

Sealed quotations are invited from the Agencies capable to maintain EPABX System, PRI Card, Modem and Call Billing Software (Aria 300) to link and connectivity of telephones and Telephone Cabling Network System at Tea Board, HO, Kolkata on Annual Maintenance Contract basis. Payment may be made proportionately at the end of each quarter. The telephone net work consists of 130 Nos. intercoms and 40 Nos. direct telephone lines. Applicant Company should hold a valid trade license. The ARIA-300 Mini Exchange installed at 4th floor and operating console at the Reception Desk at the Ground floor. Service provider has to provide services on the followings in respect of system described in annexure –A & B enclosed.

- a) Attending to minor and major breakdowns
- b) Periodical quarterly 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.
- e) Maintenance of CVT & Batteries
- f) Maintenance of call billing and Remote desktop software

Followings are the task to be performed for all cabling Network:

1. Connections in the Officers' Chambers have to be checked on daily basis even though no fault is reported.
2. AMC would be comprehensive. The cost of spares and repairing is to be borne by service provider.
3. The cost of change of minor cable is inclusive of annual maintenance cost. The cost of major changes would be borne by Tea Board.
4. Wiring of telephones should be made properly as per norms.
5. Service provider will provide one Technician to Tea Board, HO during the office hours on all working days including Saturdays who is capable to find out any sort of fault and rectify to run the system efficiently.
6. Service provider will do the liaison work between Tea Board and BSNL including official correspondences.
7. Service provider is required to deploy the technician to operate the console as and when telephone operator remains absent. The Service Provider should ensure that the operating Console is attended throughout the working hours in each working day. At no point of time it should be left unattended.

The estimated cost of the work is Rs. 1.10, 000/- (Rupees One lakh Ten thousand only)

The sealed quotation should be submitted to the Secretary, Tea Board, 14, B.T.M. Sarani, Kolkata-700001 by 22.08.2016 at 1.00 PM positively and the quotations will be opened on the same day at 3.00 PM. An amount of Rs. 2,500/- (Rupees Two thousand five hundred only) to be deposited along with quotation as EMD (Earnest Money deposit) in the form of Bank draft/Pay order to be drawn in favour of "Tea Board Kolkata" no adjustment towards of earnest money deposit shall be permitted. In case of unsuccessful tenderes the earnest money will be refunded immediately after the tender is finalized and work order is issued. Before issuing work order the agency should deposit Rs. 11,000/- (Rupees Eleven thousand only) in the form of Bank draft/Pay order to be drawn in favour of "Tea Board Kolkata" as performance security. The performance security money will be refunded after expiry of contract. Meanwhile site visit may be carried out any working day from 11.00 AM to 5.00 PM (Monday to Friday) with the permission of Estate Officer.

By order

Secretary

ANNEXURE – A

This annexure lists below is only illustrative and consist of the items: hardware, Software and accessories that are covered for maintenance services under the terms of the contract. Items not mentioned are also covered under this contract and service provider will be responsible for supporting the same at any given point of time in case of breakdown of the system or otherwise.

Equipment: ARIA 300 Configurations - Co: 80

Analogue Extensions: 118 + 12 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		12	
10	SLIB II		10	
11	VMIB		1	
12	30 DS		4	
13	DSS		2	
14.	Analogue Trunk		6 (STD)	
15.	Voice Card		1	
16.	PRI Channel		40 with PRI card	
17.	PRI Modem		2 (one with Tea Board another install in BSNL server)	

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) for weekly routine maintenance of EPABX system and entire cabling network.

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.

Maintenance of log book: Service provider should maintain a log book for all the services rendered. A copy of service book duly countersigned by Telephone operator should be produced along with quarterly bill. Payment will be released only if the bill is accompanied with service log book duly signed by the telephone operator.