partners have achieved aggregate cumulative production of 48 Billion Cubic Feet of natural gas, 7.58 Million Barrels of Oil and 0.2 Million Barrels of Condensate as of March 2026.

GEL also owns Wind Power Generation Assets in Gujarat spread across Kutch, Porbandar and Maliya – Miyana regions. The aggregate generation capacity of the Wind Power Assets of GEL stands at 123.9 MW.



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The company has successfully commissioned the country's first pilot project of blending green hydrogen with Piped Natural Gas for the domestic customers on collaboration with NTPC.

GEL's subsidiary company GSPC LNG Limited owns and operates a 5 MTPA LNG Terminal in Mundra, Kutch, Gujarat. GEL's investment in GSPC LNG Limited provides access to LNG storage and regasification capacity which is strategically important for GEL's gas trading business.

GEL's subsidiary companies viz. Gujarat State Energy Generation Limited and GSPC Pipavav Power Company Limited have a combined Installed Capacity of Gas Based Power Generation of 1200 MW.

GEL's subsidiary company Guj Info Petro Limited is a leading IT Services Provider for various eGovernance initiatives of Government of Gujarat.

GEL's associate company Sabarmati Gas Limited (which is established as a joint venture with BPCL) also operates in City Gas Distribution segment in the North Gujarat region covering the Geographic Areas of Gandhinagar, Mehsana, Sabarkantha, Aravali and Patan.

As a responsible corporate citizen, GEL has also promoted Gujarat Energy Research & Management Institute aimed at promoting R&D in the energy sector in India. GERMI has in turn promoted Pandit Deen Dayal Energy University which imparts world class technical and managerial knowledge in energy studies.

GEL thus strives to "Securing India's Energy Future" by continuously growing its presence in India's energy market.

2. HSE First

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

GEL'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 GEL PREMISES REQUIRE SEPARATE SAFETY PASSPORT. WITHOUT THIS, NOBODY IS AUTHORIZED AND ALLOWED TO WORK.



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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.



3. 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	GEL IT Infrastructure Facility Management Contractor
BCP	Business Continuity Planning
DR	IT Disaster Recovery
GEL / Company / Owner	Gujarat Gas Ltd.
SDL	Service Desk lead
SOW	Scope Of Work
HSE	Health Safety and Environment
Senior Management / VIP users	GEL 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 Member	Includes Locations Engineers, Core Infra Engineers and SD Lead and Project Manager
Engineer	Interchangeably used as FMS Team Member of FMS Engineer or Local Engineer or Core Engineer
Local Engineer	Resident Engineer at Site
Cat-1 (Min Resource Cat 1 - Service Desk Lead)	Minimum Resource Category 1 - Service Desk Lead – To coordinate with the over FMS Team Member of End User Services as well as Data Centre Services and report to Project Manager
Cat-2 (Min Resource Cat 2 - Security Analyst)	Minimum Resource Category 2 - Security Analyst – To manage GEL EDR/X system in line with GEL requirements
Cat-3 (Min Resource Cat 3 - ITSM & Asset Management)	Minimum Resource Category 3 - ITSM & Asset Management – To operate and manage ITSM system, Asset Management and Tracking, Encryption System
Cat-4 (Min Resource Cat 4 - Senior End User Support)	Minimum Resource Category 4 - Senior End User Support – Service Desk Engineer with proper Technical and Soft Skill



	competencies should be able to handle VIP / Senior Management users onsite IT requirements
Cat-5-M (Min Resource Cat 5 - Standard End User Support)	Minimum Resource Category 5 - Standard End User Support - Service Desk Engineer with proper Technical and Soft Skill competencies should be able to handle Other user's onsite IT requirements
Cat-5-E (Ext Resource Cat 5 - Standard End User Support)	<p>Extra Resource Category 5 – Standard End User Support - Service Desk Engineer with proper Technical and Soft Skill competencies should be able to handle Other user's onsite IT requirements.</p> <p>Vendor may be asked to allocate / deallocate these resources at any location as per GEL requirements. Future invoices shall be adjusted accordingly.</p>

Note: GEL may ask for replacement of any resource under any category if performance is not found satisfactory



4. Introduction to Scope of Work & Requirement Overview

Scope of Work

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

FMS Vendor will provide the required FMS Team members and expertise to support the GEL 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 GEL.

The SOW lists down the various services that need to be provided by FMS Vendor and lists down the roles and responsibilities of GEL and FMS Vendor in the execution of these services. GEL 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.

GEL 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. GEL 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 GEL. It will be the responsibility of FMS Vendor 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 or above and as applicable from time to time. All the services and process are defined by GEL IT team as per ITIL best practices. FMS Vendor needs to follow these Service Delivery process for all the defined business services of GEL.

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 GEL office or vendor office (whichever reaches early) to support. All existing states where operations are, have been listed below:

Gujarat

Maharashtra

Punjab

Haryana

Delhi

Madhya Pradesh

Rajasthan

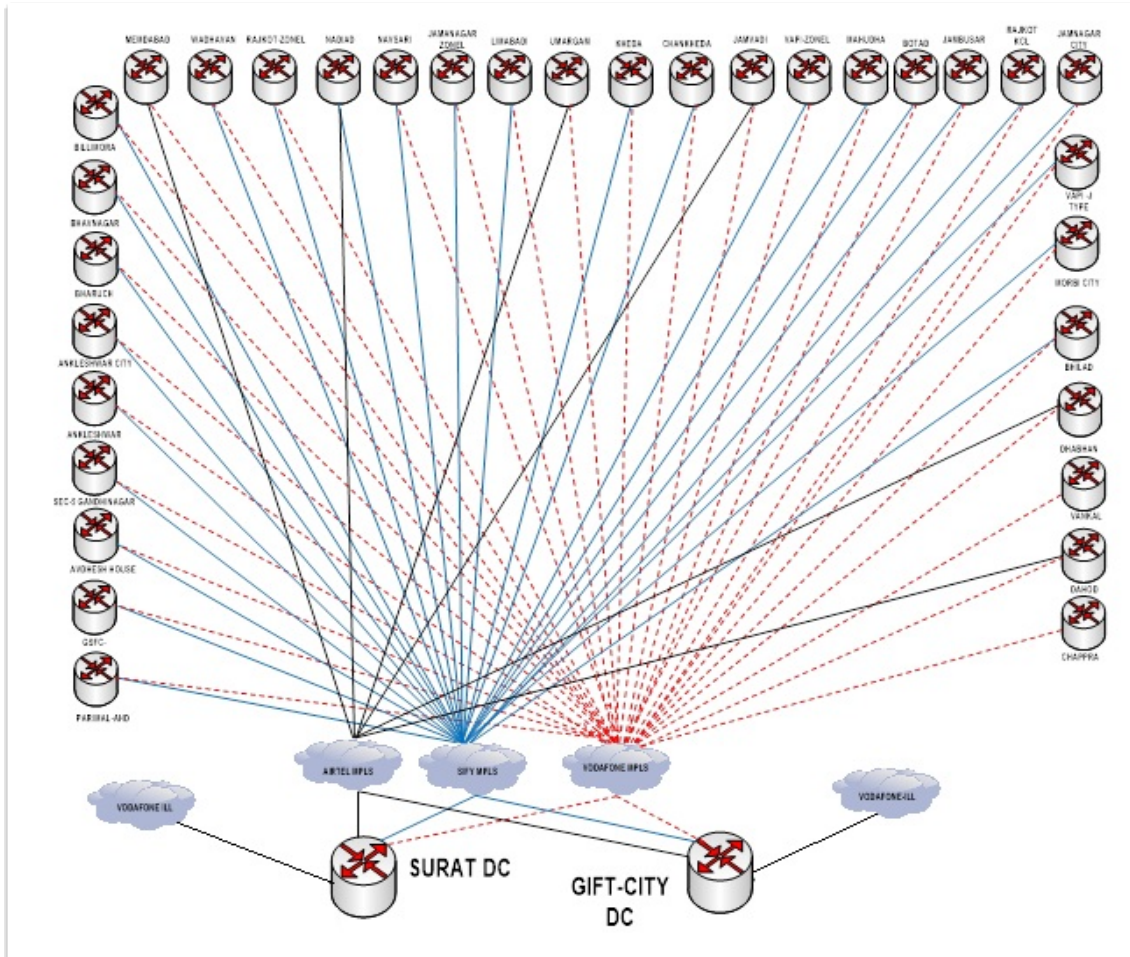
Dadra Nagar Haveli

GEL is planning to expand its business PAN India in other states, Vendor 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. Current IT Service Organisation

