

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

Sealed quotations are invited from reputed firms for Maintenance Contract of Desktop, Printers, LAN , EPBAX, UPS & IT peripherals as listed in the Annexure for the period 01.06.2019 to 31.03.2020.

Quotations documents can be downloaded from our website [rtijaipur.cag.gov.in](http://rtijaipur.cag.gov.in) also.

Quotation for AMC as listed in annexure should be super scribed on the sealed envelopes.

Quotation may be submitted to the undersigned till 15.05.2019 at 3.00 PM (Wednesday).

**Encl: Terms & conditions & Annexure**

**Yours Sincerely,**

**SD/-**

**Sr. Administrative Officer/Admin**

**OFFICE OF THE PRINCIPAL DIRECTOR (REGIONAL TRAINING INSTITUTE, JAIPUR)**

Tender terms & conditions for AMC of Desktop computers, Printers, LAN, Projector and other peripherals:

**Eligibility Criteria:**

1. The firm should have a permanent office at Jaipur with its own dedicated technical workforce.
2. All the pages of this document including those with the terms and conditions must be self-attested in token of understanding.
3. The vendor should have good reputation in the market and their clientele should be preferably from Schools, Colleges, Banks, Universities, Government Undertaking and other reputed concerns.

**Other terms and conditions:**

1. The vendor shall bear all the costs associated with the preparation and submission of the quotation.
2. The quotation for AMC should not exceed 6% of the total cost of items as per Annexure.
3. AMC for the list of items given in bid document is on a consolidated basis and not item wise. Single consolidated rate must be quoted for all the listed items. The rates must mention all types of taxes and should not exclude any item of bid document.
4. The AMC shall be effective and valid for a period of 10 months (01.06.2019 to 31.03.2020) or it may be renewed by written mutual consent of both parties.
5. The vendor shall provide proper maintenance services for all the hardware listed in the Annexure and shall cover both preventive as well as corrective maintenance for all assets covered under AMC and shall ensure proper functioning of Desktop computers, Printers, LAN etc. available in the office.
6. Preventive maintenance, which must be done at least once in a quarter (3 months) for every system shall include thorough external and internal cleaning, checking of hardware & software, removal of virus, adware, spywares etc.
7. The vendor shall be responsible for repair of any equipment or for part of the equipment which has been reported as non-functioning by this office and found to be non-functioning by the vendor after inspection. The vendor should assure a minimum downtime and attend to all breakdown calls in the hardware and operating software within one working day.
8. The maintenance of computers and other items in the list includes replacement of parts. The parts that need to be replaced must be new and equivalent/better in performance to the existing parts. The cost of spare parts will be borne by the vendor.
9. Maintenance charges under the AMC shall not include cost of consumable items such as cartridges, toners, printer heads and printer drums.
10. The Company shall load/reload and configure operating system and/or any other specific software such as Microsoft Office, printer drivers, antivirus etc. as the case may be in the computers covered under AMC at no extra cost to the office whenever the need arises. The software will be provided by the office.
11. The vendor shall repair/replace parts at our office premises only. If the fault is of serious nature and requires the support of the repair centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/transportation, installation, re-installation, loading of the software packages (both system software and application software) at no additional cost to this office.

