TENDER NOTICE (PER CALL SERVICE)

Reference No – SCTIMST/Comp/2019-20/Tender/1

Sealed per call item rates are invited from local organizations that have been in the field of providing maintenance services for **PC's, thin clients, computer peripherals, networking and refilling of catridges** for one-year from the date of signing the agreement. Interested companies has to submit the quotation in sealed cover addressed to Director mentioning the tender number on cover.

Last Date - **25/03/2019 4 PM**.

Details – www.sctimst.ac.in/Tenders/

(S/D)

Date:07/03/2019   DIRECTOR

I. Per call servicing (PC & Printers) in Hospital Wing

Terms & Conditions for Registration

1. Local company having experience of executing similar per call service /AMC for IT hardware related items during the last two years having a mobile contact number as well as office land telephone/email facility. (Proof to be submitted).

2. Call for per call service will be made at any time between 8 AM and 4 PM mainly on email.

3. Service Engineers will be issued a pass and they have to attend the service call within 1 hour.

4. **Service has to be carried out at Institute premises itself**. In case service needs outside help; Institute will issue gate pass for taking damaged units outside the campus for service. Unit has to be taken out/in after making the entry at security counter. Copy of the gatepass to be retained for future reference.

5. Service report to be provided for all service. It should contain the details of the service and the stock serial number of the institute item which got serviced as well as the signature of concerned user. (The damaged spare component to be handed over back to the institute).

6. The invoice against service should mention stock number of unit, service charge, spare charge, tax sseparately for each service.

7. The bill amount will be paid online within one month of satisfactory service. Company has to register for online payment.

8. Successful company has to sign an agreement with the institute in a Rs 100 stamp paper along with a security deposit (returnable after one year) of Rs 15000/- by DD or by Bank Guarantee.

9. Hand written quotation will not be accepted.

   The companies who can satisfy the above conditions may submit duly filled covers super scribed "**Quotation for PC/Printer Maintenance (Hospital Wing)**" showing the willingness to service along with the rate of all hardware spares for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695011** on or **before 25/03/2019 4 PM.**

Hardware items which require per call maintenance

Printers & Scanners

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Laserjet Printer    -  HP 1005,1020,1008,1007, 1606N, Samsung - 2850 , HP M201-M202
Inkjet Printer       -  HP 1560,2460,2360,1660,1668,2568,3325,3725,3420
Dot-matrix Printer -  TVSE MSP 450 Champion, TVSE MSP 450 star
Barcode Printer    -  Zebra TLP 2844, S4M, TVS RP 3160
Thermal Printer    -  TVS RP3160
Scanner              -  HP 8200,8300,G2410,G4010 Fijitsu FI-6130, HP scanjet N9120
Barcode scanner  - TVS BSL 301, Magellan 1000 I
ID card printer      -  Zebra P430I, Datacard SP30 Plus
Biometric units     -  Suprema BSM OC
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Monitors
LCD   - 15", 17" (LG, Samsung), LED 19" (LG)
PC
PC   - Intel Pentium IV, Core 2 duo, Core I3, Core I5
         (intel boards – DG33BU,DG41TY,DQ35MP,DH61CR,DB75EN)
Thin clients – Diskless network units of VXL Instruments
         (TC4333, TC C32, TI 5433, D21S, D35S, LQ64**)**

Quotation format for submission of rates
(Company Letter Head)

1	Name of the firm		
2	Address of the firm		
3	Name of the authorised signatory		
4	Contact numbers (Mobile and Landline)		
5	PAN Number		
6	Sales Tax Registration Number		

	Details of Service	Rate without GST in Rs	No of services/units expected	GST in Rs	Total amount with GST in Rs
A	Per unit service charge at Institute premise without any spare change.		20		
B	Per unit service charge at Institute premise with spare change.		10		
C	Per unit visit charge (Taking unit outside and returning after repair, Spare cost extra)		60		
D	**Rate for spare repair**				
1	Chip level service charge for intel motherboard.		3		
2	Service charge for SMPS ATX and Micro ATX .		30		
3	Service charge - Power supply for laser printers.		2		
4	Service charge - Logic board for laser printers.		4		
5	Service charge – General / Any other service for laser printers.		6		
6	Service charge - Power supply board / Adaptor for inkjet printers.		5		
7	Service charge - Logic board for inkjet printers.		5		
8	Service charge – General / Any other service for inkjet printers.		3		
9	Service charge - Power supply board / Adaptor for barcode / thermal printers.		2		
10	Service charge - Logic board for barcode / thermal printers.		1		
11	Service charge – General / Any other service for barcode / thermal printers.		1		
12	Service charge for power supply board for TVSE printers.		2		
13	Service charge for logic board for TVSE printers.		2		
14	Service charge – General / Any other service for TVSE printers.		2		
15	Service charge - Power supply related for LG/Samsung LCD / LED Monitors		2		
16	Service charge - Logic board related for LG/Samsung LCD / LED Monitors		5		
17	Service charge – General sevice for		5		

