

ADMINISTRATIVE TRAINING INSTITUTE

GOVERNMENT OF WEST BENGAL
FC-BLOCK, SECTOR-III, SALT LAKE CITY,
KOLKATA - 700 106

Date: 16 /10/2020

NOTICE INVITING TENDER

1. Sealed tenders are invited from reputed and bonafide agencies for Facilitation Management Services (FMS) & Annual Maintenance Contract (AMC) of IT Infrastructural Setup of Administrative Training Institute (ATI) [herein after referred to as the 'Institute'], Government of West Bengal, FC-Block, Sector-III, Salt Lake City, Kolkata - 700106.

2. SCOPE OF WORK:

2.1. DESKTOP/LAPTOP/I-PAD MANAGEMENT & SERVICES

- ❖ Installation / reinstallation of Operating System, Office Automation & other software as per requirement.
- ❖ Configuration of Operating Systems, Office Automation and peripherals (printer, scanner etc.)
- ❖ Regular trouble shooting
- ❖ Preventive maintenance on a fortnightly basis.
- ❖ Comprehensive Maintenance [Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown equipment spare parts replacement, engineering and labor charges] of the existing PCs, Printer, Scanner, Network Equipments not under the scope of warranty
- ❖ For PC's under warranty relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done or escalating the status with ATI authority on a day to day basis
- ❖ Patches & Software update

2.2 SERVER MANAGEMENT

- ❖ Install, configure & upgrade O.S.
- ❖ System Startup, shutdown, maintain uptime.
- ❖ Monitoring CPU utilization, disk space usage etc.
- ❖ User administration- Creation, Deletion
- ❖ Apply patches & bug fixing
- ❖ Weekly, monthly, quarterly Uptime report generation.
- ❖ Comprehensive Maintenance [Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown equipment spare parts replacement, engineering and labor charges] of the existing Servers which are not under the scope of OEM warranty or any third party warranty
- ❖ For Servers under warranty relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done or escalating the status with ATI authority on day to day basis

2.3 ANTIVIRUS MANAGEMENT

- 2.3.1 Scheduled virus check for PCs and Networks
- 2.3.2 Regular virus software and database update.
- 2.3.3 Installation/ Re-installation of antivirus software in PCs
- 2.3.4 Preventive Maintenance of antivirus

2.4 OTHER SERVICE MANAGEMENT

- 2.4.1 Install / Re-install of any type of driver/application/ Operating System software
- 2.4.2 Comprehensive Maintenance [Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown equipment spare parts replacement, engineering and labor charges] of the existing UPS/Online UPS /Printer/Scanner/Multiple DVD-CD Duplicator/VC unit/ Other computer related accessories etc. not under the scope of warranty
- 2.4.3 For UPS/Printer/Scanner/ VC Unit/ Other computer related accessories etc. which are under warranty relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done or escalating the status with ATI authority on day to day basis
- 2.4.4 The equipment whose warranty expires during the AMC period will automatically be covered under comprehensive maintenance [Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown equipment spare parts replacement, engineering and labor charges] for the residual period.
- 2.4.5 Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid.)
- 2.4.6 Consumable items such as batteries of UPS, Ink Cartridge of Deskjet Printer, toner of Laserjet Printer, Lamp of Scanner, batteries of laptop and printer head are not included in AMC.
- 2.4.7 To ensure Facility Management Service

2.5 REPORT

- 2.5.1 Monthly reports for Assets maintained and their relevant performance log to be **maintained electronically.**
- 2.5.2 Fortnightly summary performance reports of the deployed engineer.
- 2.5.3 Half yearly reports on all activities against the contract.
- 2.5.4 Annual Reports.
- 2.5.5 Movement Register to be **maintained electronically.**

2.6 SERVICE WINDOW

- 2.6.1 **The bidder will ensure to physically engage and station at office premises well qualified Hardware-Software Service Engineer of Computers, Printers, Scanner etc. for service & repair and having expertise in software, hardware etc. However, two resident engineers may be made available during office hours if required depending on the urgency and exigency of work.**
- 2.6.2 **In case of hard disc failure, it would be the responsibility of the Service Provider to retrieve the data.**