



प्रसार भारती
PRASAR BHARATI

(भारत का लोक सेवा प्रसारक)
(India's Public Service Broadcaster)

अति.महानिदेशक(कार्य.)The Addl..Director General(Prog.)
आकाशवाणी, प्रसारण भवन, All India Radio, Broadcasting House
एच.टी.पारेख मार्ग, मुंबई H.T.Parekh Marg, Mumbai : 400 020



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No. AIR/MUM/4(2)AMC/2019/G

Date : 08/03/2019

Sub. : Comprehensive Annual Service Maintenance Contract for Computer systems, Printers & Fax Machine.

Sir,

This office invites fresh sealed quotation for Comprehensive Annual Service Maintenance Contract for Computer systems & Printers the terms and conditions as per Annexure 'A'. The Details of Computer systems & Printers including are, as per Annexure 'C' attached. List of documents to be attached as per annexure 'B'.

Interested firms may submit the quotation in sealed cover, addressed to **Addl. Director General (P), Backbay Reclamation, H.T. Parekh Marg, All India Radio, Mumbai-20** along with the earnest amount of **Rs. 8,000/-** in a separate sealed envelope cover in the form of Demand Draft / Banker's Cheque in favour of **"Station Director, All India Radio, Mumbai."**

The cover of the sealed quotation should super scribed with the following details.

1. Ref. No. & Date of this letter.
2. Due Date.
3. "QUOTATION FOR COMPREHENSIVE A.M.C. FOR COMPUTER SYSTEMS, PRINTERS & FAX MACHINE."

The sealed quotation should reach to the undersigned **on or before 19.03.2019**, latest up by 03.00 p.m. The quotation received without proper sealing may be rejected. The quotation received will be opened at 3.30 p.m. on the same day in the chamber of the undersigned on 4th Floor, office block, AIR, Mumbai in the presence of such tenderers or their representative as may opt to attend. Such persons bring the authority letter from the tenderers concerned on their letter head, containing signature of the authorized representative duly attested by the authorized signature of the tenderers.

The Computer systems & Printers including Fax Machines can be inspected on working day from Tuesday to Thursday during office hours i.e. from 10.00 am to 5.00 pm., with prior permission of the undersigned.

Yours Faithfully,

(S.K. SINKU)

SR. ADMINISTRATIVE OFFICER
FOR ADDL DIRECTOR GENERAL (P)
आकाशवाणी, मुंबई-20.
ALL INDIA RADIO, MUMBAI-20.


Annexure 'A'

TERMS & CONDITIONS:

1. Acceptance of bid shall be communicated to the successful bidder by a formal letter.
2. Company should be registered firm for servicing (attach copy of certificate).
3. The firm should have at last 3 years previous experience in maintaining Computer Hardware and Network System in Govt. Organization / PSU etc. Copies of order to be enclosed with the tender.
4. The firm shall depute a full time suitable and expert service engineer for providing continuous services on all working days including Saturdays, if required (during working hours 9.30 am to 6.00 pm). If the said engineer remains absent, the firm should depute a substitute without wasting time. If the said engineer not found suitable or take frequent leave, such engineer should be replaced immediately.
5. The working system of maintenance of the firm will be **monitored for the first three months** and it will be permitted to continue for a period of One years from the date of entering in, only if the maintaining services found satisfactory else, the Head of Office, AIR, Mumbai reserves the right to terminate the contract, immediately after said three months, without assigning any reasons whatsoever.
6. Preventive maintenance (includes checking of hardware, basic software in addition to dusting and cleaning) shall be carried out once in every 30 days for each Desktops/printers under A.M.C. and each maintenance call shall be recorded in the service card / chart register (to be provided by the firm) of respective Computer system, Printer, and the reports are to be submitted with D.D.O. on or before 5th of following month. All peripherals like Printers, Mouse, Key boards, UPS etc are to be checked for normal operation by each month.
7. The complaint will be register maintained at Admin. Section. The service engineer of the firm will note down the complaint on day to day basis and after attending the compliant will submit the report to Admin. Section, duly signed by the concerned Section.
8. Consumable items i.e. toner / Ink cartridge, drum and fuser for printers, etc are not included in the A.M.C.
9. The payment will be made on quarterly basis but only after obtaining the certificate of the concerned section for satisfactory services.
10. The Head of Office, AIR, Mumbai reserve the rights at the time of awarding the contract or during the continuance of the contract to decrease the quantity of items offered for AMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and service in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.
11. The successful bidder will be required to sign a comprehensive Annual Maintenance Contract agreement on a stamp paper of Rs. 100/- to be furnished by him within one week of receiving communication regarding acceptance of his bid.

