



শিক্ষার অধিকার

সর্বশিক্ষা অভিযান
সবার শিক্ষা, সবার উন্নতি

Paschim Banga Sarva Shiksha Mission

NIT / NIQ No.: 006/MIS/PBSSM/2018

Date: 9.03.2018

NOTICE

Sealed Tenders / Quotations are invited from bonafide, reputed organization/ agencies for providing a suitable maintenance engineer/ technical consultant in the State Project Office (SPO), PBSSM for maintenance of hardware and software of existing computers, servers, printers, scanners and other computer related peripherals etc. including operating system, MS Office, antivirus, device drivers etc.

Terms & Conditions

1. The contract with State Project Office, PBSSM will be valid for one year only.
2. The contract will take effect from the date of receipt of acceptance letter from your end.
3. The contract will include maintenance of hardware **with spare excluding consumable items** (computers, servers, printers, scanners and other computer related peripherals etc.) as per **Annexure – 'A'** and software support (including operating system (Windows 2003/2008 Server)(Windows 8.1), MS Office (Office 2013), antivirus (Seqrite Endpoint Security), device drivers etc.
4. A service engineer must visit thrice a week from Monday to Friday depending on the requirement of this office at or before 10.00 morning in this office for troubleshooting, servicing and maintenance of computers and other related devices covered under AMC within 24 hours down time, failure of which will be treated as a deviation from contract for annual maintenance.
5. The problems will be reported in the Daily Call Register to be kept with MIS Cell of this office and is to be signed by the visiting engineer putting time of arrival, departure, status of problem reported and other details mentioned in the register and successively verified by SMIS(C) of this office. No call will be treated as closed until proper verification and signature of SMIS(C).
6. No call, apart from an emergency one, will be docketed from this office and will be taken care of entirely by the visiting engineer. A call will be treated as emergency in the following cases.
 - i. A serious failure in the computer or peripherals located in the chambers of Officers/ Ministers.
 - ii. A serious failure in the computer bearing essential data of immediate requirement
 - iii. A virus infection or corruption in the system that may deteriorate rapidly with lapse of time
7. In case of an emergency call, the problem must be attended within two hours of reporting of the problem, failure from which will be treated as a deviation from contract for annual maintenance and may lead to termination of the contract.
8. Any problem, reported to the visiting engineer must be solved within twenty-four hours of the time of reporting, except due to the reasons / circumstances beyond his control.
9. An item will be liable for permanent replacement if any of the following cases occur :-
 - i. The item is found to be irreparable
 - ii. It is found that the functionality of the item can never be properly restored
 - iii. The same fault recurs for more than three times.

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