NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No:4250/NKDA/Admn-274/2012   Date: 25/07/2016

Notice Inviting Tender No : 28/NKDA/ADMN of 2016-17(2nd)

Sealed Tenders are invited from registered firm/companies having experience in undertaking Annual Maintenance Contract for Computers / Printers / Servers / Scanners / UPSs , / Local Area Network (Including Router , Switch , Modem, Firewall etc.) and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata – 700 156.

Name of Work: Annual Maintenance Contract for Computers / Printers / Servers/Scanners / UPSs / Local Area Network(Including Router, Switch, Modem etc.)/Firewall and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata –700 156, Business Club & Utility Building.

1. **IMPORTANT DATES:**

SL No.	Particulars	Date & Time
1.	Last Date of Submission	01.08.2016 upto 2.00 P.M
2.	Date of opening of Technical Proposal	01.08.2016 at 2.30 P.M.
3.	Last Date of uploading list for Technically Qualified Bidder	Will be intimated in due course
4.	Date for opening of Financial Proposal	Will be intimated in due course

2. **ELIGIBILITY CRITERIA:-**

   2.1. The bidder should have done similar work regarding AMC at least for last 10 years.
   2.2. Turnover of bidder in last 3 years should be minimum 5 Crore or above in aggregate.
   2.3. The bidder should have the office in Kolkata having minimum 50 no of permanent employee.

   2.4. The resident engineers should be well qualified and having at least 3 years of working experience in this similar kind of work. A list of engineers showing experience in Desktop, Server, Laptop, Networking, Sonic Firewall, Printer, Plotter to be attached in a separate sheet.
   2.5. Bidder should possess valid statutory documents like, Trade Licence, Service Tax registration, bidder registration, PAN and Sales Tax Registration Certificate, etc. Original certificates as aforesaid are to be produced for verification, Quality Certificate ISO 2000 (valid).
   2.6. The bidder should have tender specific power of attorney from the competent authority to quote, if applicable.
   2.7. The quotation inviting authority reserves the right to reject any or all the offers received in response to this N.I.T. without assigning any reason whatsoever.
   2.8. For details of this tender and necessary terms and conditions pertaining to the tender, the intending bidders are requested to contact the office of the undersigned within the specified dates at the address noted above on any working day within office hours.

3. **General Terms and Condition:**
   3.1. The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) except replacement of exhausted battery of UPS, Printer cartridges, Printer/Plotter head. Equipments under warranty and future procurements shall fall under Vendor Management.

   3.2. Preventive/ Corrective Maintenance shall be carried out during the last month of each quarter for PCs, Servers, Printers, peripherals and system software and it includes:-
      3.2.1.Inspection for hardware and software issues and satisfactory solutions to defects, if any.
      3.2.2.Checking of UPS for any problem in switching and battery conditions.

3.2.3.Checking of Power supply source for proper grounding.

3.2.4.Cleaning of all Servers using vacuum air, brush and soft muslin clothes.

3.3. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipments.

3.4. Repair to be carried out at the location of the equipments installed.

3.5. Standby arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs. Problem should be solved with in maximum 02 no(s) of working days.

3.6. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.

3.7. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

3.8. Any other maintenance work to be undertaken related to the above mentioned items.

4. Interested firms are hereby requested to furnish their proposals / rates through two bid systems i.e. Technical Bid (Annexure –A) and Financial Bid (Annexure –B).

5. The list of computers, printers, servers, UPSs, Scanners, Router, Switch etc. is attached as Annexure –C. However new equipment(s) likely to be purchased from time to time , after expiry of warranty / guarantee period , will also have to be serviced/ maintained at the same terms and conditions , and the AMC has also to be done at the same terms and conditions for those new equipment(s) . New Town Kolkata Development Authority reserves the right to add/remove any item from AMC during the contract period.

6. The Technical and financial terms and conditions of AMC shall be as follows:

6.1. The bidder should have a previous experience for at least 03 (three) years in maintenance of such equipments with Government Departments with minimum more than 100 system. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in any organisation in and around Kolkata.

6.2. The bidder must have expertise in on-site maintenance and repair of servers, computers, Laser / Inkjet Printers, network components, scanners, other peripherals and other hardware parts and accessories. The firm/company is responsible for supplying replacement against damaged parts for all the items within the stipulated time and for that time the firm/company has to supply backup system without any cost.

