

No. D-16017/01/13/P&A

Date : 22 Dec, 2023

**Website/Notice Board
Notice Inviting Quotations**

Subject:- IT help desk support and Comprehensive Annual Maintenance of all IT Equipment at the premises of Indian Red Cross Society, National Headquarters at 1, Red Cross Road, New Delhi.

Time period :- one year

Sealed quotations are invited by the Indian Red Cross Society, 1, Red Cross Road, New Delhi for IT help desk support and Comprehensive Annual maintenance of all IT equipment including desktops, laptops, printers, scanners, UPS, Server, peripherals, software as well as networking support as per users requirements based on help desk service per workstation (minimum 100 workstations) installed at its premises including Blood Centre.

Quotations should reach at IRCS, NHQ up to 3.00 p.m by 29th Dec, 2023.

The Secretary General reserves the right to accept and reject any or all quotations without assigning reason.

Yours faithfully
(N. K. Singh)

Terms and Conditions

1. Scope of work comprises of help desk support including hardware and software support for each workstation at IRCS and Comprehensive AMC of all IT equipment including desktops, laptops, printer, scanners, UPS, Servers, peripherals, networking (LAN) and miscellaneous work related to IT at IRCS NHQ including Blood Centre. This will also include installation and shifting of IT equipment in which any major additional requirement shall be borne by IRCS.
2. The AMC will be comprehensive and will cover all accessories of IT equipment except Plastic parts and Consumables like Toner, Cartridge, Teflon sheet, LAN Cable, Printer head, Fuser Assembly, Roller of printer, any type of Lamps pro (Scanner, Projector etc.), Hard disk drive media and battery.
3. The AMC will be for minimum of 100 workstations (each workstation provided with desktop, laptop, printer, scanner, UPS, peripherals, networking etc.) at IRCS NHQ including Blood Centre. Your firm can charge the proportional amount if the number of workstations increases.
4. The firm should have applicable registration license as may be required.
5. An expert Resident Engineer shall be deputed to IRCS, NHQ by AMC firm during office hours from 9:30 am to 6:00 pm on all working days and on holidays if required. In case of his absence, you shall depute his replacement. All the liabilities of the engineer deputed at IRCS will be of AMC firm and not of IRCS.
6. Preventive maintenance of all IT equipment should be done, at least once a month.
7. The Resident engineer deputed at IRCS, NHQ will maintain a record of the complaints received, attended and parts replaced thereof. He will also take an all 'Satisfactory performance' report on monthly basis from Head/ Incharge of the departments of the IRCS NHQ for which this AMC has been granted.
8. The AMC will be for one year and come into force after issue of Work order.
9. The payment after deduction of applicable TDS, will be made on quarterly basis only after successful completion of each quarter.
10. If during the period of the contract, the service of the firm is found dissatisfactory in any respect the contract shall be terminated with one month's notice by the Indian Red Cross Society, New Delhi.
11. Your acceptance of AMC with Terms & Conditions in writing should reach the undersigned within 3 days from the date of receipt of the letter of allotment of AMC.
12. The firm will provide tools and appliances to the technicians/staff.