

ADMINISTRATIVE TRAINING INSTITUTE

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

Memo No.: I/1599/2019

Date: 25/02/2019

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 for the 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 Quarterly basis.
- ❖ Comprehensive Maintenance of the existing Desktop Computers 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
- ❖ Patch & 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 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 NETWORK MANAGEMENT

- 2.3.1 Management / Administration and Control of the Network.
- 2.3.2 Understanding bottlenecks & providing solutions.
- 2.3.3 Vendor Management with ISP for Link related issues.
- 2.3.4 Network troubleshooting / Configuration.

- 2.3.5 Provide LAN/WAN availability as per defined service levels.
- 2.3.6 Vendor Management and Comprehensive maintenance of the existing Active Components of the Network
- 2.3.7 Management of Cyberoam related issue

2.4 ANTIVIRUS MANAGEMENT

- 2.4.1 Scheduled virus check.
- 2.4.2 Regular virus software update.

2.5 OTHER SERVICE MANAGEMENT

- 2.5.1 Install / Re-install any type of driver/application/ Operating System software
- 2.5.2 Comprehensive Maintenance of the existing UPS/Online UPS /Printer/Scanner/Multiple DVD-CD Duplicator/ LCD Projector/Interactive Board /VC unit/Xerox/network / network components Other computer related accessories etc. not under the scope of warranty
- 2.5.3 For UPS/Printer/Scanner/LCD Projector/Interactive Board /VC Unit/ network/ network components 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
- 2.5.4 The equipments whose warranty expires during the AMC period will automatically be covered under comprehensive maintenance for the residual period.
- 2.5.5 Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid.
- 2.5.6 Consumable items such as batteries of UPS, Ink Cartridge of Deskjet Printer, toner of Laserjet Printer, Lamp of Scanner, Lamp of LCD Projector etc. are not included in AMC.

2.6 REPORT

- 2.6.1 Monthly reports for Assets maintained and their relevant performance log
- 2.6.2 Quarterly performance reports of the deployed engineer
- 2.6.3 Half yearly complete reports on all activities against the contract
- 2.6.4 Annual Reports
- 2.6.5 Movement Register
- 2.6.6 Do necessary miscellaneous IT related office service job

2.7 SERVICE WINDOW

- 2.7.1 **Besides posting a residential service engineer at ATI Campus, Bidder must also maintain a specific service email id & mobile number at its own office in Kolkata.**
- 2.7.2 Along with the bid they must also provide with proper escalation matrix as well as leave substitute engineer in case the Residential Service Engineer is absent on working days.
- 2.7.3 Timings: - **10:00a.m to 6:00p.m** [Monday to Friday] (Saturday, Sunday and Public Holidays will be included if there are any activities from ATI on those days).
- 2.7.4 Service Engineer is responsible for giving support of Trainee & Trainer's Laptop or any other IT equipments.
- 2.7.5 If ATI is not satisfied with the service of the service Engineer, MSP must change the service engineer as per ATI's requirement.