

शैक्षिक केन्द्र :

3/9, विपुल खण्ड,
गोमती नगर,
लखनऊ - 226 010
टेलीफोन : 0522-2392636
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भारतीय दार्शनिक अनुसंधान परिषद्

(भारत सरकार, मानव संसाधन विकास मंत्रालय)
INDIAN COUNCIL OF PHILOSOPHICAL RESEARCH
(Government of India, Ministry of Human Resource Development)

Academic Centre :

3/9, Vipul Khand,
Gomti Nagar,
Lucknow - 226 010
Telefax : 0522-2392636
Phone : 0522-2395349
Email : icprlkw@gmail.com

F.No.1-7/2016/ICPR/AC/

Dated:- 24.11.2020

Inviting quotations for AMC of Computers (with related Peripherals) for Academic Centre, ICPR, Lucknow

ICPR, Lucknow invites sealed quotations from the authorized service providers/firms/companies who can undertake the Annual Maintenance Contract (Non Comprehensive) of Computers with related systems, peripherals & UPS available in the office, subject to the following terms & conditions.

Terms and conditions:

1. Quotations should cover maintenance services to entire computers, software-systems, LAN, UPSs & related peripherals and connectives as available in the office and mentioned in the list attached in Annexure- 1, which may be inspected at the office during office hours in any working day.
2. The quotations shall be valid for three months after the date of submission. The quotation shall contain details of rates on pro-ratabasis per machine and systems. While quoting the rate for AMC, the GST percentage and GSTN at the current prevailing rate may be mentioned. Other information, as far as possible, relating to all aspects including vendor's profile, client list, and experience certificate/ performance certificates/ accreditation letter, etc., if any, for the services provided to other govt. Reputed pvt., org., any may be provided.
3. The annual Maintenance Contract (AMC), if awarded will be valid for the period of one year, from the date of signing the agreement by both the parties. The contract may be extended for further one year, if required from the side of ICPR. The AMC may be terminated, at any time, if the services will not be satisfactory.
4. No hike in the basic rates, except taxes, shall be allowed during the entire AMC period, if awarded. Payment will be made on quarterly basis, only after the satisfactory completion of service for the quarter. If, in any case, any machine coming under AMC is disposed off by the Department the charges at pro-rata amount calculated on the basis of AMC charges per machine for the remaining period will be deducted. Similarly charges at pro-rata amount may also be added with addition of new machines with the existing number of machines, but not for replacement of old machines with installation of new machine.
5. The AMC is non-comprehensive, and hence shall include maintenance of working condition of computers, existing softwares, services operations, due updating of antivirus, and if required, updating of some of existing working softwares, and replacement of all defective parts without charges, whereas ICPR will bear the cost of parts to be replaced or purchased. The Hardware maintenance support includes Operation System support, corrective and preventive maintenance support includes operating system support, corrective and preventive maintenance, repairs or replacement of defective parts (Details of replacement should be

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provided to the ICPR). The service provider will provide the report of each of the visits for maintenance, repair or on the call maintenance visit, without any charge.

6. Preventive maintenance service is to be carried out every three months for all computers, peripherals and UPS, etc., as listed in the annexure, and for the existing softwares, wherever required. Preventive maintenance also includes servicing of the equipment and systems.

Irrespective of whether the equipment has suffered a breakdown or not. Routine tasks under preventive maintenance include the following.

- 6.1 Scanning the Hard Disk drives for bad sectors or anything.
- 6.2 Checking and Cleaning the Mouse and the Keyboard for proper operation. Servicing and cleaning of printers, Head/lens cleaning of CD/DVD drives.
- 6.3 Checking of distilled water levels in batteries of UPS and refilling of the same wherever applicable, checking of the performance and maintenance of battery.
7. In case of delay in repairs/ procurement of spares, standby should be provided for operation compulsorily, which can be taken back once the faulty system is put back into operation.
8. Within the AMC period, complaints shall be attended by the service provider within 2 hrs. Otherwise a penalty of Rs.200/- will be levied upon the party, for each such delayed occasion, and the charges will be deducted from the payment of AMC.
9. Sub-contraction of AMC services is not allowed. The service centre of the party shall be based in Lucknow with in 4 K.M of ICPR office.
10. The department reserves the right to cancel the vendor bid/AMC service, if any information provided by the vendor is found unverifiable during the selection procedure, or in the AMC period. The office also does not bind itself to accept the lowest tender and it reserves the right to reject any or all the tenders without assigning any reason whatsoever. The decision of ICPR will be final and abiding.
11. Legal issues, if any, will be settled under jurisdiction of Lucknow.
12. The sealed quotations must reach in the prescribed format, mentioning "Quotations for AMC for computers" on top of the sealed envelope, not later than 05:00 PM on 09.12.2020 to Director(A), 3/9 Vipul Khand, Gomti Nagar, Lucknow- 226010.

Ashu
24.11.2020
(Ashutosh Upadhyay)
Senior Accountant

(Annexure-1 Attached)

Details of Computers in the ICPR, AC, Lucknow

Sl.No.	Computer details	Qty.
1.	Desktop	8 Nos.
2.	N. Comp.	2 Nos.
3.	Laptop	2 Nos.
4.	Printer HP	1 No.
5.	Scanner HP	2 Nos.
6.	Fax with Printer	1 No.
7.	UPS one big attached with 4 big batteries	1 Nos.
8.	UPS small	2 Nos.
9.	Complete Office Networking of all Desktops, Laptops, Printers and Devices	-----