

UNIVERSITY OF NORTH BENGAL

Office of the Registrar
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সমানো মন্ত্র: সমিতি: সমানী

Notice inviting E-Tender

E-Tender is invited from reputed vendor for AMC of Virtual Class Rooms, University of North Bengal. For details please visit www.wbtenders.gov.in (Tender ID – 2021_DHE_354099_1)

Advt.no.- 57/R-2021 Date : 02.12.2021

Registrar (Offg.)

University of North Bengal



P.O.Raja Rammohunpur
Dist: Darjeeling
Pin:734013

সমানো মন্ত্র: সমিতি: সমানী

Notice Inviting e-Tender - 57 /R-2021

e-Tender is invited from reputed Agencies/Companies for the annual Maintenance Contract for the twenty-five (25) nos. Virtual Classroom with Video Conferencing Solution installed in various departments at the Raja Rammohunpur Campus in Darjeeling. For details please visit <https://wbtenders.gov.in>

Sl.no.	Description	Earnest Money	Completion Time
1.	AMC of Virtual Class Room (As per Annexure- A)	20,000/-	As fixed by the University

TERMS AND CONDITIONS :

- 1) Copy of current year PT challan, Trade License, PAN card, GST registration certificate along with the last challan, shall be accompanied with the technical bid documents. (Non-statutory Documents).
- 2) The bidder shall provide company details as per annexure- B.
- 3) The agency should have experience of handling similar nature of works. Copy of necessary supporting papers shall be accompanied with the technical bid documents (Non Statutory Documents)
- 4) A sum of Rs. 20,000/- only shall be deposited to the under noted account of the University through RTGS as earnest money and the copy of receipt challan of RTGS with UTR number shall be accompanied with the technical bid document (Statutory Documents) failing which the tender paper will be treated as cancelled.

Name of the A/c : N.B.U (S/B).

Account Number : 10195736768

IFSC Code : SBIN0002096

- 5) Earnest Money of unsuccessful tenderer will be refunded within one month from the date of opening of Tender and that of successful tenderers will be refunded after the submission of Bank guarantee and redress of complaints, if any.
- 6) Initially an agreement will be made with the successful Tenderers / Quotationers for AMC of Virtual Class rooms of the University for Three years. The Tenure of agreement may be extended subject to the approval of the University Authority.
- 7) The authority reserves the right to accept or reject any or all quotations of rates without assigning any reason. The Authority has the right to put the matter for re-Tender and may notify for cancellation of the Tender Notice.
- 8) The last date of submission of tender form is **17.12.2021 upto 3.00 p.m.** and to be opened on **20.12.2021 at 3.00 p.m.**
- 9) All cases of disputes not covered under the terms & conditions of Tender will be referred to the Vice-Chancellor for a decision which shall be final and binding on both the parties.
- 10) For any clarification regarding tender please contact with the Head, USIC, University of North Bengal (Tel No. 9434228228) e-mail id gs72@nbu.ac.in
- 11) Date & Time Schedule.

SL.NO.	PARTICULARS	DATE & TIME
1.	Publishing of Tender	02.12.2021
2.	Documents download / sell start date (online)	02.12.2021 from 6.00 p.m.
3.	Bid submission start date	02.12.2021 from 6. P.m.
4.	Bid submission end date	17.12.2021 upto 3.00 p.m.
5.	Technical Bid Opening	20.12.2021 at 3.00 p.m.
6.	Offline Submission	No Offline submission accepted
7.	Financial Bid Opening	To be notified

Sd/-

Registrar (Offg.)University of North Bengal

TECHNICAL SPECIFICATION OF AMC ON SMART CLASSROOM SCOPE OF WORK

Scope & Services:

Preventive Maintenance: Schedule preventive maintenance in once in 3 months for all systems, projector, Interactive White Board sensor device, Camera, Ceramic White Writing Board, UPS & other related equipment as detailed in [ANNEXURE – I]. The successful Bidder should submit Preventive Maintenance (PM) Report as per prescribed format [ANNEXURE-II] to respective departments.

Corrective Maintenance: It includes unscheduled, on call corrective /remedial maintenance service to set malfunctioning system right. This includes replacement of unserviceable parts with equal or higher configuration.