	LG/Samsung LCD / LED Monitors					
18	Service charge – General /Any other for flat bed scanner		1			
19	Service charge - General / Any other for ADF scanner		1			
20	Service charge - General / Any other for ID card printer		2			
21	Service charge for motherboard of thin clients		8			
22	Service charge for power supply of thin clients		8			
23	Service charge for the repair of motherboard of biometric unit BSM OC		1			
24	Service charge - General / Any other for IBM server		2			
E	**Rate for spare replacement**					
1	Memory DDR II 2 GB (Strontium/Trascend)		2			
2	Memory DDR III 2 GB (Strontium/Trascend)		2			
3	BIOS chip for intel motherboards		5			
4	SMPS ATX with 3 years warranty		10			
5	SMPS ATX with 3 year warranty for Mini cabinet		5			
6	Cabinet Fan 8 cm x 8 cm		4			
7	Motherboard fan for intel boards		2			
8	Power supply board for HP 1020 /1008 laser printers		2			
9	Power supply board for HP M202DW /1606 laser printers		1			
10	Power supply board for Samsung 2850 laser printers		2			
11	Logic board for HP1008/1020 printers		2			
12	Logic board for HP M202DW/1606 laser printers		1			
13	Logic board for Samsung 2850 laser printer		4			
14	VGA main video board for LG/Samsung LCD/LED Monitors		2			
15	Power supply board for LG/Samsung LCD/LED Monitors		2			
16	LED panel 19" for LG/Samsung monitor		1			
17	LCD panel 19" for LG/Samsung monitor		1			
18	Guide rear for Samsung 2850		5			
19	Pickup roller for Samsung 2850 JC97-03062A		5			
20	Fuser Assembly for Samsung 2850 JC96-04717A		5			
21	Scanner unit for Samsung 2850 JC63-01532A		5			
22	Imaging unit for Samsung colour laser 321N		5			
23	Pickup bush for laser printer HP / Samsung		5			
24	Heating element for laser printer HP / Samsung		3			
25	Pickup gear assembly for laser printer HP		3			

	/ Samsung				
26	Fuser pressure roller for laser printer HP / Samsung		3		
27	Paper separation pad for laser printer HP / Samsung		3		
28	Paper releasing roller assembly for laser printer HP/Samsung		2		
29	Fuser middle roller for laser printer HP/Samsung		2		
30	Fuser upper roller for laser printer HP/Samsung		2		
31	Paper tray for Samsung 2850		2		
32	Front door for Samsung 2850		2		
33	Duplex gear set for laser printer HP / Samsung		3		
34	Fuser assembly unit gear set for HP / Samsung		2		
35	Fuser Assembly for HP 1020		2		
36	Fuser sleeve for laser printers				
37	Fuser Assembly for HP 1008		2		
38	Fuser Assembly for HP 1007		2		
39	Fuser Assembly for HP 1005		2		
40	Fuser Assembly for HP 1606N		2		
41	Fuser unit sleeve for HP laster printers		3		
42	Catridge locking base for laser printer HP / Samsung		2		
43	Front cover, lid for HP 1020 printer		3		
44	Front cover , lid for HP 1008 printer				
45	Mechanical/carriage assembly of inkjet printers		3		
46	O-ring for card printer Zebra P430I		1		
47	Pickup roller for scanner FI 6130Z		1		
48	Feed roller for scanner		1		
49	Scanner assembly unit for paper scanner		3		
50	Paper pickup sensor for scanner		2		
51	Logic board for TVSE MSP 450 star		2		
52	Logic board for TVSE MSP 450 champion		2		
53	Power supply board for TVSE MSP 450 star		2		
54	Power supply board for TVSE MSP 450 champion		2		
55	Side frame for TVSE MSP 450 champion		2		
56	Side frame with pf gear for TVSE MSP 450 champion		1		
57	Head for TVSE MSP 450 champion		1		
58	Head for TVSE MSP 450 star		1		
59	PF motor for TVSE MSP 450 champion/star		2		
60	PF gear for TVSE MSP 450 champion/star		2		
61	Head cable for TVSE MSP 450 champion/star		2		
62	Reduction gear for TVSE MSP 450 champion/star		2		
63	Platen gear unit set for TVSE MSP 450 champion/star		1		
64	Paper sensor for TVSE MSP 450 champion/star		4		
65	Head for Zebra TLP 2844		2		