6.3. The bidder also must have expertise and experience in LAN troubleshooting and Firewall Configuration. The bidder should have executed satisfactorily Annual Maintenances of 100 or more computers connected in LAN under Window /Linux environment for three(03) years. A Performance Certificate to this effect from at least one Govt. department shall be furnished.

6.4. The bidder applying for this tender should produce certificates for the previous 03(three) financial years from the concerned authorities about the payment of service tax , income tax , works contract tax and any other tax applicable .

6.5. The replacement of any part of the computer / peripherals, whenever required, must be carried out by the bidder with the genuine part of same specifications and warranty.

6.6. The bidder shall maintain the equipments as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order is conveyed, the original specification / characteristics /features shall not be changed.

6.7. The bidder should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, P.T clearance certificate, valid document in support of enlistment, S.T clearance certificate.

6.8. For any bidder not quoted, the highest quoted rate from other bidders will be loaded to the item by default. However, in case of successful bidding, the bidder shall execute the service at the lowest quoted rate.

6.9. Firm should not be black listed as on date of bidders. A declaration to be furnished by the bidder.

7. The other terms and conditions for awarding the AMC shall be as under:

   7.1. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

   7.2. The quoted price should include the charges for all maintenance and support for the same.

   7.3. The bidder will prepare software based log books compliance with ITIL framework for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal to be carried out. The applications should have been implemented in at least 02(two) Government department and running satisfactorily.

   7.4. The firm/company will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.

   7.5. The successful bidder shall provide necessary support for maintaining virus free computer environment in the New Town Kolkata Development Authority and help in upgrading the Software's / Virus Detection mechanism.

   7.6. Immediately on award of the contract, the contractor would give a report taking over all equipment(s) (giving their configuration in working condition also). It shall be the responsibility of the company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems in working conditions on the expiry of the contract.

8. The interested bidder may submit 3(three) sealed separate envelopes respectively envelopes for "Technical Bid ","Financial Bid" and "EMD" in a big outer sealed cover superscribed " Quotation for AMC of Computers and other Peripherals".

9. Quotation received after due date/ without separate sealed cover/ without rate quoted both in figure and words in specified proforma will not be accepted.

10. The contract will be on comprehensive basis inclusive of repairing and replacement of spare parts without extra payment.

11. The accepting authority reserves the right to reject any or all the bids without assigning any reasons and will not be bound to accept either the lowest bid or any of the bids.

12. The bidder will have to submit EMD for Rs. 25,000.00 (Twenty five Thousand)/- in the shape of Demand draft with any Nationalized / Scheduled Bank in favour of "New Town Kolkata Development Authority" payable at "Kolkata". EMD will not be exempted in any case. For the successful bidder EMD shall be retained with New Town Kolkata Development Authority till the security period is over. For unsuccessful bidder EMD will be refunded after completion of the all process.

13. The Security period is upto 03(three) months from the date of completion of the contractual period.

14. The Contractual Period is for 01(one) year from the date of awarding the contract.

15. Security deposit are forfeitable in full or part as may be decided by the Authority in case damage/ losses sustained by the Authority due to negligence on the part of Agency if the repairing are not properly done and or the spares are not properly replaced OEM as per clause of this Tender Document.

16. Rate offered by the bidder should be inclusive of all costs, taxes and levies as per prevailing rate of Govt.

17. Payment shall be made in four equal instalments on the completion of each quarter based on performance. Income Tax and other Taxes as applicable will be deducted from quarterly bill as per prevailing rates.

18. Successful bidder have to execute a formal agreement in Non-Judicial stamp paper within 7(seven) days from the date of issuing LOI.

19. **Service termination** :
    19.1. If this Authority not satisfied by performance of Resident Engineer, then new manpower required to be replace within 15 (fifteen) days, failure of that contact will be terminated.
    19.2. NKDA may terminate the contact due to any reason, by issuing a notice prior to 30(thirty) days.

20. **Service Support**
    20.1. The bidder has to provide full-time support by engaging 01(one) Experienced Engineer (Resident Engineer) for the office locations covered under AMC from 10:00 AM to 7:00 PM on all working days of this Authority. However, the support shall also be made available during the non-working days, if required by the Authority.
    20.2. Minimum Qualification: Diploma in Computer Science/IT with minimum 3 yr. of experience in support work.