12. The firm should also quote their rates for all big and small items / parts which do not come under AMC separately. Otherwise it will be presumed that all items / parts whether big or small are included within the AMC and no additional cost on any account will be entertained.
13. The contractor shall provide new and original genuine spare parts, assemblies and Sub assemblies from OEM itself in place of such items which develop defects / suffer breakdown during the period of AMC.
14. The removed parts will become the property of All India Radio, Mumbai.
15. The firm should make a proper **standby arrangement** for the machine under repair till the completion of repair work.
16. If your engineer fails to repair the machine / system within the stipulated period of 3 days and if the office needs to approach private repairer, the expenditure incurred will be deducted from the payment due or security deposit along with the 5% penalty charges.
17. The Head of Office, AIR, Mumbai reserves the right to accept or reject any or all quotation without assigning any reason thereof.
18. The successful bidder shall have to furnish before signing contract, a **performance Bank Guarantee equivalent to 10% of AMC in the form of an Account Payee Demand Draft / Bank Guarantee from a Nationalized bank acceptable to AIR in form of Station Director, All India Radio, Mumbai.** The performance Bank Guarantee should remain valid up to a date of Three months after the date of expiry of the contract. The said Guarantee shall be release by All India Radio, Mumbai on satisfactory completion of AMC which will be decided by ADG(P) / Head of the Office, AIR, Mumbai.
19. In case, the service is not found satisfactory, the Head of Office, AIR, Mumbai reserve the rights to terminate the contract at any stage with 15 days notice period, without assigning any reason, thereof and the bank guarantee will be forfeited.
20. On expiry of the contract, the firm shall hand over the system in perfect working condition to this office failing which liquidated damages, if any, the amount will be deducted from the payment.
21. If the firm should give at least 3 months notice, if wish to leave the contract before the expiry date.
22. The firm should quote their rates for all the items in the Comprehensive Annual Service Maintenance as the format/list enclosed (Annexure – C). The lowest rate will be decided on the basis of quoted for all items.
23. The price offered should show the rate / amount of GST separately. Tenderer quoting price inclusive of taxes, without giving rates / amount will not be considered.
24. Correction or over-writing in the tender document is not allowed & is liable to be rejected. Every sheet of the tender documents and the terms and conditions should be signed and stamped by the authorized Signatory of the firm.

25. The firm shall be responsible for taking backup of data and programme available in PC, before attending the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users.
26. Mere quoting lowest rates not amount to commitment on part of AIR, Mumbai for award of contract as other technical conditions stipulated herein are also required to be fulfilled.
27. The tenderer should be signed the entire document in every pages.
28. For Tender inquiry firms can visit official site of All India Radio i.e. <http://allindiaradio.gov.in/information.tenders>
29. Copy of the Documents to be attached with the tender as per Annexure – B:
- (i) The tenderer should submit a copy of their PAN / GST Registration.
 - (ii) Firm registration certificate copy is also to be enclosed with the tender.
 - (iii) Copy of the work order of similar type work with Govt., Semi Govt. Sector



(S.K. SINKU)

SR. ADMINISTRATIVE OFFICER
FOR ADDL. DIRECTOR GENERAL (P)
SR. ADMINISTRATIVE OFFICER
आकाशवाणी, मुंबई-20.
ALL INDIA RADIO, MUMBAI-20.

