

बीरबल साहनी पुराविज्ञान संस्थान, लखनऊ

२- ५५३

BIRBAL SAHNI INSTITUTE OF PALAEOSCIENCES, LUCKNOW

टेलीग्राम पेलियोबॉटनी

53, विश्व विद्यालय मार्ग

दूरभाष 2740008,2740011

लखनऊ - 226007

फैक्स ९१-91-522-2740485,2740098

बी सा पु सं /III/भंडार एवं क्रय/

Date: 14.09.2020

Convener, Website Committee
BSIP, Lucknow

AMC of Computers, Printer & Server etc. (Details attached)

Subject: -----

Dear Sirs,

This Institute intend to Annual Maintenance Contract as mentioned above. Sealed quotations are invited so as to reach this office on or before 5:00P.M. on 05.10.2020 duly superscribed by **"AMC of Computers, Printer & Server etc.(Technical & Financial Bid separately in each envelope)"**.

While submitting quotation please note that:

1. The material may either of indigenous manufacturer or of foreign make, available from ready stock. Any offer to supply on forward Delivery Basis under suppliers own quota license will also be considered.
2. The price quoted should be F.O.R. Destination.
3. Your rates should include packing, insurance and forwarding charges.
4. The rates of Sales Tax should be clearly indicated wherever chargeable. The tendered should also indicate Central/Sales Tax Registration Number and date in this quotation.
5. Specific mention should be made whether the offer is for supplies available ex-stock. In case the officer is on Forward Delivery basis, firm delivery period must be indicated.
6. The cover should be sealed and superscribed "Quotation for **"AMC of Computers, Printer & Server etc."** must be written on envelope. The quotations not complying the procedure will be rejected.
7. Payments will be made by crossed cheque on The Indian Overseas Bank, Lucknow only after receipt and acceptance of supply and installation/ if required satisfactory.
8. The acceptance of the quotation will rest with the Director who does not bind himself to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all the quotation received without assigning any reasons.
9. The quotations are liable to be cancelled if any of the above mentioned conditions are not complied with.

Yours sincerely,



Section Officer
Store & Purchase Section

Existing Items	Quantity
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COMPUTERS

Hp storage works AIO 600 (6x500GB Sata)	1
HP DL 380p G8	1
HP DL 380G7	1
HP Server Proliant ML 150G6 (Account Section)	1
HP Server Proliant ML 330 G6 (Library)	1
Compaq DC 7800 Mini Tower	14
HP DC 7380 Desktop PC (Intel C2D, 2 GB RAM, 180 GB HDD, 15" TFT)	10
HP/ Compaq AMD 3500 Desktop PC (2 GB RAM, 80 GB HDD, 15" TFT)	35
Compaq P-IV 1.7 GHz D380 Desktop PC (1 GB RAM, 40 GB HDD, 15" Colour Monitor)	15
Compaq P-IV 1.7GHz D290 Desktop PC (1 GB RAM, 80 GB HDD, 15" Colour Monitor)	15
HP Desktop Computer with 18.5 TFT elite 8000	4
HP Desktop 8200 i7 2600/500GB Hdd	18
HP Desktop 406 G1 MT Business	5
HP desktop HP GMT 286	2
HP Workstation 2440	2
HP desktop G2 280	6
HP desktop G1 406	5
HP Laptop 6720(2 GB RAM)	2
Laptop Dell new	1
HP Laptop 6710 (2GB RAM, 160 GB HDD)	2
Laptop Dell Vastro 1520	3
HP probook 450G4	10

LASER PRINTERS

HP laser 500 M 551	1
HP Laserjet M1005	8
HP Laserjet MFP 275 DN	1
HP Laserjet MFP 181 FN	1
HP Laserjet MFP 126NW	2
HP Colour Laser 2500	1

Hp Laser 3052	1
HP Laser M100 MFP	1
HP Laserjet 1505	6
HP Laserjet 1000	2
HP Laserjet 1020	14
HP Laser printer 1022	40
HP laserjet P1008	20
HP laserjet 1515n (Account Section)	3
HP 1020 plus	6
Lenovo Thinkcenter M910Z	2
Dell All INONE 7450	1
HP All INONE M132A	1

SCANNER

Epson Scanner GT-2000	1
HP Scanner 7450 2400 DPI	1
Scanner N 9120	2
HP scanner 4850	5
All HP Photo Scanner 3010	3

DMP PRINTERS

132 Col DMP 7450	2
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Switches

24 port switch 3560 layer 3	1
24 port switch 2960 layer 2	4

UNIFIED THREAT MANAGEMENT (UTM) Sophos 200ING	1
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Maintenance of LAN- UTP CAT-V cabling faults, RJ-45 Connectors Faults, replacement of faulty I/O Box (100 No.) , node connectivity(150 No.) whole campus

CISCO 2500 wireless controller with 12 Access point (Cisco Aircap 1702)

Terms & Conditions:

Service Engineer to be deployed by the firm should be adequately experienced to repair Computer/ printers/ Scanner etc. The engineers deployed must have a minimum working experience of three years in their respective field. The scope of the work covers deployment of maintenance engineer at Institute from 09.30 AM to 06.00 PM on all working days hour to attend the problems comprehensively including Hardware as well as Software both and the maintenance of LAN, and if required on holidays or extended hours also without any extra payment/facility by the Institute.

