



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## **Notice Inviting Tender**

Quotations are invited from the experienced organizations dealing in **maintenance of smart classroom equipments** for Facility Management Services (FMS) of smart classrooms with Residential Engineer. Please visit **www.rbu.ac.in** for the tendering process. Last date of submission of quotations is **15/03/2019**.

### **Tentative Date and Time Schedule:**

<b>S. No.</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Date of publishing of N.I.T. & other Documents	08/03/2019 from 10 AM
2	Bid submission start date	08/03/2019 from 11 AM
3	<b>Bid Submission closing</b>	15/03/2019 till 2 PM
4	Bid opening date	15/03/2019 from 3 PM

Registrar



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## A. Pre-qualification Criteria

- The bidder should be a registered company / firm & should attach copies of company incorporation certificate, PAN, GSTIN, Service Tax & TIN documents along with the offer.
- The bidder should be ISO 9001-2008 Certified company. Certificate must be attached.
- The bidder should have experience in supply, integration, commissioning, maintenance of computers, ups, LCD projectors, AV equipments etc. and facility management for at least one reputed Government Organization (within India) / PSU / Defense Installations / Universities. Proof of the same should be submitted.
- The bidder should have their offices and support center in Kolkata.
- The bidder bidding for part of the tender will be rejected.
- The bidder should have experience of at least five years in maintenance of computers, ups, LCD projectors, AV equipments etc. and facility management. (Please submit contact details, copy of work orders and satisfactory certificates).
- Bidders should submit the Client list, letters of satisfactory performance from existing and previous clients preferably from Government sector offices.
- Any letter or written communication required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail to the Finance Officer of the university.

## B. Invitation of Proposals

1. The services under this tender includes:  
**Facility Management Services with Resident Engineer of all Smart Classroom Equipments (list of items attached in Annexure-II) of University Campuses.**
2. Bidders are advised to study the tender notice and its Annexures carefully before submitting their bids. Bidders are also advised to visit the University campus sites, inspect and understand the volume and nature of work before submitting the bid. Submission of Proposal shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
3. **This TENDER is non-transferable. Assignment and subletting is not permitted. Information regarding associates and principals is to be disclosed in the tender technical bid itself.**
4. All proposals are valid upto 180 days. However, the proposal of the bidder to whom the contract is awarded will remain valid upto **five years** from the date of award of contract.
5. The University Authority reserves right to ask for clarifications and the decision of the University Authority shall be final and binding.
6. The University reserves all rights to reject any or all offer without assigning any reason whatsoever.
7. The University reserves all rights to cancel this tender at any point of time without assigning any reason whatsoever.
8. All bids should be submitted at the Purchase Section of the University. No bid shall be accepted through telegraphic / fax /email means.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## C. Procedure for Submission of Proposals

1. Eligible bidders are required to download the Tender Documents from **www.rbu.ac.in**
2. The **Bid** shall contain Technical information of the proposal and all papers along with the quotation in the prescribed format. Ink-signed Hardcopy of the Bid should be submitted at the Purchase Section of the University within the stipulated date. The Bid must be submitted in a sealed envelop superscribing "**Bid for FMS with Residential Engineer for Smart Classrooms**".
3. The information submitted in the bid must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained and such bids may be cancelled.
4. Bidder is required to submit the complete proposal along with annexures, etc. The proposal has to be signed in original by the Bidder. The proposal shall be exactly according to the formats given in the TENDER documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. **Modifications / reordering of formats shall not be acceptable.** Each page of proposal document is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
5. The Bidder must read and examine carefully all instructions, forms, terms and specifications in the TENDER document. Failure to furnish all information required in the TENDER Document or submission of a proposal not substantially responsive to the TENDER Document in every respect will be at the Bidders risk and shall result in rejection of the proposal.

