



## GOVERNMENT OF WEST BENGAL

*Irrigation & Water Ways Directorate*

OFFICE OF THE EXECUTIVE ENGINEER  
METROPOLITAN ELECTRICAL DIVISION

4<sup>TH</sup> FLOOR JALASAMPAD BHAWAN  
SALT LAKE, KOLKATA-91.

### DETAILS SCOPE OF WORK

Name of the work : Supply Installation Testing and Commissioning of 2 (Two) nos Video Conferencing system at Ground floor Conference room, Jalasampad Bhawan & at Jalpaiguri incl SITC of two (2) nos Video Display unit at Ground floor Conference room, Jalasampad Bhawan and PA system at Ground floor conference room and 1st floor conference room at Jalasampad Bhawan, Including three (03) years annual comprehensive maintenance of all VC systems installed at 20 Locations through out the state of West Bengal within the jurisdiction of Metropolitan Electrical Division.

| Sl NO | Particulars                       | Requirement/ Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | Period of Contract                | 1) The Contract would be valid for a period of 03 (Three) years from date of award of contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2     | Annual Maintenance Contract (AMC) | 1) All equipment as decided by the authority to be covered under AMC. (Equipments list is given in separate Annexure sheet-I) irrespective of make/model/age of the equipments on 'as is where is' basis provided the equipment is not declared End-of-Support by the respective OEM.<br>2) In case of End-of-Support by the respective OEM has declared by the OEM for any of the product the executing agency should inform it to the tender calling authority prior 120 days before of such notification supported by the appropriate documents.<br>3) Scope of Work for 03 (three) years AMC of Video Conferencing Equipments installed at various offices of Irrigation and waterways department located throughout the state of West Bengal is as under for approximate list of devices as per Annexure sheet-I.<br>4) The agency is liable to provide support at all locations/offices during AMC period. |
| 3     | Manpower Support                  | 1) Minimum no of manpower shall be provided in major sites (as mentioned below) for immediate replacement of the defective items.<br>A. Cluster I – Jalasampad Bhawan – 2 persons.<br>B. Cluster II – Siliguri – 1 person.<br>C. Cluster III – Bardhaman – 1 person<br>D. Cluster IV – Durgapur – 1 person<br>(Note : The above mentioned manpower should be deputed at aforesaid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Particulars                       | Requirement/ Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 Spare items                     | <p>locations on all working days as mandatory. If problem occurs in more than one site simultaneously the bidder will have to deploy extra manpower to overcome the problem for the time being)</p> <ol style="list-style-type: none"> <li>1) The agency shall procure the spare items as listed in Annexure Sheet -II and kept at site for immediate replacement of the defective spares to put the whole system in operation as soon as possible.</li> <li>1) All of the above materials should be of original OEM, with warranty provisions.</li> <li>2) All of the materials are to be procured immediately after getting the AOC and subsequently stored at different places which will be notified in due course.</li> <li>3) Materials will be kept in with proper safety security.</li> <li>4) If any fault occurs at any site and defect found in all or any of the hardwares, that should be replaced immediately with stocked materials (even though the defunct materials are under warranty from OEM)</li> <li>5) Any defect at any site should be taken up with proper attention and the replacement of any hardware should be done within minimum time.</li> <li>6) In case of any defective items replaced by the OEM, then the replaced materials (which was previously issued from stock) to be transferred again to Head Quarter with immediate effect.</li> <li>7) Materials shall be carried from site to site with proper care, any damages/ theft during transportation will not be entertained.</li> <li>8) If any system/parts are required to be taken out of office for repairing, standby system/parts of the same or higher configuration, acceptable by the authority, should be provided on returnable basis.</li> <li>9) The vendor personnel shall be well versed with troubleshooting of various type/model of VC equipment with minimum downtime/impact to the end users. The AMC shall be comprehensive including cost of new spares (including cameras, controllers, touchpads, microphones, all cabling system) for proper functioning of all systems. If any part(s) gives repeated problems i.e., repaired twice within 30 days time, the said part(s) must be replaced immediately by the vendor with an original one. The spares should be replaced with equivalent or higher specification.</li> </ol> |
