

F.No.6/1/2005/DRT-3/Kol  
Government of India  
Ministry of Finance  
Department of Financial Services  
Debts Recovery Tribunal-3, Kolkata

8<sup>th</sup> Floor, Jeevan Sudha Building,  
42 C, Jawaharlal Nehru Road,  
Kolkata-700 071,  
November 21, 2019.

**QUOTATION CALL NOTICE**

Sealed quotations are hereby invited from experienced and reputed firms for undertaking Annual Maintenance of Desktop Computers, Printers and LAN Ports of this Tribunal for a period of one year from the date of work order, which may be extended/renewed for further period on the accepted terms and conditions subject to the satisfactory service offered by the vendor. Particular of Computers, printers and LAN Ports are as under:

<u>Particulars</u>	<u>No. of units</u>
Desktop Personal Computers	23
Printers	17
LAN PORTs	10

2. The AMC of Computers will be with spare parts, whereas AMC of printers and LAN will be without spare parts. The firm will attend to any breakdown/malfunctioning of any of the Computers, printers and LAN Ports within 24 hours. The quotations received after the stipulated date shall not be considered.

3. Instruction to the intending vendor:

- (i) The quotation should be addressed to the **“REGISTRAR, DEBTS RECOVERY TRIBUNAL-3, 8<sup>TH</sup> FLOOR, JEEVAN SUDHA BUILDING, 42 C, JAWAHARLAL NEHRU ROAD, KOLKATA-700071”**.
- (ii) The last date of submission of quotation: **23/12/2019**
- (iii) The date of opening of quotation: **24/12/2019 at 4.00 P.M.**
- (iv) The representatives of the firm are at liberty to be present at the time of opening of quotations.

4. The Competent Authority reserves the right to cancel any or all the quotations if found not as per criterion without assigning any reasons thereof.

  
(Dipankar Dutta)  
Registrar

Copy to: Notice Board of DRT-3, Kolkata.

N.B. Interested firms may visit on any working days before 5 P.M. for inspection of Computers, printers and LAN Ports installed in this Tribunal.

## **Terms & Conditions for AMC of Computers installed in DRT-3, Kolkata**

1. The selected agency will be responsible for repair / maintenance work of the computers and peripherals including replacement of defective parts at their own cost. The complete responsibility for smooth functioning of all the computers and all peripherals throughout the period of contract shall rest with the vendor.
2. The agency would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Agency should also ensure proper cleaning of machines on quarterly basis.
3. The charges for repair and maintenance / replacement of defective parts/components of the Computers, if any, shall be borne by the agency during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises the agency shall obtain prior permission of the competent authority to conduct repair outside the office premises.
4. Transportation charges if any shall not be paid for removal of any component at the workshop of the agency for repairs and back to office for installation.
5. In case of breakdown of any equipment in question, the agency will be required to attend to the complaints within 24 hours of their being lodged. The agency shall provide contact details of the service engineer deputed for maintenance of Computers etc.
6. In case the agency's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one month's notice.
7. At the time of expiry of the contract, the agency would be required to hand over the department's property in perfect working condition.
8. The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
9. No advance payment will be made in any case. The payments will be released on half yearly basis after making statutory deductions like TDS and at the end of each half yearly period on receipt of the bill.
10. The agency having previous experience of such work from any Government department/organization will be given preference.
11. The agency may depute an authorized representative for verifying the configuration and condition of the equipments before submitting quotation for AMC of Computers etc.

### **Eligibility / qualification criteria**

1. GST registration and service tax registration certificate must be enclosed with quotation.
2. Experience certificate from Govt. department/organisation if any, to be enclosed with quotation.

### **Scope of work**

Maintenance & Services of Desktops Personal Computers, Printers, LAN ports and other maintenance issues such as problems related to Software such as Windows, MS Office, Antivirus and inter connectivity.