

ANNEXURE -1

IT service related terms, conditions and job description

CMTI is looking for IT service providers for availing IT service (operation and day to day maintenance) at CMTI, Bengaluru on day to day basis.

Terms and conditions are as below:

- 1) IT service provider should have a registered office and operational setup in Bengaluru.
- 2) IT service provider should have experience in providing similar IT services for not less than 03 years as on 31st Dec 2022 to any of the established Government / R & D institutes / private establishments who have had at least 100 nodes (involving computers, printers, network switches, etc.) connected to network.
- 3) IT Service is required for 03 Years. However, engagement will be for 01 year initially. Based on the quality of the service provided, this contract may be extended on year to year basis.
- 4) IT Service provider, once engaged, should depute 03 staff members for providing IT service involving operation and maintenance. Staff educational qualification and Job description are as per Table – 1. Job description is only in brief and indicative. Job involves all possible IT related activities of CMTI. The responsibility of carrying out/executing the assigned task lies with the IT service provider. IT service provider should not change the staff members frequently, so that there won't be any issue with the IT activities of CMTI. In case, if the staff deployed at CMTI is unable to execute the work, it is the responsibility of the service provider to deploy other / change / replace staff.
- 5) Working days are usually from Monday to Friday of every week. Working hours are from 08 AM to 06 PM. Service provider should quote for the financials on per month basis.
- 6) Based on the requirements, service provider deputed staff should be available beyond office hours including weekends. The financial quote should have per hour cost for such additional/ extra work indicated separately.
- 7) Payment shall be made to the service provider after every month against invoice.
- 8) IT group of CMTI will issue the job carried out details to agency provider on daily basis.
- 9) Service provider and their deputed staff should not misuse the consumables, spare items, passwords and any other related items/information/access made available to carry out the tasks.
- 10) During any sort of registration (like during installation of a software or hardware), if any, deputed staff should take the concurrence of IT group of CMTI, before proceeding with the installation.
- 11) Service provider and their deputed staff are not allowed install or use any software or hardware without the consent from IT group of CMTI.



12) Before applying for the bid, service providers should visit CMTI and get acquainted with the IT related facilities available.

Table - 1

Sl. No.	Qualification	No. of posts	Job description in brief
01.	ITI (Information Technology - IT & Electronics System Maintenance - ESM)/Electronic Mechanic/Electrician)	01	<ol style="list-style-type: none"> 1. Setup of the public address system as per the requirements 2. Maintenance of the public address system/equipment 3. Setup of projectors, display screens 4. Maintenance of projectors, display screens
02.	Diploma (Computer Science/ Information Technology/ Electronics & Communications)	02	<ol style="list-style-type: none"> 5. Coordinating with service providers when the equipment are hired 6. Assisting for internal Meetings, Conferences, Video Conference & Trainings 7. Biometric & CCTV devices maintenance 8. Install, maintain and setup LAN with Internet Connection 9. Installing, maintaining and repairing software or hardware 10. Troubleshooting different computer issues 11. Determining and installing appropriate security measures 12. Installing & Configuring basic computer networks 13. Providing technical support on-site or via phone or email 14. Install, configure, and maintain end user application software 15. Train and provide assistance to end users 16. Troubleshoot IT related software and hardware problems 17. Installation, Configuration and Troubleshooting of Printers. 18. Assisting for Video Conference 19. Preventive maintenance of Servers, Networking devices, PCs, Printers and other IT Equipment 20. Any other IT related service

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