- 12.** All the necessary repair/replacement of critical parts, if any, required for making defective component operational, shall be arranged by the contractor. No extra payment on any account shall be made by this office.
- 13.** Necessary technical assistance and advice shall be extended by the vendor to resolve problem that may be encountered with regard to hardware, operating system, software and various application software on the computer system, etc. covered under AMC.
- 14.** The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC, whenever the need arises.
- 15.** The vendor shall be responsible for recovery of data, free of cost, in case of Hard Disk crash of any crash of any computer system under its AMC.
- 16.** One qualified and experienced Service engineer exclusively has to be deputed to this office to attend our day to day complaints, from 10.00 AM to 05.00PM on scheduled Training days. The vendor must provide an alternate service technician for the days when the regular technician assigned to the office is unable to attend work due to situations like leave, illness personal matters etc. The salary of the resident technician (s) will be responsibility of vendor.
- 17.** The services of the technician (s) of the vendor may be required on non-working days of beyond office hours on working days on some occasions to meet emergency situation. The vendor shall ensure that on such occasions also the technician (s) is deputed to attend the said work.
- 18.** The resident technician (s) of the firm should maintain log book-cum-attendance book. All complaints lodged should be entered in the log book with date and time of lodging of complaints and thereafter the date and time of attending to the complaint by the technician with details of maintenance job done to restore the machine in working condition to the satisfaction of the office. Records of preventive maintenance done should also be entered in the log book. The log book shall be kept in the custody of the EDP Section in charge of the office who shall countersign all entries made with remarks, if any.
- 19.** The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee. if, at any time, it comes to the notice of the office that such sub-letting has been done, the office at its discretion may terminate the contract without referring the matter further to the office at its discretion may terminate the contract without referring the matter further to the vendor. The office will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the vendor or through other means.
- 20.** The rates quoted by the firm and accepted by this office shall remain in force for the full period of contract. No demand for revision of rates on any accounts shall be entertained during the contract period.
- 21.** The firm to whom the AMC would be granted shall be required to submit a performance Security in the form of a Bank Guarantee/fixed deposit of an amount of at least 10% of the total contractual amount with the office at the time of accepting the contract. The bank Guarantee/Fixed Deposit should be in favour of pay and Account Officer (Audit), Jaipur and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The contract shall not be valid unless the performance Guarantee is submitted in case of non-performance/unsatisfactory service, Bank Guarantee/Fixed Deposit will be forfeited as penalty and the AMC will be nullified.
- 22.** The Payment of AMC will be made in one or two installments as per administrative exigencies, TDS At the rate applicable as per provisions of the income Tax Act May be deducted from the bill.

- 23.** The office reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- 24.** The office reserves the right to reject the tenders without assigning any reason thereof.
- 25.** It shall be the responsibility of the firm to handover back to this office, all the equipment under AMC in working condition at the end of the contract period, failing which any dues to the vendor shall be withheld till such time it is fully accomplished.
- 26.** Limitations, if any, as regard deputation of manpower, Performance Security may clearly be specified in the quotation
- 27.** The decision of the office will be final and binding on the vendor.
- 28.** No demand for revision of any terms and conditions shall be entertained.
- 29.** Contractor shall abide by the safety rules.
- 30.** Interested Parties may inspect the items before quoting rate between 3 PM to 4 PM on any working day.
- 31.** Non-disclosure: Contractor will undertake and ensure that the information acquired as a result of contract service pertaining to O/o the Principal Director RTI, Jaipur Rajasthan will be treated strictly as confidential and will not be disclosed to anybody without the specific written permission/authorization from Principal Director (RTI).

## Items proposed for AMC from 01.06.2019 to 31.03.2020

S/no	Item	Hardware with brief configuration	Qty	Date of Purchase	Purchase Cost (Rs.)
	2	3	4	5	6
1	Projector	Sony	04	12/10/2015	4,04,954
2	Desktop	Dell (i7 4590 ,i5)	45	21/10/2015	22.5 lakh
		hp i7 4770 compddo server)	1	18/02/2015	54,200
3	Printer	Canon (image class MF 226 dn all in one)	10	05/10/2015	1,45,887
4	LAN system	Network points	120	2015	7,00,000
		Switches (24 Port)	05		
		Wi-Fi points	07		
5	EPBAX	45 points, 4 port voice mail (NFC) and mail distribution frame)	45		
6	On Line UPS 15 KVA	R.S.Power Ltd.	02	18/11/2015	3,47,650
7	HP Server	Mid-range server HP DL 360	01	11/03/2016	2,14,255

A. Proposed total consolidated AMC amount ( in Rupees) as per above mentioned hardware list:

\_\_\_\_\_

Signature of the Party/Vendor with seal

Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

M/s Compu Care  
T10B, 3rd Floor, Morija Tower,  
Indira Bazar, Ajmeri Gate,  
Jaipur Rajasthan

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

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Signature of the Party/Vendor with seal

Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

A.R.Infotech  
6/287, Vidhyadhar Nagar,  
Jaipur-302039

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

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Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

