

No. DSIR/IT- eG/AMC/2008

September 30, 2008

Subject: Maintenance of PC and Other IT Equipment for a period of one year.

Quotation in sealed cover is invited for the comprehensive maintenance of the following equipment of this department as per the terms and conditions mentioned below:

Sl. No.	Equipment	Quantity
1	P-IV Computers: IBM (2.4 GHz, 512 MB RAM, 40 GB HDD, CD RW, 16XDVD/CDROM, KBD, MOUSE, 15" Monitor)	19
2.	P-IV Computers: IBM (3.0 GHz, 1 GB RAM, 80 GB HDD, CD RW, 16XDVD/CDROM, KBD, MOUSE, 17" Monitor)	10
3.	DeskJet Printers (HP DJ 930, 970, 1180, OJ 6110, BIJ 1000)	46
4.	HP F380 Multi Function Device	21
5.	LaserJet Printers HP LJ (4000, 4000N, 4050, 4200, 1300)	18
6.	HP LaserJet M4345 MFP	2
7.	Scan Jet Scanners HP (SJ 5200 C & 7450 C)	5
8.	Laptop Computers – IBM ThinkPad	2
9.	UPS Offline 500 VA/625 VA/1KVA with batteries	70
10.	LCD Portable Projector (Plus Make, Mitsubishi Make)	2

*30 P-IV systems -PCS Make (3.0 GHz, 1GB, 80 GB HDD, DVD ROM, DVD R/W, KBD, Mouse, TFT 15") likely to be added under AMC from April 2009.

Terms and Conditions:

1. A post warranty comprehensive maintenance Agreement (CMA) will be made for Preventive and corrective maintenance service.
2. The selected firm will be required to do the work from the date of award of the bid.
3. One adequately well qualified engineer would be made available in the Department during the office hours on all working days to attend complaints.
4. The contract shall be on a comprehensive maintenance service basis i.e. no extra charges for supply of replacement of any defective parts. In case the UPS requiring battery replacement, battery set replacement would be done.
5. Only such work which can not be done in the office premises would be allowed to be done outside after providing standby machine and no extra charges would be paid on this account.

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6. Those computer systems that are under warranty, which does not covers software support would have to be attended at no extra cost.
7. If the firm fails to attend the complaints within 24 hours and do not repair the equipment, accordingly a penalty of 5% of the AMC for that work shall be deducted from the gross amount of the bill. The decision of the Government on this account wills be final and binding on the company.
8. The contract can be terminated by the department at anytime without assigning any reason thereof. If the work of the company is found to be unsatisfactory, this department will be at liberty to entrust the same to any other firm at the risk and expense of the defaulting company. In this connection, the decision of this department shall be final and binding upon the company.
9. The company should clearly indicate their past performance (support the claim with enclosing list of clients having 100 or more equipment), technical capability and financial position, etc. while submitting the quotation.
10. Payment will be made on quarterly basis after the completion of satisfactory maintenance.
11. Quotation received after due date and time will not be accepted. The department reserves the right to reject any quotation in whole or in part without assigning any reason thereof. This tender is not transferable
12. Quotation should be valid till **March 31, 2009**.

If you are interested to take up the contract, you may send your quotation in a sealed cover (embarked on it '**Quotation for AMC 2008**' and this letter number) to undersigned latest by 4 p.m. on **November 3, 2008**.



(**Vimal Kumar Varun**)
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