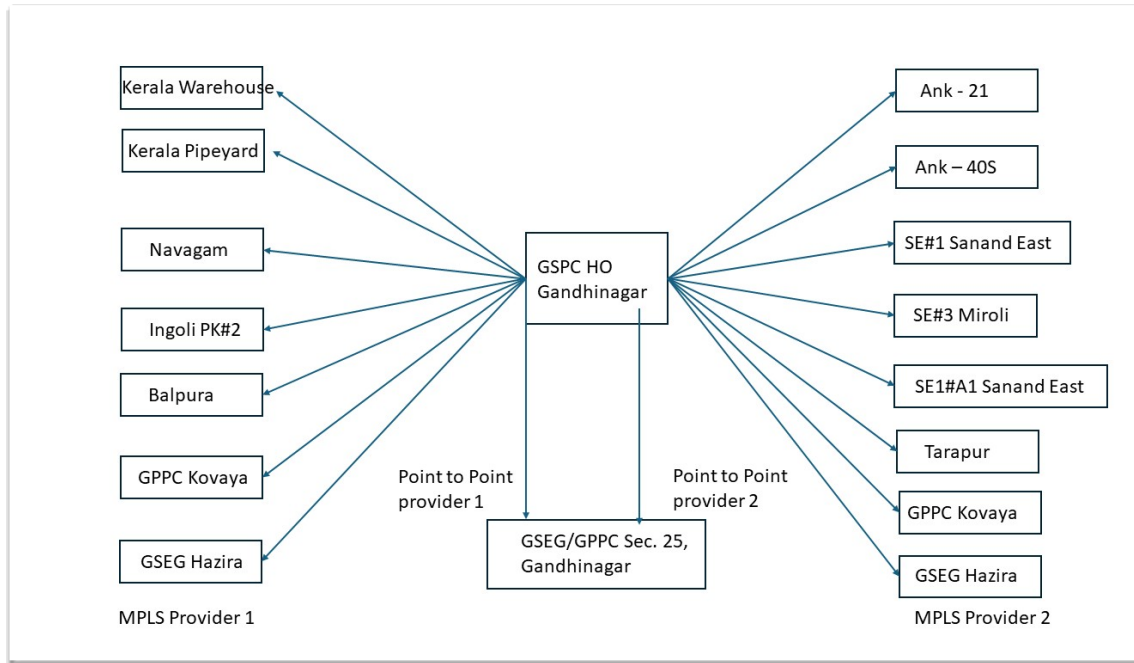
Current GEL WAN Part -1



Current GEL WAN Part -2



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IT & ERP Hardware Asset Summary

Types	GEL Corporate Office, GNR	GEL Zone-1	GEL Zone-2	GEL Zone-3	GEL Zone-4	GEL Zone-5	GEL Zone-6	GEL E&P/ GSEG/ GPPC	Grand Total
Desktop/Laptop	261	248	296	204	363	79	123	338	1912
Peripheral	364	492	599	400	670	138	190	1	2854
Monitor	154	212	291	179	320	71	82	118	1427
Network / Biometric	161	149	226	69	106	14	37	161	923
Printer(Managed /Unmanaged)/Scanner	36	49	34	32	57	18	27	105	358
Server / Workstation	94	49	92	6	9	3	4	105	362
UPS	10	35	12	24	31	4	7	13	136
VC/TV	24	36	30	13	21	9	9	116	258
Virtual	138		54					31	223
Grand Total	1104	1270	1580	927	1577	336	479	988	8261

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

6. 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 GEL. A detailed explanation of these IT services can be referred in IT Service Details. All GEL IT & ERP the services are divided into two categories i.e. EUS Primary Services that are required to be managed directly under this Scope and DCS Primary services that will be managed under separate contract however any support, interfacing and coordination required with DCS Primary services shall be covered under scope of this Scope.

This EUS RFP clearly specifies following services where EUS FMS Vendor shall have full responsibility to Drive (Administer, Operate & Monitor) and DCS FMS Vendor will only support and coordinate with EUS FMS Vendor

Primary EUS Services

End User Computing

End-Point Security/Anti-Virus

IT Assets Management Service (End-User)



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Endpoint Encryption Service

ITSM Platform Management

Patching Services - End-user/Core Infrastructure

Primary DCS Services

In case of following services the DCS FMS Vendor shall have full responsibility to Drive (Administer, Operate & Monitor) and EUS FMS Vendor will only support and coordinate with DCS FMS Vendor as following Services are not directly managed under this Scope, however the EUS vendor will need to extend support, interface or coordinate for below services to comply as per SLA requirement

Server Virtualization Service

Desktop Virtualization Service

Wintel Service

Directory Service

Messaging Service

UNIX/AIX Service

SAP BASIS Support Service

Backup/DLO Service

Storage Service

Network Service

Data Connectivity Service

Internet Service

Network Security Service

Video Communication Service

End-Point Security/Anti-Virus

DC Infra Mgmt. Service

DC facility Mgmt. Service

UPS service

Security Event and Incident Monitoring

Vulnerability Assessment & Penetration Testing (VAPT) and Mitigation

IT Assets Management Service (Core-Infrastructure Assets)



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

Incident Management

Change Management

Problem Management

Service Request Management

Knowledge Management

Availability Management

Capacity Management

Patch Management

MIS Reports/Dashboards

BCP/DR (Testing Support)

Vendor Management

Backup Management (End-User)

Security Compliance

Documentation

Audit Compliance

Project Support

Asset & Configuration Management

A detailed mapping of each IT Services against ITSM processes is given in IT Service Catalog

GEL currently uses BMC ITSM tool sets to automate ITSM processes and monitor IT Services and in future some other tool/application may be used

GEL processes are aligned with ISO 20000 (for ITSM) and ISO 27001 (for security practices).



7. GEL IT Service Framework

This section provides a details on how IT Services are structured in line with ITIL framework (Modules and Processes), Servicewise Roles and responsibilities, various KPI's that govern the review mechanism

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	A-Availability	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
	IT Services															
1	End User Computing	v	v	v	v	v	v	v	X	v	v	v	v	v	v	v
2	Patching Services - End-user/Core Infrastructure	v	v	v	v	v	v	v	v	v	v	v	v	v	v	v
3	IT Assets Management Service (End-User)	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	Patching Services - End-user/Core Infrastructure	v	v	v	v	v	v	v	X	v	v	v	v	v	v	v

IT Service Delivery

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

Please refer to www.gujaratgas.com (contact us) for locations details like state, pin code etc.

The following service are divided into two categories i.e. EUS Primary Services that are required to be driven directly under this Scope and DCS Primary services for which only support needs to be provided under this Scope



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
End User Service Server 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 GEL 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 on VM Ware	6	Onsite	Need basis-Onsite Support
	4	Wintel Service	Support	This service provides Support and Management of all Microsoft Windows servers deployed within GEL.	Windows 2003,2008,2010,2012,2016,2019, 2022 Hp Simplivity Hardware , DELL FX2 Hardware , HP blade servers compatible Vmware platform 7 or above	6	Onsite	Need basis-Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
	5	Directory Service	Support	This service covers support and management of Active Directory Structures in GEL Domain and subdomains.	Microsoft Active directory	6	Onsite	Need basis-Onsite Support
	6	Messaging Service	Support	This service provides Management and support of IT & ERP Communication Infrastructure in GEL	Microsoft Exchange in HA, Cloud based Email SaaS solution, Cisco WebEx , Jabber, Active Sync Service-Android, Windows, iOS. Veritas Enterprise Vault 14 or above	6	Onsite	Need basis-Onsite Support
	7	AIX/UNIX Management Service	Support	This service provide support and Management of AIX/UNIX Environment	AIX & HP UX	6	Onsite	Need basis-Onsite Support
	8	Removed						
Data Backup and Storage Services	9	Backup /DLO Service	Support	<p>This service manages and supports the data backup of GEL IT & ERP environment.</p> <p>The Scope includes Data and configuration backup of GEL business services and</p>	<p>VERITAS Net backup Server and above</p> <p>Dell Tape Library</p> <p>NEO Tape library LTO</p>	6	Onsite	Need basis-Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
Network Services				infrastructure and data backup from selected end user system.	HP VTL Disk based Appliance Data replication to DR Site DELL/Fujitsu DFS Storage EU Side Data backup of laptops using DLO Data backup of desktops to external media / central servers during transition or replacements			
	10	Storage Management Service	Support	This service manages and supports the centralized storage facilities for all GEL data storage requirements.	EMC Storage DELL INC PowerEdge, DFS	6	Onsite	Need basis-Onsite Support
	11	Network Infra Service	Support	This Service manages and supports Network devices/Hardware deployed across GEL location	Routers Switches-L2,L3,SAN Wireless equipment Access point WAN Optimization	6	Onsite	Need basis-Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
					Load Balancer Voice Gateway			
	12	Data Connectivity Service	Support	This service manages and supports LAN WAN, SAN WLAN, VPN Network across GEL 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 GEL 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 GEL 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



