



All India Institute of Medical Sciences, Bhubaneswar
At - Sijua (Patrapada), Post - Dumuduma, Bhubaneswar (Odisha) - 751 019

To be uploaded in Website: www.aiimsbhubaneswar.nic.in (Tender)

Reference No: STORE-103/5/2024-STPUR SEC

Date: 17-09-2024

Subject: Procurement of AMC for 200 Nos. of Desktop Computers (Make: Acer) for a period of 01 year on PAC basis for the Dept. of Gastroenterology at AIIMS, BBSR.

Inviting Comments thereon

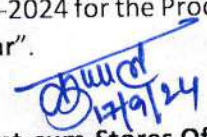
The Department of IT Cell of AIIMS, Bhubaneswar has requested for Procurement of "AMC for 200 Nos. of Desktop Computers (Make: Acer) for a period of 01 year" from M/s. Acer India Pvt. Ltd., Bangalore.

The Notice is being uploaded for general information of prospective manufacturer/Authorized Distributor/Dealers to submit their objection/proposal/comments, if any, on proprietorship of the items.

In case the product of any manufacturer / Authorized distributor / Dealer conforms to the enclosed specifications, they may submit their proposal for the supply of the same along with the brochures, point by point compliance of the enclosed specifications along with all documentary evidence. One quotation of the product may also be submitted.

The objections/comments/proposal should be sent in sealed cover to the Office of Sr. Procurement Cum Stores Officer (i/c), AIIMS, Bhubaneswar - 751019 or through e-mail to spo@aiimsbhubaneswar.edu.in, aso_anup@aiimsbhubaneswar.edu.in & stokee_chaloju@aiimsbhubaneswar.edu.in so as to reach on or before **date: 02-10-2024** failing which it will be presumed that no other firm is interested to offer comments/protest/object and case will be decided on its merits.

The reference of letter / e-Mail should be superscripted on sealed envelope /subject line of e-Mail as "File No - STORE-103/5/2024-STPUR SEC dtd: 17-09-2024, due on dtd: 02-10-2024 for the Procurement of AMC for 200 Nos. of Desktop Computers (Make: Acer) for a period of 01 year".


Sr. Procurement-cum-Stores Officer (i/c)

Enclosure:

1. Proprietary Article Certificate from Indenting Officer
2. Price Quotation
3. Scope of Work

Copy to:

- | | | |
|----------------------|---|---------------------------------------|
| 1. Indenting Officer | : | for information |
| 2. Accounts Officer | : | for information |
| 3. IT Cell | : | for hoisting in the website |
| 4. S&P Help Desk | : | for information and Necessary Actions |

AIIMS, BHUBANESWAR

Proprietary Article Certificate
Valid for the Current Financial Year

File No. and Date Reference :			
1	Description of article	Acer Make Desktop	
2	Forecast of quantity /annual requirement	200	
3	Approximate estimated value for above quantity	7,78,800	
4	Maker's name and address	Acer India (Pvt) Ltd. Embassy Height, 6 th Floor, No.13 Magrath Road, Next to HOSMAT Hospital, Bangalore (Karnataka)-560025	
5	Name(s) of authorized dealers/ stockiest	Raj Kishore Gouda	
6	I approve the above purchase on PAC basis and certify that :- Note- Tick to retain only one out of (b), C-1) or (c-2) whichever is applicable and cross out others. Please do confirm (a) by ticking it - without which PAC certificate will be invalid.		
6 (a)	This is the only firm who is manufacturing / stocking this item. AND		
6 (b)	A Similar article is not manufactured / sold by any other firm, which could be used in lieu OR		
6 (c-1)	No other make/brand will be suitable for following tangible reasons (like OEM/ Warranty, spares.) : OR		
6 (c)	No other make/brand will be suitable for following intangible reasons (if PAC was also given in the last procurement cycle, please also bring out efforts made since then to locate more sources) : OR		
7	Reference of concurrence of finance wing to the proposal :		
History of PAC Purchase of this item for past three years may be given below :			
Name of the Supplier			
Order/ Tender Reference & Date	Quantity Ordered	Basic Rate on Order (Rs.)	Adverse Performance Reported if Any
AIIM BBSR/ACER/2024- 25/02052024-110	200	7,78,800	

Signature of Approving Authority.....

Date.....

Designation of Officer.....

Officiating Executive Director
भारत. भवनेश्वर/AIIMS, Bhubaneswar

Signature of the Indenting Officer

राज कुमार शर्मा/Raj Kumar Sharma
वरिष्ठ प्रोग्रामर (विश्लेषक)
Senior Programmer (Analyst)
भारी (आईटी सेल)/ In-charge(IT Cell)
भारत भवनेश्वर/AIIMS Bhubaneswar



Ref: AIIM BBSR/ ACER/2024-25/02052024-110

2nd May 2024

To,
Mr. Raj Kumar Sharma, IT Head
AIIMS
Bhubaneswar

Sub: AMC (Annual Maintenance Contract) Proposal for ACER supplied PCs

Dear Sir,

With reference to the above captioned subject, we would like to inform that, the warranty of Computer Hardware's installed in your esteemed organization is already expired.

We are confident you are quite satisfied with our service delivery during warranty period and also on product performance.

We have been associated with your organization since years and complaint during warranty period are addressed/ closed as and when reported.

We would like to take this opportunity to request you to enter into AMC with us for unhindered and trouble free usage of products.

With reference to discussion please find below SPC worked out for you especially considering 200Nos of PCs.

