



Request for quotations- Annual Service Contract of Computers and Laptops

1 message

Director Computer Centre Punjabi University <director@pbi.ac.in>

8 December 2017 at 15:52

To: helpdesk@lemonbolt.com, ksinghkataria@gmail.com, info@itek.in, admin@vcpl.in, vishal6380@yahoo.com, vishal prashar <vishu@asia.com>, info@clickanupam.com, Rohit Kaushal <shivalikrohit@yahoo.co.in>, ghcomputernet <ghcomputernet@yahoo.com>, starinfotech.rajpura@gmail.com, pardeep.sharma@ost.co.in, amit@nextgen.cc, nbcare.patiala@gmail.com

To

No. 780

Dab: 8/12/17

1. M/s G.H. Computer Networks, Shop No. 1, Maan Singh Complex, Arya Samaj to Rose Garden Road, Patiala. e-mail: ghcomputernet@yahoo.com. Kind Attention: Sh. Hanspreet Singh/ Sh. Gaurav Monga
2. M/s Star Infotech. S.No. 262, Dashmesh Nagar, Rajpura. e-mail: starinfotech.rajpura@gmail.com Kind Attention : Sh. Anil Kumar/ Manveer Singh,
3. M/s OST Electronics Limited, SCO 212, Sector 36-D, Chandigarh – 160036, 0172-5089935. Kind Attention: pardeep.sharma@ost.co.in, M-9872036452.
4. M/s Next Generation Computers, SCO-419-20, 1st Floor, Sector 35-C, Chandigarh. Sh. Amit Singla M- 9814012426, e-mail:- amit@nextgen.cc
5. M/s NB Care, Guru Ravi Dass Market, Near Flyover Hotel, Patiala. Kind Attention : Mr. Dheeraj, M-964649896, e-mail: nbcare.patiala@gmail.com
6. M/s Shivalik Computers, SCO -35, Polo Ground Market, Opp Petrol Pump, Patiala Sh. Rohit Kaushal, e-mail : shivalikrohit@yahoo.co.in, M-93163-21970
7. M/s Micro Solutions, SCO-8, Premium Apartments, Pakhowal Raod, Ludhiana- 141002 E-mail- info@clickanupam.com. Mr. Parveen Duo-9876143355.
8. M/s Data Structure 26, Leela Bhawan, Back Side SBOP, Patiala 0175- 5002309, 98148-06527 Mr. Vishal Prashar e-mail : vishal6380@yahoo.com, vishu@asia.com
9. M/s I- Tek Logics Pvt. Ltd. H.O: # 91, Ph- I, Urban Estate, Dugri Road, Ludhiana. e-mail : info@itek.in, **Phone** : +91-161-4607091, +91-161-4646043.
10. M/s Viki Computech Pvt. Ltd., SCF-7, Leela Bhawan Complex, Patiala. e- mail: admin@vcpl.in 0175-2227000, 3292679,9814121893.
11. M/s Lemonbolt Services, Plot No. 413, Industrial Area Phase- II, Chandigarh. e- mail: helpdesk@lemonbolt.com , M- 9914202303
12. M/s KK Enterprises, Gali No. 10, Aman Nagar, Main Road, Patiala. e- mail : ksinghkataria@gmail.com . M- 9988506878

Note: All interested, even if not listed above are free to quote

Dear Sir/ Madam

The University is interested in entering into Annual Service Contract for the year 2018 so as to provide service support for Desktops/ Laptops in various departments/ branches of the University and functional I/O points in hostels, guest house, residential flats of research scholars and so on (termed as "Nodes") along with fault exposure Campus Wide Fiber Backbone of the University.