66	Logic board of Zebra TLP 2844		2			
67	Roller assembly for Zebra TLP 2844		3			
68	Logic board for TVS RP3160		1			
69	Motherboard of thin client TC4333		1			
70	Motherboard of thin client TC C32		2			
71	Motherboard of thin client TI 5433		2			
72	Motherboard of thin client D21S		2			
73	Adapter Output 48V DC 500 milli amp for Cisco Wireless Access point (mention brand)		2			
74	Adapter Output 20V, 2.5 amp (mention brand)		2			
75	Adapter Output 19V DC, 2.0 Amp for monitor (mention brand)		1			
76	Processor Fan for intel boards		3			
77	HDMI Cable standard length		2			
78	8 port Hub 1000 Mbps		4			
79	4 port Hub 1000 Mbps		4			
80	Camera similar to Logitech C270		2			
81	Headset similar to Logitech H 110		2			
82	VGA splitter for dual projection		2			
83	HDMI cable		2			
84	HDMI to VGA converter		2			
85	HDMI splitter for dual projection		2			
86	LED screen backlight 19"		2			
87	LCD screen backlight 19"		2			
88	Keyboard wired similar to Logitech K120 USB		10			
89	Mouse pad with grip and hand rest		5			
90	Mouse scroll, USB similar to Logitech M105		10			
91	IBM Hard disk 600 GB 10K RPM,6GB SAS IBM FRU 49Y2004, IBM P/N 49Y2007, PART NO 9TG066-039		3			
92	Toner HP 12A		2			
93	Toner HP CC388A		2			
94	Toner HP 78A		2			
95	Toner Samsung ML D2850B		2			
96	Catridge HP 21B		2			
97	Catridge HP CC640ZZ818 B black		1			
98	Catridge HP 22 colour		1			
99	Catridge HP CC643ZZ818 C tri colour		1			
100	Catridge 80 column for TVSE MSP 450		5			
101	CMOS battery 10 numbers		5			
102	Catridge HP 704		2			
103	Ribbon refill 17m high density fabric single packet brand WEP 10 numbers		5			
104	Hard disk SSD 250 GB 3 year warranty		5			
105	Hard disk SATA 1 TB internal HD		1			
106	Hard disk SSD 120 GB 3 year warranty		1			

The company agrees to execute the works subject to the conditions specified in the notice.

Offer validity -   Name and Signature of company executive with date.

II. Maintenance/Laying of network cabling

Terms & Conditions for Registration

1. Local company having experience of executing similar computer network cabling work during the last two years having a mobile contact number as well as office land telephone/email facility. (Proof to be submitted)

2. Workers will be issued a pass and they have to come for work with required tools after declaring them at security. Working Time – 8 AM to 4 PM (Critical areas – work can be done only on late evenings and on holidays)

3. Companies have to submit their quotation in the prescribed format given below.

4. A work order will be issued for the particular work and the amount will be paid online within a month of completion. Company has to register for online payment.

5. Company has to arrange staff for work within 2 days of call. Company staff has to clean the premises after completion of work.

6. Labeling of Cables, I/Os, Jack Panel, Switches for new connections.

7. Successful company has to sign an agreement with the institute in a Rs 100 stamp paper along with a security deposit (returnable after one year) of Rs 15,000 by DD or by Bank Guarantee.

8. The company has to attend calls immediately. The company is responsible for deputing qualified personnel for installation, testing, commissioning and repair/other services under his scope of work as per this specification. All required tools for completing the scope of work as per the specification is also the responsibility of the company.

9. Quotations without mentioning tax rates, part numbers etc. will be rejected.

10. Hand written quotation will not be accepted.

The companies who can satisfy the above conditions may submit duly filled covers super scribed "**Quotation for maintenance of network cabling (Hospital Wing)**" showing the willingness to service with rate of all items for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695011** on or before **25/03/2019 4PM.**

Quotation format for maintenance of network cabling

(Company Letter Head)

