

NOTICE

Sealed quotations are invited from the Agencies being capable to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones at Tea Board, HO, Kolkata, on annual maintenance contract basis. Payment may be made proportionately on expiry of each quarter.

Service provider has to discharge services on the followings in respect of system described in annexure –A & B enclosed.

- a) Attending to minor and major breakdowns
- b) Periodical preventive maintenance
- c) Maintenance of System user data
- d) S/W update for bug fixing. This does not include new version up gradation that provide additional features functionality.

Quotation should be submitted to the Secretary, Tea Board, 14, B.T. M. Sarani, Kolkata-700001 by 25.02.2014 at 1.00 PM positively and the receivable quotations will be opened on the same day at 3.00PM. Meanwhile, site visit may be carried out on any working day from 11.00 AM to 5.00 PM. with the permission of Security Officer.

By Order

Secretary I/C

ANNEXURE – A

This annexure lists below the items: hardware, Software and accessories that are covered for maintenance services under the terms of the contract. Items not mentioned are not covered under this contract and service provider will not be responsible for supporting the same.

Equipment : ARIA 300 Configuration - Co : 80

Analogue Extensions : 120 + 10 Digital Extensions : 12

Sl. No.	Item Description	Part No.	Quantity (Nos.)	Option Enabled
1	KSU		2	
2	PSU		2	
3	DRGU		2	
4	MPB		1	
5	PMU		1	
6	LMU 1		1	
7	LLMU 2		1	
8	LCOB 8		1	
9	DTIB		1	
10	SLIB II		10	
11	VMIB		1	
12	30 DS		4	
13	DSS		2	

Annexure – B

FOLLOWING ARE THE DETAILS OF SERVICE SUPPORT

HOURS OF SUPPORT

8 hours (between 10 AM to 6 PM) 5 days a week from Monday to Friday and 6 hours of Saturday (between 10 AM to 4 PM)

RESPONSE TIME – MAJOR FAULT

Service provider response within 06 hours for all major faults during office hours (Monday to Friday 10 am to 6 pm and Saturdays 10 am to 4 pm)

RESPONSE TIME - MINOR FAULT

Service provider response within 12 hours for all minor faults during office hours (Monday to Friday 10 am to 6 pm) and on (Saturdays 10 am to 4 pm)

PROBLEM ESCALATION

The customer will be provided with an escalation chart listing contracts at various levels of the organization in order to facilitate communication. Service provider will routinely provide the customer with the undated escalation process.

PREVENTIVE MAINTENANCE

Preventive maintenance will be provided 4 times during the contract and will be scheduled on mutually agreed dates.