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
VC Services	15	Video Communication Service	Support	This services covers support of Video Communications Infrastructure in GEL.	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 GEL.	Antivirus Server – Trend Micro XDR Antivirus Server patch updating / client installation on PC, enabling / disabling USB access	6	Onsite	Need basis- Onsite Support
Datacenter Services	17	Data Center Infrastructure Management Service	Support	This Service manages and supports Server Infrastructure deployed within Data Centre at GEL	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	Access Control system UPS system - APC Symmetra,	7	Onsite (07:00 AM to 10:00PM) Remot	Need basis- Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
				deployed within Data Centre at GEL.	HVAC system - APC In Row RD Fire/Smoke detection & prevention system Water detection system Rodent prevention system		e (10:00 PM to 07:00AM)	
Utilities	19	Ups Service	Support	In this service the FMS Team member has to visit all GEL 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 GEL Service owner and get ticket raised with UPS Battery ARC Vendor	UPS deployed across GEL office to provide backup power to IT & ERP equipment's	7	Onsite/remote ly	Need basis-Onsite Support
Asset Management	20	IT Assets Management Service (End-User)	Drive	FMS vendor has to ensure that all IT & ERP End-User Assets are Tagged, Documented, Tracked and stores properly at designated GEL locations/premises for IT & ERP Inventory	All IT & ERP End-User Physical & Software Assets	6	Onsite/remote ly	Need basis-Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Business Hr Support	Non-Business Hours
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 GEL IT & ERP Infrastructure	7	Onsite/remote ly	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 GEL IT & ERP Infrastructure	6	Onsite/remote ly	Need basis-Onsite Support
	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 ly	Need basis-Onsite Support



	S. No	Service	Drive / Support the Service	Description	Infrastructure	Days /Wk	Busine ss Hr Support	Non-Business Hours
	24	ITSM Platform Management	Drive	FMS Vendor to ensure that the GEL ITSM platform is kept up to date and working alongwith Coordination with the OEM for tool upgrade, patch update, customization	The ITSM platform (currently Old and New Hardware Tool) has updated user, asset and service catalogue in the existing ITSM System	6	Onsite/ remotely	Need basis-Onsite Support
	25	Patching Services - End-user/Core Infrastructure	Drive	FMS Vendor to ensure that the GEL Systems (PC, Servers, Network) are regularly updated with the operational, security, performance patches as per GEL Policy in coordination and after approval from respective service owners	The BCM client management to be used for the ITSM platform (currently BMC) selection, rolling out and pushing of the patches to the endpoints centrally	6	Onsite/ remotely	Need basis-Onsite Support

Service Wise Roles and Responsibility Matrix

End user Computing Service

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

Sr no	End User Computing Service	FMS Vendor	GEL
	Ensure end users are supported for PCs, laptops, thin clients, mobile devices, printer, VC request across all GEL Sites	R	C
	Installation/Configuration of Desktop, Laptop, Thin Client, Printer, Mobile handsets and other peripherals	R	C



Sr no	End User Computing Service	FMS Vendor	GEL
	OS/applications .Configuration of Emails on Blackberry /Handset .		
	Maintain record of new machines installed ,movement/replacements of machines across GEL sites	R	C
	Installation of System software inventory in Desktop, Laptop & other peripherals as per approved GEL Standard Software list	R	C
	Diagnosis of Printer problems at user desktops. Provide appropriate rights and permissions for accessing Network printers.	R	C
	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
	Training and Awareness to EU regarding operation of hardware and software & assist users for accessing applications	R	C
	Troubleshoot Desktop operating system, application problems reported by end users	R	C
	Installation/Configuration of Anti-virus tool ,End point Data Encryption tool and regular DAT/Patch Updates, scanning of desktop/laptops/Mobile devices.	R	C
	Performing periodic preventive maintenance of Desktop, Laptop, Printers & peripherals as per schedule provided by GEL.	R	C
	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 GEL Stock	R	C
	Escalating calls which require spare repairs/replacement by OEM ,Vendor & pursue till they get repaired /replaced.	R	C
	Managing disk/folder sharing and permission settings on Desktops, Applying desktop Hardening as per GEL policy/Standard.	R	C
	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	R	C

Sr no	End User Computing Service	FMS Vendor	GEL
	check adherence to preventive and repair maintenance record.		
	Submit report on asset database/inventory on quarterly intervals.	R	C
	Tag all assets. Map each asset to user/employee number. Label all servers, Network device and other data center equipment's.	R	C
	Track and update all GEL IT Assets movements and keep Assets inventory updated with latest details.	R	C
	Event Management IT support: Whenever any Group or company Event happens at GEL or outside premises, engineers would be required to build, operate and support during such GEL events.	R	C
	VIP Users Home Support: These will be complementary services provided to VIP users Executive committee members and General Managers of GEL if asked specifically. No hardware OR spare to be provided during such activity. This would be exclusively service support.	R	C

BMC ITSM Platform Management

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

Sr no	Antivirus Service	FMS Vendor	GEL
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	C
2	To ensure all services and server of ITSM Solution up and follow daily checklist to check related services.	R	C
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	C
4	Log calls with OEM for provide second level solution on priority, till closure make sure take follow-up with vendor or OEM.	R	C
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 GEL 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 GEL requirement by the respective service owner / administrator	R	C
12	Ensure the policy & audit compliance is ensured as per GEL requirement	R	C
13	Submit quarterly report of full compliance to GEL. The report should be certified by ITIL certified Project Manager	R	C

IT Asset Management (End-Users)

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

Sr no	IT Asset Management Service	FMS Vendor	GEL
1	Service Owners to ensure IT Assets are registered/added in the CMDB as soon as they are delivered by vendor to GEL and physically verified by FMS Team	R	C
2	To ensure IT Assets are updated in the CMDB as soon as they are allocated . All allocated IT Assets must clearly be synchronized with GEL AD & GEL Anti-Virus systems/licenses. Any software that is installed must be as per GEL Authorized Software List and must have explicit approval for installation from GEL and software CMDB must be updated immediately. All asset 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 for end-users. Any license software must	R	C



	be removed except operating system software's. All such IT Assets must clearly be synchronized with GEL AD & GEL Anti-Virus and software CMDB must be updated immediately. All asset mappings must be aligned to the assets / peripherals accordingly		
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 asset 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. If the asset cannot be restored then the storage media must be wiped 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 asset mappings must be aligned to the assets / peripherals accordingly	R	C
6	To ensure IT Assets are updated in the CMDB as soon the theft is identified. 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 asset 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 asset mappings must be aligned to the assets / peripherals accordingly	R	C
8	IT Asset compliance reports must be submitted to GEL IT every week from CMDB	R	C
9	Approved Annual IT Asset Inventory Sign-off after physical verification must be submitted to GEL IT every year by 31-Mar based on CMDB at company level	R	C

	Periodic Asset inventory reconciliation (system stock v/s physical stock) shall be carried out as per the requirements laid in this SoW		
10	Ensure the ITSM Asset Management system for is designed, operated, maintained, patched and updated as per the GEL requirement by the respective service owner / administrator	R	C
11	Ensure the Asset discovery is planned properly from frequency and resulting network traffic perspective	R	C
12	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C
13	Ensure the policy & audit compliance is ensured as per GEL requirement	R	C
14	Any change the Asset Status has to be updated in the Asset Management System immediately so that it gets reflected and updated across the system on a timely basis (Including Asset Transfer Forms ATF)	R	C
15	Any gaps arising out of the system stock / physical stock and its status should be resolved immediately	R	C
16	Submit quarterly report of full compliance to GEL. The report should be certified by ITIL certified Project Manager and should include physical vis-à-vis system stock for all asset categories.	R	C

End-Point Security/Anti-Virus

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

Sr no	Antivirus Service	FMS Vendor	GEL
1	To ensure all End-user devices and Servers (Virtualized and Standalone) are updated with Antivirus and patches are updated as per policy.	R	C
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	C
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	C