## D. Bid Documents

Bid documents shall consist of the following submitted in the order given below:

1. Proof that the company is in existence for over five years in the trade with maintenance & business.
2. Proof that the Bidder is a Limited / Private Limited / Public Limited Company and has its registered service setup in Kolkata.
3. Proof that the company has average annual turnover of more than Rs.1 crore during last three years, ending 31/03/2018.
4. Attested copies of company's incorporation certificate and registration with Registrar of Companies.
5. Proof that the bidder Company has a valid ISO 9001-2008 Certification from an IAF accredited certifier.
6. Attested copies of up-to-date IT and ST clearance certificates should be furnished.
7. Attested copies of PAN card and GST registration certificate should be furnished.
8. Evidence of payment of tax for the last three years as and when due preceding the current year.
9. Company's audited statement of accounts for the past 3 years, and duly stamped by a registered Auditor.
10. Comprehensive company profile.
11. Proposed Management team, Organizational Chart.
12. CVs' of key personnel to be deployed on the Project.
13. **CV of Resident Engineer to be deployed on the Project.**



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

14. Evidence of Annual Maintenance Contract for computers, scanners, ups, LCD projectors, AV equipments etc. of similar nature and complexity in a single purchase order within the last three years and costing not less than **Rs. 5 lakhs**. Copies of letters of award, Satisfactory Service certificates from the respective organizations and supporting reference letters should be attached.
15. Company's registered address (Kolkata), functional contact email address, phone number(s) and Fax number(s), etc.
16. Escalation matrix for support service with phone numbers and emails.
17. Letter of authorization in respect of the person authorized to interact with the university.
18. The bidder needs to submit **Letter of Understanding with different OEMs** of equipments mentioned in Annexure II for supporting and smooth maintenance of items / equipments under this FMS Contract. Non-submission of authentic proofs for the same may lead to the rejection of bid. However, the university reserves the right to relax this condition.
19. Original tender as published online, duly filled, ink-signed, stamped and submitted at the university.

## E. Bidders Information format

Please download Annexure I and submit the signed and filled-up information (i.e. Annexure I) in the respective bidder's letterhead.

## F. Terms and Conditions

1. The Agreement for Facility Management Services (FMS) with Resident Engineer (RE) will be made for Five years. The contract will be awarded initially for a period of one year. However, the same shall be extended on a year-to-year basis for the maximum additional period of four years at the same price, terms and conditions, provided the university finds the services of the bidder satisfactory.
2. Maintenance service shall consist of onsite preventive and corrective maintenance of Smart Classroom equipments and will include advice for supply and replacement of any faulty parts / equipments at no extra cost from time-to-time.
- 3. Preventive Maintenance:**
  - a. Bidder shall ensure that all equipments under the FMS should undergo preventive maintenance once every month. The preventive maintenance will include cleaning (both inside and outside) using vacuum cleaner, cleaning of RAM, checking health of equipments, cleaning of unnecessary temp files, Registry cleaning, Resolving technical problems. The required tools and software for this purpose will be provided by the bidder.
  - b. The bidder will prepare separate log books for each of the equipments to be taken under the FMS and Preventive Maintenance (PM) with virus detection (full system scan) and special cleaning of the monitors, keyboards, mouse etc. from outside with liquid cleaner and inside will be carried out on monthly basis.
  - c. A preventive maintenance report from the users should be submitted to the university, failing which an appropriate penalty would be imposed which will be deducted from the immediate due bills of the bidder. The quarterly payment will strictly be made on the basis of satisfactory report from the user.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

- d. Schedule for preventive maintenance of equipments (department-wise) should be submitted by the bidder in the first week of each month. Preventive maintenance should be scheduled such that it begins in the first week of each month.
- e. Measures to be followed for Preventive Maintenance:
  - i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
  - ii. Running of test programmes to ensure quality print/date reliability.
  - iii. Checking of power supply source for proper grounding and safety of equipment,
  - iv. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - v. Shifting of equipment as and when required,
  - vi. Running of diagnostic software for system performance.
4. The bidder firm shall depute its qualified and experienced **Resident Engineer** (RE) during working hours (as per requirement of the university) in the University for attending day-to-day complaints and services. In the event of services required beyond office hours or on holidays the firm should be prepared to provide services with no extra charges. The number of REs and their qualification, experience is mentioned later in this tender document.
5. A **Register for Smart Classrooms** will be maintained by the resident engineer of the bidder firm for booking the complaints, required services and keeping record of the up-time of the systems. The system for registering complaints needs to be maintained by the bidder and to be certified by the office of Information Scientist of Rabindra Bharati University.
6. In case any parts, equipment, etc. is required to be taken for servicing to service center, the bidder firm will provide a stand by equipment (with same make and model) and will take prior permission from the office of Information Scientist before taking the equipment out of the university campus. Cost of transportation and insurance of equipment will be borne by the bidder firm.
7. The bidder firm will honor complaints lodged by phone/email/fax/post or any other mode of communication. All calls must be registered into the "Register of Smart Classrooms" by the bidder or bidder's RE before attending the call. Counting of down time will start from the time of lodging the complaint by the user and will continue till the machine / equipment / system is properly repaired and a certificate to the same effect is obtained from the user.
8. The bidder firm shall maintain all the machines / equipments / systems satisfactorily till the end of the FMS contract tenure and handover all inventory in good working condition to the next vendor, failing which the Security Deposit submitted to the university against this FMS Contract will be forfeited and the bidder firm/company will be blacklisted from Rabindra Bharati University.
- 9. Response Time, Fault Resolution and Standby Equipments**
  - a. All faults should be resolved within two working days of registration in all cases, failing which appropriate charges will be deducted from bidder's bill as per the penalty clauses.
  - b. The bidder will send a supervisor at least once in 15 days to resolve the issues beyond the scope of the RE.
  - c. The bidder shall maintain minimum 5% inventory (standby equipments), in the university, of the item / equipment in each category for the purpose of providing standby against faulty equipments.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

