



दूरभाष/Phone: 2357-8358
फैक्स/Fax: 033-2357-1007
ई-मेल/E-mail: cstariKol-wb@nic.in

भारत सरकार/Government of India

कौशल विकास एवं उद्यमिता मंत्रालय (डीजीटी)

Ministry of Skill Development and Entrepreneurship (DGT)

केंद्रीय कर्मचारी प्रशिक्षण एवं अनुसंधान संस्थान

CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE

ई एन-81, सॉल्ट लेक सिटी, कोलकाता- 700091

EN- 81, Sector -V, Salt Lake City, Kolkata - 700091

Ref. No. STARI/D-16019/GL/2011/Vol.-II/20

Dated: 21.02.2018

To
The Reputed Agencies

Your lowest quotations for Comprehensive Annual Maintenance Contract (AMC) invited to be submitted to the Director, CSTARI, Salt Lake, Kolkata-700091, West Bengal to reach on or before **12.03.2018**. The quotations will be received up to **11.00 AM on 12.03.2018**.

While submitting your quotations, the following points shall be observed:-

1. The tender/quotation shall be submitted in a sealed cover marked with "QUOTATIONS" and the reference number and date of enquiry (**Ref. No.- STARI/D-16019/GL/2011/Vol.-II/20 dated 21.02.2018**) on the envelope.
2. The tender/quotation will be opened on 12.03.2018 at 11.30 AM. You may depute an authorized representative with a letter of authority to be present at the time of opening of the quotations in this office.
3. Your quotations should be opened for acceptance for a minimum of 30 days from the date of opening.
4. Quotations received after the due date and time will not be considered.
5. Items tendered should conform to the specifications shown in the Scope of Work (Back Side).
6. Tenders may be rejected without assigning any reasons.

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SCOPE OF WORK

Comprehensive Annual Maintenance Contract (AMC) for

- (i) Desktop PC.
- (ii) Networking System (LAN).

Including Equipment, Software, Tools with an objective to ensure smooth functioning of all these installations at CSTARI.

This may include the following:-

1. Repair/rectification of faults in the system.
2. Identification and rectification of faults as per complaints lodged.
3. Identification of defective parts and replacement.

Terms and Conditions:-

1. Any system including operating system, equipment, software should not be out of order for more than one working day.
2. The technicians have to submit their call attended/work completion report in GL Section of this Institute for each of the visit.
3. All the defective items/parts are to be replaced by the agency.
4. All necessary spare parts required for petty maintenance to be supplied by the agency.
5. Adequate safety precautions are to be taken while working. At the event of any accident happened during working, CSTARI, Kolkata will not be responsible.
6. Rate/Contract value to be quoted on per month basis assuming value of services to be provided & supply of spare parts.
7. TDS is applicable for all bill amounts as per Rules.
8. Bills to be submitted in triplicate every month duly re-receipted every month with Revenue Stamp.
9. The contract will be valid for one year from date of issuing of work order. However Director/HOD, CSTARI reserves the right to extend further or terminate the contract without assigning any reason.
10. In case of complaints not attended or any system (equipment, software, and operating system) remaining out of order for more than three working days as per the above terms and conditions a Liquidity Damage (LD) charge will be deducted @20% of the monthly contract value per day of delay subject to a maximum of 10% in a month. At any point of time during the currency of contract if the cumulative LD becomes 30% of yearly value of the contract then the contract will be liable to be cancelled.

(B V S Sesha Chari)
Director