

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, H.O., Kolkata, on annual maintenance contract basis. Payment may be made proportionately on expiry of each quarter. Applicant Company should hold valid trade license.

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 30.03.2015 at 1.00 PM positively and the receivable quotations will be opened on the same day at 3.00PM. An amount of Rs. 1100/- (Rupees one thousand one 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 tenderes 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. 4300/-/- (Rupees four thousand three 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 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 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.

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.