- d. The bidder has to provide a standby equipment if any faulty equipment could not be brought to working condition to the satisfaction of the user within 24 hours of reporting the fault, failing which a penalty of Rs 300 per equipment per day till the date the item / equipment is made functional will be imposed on the bidder. The University will arrange to repair such faulty equipments, for which standby is provided by the bidder. Penalty charges shall be deducted from the Security Deposit or any pending bills of the bidder.
10. The bidder firm selected will not be allowed to exit from the agreement of FMS before the completion of the tenure and subsequent handover of the systems in good working condition. In case they fail to comply, the Security Deposit submitted to the university against this FMS Contract will be forfeited and the bidder firm/company will be blacklisted from Rabindra Bharati University.
11. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.
12. Rabindra Bharati University reserves the right to cancel the Contract at any time without assigning any reason.
13. In the event of any dispute arising out of the bid or from the resultant contract, the decision of the competent authority of the University shall be final.

## G. Security & Payment

1. Security Deposit
  - a. Security Deposit amounting to **10% of the order value** will be deducted from the first bill submitted by the selected bidder.
2. Payment
  - a. Bills raised should be addressed to Finance Officer, Rabindra Bharati University, 56A, B.T. Road, Kolkata – 700050.
  - b. No advance payment will be made. Payment shall be made on quarterly basis after deduction of penalty, taxes, etc., if any. The payment shall be released on quarterly basis on submission of bills in triplicate after every three months of satisfactory completion of assigned services.
  - c. Preventive Maintenance Report signed by Head of each Academic and Administrative Department of the university should be submitted along with the bills. Bills will not be accepted if Preventive Maintenance Report signed by all Head of departments is not submitted along with the bills.
  - d. TDS/TCS/STDS and other deductions as applicable on date will be deducted from the bill.
  - e. Other mandatory documents required to be submitted along with the bills will be communicated as and when required.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## H. Penalty Clause

1. Use of pirated or unauthorised software by the bidder's personnel will lead to penalty as follows:
  - a. Rs. 500/- per instance of using unauthorised software
  - b. The actual cost that will be required by the university to purchase the original license for the software used
  - c. Both penalties (a) and (b) mentioned above as per the decision of the university
2. Failure to provide standby equipment in due time will lead to penalty as follows:
  - a. Rs 300 per equipment per day from the date of reporting the fault till the date the item / equipment is made functional, will be imposed on the bidder in case an equivalent standby equipment in working condition is not provided to the user by the bidder.
  - b. In exceptional cases, the above penalty clause may be waived if the written request of the bidder is found justified by the competent authority of the university. However, such waiver of penalty will be limited to only three instances per quarter. The decision of the university will be final and binding.
3. At any point of time, if the total amount due from the bidder (i.e. total amount of due from penalty + any other due amount), exceeds 50% of the Security Deposit submitted to the university against this FMS Contract then the university may decide to terminate the FMS Contract without any further notice to the bidder and the same will be binding. The Security Deposit against this FMS Contract will be forfeited if the FMS Contract is terminated under this clause.
4. Failure to handover all equipments in working condition to the university at the end of the FMS Contract will lead to forfeiture of Security Deposit. The bidder will have to handover all the equipments under this FMS Contract to the successor vendor in working condition, failing which the Security Deposit submitted to the university against this FMS Contract shall be forfeited.
5. Penalty amount will be recovered from the Security Deposit submitted by the bidder and/or any payment to bidder pending with Rabindra Bharati University. The bidder has to replenish the amount deducted from the Security Deposit within 7 (seven) days of any deduction, failing which the FMS Contract will be immediately terminated and the Security Deposit will be forfeited.
6. The penalty amounts mentioned above are minimum rates. The university reserves the right to change the penalty rates in the purchase order and contract.

