



लोक कार्यक्रम और ग्रामीण प्रौद्योगिकी विकास परिषद्
(ग्रामीण विकास मंत्रालय, भारत सरकार के कार्यालय में)
भारत परोजना केंद्र, जेन - 5 ए (कोर-सी), द्वितीय वर
लोधी रोड, नई दिल्ली-110 003.

**Council for Advancement of People's Action
and Rural Technology**

(Under the aegis of Ministry of Rural Development, Govt. of India;
India Habitat Centre, Zone-5A (Core-C), 2nd Floor
Lodhi Road, New Delhi-110 003.

No. AMC/MISD/98-99

07-June-2010

To,

Sub: AMC quotation for Computer Equipment/peripherals

Sir/Madam,

CAPART is an autonomous body under Ministry of Rural Development, Govt. of India. Comprehensive Maintenance Contract for Computer, Printers and accessories hardware/software is to be awarded from **July 2010 to June 2011**.

There is one main UNIX server with OS UnixWare 2.1.3, Win 2003 server and Linux Server and 100 desktop machines (approx.). The UNIX server is running an application in Oracle over distributed network. This server is also being used as mail server as well as Internet server. The desktop machines are connected on LAN through thick Ethernet cable and UTP cable via hub/switch.

You are requested to submit AMC proposal of the equipments as per the list 'Annexed B' by **21st June 2010 by 1 PM**.

Scope of Work:

Server:

- Operating System Administrative Support for UnixWare 2.01.3 and Windows 2003
- Maintenance of Proxy Server, Mail Server, Apache server
- Maintenance of LAN/WAN, LTS, Router etc.
- Maintenance of LAN Printers connected to the Unix Server
- Network Management

Desktop Computers:

- Maintenance of Windows and application software installed/installation as per need of Council

- Proper maintenance of Virus Protection and firewalls
- In case of virus attack in PCs/Server, instant cleaning with least through disk formatting.

General clauses:

- The AMC holder shall ensure 95% Uptime of all machines.
- The firm should take care all kind of virus etc.
- Under the AMC the part turn around time should not be more than 24 hours.
- The 'Annual Maintenance Contract' shall be comprehensive in nature and shall include servicing and repairs/fixing replacement of all electrical/electronic and/or mechanical components and parts of the computer system, including the hard Disk, Tape drive, Media and Printers, Scanners, CD Writers, Modems there of etc. during the currency of contract at the exclusive risk, responsibility, and the cost of the contractor. The scope of maintenance also covers possession of necessary device/driver for purpose of installation of computers and other components, wherever and whenever necessary. The term 'Maintenance' shall also include cost of all parts/repairs/replacements necessary for the proper functioning of the aforesaid systems. No Extra charges for any wear and tear/spare parts, etc shall be made by CAPART.
- AMC shall cover all parts of the equipment plastic or non plastic. Only consumable items such as Toners/Ribbons/Cartridges will not be covered under AMC.
- The scope of work covers comprehensive maintenance of PCs, Laptops, peripherals and accessories installed in CAPART (India Habitat Center), CIPART (Janakpuri) and office –cum-residence of senior officers.
- Turn over of the company should be more than Rs. Five crores.
- Experience of providing System Administrative support for UnixWare 2.01.3, Proxy Server, Mail Server, LAN, WAN, LTS, Router etc. including client list must be provided for last 3 years in order to enable the offer to be considered.

- For regular and proper maintenance of the system and instantaneously attending to the complaints received from officers/staff. The firm will have to depute one qualified Engineer on full day basis in CAPART, IHC, Lodhi Road, New Delhi. From 0900 hrs to 1750 hrs on all working days. The Resident Engineer should have Four years Degree in Computer/ Electronics Engineering or equivalent and at least one year experience in the field of maintaining and troubleshooting in Windows/Linux/LAN environment etc and should be capable to diagnose and provide quick solution especially for Computer Servers, Laptops, Mac Book, Desktops and Printers etc. The Resident Engineer should be a regular employee of the firm for last six months
- The AMC holder must be maintaining Unixware2.1.3 in some other site. Details may be enclosed.
- Payment will be made on quarterly basis at the end of each quarter.
- Details of resident engineer may be provided along with the proposal.
- Work under no circumstances can be sub let to other agencies. if for some reason some services are required from third party, the same may be intimated to CAPART for prior permission.
- CAPART will levy downtime penalty as per the rates indicated in annexure A.

Yours truly,


(Shachi Uppal) 04/06/2018

System Manager

Annexure A

Item	Penalty (per day in Rs.)
Server (Hardware/Software)	800
Laptop	400
Desktop (PI/PII/PIII)	100
LAN Printer	200
LaserJet Printer	100
DeskJet Printers	50
Scanner/CD Writer	75
LTS	50
Router	100

