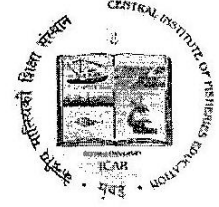




भा.कृ.अनु.प. - केन्द्रीय मात्स्यकी शिक्षा संस्थान
ICAR-CENTRAL INSTITUTE OF FISHERIES EDUCATION
समतुल्य विश्वविद्यालय, कोलकाता केंद्र
(Deemed University), Kolkata Centre
32-GN Block, Sector-V, Salt Lake City, Kolkata-700091
Tel: 033-23573893/7265/5269, Fax: 033-2357 3469/6197,
Website: www.cife.edu.in



F.No.6-4/Works/AMC(Computer)/CIFE/Kol/17-18/1836

Date 11.01.2018

To

M/S Web Site

Sub: Quotation for "Annual Maintenance Contract of Computer & peripherals and IT Facilities Management" at CIFE, Kolkata Centre

Sir,

Sealed quotations are invited by the Officer-in-Charge, Central Institute of Fisheries Education (ICAR) Kolkata Centre for "Annual Maintenance Contract for Computer & peripherals and IT Facilities Management" at CIFE, Kolkata Centre. Please quote your consolidated rate on monthly basis for Annual Maintenance Contract (AMC) of the computer hardware's, printer, scanner & LCD projector, Video Conferencing Facility, LAN etc. as per the list (Encl.1) latest by 3.00 PM 3rd February, 2018. The party should submit sealed quotation preferably by Register/Speed post / by hand (in the quotation box fixed at office Room No.9). The firms is requested to submit photocopies of valid documents namely trade license, company registration certificate, PAN card, G.S.T Number & Rate etc along-with quotation and these are subjected to verification with original at the time of placement of work order, if needed. The interested firms are requested to submit the quotation in a sealed cover super scribed 'Quotation for Annual Maintenance Contract of Computer & peripherals and IT Facilities Management' addressed to the Officer-in-Charge, Central Institute of Fisheries Education (ICAR) Kolkata Centre, 32-GN Block, Sector-V, Salt Lake City, Kolkata-700091. **The interested firms are requested to visit site, machines etc. before submission of quotation.**

Scope of work and terms & conditions of the contract

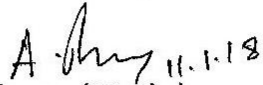
1. The AMC is for up-keeping and maintenance of the Desktops, laptops, hardware, printers, scanner, LCD projects, video conference facility, LAN etc., installation of Windows updates, regular checking, cleaning and repairing of minor /major fault in any systems.
2. The Service Engineer of AMC firm will have to present in the center or have to visit at the center after registering complaints earliest for rectification of any kind of problems of all machines and system.
3. Preventive maintenance is mandatory on every week for all machine and system. In addition to that the AMC firm will have to attend the urgent calls for rectifying any faults in the IT facilities or for arranging any systems ready or in running conditions for conducting meetings, seminars etc at any time on short notice.
4. The AMC contract will be of non-comprehensive nature. For repairing and rectification of any major fault, the genuine spare parts must be available with the firm or will have to arrange by the AMC firm earliest, the cost of spare part will be paid by this Centre to the

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AMC firm following codal formalities, but no payment will be made towards labour charges etc.

5. Repairs are to be carried out preferably at the location of the equipment on same day, in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop.
6. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software are to be carried out by the AMC firm in a periodic manner and as and when required.
7. Coordination with HP and other Service Provider for troubleshooting of the computers and other peripherals under warranty are to be carried out by the AMC firm.
8. It is mandatory that party has to deposit a demand draft of Rs.1,500/- (refundable) as earnest money along-with quotation. The earnest money should be submitted through bank demand draft, drawn in favour of 'ICAR (CIFE) Subunit, Kolkata'. It is to mention that without the earnest money no quotation will be considered during further processing.
9. The rate offered by the firm for said AMC must be valid for six months. Taxes, if any should be clearly mentioned in the quotation, otherwise it will be presumed that offered rates are inclusive of all taxes.
10. The successful bidder will have to deposit 5% of annual contract value as security deposit (refundable) for the period of contract.
11. The payment towards AMC charges would be made on monthly basis on successful completion of contract.
12. The Officer-in-charge reserves the right to accept or reject any or all quotation without specifying any reason whatever.

Yours faithfully,


In-Charge (Works)