

**State Blood Transfusion Council (Maharashtra)**

Ravindra Annexe, 5<sup>th</sup>Floor Dinshaw Vaccha Road,  
194, Churchgate Reclamation, Mumbai-400 020

Tel-022-22830216, Fax - 022-22854981, E-Mail: [sbtc@mahasbtc.com](mailto:sbtc@mahasbtc.com)



SBTC/quotation for AMC computer/2018 /986  
Date: 05/12/2018

To,

-----  
-----  
-----

**Sub: Quotation for Annual Maintenance Contract (AMC) of Computer and other hardware's for SBTC and Sir J.J. Mahanagar Raktapedhi, Byculla, Mumbai**

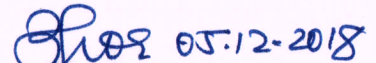
Sir

The State Blood Transfusion Council invites quotation for Annual Maintenance Contract (AMC) of Computer and other hardware's for SBTC and Sir J.J. Mahanagar Raktapedhi, Byculla, Mumbai. The detailed scope of work is shown in the Annexure- A enclosed.

2. Terms and conditions:

1. Agency should have 3 years experience in maintaining the computer and hardware system in any reputed organization of having more than 50 computers.
2. The rates should be quoted on the basis of per instrument / per annum shown in the Annexure- A.
3. The rates should be inclusive of all taxes.
4. The agency should possess GST no. or PAN no.
5. The payment of AMC will be made quarterly on the basis of submission of bills and log book of maintenance.

3. The interested parties are requested to the send their quotation dully sealed and superscribed as "Quotation for Annual Maintenance Contract (AMC) of Computer and other hardware's for SBTC and Sir J.J. Mahanagar Raktapedhi, Byculla, Mumbai" on or before 17.12.2018 upto 3.00 pm. The certificate of GST / PAN number should also be provided alongwith quotation. Quotations received after this date will not be accepted. This quotation has also been displayed on our website [www.mahasbtc.com](http://www.mahasbtc.com)

 05.12.2018

Asst. Director,

State Blood Transfusion Council  
Mumbai

ANNEXURE - "A"

**ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEMS IN SIR J.J.  
MAHANAGAR RAKTAPEDHI AND STATE BLOOD TRANSFUSION COUNCIL, MUMBAI  
SCOPE OF THE WORK**

1. The tentative list of computer items to be maintained is as under:

S. No.	Description	Quantity
I	<b>COMPUTERS</b>	
(a)	Desktop computer	35
(b)	Server)	2
II	<b>PRINTER</b>	
(a)	H P Heavy Duty (JJMR)	2
(b)	Card printer (SBTC)	1
(c)	Small printers (JJMR)	8

2. Maintenance services shall consist of preventive & corrective maintenance of computers system hardware. Also to attend troubleshoot of network including cable replacement, crimping etc.
3. The AMC holder will have to attend the call / compliant for repairs / maintenance within 2 hours from the time of call and ensure to rectify the errors and faults in the computer system and machines and make them in working conditions immediately.
4. Response time of a call should be immediate and in case of any failure to respond within the stipulated time, a penalty of Rs. 100/- per day shall be imposed which will be deducted from the bill of A.M.C. contractor firm. However the penalty clause will not be applicable if a stand-by system/computer peripheral is provided by the contractor firm.
5. Maintenance contract will be effective from the date of signing the contract and valid for 2 years.
6. If the services are not found satisfactory during A.M.C. tenure, the contract can be terminated by giving one month's notice to the A.M.C. Service provider/contractor.
7. The A.M.C. Contractor/Firm shall provide support to all software used.

8. Service Provider/Contractor should have a proper complaint Call registration procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance. The log book should be maintained.
9. Contractor firm shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the A.M.C. holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usage can be continued, and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.
10. At the end of each month both the Head and A.M.C. holder shall certify separately that the computer systems related Electronic Devices are in satisfactory working condition and that no faults or complaints are pending.
11. The bidder should provide the following technical resources (Mandatory prerequisites)
  - Knowledge of Window XP, Vista & latest Window is a prerequisite for the A.M.C
  - Database administrator for managing database administration of the in-house software applications
  - Knowledge of Server Operating System available in our servers.
  - Bidder should provide satisfactory support to all the software which are being used in both places
  - Bidder should provide following certified resources:
12. Service as per the A.M.C. to be provided by the Service Provider :-
  - ❖ Scheduled Preventive maintenance (PM) at least once in three months as follows:-
    - Cleaning of the Computers & all peripherals
    - Cleaning of all the electrical contacts (associated with computers)
    - Checking of all D.C.Voltages (associated with computers)
    - Oiling & greasing of mechanical parts if necessary.
    - Cleaning & alignment of USB, /CD / pen drive head.
    - Updates Antivirus of all the computers