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INDIAN COUNCIL OF
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भारतीय आयुर्विज्ञान
अनुसंधान परिषद



தேசிய காசநோய் ஆராய்ச்சி நிறுவனம்
राष्ट्रीय यक्ष्मा अनुसंधान संस्थान

ICMR-NATIONAL INSTITUTE FOR RESEARCH IN TUBERCULOSIS

Department of Health Research, Ministry of Health & Family Welfare, Government of India
#1, Sathyamoorthy Road, Chetpet, Chennai 600031

No.P1/CAMC/Computer's & Printers /2018-19

Date : 08-03-2019

Sub: Quotations for CAMC of computers & Peripherals - reg.

Sealed quotations are invited for undertaking **Comprehensive Annual Maintenance Contract (CAMC)** for the Computers, Printers, Scanners, server & Laptops which are installed and functioning at NIRT, Chennai, for the year 2019 - 2020 (as per list attached). These quotations must accompany with Earnest Money Deposit of 5% of the quoted rate in the shape of DD or Bank guarantee drawn in the name of THE DIRECTOR, NIRT, Chennai. The last date for receiving these quotations is 25.03.2019. A brief profile of your company and reference of your existing clients with documents of undertaking such job with any reputed firms may also be enclosed.

The Computers & peripherals can be inspected at NIRT Chennai on any working days between 10.00 A.M to 4.00 P.M by your authorized service personnel. The details are available in the NIRT website www.nirt.res.in

S. No.	IT EQUIPMENT NAME	Quantity At Chennai
1.	COMPUTERS	
	Desktops	88
	Laptops	05
	Servers (HP)	01
2.	PRINTERS	
	Laser jet	70
	Dot Matrix (Barcode Printer)	01

Terms & Conditions for the
Comprehensive Annual Maintenance Contract for IT Equipments

- 1 Preventive Maintenance Should be done Once in 3 months without fail.
- 2 Call should be attended with in 4 Hours for Servers and other calls in 24 Hours.
- 3 If the call is not completed within 48 Hours a stand-by should be provided.
- 4 The Firm should be system integrator managing and providing support for Computer Hardware, software and Peripherals of existing IT Hardware.
- 5 The firm should preferably have experience in maintenance of similar setup.
- 6 Preference will be given to those firms who are registered/approves by any competent Government Department/Organization.
- 7 At least one Resident Engineer will be deployed onsite to resolve the hardware problems between 9:00AM to 5:30PM on all working days.
- 8 AMC should cover all the Spares in the systems & Monitors including Floppy Drive, Hard Disk, Keyboard, Mouse, Optical Drives including Plastic items in Systems & Monitors.
- 9 AMC should cover all the Spares in the Printers including Dot Matrix Printer Head, Leaser Fuser Assemblies, Fuser Unit, Teflon Sheets and all Plastics items.
- 10 AMC should cover all the Spares in Scanners including lamp, transparency units and all plastics items.
- 11 Actual Commencement of the AMC starts only after inspecting all the IT Equipments at the site. This inspection has to be done by the Vendor & Acquaint themselves with all the local conditions, means of access to undertake maintenance etc., once they have awarded the contract, No Claims will be accepted on this account of inspection period.
- 12 Replacement of Faulty items has to be of same model, brand and capacity. Otherwise, if the items are not available with manufacturer or agency may be replaced with other equivalent make.
- 13 AMC should cover all the software issues like OS problem, updates & etc.,
- 14 AMC Should Cover cleaning of Virus from the computers with latest Antivirus software.
- 15 All the configuration may be inspected and sticker may be pasted at the time of AMC.
- 16 On Call Charges for servicing the Systems, Printers and Scanners should be given separately (which are not covered under AMC).
- 17 No Advance Payment shall be made. Payment will be made on quarterly basis after completing service satisfactorily for each quarter.

ADMINISTRATIVE OFFICER(S)/C