Annexure 'B'

1	PAN Card Number		
2	GST Registration Number		
3	Firm Registration Certificate		
4	Work Order of similar type work with Govt./ Semi Govt. sector		
5	Demand Draft for Earnest Money Deposit		

It is certified that we have read and understood the terms and condition and we accept all the terms and conditions.

Date:

Place:

SIGNATURE OF CONTRACTOR
(WITH SEAL OF THE FIRM)

ANNEXURE 'C'

List of Computers, Printers & Fax Machine for AMC

Sr. No.	Section	Computer		Monitor	Printer
		Operated by	Model No.		Modl No. & Crtge
1	PA to DDG(P) 1st floor	Radha Rani, LDC	HCL Desktop (Intel 2 P Core CPU , 2GB RM, 320 GB HD)	HP ModeC1706 SN.CN0111LOZ	1)hp laserjet Pro MFP M126 NW/ 88A Cartridge 2) canon imgeclass MF 4550 D /Cartridge 328A
2	AD(P) 1st floor	Hemant Sapkale, AD(P)	HCL Desktop (Intel 2 P Core CPU , 4GB RM, 500 GB HD)		HP laserjet 1020 Cartridge 12 A
3	FM Gold 1st floor	Kalpna Shetty, PEX	HP 120 Desktop (Intel i3 CPU rm 2.00 GB, 500 GB HD)	CompactQFM191.S N/3CQ5032FJ2	
4	Fm Rainbow 1st floor	Rajesh Dalvi PEX	HP 120 Desktop (Intel i3 CPU rm 2.00 GB, 500 GB HD)	CompactF191SN/3 CQ5032FZR	
5	F.M. PC English 1st Floor		HP 120 Desktop (Intel i3 CPU rm 2.00 GB, 500 GB HD)		
6	5th Floor	Neha Khare, PEX	HP desktop 120 (Intel i3 CPU rm 2.00 GB, 500 GB HD)	CompactF191SN/3 CQ5032FQ1	hp laserjet Pro MFP M126 NW/ 88A Cartridge
7	ADG (P)	Shri. Neeraj Agarwal	HP-011IN(120-011) Processor Core.i3,2GB Ram, 500GB HDD, wind 7	CompactF191SN/3 CQ5032DX7	HP Printer 1010 D
8	AD(P) 1st Floor	Sujata Paranjape, AD(P)	All In One 400		HP laserjet Pro MFP M126nwCratridge 88A
9	AD(P) 1st Floor	Kapil kumar Dhorey, ADP	HP 120 Desktop (Intel i3 CPU rm 2.00 GB, 500 GB HD)	CompactF191SN/3 CQ5032FC1	
10	News Section		Lenova Desktop (Intel Core CPU RM 1.00 GB /)	HCL Sr.No. B 86122006149	HP laserjet P1007 Cartridge 88A
11	News Section		HCL Dual Core CPU, 2GB RM, 320 HD,	Lenovo sr. no. V5M2V3G	HP laserjet P1005Cartridge 35A
12	News Section		HCL Dual Core CPU, 2GB RM, 320 HD,	HCL PW185N Sr. No. C 101VG535724	HP laserjet P1505 Cartridge 35A
13	New Recording Room	News	Dual Core 2, 2GB RM,500 HD	HCL Sr. no 486113701483	
14	S.V.Ramchandran	News	Lenova Desktop (Intel Core CPU RM 1.00 GB /)	Lenovo Sr. no V6M2VG1	hp lasejet P1007Cartridge 88A
15	News Section	News	HCL Desktop (Intel Core i3 CPU RM 2.00 GB /320 GB Windows 7 HD)	HP Sr. no CNK1460V4C	Canon Imgeclass MF4820d Cartridge 88A
16	News Section	News	HCL Desktop (Intel Core 2RM RM 2.00GB 320 GB HD Windows 7)	HCL Sr. no B 8612160675	Panasonic KXXMB772 Cartridge 88A
17	Smt. Jayadevi Madam/ News-Section	News Section	Lenova Desktop (Intel Core RM 1GB 160GB, HD Windows xp)	HCL Sr. no 486113701483	1)HP Lasejet 1020 Cratridge 12A 2)canon imgeclass MF 4550 D /Cartridge 328A
18	Rajbhasha Section	Anju Madam	HCL Desktop (Intel)	HP Sr. no. CND7111KVV	
19	Account Section		Intex Desktop (Intel Core 2 1GB RM 160HD)	HP Sr. no 437327001	LQ/1310 Printer
20	Account Section		Lenovo Desktop (Intel i3 CPU RM 2.00 GB, 500 GB HD)	HP Sr. no 437327002	HP laserjet Pro P1007/Cratridge 88A

