

Speed Post

**PRASAR BHARATI
BROADCASTING CORPORATION OF INDIA
STATION DIRECTOR : ALL INDIA RADION, NEW DELHI**

No.DEL-5(2)/2011-G

Dated:

To,

M/s _____

Subject : Comprehensive Annual Maintenance Contract of Computers, Printers, UPS and Antivirus installed in various sections of SD, AIR, New Delhi.

Sir,

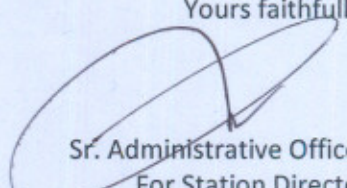
This office invites fresh sealed quotations for Comprehensive Annual Maintenance contract of 55 Computers, 60 printers and 55 UPS and Antivirus for all Computers on the following terms and conditions.

1. The Maintenance Contract will be comprehensive and will cover all peripheral of systems including the maintenance of operating system and software already installed in the computer.
2. The SD, AIR, New Delhi reserves the right at the time of award of contract or during the continuance of the contract to decrease the quantity of items offered for AMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and service in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.
3. Company should be an ISO 901:2008 certified for servicing.
4. Company should have a minimum turnover of more than 25 Lakhs in last two years.
5. The firm should have at least previous experiences of 4 years in maintaining hardware and network system in Govt./ Organization/PSU etc.
6. The firm should be registered with concerned Tax Authorities and copies of Income Tax return and TAN/Service Tax certificates must be attached along with the quotation.
7. The vendor will deploy two qualified resident engineer who would be resident at our office on all working days from 9.30 AM TO 6.00 PM having minimum qualification of Diploma in Engg. -3 years, CCNA, MCSE qualified with 4-5 years of experience in maintenance of IT hardware items.
8. The firm shall provide the service on all working days (during working hours 9.30 AM TO 6.00 PM).
9. The contract will be for a period of one year.
10. Preventive maintenance shall be done once every 30 days for each system under AMC and each maintenance call shall be recorded in the service card/chart (to be provided by the firm) of respective computer/system. Preventive maintenance includes checking of hardware, basic software in addition to dusting and cleaning shall be done once every 30 days for each system and the same are to be submitted with General Section before 5th of forthcoming month.
11. Consumable items i.e. toner/Ink cartridge for printers, batteries for UPS etc are not included in the AMC.

Contd...2/-

12. In case of any fault, the fault will be reported by the user in a complaint register maintained by General Section. The Engineer of the firm will note down the complaint day to day basis and will attend the complaint and submit the call report of the system from the user and will submit to General Section.
13. The successful bidder/firm shall execute and submit a Bank Guarantee equivalent to 5% of the total amount of contract from any Nationalized Bank by way of Performance Security which shall stand forfeited if the firm fails to execute the work assigned to them.
14. The payment will be made on quarterly basis after giving satisfactory service by the firm.
15. The SD, AIR, Delhi reserves the right to accept or reject any or all quotations without assigning any reason thereof.
16. In case, the service is not found satisfactory, the SD, AIR, Delhi reserves and right to terminate the contract at any stage and the bank guarantee will be forfeited.
17. On expiry of the contract the firm shall hand over the system in perfect working condition to this office failing which liquidated damages, if any, amount will be deducted from the contractor.
18. The firm should quote their rates for the Comprehensive Annual Maintenance as the format/list enclosed.
19. Correction or over-writing in the tender documents is not permissible. Every sheet of the tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm.
20. The firm shall be responsible for taking backup data and programmer available in PC, before attending the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users.
21. The firm should also quote their rates for all big and small items/parts which do not come under the AMC separately otherwise it will be presumed that all the items/parts whether big or small are included within the AMC and no addition cost on any account will be entertained.
22. Mere quoting lowest rates will not amount to commitment on part of AIR, Delhi for award of contract as other technical conditions stipulated in the contract is also required to be fulfilled.
23. In case, you are interested in Comprehensive Annual Maintenance Contract on the aforesaid terms and conditions, you are requested to furnish the quotation in respect of the Computers, Printers, UPS and Antivirus as per list enclosed in sealed cover to Sr. Administrative Officer, Room No.46, First Floor, Broadcasting House, All India Radio, Parliament Street, New Delhi – 110001 along with earnest money of Rs.5000/- in the form of a demand draft in favour of DDO, Station Director, All India Radio, New Delhi and dropped the same in the tender box at Room No.46 or sent by same under Registered post stating in the envelope 'QUOTATION FOR COMPREHENSIVE AMC FOR COMPUTERS' etc. on or before **15.7.2011 up to 3 PM**. The quotation will be opened at 4 PM on the same day in the presence of such tenderers or their agents as may choose to attend.

Yours faithfully,


Sr. Administrative Officer
For Station Director

Encl: a/a

ANNEXURE-1

QUOTATION FOR COMPREHENSIVE AMC OF COMPUTERS AND PERIPHERAL FOR ONE YEAR

SL NO.	PARTICULARS	AMOUNT FOR ITEM 1 TO 9
1	COMPUTER -55 NOS(MONITOR+CPU)	
2	DMP PRINTER 136 COLOUM 24 PIN -6NOS	
3	LINE MATRIX PRINTER-1NO	
4	MONO LAZER SINGLE FUNCTION PRINTER-29 NOS	
5	INKJET MULTI FUNCTION-6NOS	
6	MONOLAZER MULTI FUNCTION PRINTER-12NOS	
7	COLOUR LAZER SINGLE FUNCTION PRINTER-6NOS	
8	UPS -55 NOS	
9	ANTIVIRUS	

SIGNATURE OF AUTHORISED REPRESENTATIVE WITH OFFICE STAMP