## I. Risk and Expense:

1. Suspension: The Competent Authority may by a written notice of suspension to the Bidder, suspend all payments to the Bidder if the Bidder fails to perform any of its obligations (including the carrying out of the tasks) provided that such notice of suspension:
  - a. Shall specify the nature of the failure and
  - b. Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

2. Should the services thereof not be delivered within the time or times specified in the contract documents, or if defective services is made in respect of the services thereof, the university shall after granting the contractor seven days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.
3. Should the services thereof not perform in accordance with the specifications/parameters provided by the university during the check proof tests to be done by the university, the university shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.
4. In case of a contractual breach that was not remedied within 07 days, the university shall, having given the right of first refusal to the contractor be at liberty to provide services from any other source as it thinks fit, of the same or similar description to services.
5. Any excess of the services price, cost of services or value of any services procured from any other contract as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the firm/Contractor by the university.

## J. Force Majeure Clause

1. Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earthquake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
2. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
3. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
4. If the impossibility of complete or partial performance of an obligation lasts for more than one month either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 15 days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.





# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## K. Interpretations

Whenever any issue relating to the interpretation of the tender document or of the bids submitted arises, the decision of competent authority of the University shall be final and binding.

## L. Assignment & Sub-contracting

1. Bidder shall not assign or transfer this contract or part thereof to any other person or company without written consent of the Competent Authority of the university.
2. Bidder shall not without the written consent of Competent Authority of the university subcontract this contract or part thereof.
3. For the purpose of the liabilities under this tender, the Bidder will be considered as a solely liable to all the components of the tender and scope of the work.

## M. Award of Contract & Agreement

1. **Clarification and Negotiation:** The selected Bidder will be issued an offer letter and called by the University for final negotiation and clarifications meeting. If the selected bidder fails to appear in this meeting, then the selected bidder's bid may be cancelled.
2. **Letter of Acceptance:** After final negotiation and clarifications meeting, the selected Bidder will be required to submit to the university an unconditional letter of acceptance (LoA) for the job within 2 (two) working days of the meeting, failing which the offer letter issued to the selected bidder may be treated as cancelled and the bidder firm/company will be blacklisted from Rabindra Bharati University.
3. **Work Order:** The work order (WO) will be awarded to the selected bidder after submission of the LoA.
4. **Security Deposit (SD):** Security Deposit amounting to **10% of the order value** will be deducted from the first bill submitted by the selected bidder.
5. **Inspection of Equipments:** The bidder shall carry out the inspection of all equipments to be brought under the FMS Contract after receiving the Work Order.
  - a. **Period of Inspection:** The inspection of the equipments must be completed within 5 (five) working days from the date of award of work order.
  - b. **Comprehensive Inspection Report:** Within 2 (two) working days from the date of completion of the inspection, the bidder will have to submit a **Comprehensive Inspection Report** stating the condition of each equipment to be brought under FMS.
  - c. **Faulty Equipments Report:** On inspection, if any item / equipment is found faulty, the bidder should mention the exact fault description and estimated cost (inclusive of taxes and any other costs, if any) of repair in the inspection report. A separate **Faulty Equipments Report** (having the equipment details, location and exact fault description and estimated cost of repair, inclusive of taxes and any other costs, if any) should also be submitted along with the Comprehensive Inspection Report to the University.
6. **Pre-handover Meeting:** The selected bidder will be required to defend the Faulty Equipments Report in a **pre-handover meeting** with the university's technical person.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

The final Faulty Equipments Report will be required to be prepared by the selected bidder **on the day** of the pre-handover meeting and signed by the bidder. The equipments removed from the final Faulty Equipments Report after the pre-handover meeting will be considered to be in working condition and the same shall be accepted by the bidder and accordingly these will be added to the list of equipments to be brought under FMS. The equipments mentioned in the final Faulty Equipments Report after the pre-handover meeting shall be brought under FMS after repair date on prorata basis.

