

RPL/S/281/2000

01-12-2010

Sir,

Sub:- Annual Maintenance Contract of computers and its allied
accessories – reg.

Sealed quotations are invited for the Annual Maintenance Contract of computers and its allied accessories at Head Office and Units of the Company from reputed IT firms having sufficient infra structure. The details are available in our website www.rplkerala.com and the Office of the undersigned. Interested organization may submit their offer in sealed envelope on or before 13-12-2010 at 12 p.m.

Yours faithfully,

MANAGING DIRECTOR .

SECTION – 1

TECHNICAL SPECIFICATIONS

2.1 Introduction

Rehabilitation Plantations Ltd (RPL) is a Joint venture of Govt of India and Govt of Kerala set up in 1972 with the noble object of rehabilitating the repatriates from Srilanka. HeadOffice at Punalur Kollam District Kerala with two estate office Ayiranallur, 10 KM from Punalur and Kulathupuzha 30 KM from Punalur.

2.2 Scope of work including technical specifications and numbers of various systems

To provide trouble-free AMC services as per terms and conditions in the tender document to our satisfaction for the systems given in the table below. The scope of AMC includes following:

1) The AMC would be comprehensive AMC, i.e., including cost of new / original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the contractor/vendor must replace it immediately with an original one.

Comprehensive AMC to include Hard Disk, Printer Heads, Fuser assembly, roller drums, data cable and all plastic parts except toner cartridges and printer cartridges under the AMC. Peripherals will include keyboard, Mouse, Picture Tube, Monitor, Multimedia Kit, Sound Card, Speakers, Switches and combonets related to LAN etc.

2) Preventive maintenance should be done for all the equipments (computers, printers, etc) once in two months. This includes cleaning and dust removal.

3) Systems will have to be set functional within 24 hours failing which the firm has to arrange for alternate (Standby) system.

4) In case standby is not provided, and the item is not usable beyond the stipulated maximum down time of 48 hours, the Bidder will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for a penalty of Rs 200/- (Rupees two hundred only) per day. The amount of penalty will be recovered from the amount due to the contractor

5) In case of computers, the A.M.C. includes the Hard Disk, Mother Boards, 1.2 MB Floppy Drive, 1.44 MB Floppy Drive, CD-ROM drive, Power Supply, Controller Cards, Display Cards, Monitor, Processor-INTEL, and ICs. In case of Printers/Scanners all the parts along with data cable, printer head, etc. must be included in AMC except printer cartridge.

6) In case of boot sector failure of HDD, responsibility of transferring data will be of company.

7) All parts to be replaced by the vendor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. The vendor may retain the defective parts. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

Whenever new systems are purchased, the old systems replaced/declared obsolete may not be covered under AMC, Therefore the payment of AMC will be done upto the period before replacement by new systems only.

Detailed list of Computers/Printers/Network items with Specifications and Quantity

Computers

Schedule A

S. No	Computer Type	Specifications	Quantity	RATE
1.	Accel Master Mind	PENTIUM IV @ 1.7 GHz. INTEL MOTHER BOARD 845 GL CHIPSET, 128MB DDR SDRAM, (upgradable to 1GB) 40 GB EIDE HDD, 1.4 MB FDD 52 X CD ROM DRIVE, INTEL EXTREME AGP, STEREO SPEAKERS USB MULTIMEDIA KEY BOARD, SCROLL MOUSE, 15" SVGA COLOUR MONITOR	2	

2.	Compaq Presario SR 1320 IL	Intel Penoum 4@ 2.8 GHz 40 GB HDD, 256 MB DDR @ 400 Mhz 1.44 FDD CD writer 15" Color Monitor Internet Keyboard Optical Mouse JBL Platinum Speakers Intel 56.6 Kbps mdem Integrated 10/100 NIC	2	
3.	Accer Power	Intel Pentium IV 2.26 Ghz Processor 533 Mhz FSB 1 MB L2 cashe 256 MB DDR Ram 40 GB Hard Disk Drive 7200 Rpm 1/100 MBPS Ethernet 1.44 MB fdd combo drive 56 KBPS internal modem speakers 15 " CRT Monitor Keyboard Scroll Mouse	2	
4.	HCL Infinity Pro BL 1260	512 MB DDR 2 RAM 80 GB 7200 rpm SATA HDD HCL 15 LCD monitor	13	
		Total	19	
A		DESKTOP COMPUTER	19	

Printers

Schedule B

	DeskJet Printers	Quantity	Rate
1.	HP 1410	1	
2.	HP D 1460	1	
3.	HP 3745	1	
4.	HP 2568	1	
5.	HP D 3325	1	
6.	HP D 2360	1	
		TOTAL =6	
	Laser Printers		
1.	HP 6L Gold	1	
2.	HP LJ 1020	1	
3.	HP Colour Laser 2600N	1	
		TOTAL = 3	
	Dot-matrix Printers		
1	TVS MSP 345	16	
2	TVS MSP 345 Champion Plus	7	
		Total = 23	
B	TOTAL PRINTERS	32	

Schedule C

	Switch	Quantity	Rate
1	16 Port 10/100 Mbps	1	
2	8 Port 10/100 Mbps	5	
3	UTP Cables	Actual	
C	Total = 6		

AMC Hardware deployment

SINo	Item	HO	A/E	K/E	Fact	Total
1	Computers	14	1	1	3	19
2	Dot Matrix	15	1	2	5	23
3	Ink jet	4	1	1	0	6
4	Laser	3	0	0	0	3
5	Switchs	3	1	1	1	6