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No. EDP/NC/48/AMC/ 2018-19	Dated:	/06/2018

To

Last date of submission: 25th June 2018 by 3:00 pm (for important dates see para 12)
 Should be addressed to: PCDA (NC) Jammu in a sealed cover bearing **“Quotations for FMC/AMC”** to be dropped in Tender Box placed at EDP Centre, PCDA (NC), Jammu.

TENDER- AMC /FMC OF COMPUTERS at Main Office PCDA (NC) Jammu, and sub offices located at different place falling under PCDA(NC) jammu.

Sealed techno-commercial (Part A) and financial (Part B) quotations in separate envelopes are requested for provision of the services for Annual Maintenance of Computer Systems & peripherals and LAN/WAN systems for PCDA (NC), Jammu and sub offices located at different place falling under PCDA(NC) jammu. The details of the scope and quality of services are provided in succeeding paragraphs:

2.0 SCOPE OF WORK/SERVICE:-

2.1 Repair & Maintenance Services (Hardware): - The contractor will be required to maintain the equipment (PCs, Servers, Notebook, Printers, Scanners, Modem, LAN Switches, UPS etc.) in good working order and will be required to perform preventive maintenance of these equipment once every three months. The details of the equipment are provided in the "Annexure-1" to this tender document. For this, a contractor will require to provide the following services:-

2.1.1 Correct any faults & failures in any EQUIPMENT under this contract during our normal working hours i.e. from 0900 to 1730 on week days.

2.1.2 Uptime:-

a) The uptime shall be 95% for all items covered under FMS i.e. hardware, printers, UPS, Internet and LAN etc. except servers for which the uptime will be 99% at any given point of time. No payment shall be made to the contractor in the respective quarter

ending, if the uptime works out to less than 95% in case of hardware other than server and 99% in case of server.

b) In case the uptime is less than above percentage, but more than 60%, then 10% of maintenance contract amount will be recovered from the amount of quarterly payment or from the Performance Bank Guarantee.

c) In case the uptime works out to be less than 60% during the period of Annual Maintenance Contract, the entire amount of AMC will be recovered from the amount of quarterly payment or Performance Bank Guarantee.

2.1.3 Downtime:- In case of breakdown of any Server/ Terminals / other Systems/ printer/equipment/ancillaries, as listed in Annexures the downtime will commence after 2 (two) working hours after informing the contractors customer service department. If for any reason the printer / systems cannot be set right within 2 hours and is expected to be up within a short time, the contractor will provide a standby System /printer etc. of at least equivalent capacity for the down time period in which case the option of going to a third party will not be exercised until the expiry of 10 days. If the contractor fails to rectify the defect even after the expiry of 10 days from the date of the defect was first reported, the customer shall have the right to get the defect rectified by a third party without affecting the contractors obligations for the maintenance of all systems & printers under this contract. Payment thus made to the third party will be deducted from the amount due to the contractor under this contract. In case the payment to the third party exceeds the amount due to the contractor, the same will be recovered from the Performance Bank Guarantee provided by the contractor.

In case, standby system / printer etc. is not provided, the customer will have the right to get the defect rectified from the third party after expiry of 2 days without affecting the contractors obligations for the maintenance of all systems / printers etc under this contract. Payment thus made to the third party will be deducted from the amount due to the contractor under this contract. In case the payment to the third party exceeds the amount due to the contractor, the same will be recovered from the Performance Bank Guarantee provided by the contractor.

2.1.4 If the above time schedule is not adhere to as per para 2.1.2 & 2.1.3 in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and PCDA (NC), Jammu may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against PCDA (NC), Jammu for his decision to terminate the contract and incidental to it.

2.1.5 ***The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including plastic parts etc.*** For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of PCDA (NC), Jammu. The new replaced parts/faulty parts/old/obsolete parts will become the property of the PCDA (NC), Jammu. In

case of replacement the contractor has to supply new equipment/parts of equivalent standard including plastic parts.

