



भारतीय दार्शनिक अनुसंधान परिषद्

(शिक्षा मंत्रालय, भारत सरकार)

INDIAN COUNCIL OF PHILOSOPHICAL RESEARCH

(Ministry of Education, Government of India)



F.No.6-1/2023/ICPR/AC/

Dated:- 31.05.2024

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

स्वच्छ भारत अभियान (पर्यावरण को स्वच्छ बनाएँ)

E-mail: icpr@bol.net.in, icprhqrs@gmail.com Website: <http://www.icpr.in>

मुख्य कार्यालय : दर्शन भवन, 36 तुगलकाबाद इंस्टीट्यूशनल एरिया, महसौली बंदरपुर रोड, नई दिल्ली - 110062 दूरभाष : +91-11-29901516, 29901527 टेलीफैक्स : 29964750
Head office: Darshan Bhawan, 36, Tughlakabad Institutional Area, M.B. Road, New Delhi-110062 Tel.: +91-11-29901516, 29901527 Telefax: 29964750

लखनऊ कार्यालय : 3/9, विपुल खण्ड, गोमती नगर, लखनऊ- 226010 टेलिफैक्स : +91-522-2392636 E-mail: icprlkw@gmail.com
Lucknow Office : 3/9, Vipul Khand, Gomti Nagar, Lucknow-226010 Telefax: +91-522-2392636 E-mail: icprlkw@gmail.com



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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.

- 1.1 Scanning the Hard Disk drives for bad sectors or anything.
 - 1.2 Checking and Cleaning the Mouse and the Keyboard for proper operation. Servicing and cleaning of printers, Head/lens cleaning of CD/DVD drives.
 - 1.3 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 20.06.2024 to Incharge Academic Centre, 3/9 Vipul Khand, Gomti Nagar, Lucknow- 226010.

-SD-

Academic Centre (i/c)

(Annexure-1 Attached)

स्वच्छ भारत अभियान (पर्यावरण को स्वच्छ बनाएं)

E-mail: icpr@bol.net.in, icprhqrs@gmail.com Website: <http://www.icpr.in>

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Annexure – 1

Details of Computers (with related Peripherals) at the ICPR, AC, Lucknow.

Sl.	Equ equipments	Nos.
1.	Desktop (HP/DELL/ACER)	13
2.	Leptop (Sony/Acer)	2
3.	Printer (HP/Epson)	7
4.	Server (HP)	1
5.	Scanner (HP)	1
6.	Complete office internet networking from internet port to all above Devices
7.	UPS (ELNOVA 6.0 KVA) with 16 Batteries	1 set

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