

Scope of Work

Information and communication Technology (ICT) Support and Maintenance

1. Work Details:

1.1. CAMC (hardware & software): For scanners, 105 computers (hardware purposes in the P-4 category, UPS and printers according to the list at Annexure- II at page 5 of this document.

2. Duration and Timings:

2.1. The agreement shall come into effect from the day so specified in the work order and shall expire automatically after 12 (Twelve) months of the said date, unless otherwise terminated in accordance with these conditions.

2.2. It is however open to IDSA to extend the tenure of this agreement beyond the existing term of twelve months on such terms and conditions as may be mutually decided between the parties.

3. Deployment of staff:

3.1. One technician with sufficient knowledge of hardware and software would have to be deployed on all Government of India working days from 0900h to 1730h. If the technician is unable to solve any glitches in the system then the company should be able to deploy qualified personals within a period of two hours of the notice of such inability.

3.2. Spare Parts:

3.2.1. The company would arrange for spare parts/accessories/fittings/fixtures from authorized dealers as and when required with prior permission from the Deputy Director General, IDSA and relevant payment shall be made along with the monthly payment subject to the production of original bill(s). The Deputy Director General reserves the right to reject any spare parts which do not confirm to the correct standard/quality.

3.3. Log Book:

3.3.1. A daily Log book shall be maintained by the company representative located at the Institute in conformity with the Performa provided by the Institute. This would mainly constitute of the complaints attended by the company representative and the actions taken. It will also constitute a record of consumption of various consumables.

3.4. Termination:

3.4.1. The agreement between both the parties may be terminated at the option of either party by serving one month's prior notice in writing without assigning any reason thereof.

3.5. Indemnity:

3.5.1. The company shall indemnify, and keep indemnified, IDSA fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of the AMC. The decision of the Director General, IDSA in this regard shall be final and binding.

P-4 Computers

S. No.	Computer/Model	Quantity	Make	Year of purchase
1.	P-4/1.6 Ghz/VL-420	10	hp	Feb. 2002
2.	P-4/1.6 Ghz/ XE-320	25	hp	March 2002
3.	P-4/2.4 Ghz/D 330	12	hp Compaq	March 2003
4.	P-4/2.4 Ghz/D 330	03	hp Compaq	April 2003
5.	P-4/2.8Ghz/D 330	8	hp Compaq	March 2004
6.	P-4/2.8Ghz/D 330	20	hp Compaq	April 2004
7.	P-4/3.0 Ghz/ 6120	05	hp Compaq	August 2005
8.	P-4/2.8 Ghz/ DX-2280	05	hp Compaq	November 2006
9.	P-4/2.8 Ghz/ DX-2280	01	hp Compaq	March 2007
10.	P-4/2.8 Ghz/ DX-2280	15	hp Compaq	April 2007
11.	Hp Pavilian media centre	01	Hp	January 2008
	Total	105		

Scanners

S. No.	Scanner / Model	Quantity	Make	Year of purchase
1.	Scanjet - 7450	03	hp	March 2002
2.	Scanjet - 3670	01	hp	March 2003

Printers

1. HP Deskjet Model (with Adaptor):

- a) 3845 - 10 Nos.
- b) 845 - 02 Nos.

2. HP Laserjet Model:

- a) 1015 - 20 Nos.
- b) 1200 - 01 Nos.
- c) 1300 - 02 Nos.
- d) 2300 - 01 Nos.
- e) 2200 - 06 Nos.
- g) P- 1007 - 30 Nos
- h) 2700n - 02 Nos
- l) 1020 - 25 Nos
- J) 1010 - 01
- f) 4200 - 01 Nos.

3. Color HP Laserjet 4600 – 01 Nos

4. UPS (with battery) :

- a) (500/600VA) : - 124 Nos.
- b) (1/1.2KVA) : - 09 Nos.

Software

Following software's are used in the institute:

- a) Microsoft Windows XP Professional
- b) Microsoft Office 2003
- c) Adobe Acrobat, Page Maker etc.
- d) Windows Vista
- e) MS Office 2007
- f) Tally 9.0
- g) Library Software