



# NABAKRUSHNA CHOUDHURY CENTRE FOR DEVELOPMENT STUDIES

Bhubaneswar - 751 013, Odisha

(ICSSR Institute in Collaboration with Government of Odisha)

No. 270 / NCDS

Date: 10/07/2024

## Quotation Call Notice

Sealed quotations are invited from reputed firms for Annual Maintenance Contract of Computers, Printers, other allied peripherals, LAN switches and the whole LAN Network System [comprehensive (with parts) & non-comprehensive (without parts)] of the Centre, so as to reach this office by 22.07.2024 during office hours. The firm should submit the tax clearance certificate along with the quotation. The GST as applicable may be shown separately. The details of the computer systems and allied are as follows:

- A) Computers:
  - i) Desktop
  - ii) Laptop
- B) Printers:
  - i) Monochrome Laser Printer
  - ii) Multifunctional
  - iii) Dot Matrix Printer
- C) Other Allied peripherals:
  - i) Server
  - ii) Scanner
  - iii) Offline UPS
- D) LAN:
  - i) - Whole LAN Network System
  - ii) LAN Switch

### Scope of Work:

- 1) Routine corrective and preventive maintenance of the computer system and its peripherals as specified in the inventory of equipments to be covered under AMC.
- 2) Software installation, un-installation, configuration, virus/malware removal, antivirus software upgradation, integration and maintenance to make the whole system/equipments/network fully functional.
- 3) Preventive maintenance of the whole computer system will be done on monthly basis which includes external/internal cleaning of the system/equipments, running diagnostics/utilities tools to determine the existing or likelihood faults and their removal.
- 4) System/Equipment/Network allowable uptime will be minimum 98%.
- 5) Vendor/Firm will continue to provide service support for the new configuration (if the existing configuration of the system/equipment has been changed by adding/removing components) without any additional cost.
- 6) Shifting and reinstallation of system/equipment, if necessary, will be executed by the vendor/firm/agency without any additional cost.
- 7) Recovery of data at free of cost in case of hard disk crashes.
- 8) Repair/maintenance work should not violate or infringe upon any patent, copyright of any other person/entity and confidentiality of the information in the computer system will be maintained.
- 9) The vendor/firm/agency will maintain a pool of various hardware spares/components as reserves to ensure issues to be resolved within the time limit.
- 10) A health card should be maintained for all the equipments under AMC for each incident of malfunctioning, complaint lodging and solving.

The undersigned is not bound to accept the lowest quotation and may reject any or all the quotations without assigning any reason thereof.

  
Dr. Sandhya R. Mahapatra  
Associate Professor