4	Ensure APT system is up and running and all alerts are mitigated as per SLA	R	C
5	Scheduling and performing Antivirus sweep scans across all assets, ensure that the patch / update flows automatically to the desktops across the enterprise.	R	C
6	Taking precautionary actions in terms of definition file updates and interim solutions released during the high alert situations	R	C
7	Troubleshooting virus related incidents, coordination with OEM/Vendor for Virus definition updates	R	C
8	Escalation and coordination with principles for problem resolution	R	C
9	Virus updates to be done manually on servers as per the Policy defined at GEL	R	C
10	Provide Monthly Virus Detections – Action Summary for all desktops and servers for all processes across all locations.	R	C
11	Providing feedback on any new viruses detected. (Limited to real-time observation based on behavioral characteristics)	R	C
12	Registering and updating the anti-virus system periodically as per the policy and procedure followed by GEL	R	C
13	Ensure the Anti-Virus system for PC's is designed, operated, maintained, patched and updated as per the GEL requirement by the respective service owner / administrator	R	C
14	Ensure the Anti-Virus system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GEL requirement by the respective service owner / administrator	R	C
15	Ensure the Anti-Virus is planned properly from frequency and resulting network traffic perspective	R	C
16	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C
17	Ensure the policy & audit compliance is ensured as per GEL requirement	R	C
18	Submit quarterly report of full compliance to GEL. The report should be certified by ITIL certified Project Manager and should include details of end-points with their anti-virus version / patch levels	R	C



Endpoint Encryption Service

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

Sr no	IT Asset Management Service	FMS Vendor	GEL
1	To Ensure all Laptops/endpoint devices are installed with the McAfee Endpoint Encryption Software as they are delivered by vendor to GEL 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	All the Laptops/endpoints disk drives are applied with entire Disk drive encryption mode before assigning to end user.	R	C
4	All the Laptops/endpoints are synchronized with Active Directory for SSO (single sign on).	R	C
5	To ensure IT Assets (Laptops) are decrypted while removing the asset from the GEL environment.	R	C
6	To ensure Laptops/endpoints are updated while disposable/damaged/lost in the Endpoint Management Environment and updated to GEL responsible dept.	R	C
7	At the time of replacement of any laptop/endpoint device, it should be decrypted properly and updated to AD.	R	C
8	Scheduling and performing device scans across all endpoints to ensure the service running status.	R	C
9	Ensure the Encryption system for PC's is designed, operated, maintained, patched and updated as per the GEL requirement by the respective service owner / administrator	R	C
10	Ensure the Encryption system for Core Infrastructure is designed, operated, maintained, patched and updated as per the GEL requirement by the respective service owner / administrator	R	C
11	Ensure the Encryption is planned properly from frequency and resulting network traffic perspective	R	C
12	Ensure the Encryption records are tallied on a monthly basis with the physical verification records	R	C
13	Ensure the policy & audit compliance is ensured as per GEL requirement	R	C
14	Submit quarterly report of full compliance to GEL. The report should be certified by ITIL certified Project Manager with details of all end-points with encryption.	R	C

Patching Services - End-user/Core Infrastructure

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

Sr no	IT Asset Management Service	FMS Vendor	GEL
1	To Ensure all Desktops/Laptops/Servers are installed with the ITSM Patch Management Agent as they are delivered by vendor to GEL 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	Coordinate with the service owners for the schedule for patch updation and downtime if any as required	R	C
4	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
5	All the Desktops/Laptops/Servers are installed with SSH certificates via ITSM patch management server.	R	C
6	ITSM patch management server checks for the latest patches and updates released by the OEM, OS and applications.	R	C
7	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
8	Patches and updates can be applied manually with selected devices from ITSM Server itself.	R	C
9	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
10	After successfully patch deployment, all Desktops/Laptops/Servers are rebooted manually with the help of location wise helpdesk or IT service desk.	R	C
11	Ensure the discovery records are tallied on a monthly basis with the physical verification records	R	C
12	Submit quarterly report of full compliance to GEL. The report should be certified by ITIL certified Project Manager and should include details of end-points with OS version / patch levels	R	C



Service Desk Management

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

Sr no	IT Asset Management Service	FMS Vendor	GEL
1	Supervise FMS Team Members (Including both EUS + DCS Teams) across all locations and shifts. Monitor, assign, and escalate service desk tickets/incidents using ITSM/Facility management tools. Ensure SLA (Service Level Agreement) and OLA (Operational Level Agreement) Compliance	R	C
2	Act as the primary escalation point for unresolved or complex tickets/issues. Perform root cause analysis (RCA) for recurring problems and initiate corrective actions	R	C
3	Conduct daily/weekly briefings and task planning for the FMS Engineers. Mentor, coach, and train FMS Engineers to maintain high service standards. Handle shift rosters, leaves, and ensure 24x7 coverage as required	R	C
4	Maintain logs of daily activities, incident records, and work orders. Prepare and present regular reports to the Project Manager on ticket trends, response times, SLA breaches, etc. Ensure documentation (SOPs, Knowledge Base) is up-to-date	R	C
5	Serve as the first point of contact for end-users for service desk escalations. Coordinate with GEL internal departments, vendors, or OEMs for issue resolution	R	C
6	Ensure adherence to GEL HSE safety, ISMS, ITSM Policies. Conduct regular audits of ticket handling and FMS team activities	R	C

Asset and Inventory Management

Asset and inventory management is an important function during service delivery process and same shall be managed by GEL appointed person who has to follow the Asset Management process as per the defined GEL 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 GEL 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

Asset Life Cycle

Registration



GUJARAT ENERGY

Allocation

Maintaining Spares

Dispose

Lost/Damaged IT Assets

Testing of IT Assets

Use of Spares

Movement of IT Assets

Maintenance

Compliance & Audit

IT Assets Details

Same has been provided as summary and detailed list shall be provided to successful vendor

Vendor Management

FMS Vendor team has to timely coordinate with other service providers for effective delivery of services

GEL will share all escalation matrix, contact, call logging procedures and process as agreed between GEL & Service providers

FMS Vendor has to ensure that effort has been put correctly and effectively to resolve all the calls, incidents and problems in time

FMS team has to co-ordinate with respective vendor/Service provider for delivery/ repair, material verification, installation, Go-Live, invoice submission and Payment.

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.

Asset management system / CMDB should be updated at the same time so that it reflected in the asset inventory.

Wherever required status has to be updated in the ITSM system as applicable

Service provider coordination has to be recorded in the ITSM tool as per the defined process

GEL has a facility to trigger a incident ticket to the relevant vendor, however vendor will need to configure the same in the system

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.

These tickets (pending with vendor) needs to be specifically shared with GEL along with GEL tickets status change data & time, vendor ticket number, reported date & time, response date & time month on month basis



GUJARAT ENERGY

End user Training

FMS Vendor 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.

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

Additional Information

GEL Delivers all Security patches through the centralized ITSM tool for patches that are made available from the OEM on their respective portals

Physical Asset Verification as required by GEL (Annually & Periodically) is part of the Scope

Overall ITSM Ticket count may vary between 40-50K per annum

Currently a team of 2 Service Desk engineers (EUS-FMS) handle the IT Centralized ServiceDesk and overall FMS onsite team shall be led/coordinated by Service Desk Lead (EUS-FMS)

In case of GEL 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

GEL has primary data co-located at Gift City Gandhinagar and DR Site at Adajan, Surat. GEL also has installed File Servers at key GA offices and network components for connectivity at respective offices

Anti-Virus (AV) service has three components (End-User, Server & Network ATP)

EUS FMS Vendors are responsible for Ticket logging, Coordination and Completion of action points with the AMC/Warranty service providers. GEL has policy of Warranty, AMC or on call repairs for relevant IT & ERP Assets

All Applications / Services needs to be tested once a year from point of view preparedness to deal with abrupt failure / disasters. Annual plan is prepared which the FMS Vendor has to comply to

There may be approximately 40-50 IT Service Desk remote calls per month

Billing Compliance Checklist (Refer Annexure) may change based on the Laws/Regulations/Rules changes by Government from time to time

GEL expects the EUS FMS Vendor to consistently work on Service Improvement programs to reduce the repeated incidents @2% MoM

GEL carries out an Annual VA/PT (Vulnerability Assessment & Penetration Testing) exercise through third party service provider as per GEL Information Security policy to identify security issues, feasibility for closure and resolution of action points. GEL expects FMS Vendor to comply to GEL ISMS (Information Security Management Systems) policy for tracking, addressing such issues identified as part of VAPT exercise

Preventive Maintenance - EUS FMS Vendor need to carry out Quarterly Preventive Maintenance

GEL has almost 140+ KEDB articles published under KM Module and FMS Vendor is required to keep the KEDB database updated and enriched from time to time



IT ServiceDesk Catalogue

VIP support may be required (onsite / remote OR during business / non-business hours) depending on the business requirement

Please refer to Annexure b for list of End-User Applications used at GEL

GEL has well defined SOP's for all key areas of IT & ERP systems over and above ISMS & ITSM Policies & Procedures

GEL Current ITSM Stack comprises of Old ITSM and New Hardware Tool and respective EUS engineers shall follow same to create, manage, update tickets its status for respective calls. SLA Calculations shall be done on the basis of ITSM Tool only

All key locations of GEL have UPS power supply all 7 days a week, however UPS battery backup time may vary depending on business requirements

GEL Business Hours

All Backend Server & Network services available shall be ensured through underlying SLA's. Front end Hardware services to be made available during GEL Business working timings

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

8. IT FMD Delivery Mechanism

Onsite FMS Team member-Baseline

GEL 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 GEL recommends minimum FMS Team member requirements as per the details below. Vendor needs to ensure that below baseline is adhered to in terms of number of FMS Team members and their skills mentioned subsequently in this section. GEL will have the option of FMS Team member substitution/realignment/combination (FMS/Contractor) based on IT services catalogue from time to time with mutual understanding.