AMC will cover:

i)	Repair/Replacement of processor, motherboard, memory, hard disks, optical media players, floppy disk drives, monitors, keyboards, mouse, cables, adapters, etc. in case of Computer Systems;
ii)	Repair / Replacement of electronic parts, mechanical parts, electromechanical parts, fuser assemblies, duplexer unit, printer heads, cables, adapters, etc. in case of Printers;
iii)	Repair / Replacement of electronic parts, mechanical parts, electromechanical parts, ADF unit, cables, adapters, etc. in case of Scanners;
iv)	Re-installation and maintenance of Operating System;
v)	Being a comprehensive AMC system maintenance charges shall include replacement of all the components including wire wound components like transformers, chocks, variac etc, supporting the UPS
vi)	In case of batteries, checking and cleaning of connectors, checking of specific gravity of each cell, applying of petroleum jelly, topping of with D M water etc. on monthly basis will be part of AMC.
vii)	The LAN should fulfill the following conditions during the AMC - a) Any failure in the LAN should be rectified within a maximum period of 48 hrs of lodging a complaint. b) Vendor will provide free on site comprehensive maintenance and shall include all items connected to LAN. The vendor will repair/replace without any cost any of the nodes networking components.
viii)	The successful bidder is required to appoint 2 numbers of qualified Service Engineers for handling service requests at Main office Jammu, One at Area Account Office at Srinagar and One at Pay Accounts Office at Leh
ix)	Installation and maintenance of Anti-Virus software as recommended by end user. The procurement of Antivirus will be done by the user.
x)	The complete responsibility of FMS through sub-Contractors whenever required will be of contractor.

2.1.6 As per our estimates, contractor will require to place following professionals at PCDA (NC), Jammu for undertaking the tasks to be carried under Annual Maintenance Contract.

a)

Particulars	Tasks	Qualifications	Experience	Number
Senior RSE	To configure Webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL / MySQL/ Postgre- SQL, and maintenance of applications on these environments	Diploma holder in Computer Science or a Diploma Holder in Hardware Networking. (B.E/B.Tech preferable)	2 to 3 years	1 (Main Office Jammu)
Field H/W Engr.	i) Troubleshoot and repair the System ii) Installation of Patches, Operating system	Diploma holder in Computer Science or a Diploma Holder in Hardware Networking (B.E/B.Tech preferable)	2 to 3 years	1 (to attend complaints on site for

	iii) Operating System application S/W bug isolation and Fixing. iv)To maintain the complaint Log. iv)Follow up the Compliant for its Conclusion (For both AMC As well as warranty).			Jammu region & Pathankot whenever required & by keeping his HQrs in Main Office Jammu)
Field H/W Engr. For Srinagar	i)Troubleshoot and repair the System and familiar with LINUX ii) Installation of Patches, Operating system iii) Operating System application S/W bug isolation and Fixing. iv)To maintain the complaint Log. iv)Follow up the Compliant for its Conclusion (For both AMC As well as warranty).	Diploma holder in Computer Science or a Diploma Holder in Hardware Networking (B.E/B.Tech preferable)	2 to3years	1 (to attend complaints on site for Srinagar region whenever required by keeping his HQrs in Area Pay Srinagar
Field H/W Engr. For Leh	i)Troubleshoot and repair the System and familiar with LINUX ii) Installation of Patches, Operating system iii) Operating System application S/W bug isolation and Fixing. iv)To maintain the complaint Log. iv)Follow up the Compliant for its Conclusion (For both AMC As well as warranty).	Diploma holder in Computer Science or a Diploma Holder in Hardware Networking (B.E/B.Tech preferable)	2 to3years	1 (to attend complaints for Leh region whenever required by keeping his HQrs in PAO Leh.

b) PCDA (NC),Jammu if so desired will have the right to scrutinize the credentials and the competence of the Service Engineers appointed by the Contractor for handling this contract.

c) If any service Engineer is absent for more than 5 (five) working days in a month, deduction of Rs 10000/- per month will be done as penalty from the next bill for each such service engineer, unless a substitute is provided.

d) A muster roll will be maintained to record the attendance of the *Service Engineers*

2.1.7 The contractor's professionals will be required to move to provide services to different locations under Northern Command at the contractor's cost. No payment will be made by PCDA (NC),Jammu on their moves.

