



केंद्रीय विद्यालय क्र.1 तेज़पुर KENDRIYA VIDYALAYA NO.1 TEZPUR

(शिक्षा मंत्रालय, भारत सरकार, के अधीन / Under Ministry of Education, Govt. of India)

केन्द्रीय विद्यालय संगठन

पत्रालय / P.O. – डेकारगाँव / Dekargaon, जिला / Dist.- सोणितपुर / Sonitpur, असम / Assam, Pin-784501

Web-<https://no1tezpur.kvs.ac.in>, E-mail- armytezpur1498@gmail.com, Ph- 03712-295571 .(Civil), 2377(Army)

School Affiliation Number-200006,

CBSE School Code-39283

F.20/1498/089 (B)/KVT/2022-23 /

Date: 29.09.2022

TENDER DOCUMENT

To



Subject: “Invitation for Sealed Quotations for Annual Maintenance Contract for Various brands of Computers, Printers, UPS, Maintenance of LAN, CCTV, Inverter, Xerox, Colour Copier, Biometric Attendance System etc.

Sir/Madam,

1. Kendriya Vidyalaya No.1 Tezpur is run by Kendriya Vidyalaya Sangathan, an Autonomous Body founded by MHRD, Government of India is a Society registered under Societies' Registration Act, 1860. The Sangathan administers the Scheme of Kendriya Vidyalayas set up for imparting education to the children transferee able Central Govt. Employees.

2. You are invited to submit your most competitive quotation for following works as per Schedule- I attached with this letter.

- Maintenance of Hardware, Software and System Security of Computers of different brands connected in LAN, Printers of different make, UPS of different make & capacity, Projectors, Xerox, Colour Xerox, Scanner. Switch, Hub, CCTV Camera, Inverter, Bio-metric machine etc. (Detailed description is enclosed).
- Maintenance of LAN including revival of non- functional nodes, addition and/ or deletion of fresh nodes on need basis and relaying of LAN on need basis.

3. Bid Price:

a) The AMC shall be for various brands of computers, Printers, UPS, Projectors, Xerox, Colour Xerox, Scanner, Switch, Hub, CCTV Camera, Inverter, Bio Metric Machine etc, installed in Kendriya Vidyalaya No.1 Tezpur as described in Schedule I of the Model Maintenance Agreement. The bidder may quote rate for items in the format of quotation attached. Corrections, if any, shall be made by crossing out, initialing, with date and rewriting.

b) The Bid Price however shall include cost of all the items indicated in Para 2 above of the Model Maintenance Agreement attached with this letter of Invitation for Quotation.

c) The other terms and conditions will be regulated as per the Terms and Conditions of the Model Maintenance Agreement attached with this letter of Invitation for Quotation.

- d) The prices should be quoted Indian Rupees only.
- e) Each bidder shall submit only one quotation.
- f) Quotations are not acceptable if submitted through e-mail/ Fax etc

4. Eligibility Criteria of Tenderer/ Bidder

The bidder should be:

- a) Firm/ Company with at least 01 Year experience in providing Annual Maintenance support for PCs., IT Network setup with consistent good record in reputed government organizations/ autonomous body/ PSU (**Copy of which should be submitted with the quotation**).
- b) Firm/ Company should have valid GST number with trade license from the competent authority.
- c) The bidder should not have been blacklisted on any account by any government organization.
- d) The bidder should submit all documentary evidences in support of the eligibility criteria.
- e) Adequate infrastructure to satisfactorily execute the AMC Contract.
- f) Failure of submission of any of the document will make the bid rejected as non-responsive.

5. Validity of Quotations:

The Quotation shall remain valid for a period of 01 Year after the deadline specified for the submission of quotations.

6. Earnest Money

An amount of Rs. 1000/- (Rupees One Thousand Only) shall be deposited as “Earnest Money” along with the quotation. The Demand Draft shall be in favour of “Kendriya Vidyalaya No.1 Tezpur VVN A/C” payable at Tezpur. Quotation without the earnest money shall be rejected. The earnest money shall be retainable for a maximum period of three months after the opening of quotation after which it will be returned to unsuccessful bidders/s. No interest shall be paid thereon.

7. Evaluation of Quotations:

This office will evaluate and compare the quotations determined to be substantially responsive i.e. which are:

- a) Properly signed, and
- b) Confirm to the terms and conditions and specifications.

The evaluation would be done for all the items put together. The bidder who has quoted for partial quantity/value of any one or more item(s) would be treated as non- responsive. The office will award the contract to the responsive bidder whose total cost for all the items put together is the lowest.

8. Experience:

The agency desirous of submitting quotation must have an experience of carrying out similar/related work at in at least one government/ Autonomous bodies/PSUs in the last three years. The addresses and the telephone number should be provided.

9. Award of contract:

The Competent Authority will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest price as per para 3 above;

- (a). The bidder whose bid is accepted will be notified of the award of the contract by the Office prior to expiry of the quotation validity period;

- (b) Notwithstanding the above, the Competent Authority reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of the contract.
- (c) Normal commercial warranty/guarantee shall be applicable to the supplied items.
- (d) Payment shall be made quarterly basis, no advance payment.
- (e) 2.06% TDS will be deducted from each bill of AMC.
- (f) Each Bidder must submit only one quotation and **sent through Speed Post / Registered Post only.**
- (g) **The successful bidder shall have to deposit 10% of annual contract amount as Security Money as performance security till the expiry of contract.** The EMD of Rs.1000/- will be adjusted against the security deposit amount if paid by DD
10. You may visit the office to see the hardware from 12:30 PM to 02:00 PM during working hours from the date of issue of the tender notice.
11. **Last date and time of receipt of quotations:**

You are requested to send the sealed quotations in registered post to **Kendriya Vidyalaya No. 1 Tezpur** office with super scribed on the envelope as “**Quotations for Annual Maintenance Contract (AMC) for the Year 2022**” at KENDRIYA VIDYALAYA NO. 1 TEZPUR, PO: Dekargaon, Solamara District- Sonitpur Assam PIN: 784501. **Last date to receive quotations is 19.10.2022 (Wednesday) through speed/Registered post only.** Quotations received after **19.10.2022 (Wednesday)** will be rejected strictly, the date and time of opening of Quotations will be communicated later.

The Indenter looks forward to receive the bidding as per attached bidding format only and appreciates the interest of the service provider in the KVS.

12. TERMS AND CONDITIONS

- a) The agency shall truly and faithfully carry on the said job as is done by the services/business houses in proper manner/ standard fashion for the maintenance of the computers, peripherals and other items of KV No.1 Tezpur having mentioned above the full extent and satisfaction for the whole year.
- b) The maintenance includes, preventive maintenance, regular service of the computers, peripherals and UPS and/ or replacement of any items necessary for keeping the desktop, desktop accessories, printers, networking (LAN) equipment, CCTV, Bio- metric attendance, scanner and UPS etc., active and free from any defects or disturbance and also on any unscheduled call for corrective and maintenance services.
- c) The maintenance will be carried out primarily at the premises of K.V. No.1 Tezpur during office hours. In case, the equipment is presently installed is quite satisfactory and the agency will not raise any condition with regard to the working environments for the equipment covered under the maintenance contract.
- d) The operating environment condition in which the equipment is presently installed is quite satisfactory and the agency will not raise any condition regard to the working environments for the equipment covered under the maintenance contract.
- e) The call logging procedures will be i) E- Mail ii) Phone iii) Letter
- f) The response time for maintenance call should not exceed 4 Hours.
- g) The system correction/completing repair work time should not exceed 48 hours from the time at which the complaint was made. If it is more than 48 hours, the agency will provide a standby system.
- h) Agencies from Tezpur will be preferred.

i) Enhancement or decrease of taxes, duties or prices of components etc will not affect the AMC rates during the entire period of AMC, no difference shall paid or claimed as a result of the above.

j) **Contract will be valid for 01 year from the date of signing.**

k) Quotation should be given in the following format:

Sl No	Items	Unit Rate (Rs.)	Taxes if any	Total amount with taxes
01	AMC of Desktop Computer (Monitor, CPU, Keyboard, Mouse) of various configuration & brands.			
02	AMC of UPS (Single & Double Battery)			
03	AMC of online UPS			
04	AMC of Deskjet Printer (HP, Epson, Canon)			
05	AMC of Wifi Router			
06	AMC of Scanner			
07	AMC of Xerox Machine (Canon)			
08	AMC of Color Xerox/Copier Machine (Cannon)			
09	AMC of Networking- Workstation Nodes			
10	AMC of Repeater/ Switch/Hub/ Router			
11	AMC of LCD Projector			
12	AMC of CCTV Camera (Dome)			
13	AMC of CCTV Camera (Bullet)			
14	AMC of CCTV Camera Monitoring Tool (Including TV, DVR etc.)			
15	AMC of Inverter (with battery)			
16	AMC of Biometric Attendance			
17	LAN Cable			

We agree to have Annual Maintenance Contract of the above items of equipments in accordance with the technical specifications and Maintenance Agreement.

**Name of Bidde.....Signature:.....Date:.....
(Stump)**

REQUIREMENT FROM THE STAFF OF THE AMC PROVIDER AGENCY:

- a) The Agency shall comply with all the laws and regulations applicable.
- b) The Agency’s workers shall be polite, courteous, well behaved and honest.
- c) The Agency shall be fully responsible and liable for any theft, burglary fire or any other mischievous deed done by its worker or when the equipment or computers or peripherals are in their custody.
- d) The antecedents of all the workers will be got verified from police by the agency before.

- e) The agency shall in no case transfer the services it is required to perform under this agreement to any other agency or person without prior permission from the K.V. No.1 Tezpur in written.
- f) Accident and Insurance risks of the workers will be responsibility of the agency.
- g) The K.V. No.1 Tezpur reserves the right to order any worker of the agency to leave the premises of the Vidyalaya if his presence at any time is felt undesirable.
- h) These instructions to AMC are to be signed by the agency/contractors and returned with the AMC form.

Principal

All the above conditions are accepted by me/ us

Name of Bidder.....Signature:.....Date:.....
(Stump)

1. Witness 1 Sign with Date :.....

Name :.....

2. Witness 2 Sign with Date :.....

Name :.....

MODEL MAINTENANCE AGREEMENT

This Maintenance Agreement is made at Tezpur on of _____ 2022 (Two Thousand Twenty Two) for the period of one year from _____

to..... between the(name of the office and address) on behalf of the **Kendriya Vidyalaya No. 1 Tezpur** , hereinafter referred to as First Party" which expression shall unless excluded by or repugnant to the context be deemed to include his successor in office and assigns on the one party and M/sVendor Name, acting through authorized representative Sh only authorized by the company/Firm vide resolution number dated (copy annexed to this maintenance agreement) with its registered office at which expression shall unless excluded by or repugnant to the context shall include its representative administrator, executives and assign on the second party.

Whereashas the Computer Equipment and Peripherals shown in this Agreement hereof and is now desirous of availing the Comprehensive Maintenance Services for its Computer equipment and Peripherals installed at the Kendriya Vidyalaya No.1 Tezpur, PO: Dekargaon, Dist: Sonitpur, Assam- 784501

And whereas M/s has agreed to perform the said maintenance services of the Computers and Peripherals and other items as mentioned in this agreement and limited to the Computers and Peripherals covered by this agreement.

Now, therefore, it is hereby mutually agreed as follows:

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Kendriya Vidyalaya No.1 Tezpur and.....

This Agreement outlines the scope of work, Stakeholder’s obligation and general terms and conditions of all services covered as they are mutually understood by the stakeholders.

1.1 Stakeholders

The main stakeholders associated with this SLA are:

1. Kendriya Vidyalaya No.1 Tezpur
2. Service Provider.....

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA.

2. Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to Kendriya Vidyalaya No.1 Tezpur by service provider.

The goals of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/ or responsibilities.
- Present a clear, concise and measurable description of service provision to the Kendriya Vidyalaya No.1 Tezpur.
- Establish Terms and Conditions for all the involve stakeholders.
- To ensure that both the parties are understand the consequences in case of termination of services due to any of the stated reasons.

The agreement can also be modified on the mutual agreement of all the involved stakeholders.

Thus, the agreement will act as a reference document that both the parties have understood the aforementioned terms and conditions and have agreed to comply by the same.

3. Service Agreement

3.1 Service Scope

The scope of AMC services cover to upkeep & smooth working of the equipment within the user department- Kendriya Vidyalaya No.1 Tezpur. Service Provider shall deploy trained, experienced and competent technical personnel for carrying out required Preventive Maintenance for the equipment as per benchmarked maintenance practices/ OEM manuals and to provide and maintain proper & efficient engineering services in the premises. The personnel deputed shall be required to carry out Maintenance for the equipment as per benchmarked maintenance practices/ premises. The personnel deputed shall be required to carry out Maintenance services as per the OEM service/ operations manuals and may also be required to co-ordinate with AMC contractors for major equipment which are to be covered under AMC by user departments for Break Down maintenance & follow up as required. Continuous efforts will be made to minimize the down time of the equipment.

As a part of the duties the service provider persons shall help to ensure that all equipment will be maintained at optimum operating levels. All scheduled maintenance required for the

upkeep of the equipment will be carried out and tools & tackles required for the services will be supplied by the service provider to the personnel provided by them. The AMC services will hold for the following types of equipment

1. IT & Other Equipments: This would include

- a) Desktop**
- b) Workstations**
- c) Switches.**
- d) Routers/Hub**
- e) Photocopier Machines, Colour copies**
- f) Printers- Ink Jet Printers, Color copies**
- g) Scanners- Flatbed Scanners**
- h) UPS- single & double battery UPS, online UPS**
- i) Inverter**
- j) Batteries**
- k) Biometric Attendance System**
- l) CCTV- Dome, Bullet with controlling unit including TV.**

The AMC Services scope of work is service levels as follows.

Non Comprehensive Annual Maintenance

This would include:

- **Preventive Maintenance Service (PMS)- Monthly**
- **Preventive Maintenance Service (PMS)- Quarterly**
- **Annual Maintenance Services (AMS)**
- **Break Down Services/ Repair (BDS)**

The scope of work under each of these has been defined below:

3.1.1 Preventive Maintenance Service (PMS)- Montly

Preventive maintenance reduces the probability of hardware or software problems by systematically and periodically checking hardware and software to ensure proper operation.

This would comprise of

- Checking the condition of hardware, cables, components and peripherals.
- Clean components to reduce the likelihood of overheating, Repair or replace any components that show signs of damage or excessive wear.
- Inspect battery terminals to make sure that they are clean, tight, and free of corrosion.
- Record specific gravity and voltage of the pilot cell on each battery and other backup instruments.

3.1.2 Preventive Maintenance Service (PMS)- Quarterly

Every machine shall be serviced at least once every month. A record of such services duly acknowledge by the person using the machine or in his absence, in charge of the location of the equipment should be maintained.

1. IT Equipment

This would mainly involve preventive maintenance at the software level for all the IT equipment:

- **Review security updates**
- **Review software updates**
- **Review driver updates**
- **Update virus definition files**
- **Scan for viruses and spyware**

- **Remove unwanted programs**
- **Scan hard drives for errors.**
- **Defragment hard disk**
- **Give the battery an equalizing charge to ensure that it is fully charged**
- **Check level of electrolyte of the batteries**

3.1.3 Annual Maintenance Services

The scope of work shall include all checks and tests as detailed under routine maintenance services. In addition, annual maintenance services shall also include:

- The service provider shall be required to depute qualified and experienced service persons for the upkeep and maintenance of the equipment as and when required.
- They shall be able to carry out all minor repairs and shall be required to coordinate with OEM if required in case of machined covered under warranty.
- In case of Kendriya Vidyalaya No.1 Tezpur do not have a separate AMC for same, service provider person shall be required to attend all problems.
- The service provider would provide and maintain the required to attend to all problems.
- Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- Any other maintenance work to be undertaken related to the computer/peripherals.
- The contract would be non- comprehensive including replacement of parts of Original Equipment Manufacturer (OEM) (make available by KV No.1 Tezpur/ will be provided by the contractor at an additional cost.
- The service personnel shall also undertake work related to checking of UPS panels, battery condition, checking of Electrolyte Levels and topping up and minor repair related to the same.

3.1.4 Break- down Services (BDS)

Comprehensive AMC includes Break- Down Services by default. In case an equipment needs replacement during the course of the contract the charges of that what would be borne by Kendriya Vidyalaya No.1 Tezpur separately.

On call BDS services shall include attending to any complaint, repair or replacement for any time of the contract period. In case an equipment needs replacement during the course of the contract the charges would be borne by the Kendriya Vidyalaya No.1 Separately.

The Break down service should be provided at the buyer's premises however standby arrangement is to be made in case the equipment is to be taken to workshop for repairs. Following registers are to be maintained by technicians at Head Office without fail:

Service Breakdown Register: the machine serviced/maintained/repaired/have to be recorded in register and endorsement from End User Department has to be obtained register. Also Further service reports are to be made after carrying out periodical servicing and endorsement (Sign and Seal) to be obtained from End Use Department. Complaint Register: All complaints received with respect to machines under AMC are to be recorded with time and date of receipt, as and when complaints are received from end user departments.

Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares taken outside the premises also to be recorded with serial number of spare and in and out date and time

Ordinarily a complaint must be attended within 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt. All break-down complaints must be attended within 24 hours on receipt of call where change of part is required.

IT Equipment-

The service provider should be able to carry out all minor repairs and shall be required to coordinate with OEM if required in case of machines covered under warranty. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted. Coordination with QEMs for troubleshooting of the equipment and other peripherals under warranty

3.2. Special Terms and Conditions

The general terms and conditions defined in the Terms and Conditions for AMC Services are applicable for this Service as well.

1. The comprehensive maintenance includes preventive maintenance monthly, quarterly, regular services of the various equipment and/or repair and replacement of any items necessary for keeping the listed equipment active and free from any defects/disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the equipment like Desktops, Printers and UPS, etc.
2. The Kendriya Vidyalaya No. I Tezpur shall indicate the Equipment Name (PC, Printer, Off-line/ Online UPS etc.) Quantity, Location, Procurement year, Brief Problem of Machine (if any) Make & Model to enable the service provider to prepare the maintenance work .
1. All the consumable material such as material required for cleaning of equipment and machinery, repairs and maintenance will be provided by the service provider at no extra charge to the Kendriya Vidyalaya No. 1 Tezpur. Any replacement of the complete part during Annual Maintenance would be charged separately from the Kendriya Vidyalaya No. I Tezpur/ Kendriya Vidyalaya No. I Tezpur will provide or make available the item(s) to the AMC service provider.
2. Immediately on award of the service order, the service provider would give report regarding taking over of the equipment. It shall be the responsibility of service provider to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition or expiry of the contract. In case any damage in the equipment is found, the compensation which would be determined by the competent authority and the same amount to be paid by the service provider or otherwise its performance security would be retained till clearance of dues or forfeited. A report of the same to be submitted at the end of the contract.
3. Scheduled servicing of new installed machinery/equipment (e.g desktop computer) of the Kendriya Vidyalaya No. I Tezpur is required to be covered under the respective OEM warranty or AMCs and will not be part of responsibility of service provider.
4. However the service provider persons shall provide co-ordination & monitoring required for management and execution of the warranty I Maintenance contractors and by their services during the period of their engagement.
5. The service provider shall also be required to arrange persons for work related to Operations & Maintenance for the defined scope of work. Depending on the requirements the service provider shall provide necessary persons 24x7 manning for the Engineering services, continuous monitoring of calls and complaints, work allocation to shift technicians and follow up on work progress, generation of reports for maintenance, maintaining & analyzing equipment operation logs for equipment , Implementing

preventive maintenance as per schedules & manuals, co-ordination in monitoring of OEM warranty/AMC.

6. In case of delay in attending to problems, breakdown of systems due to improper handling by service provider person etc suitable penalties for violation of service level agreements shall be levied as indicated elsewhere.

In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances. The AMC vendor will ensure that user Department provides the original and licensed version of the software/OS. In case of any issue, the AMC vendor will report it to Kendriya Vidyalaya No. 1 Tezpur of such circumstances in writing. The comprehensive maintenance shall be carried out primarily at the premises of as specified in the work order, during office hours. In case, the Service Provider feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.

- The operating environment condition in which the equipment is installed is quite satisfactory and the Service Provider will not raise any condition with regard to the working environments for the equipment for the equipment covered under AMC.
- The successful Service Provider, as per the real need and requirement of the Department, shall ensure the appropriate deployment of the manpower.
- The parts/components/sub-assemblies used for repair/replacement by the service provider will be of the same/equivalent or higher make and functional capability as originally available in the system.

A preventive quarterly maintenance report from the firm would be submitted to the nodal officer without fail.

3.2.1. Response Time

The response time is subject to working days during working hours.

Ordinarily a complaint must be attended within 4 hours whenever no change of part is involved, however, in case of requirement of change of spare part, the complaint may be attended within 48 hours of its receipt.

All break complaints must be attended within 24 hours on receipt of call where change of part is required. faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall be 48 hours.

In case the system is not repaired or an alternative system not supplied within the Period of 48 hours from the time of failure report then the first party may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the service provider.

3.2.2. System Uptime

The breakdown time will be worked out as under
Total machines days(X) = (NO of equipment under AMC) * No. of working days during the contract period.

Breakdowns (Y) = (NO. of Desktops or Printer or UPS or Equipment) * No. of breakdown days percentage uptime $((X-Y)/X)*100$

The AMC Charges shall be charged per machine per unit period.

The selected bidder shall ensure 98% uptime for desktops and other equipment failing which a penalty as proposed by the user Department will be imposed.

3.2.3.

Penalties

1. A penalty of Rs. 500/- per day per complaint of single unit to be imposed if the resolution of that is delayed above 48 Hrs. (If the delay 5 due to willful laches or negligence of the Service provide and it causes financial loss or inconvenience to the Kendriya Vidyalaya No.

I Tezpur).
2. If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other local service provider and the amount can be deducted from the appointed service provider from his due amount.
3. A penalty of Rs 200 per incident will be imposed uptime is not met even after 48 Hrs
4. The cumulative penalty cannot exceed 10% of period. in case the defined System the contract value for that

3.3. Manpower Deployed for Services

- a) The Agency shall comply with all the laws and regulations applicable.
- b) The Agency's workers shall be polite, courteous, well behaved and honest.
- c) The Agency shall be fully responsible and liable for any theft, burglary fire or any other mischievous deed done by its worker or when the equipments or computers or peripherals are in their custody.
- d) The antecedents of all the workers will be got verified from police by the agency before.
- e) The agency shall in no case transfer the services it is required to perform under this agreement to any other agency or person without prior permission from the K.V. No.1 Tezpur in written.
- f) Accident and Insurance risks of the workers will be responsibility of the agency.
- g) The K.V. No.1 Tezpur reserves the right to order any worker of the agency to leave the premises of the Vidyalaya if his presence at any time is felt undesirable.
- h) These instructions to AMC are to be signed by the agency/contractors and returned with the AMC form.

Detailed Service Scope

IT Equipment

Desktop Computers, Workstation

The following are the services to be arranged by the service providers.

General Servicing and Cleaning of the machines as per agreed terms.

Preventive maintenance has to be arranged as per the conditions agreed by the service providers.

Loading of OS, Antivirus, Repair and replacement of peripherals, LAN network, back up and configuration shall be carried out.

UPS (Online & Offline)

Scope of work includes installation of batteries, thimble and connectors provided by Buyer Departments, as and when required will be replaced by service providers. The preventive maintenance includes following:

1. Cleaning of UPS and Batteries
2. Checking fitment of internal and external hardware and heating of the system.
3. Cleaning of PCBs if any operating power parameters
4. Break up call shall be attended immediately. Checking of input/output voltage of batteries.

Photocopier/Colour Xerox Machine

The service provider shall be required to depute qualified and experienced service persons for the upkeep and maintenance of the Xerox! Colour Xerox Machines as and when required. They shall be able to carry out all minor repairs and shall be required to coordinate with OEM if required in case of machines covered under warranty. They shall be able to make preventive checks of the machine to minimize the breakdown. In case user department do not have a separate AMC for same, service provider person shall be required to attend to all problems. All spare parts and accessories including free replacements shall be arranged by user department and all tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor. It shall be the responsibility of service provider to advise and project

likely needs of spares and items which may be required in advance so that user department can ensure availability of same

Printers and Scanners

The following services shall be carried out

General Servicing and cleaning of the printer

Preventive maintenance

Repair and replacement of genuine parts from OEM

Online support on every day

Response time four hours on break down call

Resolution within 48 hrs on break down call

If the faults are not rectified, the same can be arranged through different service provider and the charges will be recovered from the service.

Biometric Attendance System

AMC services with replacement components both hardware and software shall be provided.

Constant Voltage Stabilizer, Invertor

The following are the services to be carried out

Fault rectification and repair services

Routine quarterly services

Attending break down calls within 24 hours

Tools and equipment have to be provided by the service provider.

Satisfactory services by the nodal officer from the user.

Replacement of material such as Batteries, Control cards, Transformers and Connectors shall be arranged.

LANNetwork

Qualified engineers are to be deployed. Each complaint is to be attended in the same working day. Replacement of spares is to be done within 24 hours. Spares should be of reputed make and brand. Standby units is to be provided when the equipment are taken out of the premises of user Departments for repairing. If any formatting is required, data should be taken separately and stored in a secured place so that the same can be replaced after the repair work. LAN connectivity and the bandwidth issues have to be constantly monitored. Configuration of all the equipment's under the different groups with IP addresses are to be performed. Replacement of Ethernet Card, routers, switches, leased lines have to be undertaken as and when required. Different type of privileges for the different group of officers like FTP etc. has to be created. Emails, DNS, DHCP, proxy, load balancing, network management, firewall configuration, anti-virus installation, storage management etc. have to be performed.

CCTV Systems

The service provider should be able to undertake minor repairs! repair/replacement of defective parts with the parts of equivalent or higher specification. They are required to be able to help in relocation of security cameras and time to time checking of proper connectivity of surveillance systems. The CCTV systems shall be covered under AMC warranty and the facility management service provider person shall co-ordinate with OEM/AMC provider as per requirements.

They also shall be able to clean all hardware using suitable cleaning material and Supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect to faulty connections. The service provider shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/CD in the regular interval as instructed and may be required to install antivirus software or any other software as per requirements. In case the location of the CCTV has to be changed, the same has to be undertaken by the

service provider as a part of their service

All spare parts and accessories shall be arranged by user department and all tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor It shall be the responsibility of service provider to advise and project likely needs of spares and items which may be required in advance so that user department can ensure availability of same. The service providers are required to arrange the replacement of components such as Camera, Network cards.

All the above conditions are accepted by me/us

**Name of Bidder.....Signature:.....Date:.....
(Stump)**

1. Witness 1 Sign with Date :.....

Name :.....

2. Witness 2 Sign with Date :.....

Name :.....