



NATIONAL INSTITUTE OF TECHNOLOGY,
ROURKELA-769 008 (ORISSA)

No: NITR/ CC/ HOD/ 2007/ 316

Dated: 01 August 2007

Proposals (Technical and financial) are invited from reputed firms for empanelment of firms for hardware maintenance of personal computers at NIT, Rourkela. Sealed proposal should reach the undersigned by 20th Aug 2007.

Kindly super-scribe the envelop "Quotation for hardware maintenance of PCs at NIT, Rourkela"

The institute has a large number of personal computers. Out of the available PCs nearly 400-500 PCs are just more than 3 years old. These computers are generally P-IV (1.8GHz and above), 256MB RAM, 40GB hard disk, CRT monitor. The institute is in the process of empanelment of vendor for providing hardware maintenance in the form annual maintenance contract (amc) for these PCs. Following is scope of work and modality for empanelment:

- The institute will sign a contract with 2 to 3 firms for providing AMC support for PCs.
- Based on the contract the firm will receive orders from different laboratories of departments for AMC support. Firms will need to contact individual departments for securing order for the amc.
- Institute generally procures PCs with 3 years warranty. PCs that complete the warranty period will be covered under this scheme.
- The scope of maintenance covers all parts of PCs excluding replacement of monitor, RAM, keyboard, CDROM (DVD ROM and similar) drives, mouse, processor, speaker and sound card. For these components the firm will provide labour and expertise for maintenance but no replacement of parts. For all other parts such as SMPS, mother board, LN card, HDD etc complete amc inclusive of parts and labour is included in the contract.
- The amc shall also include hard-disk formatting, partitioning, installation of operating system (Windows/ linux with institute license) and anti-virus software where ever necessary. Application software installation is excluded from the contract.
- They will also report to the institute authorities about use of un-licensed software for which institute license exists.
- The firms will take proactive steps for use of institute licensed software in the campus.
- They will ensure not to hand over institute licensed software to unauthorized personnel.
- The amc will be for a period of one year and may be extended at same rate on satisfactory performance.
- Payment for amc will be made on quarterly basis by the departments.
- Firms quoting for the service should have experience in this line of business. They should provide evidence of working with national level institute.
- Every firm needs to post at-least one service personnel who will be accessible over telephone between 8AM to 8PM for Monday to Saturday.
- Firms with computer sales and service business in Rourkela particularly with the institute will get preference in selection.
- All firms short listed for empanelment will sign a contract with NIT, Rourkela for providing amc support for PCs. All firms will provide the service at the same unit price.

Computer centre, National Institute of technology, Rourkela

- The proposal should include all technical information for the firms and their past business and experience. The financial proposal should contain only per unit price bid.
- NIT administration will not guarantee any firm with regards to minimum number of computers to be ordered for amc.
- The tender will be finalized by a committee appointed by the Director, NIT Rourkela.
- Institute will extend space required for maintenance of computer at the institute.

For additional queries please contact:

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National Institute of Technology
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Important dates and Venues:

Last date for receipt of tender	20 st Aug 2007
Venue for submission of tender in case of hand delivery:	Office of Computer Centre, NIT, Rourkela
Date for tender opening	20 th Aug 2007
Venue for opening and evaluation of bids	NIT, Rourkela Board room
Technical and financial evaluation	20 th Aug 2007 (4PM)

Sarat Kumar Patra
HOD, Computer Centre
NIT, Rourkela

Tender document approved

Director, NIT, Rourkela
Dt. 01 August 2007