- 2.1.8 It is expected that during the contract period, more equipment will be included for maintenance and repair services of AMC. These equipment's will be included on pro-rata basis. For every 25% increase in total cost of maintenance & Repair charges, the contractor will be required to provide one additional professional at NO extra cost.
- 2.1.9 The contractor's professionals may be required to install newly procured hardware at any of the site as directed by PCDA (NC),Jammu. Moreover, the contractor's professionals will do the jobs such as data transfer, data backup, etc. as instructed by PCDA (NC), Jammu from time to time.
- 2.1.10 The contractor's professionals may have to repair any non-AMC items. The payment for this will be done by PCDA (NC),Jammu on case to case basis.

3.0 GENERAL TERMS :-

- 3.1 The contract will be initially for one year, extendable upto three years on same rates and terms and conditions on the basis of satisfactory services.. PCDA (NC),Jammu reserves the right to cancel the contract by giving prior notice of one month, if the contractor does not provide satisfactory services. The contractor is also required to give prior notice of one month if he desires to cancel the contract. In case services are terminated by contractor without giving prior notice he will be liable to pay as penalty a sum equal to 15% of total value of contract for the year (without tax).
- 3.2 As the working sites of the PCDA NC, Jammu are in the Restricted Areas, all Professional must clear Police verification, at their own arrangement & the contractor will provide the Identity Cards of their firm to their personnel. The entry cards/passes will be provided by PCDA (NC) ,Jammu for entry of these personnel in PCDA (NC) ,Jammu offices (Defence Security Zone Areas).
- 3.3 All Professionals will be interviewed by PCDA (NC) ,Jammu or his rep and the contractor will deploy only those professionals who found suitable for the job by him. Changes/replacement of professionals will not be frequent and the contractor will not change Professionals without the consent of PCDA (NC) ,Jammu.
- 3.4 The contractor will maintain "History Card" and documentation/diagrams for each equipment under Maintenance Contract.
- 3.5 The contractor's professionals will be required to load the reputed latest anti-virus software on all PCs and Server's during contract period provided by the user. Further, the contractor's professionals shall install and configure licensed software (OS/RDBMS/Any Other) if the necessity arises. The software and manuals will be provided by PCDA (NC) ,Jammu. The contractor will ensure that the professionals are updated of their technical knowledge on regular basis by sending them on short term training capsules. At least one of the professional should be able to configure Webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/PostgreSQL, etc. and maintenance of applications on these environments.

- 3.6 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by PCDA (NC) ,Jammu without the prior written consent of the PCDA (NC) ,Jammu.
- 3.7 Professionals of the contractor will maintain the confidentiality of data stored on the computer systems. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information is complied with strictly. No Professionals of the contractor will carry any personnel floppies/USB Drives/Blank CDs /Mobile phone/Camera inside premises of O/o the PCDA(NC) Jammu and its sub-offices.
- 3.8 PCDA (NC), Jammu will provide sufficient working place, store, communication facilities etc. to the contractor at PCDA (NC),Jammu , Its sub-offices at Srinagar & Leh without any extra cost.
- 3.9 The Contractor will be required to submit summary of daily & monthly call reports to PCDA (NC), Jammu. The report formats will be provided by PCDA (NC), Jammu. However, the Computer System & peripherals required for this by "Maintenance Record Keeper and Interaction" will be provided by contractor for contract period.
- 3.10 **Preventive Maintenance Schedule:** All equipment under contract will have Preventive maintenance, once every three months. The preventive maintenance will include cleaning, checking of health of equipment, resolving minor technical problems, etc. and will be handled by a separate team of the contractor with coordination with the contractor's Professionals. A penalty of 10% of maintenance contract charges for the month of the equipment will be charged in case preventive maintenance is not undertaken for that equipment. In case the Contractor doesn't complete preventive maintenance of the equipment belonging to a particular Division/Independent Section, the entire maintenance amount of the concerned Division/Independent Section will be stopped. On the last day of the contract period or on termination of the contract, all the Computer Systems and Peripherals shall be in perfect working condition failing which the full cost of repairs, if any incurred, will be recovered from the Security Deposit / last bill.
- 3.11 The contractor will be required to keep spare systems/assemblies/ Sub-assemblies at PCDA (NC), Jammu site. The list will be mutually worked out between contractor & PCDA (NC), Jammu or his rep. Further, one trolley, ladder, torch & other related tool kits for carrying out the necessary jobs/work of stores within PCDA (NC) ,Jammu will be required to be positioned by the Contractor.
- 3.12 Contractor will distinctively do the marking on each and every item under AMC.
- 3.13 Contractor's Coordinator/Maintenance Record Keeper will liaise, on behalf of PCDA (NC), Jammu, with other different vendors for repair of the equipment, which are under warranty or newly installed.
- 3.14 **Call registration**
- a) Computerized records must be maintained for the service requests received by