The Scope of the work includes: -

Support Services for Department/ Branches

- (a) MS Windows Operating System ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ /ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਜਾਂ ਰਿਕਵਰ/Ghost ਚਲਾਉਣਾ.
- (b) Antivirus ਜਾਂ MS Office/ Open Office ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ/ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਕਰਨਾ।
- (c) ਇੰਟਰਨੈਟ ਕੁਨੈਕਟੀਵਿਟੀ ਵਾਸਤੇ ਲੋੜੀਂਦੀ configuration ਕਰਨਾ।
- (d) ਸਿਸਟਮਾਂ ਦੀ location ਤਬਦੀਲ ਹੋਣ ਤੇ ਉਸ ਨੂੰ ਦੁਬਾਰਾ ਇੰਸਟਾਲ/Configure ਕਰਨਾ।
- (e) ਪ੍ਰਿੰਟਰ, ਸਕੈਨਰ ਆਦਿ ਵਾਸਤੇ ਲੋੜੀਂਦੇ/ drivers ਇੰਸਟਾਲ ਕਰਨਾ।
- (f) ਲੋੜੀਂਦੇ open source software, ਮੁਫਤ ਉਪਲਬਧ ਹੋਣ ਵਾਲੇ software/ driver ਜਾਂ Internet ਤੋਂ downloadable software/ drivers ਉਪਲਬਧ ਕਰਵਾਉਣਾ।
- (g) Desktop ਕੰਪਿਊਟਰ ਦਾ ਕੁਨੈਕਸ਼ਨ ਚੈਕ ਕਰਨਾ।
- (h) Ensuring net connectivity at particular Node and configuring user's device for net connectivity.
- (i) ਵਿਭਾਗੀ LAN ਦੀ ਜਾਂਚ ਪੜਤਾਲ।
- (j) Fault-diagnosis of Desktop/ Laptop/ Printer/ Scanner.

Support Services for Campus wide back bone

- 1) To expose the fault in the fiber segment of the campus backbone, if any. Expenditures for PENTASCANNING will be incurred by the University.
- 2) The vendor must have support to get the OTDR Scanning of Fiber Segment within two working days essentially.
- 3) The University will incur expenditures on repairs/ splicing etc.

Volume of work: -

- 1) The list of Departments/ Branches will be made available by the University Computer Centre.
- 2) Approximate number of DESKTOPS/ LAPTOPS and NODES to be covered at present may be around 2000 (Source on the basis of prevailing Contract)
- 3) The number of machines and Nodes can increase or decrease during the year and payment will be made on pro-rata basis.

Note:-

1. Time duration of the contract: Tentative date for the contract will be from January 1, 2018 and will continue till December 31, 2018. It can be further extended with mutual consent of both the parties by one year.
2. Payment Terms: The payment will be released after 12 months.
3. You can submit your sealed quotation in the office of University Computer Centre by 14-12-17 (5:00 pm). You are requested to attend the meeting with the committee on 15-12-17 at 11-00 am in the office of Director, University Computer Centre for technical and commercial negotiation. In case you do not attend the meeting quote submitted by you will be considered as final.
4. A SLA will be signed between the University and the Service Provider.
5. Experienced and knowledgeable technician having experience in handling desktop/laptops, troubleshooting and preventive maintenance, software handling, network management shall be made available from 9-00am to 5-00pm on all working days and on as and when requested by University Computer Centre.
6. Engineers/ Technicians may be provided space at University Computer Centre to carry out day to day work.
7. Service Support Provider will carry out instructions from concerned official deputed by University Computer Centre.

Feel free to consult Sh. Sahdev (9878903945) or undersigned for any clarification. Quote your prices as under and address it to Director, University Computer Centre, Punjabi University, Patiala Subscribing "Quotation for Annual Service Contract" preferably in sealed envelope.

S. No.	Description of Service	Rate (Inclusive of all taxes)
1	Service support for per Desktop/Laptops (Including maintenance of LAN of Department/ Branch)	
2.	Service support per NODE (for ensuring net connectivity at NODE)	

The Tentative (Negotiable) Draft of SLA is as under.

Service Level Agreement (Draft)

Service Level Agreement

This deed of agreement together with any attachments/annexure here to affix for *Annual Service Contract of Desktops, functional I/O points (in hostels, guest house, residential flats of research scholars and so on) termed as "Nodes" , Department Level Local Area Networks and Campus Fiber Backbone* for the services and scope of work as mentioned in Para 1 duly signed by M/s SERVICE PROVIDER'S ADDRESS (hereafter