| 5 System software upgradation     | <ol style="list-style-type: none"> <li>1) The agency is liable to provide updates and upgrades free of cost, as and when released by the OEM during contract period.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6 OEM involvement                 | <ol style="list-style-type: none"> <li>1) The bidder to have back-to-back arrangement with OEM for AMC, Certificate for the same (mentioning the covered time with machine serial numbers) to be submitted immediately after the commencement of the work.</li> <li>2) The vendor/bidder has to provide a letter / email from the OEM confirming that the vendor/bidder has entered into an arrangement for back to back AMC support from the OEM within 3 weeks from the date of Work Order (WO) along with the serial number of the devices. The bidder also has to provide a letter / email from the OEM for the same.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7 Problem Solving upkeepment time | <ol style="list-style-type: none"> <li>1) In case of any defect in hardware observed minimum time for repairing/ replacement of the faulty one and make the system operational as mentioned below.</li> </ol> <p><b>Cluster I (VC units at Jalasampad Bhawan) :</b></p> <ol style="list-style-type: none"> <li>1. Problem should be addressed immediately.</li> <li>2. Problem should be resolved within 4 working days</li> </ol> <p><b>Cluster II (VC units at other locations) :</b></p> <ol style="list-style-type: none"> <li>1. Problem should be addressed within 2 working days</li> <li>2. Problem should be resolved within 4 working days</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Particulars |                                    | Requirement/ Remarks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8           | Service Window & Call registration | 1) 9.00 AM - 9.00 PM. (All working days). Response: Within 2 hours.<br>Resolution: Within 4 working days for HQ and State capitals and within 7 working days for all other centers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9           | Documentation and record keeping   | 1) The following records are to be maintained and submitted for inspection by the designated officer regularly:<br>a) Record of visit of Technicians.<br>b) Record of equipment maintenance.<br>c) Record of faulty equipment.<br>d) Fault Recording Register and its resolution steps.<br>e) Ensure proper storage of digital records.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10          | Preventive Maintenance             | 1) Vendor shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the award of the contract and once in half yearly thereafter.<br>2) AMC would be on-site and comprehensive in nature and back to back support from the OEM. Vendor will provide support for operating systems and other preinstalled software components during AMC period of the hardware on which these software & operating system will be installed. Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.<br>3) Free maintenance services during the period of AMC. Professionally qualified personnel who have expertise in the hardware and system software supplied by Vendor will provide these services. |
| 11          | Penalties for SLA uptime           | As follows                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| SL NO | Uptime    | Deduction                                                                                                                              |
|-------|-----------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1     | 90-100%   | No Deduction                                                                                                                           |
| 2     | 80-90%    | 10% of the bill value of the AMC item of that particular bill                                                                          |
| 3     | 70-80%    | 20% of the bill value of the AMC item of that particular bill                                                                          |
| 4     | Below 70% | 30% of the bill value of the AMC item of that particular bill                                                                          |
| NOTE  |           | Non-availability of spares/ any other reasons shall not be acceptable under any circumstances and will attract penalty, as applicable. |