the contractor as per satisfaction of the PCDA(NC).

b) Every service request must be allotted a unique number, which must be informed to the concerned end-user.

c) The service request so registered must be closed satisfactorily within two working days.

d) In case the service request cannot be closed satisfactorily within two working days, alternate equivalent equipment must be provided to the end-user for the period till the equipment is repaired or replaced

3.15 The floppies, CDs, Printer Cartridges & ribbons and batteries (for UPS/Mouse) will be covered as consumables and only these will be supplied by PCDA (NC), Jammu. Other than above items all items required during AMC will be supplied by the contractor, viz. Power Cables (of Computer Systems & peripherals); Patch Cords (CAT5/6 cable with RJ45 connectors); printer cables (USB/Parallel Port Cables), Teflon sheet, plastic parts and Scanner Data Cables etc. will form part of the AMC, at NO extra cost to PCDA (NC), Jammu.

4. Technical Competency Parameters

4.1 The contractors must attach technical competency information about the repair & maintenance facilities and other details as mentioned in 'Annexure-3' to this document. The minimum desired parameters required for any firm to qualify technically are also mentioned in Annexure 3.

4.2 Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

5. Other Terms & Conditions:

5.1 **Technical & Financial Quotations.** In separate envelopes giving net prices are to be submitted to PCDA (NC), Jammu, *Office of the PCDA (NC) EDP Centre, Narwal Pain, Satwari Jammu-180003* on or before 15th June 2018 by 1500 hrs. The bidder who fails to submit in two bids (technical & financial) separately will not be considered. Kindly note that Compliance statement for the services as per format given in 'Annexure 2' & 'Annexure-3' must be included in the Technical bid. Further, Cost details must be provided as per format given in 'Annexure-4' with the Financial Bid. Any cost, which is not included in our format, must be indicated by the contractor separately.

5.2 Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document are liable to be rejected.

5.3 Rates per unit for the items/services must be quoted clearly (Excluding Taxes) and Taxes would be shown separately and total value also be indicated in words without any scope for revision. The hardware may be checked/inspected with Annexure-1 for your satisfaction on any working day between 10 AM and 4 PM **from 04/06/2018 to 25-06-2018** before tendering the rates. The hardware is to be taken under AMC as and where condition.

- 5.4 Quantities may be increased/decreased at the time of placing the final supply order/contract document by this office.
- 5.5 PCDA(NC) has the right to exclude any Area/Region under AMC at the time of placing of WO/SO.
- 5.5 The contractor should quote for the entire schedule of requirements/services as mentioned in Para 2 & 3 above. Part quotation will be rejected. Only one contractor will be selected for provision of all services.
- 5.6 The contractor should provide an EMD of Rs. 10000/= (Rupees Ten Thousand only) with their quotation by way of Demand Draft in favour of "PCDA (NC), Jammu". The EMD should be enclosed in Part A {Techno-commercial) bid only. The offers without EMD shall be rejected. EMD will be returned to unsuccessful contractors after finalization of the contract/order. Quotations should be valid for 90 days from the date of submission.
- 5.7 **Security Deposit** 10% of the value of our Supply order/Contract cost will be deposited by successfully bidder by way of Bank Guarantee from SBI or other Public Sector Banks or ICICI Bank Ltd or HDFC bank Ltd or AXIX bank Ltd only be accepted on a stamp paper of the value not less than Rs. 50.00. The Performance Bank Guarantee should have a validity period of 15 months primarily and will be got extended by the contractor in due course in case of extension of contract, if any.
- 5.8 PCDA (NC), Jammu reserves the right to accept or reject the tender without ascribing any reasons.

