



पुर्व प्रचलित रासायनिक पदार्थ तथा सम्बन्ध उत्पाद निर्यात संवर्धन परिषद्  
'वानिज्य भवन' इन्टरनेशनल ट्रेड फेसिलिशन सेन्टर, १/१, उड स्ट्रीट, तीसरी मंजिल, कलकत्ता - ७०० ०१६  
Formerly **Chemicals & Allied Products Export Promotion Council**



(Sponsored by Ministry of Commerce & Industry, Govt. of India)

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CIN: U36900WB1958NPL023786

## Depute of Engineer for IT support and maintenance service

### Term & conditions with Scope of works:

- 1) Depute of One Engineer at our CAPEXIL on all working days from 9.30 AM. to 7 PM. if required, for any emergency work the working time may be extended, but nothing to be paid extra for that. The Engineer should possess sound knowledge and skills required to run the following and resolve all the issues arising in connection with the following:-
  - Hardware PC, PC's Printer's, PC's Switch's etc.
  - LAN/WAN/ Networking/Switch Board etc.
  - Internet & Leased Lines etc.
  - Office Automation software such as MS Office, Antivirus etc.
  - Operating system DOS, Windows Server & Client
  - Packages such as Foxpro, Quick, Tally, Works related to website, Membership System in Portal (Control Panel), Other Membership System Tools, etc.
  - Mailing Communication System. ( MS Exchange user and / Outlook/ Other tools)
  - Phone, Fax, EPABX, Printers etc

The scope of work indicated above is in ó exhaustive.

- 2) If the deputed Engineer is not able to sort out the problem within two hours time, the Sr. Engineer should be deputed on the job to sort out the problem.
- 3) Engineer must follow CAPEXIL holiday list. Attendance of the engineer is to be reported to the Administration Department of CAPEXIL.
- 4) Engineer must take prior sanctions/ approval from the Admin. Department of CAPEXIL regarding any leave or absence. Moreover, the vendor shall provide replacement engineer to continue with the assignments in cases of unauthorized absence of the engineer, deductions shall be made on pro-rata basis.
- 5) Engineer as well as your organization must keep all data and information confidential and must not share with any outside agency without permission of our Competent Authority.
- 6) Engineer must take care of all IT support functions and carry out all jobs as and when our Competent Authority instructs and as per the requirement of office.

- 7) Engineer must maintain daily log book and that should post to the Head on weekly basis .
- 8) In case, the quality of services is found not up to our satisfaction at any point of time, the contract shall be terminated by 30 days notice and you will be liable to Refund us the Service Charges advance payment etc. if any.
- 9) All conveyance, fooding, etc. are included in the quarterly charges . Nothing extra shall be paid by CAPEXIL in this regard.
- 10) CAPEXIL has no liability of the Engineer after completion of the contract.