



JAWAHARLAL INSTITUTE OF POST GRADUATE MEDICAL EDUCATION & RESEARCH
Dhanwantari Nagar, Puducherry 605 006
(Institute of National Importance under Ministry of Health & Family welfare)

IT WING (AIS UNIT)

No. IT WING- AIS/2021(1)/AMC-HP

Dated: **24 MAY 2021**

LIMITED TENDER NOTICE

Competitive quotations in sealed covers are invited for the following:

Comprehensive Annual Maintenance Contract (CAMC) with one Residential Engineer for the year 2021-2022 for Desktop Computers, Multifunction Printer, Scanner and Copier Machine as per Annexure I.

Terms and conditions:


1. Period of contract - One year (From the date of signing of the CAMC Agreement).
2. Any and all defective part(s) of the Desktop Computers mentioned in Annexure I must be replaced.
3. The word 'part(s)' includes (a) Monitor (b) CPU (c) Key Board (d) Mouse (e) SMPS & all other related components of the Desktop Computers mentioned in Annexure I.
4. Any part(s) that are not covered by contract must be clearly spelt out by the company.
5. Regular preventive maintenance must be done to the equipment every three months for its good performance at all times and condition of the equipment must be recorded.
6. Service should be rendered during the normal working hours of this Office and on normal working days. No extra charges will be paid for the services rendered outside these time limits.
7. The Company should depute only qualified and well experienced Service Engineer/s familiar with the concerned equipment, to this Institute for Maintenance/Service/Repair etc.
8. The Service Engineer/s should attend to break down calls as per directions.
9. The Service Engineer/s should report to the IT Wing (Admin Block) on all working days and all problems should be rectified within 24 hours.
10. No equipment should be kept unrepaired for more than 24 hours.
11. No equipment/s should be taken out of this Institute for repair/service/maintenance *etc* without prior approval of the competent authority. In case, if it is unable to repair an Equipment or a part or parts thereof in its present location, prior permission must be obtained from the Competent Authority to take the equipment or a part or parts thereof out of this Institute for repair. The delivery of the same to this Institute's authorized representative shall be the Company's responsibility. JIPMER shall not be responsible for any equipment delivered to unauthorized persons.

12. Standby (similar kind of equipment of the same model) is required to be provided immediately, in case the equipment is taken out of this Institute for repair.
13. If the concerned part is not serviceable, a suitable replacement, which is functionally equivalent to the removed part(s), should be provided.
14. Only genuine spare(s)/part(s) are to be replaced.
15. No transportation charges will be paid for taking the equipment or any part thereof out of this Institute and bringing back the same. It shall be the responsibility of the Company to arrange for the collection and delivery of the Equipment at their own cost.
16. This Institute is not responsible for any damages caused during transit, loading and unloading of equipment. It is the responsibility of the Company to take care of equipment during its transit, loading and unloading.
17. Payment will not be released, if repair/service/maintenance, *etc.* is not done satisfactorily during the Annual Maintenance Contract (AMC) period.
18. This being a Central Government Institution, existing rules do not permit to make advance payment or payment against documents through Bank. However, it is assured that the payment will be made within 30 days of receipt of the bill.
19. The current working status of all Equipment's in the enclosed list can be obtained from the undersigned and this may be verified and assessed before quoting.
20. Payment will be issued on Quarterly basis only (after the completion of service of every three months on production of the service report).
21. The service charges shall be inclusive of replacement of all defective spares.
22. The Director has the right to reject any Tender/s in whole or part without assigning any reasons thereof.
23. Tenders should be sent only by way of speed post/courier. Quotations delivered by hand will not be accepted.
24. A written undertaking must be given that the company agrees to all the above terms and conditions.
25. Any discrepancy from the terms and conditions stipulated above shall be brought out specifically by the Quotationer.
26. **Quotation should be in prescribed format as Annexure-I**

Please submit the Tenders in sealed covers for CAMC prescribed with the following:

Tender for Comprehensive Annual Maintenance Contract (CAMC) for Desktop Computers, Multifunction Printer, Scanner and Copier Machine, AIS Unit (IT Wing), Fourth Floor, Admin Block, JIPMER, Puducherry - 605006.

The Tenders should reach this Office on or before **14.06.2021** at **4:00 P.M.** Tenders received after the due date will be summarily rejected.


Officer-In-Charge
AIS Unit (IT Wing)
JIPMER, Puducherry
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AIS Unit
JIPMER