1. The vendor should have the capability to handle AMCs for all brands and types of Computer systems like PCs (desktops and laptops), server and printers.
2. The vendor should have an adequate number of qualified technicians/engineers & must submit a list of such qualified engineers available with them, who can install/re-install or work on Windows 10/Windows 8/ Windows 2007/**Linux** etc. platforms.
3. The firm should be ISO Certified for providing services for Computers and its peripherals/ IT related products/Services.
4. The clientele of vendor should include Govt., Government Undertakings or other reputed concerns.
5. The vendor/ firm must not have made losses during last three financial years (as on 31.03.2020). They must submit audited balance sheet of the last three financial years in support of this.
6. Intending applicants are required to submit their full bio-data giving details about their organisation, experience, technical personnel in their organisation, spare capacity, competence and adequate evidence of their financial standing etc. in the enclosed form.
7. The AMC includes formatting of Computer Note Books, data recovery and re-installation including the software used in the office.
8. Four preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the respective users. Failure of this will lead to deduction from the payments.
9. The system maintenance charges should not include the cost of consumables and supplied items such as ribbons, media like magnetic tapes, cartridges, printer bands and printing heads, computer stationery. Laser Printer maintenance charges include all parts except toner cartridges.
10. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop premises with prior permission from Store Section and provide the alternative equipment of same or better specifications. The Institute equipment in any case will have to be repaired/set right within 3 days and returned to the Institute. The firm will arrange their own transport for which extra payments will not be made.
11. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
12. The equipment will be returned in good working condition to the office. In case the AMC holding party fails to return the machine back in working condition to the Institute, it will have to pay the contemporary price prevailing in the market of the same model & make. Office shall have full liberty to deduct such amount from the pending/ensuing bills or the PBG.
13. The Resident Engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals and accessories. The Resident Engineer will be responsible for maintaining the Complaints Register.
14. The awarded Vendor has to submit the 10% performance guarantee for a year.
15. The bidder should have experience of providing AMC services to any of the CSIR/other Research Institute for a period of not less than three years. Enclose copies of certificate of performance issued by such customers along with contact details of person concerned for each of the previous year.

Sl No.	Items	Details		
1.	i)Name of the applicant/ organisation: ii)Address of the Registered office: iii)Phone No.: iv)Email address: v) Web site if any: vi)Year of commencement of Business: vii) Sales Tax Number: viii)Income Tax Number:			
2.	Type of organisation (whether Sole Proprietorship/ Partnership/ Private Limited/ Limited or Co-operative Body etc.)			
3.	i)Name of the Proprietor/ Partners/ Directors of the Organisation/ Firm: ii)Name and designation, Phone/ Mobile No, fax, mail ID of the person authorized to make commitments to the Bank:			
4.	Details of Registration- (whether Partnership firm, Company etc.) Registering Authority, Date, Registration No. etc. mentioning the business/ activity of the firm.			
5.	Details of the firm 's ISO Certification number for providing services for Computers and its peripherals/ IT related products/Services.			
6.	Technical personnel available in the organisation			
7.	Authorised distributor / Reseller of hardware and software. Enclose a detailed list of brands			
8.	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.)			
9.	Details of company and its location, technical personnel employed (Attach a separate sheet)			
10.	Yearly Turnover/ Profit of the company during last 3 years(year wise). (not of group) Turnover: Profit (year wise): (Audited Balance Sheet, P&L A/c and Annual Report must be enclosed)	(2016-17) (Rs.)	(2017-18) (Rs.)	(2018-19) (Rs.)
11.	Ability to Provide Bank Guarantee or other equivalent forms of security from a Scheduled Bank:			

12.	<p>Clientele</p> <p>(Certificate regarding after sales service and support from the mentioned companies should be furnished)</p>	Govt. Office with Phone No.	Government Undertaking with Phone No.	Reputed Concerns with Phone No.
14	<p>Whether the vendor has ability to provide alternate equipment to ensure that there is no break in the operations in case they are not able to immediately repair malfunctioning hardware/ software falling under their warranty/ AMC.</p>			
15	<p>Has the vendor been black-listed by any of the offices? If so, details may be provided.</p>			