    20.3. The Resident Engineer shall report to the Authorized person of this Authority. It shall be the responsibility of the bidder to provide the full Contact details of the Resident Engineer to all the staff members of the office.

    20.4. The Engineer shall maintain a web based software for call book-cum-attendance book compliance with ITIL frame work. All complaints lodged will be entered in the log book software with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Authority. An amount of Rs.200/- per day will be deduced if any Resident Engineer remains absent/leave without providing substitute.

    20.5. The Resident Engineer shall have to attend all the calls of all the NKDA offices(2), Utility Offices (1), Business club(1) and forthcoming offices. **Bidders have to provide complete note monitoring system all equipments off all offices.**

    20.6. Resident Engineer shall maintain basic computer services, servers, networking, shifting of computers/Printers and other equipment as required by this Authority. If the problem is not solved by the Resident Engineer then problem should be solved by other expert engineers of the Agency same day or on the next business day. Failure in this regard will attract actions by way of deduction of 0.1% of annual contract price on weekly basis or part thereof.

    20.7. NKDA may ask for expert engineer for undertake any work. Expert Engineer have to attend the call same day or next day. Failure of the same necessary deduction will be made as per Service Level Agreement (SLA).

<div align="center">
Sd/-
Administrative Officer – I
New Town Kolkata Development Authority
</div>

Memo No: 4250(4)/NKDA/Admn-274/2012   **Date: 25/07/2016**

Copy forwarded for information to:
1. The Finance Officer, New Town Kolkata Development Authority.
2. P.A to the Chairman, New Town Kolkata Development Authority.
3. Office Notice Board.
4. NKDA official website(www.nkdamar.org)

<div align="center">
Sd/-
Administrative Officer – I
New Town Kolkata Development Authority
</div>

Technical Bid

1	Name of the Firm/Company			
2	Registered office Address			
3	Corporate Profile :			
4	Office for correspondence: Contact person's name Designation Address Fixed Phone No. & Mobile No. Fax No. E-mail id			
5	Whether company is registered under Municipal Act and/or West Bengal Govt. Shops and Establishment (Give Regn. No.) (Trade Licence- Valid)			
6	Trade License (Valid): Income tax no. (GIR/PAN): Service Tax Regn. no.:			
7	VAT & CST Regn. No. and Date			
8	Financial(forlast3years): Turnover (Rs in Cr.) Profit after Tax (Rs in Cr)	2014-15	2014-13	2013-12
9	Employee strength at Kolkata: 1) Field Service Engineers 2) Back office support Engineers (Should specify whether bidders own employees or of franchisees)			
11	Details of EMD of Rs 25,000/-	Demand Draft No: Name of Issuing Bank: Date issued:		

Signature

Name: Designation: Office Address:

Check List

SL No	Details	Related document	Supporting Document Details	Compliance
1	Work regarding AMC at least for last 10 years	Work order Job Completion report	-	
2	Turnover of bidder in last 3 years should be minimum 5 Cr	Audited report		
3	The bidder should have the office in Kolkata having minimum no of employee 50	Statutory statement		
4	Resident engineers should be well qualified and having at least 3 years of working experience	Statutory statement And Job Competition report		
5	Tender specific power of attorney from the competent authority	power of attorney		
6	Deceleration of non-Black list	Deceleration		
7	ISO 9001:2000	Valid Certificate		
8	ITSM 20000:2008 (if any)	Valid Certificate		
9	Microsoft Platinum Partnership	Valid Certificate		
10	OEM Authorization (HP/ IBM/ Lenovo)	Valid Certificate		

Signature

Name: Designation: Office Address:

Financial Bid
[In Bidders Letter head]

To

The Administrative Officer –I
New Town Kolkata Development Authority

Sub: Financial proposal for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA).

Sir,

We hereby propose that a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words ） only inclusive of all costs, taxes and levies for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA). This amount is valid for the whole period of the contract for the work.