7. The selected bidder will not be allowed to charge any extra amount for repair/replacement, if any, after the finalization of FMS Contract.
8. Agreement for Facility Management Services Contract with Residential Engineer: The selected Bidder will have to enter into an Agreement with the University for the performance of the contract on Rs 100/- stamped paper, within **3 (three) working days** from the date of the pre-handover meeting, the cost of which has to be borne by the bidder. The Competent authority of the university shall provide proforma for such an agreement. No variation is permitted in this agreement. If the selected bidder fails to submit within three working days, the signed FMS Contract as per the proforma provided by the university then the purchase order may be treated as cancelled and the bidder firm/company will be blacklisted from Rabindra Bharati University.

## N. Jurisdiction

The court at Kolkata only shall have jurisdiction to deal with and decide any legal matter whatsoever arising out of this contract.

## O. Specific Terms and Conditions for FMS of Smart Classroom Equipments

1. **One** Resident Engineer (RE) at EB Campus, exclusively for FMS of Smart Classroom equipments, to be stationed and present at Rabindra Bharati University during office hours i.e. 10.30 AM to 6.30 PM (or as per university requirement) on all working days of Rabindra Bharati University. However, if needed, the resident engineers have to stay back beyond office hours and attend the office on holidays as well.
  - The resident engineers must be permanent employees of the bidder firm. Proof of **Provident Fund deductions, ESI registrations of the resident engineers** should be submitted.
  - The resident engineers should be **qualified graduate from recognized institutions with minimum of 2 years experience** in maintenance of Computer Hardware, peripherals, AV equipments and systems software. He has to submit attested copies of qualifications and experience to the university.
  - **Trainee engineers will not be counted as part of resident engineers.**
  - The bidder should replace the resident engineers immediately if the university is not satisfied, without assigning any reason. The qualification and experience of the replaced resident engineers should be as per the conditions mentioned in this tender.
  - In case of absence/leave of RE, backup RE should be provided immediately and the backup RE should be sufficiently trained on the activities of the site.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

- In case of resign / transfer of the resident engineer, replacement (with sufficiently trained as per the qualification and experience) should be immediate with no gaps in the support operations. Knowledge transfer to the new resident engineer should be completed within the shortest possible time.
  - All processes and systems should be documented by RE and approved by the University personnel for knowledge transfer purposes.
  - In case of urgency Resident Engineer would be called on Saturday/Sundays and holidays also. This will be within the scope of FMS and no extra charge will be paid by the university in such cases.
  - Bidder should provide each **Resident Engineer with a mobile phone** in good working condition, at his or bidder's cost, so that he can be contacted in case of any service requirement. All the mobile numbers have to be provided to the university.
  - In case of pending/high workload, the firm will **depute additional engineers to clear the backlog** to maintain the up-time of the systems. This will be within the scope of FMS and no extra charge will be paid by the university in such cases.
  - The details of resident engineers posted at Rabindra Bharati University should be provided in advance to the office of the Information Scientist. No resident engineer should be changed/relieved of duties without prior notice of at least one week to Rabindra Bharati University.
  - No resident engineer will leave or avail leave till the reliever reports for duty.
  - All the resident engineers should carry and display the identity card with photograph provided by the bidder firm. No Resident engineer will be allowed to enter Rabindra Bharati University sites without proper identity cards as above.
  - **If the above conditions are not followed strictly, Rs.1000/- per resident engineer per day shall be deducted as penalty from the next due bill or Security Deposit.**
2. During installation on the site if any part is found to be defective or broken, it will be replaced with a new one by the bidder at their cost and risk within the stipulated time, failing which penalty clauses will be applicable.
  3. The bidder must ensure 99.99% uptime for all the systems.
  4. All the complaints are to be attended within 2 hours of registration. It will be the responsibility of the bidder to attend and repair the faults / problems within 2 hours.
  5. Bidder should have ample products and other infrastructure to keep the systems / equipments running. At no time, the work shall be left undone/incomplete for lack of items at any location. Each job performed by the Bidder will be checked for acceptance. If any particular job is to be done again, then it will be done at the cost of the Bidder.
  6. Bidder shall ensure that all systems / equipments are in order and shall report all major problems to the office of Information Scientist on daily basis.
  7. Each resident engineer should report to the office of Information Scientist for duty as per the duty schedule, as well as keep track of complaints register to discharge the FMS duties efficiently. He will carry the call report book & a cell phone in proper working condition, provided by Bidder for receiving and responding to the complaint calls.
  8. All the complaints regarding the faults/repairs will be routed through the complaint register maintained by the bidder firm at the office of Information Scientist.
  9. **The Bidder should properly document and label all the equipments, indicating the name of the equipment, configurations, serial no, location, etc. and submit a complete documentation within 30 days from the date of contract.** The Bidder will