1	Name of the firm	
2	Address of the firm	
3	Name of the authorised signatory	
4	Contact numbers (Mobile and Land line)	

CAT 6A network cabling items - per unit rates				
Sl.	**Work Description**	**Rate without GST in Rs.**	**GST in Rs**	**Total amount with GST in Rs.**
1	Fixing up of 15U rack on the wall			
2	Fixing up of 9U rack on the wall			
3	Fixing up of 6U rack on the wall			
4	The rearrangement rate of one panel and one switch from the old rack to new rack (labour only, excludes all crimping charges)			
5	Numbering of present information outlets - 1 number			
6	Fixing up of information outlet boxes new / damaged – 1 number			
7	Cutting trench – rate per metre for trenching for laying outdoor optical fibre cable			
8	Laying cable through trench - per metre rate for trenching & laying cable through water pipe.			
9	Panel (24 port) fixing in rack - 1 number			
10	Panel termination (24 port) – per port rate			
11	Information outlet termination – 1 number			
12	LIU fixing – 1 nos			
13	Fibre 6 core termination – per core rate			
14	L shape stand for fixing Wireless Access Point			
15	Fixing of Wireless Access Point			
16	Cleaning of Racks 9U (includes internal cleaning of switches)			
17	Cleaning of Racks 15U (includes internal cleaning of switches)			
18.00	Laying cable through PVC water pipe ISO gray color through walls (with gray color pipe joints and gray flex pipes) – per metre rate (**Rate should include cost of pipe & labour excluding cable**) in runs as below:-	**Rate for water pipe+ labour without tax in Rs**	**Tax %**	**Total amount with tax in Rs.**
18.01	20 mm in 1 run			
18.02	20 mm in 2 runs			
18.03	20 mm in 3 runs			
18.04	20 mm in 4 runs			
18.05	20 mm in 5 runs			
18.06	25 mm in 1 run			
18.07	25 mm in 2 runs			

18.08	25 mm in 3 runs			
18.09	25 mm in 4 runs			
18.10	25 mm in 5 runs			
18.11	32 mm in 1 run			
18.12	32 mm in 2 runs			
18.13	32 mm in 3 runs			
18.14	32 mm in 4 runs			
18.15	32 mm in 5 runs			
18.16	32 mm in 6 runs			
18.17	32 mm in 7 runs			
18.18	38 mm in 4 runs			
18.19	38 mm in 5 runs			
18.20	38 mm in 6 runs			
18.21	38 mm in 7 runs			
18.22	38 mm in 8 runs			
18.23	38 mm in 9 runs			
18.24	50 mm in 6 runs			
18.25	50 mm in 7 runs			
18.26	50 mm in 8 runs			
18.27	50 mm in 9 runs			
18.28	50 mm in 10 runs			
18.29	50 mm in 11 runs			
18.30	50 mm in 12 runs			
18.31	32 mm fiber single run			
	Laying cable through casing & capping – per metre rate (**Rate should include cost of case & labour excluding cable**) in runs as below:-	**Rate for casing + labour without tax in Rs**	**Tax %**	**Total amount with tax in Rs.**
18.32	20 mm in 1 run			
18.33	20 mm in 2 runs			
18.34	20 mm in 3 runs			
18.35	20 mm in 4 runs			
18.36	20 mm in 5 runs			
	Details of work	**Rate without tax in Rs.**	**Tax%**	**Total amount with tax in Rs.**
19	Per meter rate for cutting wall (Making chases up to 7.5cm / 7.5 cm in the walls)			
20	Per meter rate for concealing pipe on the wall (Good wall finishing with the matching surface after housing water pipe)			
21	Per meter rate of 6 core outdoor fiber armored , laying in 20 mm pipe			
22	Per meter rate for 6 core indoor fibre, laying in 16 mm pipe			