Uptime percentage will be calculated as follows

$$= (\text{Total hours in which the units were defunct in the month} \times 100) / (\text{Total Hours in the month})$$

*(Signature)*  
16-11-2024

(Executive Engineer)  
Metropolitan Electrical Division  
Jalasampad Bhawan, Salt Lake

## ANNEXURE - I

| ANNEXURE - I |                                           |                                | Video Conferencing Materials with make and Number Installed (which is to be covered under provision of AMC) |                            |                           |                                |                        |              |                          |    | NOT COVERED IN AMC |
|--------------|-------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------|--------------------------------|------------------------|--------------|--------------------------|----|--------------------|
| SL NO        | Office Name                               | Office location                | CISCO/ POLYCOM P60 CAMERA                                                                                   | CISCO / POLYCOM CONTROLLER | CISCO / POLYCOM TABLE MIC | CISCO TOUCHPAD/ POLYCOM REMOTE | CISCO/ POLYCOM ADAPTOR | APC 1KVA UPS | 49" SAMSUNG DISPLAY UNIT |    |                    |
| 1            | JALASAMPAD BHAWAN (1 <sup>st</sup> FLOOR) | SALT LAKE, NORTH 24 PGS        | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 2            | JALASAMPAD BHAWAN (GROUND FLOOR)          | SALT LAKE, NORTH 24 PGS        | 1                                                                                                           | 1                          | 1                         | 1                              | 1                      | 1            | 0                        |    |                    |
| 3            | CHIEF ENGINEER (SW) OFFICE                | KHASIJUNGLA, PASCHIM MEDINIPUR | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 4            | CHIEF ENGINEER (WEST) OFFICE              | KANAINATSAL, BARDDHAMAN        | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 5            | NORTH IRRIGATION CIRCLE-II                | BERHAMPUR                      | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 6            | PURULIA IRRIGATION CIRCLE OFFICE          | PURULIA                        | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 7            | BANKURA IRRIGATION CIRCLE OFFICE          | BANKURA                        | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 8            | SURI (BIRBHUM) IRRIGATION CIRCLE OFFICE   | SURI, BIRBHUM                  | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 9            | MALDA IRRIGATION CIRCLE OFFICE            | MALDA                          | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 10           | SILIGURI (2ND MILE) IRRIGATION CIRCLE     | SILIGURI                       | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 2                        |    |                    |
| 11           | JALPAIGURI IRRIGATION CIRCLE OFFICE -I    | JALPAIGURI                     | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 12           | COOCHBEHAR IRRIGATION CIRCLE OFFICE       | COOCHBEHAR                     | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 2                        |    |                    |
| 13           | TAMLUK IRRIGATION CIRCLE OFFICE           | TAMLUK                         | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 14           | AMTA IRRIGATION DIVISION                  | AMTA                           | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 15           | BIDYADHAR (DRAINAGE DIVISION              | BARASAT, NORTH 24 PGS          | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 16           | DAMODAR HEAD WORKS DIVISION               | DURGAPUR                       | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 17           | SOUTH DINAJPUR IRRIGATION DIVISION        | SOUTH DINAJPUR                 | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 18           | NORTH DINAJPUR IRRIGATION DIVISION        | NORTH DINAJPUR                 | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 19           | JOYNAGAR IRRIGATION DIVISION              | BARUIPUR                       | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 20           | NADIA IRRIGATION DIVISION                 | NADIA                          | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 21           | LOWER DAMODAR IRRIGATION DIVISION         | SINGUR                         | 1                                                                                                           | 1                          | 2                         | 1                              | 2                      | 1            | 1                        |    |                    |
| 22           | CISCO Multi conferencing unit (MCU)       | Jalasampad Bhawan              | 21                                                                                                          | 21                         | 41                        | 21                             | 41                     | 21           | 22                       |    |                    |
|              |                                           |                                | 7 no unit                                                                                                   |                            |                           |                                |                        |              |                          | 22 |                    |

16-11-24  
B. K. S.

# ANNEXURE - II

Minimum Spare List that have to be kept at Stock, as per clause no : 3 as per Scope of Work list

|                                                                      |       |                         |
|----------------------------------------------------------------------|-------|-------------------------|
| 1) Telepresence Precision 60 Camera - auto expand only: (Make Cisco) | 2 Nos | (10% of Total Quantity) |
| 2) Torch10 controller for collaboration endpoints. (Make Cisco)      | 2 Nos | (10% of Total Quantity) |
| 3) TelePresence Table Microphone 20 (Make Cisco)                     | 4 Nos | (10% of Total Quantity) |
| 4) Touchpad for Cisco VC Unit (Cisco)                                | 2 Nos | (10% of Total Quantity) |
| 5) Power Supply 12 VDC 40W                                           | 2 Nos | (10% of Total Quantity) |
| 6) Power Supply - AC/DC, 12V, 6.25A                                  | 2 Nos | (10% of Total Quantity) |
| 7) 1KVA UPS APC                                                      | 2 Nos | (10% of Total Quantity) |

## Special Notes:

- 1) All of the above materials should be of original OEM, with warranty provisions.
- 2) All of the materials are to be procured immediately after getting the AOC and subsequently stored at HQ (Jalasampad Bhawan).
- 3) Materials should be kept in with proper safety security.
- 4) If any fault occurs at any site and defect found in all or any of the hardwares, that should be replaced immediately with stocked materials (even though the defunct materials are under warranty from OEM).
- 5) Any defect at any site should be taken up with proper attention and the replacement of any hardware should be done within minimum time.
- 6) In case of any defective items replaced by the OEM, then the replaced materials (which was previously issued from stock) to be transferred again to Head Quarter with immediate effect.
- 7) Materials should be carried from site to site with proper care, any damages/ theft during transportation will not be entertained.

14-11-2024  
BE(MED)