

**GOVT. OF INDIA  
CENTRAL REFERENCE LIBRARY,  
BELVEDERE  
KOLKATA -700 027**

**INVITING QUATATION FOR COMPUTER AMC**

The Central Reference Library, Kolkata invites quotations from reputed Firms/Companies/Agency for the AMC (without spares/materials and with spares/materials) for Computer/Server/Printer, Entire LAN (with equipments like switch, router etc.) and other related peripherals, for a period of one year. Reputed Concern having working experience of provider AMC Server for computer and Networking in any Government organization for at least 3 (three) years and may submit the sealed quotation within 21 days from the date of its issue this latter. Rate should be quoted for AMC

**(1) Without spares/materials.**

**(2) With spares/materials.**

The details of terms and conditions are given in Annexure II and Description, Specification and location of computer and network system of the Central Reference Library are enclosed herewith at Annexure -I.

Total number of computers and network and others equipments to be covered under AMC for the year 2016 –2017 (Please see Annexure 1 for details)

Sl. No.	Description	Quantity
1.	No. of Desktop PCs	34
2.	No. of Servers	02
3.	No. of UPS	03
5.	No. of Printer & Fax	13
6	No. of Switch(Network Equipment, Router and LAN)	46

The Librarian In charge of Central Reference Library, Kolkata reserves the right to accept or reject the quotation without assigning any reason whatsoever.

(D. K. Maji)  
(Accounts cum Administrative Officer)

## Annexure – I

### 1. Technical Section No. of Desktop

Sl. No	Location	Description	Quantity	Configuration
1.	Librarian Room	HP Desktop	1	Windows 8.1 Intel(R) ore Core I 3 4 GB RAM
2.	Technical Section	HCL Desktop(old)	6	Windows 7 Dual Core 1 GB RAM
3.	-	HCL Desktop(New)	3	Windows 7 Dual Core 2 GB RAM
4.	-	Dell Desktop	2	Windows 7 Dual Core 2 GB RAM
5.	-	Dell Desktop	1	Windows 8.1 Intel(R) ore Core I 3 4 GB RAM
6.	-	HP Desktop	4	Windows 8.1 Intel(R) ore Core I 3 2 GB RAM
7.	-	Wipro	2	Windows 8.1 Intel(R) ore Core I 3 4 GB RAM
8.	-	Lenovo(old)	3	Windows 7 Dual Core 1 GB RAM
9.	-	IBM	1	Windows 7 Dual Core 1 GB RAM
Total			23 Desktops	

### 2. Administrative Section - No. of Desktop

Sl. No	Location	Description	Quantity	Configuration
1.	ADM Section	Wipro Desktop(New)	3	Windows 8.1 Intel(R) ore Core I 3, 4 GB RAM
2.	-	HCL Desktop(New)	2	Windows 7 Dual Core 2 GB RAM
3.	-	HCL Desktop(Old)	1	Windows 7 Dual Core 1 GB RAM
4.	-	Dell (New)	3	Windows 7 Dual Core 2 GB RAM
Total			9 Desktops	

### 3. Printer

Sl. No	Location	Description	Quantity	Configuration
1.	Technical Section	Printer HP	1	HP Laser Jet 4350 dtn
			1	HP Laser Jet 1216 nfh
2.	A.C.& A.O. Room	Printer Hp	1	HP Colour 1000 series
			1	HP Laser Jet 1136
3.	ADM Section	Printer PH	6	HP Laser Jet 1000/1100 Series
		Printer Samsung	3	Samsung ML S/L
Total			13 Printers	

### 4. Server

Sl. No.	Location	Description	Quantity	Configuration
1.	<b>1. Technical Section</b>	IBM X-Series 232 Server	1	20 GB RAM, Quad Core CPU
		IBM X-Series 232 Server	1	523 MB RAM, Pentium III CPU
Total			2 Servers	

#### 5. UPS

Sl. No.	Location	Description	Quantity	Configuration
1.	Technical Section (Server Room)	UPS Numeric	1	Numeric UPS 2000 2 KVA
2.	Technical Section (Main Power Room)	UPS Numeric	1	Numeric UPS 5000 5 KVA
3.	ADM Section(A.O. Room)	UPS Triton	1	Smart UPS 2200
Total			3 UPS	

#### 6. Network Equipment and LAN in CRL.

Sl. No.	Location	Description	Quantity	Configuration
1.	Technical Section (Switch)	LAN Switch	22	Dax Natworks
2.	ADM Section (Switch)	LAN Switch	17	Dax Natworks
3	Technical Section (Switch)	Wi-Fi Switch	3	Cisco 01606
	ADM Section (Switch)	Wi-Fi Switch	4	
Total			46	

## **Annexure -II**

### **Term and Conditions:**

#### **1. Work Experience:**

- A) The company preferably should have a previous maintenance contract for at least 3 (three) year with Government Department/Public Undertaking/ Autonomous body/corporate. The company should furnish its statement and credential of previous maintenance work in a Govt. office in Public Undertaking/ Autonomous body/Corporate for the last three years.
- B) The firm must have expertise in preventive onsite maintenance and repair of servers, clients, computers, laser jet HP Color printers, Samsung ML S/L Printer network components and Scanner peripherals and other hardware parts and accessories.
- C) The firm also must have expertise in LAN troubleshooting. The firm should have executed satisfactorily minimum of one Annual Maintenance Contract of Computers connected in LAN under Window/Linux/NT environment for at least three year consecutively. A Performance Certificate to this effect from at least two Govt. Dept./Public Sector Undertaking Shall be furnished.
- D) Client details where projects have been undertaken (last five years work orders and work completion certificates) Details of Manpower to be used.

#### **2. Work Satisfactory:**

- A) Company must submit the satisfactory performance certificate against latest contract completed. This certificate must be issue from the organization/department where company has provided the AMC services against Computer, Printers, Server, LAN etc., **without this certificate the quotation will be rejected.**
- B) Firm should be authorized supplier of any one of the companies like HCL/HP/Lenovo/Dell/Wipro/IBM etc. There are computers of HP/Lenovo/Dell/Wipro make which are under warranty. The Agency will be required to liaison with the original equipment manufacturer (OEM) for maintenance of these Computer/Server/Printer and Network Equipment etc.

#### **3. Income Tax Certificate:**

- A) The Firm must be registered with the registered of companies and with the Sale Tax Department for works contract Tax and Should furnish Service Tax on and Tin no.
- B) Income Tax Certificate for the last two years must be attached.
- C) The company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, Service Tax Number, Copy of Job order pertaining to annual maintenance computers and printers awarded in the immediate past.
- D) The firm shall signature all paper of the quotation as also the pamphlets, drawing, client list, company profile etc.
- E) Audit balance sheet for last two years.

#### **4. Payment Terms:**

- The quarterly payment will strictly be made on the basis of satisfactory report from the user at the end of each quarter on submission of bills.
- No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- Income Tax shall be deducted as applicable under the rules.

#### **5. This quotation is not transferable:**

It may also be noted that in case of agency **backing out midway without** the explicit consent of the Central Reference Library, he will be liable for recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by the Central Reference Library on maintenance of machines for the balance period of contract through alternative means.

#### **6. Penalty for delayed Service:**

The AMC will include rectification of all hardware and software problems. The engineer(s) will have to ensure that all call are attended within 1(one) hour and the upkeep time for the repair of any system would be up to two working days. In case of failure to do so, a penalty will be charged for downtime at the rate of Rs. 200/- (Rupees two hundred only) per day or part therefore of beyond the demarked time limit (48 hours from the time a complaint was lodged) in respect of Hard Disks, Replacements have to be effected within 48 hours of the lodging of complaint. The downtime penalty for this work would be double the normal rate.

#### **7. Agreement of the Contract:**

A contract Agreement in duplicate on non-judicial stamp paper of value of Rs. 100/- only for agreement as per the terms & condition for AMC in the Central Reference Library, Kolkata. The firm shall be signed by the party offered the job indicating the performance schedules, the defect liability, the date of completion, the method of payment and other relevant factors.

#### **7. Jurisdiction:**

Any unresolved disputes arising out of or relating to the contract shall be settled through arbitration to which both, Central Reference Library and the vendor hereto consent that the decision of Librarian –in- charge CRL, Kolkata shall be final and binding

**The other term and condition for awarding the AMC shall be as below:**

1. The Rate Contract will be valid for One year from the date of finalization of the quotation. The duration of said contract may be extended on the same terms & conditions and rates if the Librarian-in-charge has right to terminate the contract at any time before expiry of contract.
2. The firm will prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key board, Mouse etc. from outside with liquid cleaner and inside will be carried out on once in every three months. A preventive maintenance report from the user would be submitted to computer section failing which an appropriate, penalty would be imposed.
3. The server engineer(s) would take up any reported fault within one hour. As far as possible, the repair would be carried out on –site itself. However, in case the equipment is taken to n workshop, the firm would provide a stand by for the same within 24 hour.
4. Any information /date/credentials that the contractor or any of his employees may come to possess or know during the course of their work will not be disclosed to any one in any form and the relevant portion of the official Secrets Act would be applicable.