

Indian Council of Philosophical Research
(An autonomous org. under the Ministry of Human Reseourse Development)
Academic Center,
3/9,Vipul Khand,Lucknow-226010

Sub.: Notice inviting quotations for AMC for Computers, Peripherals and UPS

The Director ,ICPR,Lucknow invites sealed quotations from the authorized service providers /other firms/companies who can undertake the Annual Maintenance Contract of the H.P.Brand computers other peripherals & UPS available in the office subject to the following terms & conditions. The quotation shall contain all information relating to all aspects including vendor's profile, client list, performance report, accreditation letter, details relating to acceptance of the conditions, eligibility documents, etc ~~but~~ including the detail of price quoted.

GENERAL CONDITIONS:

1. Quotation should cover the entire computers ,UPS, & other peripherals available in the office which may be inspected at the office during office hours in any working day. However a tentative list of items is attached as annex-1
2. The Annual Maintenance Contract (AMC) is valid for the period from the date of signing the agreement by both the parties..
3. The quotation shall be valid for two months after the date of submission & no hike in the rates shall be allowed in any case during the entire AMC period.
4. The complaint shall be attended by the service provider within 24 hrs. otherwise a penalty of Rs.500/- Will be levied upon the party.
5. In case of delay in repairs / procurement of spares, standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation
6. Software support is required for Operating Systems like Windows/Linux/Unix/UnixWare and other applications like MS Office/Open Office. Anti-virus support is compulsory in the case of infection.
7. Payment will be made on quarterly basis, only after the satisfacorycompletion of service for the quarter .
8. The contract does not cover consumables like printer head, ribbon/Ink laser cartridges etc.
9. The vendor should submit the experience certificate for the services provided to other govt./reputed pvt. Org. along with the performance certificates
9. Preventive maintenance service is to be carried out every two months for all computers, peripherals and

UPS detailed in the respective annexure. Preventive maintenance means servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it would include:

- ☑ Scanning the Hard Disk drives for bad sectors or anything.
- ☑ Checking and cleaning the Mouse and the Keyboard for proper operation.
- ☑ Servicing and cleaning of printers.
- ☑ Head/ lens cleaning of CD/ DVD drives.
- ☑ checking of distilled water levels in batteries of UPS and refilling of the same wherever applicable/ check the performance of Non maintenance Battery.

10. AMC shall include services and replacement of all defective parts. The Hardware maintenance support includes Operating System support, corrective and preventive maintenance, repairs or replacement of defective parts (details of replacement should be provided to the department).

12. Sub-contracting of AMC services is not allowed.

13. The service center of the party shall be based in Lucknow.

14. The department reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found unverifiable during the selection procedure, or the AMC period. This office also does not bind itself to accept the lowest tender and it reserves the right to reject any or all the tenders without assigning any reason whatsoever.

16. If, in any case, any machine coming under AMC is disposed off by the Department (for up-gradation, etc.) a pro-rata amount calculated on the basis of AMC charges per machine for the remaining period will be deducted

17. Bank guarantee of Rs.5000/- should be submitted at the time of awarding of AMC and it should have a validity of additional three months from the date of expiry of the AMC.

18. While quoting the rate for AMC, the Service Tax, if applicable, at the current prevailing rate, copies of PAN/TAN, Trade tax registration should be shown/submitted separately

19. The date of opening bids is on 21.4.13 at 11 a.m in the ICPR, Office at 3/9, Vipul Khand, Gomti Nagar, Lucknow-226010. Before the bidders /representatives present.

Annex-1

MACHINE SPECIFICATION SHEET OF INDIAN COUNCIL OF PHILOSOPHICAL RESEARCH INSTITUTE
3/9 Vipul Khand Gomti Nagar, Lucknow.

Sl. No.	Item Description	Q35 INTEL	1GB	SAMSUNG 160GB	NA	DVDRW	LOGITECH	LOGITECH	LOGITECH	NA	INTEL 82566DM-2	LG TFT 18.5	RTL HD
1	CORE2DUO 2.33 NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	INTEL 82566DM-2	LG TFT 18.5	NA
2	NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	LG TFT 20"	RTL HD
3	NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	LG TFT 18.5	RTL HD
4	NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	LG TFT 18.5	RTL HD
5	NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	EG TFT 18.5	RTL HD
6	CORE2DUO 2.33	Q35 INTEL	512 MB	SAMSUNG 160GB	NA	DVDRW	HP NORMAL	HP	HP	NA	INTEL 82566DM-2	HP 7540	RTL HD
7	CORE2DUO 2.33	Q35 INTEL	1GB	SAMSUNG 160GB	NA	DVDRW	LOGITECH	LOGITECH	LOGITECH	NA	INTEL 82566DM-2	LG TFT 18.5	RTL HD
8	NCOMP	NA	1GB	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	LG TFT 18.5	RTL HD
9	NCOMP	NA	1GB	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	RTL8102	LG TFT 18.5	RTL HD
10	CORE2DUO 2.33	G41	1GB	160GB	NA	DVDRW	HP NORMAL	HP	HP	NA	INTEL 82566DM-2	HP L1710 TFT	SCANNER,CANON LIDE 100
11	NCOMP	NA	NA	NA	NA	NA	LOGITECH	LOGITECH	LOGITECH	NA	INTEL 82566DM-2	LG TFT 18.5	RTL HD
	Note	OPTICAL DRIVES ARE NOT COVERED UNDER STANDARD COMPREHENSIVE AMC SCHEDULE											
		Network Switches, Hubs, Cables Connectors, Routers, Modems, Adapters, I/O Box Patch Cards, Patch Panel, Data Rack, Security Software, are NOT PART OF STANDARD COMPREHENSIVE AMC S											
Printers													
1	hp laserjet 3015												Total Amount P
2	hp laserjet 3005dn												Total Amount P
3	Canon FAX L160												Total Amount P
UPS													
1	UPS APC 2000												Total Amount Printer
Servers													
1	P Proliant ML350 Server												Total Amount UPS
work Devices													
1	Cables Connectors												Total Amount Server
2	Switch/Hub/ Power Adapters												Total Amount Server
RECOMMENDATIONS:													
3	ANTIVIR US/END POINT PROTECT ION	4	1950	1950									Total AMC Charges
4	CHARGE	1	490	490									Total AMC Charges
5				2440									Total AMC Charges