Hardware Support: Comprehensive Hardware support to all equipment's and peripherals used in Virtual Classroom especially on Desktop used in Virtual Classroom, Short Throw Projector, Interactive White Board sensor device, HD Camera, Video Conferencing supported PA sound system and its components, UPS, Interactive Pens, Microphone/Lapel Microphone, wall mounted speaker etc.

Terms & Conditions:

1. The contract will be valid for a period of one year and the period of AMC will be intimated after finalization of the contract. The rate quoted will remain in force for the full period of the contract.
2. Contract Period: Provisionally for a period of one year, may be extended up to another two-years subject to assessment of service annually.
3. The successful bidder shall maintain logbooks for each of the machines to be taken under the AMC.
4. Preventive maintenance such as disk clean up, disk defragmentation, deletion of temporary files, updates for the OS, drivers & firmware and regular cleaning of the Monitor, CPU, keyboard, mouse, network devices, peripherals, Wooden Cabinet cum Podium, Ceramic White Writing Board, Multimedia Projector, wall mounted Speaker, UPS (as per ANNEXTURE – I) etc. should be carried out by the successful bidder.
5. The service engineer(s) should attend and resolve any type of issues related to the items covered under the AMC within two business days. otherwise a downtime penalty may be charged.
6. Maintenance contract will include repair/ replacement of all faulty components of the equipment under AMC as mentioned in ANNEXURE-I with equal or higher configuration components. Replacement of RTC CMOS batteries may be included in the AMC. All existing data may be removed /destroyed from the old faulty hard drive before taking it out from the office.
7. The vendor should have Smart Classroom installation, support/assistance experience.

ANNEXURE -I

Exhaustive list of equipment, which shall be covered under the AMC.

Name of Items	Specification	Quantity (Approximate)	Remarks
Desktop Computer	Processor: Intel(R) Core™ i5 CPU @2.6GHz RAM: 2GB, HDD: 1TB SATA, Optical Drive: DVD-RW, Network Interface: 10/100/1000 Mbps, 17' LED Monitor with wireless keyboard and mouse	25	Non-Comprehensive AMC
Multimedia Projector	short throw Projector Resolution: 1280X800 WXGA Projection Mode: Front, Rear, Ceiling	25	Comprehensive AMC
Interactive White Board sensor device	Interactive Area: any surface into an interactive white board Touch Calibration: automatic as well as manual calibration	25	Comprehensive AMC
Interactive Pens	In build rechargeable lithium battery	50	Non-Comprehensive
Video Conferencing supported PA Sound System	Make: Ahuja Speaker: Wall mount Microphone: wireless handheld, lapel	25	Comprehensive AMC
Camera	Wall mounted Resolution: Full HD 1080p @30fps	50	Comprehensive AMC

ANNEXURE -II

Preventive Maintenance of Desktop PC, Ceramic Writing Board, Interactive White Board sensor device, Multimedia Projector, Microphone, wall mounted Speaker, UPS installed at NBU

Department :	
Head of the Department :	
Period :	
Date :	

M/c Type	
Brief Description	
Sl. No.	

Action Performed:

(A) Desktop Computer and its Peripherals	
(B) Interactive White Board sensor device	
(C) Short throw Projector	
(D) Devices and wire related to virtual classroom equipment	
(E) Microphone/Lapel Microphone(replace/repair)	
(F) Interactive Pens(replace/repair)	
(G) Temporary Files/Cookies/ Disk Clean	
(H) Configuration Checked	
(I) Disk Defragmentation	
(J) OS/Driver/Firmware Update	
(K) Patch Update	
(L) Performance Checked : Yes/No	
(M) Speaker	

(N) UPS	
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Suggestion (if any):

Remarks:

Signature of the Head of the concerned Department

BIDDERS DETAILS

(To be provided on company letter head)

NIT NO.:

TENDER ID:

1	NAME OF THE BIDDER	
2.	ADDRESS	
3.	CONTACT NUMBER	
4.	CONTACT PERSON	
4.	EMAIL ID	
5.	BANK DETAILS A/c Name A/c Number Name of the Bank Name of the Branch IFSC	

Authorized Signatory(with seal & Stamps)