21	Account Section	D.P. Shinde, Accountant	HP Desktop 120 (Intel i3 CPU RM 4.00 GB, 500 GB HD)	Compact sr. no 3Q503FGG	HP laserjet Pro M202dw/Cratridge 88A
22	Account Section		HP PRO ONE 400 All In one (Intel Dual Core CPU 2GB RM 320 HD)		HP laserjet Pro M202dw/Cratridge 88A
23	Account Section ,		HCL Desktop (Intel Core i3 CPU M 2GB)	HCL Sr. no C10892	HP laserjet Pro M202dw/Cratridge 88A
24	Computer Room		Lenovo Desktop (Intel Core 2 Duo CPU 2 GB RM 160HD)	HP Sr. no 437327001	
25	Computer Room		Lenovo Desktop (Intel Core 2 Duo CPU 2 GB RM 160HD)	HP Sr. no 437327001	HP Laserjet Pro202dw Cratridge 88A
26	Computer Room		Acer Desktop (Intel Core i5 CPU 2GB 500HD)	Acer MMLXNSS004403 088444203	HP Laser Jet Pro M202dw/Cratridge/ 88A
27	Computer Room		Acer Desktop (Intel Core i5 CPU 2GB 500HD)	Acer MMCYOSS004333 038258503	HP Laser 1005Cratridge 35A
28	ARU	Rajneesh Arora,	HCL Desktop (Dual Core CPU M 2GB, 320 HD)	HCL Sr. no 773056175311	1) HP Laser 1020 Cartridge / 12A 2) HP Laser 1020 Cartridge / 12A
29	PA Section		Lenovo Desktop (Intel Dual Core CPU 1GB RM 160 HD)	Compact sr. no 3CQ4412MBC	EPSON -LQ13110 DOT MATRIX
30	PA Section		HCL Desktop (Intel Dual Core CPU 2GB RM 320 HD)	HCL Sr. no C101BG537187	HP laserjet Pro FPM 126nw Cratridge 88A
31	PA Section		Lenovo Desktop (Intel Dual Core CPU 1GB RM 160 HD)	Compact sr. no 3CQ5350GOY	EPSON Dot matrix (LQ 1310 Ribin)
32	Trasport Section	N.V. Parab	HP Desktop (Intel Core i3 CPU 2GB RM 500HD)	Compact sr. no 3CQ5350GOY	HP Laserjet 1020 /Cratridge 12A
33	PEX (CO)	Santosh Jadhav pex	HP Desktop 120 (Intel Core i3 CPU 2GB RM 500HD)	compact sr. no 3CQ5131QPH	1)Hp laserjet Pro MFP M126 nw Cartridge 88A / 2)EPSON Dot Matrix (LQ-1310 ribin) 3) Canon image Clasic MF 4550D Cart.328 A
34	Sr. AO		HCL Desktop (Intel Dual 2 Core CPU 1GB RM 160HD)	HP sr. no 43732001	HP DESKJET 9300 Cartridge- 1600 (NOT on AMC)
35	Admin Section	Madhu Sir	HP Desktop 120 (Intel i3 2GB RM 500HD)	compact sr. no 3CQ503270N	HP laserjet Pro MFP M128 nw Crateidge 88A
36	Caset Lib 3rd flr. St.Block		HCL Desktop Intel D Core .2, RM 1.GB 320 HD	compact sr. no 3CQ5032FHX	HP Laserjet 1020 Cartridge 12 A
37	Music Section	Prabha Joshi, PEX	HP Desktop 120 (Intel Core i3 2GB RM 500HD)	compact sr. no 3CQ5032FHX	
38	Music Section	Sunita Nair, UDC	HCL Desktop (Intel Core Dual Core Ram 1GB 160 HD)	HCL sr.no 4095BG246733	1) HP Printer 1010 2) EPSON LQ-1310 3)HP LaserJet P-1108 (Archival)
39	PA TO DDG(P),	Laxmi Madam	HCL Desktop (Intel i3 CPU 2GB RAM 160HD)	HCL sr.no 5125BG013G31C	1)Canon Image Class MF-4750 Cartridge 328A 2)HPJaserjet P1108 Cartridge 88A
40	Duty Room		HP Desktop 120 (Intel i3 CPU 2GB RM 500HD)	compact sr. no 3CQ5032FHX	Hp laserjet Pro MFP M126 nw Cartridge 88A