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

inform in writing before any change of equipment is done or any relocation of the same is done, and the bidder should provide the updated details of equipments list accordingly.

10. Adequate number of standby equipments should be maintained by the Bidder.
11. The Bidder will take all necessary steps for the preventive maintenance, regular check-ups, fixing loose connections, proper adjustments/tuning/fine tuning on the basis of standard specifications thus ensuring satisfactory performance and maintenance of all the equipments on regular/daily basis.
12. The Bidder will deploy adequate persons exclusively during daytime at least once in a month for thorough cleaning of dust and other particles and up keeping of all the equipments, its arrangement and its cleanliness etc.
13. The Bidder shall clean all the equipments under FMS on a monthly basis. The RE will maintain vacuum cleaner, blower, brushes, lubricating oil, etc. for cleaning of dust from the equipments and lubricating mechanical equipments.
14. The bidder will create a register having equipment details and diagram clearly indicating all the equipments and their locations.
15. The bidder will place stickers on each equipment under FMS in the beginning of the contract as well as time to time in future when new equipments are added under FMS contract.
16. Rabindra Bharati University reserves the right to modify and amend the above-stipulated conditions/criterion depending upon Project priorities vis-a-vis urgent commitments.
17. In the event of any dispute arising out of the bid or from the resultant contract, the decision of the competent authority of the university shall be final.

## **P. Scope of Work Under Facility Management Services Contract (FMS) Smart Classroom Equipments**

1. The Facility Management Services (hereinafter called FMS) will be for the maintenance of Smart Classroom equipments, Operating Systems, application software, etc. as installed in the Smart Classroom Equipments at Rabindra Bharati University Campuses.
2. List of all equipments covered under this FMS are mentioned in Annexure - II. However, other equipments purchased from time-to-time, after the expiry of warranty/guarantee period, will also be brought under the scope of this FMS at the same terms and conditions.
3. The university has warranty on some of the equipments from OEM. Regular maintenance and administration of such equipments which are under warranty are also covered under the scope of work from the date of contract.
4. The total number of equipments mentioned in Annexure-II may vary i.e. it may increase or decrease at the time of awarding the contract. It is expected that during the contract period, more equipments may be included/excluded to/from FMS contract.
5. The FMS shall be non-comprehensive in nature and shall include consolidated yearly cost of Resident Engineer and providing standby equipments of same or higher make, model, specification and quality. The cost of transport/movement (as and when required) of bidder's personnel and items (for FMS) between RBU campuses and other locations situated within Kolkata will also be part of maintenance services. At any stage **no hard disk will be permitted to be taken out of RBU premises** and our other locations/campuses situated in Kolkata. All operating systems, application software, data retrieval, data backup, virus removal software and other utility software, etc. used by the university shall comprise the software for the purpose of this FMS. This FMS shall also



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

cover backup of computer data, formatting computers, installation and reinstallation of licensed operating systems, application software, data retrieval, antivirus and computer virus cleaning. All licensed software will be provided by the university.