		Part Number & Rate without tax in Rs	Tax %	Total amount with tax in Rs.
23	Per meter rate for 6 core indoor fibre, laying in 20 mm pipe			
24	Per meter rate for laying casing and capping (casing size for 2 to 3 cables)			
25	**Rate for spare items (Quote with Part Number)**			
25.01	CAT 6A 10G support UTP four pair per meter rate supporting 10g			
25.02	Fibre 6 core multimode indoor supporting 10g			
25.03	Fibre 6 core multi mode outdoor per metre supporting 10g			
25.04	Fibre 6 core single mode outdoor per metre supporting 10g			
25.05	LIU 12 PORT rack mountable			
25.06	SC-SC connector supporting 10g multimode			
25.07	SC-SC connector supporting 10g singlemode			
25.08	SC-SC Patch Chord D-Link 2 meter supporting 10g multimode			
25.09	SC-LC Patch Chord 2 meter supporting 10g multimode			
25.10	SC-LC Patch Chord 2 meter supporting 10g singlemode			
25.11	SC-LC connector supporting 10g multimode			
25.12	SC-LC connector supporting 10g singlemode			
25.13	OFC Adapter SC duplex singlemode			
25.14	OFC Adapter SC duplex multimode			
25.15	Adapter panel simplex			
25.16	I/O Box Dual with dust cover supporting 10g			
25.17	I/O Box Single with dust cover supporting 10g			
25.18	D-Link 10 Gigabit I/O keystone jack supporting 10g			
25.19	CAT 6A Patch Cord 1 meter supporting 10g			
25.20	CAT 6A Patch Cord 3 meter supporting 10g			
25.21	CAT 6A Patch Cord 5 meter supporting 10g			
25.22	RJ45 supporting 10g			
25.23	CAT 6A Patch Cord 10 meter supporting 10g			
25.24	Wall mount rack 9U with fan unit with two fans, power unit with minimum 5 numbers of 5 AMP sockets , glass door with lock and rack nuts & bolts			
25.25	Wall mount rack 15U with fan unit with two fans, power unit with minimum 5 numbers of 5 AMP sockets , glass door with lock and rack nuts & bolts			
25.26	Single fan for fan unit in the 15U rack			
25.27	Jack panel 24 port without I/O supporting 10g			
25.28	SC pigtail 1 meter supporting 10g multimode			
25.29	SC pigtail 1 meter supporting 10g singlemode			
25.30	LC Pigtail 1 meter 10g multimode			
25.31	LC Pigtail 1 meter 10g singlemode			

25.32	Jack panel 24 port fully loaded with I/O supporting 10g			
25.33	Cable Manager			

The company agrees to execute the works subject to the conditions specified in the notice

Offer validity –   Name and Signature of company executive with date.

III. Refilling of Toners and Catridges on per call

Terms & Conditions for Registration

1. Door collection of toners/catridges after marking the serial numbers in a register.
2. Door delivery of catridges,toners in good packing.
3. Packing cover to have a sticker showing the date of refill, weight and components changed.
4. 100% guarantee for refilling
5. Vacuum sealing for shelf life
6. Return of non –functional catridges/toners.
7. Successful company has to sign an agreement with the institute in a Rs 100 stamp paper along with a security deposit of Rs 10000/- (returnable after one year) by DD or by Bank Guarantee.
8. Hand written quotation will not be accepted.
9. A work order will be issued for the particular work and the amount will be paid online within a month of completion. Company has to register for online payment.

The companies who can satisfy the above conditions may submit duly filled covers super scribed "**Quotation for refilling of catridges (Hospital Wing)**" showing the willingness to service along with rate of all spares for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College PO, Thiruvananthapuram Pin 695011** on or before **25/03/2019 4PM.**

Quotation format for refilling of catridges on per call
(Company Letter Head)

1	Name of the firm			
2	Address of the firm			
3	Name of the authorised signatory			
4	Contact numbers (Mobile and Land line)			
A	**Details of Service**	**Rate without GST in Rs**	**GST in Rs**	**Total amount with GST in Rs.**
2	Refilling rate for 140GM quantity in HP 12A (High yield polyester toner imported, print yield 1500-2000 sheets, shelf life 6 months)			
3	The refilling rate for 100GM quantity in HP 88A (High yield polyester toner imported, print yield 1000-1500 sheets, shelf life 6 months)			
4	The refilling rate for 240GM quantity in Samsung2850B (High yield polyester toner imported, print yield 3500-4500 sheets, shelf life 6 months)			
6	Refilling rate for 140GM quantity in HP 78 (High yield polyester toner imported, print yield 1500-2000			

	sheets, shelf life 6 months)			
B	**Details of Spares**			
6	Drum for HP 12A			
7	Wiper blade for HP 12A			
8	Doctor blade for HP 12A			
9	PCR for HP 12A			
10	Magnetic roller for HP12A			
11	Drum for HP 88A			
12	Wiper blade for HP 88A			
13	Doctor blade for HP 88A			
14	PCR for HP 88A			
15	Magnetic roller for HP88A			
16	Drum for Samsung 2850B			
17	Wiper blade Samsung 2850B			
18	Steel blade Samsung 2850B			
19	PCR for Samsung 2850B			
20	Supply roller for Samsung 2850B			
21	Chip for Samsung 2850B			
22	Drum for HP 78A			
23	Wiper blade for HP 78A			
24	Doctor blade for HP 78A			
25	PCR for HP 78A			
26	Magnetic roller for HP78A			

The company agrees to execute the works subject to the conditions specified in the notice

Offer validity –   Name and Signature of company executive with date.