6. Payment Terms:-

- 6.1 Payment against bills for AMC charges will be made on quarterly basis.
- 6.2 It is mandatory to obtain a certificate of satisfaction duly signed by the Head of the concerned Division/Independent Section.
- 6.3 Certificate so obtained must be enclosed along with the bills for disbursement of the payment.
- 6.4 Any penalty imposed as per the terms and conditions of the contract shall be deducted from the amount due for payment.
- 6.5 Income tax as applicable will be recovered from each bill.

7. Spares as Standby.

The Contractor shall keep adequate spares at PCDA (NC), Jammu and shall replenish the stock with the new ones as and when utilized, so as to ensure the availability when needed. The spares will remain the property of the Contractor.

8. Revision of Maintenance Charges

No revision of the AMC will be considered during the period of the contract.

9. Confidentiality

Under this contract no party (Contractor) should disclose any thing to any third party. In particular any information identified as proprietary in nature by the disclosing party shall be kept strictly confidential by the receiving party and shall not be disclosed to any third party without the prior written consent of the original disclosing party. This clause shall apply

to all the parties participating/contributing in this contract jointly/ independently with equal force.

10. Prohibition against use of PCDA(NC), Jammu name without prior written permission for Publicity Purpose

The parties participating/contributing in this contract jointly/ independently shall not use PCDA(NC),Jammu name / logo for any publicity purpose through any public media viz. press, radio, television, etc., without prior written approval.

11. Arbitration Clause

(i) All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions.

(ii) Any dispute, disagreement of question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions),which cannot be settled amicably, shall within sixty (60) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator.

(iii) Within sixty (60) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties.

(iv) The sole Arbitrator shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.

(v) The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only.

(vi) Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses shall be shared equally by the parties, unless otherwise awarded by the sole arbitrator.

(vii) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of the said arbitration proceedings.

(Note - In the event of the parties deciding to refer the dispute/s for adjudication to an Arbitral Tribunal then one arbitrator each will be appointed by each party and the case will be referred to the Indian Council of Arbitration (ICADR) for nomination of the third arbitrator. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller).

THE ABOVE TERMS AND CONDITIONS SHALL PREVAIL NOT WITHSTANDING ANY VARIATION UNLESS THE CONTRACTOR AND PCDA (NC), Jammu HAS SPECIALLY AGREED UPON THE VARIATIONS.

12. Important Dates:-

a	Pre-tender visit:	04/06/2018 to 25/06/2018
b	Last date of offer submission:	25/06/2018 (up to 03:00 pm)
c	Opening of Technical Bids:	26/06/2018 (at 03:00 pm)
d	Opening of Financial Bids:	26/06/2018 (at 03:00 pm)

Representatives of the vendors are required to be present during opening of the Technical/Financial bids PCDA (NC), Jammu office. However, if the representatives of the vendors are not present at the time of opening of the quotations, PCDA (NC), Jammu will go ahead with opening of the bids.

- 13.** No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/price negotiations. Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.

SAO (EDP)

Enclosures:-

Annexure-1 List of Equipment of AMC (with broad technical specs)

Annexure-2 Compliance Statement (Format) – to be submitted along with Technical bid.

Annexure-3 Statement of Technical Competency (Format) – to be submitted along with Technical bid.

Annexure-4 Cost Matrix (Format)- to be submitted along with Financial bid only.

TECHNICAL BID

COMPLIANCE STATEMENT: - TO BE SUBMITTED ALONGWITH TECHNICAL BID

‘Annexure-2’

