

**Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi**

ICWA/IT/AMC/827/21/2011

Dated 3-3-2011

**Quotations for AMC of Computer, Networking and other related
IT-equipment**

The Indian Council of World Affairs (ICWA) invites quotations for repair and maintenance of computers, network and other related IT-equipments for a period of one year from the date of signing of agreement. The list of items to be covered under AMC is attached. The parties are required to furnish the unit as well as total cost of maintenance for every item strictly in the attached proforma. ICWA reserves the right to accept or reject any or all of the offers, in full or in part, without assigning any reasons whatsoever. The firms should have proven experience in carrying out similar types of work in various offices. Last date of submission of proposal is 15th March 2011.

The terms and conditions of AMC are as under:

1. The selected agency will be responsible for repair / maintenance work of the computers and related items excluding cost of defective parts. To the extent possible, all repair and maintenance work would be carried out in ICWA office premises only. For this purpose, the agency will post one duly qualified service engineer at ICWA from 9.00 AM to 5.30 PM on all the working days and even on holidays or beyond office hours, if need arises. In addition, the deputed engineer should be able to load or reload and attend to other problems related to Softwares like as:
 - Maintenance, installation if required, of Operating System.
 - Updation of patches as and when required
 - Antivirus installation, regular updation & scanning schedule
 - Installation & maintenance of MS Office, Antivirus, PDF Reader as well as related software.
2. **Preventive maintenance:** Preventive maintenance of the hardware, software & networking to ensure minimum downtime by ensuring the failure of systems is avoided. Ensuring the maintenance of the LAN system & internet connectivity to each point at all times.
3. All the complaints should be attended to and defects rectified immediately on receiving of the report and in any case on the day of reporting. In case the defect is major and it is not possible to rectify within a day, the problem should be reported to the concerned officer and a standby equipment should be provided with in 48hrs. In case, this is delay beyond the estimated time then a charge of Rs. 200/- per hour

for first 3 hrs and there after Rs. 500/- per hour will be chargeable and this would be deducted from the bills directly. (Not applicable in case of Hardware failure)

4. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside with due approval but without payment of any extra charges. For this, the agency would be required to provide standby equipment.
5. ICWA may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC. In such cases, payment shall be made on a proportionate basis at the rates agreed to in the quotations for similar equipment.
6. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
7. No advance payment will be made in any case. The payment will be released on quarterly basis after making statutory deductions like TDS at the end of each calendar quarter and after securing a satisfactory certificate.
8. ICWA shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the AMC Provider while performing duty in ICWA premises. All liabilities, legal or monetary, shall be borne by the AMC Provider.
9. A log register (including reporting time, rectification time & status duly signed by the users) will be maintained by the firm on regular basis.
10. The contract can be terminated by ICWA at any time without assigning any reason. In this connection the decision of ICWA shall be final.
11. The contract may be terminated by the agency by assigning valid reason by giving a 2(Two) months notice so as to ensure that the alternate arrangements can be put in place.

List of Hardware

Sr.No.	Items	Quantity
1	Desktop C2D	37
	Dual core	4
	Pentium-4	24
	Total	65
2	Laptop C2D	1
	Laptop Pentium M	2
	Laptop i-5 Processor	1
3	UPS	30
4	Online UPS	2
5	Scanner	3
6	LaserJet p2055dn	6
	Business InkJet 1000	1
	LaserJet 1000	2
	LaserJet1005	5
	LaserJet 2014	1
	LaserJet 1020	2
	LaserJet 1505	1
	LaserJet 1015	2
	Laserjet 6L Pro	1
	LaserJet 1022	1
	DeskJet 840C	1
	DeskJet 2360	1
	OfficeJet 6318	1
	OfficJet Pro L7590	1
	SamsungML 2850D	1
	HP CLJ CP1515n	2
	HP CLJ CM1312 MFP	1
	HP CLJ CP2025	1
7	Connectivity / Software maintenance of a LAN having 50 nodes (Charges quoted not to include hardware maintenance)	1

Proforma for Submission of Quotation

To,

Director,
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi – 110001.

Sub : AMC of Computers and other related equipments

Dear Sir,

With reference to your enquiry Ref. No. ICWA/IT/AMC/827/21/2011 dt. 3-3-2011, given below are our AMC charges for Computers and other related equipments.

List of Hardware

Sr.No.	Items	Quantity	Unit Charges(Rs.)	Total Charges(Rs.)
1	Desktop C2D	37		
	Dual core	4		
	Pentium-4	24		
	Total	65		
2	Laptop C2D	1		
	Laptop Pentium M	2		
	Laptop i-5 Processor	1		
3	UPS	30		
4	Online UPS	2		
5	Scanner	3		
6	LaserJet p2055dn	6		
	Business InkJet 1000	1		
	LaserJet 1000	2		
	LaserJet1005	5		
	LaserJet 2014	1		
	LaserJet 1020	2		
	LaserJet 1505	1		
	LaserJet 1015	2		
	Laserjet 6L Pro	1		
	LaserJet 1022	1		
	DeskJet 840C	1		
	DeskJet 2360	1		
	OfficeJet 6318	1		
	OfficJet Pro L7590	1		
	SamsungML 2850D	1		
	HP CLJ CP1515n	2		

	HP CLJ CM1312 MFP	1		
	HP CLJ CP2025	1		
7	Connectivity / Software maintenance of a LAN having 50 nodes (Charges quoted not to include hardware maintenance)	1		
	Total Charges(Rs.)			

We agree to all the terms and conditions specified in your enquiry Ref. ICWA/IT/AMC/827/21/2011 dt. 03/03/2011.

Thanking you,

Rubber Stamp of the
Company

Yours faithfully,

Signatures _____