



BOARD OF APPRENTICESHIP TRAINING (SOUTHERN REGION)

**Ministry of Education, Department of Higher Education,
Government of India, Taramani, Chennai 600 113**

Website: www.boat-srp.com

Portal: www.mhrdnats.gov.in

Request for the proposal for Annual Maintenance of IT Equipments

1.0 ABOUT US:

The importance of industrialization was emphasized by the Government of India in order to provide job opportunities for the vast majority of the people and to achieve economic growth. The various skills needed for the industries were identified. In order to meet the requirements of the industries, the Government of India decided to utilize the facilities available in the industries for training technicians thus the **Apprenticeship Training** was envisaged. The **Apprentices Act, 1961** was enacted in the Parliament during December 1961, to provide practical training to pass-outs of Industrial Training Institutes to enhance their technical competency. Central Apprenticeship Council was created to advise the Government to formulate policies and procedures.

1.1 Major activities of BOAT (SR) are as under:

- Student Enrolment for Apprenticeship Training
- Identification of industry / establishment to notify training slots
- Facilitate industry to select sufficient candidates to impart apprenticeship training.
- Apprenticeship Contract Registration
- Maintain Record of Progress of Trainees
- Reimbursement of 50% Stipend to the Establishments
- Amendment of Contract
- Issue of Certificate of Proficiency to apprentices on successful completion of training.
- Organise Centralised Apprenticeship fairs

➤ Grievance Handling

All the activities of the BOAT (SR) are done partially computerized

2.0 SCOPE OF THE WORK:

BOAT (SR) is looking for suitable vendor to provide the following services to keep the IT equipments in good working condition.

2.1 The scope of work covers on-site maintenance of Desktops, Servers, Network devices, UPS and Printers as per the list of equipment's attached as **Annexure A**.

2.2 The replacement of all the spares shall be included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand/make of the computer and peripherals as far as possible. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the company's consent. Faulty parts removed from the system belong to vendor. However, the company can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor

2.3 The vendor shall maintain adequate spare machine and other spares at the site to facilitate any temporary replacement.

2.4 The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, configuring printers, Scanners, Biometric devices, bringing PC to Company domain after reinstallation of PC, installation/configuration of all software's provided by Company like Antivirus, software patches, MS office, Acrobat, Java patches, email client configuration and Browser configuration etc.

2.5 The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 48 hours of reporting the complaint and in no case, later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to Company.

2.6. The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.

2.7. Complaint can be registered either telephonically or by e-mail by respective Officer and proper record of the complaints to be maintained by the AMC Vendor. Escalation matrix and name of persons coordinating AMC jobs should be submitted to BOAT (SR), Chennai, immediately after AMC is awarded.

2.8 A logbook shall be maintained in which the vendor shall record all the complaints made and parts taken out of office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the details of breakdown calls lodged/attended and its status on quarterly basis to BOAT (SR), Chennai. All the complaints received shall be attended by them in following manner.

- a. Minor faults immediately with telephonic support.
- b. Major faults which require visit to office within 48 hrs.
- c. The vendor shall be responsible for taking backup data and programme available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under Acknowledgement.
- d. Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
- e. The replacement of components shall be as per manufactures instructions and as per the decision of BOAT (SR), Chennai. No hardware items or parts will be taken out for repair without prior written approval of BOAT (SR), Chennai.

2.9 The AMC Vendor should have the required drivers for maintaining the PCs and peripherals and for configuring them. The rates quoted should also cover the maintenance of operating system, software installation provided by Company, installation of patches, configuration of applications (clients) etc.

2.10 The contract shall be on comprehensive basis which includes all spare parts HDD, Memory, Motherboard, Processor, etc., inclusive of repairs and replacement of spare without any extra payments.

2.11 The AMC Vendor shall carry out Preventive Maintenance (PM) on quarterly basis and shall plan, as per schedule of quantities, such that maintenance is carried out for all equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on equipment's. The AMC Vendor has to submit the

preventive maintenance report to BOAT (SR), Chennai on quarterly basis for the release of AMC payment.

2.12 The schedule of preventive maintenance shall be as follows:-

- a. To ensure computer hardware and IT peripherals are working properly in the office
- b. Checking of power supply source for proper grounding and safety of equipment.
- c. Ensuring that the covers, screws, switches etc. are properly fastened.
- d. Shifting of equipment as and when required in office/branches.

2.13 The vendor shall make AMC services available on all days as and when requested by BOAT (SR), Chennai.

2.14 It shall be the responsibility of the AMC Vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the office after expiry of the contract. In case any damage is found, the AMC Vendor is liable to rectify in even after the contract.