Business Hours

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

All the shifts need to be planned within the Working window

FMS Vendor will have Holiday as per GEL Holiday list published for that calendar year

Further, FMS Team members 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



At GEL designated critical locations like HO, one FMS resource shall be available during business hours even during public holidays and weekly offs as defined by GEL calendar. Based on business need and on case to case basis, more than one resource may be required for critical requirement during public holidays and weekly offs.

FMS Team member Deployment Plan

Minimum FMS Team member Deployment Plan – Minimum FMS Team members shall be deployed by vendor as per following table at give location. Further, Vendor can deploy additional FMS Team member based on their internal calculation to meet SLAs mentioned in the bid.

GEL may further optimize existing FMS Team members deployed going forward based on addition of new location / GA, SLA maintenance of EUS services at location / GA and other parameters. Vendor shall support accordingly.

GEL shall provide a minimum commitment as well as above minimum commitment of the FMS Team member to be deployed at GEL locations at one month notice with educational, experience and professional requirements as laid out in this RFP

Proposed FMS Team member deputation list is provided below

S.No	GA / Cluster	Zone/ GA/ Key Location	Office timings	Role of FMS Team member	FMS Team member count
1	Corporate (Infocity)	Corporate Office	2 Cat-5-S [1 Central & 1 SDE-S] 1 Cat-4 [VIP] - 8:30 am to 5:00 pm] 1 Cat-1 (1 SD Lead) – 9:00 am to 5:30 pm	4 Servicedesk Engineers [2 x Cat-5-S + 2 x Cat-4] 1 ITSM Asset Coordinator [Cat-3 Asset + Encryption + ITSM Support]	9



			1 Cat-5-S (1 SDE-S), 1 Cat-4 (1 SDE-V), 1 Cat-3 (1 Asset Coordinator), 1 Cat-2 (1-AVE) from 10:00 to 6:30 pm 1 Cat-5-S (1 Central) from 12:00 am to 8:30 pm	2 Central ServiceDesk [Cat-5-S] 1 Anti Virus Engineer [Cat-2] 1 SD Lead [Cat-1]	
2	Amritsar (Amritsar Hoshiarpur & Gurdaspur GA)	Amritsar	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
3	Ankleshwar (Bharuch, Ankleshwar, Narmada, Dahej, Jhagadiya)	Ankleshwar	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	2
4	Bhavnagar (Bhavnagar, Amreli)	Bhavnagar	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
5	Thane	Boisar/Vasai	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
6	Gandhinagar (Gandhinagar/ Sanand)	Gandhinagar - Sector 5	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
7	Abu (Abu, Sirohi/ Jhalore / Dungarpur)	Abu	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
8	Halol (Halol, Panchmahal and Dahod)	Halol	Cat-5-S	SERVICEDESK ENGINEER	1



			9:00am to 5:30pm		
9	Morbi	Morbi	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
10	Dabhan (Dabhan, Nadiad and Anand)	Nadiad	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
11	Navsari	Navsari	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
12	Rajkot	Rajkot	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
13	Surat (Surat, Hazira, Clusters)	Surat	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	2
14	Surendranagar	Surendranagar	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
15	Valsad	Vapi	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
16	Jamnagar	Jamnagar	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
17	Ujjain (Ujjain, Dewas & Indore GA, Jhabua, Ratlam, Banswara)	Ujjain	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
18	Kutch (W)	Bhuj	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
19	Bhatinda (Bhatinda, Sirsa, Fatehabad, Mansa)	Bhatinda	Cat-5-S	SERVICEDESK ENGINEER	1



			9:00am to 5:30pm		
20	Faridkot (Faridkot, Ferozpur, Sri Muktsar GA, Bhatinda)	Sirsa	Cat-5-S 9:00am to 5:30pm	SERVICEDESK ENGINEER	1
21	Gujarat Energy Bhavan	Gandhinagar	08:00am to 4:00pm OR 2:00pm to 10:00pm OR 10:30am to 6:30pm	SERVICEDESK ENGINEER	2
		Total			32

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

Basic Qualification (as per the attached table).

FMS Vendor must ensure FMS Team members deployed for GEL FMS support onsite/offsite should possess the below minimum skill sets based on the role.

The FMS Team members should be well versed with English, Hindi, Local Languages (Optional)

Role	Services to be Managed	Level	Qualification	Experience	Skills
End User Services (Cat-5-S & Cat-5-E)	End User Computing Services (Standard) & Central ServiceDesk	L1	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunications/IT 2) ITIL Foundation Trained	Minimum of 3 Years in handling IT Hardware, peripherals and End user support ITSM Tool experience of 1 year Minimum Product Skills / Competencies	1) Good Customer Handling Skills 2) Good Troubleshooting Skills 3) Good Communication Skills - Verbal & Written 4) Very Good Learning Skills



Role	Services to be Managed	Level	Qualification	Experience	Skills
				<ul style="list-style-type: none"> * Microsoft Windows, Apple OS * Microsoft Office * M365 * Administer Printers * Administer Anti - Virus * Configure Drives * Documenting Assets * Managing Mobile devices * Managing Video Conference * Managing Basic network connectivity * Basic CCTV Troubleshooting * Remote Control Management 	5) Good to work with team Specifically, for Cat-4 1) Proper Dressing Etiquettes 2) Calm Tone / Soft Spoken 3) Proper Dual Language Communication in English, Gujarati / Hindi 4) Active Listening 4) Professional Body Language
End User Services (Cat-4)	End User Computing Services (Senior)	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 5 Years in handling IT Hardware, peripherals and End user support ITSM Tool experience of 1 year Minimum Product Skills / Competencies	



Role	Services to be Managed	Level	Qualification	Experience	Skills
				<ul style="list-style-type: none"> * Microsoft Windows, Apple OS * Microsoft Office * M365 * Administer Printers * Administer Anti - Virus * Configure Drives * Documenting Assets * Managing Mobile devices * Managing Video Conference * Managing Basic network connectivity * Basic CCTV Troubleshooting * Remote Control Management 	
End User Services (Cat-3)	IT Asset Management	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 5 Years in handling IT Hardware, peripherals and End user support & IT Asset Management ITSM Tool experience of 2 year	



Role	Services to be Managed	Level	Qualification	Experience	Skills
				Minimum Product Skills / Competencies * Managing IT Asset * Electronic Tagging * Using IT Asset Management Solution Track-IT, BCM, Manage Engine etc.	
End User Services (Cat-3)	Encryption	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunications/IT 2) ITIL Foundation Trained\	Minimum of 5 Years in handling IT Hardware, peripherals and End user support & Encryption Solution experience of 2 year Minimum Product Skills / Competencies * Managing IT Encryption * Handling Encryption recovery * Encryption Key Management * Using Bit-Locker, Trelix etc.	