Annexure -B

S.NO.	CONFIGURATION	QTY	AMC START DATE
1	CISCO ROUTER 2500 Series	1	July 1, 2010
2	HCL Make LTS model 1600e, Print Server	1	July 1, 2010
3	HCL Make , Global Line NL Server P-III, 512MB RAM, 1.44FDD SCSI CD Writer , 18GB+18GB SCSI HDD, 2.5SCSI CTD, Tape Drive, COLOUR MONITER WITH PRINT SERVER, UTP HUB,8 DUMB TERMINALS OS-UNIX 2.1	1	July 1, 2010
4	WIPRO ACER (Altos 600),Server Pentium III 866MHZ with 133/133MHZ system bus 1024MB Memory, 1.44MB FDD, 18GB+18GB SCSI HDD, CD-ROM, 17" COLOUR MONITOR, OS-RHEL 4 (LINUX)	1	July 1, 2010
5	HCL Infinity Global Line 2700 BD-2 512 MB RAM,COMBO IDE, Xeon 3.0 GHZ 2mb L2 Cache 17" TFT Monitor (Server 2003)	1	July 1, 2010
6	PENTIUM (ASSMBLED) 64MB RAM, 166MHZ, 20 GB HDD, 1.44FDD MONITOR	12	July 1, 2010
7	HCL COMPUTER SYSTEM 64 MB RAM, 233MHZ, 20GB HDD 32X CD ROM, 10/100 Ethernet Card 14" COLOUR MONITOR	3	July 1, 2010
8	HCL COMPUTER SYSTEM	1	July 1, 2010

9*	64 MB RAM, 233MHZ, 20GB HDD 32X CD ROM, 10/100 Ethernet Card 17" COLOUR MONITOR HCL Infinity PRO B 1020 512 MB RAM,2.8 GHz, Combo drive 10/100 Ethernet/Wireless card,17:CRT Monitor	5	July 1, 2010
10	HP COMPAQ DC 7600 P-IV, 3.4 GHz, 1GB RAM, 80GB SATA HDD, 8X DVD Writer, 10/100 Ethernet Card 17" COLOUR TFT MONITOR	3	July 1, 2010
11	HCL Infinity PRO BL1230 512 MB RAM, 3.6 GHz, 16 X DVD , Combo Drive 17" TFT Monitor	10	July 1, 2010
12	MULTIMEDIA (HCL) 256 MB RAM, 2.80 GHz, 40 GB HDD 1.44FDD, 52X32X52 CD Writer, 10/100 Ethernet card CREATIVE MULTIMEDIA-KIT, AGP Graphic Card 15" COLOUR MONITOR	20	July 1, 2010
13	MULTIMEDIA (HCL) 256MB RAM, 2.80GHz, 80GB HDD 1.44FDD, COMBO Drive , 10/100 Ethernet Card CREATIVE MULTIMEDIA-KIT, AGP Graphic Card 15" COLOUR MONITOR	4	July 1, 2010
14	IBM Think Centre – P-IV 1GB RAM, 160GB, 1.44FDD, 52X CD ROM, 10/100 Ethernet Card 19" TFT Monitor	3	July 1, 2010
15	WIPRO SUPER GENIUS 9815 E 128 MB RAM, P-III 800 MHZ, 20 GB HDD 1.44FDD, 52X CD ROM, 10/100 Ethernet Card WITH MULTIMEDIA-KIT 15" COLOUR MONITOR	25	July 1, 2010
16	HP-V220 - P-IV, 2.4GHz, 2GBRAM, 160GB HDD, FDD 1.44FDD, COMBO DRIVE , 10/100 Ethernet Card, 21" COLOUR TFT	6	July 1, 2010

17*	WAG 102 Router	3	July 1, 2010
18	Sony VGN-SZ28GP Laptop	1	July 1, 2010
19	IBM Laptop P-3	2	July 1, 2010
21	EXTERNAL CD Writer 52X32X52	2	July 1, 2010
22	HP Laserjet - 1008	10	July 1, 2010
23	HP DESKJET 520	2	July 1, 2010
24	HP LASERJET 4P	1	July 1, 2010
25	HP LASERJET 1022	1	July 1, 2010
26	HP DESKJET 600	5	July 1, 2010
27	HP LASERJET 5P	3	July 1, 2010
28	HP DESKJET 870 CX1	1	July 1, 2010
29	HP DESKJET 820 CX1	1	July 1, 2010
30	HP DESKJET 610C	1	July 1, 2010
31	LIPI LINE PRINTER B600	1	July 1, 2010
32	HP LASERJET 6MP	2	July 1, 2010
33	HP DESKJET 695 CCI	2	July 1, 2010
34	HP DESKJET 670 C	6	July 1, 2010
35	HP LASERJET 6P	2	July 1, 2010
36	HP COLOUR LASERJET 3600	1	July 1, 2010
37	DMP PRINTERS	4	July 1, 2010
38	HP LASER PRINTER 6 LP	3	July 1, 2010
39	LIPI HIGH SPEED NETWORK PR	1	July 1, 2010
40	SCANNER	2	July 1, 2010
41	HP Photo Smart 3188	2	July 1, 2010
42	HP LASERJET 1200	2	July 1, 2010

43	16 PORT HUB D-LINK	1	July 1, 2010
44	24 PORT HUB D-LINK	1	July 1, 2010
45	8 PORT HUB D-LINK	1	July 1, 2010
46	24 PORT SWITCH D-LINK	2	July 1, 2010
47*	HP Laser Printer-1020	1	July 1, 2010
48	HPLJ 1020	8	July 1, 2010
49	HP Desk Jet 3550	8	July 1, 2010
50	HP LJ 1020+	1	July 1, 2010
51	HP LJ 1005	1	July 1, 2010
52	HP DJ 4185	1	July 1, 2010