



Memo No:100/A/CRI/M-18/2010

Dated : 06/02/2017.

**: TENDER NOTICE :**  
**ANNUAL MAINTENANCE CONTRACT (AMC)**  
**OF COMPUTERS & PERIPHERALS IN CRI**

1. Quotations are invited under sealed cover from reputed & experienced agencies for non- comprehensive Annual Maintenance Contract (AMC) of the Local Area Network (LAN) System, Computers alongwith related Peripherals & Accessories (both Working & Non-Working) of the Cultural Research Institute for a period of ONE YEAR as per the terms & conditions specified hereunder.
2. The AMC would also incorporate any new computer(s) and / or related peripherals that may be installed in the Institute within this period and which may not be under any Warranty Cover by the installing / manufacturing agency.
3. The AMC includes routine monitoring, service / repair / replacement of defective/worn-out parts/components as may be required from time to time, maintenance of the networking cables and laying down of new channels with I/O Box if required by the Institute.
4. Any complaint informed to the selected agency or its Service Centre / authorized Personnel, as the case may be, should have to be redressed i.e. attended and appropriate action taken within 24 to 48 hours from the date of information.
5. If any equipment needs to be taken away from the office premises for repair / service, and could not be returned within 72 hrs., a temporary replacement would have to be provided until the original equipment is returned.
6. The replacement should be either of equivalent or of better capability than the original equipment.
7. A Job Sheet for any service rendered under these AMC provisions should be prepared and duly signed by the concerned CRI official authenticating satisfactory completion of work and a copy of this Job-Sheet should be submitted alongwith the relevant Bill. The main AMC Amount would be payable against proper Bills on a Quarterly basis i.e. once every three months from the date of Work Order.
8. On unsatisfactory performance or damage of the system / equipments by any authorised person associated / commissioned by the selected agency, strong penal action would be taken and suitable replacement / compensation would have to be made by the selected agency as may be decided by the Director of the Institute.
9. Revisions or changes relating to any of the above mentioned provisions or on any aspect of the AMC which may be considered important and / or necessary by Director, CRI may be included at any point of time within the AMC with prior intimation to the Selected Agency for necessary action.
10. The Description of the Main Components to be covered under this AMC are as follows:

Sr.	Description of the Item	:	Quantity (in Nos.)
01.	CISCO GigaSwitch : 3560	:	01
02.	CISCO GigaSwitch : 2960	:	03
03.	CISCO Unmanaged Switch : 2960	:	01
04.	CISCO Unmanaged Switch : 2960	:	01



05.	D-Link 8-Port Switch	:	<b>07</b>
06.	Cisco Gigabit Router	:	<b>01</b>
07.	DELL PowerEdge Server	:	<b>01</b>
08.	Acer Version Desktop PCs	:	<b>20</b>
09.	Dell Core i-5 Desktop PCs	:	<b>05</b>
10.	Dell Core i-3 Desktop PCs	:	<b>01</b>
11.	Hp Desktop PCs	:	<b>03</b>
12.	Assembled PCs	:	<b>05</b>
13.	EMERSON UPS (3KVA)	:	<b>01</b>
14.	APC UPS (3KVA)	:	<b>01</b>
15.	APC UPS : RS-1100	:	<b>25</b>
16.	APC UPS : RS-800	:	<b>06</b>
17.	ValRack Cabinets	:	<b>05</b>
18.	I/O Boxes	:	<b>As Available</b>
19.	CAT-6 LAN Cabling	:	<b>As Available</b>
20.	BROTHER Multi-Functional-Printer (Without Toner)	:	<b>05</b>
21.	BROTHER Printer (Without Toner)	:	<b>02</b>

11. The selected Agency would be responsible for complete Hardware Maintenance of the above equipment's & peripherals alongwith basic Software support including Installation & Repair of OS, MS-Office Application Software, Total Internet Security with Anti-Virus Software and Server &/or Switch Configuration and any other similar tasks as maybe required for optimum performance of the Computer Systems Network in CRI.
12. The Selected Agency would also be required to provide Desktop PCs/ Laptops and other accessories & peripherals including UPS, LAN Cables, hubs, printers, etc. if required, on short-term contractual basis for data-entry work / for conducting various programmes of CRI at contemporary competitive market rates or below, as the case maybe.
13. All Quotations should be addressed to : The Director, Cultural Research Institute, Ambedkar Bhavan, P-1/4 CIT Scheme VII(M) VIP Road, PO Kankurgachi, Kolkata : 700054 preferably containing a brief Experience profile of the concerned Agency and should reach at the same address by **16:00 hrs. on Thursday, 16/02/2017**. Quotations received after Last Date are liable to be Rejected.
14. Tentative date for opening of the Quotations is Friday, 17/02/2017 and the results would be communicated to the selected Agency over Phone/through E-Mail.
15. The decision of the Director, Cultural Research Institute shall be Final in all matters related to this Notice and the Selection process and shall be binding on all respondents.

  
 Director  
 Cultural Research Institute