2.15 BOAT (SR), Chennai may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, and other peripherals during the AMC period will be calculated on prorated basis.

2.16 If the machines covered under this agreement are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Agreement, such defective machines would be repaired by some third party and the amount spent for such repairs would be billed to the AMC vendor and the same shall be in addition to the penalty imposed.

2.17 The Vendor shall provide **One resident Engineer** with minimum 03 years of experience in the field of Hardware, Networking, LAN & WAN and firewall. The Engineer provided by you shall co-ordinate with the officer nominated by the authority.

The Engineer provided by you will perform the following items of work

- Desktop Management
- Server Management
- Network Management
- Data backup Management
- Asset Management and vendor management.

The works involved under these Head are:-

ROLES OF THE ENGINEER

1. Desktop Management

- a. Desktop OS Installation & Configuration
- b. OS Patch updates
- c. Desktop Management
- d. Virus checking cleaning & Antivirus software updates

2. Server Management

- a. Server OS Installation & Configuration
- b. OS Patch updates
- c. Server Management
- d. Virus checking cleaning & antivirus software updates

3. Network Management

a. local Area Network

- i. LAN Installation and Maintenance of Servers, Desktops & printers
includes cable checking
- ii. LAN equipment's configuration
- iii. LAN traffic monitoring
- iv. LAN Security

4. Data Backup Management

- a. Configuration of Backup Device
- b. Backup Data periodically every week
- c. Restore Data

5. Asset Management

- a. Maintain inventory of Desktops, Servers & Backup Device, Laptops & Switches
- b. Maintain inventory of LAN Equipment's (Switches & Structured cabling products)
- c. Maintain inventory of Software Licences

6. Vendor Management

- a. Co-ordinating with all the IT Equipment vendors for trouble shooting and replacements
- b. Maintain registers for equipment movement
- c. Maintain register for call escalation with vendors
- d. Log register wherein calls are logged and signoff by the respective offices for call closure needs to be maintained.
- e. The log register needs to be inspected and signed on a weekly basis by the officer in-charge of IT operations.

3.0 PENALTY FOR LACK OF SERVICE SUPPORT:

BOAT (SR) expects proper service support during contract period. The Hardware should be set right within 48 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute/standby system of similar or higher capacity in good working condition is provided by the vendor, the penalty per day may be charged, penalty will be decided by the BOAT (SR) committee. The penalty shall not exceed 25% of the AMC cost per year for the affected hardware unit. The penalty may be recovered from the amount payable to the vendor by the BOAT (SR), Chennai. The vendor can provide substitute/standby equipment for a maximum of 15 days. In case vendor could not repair/replace the hardware items within 15 days, the Company can get it repair from outside agency and cost of repair will be recovered from AMC payment.

4.0 EXCLUSIONS: This AMC does not include:

a) Electrical work external to the equipment or maintenance of accessories, attachments, machines or other devices not covered under this agreement.

b) Damage resulting from accidents, fire, lightning or transportation. The cost of repairs or replacements due to these factors will include charges for labour as well as charges for parts, which is payable to the AMC vendor apart from AMC charges.

c) Any work external to the equipment such as maintenance of non-AMC attachment, accessories etc.

d) The system maintenance does not include the cost of consumables like ribbons, power cables, magnetic tapes, Inkjet Cartridges, floppy, Projector lamp, laptop battery, UPS battery and battery used for real time clock.

e) In case of Printers Plastic Parts, Printer heads, Toner cartridges, Drum unit Assembly and Fuser kit Assembly shall be treated as consumable and not covered under AMC.

5.0 PAYMENT TERMS:

5.1 AMC charges after deducting penalty will be paid quarterly at the end of Quarter. Taxes shall be paid as applicable. Taxes to be clearly shown in invoices raised.

5.2 No advance payment will be released against the service order.

5.3 The vendor shall submit GST invoices for payment of quarterly maintenance charges to The Director, BOAT (SR), Chennai.

5.4 Consolidated complaint reports furnishing the details of breakdown calls lodged/attended must be submitted for release of quarterly payment.

5.5 Quarterly Preventive Maintenance Report must be submitted for release of quarterly payment.

5.6 Deduction of tax will be done as per the government rules and regulation existing at that period of time

5.6 Vendor should provide PAN / TAN/ Company Registration / GST details to BOAT (SR)

6.0 OBLIGATIONS OF THE COMPANY:

i. The company shall pay Annual Maintenance Charges as mentioned in this agreement for the equipment specified in the Annexure A. The maintenance charges are payable at the end of each quarter after reviewing the performance of the vendor.

ii. The company will use UPS for ensuring stabilized power supply.

iii. The company would ensure that rats, insects etc., do not invade the site and damage the systems especially cables etc.

