

ENQUIRY FOR PC MAINTENANCE AND SUPPORT

No.EDP/AMC/03/2006

Date: 7th Feb 2007

Sealed quotations are invited to provide the following service in maintaining PCs subject to the terms and conditions of Annexure - I.

- ~~☒~~ Hard Disk formatting and Loading Operating System (windows 98/xp)
- ~~☒~~ Network, Workgroup, Email, Internet and Printer Configuration
- ~~☒~~ Loading MS Office, Utilities like Winzip/Acrobat Reader and Oracle Forms/Reports
- ~~☒~~ Restoration of existing applications, short cuts, documents(DOC, XLS, PPT etc), images, Email addresses, messages and favourites
- ~~☒~~ Virus checking, removal and installation of anti virus
- ~~☒~~ IT equipment asset numbering/ IP address documentation

Cost of service for each task, mentioned above, (break-up cost) shall be quoted. The sealed cover enclosing the proposal shall be superscribed as “Proposals for PC maintenance –EDP Dept” and reach EDP Dept of the Board latest by 5.00 PM on 14th Feb 2007. The Board reserves its right to reject any proposal without assigning any reasons.

Sd/-
Deputy Director(EDP)

ANEXURE-1

TERMS AND CONDITIONS

The rate shall be quoted separately for each task mentioned in the enquiry as follows:

Option –1. Per call basis

Option –2. Per PC, unlimited calls, for one year

Discounts offered for multiple calls/PCs say for various ranges of Calls/PCs like minimum 20 PCs/calls, minimum 50, minimum 75 etc.

The rates shall be valid for a period of one year.

Payment will be released only after successful completion of tasks.

O.S, MS Office, application software, anti-virus software, utilities, drivers etc will be provided by the Board

The tasks are required to be carried-out as per the guidance of EDP dept of the Board.

The proposal shall cover the technical expertise, knowledge and experience of service personnel.

The quotation shall cover minimum PC/call requirement, response time in attending calls, Service tax, if any.

The service provider can use own tools/drivers to fix virus problems and printer configuration.

All PCs are covered under Hardware AMC. Hence the proposal shall exclude repair, service and replacement of hardware.

Whenever hard disk re-formatting is necessary, the service provider has to arrange back-up devices for data back-up and restoration.