Prince Infosys  
S-270, 80 Feet Road,  
Mahesh Nagar,  
Jaipur

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## Items proposed for AMC from 01.06.2019 to 31.03.2020

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		hp i7 4770 compddo server)	1	18/02/2015	54,200
3	Printer	Canon (image class MF 226 dn all in one)	10	05/10/2015	1,45,887
4	LAN system	Network points	120	2015	7,00,000
		Switches (24 Port)	05		
		Wi-Fi points	07		
5	EPBAX	45 points, 4 port voice mail (NFC) and mail distribution frame)	45		
6	On Line UPS 15 KVA	R.S.Power Ltd.	02	18/11/2015	3,47,650
7	HP Server	Mid-range server HP DL 360	01	11/03/2016	2,14,255

A. Proposed total consolidated AMC amount ( in Rupees) as per above mentioned hardware list:

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Signature of the Party/Vendor with seal

Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

Shreejee Computers,  
S-52, Raisar Plaza,  
Indira Bazar,  
Jaipur

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

Sealed quotations are invited from reputed firms for Maintenance Contract of Desktop, Printers, LAN , EPBAX, UPS & IT peripherals as listed in the Annexure for the period 01.06.2019 to 31.03.2020.

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Quotation for AMC as listed in annexure should be super scribed on the sealed envelopes.

Quotation may be submitted to the undersigned till 15.05.2019 at 3.00 PM (Wednesday).

**Yours Sincerely,**

**Sr. Administrative Officer**

**OFFICE OF THE PRINCIPAL DIRECTOR (REGIONAL TRAINING INSTITUTE, JAIPUR)**

Tender terms & conditions for AMC of Desktop computers, Printers, LAN, Projector and other peripherals:

**Eligibility Criteria:**

1. The firm should have a permanent office at Jaipur with its own dedicated technical workforce.
2. All the pages of this document including those with the terms and conditions must be self-attested in token of understanding.
3. The vendor should have good reputation in the market and their clientele should be preferably from Schools, Colleges, Banks, Universities, Government Undertaking and other reputed concerns.

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Signature of the Party/Vendor with seal

Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

FOREVER International  
175, Rajiv Nagar,  
Naya Kheda,  
Jaipur

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

Sealed quotations are invited from reputed firms for Maintenance Contract of Desktop, Printers, LAN , EPBAX, UPS & IT peripherals as listed in the Annexure for the period 01.06.2019 to 31.03.2020.

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No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

Pushp Infotech,  
Shop No. F-108, Time square complex  
Central Spine,  
Vidyadhar Nagar,  
Jaipur.

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## Items proposed for AMC from 01.06.2019 to 31.03.2020

S/no	Item	Hardware with brief configuration	Qty	Date of Purchase	Purchase Cost (Rs.)
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2	Desktop	Dell (i7 4590 ,i5)	45	21/10/2015	22.5 lakh
		hp i7 4770 compddo server)	1	18/02/2015	54,200
3	Printer	Canon (image class MF 226 dn all in one)	10	05/10/2015	1,45,887
4	LAN system	Network points	120	2015	7,00,000
		Switches (24 Port)	05		
		Wi-Fi points	07		
5	EPBAX	45 points, 4 port voice mail (NFC) and mail distribution frame)	45		
6	On Line UPS 15 KVA	R.S.Power Ltd.	02	18/11/2015	3,47,650
7	HP Server	Mid-range server HP DL 360	01	11/03/2016	2,14,255

A. Proposed total consolidated AMC amount ( in Rupees) as per above mentioned hardware list:

\_\_\_\_\_

Signature of the Party/Vendor with seal

Date:

Place:

## Regional Training Institute, Jaipur

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

Global computer & Solutions

F-10, 1st

Floor, A-7, Shrinath Tower, Central Spine,

Vidhyadhar Nagar, Jaipur - 302039

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

Sealed quotations are invited from reputed firms for Maintenance Contract of Desktop, Printers, LAN , EPBAX, UPS & IT peripherals as listed in the Annexure for the period 01.06.2019 to 31.03.2020.