Computers received from ADG(E), AIR & TV, MUMBAI

Sr.No	Section	Operated by	Computer Model No.	Monitor Model No.	Printer Model No. & Crtge
41	Admin Section	Umesh Mendon	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F02	
42	Account Section	Commonly Use	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F25	
43	1st Floor	Smt.Jostna Ketkar, PEX	KSB /Processor i7GHz3.87 RM 4.00GB HD 500GB	HP Monitor HSTND-2F03	Hp laserjet Printer 1020 (Not on AMC)
44	Sr. A.O.	S.K.Sinku	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F45	
45	Pex (Co)	Santosh Jadhav	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F09	
46	Account Section	Shobha Madam	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F56	
47	News Section	Jayadevi swami, Joint Director	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F07	
48	5th floor	Praful Tambe	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F33	
49	5th floor	V.T.More, PEX	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F19	
50	Account Section	Gangadharan, ACTT	HP DX2280MT (Processor ® D.2.80GHz.2.37 1 GB RM 160HD)	HP Monitor HSTND-2F19	
51	5th Floor	Sangita Chakravorty, PEX	Dell Vostro Desktop (Warranty period)		
52	Studio Block, 1st Floor	DDG(E)			Printer & Fax
53	Studio Block, 1st Floor	AD(E)(K)			HP LASERJET 1536 dnf MFD/FAX
54	Studio Block, 1st Floor	AE(J)			HP LASERJET 1536 dnf MFD/FAX
55	Studio Block	Sr.Storekeeper			HP 1020 Printer
56	Music Section Gr.Floor	Atul Pahadi	KSB /Processor i7GHz3.87 RM 4.00GB HD 500GB		
57	5th Floor	Uma Dixit	KSB /Processor i7GHz3.87 RM 4.00GB HD 500GB		
58	1st Floor	Anita Patel	KSB /Processor i7GHz3.87 RM 4.00GB HD 500GB		HP LaserJet M-1136 MPP Printer

DETAILS OF FAX MACHINE

Sl. No.	Location	Operated by	Fax Machine No.		
1	Studio Block, 1st Floor, PA to SD	PA to SD	Canon image CLASS (MF-4550d) F159302 Sl. No. HBT12670		
2	News Section 5th Floor,	News Section 5th Floor,	1) Canon LTR A4 Model No. GRS09738		
3	Office Block	Office Block	2) Panasonic Model No. KK MB772Cx		