

A). AMC for IT-hardware/software

Format for submission of quotation for comprehensive Annual Maintenance Contract for following IT-hardwares

Sl.No	Item	Brand	Specification	Qty
1.	Desktop PC	HP	HP Elite 8100 - Intel (R) Core (TM) i3-550, 3.2 GHz, 4 MB L3 cache and 1066 MHz FSB Intel 5 series or better on OEM Motherboard, Integrated Graphics, 2 PCI, 1 PCI Express X 1 and 1PCI Express X 16, 2 GB 800 MHz DDR3 RAM with 8 GB Expandability, 320 GB SATA 7200rpm Serial ATA HDD , 104 keys Keyboard, Optical Mouse, 47 cm (18.5 inch) TFT Digital Colour Monitor, 6 USB ports, 8X or better DVD ROM Drive,	10
3.	Desktop PC	Lenova	Lenova Computer System 9637 - AL1 - Intel Pentium IV D 820 dual core 2.8GHz, 2x1 MB L2 cache and 800 MHz FSB with Intel EM 64T, Intel 945G chipset motherboard, 512 MB 533 MHz DDR2 RAM, 160 GB	17
4.	Desktop PC	HP	HP Computer System DX2480 - Intel Core 2 Duo E 4600, 2.4 GHz, 2 MB L2 Cache 800 MHz FSB with Intel 3 Series/nVidia GForce 7 Series or better on OEM motherboard, 2GB DDR RAM 667 MHz with New Added for AMC	4
5.	Desktop PC	HP	HP Pro 3090 - Intel Core 2 Duo E 7400, 2.8 GHz, 3 MB L2 Cache 1066 MHz FSB with Intel 3 Series/nVidia GForce 7 Series or better on OEM motherboard, 2GB DDR RAM 667 MHz	2
6.	Desktop PC	HP	HP XW 4600 - Intel Core 2 Duo E 8400 processor (3GHz, 6MB, L2 Cache, 1333 MHz FSB) - Intel X38 chipset on Intel/OEM Motherboard, Memory 2 GB + 2GB+2GB, HDD 250 GB SATA II 3.0 GB/s 7200 RPM Drive + 500 GB Addon, Graphic Card - Professional 3D graphic card NVIDIA FX370 or ATI Fire GL V 3350 PCI Express (256 MB or Higher), standard keyboard, optical scroll mouse 8X DVD Writer, 4 Bays (2 internal and 1 external) 6 USB ports, RJ 45 Networking Integrated 10/100/1000, Window 7 Certifications, Bundle Software - System Health monitoring Tool available with H/w box. TFT - 20 inch,	1
7.	Laptop	HP	HP Compaq Laptop nx 6320 Intel Core Duo Processor T2400, 1.83 GHz with 2 MB L2 Cache 667 MHz FSB, 945 GM Express chipset on OEM motherboard, 256 MB DDR2 SD RAM	2
8.	Laptop	HP	HP Laptop 6730b Intel Core 2 Duo Processor T8400 chipset, 2.26 GHz with 3 MB L2 Cache 1066 MHz FSB or better, GM 45 or higher chipset on OEM motherboard, 1X2GB DDR 2 RAM	1
9.	Printer	HP	HP LaserJet Printer P1007	10
10.	Printer	HP	HP LaserJet Printer MFP M1136 Pro	2
11.	Printer	HP	HP Laserjet 1022 Printer - Resolution 600 x 600 dpi, Paper Size A4, 14-18 ppm, 1 USB port	2
12.	Printer	HP	HP Laser Jet 3050 Multifunction Printer (Copy, Print, Scan, Fax)	3
13.	Printer	HP	HP LaserJet MFP M1136-Pro	2
14.	Printer	HP	HP Laserjet Printer 1108	10
15.	Printer	HP	HP Laserjet MFP - M1522nf - Copy , Print, Scan & Fax	4
16.	Printer	HP	LJ 1200 Series	1
17.	Printer	HP	LJ P 2010	1
18.	Printer	HP	Color LJ 2025n	1
19.	Scanner	HP	Scanner G3010 (HP)	1
20.	UPS	APC	APC 650 VA UPS	10

21.	UPS	Microtek	Microtek 600 VA	2
22.	UPS	APC	1KVA	1
23	UPS	APC	APC 600 VA	15
24.	Switch	D-Link	8 ports	8
25	Switch	D-link	4 ports	2
26	Switch	D-Link	24 ports	1
			Total no. of Items	113
27	Intranet	D-Link Ethernet Cable	LAN Endpoints/Users	60

- Including maintenance of LAN network will be done by AMC vendors and we provide only switches and LAN cable whenever its need will be arises for smooth functioning of LAN network in NCUI.
- Apart of above mentioned hardware, vendor must be capable to troubleshoot the following problems:
 - OS installation/updation
 - Back-up of client data
 - Maintenance of intranet/LAN
 - UPS battery change
 - Virus
 - Printers
 - Must take care of the software related issues of all the computers/laptops either the item comes under OEM's hardware warranty or not
 - Another 25 computers of HP Corei3 comes under warranty of HP, but due to bad service from the manufacturer software related issues must be taken care by AMC vendor

Quote your charges for Comprehensive AMC of Hardware & Software for 1 Year:

Quoted Price:_____

B). For resident engineer in NCUI

We also decided to keep resident engineer for troubleshoot day-to-day **hardware/software/intranet** related problems in NCUI. In this regard, we request to quote price of resident Service Engineer for following availability options in NCUI:

Important Points:

- Resident Service Engineer must be an experienced and qualified person to handle day-to-day in-house problems of hardwares/Software/Intranet at NCUI.
- In case resident Service Engineer is not capable to resolve the problem at their end then AMC Vendor should arrange Senior Engineer or online/telephonic support for resolving the problem on priority basis i.e. within the same day/the next working day.
- Apart of above mentioned hardware, resident engineer must be capable to troubleshoot following problems:
 - OS installation/updation
 - Back-up of client data
 - Maintenance of intranet/LAN
 - UPS battery change
 - Virus
 - Printers
 - Must take care of the software related issues of all the computers/laptops either the item comes under OEM's hardware warranty or not
 - Another 25 computers of HP Corei3 comes under warranty of HP, but due to bad service from the manufacturer software related issues must be taken care by AMC vendor

Availability of resident engineer either:

- Half Day (Mon-Fri) Quote Annual Charges: _____
or
- Full Day (Mon-Fri) Quote Annual Charges: _____
or
- Half Day (Mon-Wed-Fri) Quote Annual Charges: _____

Pre-Qualification Criteria to quote

- The Company should be registered and have office in Delhi/NCR. A copy of PAN/TIN/Sales/Service Tax Number should be enclosed for information.
- The Company shall not have been black listed by any State or Central Government or Private agencies. A copy of self certification should be enclosed for the same.
- The Company must have sufficient numbers of Staff and Service Engineers. Service Engineers should be qualified and experienced in their fields.
- The Company should have minimum 3+ years experience of maintenance of IT-hardware i.e. Computers/Laptops/UPSs/Printers/Servers and LAN networks etc. and should enclose client-tale list along with Work Award Contract of AMC where your firm has provided AMC services from last 3-4 years in the Central/State Govts. Offices, Ministries and other reputed Private companies'.