Role	Services to be Managed	Level	Qualification	Experience	Skills
End User Services (Cat-3)	Endpoint /Server Patch Management	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 5 Years in handling IT Hardware, peripherals and End user support & Asset Discovery and Patch Management Solution experience of 2 year Minimum Product Skills / Competencies * Managing Patch process implementation * Patch discovery * Patch scheduling * Patch verification * Using SCCS, BCM, Ivanti etc.	
End User Services (Cat-2)	End-Point Security/ Anti-Virus	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/Telecommunication s/IT 2) ITIL Foundation Trained	Minimum of 5 Years in handling IT Hardware, peripherals and End user support & Anti-Virus Solution experience of 2 year Minimum Product Skills / Competencies * Managing Anti-Virus XDR	



Role	Services to be Managed	Level	Qualification	Experience	Skills
				<ul style="list-style-type: none"> * Threat Mitigation and workbench * Incident Tracking * Dashboard Review * Policy Management * System Upgrade, Updates * McAfee, Symantec, Trend Micro etc. 	
End User Services (Cat-3)	DLO	L2	1) Any Diploma/Graduate; preferred in Computers/Electronics/IT 2) ITIL Foundation Trained	Minimum of 5 Years in handling IT Hardware, peripherals and End user support & End User Backup Solution experience of 2 year Minimum Product Skills / Competencies <ul style="list-style-type: none"> * Managing User Backup * Data Backup configuration * Data Restoration * Veritas, Dell, Veeam, Backblaze etc. 	



Role	Services to be Managed	Level	Qualification	Experience	Skills
Service Desk Operations Management (Cat-1)	Service Desk Lead (Service Desk Management)	L3	1) Diploma/Graduate in Computers/Electronics/IT 2) ITIL 4 Foundation OR Managed Professional Certified 3) ITSM Tool administration & management experience	Minimum 5-6 Years of Experience in Call Centre / Service Desk Management of 500+ users, approximately 15+ sites with ITIL Framework driven ServiceDesk, to talk with the user, registration of calls, forwarding them for support to Service Delivery Engineers; Managing End User Support as per ITSM Minimum Product Skills / Competencies * Managing IT Asset * Managing IT Patching * Managing Roster * Managing FMS Team members * Managing Change delivery * Managing ITSM Policies * Managing cross team / support	Excellent Communication Skills - Verbal & Written Excellent Coordination Skills Good to work with team



Role	Services to be Managed	Level	Qualification	Experience	Skills
				<ul style="list-style-type: none">* Ensuring Discipline across team* Ensuring FMS Team Members comply with GEL Policies	

Skills Requirements

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 GEL 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

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, GEL 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 FMS Team members accordingly. GEL may from time to time upgrade/replace tools accordingly and provide training as required

Ongoing FMS Team Management

Interview / Validation

All FMS Team member deployments should be interviewed by GEL.

FMS Vendor has to first take the understanding from GEL and then take first level interview themselves

Once the FMS Vendor has identified the potential candidates and carried out preliminary selection, then same shall be interviewed subsequently by GEL also for final selection

If found suitable for the requirement, they should recommend that FMS Team member for GEL interview along with formal assessment as per the above-mentioned basic qualification

After successful interview by GEL, 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

Once confirmation given then only vendor can depute that FMS Team member at GEL site

Vendor to deploy additional FMS Team members in case the SLAs are not met with existing FMS Team members

FMS Team members must have competencies to provide L1/L2 services for all services e.g. Switch, UPS, VC, Printer/Scanner etc.

An induction record has to be maintained for all FMS engineers if the format as required by GEL and as per FMS HR policy and to be produced at the time of audit as required by GEL

Availability, Leaves / Absenteeism & Communication

FMS Vendor should share monthly planned leave calendar of all FMS Team members in advance for every month

FMS Vendor must keep schedule of FMS Team members with their availability and absenteeism planned in advance

Daily morning update on availability of FMS Team members latest by 10am over WhatsApp or mechanism as advised

SDL has to ensure FMS Team member attendance is documented and validated on daily basis from respective sites

FMS Vendor shall follow GEL leave calendar (except Saturday's) and plan leaves of the FMS Team member accordingly



Unplanned absenteeism has to be controlled and any planned leaves must be agreed with GEL in advance and in time to avoid any service outage

FMS Team member can be on leave for 2 additional days in addition to Sundays and GEL (Public Holidays)

In case any FMS Team member is on leave beyond two days then FMS vendor has to provide backup

Unplanned Leaves / Absenteeism FMS Team member shall be considered very seriously and may lead to disciplinary actions

Alternate/backup FMS Team member should be deployed in case of regular planned/unplanned absenteeism of the primary FMS Team member

In case of any change of FMS Team member the parallel run should be for at least 15 days and for any other case it has to be one month

There shall be a disciplinary/penal mechanism defined & implemented by Vendor to deal with FMS Team member who do not report to duty without approval/intimation to Contract Owner / Service Desk Lead

Project Manager shall certify monthly attendance sheet generated out of the online attendance system of GEL

FMS Team member should be managed in line with the process mentioned in section FMS Team member Management

FMS Team member should be available as per GEL Business hours

Working days are no of working days stipulated in the contract, working week is working days in the particular week in reference, working fortnight is two working week or 1st working half of the month in reference

All FMS Team member are entitled for 2 leaves apart from weekly holidays

Any leave beyond 2 days and upto less than or equal to 1 working week shall be allowed only when a trained backup FMS Team member provided for a limited penalty

Any leave beyond 1 working week shall result in increased penalty

Any leave beyond 1 working fortnight shall result in non-billing of that FMS Team member

Deputing and Relieving Backup FMS Team member

FMS Vendor must keep sufficient FMS Team member backup for respective level/role to tackle attrition and other emergencies. These FMS Team members can be parallel trained in spare time with deployed FMS Team members.

FMS Vendor should ensure that there is immediate alternate FMS Team member with appropriate skills provided in case Primary FMS Team member is going on leave

In case of long leaves or absenteeism (>2 days) of any FMS team member, only these backup FMS Team members should be deployed at GEL sites from the nearest site to avoid any delay

Once original FMS Team member comes back then and then backup FMS Team member can be relieved from site

In case of attrition backup FMS Team member would automatically become permanent and FMS Vendor has to initiate for another backup FMS Team member to avoid any service outage

Skill Management

Vendor shall ensure that

There must be a transition plan (HOTO - Hand Over Take Over) all the way from Service Desk Lead up to an engineer level

There has to be a definite system in FMS Vendor for skill enhancement of FMS Team members, regular training of FMS Team members on Latest Technology/tools to Service GEL

There must be a plan to train the backup FMS Team member so that GEL IT & ERP services does not suffer in case any FMS Team member decides to leave abruptly

Onsite Team management

GEL has a zero tolerance towards Cyber Security (Internet/External) and FMS Vendor is prohibited to disclose any GEL information to a third party without explicit permission from GEL Management.

FMS Vendor MUST always and at all times ensure GEL Data/Information security

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

Group gathering outside office within office hours is prohibited without explicit permission from GEL

Lunch timings must be followed as per GEL 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

FMS Vendor to provide list of their offices from where they operate

Seating space & landline telephone facility will be provided by GEL

Cell phone (as applicable / required) for official calls shall be provided case to case basis by GEL, otherwise Vendor has to provide

GEL 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

FMS Vendor should provide recruit and deploy local onsite support staff

The staffing plan would be assessed by FMS Vendor based on the current Infrastructure details provided by GEL with this document

FMS Vendor should provide /capable FMS Team members who can handle/support the technology deployed and covered under their scope of work at GEL sites

FMS Vendor should have adequate FMS Team member backup against all services



GUJARAT ENERGY

FMS Vendor should not have attrition rate more than 30% during the contract period

FMS Vendor should replace the FMS Team member if GEL IT team is not satisfied with delivery of FMS services provided

FMS Vendor will be accountable and responsible for any damage / loss of GEL property provided to onsite FMS Team for delivering FMS Services

FMS Vendor staff should maintain good behavior and should avoid use of Tobacco products/drugs/alcohol within GEL premises, if anyone found violating these clause strict actions may be taken such as issuing memo or removing the FMS Team member from GEL site

FMS Team members are also prohibited to use GEL premises for carrying out any personal activities / enterprise during GEL business hours or On duty or while being present in GEL Premises with GEL employees or any other FMS Team members while deputed on this FMS contract

FMS Vendor should deploy all FMS Team members that have already cleared Vendor internal exams / validation tests

FMS Vendor will ensure that there is a dedicated / capable FMS Team member to handle the IT Inventory management. The FMS Team member 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

FMS vendor will not mobilize or remove any FMS Team member from GEL sites without discussion and agreement with GEL

FMS Vendor should ensure there is proper handover /takeover plan for smooth transition of responsibility/ activity agreed and signed by GEL IT before releasing any FMS Team member from rr sites

Lodging, boarding and cost for travelling to GEL sites for service support purpose to be borne by FMS Vendor

Onsite FMS Team member shall have to provide support IT arrangement including PC Setup, VC, Webex, Printer setup etc. for the Board / Management meetings

Service Desk Management

GEL 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.

