Scope of work for Annual Maintenance (AMC) of IT System installation in EPI, Kolkata

A. Technical & Other Services Requirements:

1. List of materials of existing IT items is given at Annexure A (List of PC / Peripherals under the scope of AMC).

2. The aim of AMC is to get the specified services smoothly from the existing hardware and software under LAN. This contract includes supply of hardware and other accessories e.g. Lan Card, Printer Head, Monitor picture tubes, knobs, Interface Cable, Power Cable etc. Networking cables as well as cable & accessories supplied with the Computer Hardware, peripherals & Software are also included.

3. Profile of Services:

   • Hardware Maintenance Service
     Installation & Commissioning
     System Sizing
     Periodic Health Checks
     Post Installation Diagnostics, testing, repair & maintenance care

   • System Software Support Service
     Installation, Configuration and tuning of System Software

   • System Integration and Networking
     Consultancy & Network Services
     Network Health Check-up & Fine Tuning
     Performance Bottleneck identification
     Documentation services

4. AMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.

5. Preferably one/two engineer should be marked for our office. Service Engineer must visit our office every day in the morning for a minimum period of two hours from 10.30 AM to 12.30 PM, if however setting the system right requires more than two hours, the service engineer will stay until the job is over. The contractor shall not be absent in duties during EPI's working days, if so happen, a sum of Rs.500/- per day will be deducted from the AMC bill.

6. It should also cover detection and prevention, vaccination of viruses.
7 a) In case of failure, machine/hardware/system function is to be set right within 24 hours, if however it takes longer time fully functional standby / replacement should be given.

b) Original material after repair / replacement should be restored within a maximum period of 3 days. If neither stand-by given nor the original material after repair is returned, penalty @ ½ % per week of the total AMC cost will be imposed. Beyond 4 weeks, EPI will purchase suitable replacement for defective hardware / system from the third party and deduct the same from the contractor's bill.

8. Defective parts should be replaced by new part of equivalent / advanced design / make.

9. System Software reinstallation and reconfiguration to be done as and when required. Following major software are in use (which may however change during the contract period).
   - Office 2003 / 2007 Prof
   - Office XP Prof
   - MS Project
   - All other official softwares

10 a. Eight Computers with five printers (from the list given at Annexure-III) are located at EPI's 10B, Ho Chi Minh Sarani, Kolkata -71 office.
   b. All other hardwares are located at EPI's 50 Chowringhee Road office.

B. Pre-Qualification condition

1. The organization who have been executing Annual Maintenance Contract (AMC) of Computer and peripheral devices at least for last 3(three) years (In support of this, necessary documents is to be furnished with tender).

2. The organization who have executed AMC of order value ₹ 50,000 only or above in a single contract in last 3 (three) years (documentary evidence is to be submitted with tender).

3. List of service engineer with name, qualification and experience in years to be submitted.

4. The organization must have a running office (set up) in or around Kolkata.

B. Accessories

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Location ID. No.</th>
<th>Specification</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>SCAN/ITD</td>
<td>Scanner – HP Scan Jet 2200C</td>
<td>1 No</td>
</tr>
<tr>
<td>2.</td>
<td>DS1/ITD</td>
<td>D-Link Data Switch 24 Port 10/100 Mbps</td>
<td>1 No</td>
</tr>
<tr>
<td>3.</td>
<td>DS2/ENGG</td>
<td>D-Link Data Switch 16 Port 10/100 Mbps</td>
<td>1 No</td>
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<tr>
<td>4.</td>
<td>DS2/ITD</td>
<td>D-Link Data Switch 8 Port 10/100 Mbps</td>
<td>6 Nos</td>
</tr>
<tr>
<td>5.</td>
<td>JP/ITD-ENGG</td>
<td>24 Port Jack Panel</td>
<td>2 Nos</td>
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