SL No	Item	Cost	Tax	Total Cost
1	Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA) as per schedule			
2	Cost of Resident Engineer			

N. B : Detailed cost breakup attached herewith in separate sheet.

Yours Faithfully

Signature

Name: Designation: Office Address:

AMC for Computers, Scanners, Printers, Servers and UPSs for One Year

Sl. No.	Items	
1.	**Computers and Desktops** **Make : HP and Lenovo** **Qty-82** **25 desktops are already under manufacture warranty**	
	Configuration	
1.	HP Core i5, 3.10GHz, 4GB RAM, 500GB HDD	
2.	HP Core i5, 3.10GHz, 4GB RAM, 500GB HDD	
3.	HP Core i5, 3.10GHz, 4GB RAM, 500GB HDD	
4.	Lenovo Core 2 Duo, 2.66GHz 2GB RAM, 160 GB HDD	
5.	HP Core 2 Duo, 2.93GHz 2GB RAM, 300 GB HDD	
6.	HP Core i3-2120, 3.30GHz, 2GB RAM, 500 GB HDD	
7.	Lenovo Core 2 Duo, 2.33GHz 2GB RAM, 160 x 2 GB HDD	
8.	Lenovo Core i3-2120, 3.3GHz, 2GB RAM, 500 GB HDD	
9.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
10.	HP Core 2 Duo, 2.94GHz, 2GB RAM,250 GB HDD	
11.	Lenovo Core 2 Duo, 2.67GHz, 2GB RAM,160 GB HDD	
12.	HP Core i5-2400, 3.10GHz, 4GB RAM, 500 GB HDD	
13.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
14.	Lenovo Core 2 Duo, 2.67GHz, 2GB RAM,160 GB HDD	
15.	HP Core i5, 3.10GHz, 4GB RAM, 500 GB HDD	
16.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
17.	HP Intel i3-2120, 3.30GHz, 4GB RAM, 500 GB HDD	
18.	HP Core i3- 2120, 3.30GHz, 3GB RAM, 500 GB HDD	
19.	Lenovo Core 2 Duo, 2.66GHz, 2GB RAM, 160 GB HDD	
20.	Lenovo Core 2 Duo, 2.33GHz, 4GB RAM, 160 x 2 GB HDD	
21.	HP Core i3-2120, 3.30GHZ, 2GB RAM, 500GB HDD	
22.	Lenovo Core 2 Duo, 2.94GHz, 2GB RAM,500 GB HDD	
23.	HP Core i3-2120, 3.30GHz, 4GB RAM, 500GB HDD	
24.	HP Core 2 Duo, 2.99GHz, 2GB RAM,300 GB HDD	
25.	HP Core i3, 3.30GHz, 4GB RAM, 500GB HDD	
26.	HP Core i3, 3.20GHz, 2GB RAM, 500GB HDD	
27.	HP Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
28.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
29.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
30.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,300 GB HDD	
31.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,160 x 2 GB HDD	
32.	Lenovo Core 2 Duo, 2.93GHz, 2GB RAM,160 x 2 GB HDD	
33.	Lenovo Core 2 Duo, 2.33GHz, 1GB RAM,150 GB HDD	
34.	Lenovo Core 2 Duo, 2.33GHz, 2GB RAM,160 x 2GB HDD	
35.	Lenovo Core 2 Duo, 2.99GHz, 3 GB RAM,160 x 2GB HDD	
36.	Lenovo Core 2 Duo, 2.33GHz, 2GB RAM,160 GB HDD	
37.	Lenovo Core 2 Duo, 2.90GHz, 2GB RAM,300 GB HDD	
38.	Lenovo Core 2 Duo, 2.66GHz, 1GB RAM,160 GB HDD	
39.	Lenovo Core 2 Duo, 2.53 GHz, 3.24GB RAM,300GB HDD	
40.	HP Core i3, 3.20GHz, 2GB RAM,500 GB HDD	
41.	Lenovo Core 2 Duo, 2.66GHz, 2GB RAM,160 GB HDD	
42.	HP Core i3, 3.2 GHz, 2GB RAM, 500GB HDD	
43.	Lenovo Core 2 Duo, 2.66GHz, 2GB RAM,160 GB HDD	
44.	HP Core 2 Duo, 2.93GHz, 2GB RAM,250 GB HDD	
45.	HP Core i3, 3.2GHz, 2GB RAM, 500GB HDD	
46.	HP Core 2 Duo, 2.66GHz, 2GB RAM,160 GB HDD	
47.	HP Core i3, 3.30GHZ, 2GB RAM, 500 GB HDD	
48.	HP Core i3, 3.30GHz, 2 GB RAM, 500 GB HDD	
49.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD	