Service Desk Tool

FMS Vendor to deploy FMS Team members with skills on ITSM tools

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 GEL IT Service delivery tool prior to working on the ticket.

FMS Vendor will train the users to log ServiceDesk tickets in an effort to reduce their workload and number of ServiceDesk calls

Centralized Service Desk & EUS Team



FMS Vendor needs to maintain a centralized service desk. GEL would provide necessary infrastructure like sitting place, SIM Card (optional), telephone extension (common), 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

FMS Vendor would take the calls centrally and then manage them as per the category and priority defined and agreed

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.

FMS Vendor shall ensure that all the calls / requests are logged centrally tracked and acted upon from single location.

Local service desk team has to be in touch and coordination with centralized service desk.

Service Desk Coordination

FMS Vendor has to ensure availability of mobile phones to all the engineers and delivery team

Service Desk Lead has to keep all these numbers handy, printed against sitting place and noted in the mobiles

Vendor has to maintain immediate and proper coordination between engineers on the calls and issues without any time loss.

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 GEL IT Team with service desk.

Monitoring of Infrastructure

GEL 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

FMS Vendor should be able to understand and manage these monitoring tool sets and should have adequate experience in using them

Support to FMS Vendor (In-Scope Activities)

GEL 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

GEL has necessary licenses for third party tools and products so that the FMS VENDOR team can use these third-party tools and products



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

Support to FMS Vendor (Out-of-Scope Activities)

Application Helpdesk & Managed Security Services will be managed by a third party

This maintenance contract does not cover supply and/or warranty parts or equipment's

Transportation and Logistics

Onsite FMS Team member shall have to travel within states as required at their own cost for the call resolution and project support

FMS Vendor has to ensure transportation and logistics of people and items required during service delivery process.

Vendor has to follow HSE transportation rule while travelling for Official purpose

Travel to remote locations may be facilitated by GEL on case to case basis and as per the prevailing company policies otherwise Vendor need to make own arrangements at his own cost

9. Performance Targets & Review

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 GEL requirements shall have priority over the KPI table defined below.

Transition/Onboard Plan

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 GEL Contract

FMS Team members shall be mobilized onsite within 30 days of Contract award

The successful vendor/vendor should take over FMS or transition the service to the new model latest within 30 days of Contract award.

FMS Vendor will have to go through HSE training for safety passport to work at GEL premises

FMS Vendor will have to carry out IT Information asset/Inventory Verification across GEL site as part of Service engagement

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



The Migration and Cutover plan Check list to be prepared by FMS Vendor.

FMS Vendor to provide the Transition plan, mentioning transition timelines and Risk with mitigation plan against each IT services.

FMS Vendor to track the progress of transition in Weekly meeting and submit Minutes of meeting

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.

IT Service KPI

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

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 (End-Users)	Accuracy of physical assets vs. reported in the Financial Records for End-Users	100%
7	Capacity Management Compliance	Capacity Utilization should be less than 80%	95%
8	Business Continuity Compliance – IT & ERP DR	Adherence to DR Testing Plan providing any support for DR Testing	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 GEL Policy and procedure for Backup and restoration for devices under scope for end-user	100%
15	Patching Services - End-user/Core Infrastructure	Coordination for All critical Operational and Security patches within agreed timelines	100%
16	Vendor Management	Timely coordination with all 3rd 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%

Reports Review

FMS Vendor must report as per following requirement to GEL respective in charges. The format can be mutually agreed between FMS Vendor and GEL 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. All reports should be certified by ITIL certified Project Manager.

Legend-V (Responsible)

Sr No	Reports	Daily Report (to be submitted for approval by End of	Weekly Sign-off (to be submitted for approval by 1st working day of next week)	Monthly-Sign off (to be submitted for approval between 1-5 of	Quarterly-Sign off (to be submitted for approval between 1-5 of next quarter)
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		same day)		next month)	
1	Incident Compliance report	√			
2	Service Request Compliance report	√			
3	Infrastructure Availability report	√			
4	Infrastructure Capacity utilization	√		√	
5	Service uptime report	√		√	
6	FMS Team member utilization report	√		√	
7	Asset inventory report with system & physical stock		√	√	√
8	Consumables issue & inventory report		√	√	√
8	S/W License Compliance report			√	√
10	ITSM Process Compliance report			√	√
11	IT Service KPI Compliance report			√	√
12	IT Service Availability Report			√	√
13	Contract Compliance report			√	√
14	Data Centre Uptime/Health report	√		√	
15	FMS Attendance report	√		√	
16	Non-Performance deduction report			√	
17	Payment Invoice (Post deduction of NPD)				√

If reports are delayed beyond stipulated time limit then Rs. 500 / day shall be levied as penalty for each instance

Note: Other reports / frequency may be decided upon from time to time as per business requirement

Periodic Reviews

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	GEL
1	SLA Performance + Non-Performance review	Monthly	Account Manager	Service Delivery/ Service Group Manager, SME
2	SLA & KPI's Performance review	Quarterly	Regional Head	IT Lead + Service Delivery Manager
3	Contract performance review	Yearly	Country head	HoD + IT Lead + Service Delivery Manager

All the points will be discussed within GEL 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.

Required FMS Team member Availability Targets

	A	C	D
Resource	Penalty per Day (Rs) Beyond two days but < 1 work week of absence in a month without similar profile / trained backup at same location	Penalty per Day (Rs) Beyond one work week and less than 0.5 work month of absence in a month without similar profile / trained backup at same location	Penalty per Day (Rs) Beyond 0.5 work month of absence in a month
Cat-1	2000	2500	Billing Amount of Resource
Cat-2	1000	1500	Billing Amount of Resource
Cat-3	1000	1500	Billing Amount of Resource
Cat-4	750	1000	Billing Amount of Resource
Cat-5-E & Cat-5-M	500	750	Billing Amount of Resource



Required service availability Targets for GEL:

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	100.00 %	2% for every 1% reduction from SLA-Monthly target



				within period		
KP037	Docume ntation	Knowledge articles – 2 KB Articles to be submitted every month	Business Services	100%	100.00 %	NA
KP038	Docume ntation	Project Document	Business Services	(95%) Within 30 days of Change	100.00 %	NA
KP039	Docume ntation	Configurati on Document	Business Services	(95%) Within 30 days of Change	100.00 %	NA
KP043	Governa nce	Audit point closures	All IT & ERP Audits	(100%) Observatio n to be closed within 60 days	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP047	Asset Manage ment	Inventory review & reporting	IT Assets	100% Monthly *Sign-off by Service owner	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP048	Asset Manage ment	Follow Inventory manageme nt processes	IT Assets	100% Monthly *Sign-off by Service owner	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP049	Asset Manage ment	Inventory Add, Move and Remove	IT Assets	100% Monthly *Sign-off by Service owner	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP050	Asset Manage ment	Configurati on Update	IT Assets	100% Monthly	100.00 %	2% for every 1% reduction from SLA- Monthly target



				No of configurati on		
KP051	Incident Manage ment	Adhere to defined ITSM Incident Manageme nt process	All Business Services	(99%) P1-30 mnts-2 hrs (as per GEL ITSM Standard)	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP052	Incident Manage ment	Adhere to defined ITSM Incident Manageme nt process	All Business Services	(98%) P2-60 mnts-4 hrs (as per GEL ITSM Standard)	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP053	Incident Manage ment	Adhere to defined ITSM Incident Manageme nt process	All Business Services	(95%) P3-2 hrs-6 hrs - Site Group-1 -> 95% (Locations where we have a Resident FMS Team Member)	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP054	Incident Manage ment	Adhere to defined ITSM Incident Manageme nt process	All Business Services	(92%) P3-2 hrs-6 hrs - Site Group-2-> 92% (Locations that are Remotely Supported)	100.00 %	2% for every 1% reduction from SLA- Monthly target
KP055	Incident Manage ment	Adhere to defined ITSM Incident Manageme nt 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	All Business Services	(95%) P4-8hrs-as agreed	100.00 %	NA

Managem
nt process

KP062	Vendor Management	Coordination/escalation with Third party vendors/partner	All Business Services	(98%) * As per agreed timelines * No of 3rd Party calls resolved within SLA	100.00 %	NA
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/Customisation	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/Customisation	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

Note : Threshold / Values for the KPI mentioned above table will always get over ruled by the respective ITSM / ISMS procedure

SLA, Response/Resolution time (Turn-Around Time or TAT) for various categories of service requests e.g. TAT for new mail ID / domain ID creation, providing access to File Server share, providing internet access, creation of ID for online attendance system, new software installation request, toner/cartridge change etc. are already covered as part of IT Service request Management Process (ITSM Procedures)

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 GEL from time to time (including the ones shared above).

