



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

No: NITR/ CC/ HOD/ 2008/ 258

Dated: 29 May 2008

Proposals (Technical and financial) are invited from NIT empanelled computer hardware suppliers and other reputed firms with significant computer maintenance record for empanelment of hardware maintenance of personal computers at NIT, Rourkela. Sealed proposal should reach the undersigned by 4PM, 18th June 2008. The order will go to more than one firm at the discretion of NIT administration.

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

The institute has about 800 personal computers. Out of the available PCs nearly 400-500 PCs are 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 3 firms for providing AMC support for PCs. These are of different makes but purchased in 2004 or later. PCs more than 3 years old will be covered under AMC. Institute generally purchases PCs with 3 years warranty.
- Among the technically qualified firms preference will be given to firms quoting lower rates, although all firms will work at the same rates.
- The agreement will be signed with three firms based on price quoted. All firms will have to provide the service at the lowest quoted price. The distribution of order will be 40% of total quantity for L1 firm, 30% of total order for L2 and L3 quoting firms. But all firms have to operate at same cost as quoted by L1 firm.
- The AMC contract may be extended for second year at 110% of first year price (an enhancement of 10%) and for third year at 120% of first year price after the completion of second year second year.
- 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, LAN 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 wherever necessary. Application software installation is excluded from the contract, except for designated licensed software.
- 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. The firms will report to the institute authorities:
 - Refusal of users to institute operating system and licensed antivirus software.
 - Deliberate installation of any malicious programs.

- The engineer will install approved antivirus software in any machine attended to. Any major/ minor preventive maintenance or check up shall always include a check on the health of hardware, software, antivirus software updates, patches and security updates as required and supplied by the institute.
- 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 that do not provide satisfactory performance in a quarter, the order can be terminated after the quarter.
- Firms quoting for the service should have experience in this line of business. They should provide evidence of working with national level institutes like IITs, NITs, central universities of comparable standards. Firms interested in participating in the tender should be represented by their representatives for discussion and relevant documents.
- Every firm needs to post at-least one service personnel who will be accessible over telephone between 8AM to 8PM for Monday to Saturday and should visit the Lab within 6hours of a call.
- 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. Outstation firms may be given accommodation in institute campus against license fee at market rate subjected to availability.
- 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.
- The tender will be finalized by a committee appointed by the Director, NIT Rourkela.

For additional queries please contact:

Prof Sarat Kumar Patra
HOD, Computer Centre
National Institute of Technology
Rourkela - 769008
Ph: 661-2462457 (W)
94372-21578 (M)

Important dates and Venues:

Last date for receipt of tender	18 th June 2008 (4PM)
Venue for submission of tender in case of hand delivery:	Office of Computer Centre, NIT, Rourkela
Date for tender opening	18 th June 2008 (4.30PM)
Venue for opening and evaluation of bids	NIT, Rourkela Board room
Technical and financial evaluation	18 th June 2008 (4.35PM)

Sarat Kumar Patra
HOD, Computer Centre
NIT, Rourkela