7.0 ENHANCEMENT / UPGRADATION OF EQUIPMENT:

BOAT (SR) shall have the right to make changes or attachments to the equipment's provided such changes or attachments do not prevent proper maintenance from being performed. All engineering changes generally adopted hereafter by the vendor for equipment similar to that covered by this agreement shall be made to the equipment at no cost to the company. The actual quantity of equipment covered under the AMC may be increased or decreased by mutual written consent of both parties provided always that such consent is not unreasonably withheld. In the event that the quantity is increased the vendor is entitled for AMC charges on Pro-rata basis.

8.0 REPLACEMENT OF PARTS:

The vendor shall replace any parts of the hardware on failure with hardware parts having similar or equivalent functional capabilities. Parts required for the maintenance of the equipment and / or correction of faults will be supplied at no extra cost to the company. Faulty parts removed from the system belong to vendor. However, the company can retain the same and use at its own sole discretion to maintain the equipment subject to the payment of its value to the vendor.

9.0 CONTRACT VALIDITY AND TERMINATION OF AGREEMENT:

This contract will be valid for the period of one year with a provision to extend the same for a further period of one year or part thereof on the same rates, terms and conditions on mutual consent. Either party may terminate the agreement prior to expiry of contract period by giving three months written notice. Without prejudice to any other provision contained within these Terms and Conditions or of any Agreement the Company may terminate the Agreement by 90 days' notice in writing in any of the following events:

- i. The Vendor commits a material breach of the Agreement which is incapable of remedy; or
- ii. The Vendor commits a material breach which is capable of remedy but which the Vendor fails to remedy within 30 days of written notice by the Company specifying the event of default and requiring its remedy.

10.0 JURISDICTION AND ARBITRATION: In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provisions of the Indian Arbitration and conciliation Act 1996 and its subsequent amendment and only Courts of Chennai city only shall have jurisdiction in all matters arising out or connected with this agreement. Further, this agreement is subject to laws of India alone.

11.0 FORCE MAJEURE: The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: - "Act of God, refusal of permissions or other Government Act, Fire, Explosion, Accident, industrial dispute and the like which renders it

impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control".

12.0 LIABILITIES & INDEMNITIES:

The vendor represent and warrants that the repair and maintenance of service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other entity.

13.0 CONFIDENTIALITY:

The vendor acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to company. The vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to disclose it to any other parties. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied

14.0 TRAVEL EXPENSES:

No travel expenses shall be borne by BOAT (SR), Chennai in respect of travel undertaken by the vendor towards fulfilment of obligations under the Contract.

15.0 GUIDELINES FOR BIDDERS:

1. Bidders should mention the Yes or No / relevant details for the scope listed above.
2. Seal & Signature of the Authorized signatory should be made in all the tender application, proposal and acceptance of the scope
3. Vendor shall provide their existing customers list along with quotation
4. **Bidders are preferred only from Chennai Region on considering our Administrative requirements.**

“Bidders who intend to participate in this bidding need to send technical bid and financial bid in a separate sealed cover.

Both sealed envelopes super scribed with Technical and Financial Bid as applicable to be further submitted in a single envelope super scribed with “Tender for Selection of firms on AMC for IT equipment in BOAT (SR), Chennai” to the Board of Apprenticeship Training (Southern Region) addressed to ‘The Director, Board of Apprenticeship Training, (Southern Region), IV Cross Road, C.I.T. Campus, Taramani, Chennai on or before 13th November 2024.

Last date of submission of Tender bid: closing date – 13th November 2024.. Official copy of tender document shall be downloaded from the BOAT (SR), Chennai website www.boat-srp.com”