Sr. No.	Particulars	Compliance	Remarks if any
Para No. refers to our tender RFP			
Para 2.0	Scope of work and services		
Para 2.1(Repair &Maintenance services):-			
	Para 2.1.1		
	Para 2.1.2		
	Para 2.1.3		
	Para 2.1.4		
	Para 2.1.5		
	Para 2.1.6		
	Para 2.1.7		
	Para 2.1.8		
	Para 2.1.9		
	Para 2.1.10		
Para 3.0 General Terms:-			
	Para 3.1		
	Para 3.2		
	Para 3.3		
	Para 3.4		
	Para 3.5		
	Para 3.6		
	Para 3.7		
	Para 3.8		
	Para 3.9		
	Para 3.10		
	Para 3.11		
	Para 3.12		
	Para 3.13		
	Para 3.14		
	Para 3.15		
Para 4.0 Technical competency parameters:-			
	Para 4.1		
	Para 4.2		
	Para 4.3		
Para 5.0 Other Terms & Conditions:-			
	Para 5.1		
	Para 5.2		
	Para 5.3		
	Para 5.4		
	Para 5.5		
	Para 5.6		
	Para 5.7		
	Para 5.8		
Para 6.0 Payment Terms:-			
	Para 6.1		
	Para 6.2		
	Para 6.3		
	Para 6.4		
	Para 6.5		
Para 7.0 Spares as stand by			
Para 8.0 Revision of Maintainance Charges			
Para 9.0 Confedentiality			
Para 10 Use of PCDA NC name			
Para 11 Arbitration			

Seal of the contractor

Authorised Signatory

Technical Competence Parameters & Information (to be submitted along-with Technical bid)

Parameter	Min desired	Offered by	Remarks
Experience of firm for AMC	>=3 (Three) years		Certificate of Registration under Companies Act/Sales Tax Act, and any other registration required by Law to run such business etc. to be submitted.
The current AMCs with at least three reputed customers each having more than 50 PC's and at least Two server (including One Blade Server)	Min 3 AMCs		Copies of AMC Certificates from customers to be enclosed
The firm's Annual turnover (for last 3 F.Y.)	>= Rs. 1Crore for each FY in IT related operations.		Annual Return of VAT or Balance Sheet (Audited Copy) to be attached
Technical manpower available with the firm	Min of 15 IT Professionals at the Payroll of the Company firm.		Proof to be enclosed

Annexure '4'**LIST OF HARDWARE****(I) HARDWARE AT JAMMU**

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed at Main Office PCDA (NC) Jammu.	200 Nodes with Optical fiber				
(b)	Total PC	171				
1	I SERIES					
2	DUAL CORE/ CORE 2 DUO					
3	P-IV					
(c)	TOTAL SERVER	04				
1	<u>RACK SERVER</u>	3				
2	<u>IBM BLADE SERVER(2 BLADES)</u>	1				
(d)	TOTAL PRINTERS	123				
1	LASERJET(COLOUR)					
2	LASERJET(B/W)					
3	MFD					
4	DMP					
(e)	UPS	30				
1	UPS 15 KVA					
2	UPS 10 KVA					
3	20 KVA UPS					

4	UPS 5 KVA				
5	UPS 1 KVA				
(f)	SCANNER	17			
(g)	Laptop	2			
1	<u>Lenovo</u>	1			
2	<u>HP</u>	1			
(h)	SWITCHES	7			
1	DGS3100-48				
2	DGS3100-24				
3	DGS31SRL3				

(II) AMC FOR PATHANKOT

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed.	10 Nodes with Optical fiber				
(b)	Total PC	9				
1	I SERIES					
2	DUAL CORE/CORE 2 DUO					
3	P-IV					
(d)	TOTAL PRINTERS	7				
1	LASER JET(B/W)					
2	DMP					
(e)	UPS	4				

1	UPS 1 KVA				
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(III) AMC FOR UDHAMPUR

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed.	37 Nodes with Optical fiber				
(b)	Total PC	31				
1	I SERIES					
2	DUAL CORE/C2D					
3	P-IV					
(c)	TOTAL SERVER	1				
1	<u>RACK SERVER</u>	1				
(d)	TOTAL PRINTERS	25				
1	LASERJET(B/W)					
2	DMP					
(e)	UPS	22				
1	UPS 5 KVA					
2	UPS 1 KVA					
(f)	SCANNER	1				

(IV) AMC FOR RAJOURI

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed.	5 Nodes with Optical fiber				
(b)	Total PC	8				
1	I SERIES					
2	DUAL CORE/C2D					
3	P-IV					
(d)	TOTAL PRINTERS	9				
1	LASERJET(B/W)					
2	DMP					
(e)	UPS	7				
1	UPS 5 KVA					
2	UPS 1 KVA					