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 GEL. 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
SME	Service Owner	Service Owner	Service Owner	Service Owner
Function Manager	Vertical Lead	Vertical Lead	Vertical Lead	Vertical Lead
Function Head	IT-Lead	IT-Lead	IT-Lead	SAP-Lead
Group Head	HoD	HoD	HoD	HoD

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
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Awards and recognition

There must be a plan to train the backup FMS Team member so that GEL IT & ERP services does not suffer in case any FMS Team member 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'25, Feb'25 & Mar'25) and Q2 (Month Apr'25, May'25 & Jun'25) 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'25, Aug'25 & Sep'25) and Q4 (Oct'25, Nov'25 & Dec'25).

Cumulative bonus outgo during entire contract period shall not exceed 1% of total basic PO Value

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

Non-Performance Review (Penalty & Deductions)

Calculated on Monthly basis as per the conditions mentioned against each IT service and ITSM Processes.

Penalty on FMS Team member not deployed on time OR FMS Team member or his backup not available on GEL Sites, unless alternate plan agreed with GEL.

Non Performance deduction (NPD) should be submitted by FMS Vendor in the below format along with monthly reporting to be signed off by GEL

FMS Team member Penalty Table

FMS Team member	Cat-1	Cat-2	Cat-3	Cat-4	Cat-5-M & Cat-5-E
Penalty per Day (Rs)	0	0	0	0	0
For two days of absence in a month					
Penalty per Day (Rs)	2000	1500	1500	1000	500
Beyond two days of absence in a month without backup					
Penalty per Day (Rs)	1000	500	500	500	500



Beyond two days of
absence in a month with
backup

Penalty per Day (Rs)	2000	1500	1500	1000	500
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Beyond one week of
absence in a month

Penalty per Day (Rs)	No Billing of the resource	No Billing of the resource	No Billing of the resource	No Billing of the resource	No Billing of the resource
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Beyond 0.5 month of
absence in a month

Service Non-Availability penalty

Sr.	ITSM Process/ IT Service	Target%	Actual%	Deviation%	% NPD as per agreed SLA	Total % NPD	Cost for that month= V
1	Service Availability Targets	X	Y	X-Y=Z	A	A x Z	V = WO value of respective service for month x (AxZ)
2	FMS Team member Non- Availability	Penalty calculation as per FMS Team member Penalty table					
3	No of Days gap for Non- Submission of Planned Reports						
	Total NPD = $\sum V + V1$						

Monthly Non-Performance deductions will be adjusted against Quarterly Invoice., as per applicable tax (if any)

Cumulative Penalty / Non-Performance Deductions during the entire contract period will not exceed 10% of basic PO Value

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

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.



GUJARAT ENERGY

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.

Compliance and Audit

GEL Security standards are ISO 27001 compliant. Hence all processes and procedures are established as per ISO 27001 standards

FMS Vendor has to understand and learn all the processes and accordingly comply with all those during service delivery process

FMS Vendor has to be part of Internal and External Audits as per schedule

FMS Vendor team has to face these audits and close all NCs, Observations in time as per SLA

Information Security Compliance:

Once contract is awarded vendor must sign on Non-Disclosure Agreement with GEL.

All the person and people working with GEL must ensure that they must not use any GEL information for any purpose other than official use

Vendor must not try to misuse the privileges given for service delivery

Rights and Password privileges not to hack OR steal any information out of GEL without GEL consent.

Spy or do any kind of malicious activity

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

All the Audit action points have to be tracked and managed centrally on the Portal/CMDB

Termination Provision

Termination provisions shall be as mentioned under General Terms and Conditions.

Upon termination, FMS vendor has to transfer all the data, information & knowledge to the new vendor.

Vendor has to ensure that all data, hardware and any associated infrastructure provided for FMS Services is returned to GEL at the time of contract expiry/exit and digitally wiped out from vendors IT Systems



10. Annexures

Standard End user applications

GEL 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. There are two categories of Applications (Customized Developed Applications & Off the shelf Applications)

Customized / Developed Applications

Application Type	Qty
CNG	4
Customer	11
Enterprise	5
HR	7
HSE	2
Internal	2
IT-ERP	4
LNG	1
Operation	6
Others F&A	1
Others S&L	1
Website Form	7
Website Portal	1

Off the shelf applications

Microsoft Internet Explorer/EDGE/Chrome/Safari

Microsoft Outlook

Voice/Data Card Dialer utility, CISCO VPN Connection Utility

Adobe Acrobat Reader & Writer

Trend Micro

Other Application & free software like Win Zip , flash player ,etc

Auto CAD

MS EPM &Power BI

SAP



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Browser based various applications like nProcure, Crisil, GST portals

Veritas / DLO

MS Office Products; MS Office with Access

Pipeline Studio

Polycom & cisco unified communication applications –Cisco WebEx ,Jabber

MS SQL Server

Tally

MS Visual Studio

VMS

XManager

MS Exchange

Windows 7,8,10 and new versions FTP/SFTP tools; MS Windows Server

Cisco

Checkpoint

McaFee

Watchguard

SynerGee Gas



Induction Checklist For IT Services

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

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 FMS Team member)	Sign of Location / ServiceDesk I/C
1	ServiceDesk FMS Team member introduced with GEL IT Team members	
2	Explained the Roles and Responsibilities of each GEL IT Team member	
3	Provided contact information including mobile, intercom, email of GEL IT team members	
4	ServiceDesk FMS Team member has been briefed about GEL 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 GEL for each Application/Service (e.g. Exchange, Storage , Application)	
10	Explained Voice Communication Etiquettes as per GEL Standards	
11	Explained Email Etiquettes as per GEL Standards	
12	Explained Information Security Policy & rules and regulations	
13	Explained NDA, Confidentiality, Privacy requirements of GEL	
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.	



SNo	Description (Explained By ServiceDesk Lead and Understood by ServiceDesk FMS Team member)	Sign of Location / ServiceDesk I/C
16	Explained GEL 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 FMS Team member:

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

Signature:

Name:

Date:

Location:

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

MINUTES OF MEETING			
Project			
Agenda			
Participants	Core Team		
	Vendor		
Absentees			
Convener		Distribution	
Date		Location	
Time			



Legend				A=Action Required I=For Information Only D=Decision to be taken						
MOM Type	Date	Sr. No.	Key points	Type	Owner	Planned Closure Date	Revised Closure Date	Status	Actual Closure Date	Remark



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	Renewl 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 statuary 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 Act1948	Y	N
20	ESI ECR & Payment Slip (If Applicable)	ESI Act1948	Y	Y
21	WCA Policy under Worker's Compensation Act (If Applicable)	WCA 1923	Y	N



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Schedule of Rates (SoR)

 GUJARAT GAS	SCHEDULE OF RATES GEL/IT&ERP/FMS-EUS/2026/Jun/10	Doc. No.	MAT-F-11
		Rev. No.	0
		Effective Date	29/01/2018

Tender Description : IT Facility Manage Services – End User support across GGL Locations

Requirement Period (Tender Duration) : 3 Years

S. No.	Material/Service SAP Master Code*	Material Description	UoM	Quantity
1		A-IT Facility Management Services-EUS-FIRST Year		
2		Resource Cat 1 - Service Desk Lead	EA	1
3		Resource Cat 2 - Security Analyst	EA	1
4		Resource Cat 3 - ITSM & Asset Management	EA	1
5		Resource Cat 4 - Senior End User Support	EA	2
6		Resource Cat 5 - Standard End User Support	EA	25
7		Ext Resource Cat 5 - Standard End User Support	EA	10
8		B-IT Facility Management Services-EUS-SECOND Year		
9		Resource Cat 1 - Service Desk Lead	EA	1
10		Resource Cat 2 - Security Analyst	EA	1
11		Resource Cat 3 - ITSM & Asset Management	EA	1
12		Resource Cat 4 - Senior End User Support	EA	2
13		Resource Cat 5 - Standard End User Support	EA	25
14		Ext Resource Cat 5 - Standard End User Support	EA	10
15		C-IT Facility Management Services-EUS-THIRD Year		
16		Resource Cat 1 - Service Desk Lead	EA	1
17		Resource Cat 2 - Security Analyst	EA	1
18		Resource Cat 3 - ITSM & Asset Management	EA	1



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19		Resource Cat 4 - Senior End User Support	EA	2
20		Resource Cat 5 - Standard End User Support	EA	25
21		Ext Resource Cat 5 - Standard End User Support	EA	10