Quotations documents can be downloaded from our website [rtijaipur.cag.gov.in](http://rtijaipur.cag.gov.in) also.

Quotation for AMC as listed in annexure should be super scribed on the sealed envelopes.

Quotation may be submitted to the undersigned till 15.05.2019 at 3.00 PM (Wednesday).

**Yours Sincerely,**

**Sr. Administrative Officer**

**OFFICE OF THE PRINCIPAL DIRECTOR (REGIONAL TRAINING INSTITUTE, JAIPUR)**

Tender terms & conditions for AMC of Desktop computers, Printers, LAN, Projector and other peripherals:

**Eligibility Criteria:**

1. The firm should have a permanent office at Jaipur with its own dedicated technical workforce.
2. All the pages of this document including those with the terms and conditions must be self-attested in token of understanding.
3. The vendor should have good reputation in the market and their clientele should be preferably from Schools, Colleges, Banks, Universities, Government Undertaking and other reputed concerns.

**Other terms and conditions:**

1. The vendor shall bear all the costs associated with the preparation and submission of the quotation.
2. The quotation for AMC should not exceed 6% of the total cost of items as per Annexure.
3. AMC for the list of items given in bid document is on a consolidated basis and not item wise. Single consolidated rate must be quoted for all the listed items. The rates must mention all types of taxes and should not exclude any item of bid document.
4. The AMC shall be effective and valid for a period of 10 months (01.06.2019 to 31.03.2020) or it may be renewed by written mutual consent of both parties.
5. The vendor shall provide proper maintenance services for all the hardware listed in the Annexure and shall cover both preventive as well as corrective maintenance for all assets covered under AMC and shall ensure proper functioning of Desktop computers, Printers, LAN etc. available in the office.
6. Preventive maintenance, which must be done at least once in a quarter (3 months) for every system shall include thorough external and internal cleaning, checking of hardware & software, removal of virus, adware, spywares etc.
7. The vendor shall be responsible for repair of any equipment or for part of the equipment which has been reported as non-functioning by this office and found to be non-functioning by the vendor after inspection. The vendor should assure a minimum downtime and attend to all breakdown calls in the hardware and operating software within one working day.
8. The maintenance of computers and other items in the list includes replacement of parts. The parts that need to be replaced must be new and equivalent/better in performance to the existing parts. The cost of spare parts will be borne by the vendor.
9. Maintenance charges under the AMC shall not include cost of consumable items such as cartridges, toners, printer heads and printer drums.
10. The Company shall load/reload and configure operating system and/or any other specific software such as Microsoft Office, printer drivers, antivirus etc. as the case may be in the computers covered under AMC at no extra cost to the office whenever the need arises. The software will be provided by the office.
11. The vendor shall repair/replace parts at our office premises only. If the fault is of serious nature and requires the support of the repair centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/transportation, installation, re-installation, loading of the software packages (both system software and application software) at no additional cost to this office.

- 12.** All the necessary repair/replacement of critical parts, if any, required for making defective component operational, shall be arranged by the contractor. No extra payment on any account shall be made by this office.
- 13.** Necessary technical assistance and advice shall be extended by the vendor to resolve problem that may be encountered with regard to hardware, operating system, software and various application software on the computer system, etc. covered under AMC.
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- 16.** One qualified and experienced Service engineer exclusively has to be deputed to this office to attend our day to day complaints, from 10.00 AM to 05.00PM on scheduled Training days. The vendor must provide an alternate service technician for the days when the regular technician assigned to the office is unable to attend work due to situations like leave, illness personal matters etc. The salary of the resident technician (s) will be responsibility of vendor.
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A. Proposed total consolidated AMC amount ( in Rupees) as per above mentioned hardware list:

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Signature of the Party/Vendor with seal

Date:

Place:

**Regional Training Institute, Jaipur**

No. RTI/JPR/F5/AMC & EDP items/K-20/2019-20/

dated: 08.05.2019

To,

Data Infotech Computer,  
Sriguru Kripa chamber,  
Opp Hotel Jaipur Place,  
Tonk Road, Jaipur.

**Sub: Annual maintenance contract (AMC) of items (Annexure).**

Dear Sir/Madam,

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