SUMMARY (FOR THE PURPOSE OF DETERMINING L-1)

Sl.No.	Station	Amount
i)	AMC for Jammu Area	
ii)	AMC for Pathankot Area	
iii)	AMC for Udhampur Area	
iv)	AMC for Rajouri Area	
	Grand total	
Amount in words (should be inclusive of all taxes and charges to be considered for determining L1 bidder): Rs. _____		

AMC FOR SRINAGAR

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed.	61Nodes with Optical fiber				
(b)	Total PC	77				
1	I SERIES					
2	DUAL CORE/C2D					
3	P-IV					
(c)	TOTAL SERVER	2				
1	<u>RACK SERVER</u>	2				
(d)	TOTAL PRINTERS	43				
1	LASERJET(B/W)					
2	DMP					
(e)	UPS	21				
	UPS 20 KVA					
1	UPS 10 KVA					
2	UPS 1 KVA					
(f)	SCANNER	4				

SUMMARY (FOR THE PURPOSE OF DETERMINING L-1)

Sl.No.	Station	Amount
i)	AMC for Srinagar Area	
	Grand total	
Amount in words (should be inclusive of all taxes and charges to be considered for determining L1 bidder): Rs. _____		

AMC FOR LEH

S. No	Name of Hardware (Main Office Jammu)	Qty	Rate without Taxes	Tax %	Total Tax	Total Amount
(a)	LAN Installed.	30 Nodes with Optical fiber				
(b)	Total PC	34				
1	I SERIES					
2	DUAL CORE/C2D					
3	P-IV					
(c)	TOTAL SERVER	2				
1	<u>RACK SERVER</u>	2				
(d)	TOTAL PRINTERS	26				
1	LASERJET(B/W)					
2	DMP					
(e)	UPS	19				
1	UPS 15 KVA					
2	UPS 5 KVA					
3	UPS 1 KVA					
(f)	SCANNER	2				
1	<u>SCANNER HP 206</u>					

SUMMARY (FOR THE PURPOSE OF DETERMINING L-1)

Sl.No.	Station	Amount
i)	AMC for Leh Area	
	Grand total	
Amount in words (should be inclusive of all taxes and charges to be considered for determining L1 bidder): Rs.		

Note:- Samsung Printer(27 Nos) and MFD (2 Nos) are covered under warranty upto 31/3/2019 and will be brought under AMC from 1/4/2019

<u>Offices under Jammu Station</u>	<u>Offices under Rajouri Station</u>	<u>Offices under Pathankot Station</u>
Main office Jammu	AOGE 862 EWS	AO GE (I) AF Pathankot
AO GE Nagrota	AO GE 881 Poonch	AO GE 574 EP
AO GE (AF) Jammu	LAO 25 Inf Div Rajouri	LAO (B) Pathankot
LAO (B) Jammu		
AO GE (S) Akhnoor		
AO GE (N) Akhnoor		

<u>Offices under Udhampur Station</u>	<u>Offices under Srinagar Station</u>	<u>Offices under Leh Station</u>
AAO (P) NC Udhampur	AAO (P) NC Srinagar	PAO (Ors) Ladakh Scout Leh
AO GE (U) Udhampur	PAO (Ors) JAK LI Srinagar	AO GE 865 EWS Leh
AO GE (S) Udhampur	AO GE 864 & DEO Srinagar	AO GE (I) AF Leh
AO GE (N) Udhampur	AO GE (P) AF Srinagar	AO GE 860 EWS Leh
AO GE (AF) Udhampur	AO GE (I) AF Srinagar	AO GE EWS Kargil
AAO BSO GE Udhampur	AO GE 970 Srinagar	AAO GE (I) Partapur
AO GE (Army) Udhampur	AO GE 969 Baramula	AO GE (P) Leh
AO GE (P) Udhampur	AO GE 874 Kupwara	LAO (A) Leh
AO GE (P) CH Udhampur	AO GE (AF) Awantipura	
LAO (A) Udhampur	AO GE 861 Khundru	
LAO 1 FOD Udhampur	LAO (A) Srinagar	
AO GE 873 EWS	LAO (B) Srinagar	