

Quotation No-----01-----/2020-2021

Quotations are invited for Annual Maintenance contract (AMC) of computers, Printers, Laptop, Peripherals, Networking Components etc. in State Crime Records Bureau, Bihar, Patna.

Terms & conditions:-

- 1- The vendor has to provide maintenance services at the office of State Crime Records Bureau, 5th floor, C- Block, Sardar Patel Bhawan, Nehru Marg, Patna, Bihar.
- 2- There shall be a scheduled preventive maintenance once a month which include vacuum cleaning of equipments to remove dust etc. from the internal components.
- 3- Vendor should have required knowledge and expertise to resolve/fix day to day issues relating to the hardware/ operating system on a daily basis.
- 4- The number of Systems/equipments under AMC may be increased or decreased depending upon situation and the payment of live system only will be done.
- 5- This contract will be comprehensive inclusive of OS (operating system) support on all the system covered under this AMC.
- 6- The corrective and remedial services to set right the malfunctions of the systems include replacement of Unserviceable parts. The parts replaced shall be new or of the same quality and capacity or higher in performance and capacity. Cost of new item will not be paid by vendors but by client.
- 7- AMC shall not include the cost of consumable and supply items.
- 8- Vendor should provide software support to all system.
- 9- Vendor/His employee shall attend the call immediately and rectify the problem the same day as far as possible.
- 10- Vendor should quote the charges including GST.
- 11- SP, SCRB have all rights to cancel the quotation/AMC.
- 12- Quotation should be dropped at State Crime Records Bureau, Room No. C-538 5th floor, C- Block, Sardar Patel Bhawan, Nehru Marg, Patna, Bihar in a drop box marked as "Quotations for Annual Maintenance contract (AMC) of computers, Printers, Laptop, Peripherals, Networking Components etc". On-15/05/21----- from 10.00 am to 06.00 pm

13- The details of system and printers:-

Name of Items	Numbers (Approximate)
Computers	51
Printers/Scanners	17
Laptop	01

The AMC shall cover equipment mentioned above on as it is or where it is basis.


Supdt. of Police
 State Crime Records Bureau
 Bihar, Patna