6. The FMS will include preventive maintenance and services against break down of all equipments.
7. The FMS will also include maintenance of firmware / system software, Operating Systems, application software and services, etc.
8. The FMS for all the equipments includes their software configurations/setup maintenance, data backup and formatting as and when required. This also includes Firmware maintenance, System software Installation, maintenance and configuration etc.
9. The bidder will maintain an inventory of standby equipments. Further, torch & other related tool kits for carrying out the necessary maintenance jobs within the university campuses will be required to be kept at RBU by the bidder, one set for each RE separately.
10. The bidder will provide and maintain the required drivers (CDs, DVDs, etc.) for maintaining the equipments.
11. Any other maintenance work to be undertaken related to the Smart Class equipments.
12. The engineers of the bidders shall not install any software on any computer of the university without prior permission from the Office of Information Scientist. Use of pirated or unauthorised software by the engineers of the bidders within the university campus is strictly prohibited and such activities shall lead to severe penalty on the bidder or even cancellation of the FMS Contract.
13. During the period of FMS Contract, preventive maintenance shall be carried out by bidder for entire systems & its components at least once in each month. All items to be attended for preventive maintenance include all equipments mentioned in Annexure-II. **Preventive maintenance report duly signed by all users must be submitted along with the bills.**
14. Selected Bidder shall arrange its own transport for carrying out the maintenance and for movement of material required and other support required by them like tools, equipment's documents/drawing, cleaning agents etc. The bidder shall be provided only electrical power/electricity required for carrying out maintenance free of cost at Rabindra Bharati University. The bidder should bring its own Electrical or other extension cords, etc., if required, for such purposes.
15. All types of repairs/maintenance shall be carried out within the premises of Rabindra Bharati University. The selected bidder will not be allowed to take the machine/spare parts out of university campus for repair. In case, the system is not repairable on the site, it can be sent out of the university campus following the specified guidelines with returnable Gate Pass.
16. Stand-by arrangement of equipment having same or higher specifications and performance are to be made in case the equipment is to be taken to workshop for repair.
17. In case of break down/failure of any equipments or cables, RE or bidder shall be informed by telephone/email/sms and he has to maintain register about complaints record.
18. In case of any intermediate, suspicious or unidentified problem related to any equipment, the bidder shall bring all required testing equipments at its own cost to identify the problem and accordingly fix the problem.
19. The bidder's service engineers/technicians will be required to observe all security regulations in force in Rabindra Bharati University.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

20. The maintenance agency shall be responsible for any injury/accident or compensation to their service engineers/technicians during their stay inside Rabindra Bharati University premises.
21. The firm shall depute its qualified experienced service engineers (Resident Engineers) during working hours (as per university's requirement) in the university campuses for attending day-to-day complaints. In the event of services required after the office hours or on holidays the firm should be prepared to provide services with no extra charges.
22. Each Resident Engineer (RE) should report to the office of Information Scientist for duty as per the duty schedule, as well as keep track of complaints register to discharge the FMS duties efficiently. The REs shall carry the call report book & a cell phone in proper working condition, provided by bidder for receiving and responding to the complaint calls.
23. All the complaints regarding the faults/repairs must be routed through the complaint register maintained by the bidder at the office of Information Scientist.
24. The bidder personnel will maintain the confidentiality of data stored on computers systems of the university. The bidder will be required to take appropriate actions in respect to his personnel to ensure that obligations of non-use and non-disclosure of confidential information.
25. Data recovery is part of the maintenance contract and is in the scope of work.

## **Q. Activities of Resident Engineers (REs)**

The bidder shall depute One Resident Engineer at EB Campus of the university. The resident engineer deputed at EB Campus shall maintain the equipments and attend calls for both Emerald Bower and Jorasanko Campuses of the university as per given schedule.

The resident engineers will have to carry out following activities / works and look after following areas:

1. Management and maintenance of all Smart Class equipments.
2. Resolution of user calls related to Smart Class equipments (day to day problem fixing).
3. Installation of Antivirus software, Operating Systems, and other software provided by the university
4. Diagnose and rectify any virus related problems
5. Antivirus and other software will be provided by Rabindra Bharati University
6. Troubleshooting of problems related to the Smart Class equipments and coordination with vendors for SLA, warranty, spare replacements etc.
7. Backup and restoration of data on user computers as per backup policies of the university.
8. Level 1 and Level 2 troubleshooting, configuration and maintenance of Smart Class equipments.
9. Monitoring and troubleshooting LAN, Internet, etc. at Smart Class equipment end.
10. Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
11. Problem diagnosis and rectification on Smart Class equipment's Operating System.
12. Installation / Reconfiguration / Reinstallation of Operating System, Software and Applications from the original media provided by the University.
13. Resident Engineer would not do any modifications in the configuration of Network Equipments and Smart Class equipment without permission from the University.