50.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
51.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
52.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
53.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
54.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
55.	HP Core i5, 3.20Ghz, 4GB RAM, 500 GB HDD
56.	HP Core i4 i5, 3.20Ghz, 4GB RAM, 500 GB HDD
57.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
58.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
59.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
60.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
61.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
62.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
63.	HP Core TM, 3.30Ghz, 4GB RAM, 460 GB HDD
64.	Acer i5, 2.9Ghz, 4GB RAM, 500 GB HDD
65.	Acer i5, 2.9Ghz, 4GB RAM, 500 GB HDD
66.	Acer i5, 2.9Ghz, 4GB RAM, 500 GB HDD
67.	Acer i5, 2.9Ghz, 4GB RAM, 500 GB HDD
68.	Acer i5, 2.9Ghz, 4GB RAM, 500 GB HDD
69.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
70.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
71.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
72.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
73.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
74.	HP Core TM, 3.00Ghz, 4GB RAM, 500 GB HDD
75.	HP Core TM, i3, 4GB RAM, 500 GB HDD
76.	HP Core TM, i3, 4GB RAM, 500 GB HDD
77.	HP Core TM, i3, 4GB RAM, 500 GB HDD
78.	HP Core TM, i3, 4GB RAM, 500 GB HDD
79.	HP Core TM, i3, 4GB RAM, 500 GB HDD
80.	HP Core TM, i3, 4GB RAM, 500 GB HDD
81.	HP Core TM, i3, 4GB RAM, 500 GB HDD
82.	HP Core TM, i3, 4GB RAM, 500 GB HDD

2. Laptops	**Make : HP and Dell** **Qty-07**
1.	HP Core i3, 3.20GHz, 8GB RAM, 300 HDD Laptop
2.	HP Core i3, 3.20GHz, 8GB RAM, 300 HDD Laptop
3.	HP Pro Book 4440S
4.	Dell V560850 Insprion 15R Special Edition (7520)
5.	HP Laptop – 3 nos (Under Manufacturer Warranty)

3. Servers : Qty-07

Web Server System (Configuration Below) **Make : IBM** **Qty -01**

1.	1x Quad- Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	146 x 3 GB (RAID5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management, 4 USB port

Content Server System (Configuration Below) Make : IBM **Qty-01**

2.	1x Quad- Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	300 x 4 GB (RAID5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management, 4 USB port

Data Server System (Configuration Below) **Make : IBM** **Qty-01**

No.	Processor	Speed	RAM	HDD	RAID	Network	Network
3.	1x Quad- Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	300 x 4 GB (RAID5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management, 4 USB port
4.	1 x Quad Core Intel Xeon Processor 3.4 GHz, 1GB RAM, 146 x 2GB(for Server 1 Model No XSeries 346)						
5.	1 x Quad Core Intel Xeon Processor 3.4 GHz, 1GB RAM, 146 x 3GB(for Server 2 Model No XSeries 346)						
6	HP Proliant ML150 Gen9 - Processor- E5 2609V3 (1.9GHz, 6 Core, 15MB Cache, 85W), 8GB RAM – Under Manufacturer Warranty						

Stand Server IBM X3100 M4		**Make: IBM**	**Qty-01**
6.	3.1 GHz Xenon , 4 GB RAM, 500 GB HDD		

	4. **Printers** **Make : HP and EPSON**	**Qty-55**
1.	Deskjet Color A4 Size	**7**
2.	Officejet Color A3 Size	**1**
3.	Laserjet Mono	**29**
4.	All in One (Printer +Scanner+ Copier) –A4	**11 (6 nos Under Manufacturer Warranty)**
5.	All in One (Printer +Scanner+ Copier) –A3	**3**
7.	Dot-Matrix Printer	**4 (2 nos Under Manufacturer Warranty)**

