

Date :- 24<sup>th</sup> November 2022



**IISWBM**

### **NOTICE INVITING TENDER**

Sealed tenders are invited by IISWBM, Management House, College Square (West), Kolkata – 700 073 from bonafide and resourceful computer hardware maintenance contractor for annual maintenance contract (AMC) of computers / Network / Servers / Printers and related peripherals installed at IISWBM.

Tender document with all details including terms & conditions are available from the office of the AAO during office hours on all working days from 25<sup>th</sup> November 2022 to 09<sup>th</sup> December 2022 (Monday to Friday) between 11-00 am to 4-00 pm. You may also download tender documents from Institute's Web Site ([www.iiswbm.edu](http://www.iiswbm.edu)). The last dated of submission of sealed tender completed in all respect including all required documents by 4.00 pm on or before 13<sup>th</sup> December 2022.

  
**Registrar**

Date :- 24<sup>th</sup> November 2022



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<b>Available date for Tender Documents</b>	<b>Submission of Tender Documents</b>
From 25 <sup>th</sup> November 2022 to 09 <sup>th</sup> December 2022 (Monday to Friday) between 11-00 am to 4-00 pm	By 4-00 pm on or before 13 <sup>th</sup> December 2022.

For enquiry date and time : 25<sup>th</sup> November 2022 to 12<sup>th</sup> December 2022  
(Monday to Friday) from 11-00 am to 4-00 pm.  
(Please contact at Computer Dept. of the Institute)

Opening of Tender Documents : 14<sup>th</sup> December 2022 at 12.30 pm

Institute takes no responsibility for delay / loss or non-receipt of Tender Documents sent by post and reserves the right to reject any or all Tender without assigning any reasons whatsoever.

Application should be submitted alongwith self attested copies of following documents:-  
1. Trade Licence, 2. Latest I.T. return, 3. PAN Card, 4. GST Certificate, 5. Working experience certificates etc.

  
**Registrar**

Date :

The Director  
IISWBM  
College Square (west)  
Kolkata:700073

Sub: Application for annual maintenance contract (AMC) of computers / Network  
/ Servers / Printers and related peripherals installed at IISWBM. as per  
details given in the tender document against your Advertisement  
in the Institute's Web-site / Notice Board.

Respected Sir,

In view of the above, we would like to apply for the same. Our details information is  
stated here under:

Name of the organization :

Address of the organization :

Trade licence No. :

PAN No. :

Latest IT Return :

GST Registration No. with rate (%) :

Working experience certificates :

**Total Quoted Rate** :

Other details if any :

Thanking you,

Yours faithfully,

(Signature with seal)

## 1. NATURE OF TENDER

This tender is for obtaining services of agency/company for **Annual Maintenance Contract (AMC) of Computers/Network/Servers/ Printers and related peripherals** installed at Indian Institute of Social Welfare and Business Management. The contract shall be executed initially for a **period of 1 year** and may be extended depending upon the requirement of IISWBM, and performance of the Service Provider.

## 2. SCOPE OF WORK

The Annual Maintenance Contract is for Maintenance of Network, Computer Hardware (Annexure I) and Software installed.

Scope of work of AMC also includes

Requirements	Responses
(a) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure-I by the Service Provider.	
(b) Maintenance that includes replacement of each and every malfunctioning part of Computer, printers and related items listed at Annexure-I, like Hard Disk, Mother Board, Keyboard, Mouse, Printer Fuser assembly, roller drums, switch, power supply, display card etc. and all the plastic parts except consumables are under this AMC by Service Provider.	
(c) All parts to be replaced by the Service Provider must be of the same make. In case it is not possible, the same must be of better or equivalent quality.	
(d) Apart from systems listed in Annexure-I, Service provider has to maintain all the Laptops (not comprehensive).	
(e) The software maintenance includes Operationalizing, loading/reformatting of software /discs with software like Windows 2008, 2003 , XP, Windows 7, Windows 10, Linux, Linux based Proxy server and Linux based Authentication server, Microsoft Office, Other Software , Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express, Antivirus software, Data retrieval and installation/removal of any other software purchased by IISWBM from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above.	



### 3. TERMS AND CONDITIONS

Requirements	Responses
1. The Service Provider shall depute, throughout the contract period, a well-qualified engineer (at least Certificate course in Desktop repair and Network troubleshooting or equivalent) who can maintain the equipment listed in Annexure-I properly. The Engineer should have, at least, 5 years of experience and should be specialist in repairing and maintaining Computers, Printers and Networks. The engineer shall be required to report on all working days from 10:00 AM to 6:00 PM and on holidays as required by IISWBM. He will be issued a biometric card to monitor his attendance every day.	
2. The engineer will work under the instructions of the Computer Department or any person authorized by IISWBM and shall submit complaint sheets to him/her for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, and time taken for rectification of a complaint. The engineer is also required to get the compliant sheets signed by the respective end users.	
3. The Service Provider would carry out preventive maintenance of each machine mentioned in Annexure-I once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages.	
4. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside IISWBM, it is mandatory to have a valid gate pass for such equipment and making proper entries with Coordinators and at Security office.	
5. When hardware likes printers, switches, mouse, keyboard etc. are non-repairable for some reason, beyond a reasonable waiting time not extending beyond 3 weeks the hardware will have to be replaced by the service provider with a new equipment of at least equivalent specification.	
6. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure-I. Service Provider must also maintain the required drivers ( External Hard Drives, CDs , Pen drives) for maintaining the equipment in Annexure-I;	
7. The Service Provider shall ensure the following service norms: a) Service Availability Timings: 1000 hours to 1800 hours on all working days and on Saturdays, Sundays and Holidays if required. b) Annualized Uptimes : 95%	
8. Any other maintenance work to be undertaken related to the Computers/ peripherals/ printers / Networks.	
9. The Service Provider shall ensure that the engineer is present timely on all working days. In case of engineer going on leave, alternate arrangements should be made well in advance and IISWBM given prior intimation. In case of an emergency, the engineer may also be required to be deployed on holidays or Sundays.	

10. The Service Provider shall not change the engineer without prior clearance from IISWBM. Further that the Service Provider shall provide a substitute for a deployed engineer, if required by IISWBM	
11. The engineer must be equipped with Mobile phone to ensure his availability. Amount will be deducted if any Service Engineer remains absent/leave without providing a substitute	

**ANNEXURE- I**

<b>SI No</b>	<b>Item</b>	<b>Quantity</b>
1	Intel PIV and PD	16
2	Intel Core2 Duo	55
3	Intel Core i3	74
4	Intel Core i5	6
5	Desk Jet Printer	3
6	Laserjet Printer	28
7	Colour Laserjet Printer	1
8	Office Jet(All in One)	19
9	HP Scan Jet	5
10	Network HUB, Switch & Jack Panel	
11	Wireless LAN	
12	UPS 1 KVA	4
13	Email (Exchange Server) ,MIS Server, Proxy Server (Linux), Proxy Authentication Server (operating system support for others including FACT Server), routine inspection of hardware (mentioned above items and Laptops) and software , attend all maintenance calls	