



2011

No.D- 18016/ 11/2010-GS

**OFFICE OF THE REGISTRAR GENERAL, INDIA**  
(Government of India, Ministry of Home Affairs)  
2/A, Man Singh Road, New Delhi – 110 011

Dated : 10-11-2010

**QUOTATION CALL NOTICE**

Sealed quotations are invited from the reputed, experienced and bonafide firms who have best infrastructures facilities for award of Comprehensive Annual Maintenance Contract (AMC) in respect of the following items, installed at three locations (2 A Mansingh Road, Sewa Bhawan & West Block-I, R.K. Puram) :-

- |      |  |                      |
|------|--|----------------------|
| i)   | Personal Computers of HP, Compaq,<br>ACER & HCL make (P-III & P-IV)        | : 150 Nos. (approx.) |
| ii)  | HP Laserjet, Desk Jet & Office Jet Printers                                | : 80 Nos. (approx.)  |
| iii) | Personal Computers P-IV (presently under<br>warranty) for software support | : 80 Nos. (approx.)  |

**Terms & Conditions:-**

1. AMC will be on comprehensive basis covering all spares;
2. The firm finally entrusted with AMC (comprehensive) will be required to deposit security money of 10% of the AMC value, rounded up to nearest hundred, in the form of Bank Draft drawn on any Nationalised Bank in favour of 'Pay & Accounts Office (Census)' payable at 'New Delhi'.
3. The firm, besides providing preventive maintenance / routine check up once in every month, shall be required to rectify the complaints within 24 hours. In case, any unit remains idle for more than 24 hours due to non-repair or non-replacement of defective parts, the payment on proportionate basis for the said unit for whole month would be deducted from the AMC value.
4. The firm shall depute two residential engineers one for R.K. Puram and other for 2-A, Mansingh Road on all working days during 9.30 A.M. to 6.00 P.M. who would attend to all complaints at different locations and maintain a register prescribed by the office;
5. Payments towards AMC charges shall be released on quarterly basis on production of pre-receipted bills in duplicate together with satisfactory service report from the concerned Sections/ Divisions of all the sites for the said period.

The firms, having sufficient experience in the maintenance of PCs and Printers and agreeing to the above mentioned terms & conditions, should submit their quotations, indicating item-wise rate for comprehensive AMC and annual Software Support charges per PC (which are under warranty), along with company's profile stating therein the infrastructure facilities available and the manpowers strength alongwith their clientele list, PAN No. and audit report of the previous financial year and papers in support of experience, in sealed envelop on or before 25-11-2010 at 3.00 P.M. The quotations would be opened at 3.30 P.M. on 25-11-2010 in presence of the representatives of the firms, if any, present.

This office, however, reserves the right to reject any or all quotations without assigning the reason thereto.

**(PURNENDU KANT)**  
**UNDER SECRETARY (HQ)**

Copy to:

1. The Firms as per List.
2. Notice Board.
3. Office Web Site.