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

14. Formatting Smart Class equipment's computer. Backup of data before formatting any Smart Class equipment's computer. Written permission of the user must be taken and submitted to the office of Information Scientist before carrying out any job of Formatting Smart Class equipment's computers.
15. Assistance to users to log on to the network.
16. Attending corrective maintenance calls related to restoration / installation of any existing or new Smart Class equipment.
17. Any other activity / duties assigned to resident engineer which is necessary for the university to have and bidder can provide for smooth functioning of the university.
18. The REs will be sent to any of the campuses of the university as and when required for maintenance of Smart Class Equipments installed there under the FMS contract. The resident engineers shall make their own arrangements to commute between the campuses and no cost shall be borne by the university for this purpose.
19. The REs shall liaison on behalf of the university, with different OEMs for repair/maintenance of the equipments which are under warranty or newly installed.
20. Responsibilities of RE sometimes require working in evenings, weekends and holidays, sometimes at very short notice.
21. Scheduled and need based visits of the university campuses for monitoring and problem solving by the RE.
22. The RE must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (unassisted), bending, standing, climbing or walking.
23. The RE must also be able to mount and unmount equipments, etc. to and from the installed locations.

Registrar



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## Annexure - I: Bidder Information Format

S. No.	Required Information	Bidders Response
1	Name of the Firm /Company	
2	Year of establishment	
3	Type of Company ( Govt./PSU/Public Ltd./ Partnership/Proprietary)	
4	Contact Details:	
	Address of registered office/Head Quarter	
	Address of local office in Kolkata	
	Contact person's Name	
	Designation	
	Phone Number(s)	
	Fax	
	E-mail	
5	PAN & TAN numbers and related details	
6	Service Tax Number & related details	
7	Number of years' experience (Organization's) in maintenance and support of computer hardware, AV equipments and software. Documentary evidences submitted (P.O. Copy & Completion certificates) should be mentioned here.	
8	Annual Turnover for last 3 Financial Years (In separate ROW/LINE)	
	2017 – 2018	
	2016 – 2017	
	2015 – 2016	
9	Audited balance sheets submitted for above mentioned financial years? YES/NO	
10	Total manpower in customer support	
	Details of technical support/helpdesk	
	Toll free number	
	E-mail	
	Contact person name	
	Contact person's mobile number	
11	List of prominent organizations where similar nature of projects executed in last three years (P.O. Copy & Job completion certificates to be enclosed)	

(Bidder's Signature with Seal)





# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## Annexure - II: List of Smart Class Equipments installed in EB Campus and JS Campus

**Note:** The quantity of items in final Work Order may vary (increase/decrease) from that mentioned in Annexure-II.

S. No.	Item	Make	Model	Quantity
1	Digital Podium	Agmatel	DT-19	30
		Other		3
2	Speaker	Ahuja	-	30
		Other		3
3	Projector	Epson	EB-575 Wi	22
		Epson	EB-675 Wi	8
		Other		3
4	White Board	Nechams	-	29
		Other		3
5	Motorised Screen	Nechams		1



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## Annexure - III: Format for Authorisation Letter of Contact Person

Date: .....

To,  
The Finance Officer  
Rabindra Bharati University  
56A, B.T. Road,  
Kolkata-700050.

**Subject:** Letter of authorization in respect of the person authorized to interact with the university

**Reference:** FMS with Residential Engineer for Smart Classrooms of Rabindra Bharati University  
[Tender Ref. No.: IS/RBU/059/03/2019, dated 08/03/2019]

Dear Sir,

We hereby authorize <Name>, <Designation>, of <Bidder's Company name> to represent our company and sign the bid document, submit necessary documents, conduct negotiations etc. with respect to the above mentioned tender.

All the declarations given by him / her will be binding on the company.

The signature of <Name>, <Designation> is attested here below.

Thanking you,

Yours sincerely,

\_\_\_\_\_  
(Signature with Date and Stamp)

(<Name>)

Director

<Company Name>



# RABINDRA BHARATI UNIVERSITY

Ref. No.: IS/RBU/059/03/2019

Date: 08/03/2019

## Annexure - IV: Format for Quotation

S. No.	Description	Rate per Year (in Rs)	Tax (%)	Total (in Rs)
1	Resident Engineer for FMS of Smart Classroom Equipment			