Sl. No	Item Name	Qty	Unit AMC Price Per Annum	Total Price Per Annum	GST@18% (CGST+SGST)	Net AMC Value Per Annum
1	Acer make Desktop	200	3,300.00	6,60,000.00	1,18,800.00	7,78,800.00

- Please note failure to component due to liquid spillage/ natural hazards/ High voltage electrical surge/ Theft are not covered under our AMC proposal.
- Payments to be released 100% in advance in favour of ACER INDIA PVT. LIMITED in form of Demand Draft or NEFT/RTGS as per details as below:-

Bank Detail	
Beneficiary (A/c name)	Acer India (Pvt) Ltd.,
Bank details / address	The H.S.B.C. Ltd.,
	Dickenson Road Branch
	# 7, M.G.Road, Bangalore - 560 001
Current a/c No.	071-402523-001
MICR CODE	560039002
IFS CODE	HSBC0560002



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Registered Office: Acer India Private Limited, Embassy Heights, 6th Floor, No. 13, Magrath Road, Next to HOSMAT Hospital, Bangalore (Karnataka) - 560025
Kolkata Branch Office: Acer India Private Limited, Office No. 2, 5th Floor, Tower II, PS Srijan Corporate Park, GP - 2, Block EP & GP, Sector V - Salt Lake, Kolkata - 70009
CIN: U31909KA1999PTC025698 +91-33-4427-2400 all.easycare@acer.com www.acer.com

Exclusive E-Store: store.acer.com/en-in

राज कुमार शर्मा/Raj Kumar Sharma
वरिष्ठ प्रोग्रामर (विश्लेषक)

Senior Programmer (Analyst)

प्रभारी (आईटी सेल)/ In-charge(IT Cell)

Generated from office by BHARATI KUMAR CHALOU, SK(CBK)-STORE, STORE KEEPER, AIIMS-BBSR on 17/09/2024 01:05 PM

1 Dr. Manoj Kumar Mohanty
Chairman IT Cell
AIIMS, Bhubaneswar
Ph-751019



We request your kind perusal to process the same at the earliest possible by releasing AMC Work Order to take forward rest of activities.

We look forward to your kind acceptance to our proposal.

Should you have further query/ clarification if any, kindly feel free to contact us to take forward.

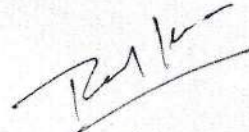
Thanking you and assuring our best of service delivery during time ahead.

Yours truly,

For Acer India Pvt. Ltd

Raj Kishore Gouda
Manager – Customer Support
Contact – 9437573735




राज कुमार शर्मा/Raj Kumar Sharma
वरिष्ठ प्रोग्रामर (विश्लेषक)
Senior Programmer (Analyst)
प्रभारी (आईटी सेल)/ In-charge(IT Cell)
एम्स भुवनेश्वर/AIIMS Bhubaneswar



Mr. Manoj Kumar Mohanty
Chairman IT Cell
AIIMS, Bhubaneswar
Date: 17/09/2024

Registered Office: Acer India Private Limited, Embassy Heights, 6th Floor, No. 13, Magrath Road, Next to HOSMAT Hospital, Bangalore (Karnataka) – 560025

Kolkata Branch Office: Acer India Private Limited, Office No. 2, 5th Floor, Tower II, PS Srijan Corporate Park, GP – 2, Block EP & GP, Sector V – Salt Lake, Kolkata – 700091

CIN: U31909KA1999PTC025698 ☎ +91-33-4427-2400 ✉ all.easycare@acer.com 🌐 www.acer.com

Exclusive E-Store: store.acer.com/en-in

Scope of Work:

The Vendor shall provide following services to keep the above equipment in good working condition:

- A) The Scope of work covers Comprehensive On-Site Maintenance of the computers including repairs, replacement of spare and preventive maintenance of equipment with accessories.
- B) The parts which will be replaced or need for the proper functioning of the machine should be of the **same brand as existing or original**.
- C) During C-AMC period, the Supplier will have to pay minimum **four visits** per year (every three-month interval) for preventive maintenance while break down calls (Unlimited) will be attended within **120 hours** (five days) from the date and time of lodging of complaint with the Supplier through Phone/Fax/Person/Post/Courier/e-mail. The Complaint/ Message will be send to the address/ Telephone number/ e-mail given in the contract as well as in the supply order/LoA
- D) If the break down is attended and rectified within 120 hours (five days) at our site **no penalty/ deduction** will be made from C-AMC bill.
- E) If it is not rectified within 120 hours (five days) i.e. stipulated period, deduction will be made at **double the pro-rata basis** C-AMC charges per day from the bill after allowing grace stipulated period of 120 hours i.e. (five days)
- F) If the problems are required to be rectified at the Supplier's workshop/ premises **additional 7 days'** period will be allowed i.e. 12 days from the date of initial breakdown report. Normal F-AMC charges for the additional 7 days' period will be deducted from the bills of C-AMC on pro-rata basis. If the equipment is not made available in all respects after rectification from the Supplier's premises within 12 days, there will be provision to deduct at double the C-AMC charges/ day on pro-rata basis from the bills for the delayed period
- G) The above clauses shall be effective for the main equipment and also for all the peripheral accessories supplied by the supplier as per the supply order/ during the maintenance work.
- H) It will be sole responsibility of the Supplier to ensure that there is **no discontinuation of the AMC** due to Change/ Re-appointment of dealer etc. User department/ his authorized representative will represent Customer/ Purchase for signing the agreement and its further renewal.