

Dated: 10/12/2019

NOTICE INVITING QUOTATIONSECTION-IINTRODUCTION

1. Sealed quotations are invited from the Kolkata based bonafide firms for **Comprehensive Annual Maintenance Contract of computerised Biometric Attendance System** at the Administrative Training Institute, West Bengal.
2. Interested eligible bidders may download the quotation from the official website of ATI ([www.atiwb.gov.in](http://www.atiwb.gov.in))

**3. SCOPE OF THE WORK:****Details of the equipment & software**

Sl No.	Name of the Item and Specification	Quantity
1.	Computerised Biometric Attendance System Model: I Clock _990	3
2	eSSL eTimeTrack-Lite (latest licensed desktop version) Software	1

- a) The scope of AMC shall include carrying out Breakdown & Preventive maintenance of the complete Biometric Attendance System comprising Biometric Machines, power supply, Biometric software (eSSL eTimeTrack-Lite -latest licensed desktop version) etc.
- b) The scope covers repair and services when required along with replacement of existing parts with genuine parts.
- c) The Bidder must ensure that biometric machine set up must work smoothly and must be bug and error free irrespective of software, hardware, LAN etc.
- d) The Bidder will ensure 100% uptime of Biometric Attendance System during the year.
- e) In case, any equipment is not repairable at site, then the Bidder will provide a standby equipment of the same or higher configuration prior to carrying the equipment out of the site with data uploaded. The repaired machine will be brought back within 3 working days.
- f) In case, any equipment or part thereof remains under breakdown/ un-operational for more than 3 days, ATI shall have a right to get the job completed by any other agency at the risk and cost would be paid by the Bidder.
- g) The Bidder will supply **eSSL eTimeTrack-Lite (latest licensed desktop version) Software** for various report generations as per the requirement of ATI and upgrade the software free of cost.
- h) Free installation of the software and training must be provided as and when requested by ATI.
- i) The Bidder is required to recover the data from damaged machine and provide it to ATI within 3 days whenever a damaged machine is replaced/or the get faulty.
- j) Bidder also ensure that punching on the machine must be error free and log must be capture by the software and in case of any issue arises must be rectify within 3 days.
- k) **Preventive Maintenance:** The Bidder will provide regular preventive maintenance including cleaning, routine checking, adjustments etc. of all the equipment under maintenance contract at least twice in a month in addition to breakdown support.
- l) Biometric System must ensure that it must download the data from the different machines connected with LAN and generate error free report as per the requirement.