

# Insurance Regulatory and Development Authority

Regional Office, Gate No.3,1<sup>st</sup> Floor, Jeevan Tara Bldg.,5, Parliament Street,New Delhi-110001.

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IRDA/DRO/IT/MISC/TNDR/020/2014

16<sup>th</sup> June, 2014

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**Quotations are invited for providing Annual Maintenance of desktop, servers, printers and scanners available at Delhi Regional Office.**

Sealed quotations are invited from the AMC Service Providers based at Delhi for the annual maintenance of systems / printers enclosed vide Annexure – 'A'. The terms and conditions are enclosed vide Annexure - 'B'.

- The following documents should be submitted along with the quotes:
  - Company Profile and contract details
  - Copies of AMC customer satisfaction letters (minimum from 3 clients during the last 2 years)
  - List of AMC Clients along with their contact numbers.
  - Escalation Matrix
- All bids (including prices) should be valid for a period of 45 days from the last date of submission.
- The vendor should have sufficient expertise in maintenance of servers and systems.
- IRDA Reserves rights to reject the tender bids (any or all) without assigning any reasons whatsoever.
- The prices should be firm and inclusive of all.

Please submit your quotations in a sealed cover IN PERSON to the undersigned at the above address tentively on or before 30<sup>th</sup> June, 2014 (Monday) before 3.00PM. Sealed quotation shall be opened on next day i.e. 1<sup>st</sup> of July,2014 at 4 p.m. in the presence of bidders.

Please feel free to call the undersigned in case of any clarifications.

Thanking You

Yours faithfully

Mukesh Sharma  
Joint Director  
Incharge-DRO  
011 23444400

### **Scope of work for AMC**

1. The scope of work consists of Comprehensive On-site maintenance of Hardware as specified in Annexure A (Attached) and as per the Terms and Conditions mentioned in Annexure B (Attached).
2. The AMC is for a period of 2 years extendable for one more year based on the requirement.
3. The comprehensive maintenance includes repair/replacement of all faulty systems / parts including fuser assemblies and plastic parts of the printers
4. Installation of OS and other software's of the system
5. Update the patches of the all systems and keep them in working condition
6. Troubleshooting network related problems. Wherever replacement of Network point or cable is required, it will be done on a chargeable basis
7. On-site support for Home Office systems provided to the top officials (around 3 Nos)..
8. Users call management / Help desk facility with proper software.
9. Maintenance support Includes Problem, Trouble shooting and correction, device driver & Firm Ware Upgrades, disks & RAID Systems support like O.S Reinstallation.
10. Maintenance includes all O.S. Related Technical Support like O.S, Upgrade installation, configuration, service packs & O.S. Upgrade installation, etc.,