

**REGIONAL PLANT RESOURCE CENTRE  
BHUBANESWAR**

**QUOTATION CALL NOTICE FOR AMC OF COMPUTERS AND  
PERIPHERALS**

R & D 15/2015 No. 1636 / RPRC, Bhubaneswar Dated 12.07.2016

Sealed quotations are invited from Registered Commercial Enterprisers /Computer Firms/ Agencies having TIN and SRIN no., Service Tax registration no. along with VAT clearance certificate ( Form VAT 16) for the Annual Maintenance Contract (AMC) of computers and Peripherals along with networking of 15 nos. of computers. The Agency should submit their offer in sealed cover super scribed “AMC for computers and peripherals” should reach the undersigned on or before 30.07.2016 (4 PM). Quotation received after scheduled date and time shall not be considered.

**Details can be obtained from RPRC website ([www.rprcbbsr.com](http://www.rprcbbsr.com)) and RPRC Notice Board.**

-Sd/-

**(Administrative Officer)**

**Annexure-I**

Sl. no.	Name of the item	Total number	Rate quoted in Rs. Excluding tax	Total amount
	<b>( Desktop ( all parts except HDD)</b>			
1	P4	13		
2	Dual core	04		
3	Core 2 duo	09		
4	Core i3	09		
5	Core i5	06		
	<b>(B) Printer (all parts excluding cartridges)</b>			
1	Epson LQ 300II	01		
2	Wipro LQDX	01		
3	1020/1020+/1160/1008/1018 /10071505	10		
4	H.P. LJT M5025 MFP	01		
5	HP LJT 2035n (LAN) to 4 PC	01		
6	HP LJT 2015DN	01		
7	HP LJT 2025dn	01		
8	Printer MFP 4122	01		
9	HP LJT M1005 MFP	02		
	<b>(C) UPS- APC/Shakti/Power Guard</b>			
1	500/600/650/ 700VA (Without battery)	33		
2	1 KVA (Without battery)	04		
3	online 2 / 3 KVA APC make UPS (Without battery)	09		
	<b>(D) Networking</b>			
1	Networking of computers including network system, I/O out lets, R.J. Jack and other parts.	15		
	<b>(E) Laptop- Dell/HP/Sony Vio (excluding battery)</b>	09		

\*i. The rate of taxes /levies must be mentioned separately under each item.

\*ii. The actual number of computers and peripherals may vary.

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1. Offers which do not fulfill the terms and conditions shall not be considered and shall be out rightly rejected without assigning any reason thereof.
2. The **EMD of Rs.10,000/-** is to be deposited in shape of Bank Draft in any Nationalized Bank drawn in favour of Chief Executive, Regional Plant Resource Centre, Bhubaneswar along with the quotation. Offers received without EMD will be rejected.

**Documents /information to be submitted:**

- i) Name of the firm with Address and telephone no. / E-mail ID. :
- ii) Copy of Registration Certificate of firm /Company:
- iii) Copy of Service Tax Registration Certificate.
- iv) Company profile ( in a separate sheet).
- v) Copy of client list for AMC ( along with copies of work orders).
- vi) Working experience in Govt. organization, Public sector undertakings for AMC (submit copies of work orders, performance certificate).
- vii) The details of computers/laptops, printers, UPS etc. are provided in Annexure-I.
- viii) Number and name of technical staff employed by the firm and technical qualification of each of them (furnish a separate list)

**TERMS AND CONDITIONS**

- i) Quotation without required amount of EMD will not be considered and transfer or adjustment of EMD is also not admissible.
- ii) The firm should have completed AMC of computers and computer peripherals for at least 3 Govt. organizations or Public sector undertakings during last 3 years. Non fulfillment of this criteria will lead to rejection of the offers.
- iii) The firm should be located in Bhubaneswar.
- iv) The AMC shall remain valid for one year and may be renewed by RPRC if need arises and services are found satisfactory.

**SCOPE OF WORK**

- i) **AMC of computers, printers, laptops, UPS includes supply and replacement of all parts excluding Hardisk of Desktops computers, Laptops battery, UPS battery, ribbon cartridge, Tape cartridge, ink/tonner cartridge. The parts replaced must be**

**new and equivalent in performance to the existing parts. In the event of obsolesce and beyond repairable condition, items will be replaced by equivalent capacity /quality at no extra cost.**

- ii) Routine corrective & preventive maintenance (as per the service level agreement) of the computer system and peripherals as specified in the inventory of equipment to be covered under AMC.
- iii) Software installation, un-installation, configuration, virus removal, Antivirus software up gradation & integrity maintenance to make the system/equipments/network fully functional.
- iv) During the period of AMC the firm shall attend the faults within 24 hours (avoiding lunch break ) and in emergency case fault will be attended within 3 hours. In case the vendor does not attend the fault within the stipulated time, the repair work will be done outside and the cost thereof with penalty ( as decided by the authority) will be deducted from the AMC bill. Preventive maintenance for the whole computer system shall be done on monthly basis which shall include external/internal cleaning of the system, running the diagnostics/utilities tools to determine the exiting or likelihood faults and their removal.
- v) Shifting and re-installation of equipments if necessary will be executed by the Agency without any additional cost.
- vi) Recovery of data at free of cost in case of hard disk crashes.
- vii) At the end of AMC period, the Agency shall be responsible to make over all the equipment under maintenance to the office failing which any dues to AMC Agency shall be withheld till such time it is fully accomplished.
- viii) The firm should Identify and rectify the hardware and software, networking and internet defects and bring computers and peripherals, UPS etc to working condition.
- ix) If the performance of the firm during any quarter of the AMC period is not satisfactory, the undersigned has the right to rescind the contract at any time.
- x) The firm shall provide prompt service at the location where the computers and peripherals are installed and will obtain necessary certificate from the user.
- xi) Payment would be made for successful services (basing on service report & performance report of users) for the preceding quarter.
- xii) The name of a contact person and mobile number should be intimated to the Centre who should be contacted for all kind of services.
- xiii) The undersigned reserves the right to rescind contract in case of violation of any terms and conditions for the interest of the Organization.

-Sd-

(Admn.-Cum.-Finance Officer)