Details of Printers

No.	
1.	HP Officejet Pro 8100
2.	HP Officejet 6000
3.	HP Officejet 6000
4.	HP Deskjet F2235 (All in one)
5.	HP Deskjet D2568
6.	HP Laserjet P-1106
7.	HP Laserjet P-1007
8.	HP Deskjet D2568
9.	HP Deskjet F2235 (All in one)
10.	HP Deskjet D2568
11.	HP Deskjet F2235 (All in one)
12.	HP Laserjet P-1106
13.	EPSON IQ 1150 II
14.	HP Laserjet P-1007
15.	HP Deskjet D2668
16.	HP Deskjet F2235 (All in one)
17.	HP Laserjet P-1106
18.	HP Laserjet P- 1108
19.	HP Laserjet P-1108
20.	HP Laserjet P-1106
21.	HP Deskjet 3550
22.	HP Laserjet M-4345 MFP
23.	HP Laserjet M-4345 MFP
24.	HP Laserjet P-1007
25.	HP Laserjet P-1108
26.	HP Officejet 6000
27.	HP Laserjet P-1007
28.	HP Laserjet P1007
29.	HP Deskjet D2668
30.	HP Laserjet P-1106
31.	HP Deskjet D1560
32.	HP Laserjet P-1106
33.	HP Officejet 7000
34.	HP Laserjet 7500A (All in one)
35.	HP Laserjet P1606

36.	HP Laserjet P1606		
37.	HP Laserjet P1606		
38.	HP Laserjet P1606		
39.	HP Deskjet F2235 (All in one)		
5.	**Scanner**	**Make : HP**	**Qty-02**
1.	HP Scanjet 2400		
2.	Epson Scanjet Enterprise Flow 5000 s2		
6.	**Plotter**	**Make : HP**	**Qty-03**
1.	HP Designjet Z 6100 PS		
2.	HP Designjet 500 PS		
3.	HP Designjet T2500		
7.	**UPSs**	**Make : APC/ Microtek**	**Qty-50**
1.	500 VA	-7	
2.	550VA	-3	
3.	600VA	-7	
4.	650VA	-10	
5.	700VA	-31	
6.	1KVA	-01	
7.	6 KVA	-02	
8.	**Router**	**Make : CISCO**	**Qty-01**
1.	CISCO		
9.	**Switch**		**Qty-13**
1.	D-Link -24 Port	-05	
2.	CISCO -24 Port	-01	
3.	HP Procurve- 8 Port	-01	
4.	8 Port Multi-Platform KVM Switch	-01	
5.	Firewall: Sonic WALL NSA 240	-01	
6.	24-Port Managed L3 Switch. (2910-24G al) Switch of HP -01		
7.	Managed L2 Gigabit 24-Port Ethernet Switch. (2510-24G) of HP -04 ((Under Manufacturer Warranty)		

CLIENTELE/ EXPERIENCE

Sr. No	Client's Name & Address, Contact person, Designation, Telephone no. & Mobile No.	Period of contract	PCs, Servers, Printers etc under Direct maintenance / Under vendor management	Details of the Services provided to the client	Approx. Contract Value (in Lakhs)
1					
2					
3					
4					

Note: Please use additional sheets and attach copies of the work orders for minimum two clients of the above contracts along with copy of proof of satisfactory execution of the contracts with respect to AMC services and Resident Engineers.

Date

Place

Signature :

Name   :
Designation:
Company :
Seal of the Company:

Service Level Agreement Schedule

Condition	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
Server Availability	24 x 7 x 365	99%	Measure Daily Report Monthly/ Quarterly	Less than 99% but more than 95%: penalty 3% of Equated Quarterly Installments (QAI) Less than 95%: Penalty 15% of QAI
Desktop Availability	24 x 7 x 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
Printer & Plotter	24 x 7 x 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%:
Network and Firewall;	24 x 7 x 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
System Backup	24 x 7 x 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.
Service Engineer Availability	Business Hours (BH)	99%	Measure Daily Report Monthly/ Annually	Less than 99% but more than 95%: Penalty 1% of EAI Less than 95%: Penalty 10% of EAI

SLA will be measured via real time software without any manual intervention.

Date

Place

Signature :

Name :
Designation:
Company :
Seal of the Company:

Technical Proposal for Monitoring System for different offices of NKDA under AMC

Date

Place

Signature :

Name   :
Designation:
Company :
Seal of the Company: