

Ref. No. 1/3/2012/SO

Quotation No. 4/2015

Date: 20.03.2015

Sealed quotations are invited from the Agencies inclined to maintain Telephone Cabling Network System at Tea Board, H.O., Kolkata on Annual Maintenance Contract basis. Service cost is to be paid proportionately on expiry of each quarter against 130 Nos. intercoms and approximately 40 Nos. direct lines. Applicant Company should hold valid trade license.

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

1. Connections in the Officers' Chambers have to be checked on monthly 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 as 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.

The sealed quotation should be submitted to the Secretary, Tea Board, 14, B.T.M. Sarani, Kolkata-700001 by 30.03.2015 at 1.00 PM positively and the quotations will be opened on the same day at 3.00 PM. An amount of Rs. 1700/- (Rupees one thousand seven hundred only) to be deposited along with quotation as EMD (Earnest Money deposit) in cash/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 tenderers the earnest money will be refunded immediately after the tender is decided and work order issued. Before issuing work order the agency should deposit Rs. 6,600/- (Rupees six thousand six hundred only) in cash / 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 Security Officer.

By Order

Secretary I/C

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.

Award of Contract: The contract will be awarded to the agency taking into consideration of total price quoted for both the works i.e. quotation No. 3/2015 and quotation No. 4/2015. The agency quoted for lowest rates for the two works together may be selected for engagement.

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 Room I/C should be produced along with quarterly bill.