List of Equipment's in BOAT - SR

Annexure: A

MODEL	CONFIGURATION	OS	QUANTITY
LAPTOPS			
HP Pro 4410s	Intel Core2Duo-T6570,2.10GHZ,2GB RAM,320GB Sata HDD, DVD RW, 14inch	Windows 10	1 No
HP Pro 4440s	Intel Core i3,4GB RAM,750GB HDD, DVD RW, 14inch	Windows 10	2 Nos
HP Pro 440 G8	Intel I7, 8 GB Ram, 500 GB	Windows 11	4 Nos
HP Pro 440 G9	Intel I7, 16 GB Ram, 500 GB	Windows 11	4 Nos
SERVERS			
HP	Intel Xenon silver 4208 cpu,2.10 GHz,16.0 GB RAM	Windows Server 22	1 No
HCL	Intel Xenon 2.66 GHZ,2GB RAM,CD Drive	Windows 10	1 No
DESKTOPS			
HP - Pavilion	Intel Core i5, 4 GB RAM, 1TB HDD, DVD Writer	Windows 10	13 No's
Lenovo	Intel core 2 Duo, 2.20 GHZ, 2GB RAM, 500GB HDD, DVD Drive	Windows 8/8.1	04 No's
HP -Prodesk	Intel i3, 4GB RAM, 1TB HDD, DVD Drive	Windows 8	02 No's
HP 280 G9	Intel I5 - 12th gen, 16 GB RAM, 512 GB Hard disk	Windows 11	25 No's
Acer veriton	Intel i5/I7, 2.6 GhZ. 16 GB Ram, 1 TB HD	Windows 11	10 No's
PRINTERS			
HP	HPLJM1213	-	2
HP	HP Officejet Pro 276 dw	-	1
HP	HPLJ P1008	-	4
HP	HPLJ 1606 DN	-	7
HP	HPLJ 1536 dn	-	1
HP	HP Pro M128N MFP	-	1
Canon	Canon MF 3010	-	1
HP	HP LJ 1020 PLUS	-	2
HP	HP LJ MFP 126 nw	-	1
HP	HP LJ Pro MFPM128fn	-	1
HP	HP L MFP136nw	-	3
Toshiba	Toshiba Es 3018A	-	1
Kyocera	Kyocera Ta 3212i	-	1
Konica	Konica Bizhub 306i	-	1
NETWORK DEVICES			
D-Link	D-Link Switch 24 port	-	1
D-Link	D-Link Switch 16port	-	1
D-Link	D-Link Switch 8port	-	5
Cisco	Cisco POE Switch 24 port	-	1
Cisco	Access Point Device	-	4
Netgear	Netgear Switch 24 port	-	2
D-Link	Dlink - SFP Transceiver	-	1
D-Link	Dlink L2 Switch 24 Port	-	1
Cisco	Cisco GLC Transceiver installed	-	1
Fortinet	Firewall 61 F (NEW)	-	1
UPS			
Numeric	Numeric 600 EX-V/AX	-	10
Numeric	Numeric Digital 1000	-	1
Zebronic	Zebronic 600(New)	-	10
Microtek	Microtek Legend 650 &Microtek LegendHGC	-	11
BPE	BPE 650V	-	25
Numeric	Numeric 2 KV	-	1

TECHNICAL BID FOR TENDER DOCUMENT NO. BAT/SR/2024/Tender id: 02

Dated 24.10.2024

1. Name of the firm:
2. Full Address with contact number, website, email ID, etc. of the Chennai firm:
3. Year of Registration and Number (Any documentary proof to be enclosed)
4. List of firms empanelled by the agencies:
5. a) Annual turnover of atleast Rs. 5 lakhs cumulatively in last three financial years (i.e FY 2021-22, 2022-23 and 2023-24 – proof from CA/IT returns filing, etc.

b) Similar line of experience in Government / Private of atleast 1 year in any of the last 3 FY i.e 2021-22, 2022-23, and 2023-24 with proof of work order and its completion report.
6. Name, contact no of the firm /Managing partner/ CEO of the firm.
7. Hard copy of the Bid document duly stamped and signed in each page by firm / managing partner / CEO of the firm.

**SIGNATURE OF THE PROPRIETOR/MANAGING PARTNER/
CEO OF THE FIRM WITH STAMP AND SEAL**

Note: Chennai based bidders are only eligible.

FINANCIAL BID FOR TENDER DOCUMENT NO. BAT/SR/2024/Tender id: 02

Dated 24.10.2024

Name of the firm: _____

Full Address with contact number, website, email ID, etc. of the firm

a) Cost of AMC for the enclosed list as per each item (Item wise) (yearly basis) (inclusive of all taxes) INR: _____

b) Cost of provision of 01 Resident Engineer (Monthly basis) (inclusive of all taxes)

in INR: _____

Total cost per annum, inclusive of all taxes: INR (Figures) _____

INR (Words) _____

**SIGNATURE OF THE PROPRIETOR/MANAGING PARTNER/
CEO OF THE FIRM WITH STAMP AND SEAL**

(Please note only the qualified technical bidders will be considered for evaluation of financial bidding)

List of Equipment in BOAT – SR

Sl. No.	Item Description	Quantity (in Nos.)	Rate (in Rs.)
1	Laptops	11	
2	Servers	2	
3	Desktops	54	
4	Printers	26	
5	Network Devices	18	
6	UPS	58	