SOUTH CENTRAL RAILWAY

SECUNDERABAD DIVISION

Quotation No: SCR/P-SC765/AMC/Computer & Printers/2026-27

NOTICE

Sealed Quotations are invited by the under signed upto 14.30 hrs on 20.05.2026 for the work of **"AMC for computers and printers available in the office of Sr DPO/SC".**

Last date and time of collection of schedules	:	13:00 hrs on 20.05.2026
Last date and time of submission of quotations	:	14.30 hrs on 20.05.2026
Date and time of opening of quotations	:	15.00 hrs on 20.05.2026
Period of AMC	:	01 Year (One year).

AMC for 156 Nos. of desktop computers and 26 Nos. of printers, in the office of Sr. DPO/SC.

Quotation Schedule along with Special Conditions & Annexures may be collected from Ch.OS/ IT Cell , Office of Sr.DPO/ SC during the working hours before 13:00 Hrs of 20.05.2026.

Note: The tenderers may note that the work will be carried out duly abiding the conditions contained in the general conditions of the contract.

Sr.DPO/SC

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Senior Divisional Personnel Officer/SC

Copy to: Sr.DFM/SC for information.
Notice board at Sr.DPO/SC's office.

SOUTH CENTRAL RAILWAY
TENDER/QUOTATION SCHEDULE

Name of the work: Annual maintenance of Computers & Printers for a period of **One year** available in the office of Sr.DPO/SC.

Sl. No.	**Description of work**	**Quantity (Nos.)**	**Unit**	**Rate (Rs.) (Per Year)**	**Amount (Rs.) For 01 Years**
01	Annual Maintenance of Computers of different makes and configuration (with all its accessories like CPU, Monitor, Key board and Mouse) as per Annexure-I for a period of **One Year** including software maintenance, and maintenance of computers not under warranty excluding spares.	156 Nos. (One hundred and fifty six only) (List enclosed as Annexure-I)	Each System	1650.00 (Including GST)	2,57,400.00
02	Annual Maintenance of Printers of different makes and configuration including all its accessories as per Annexure-II for a period of **One Year excluding spares**	26 Nos. (Twenty six only) (List enclosed as Annexure-II)	Each Printer	1500.00 (Including GST)	39,000.00
			Total (Including GST)		**2,96,400/-**

(Total Rupees Two lakhs ninty six four hundred only)

(Special Conditions enclosed)

Rate Quoted:ATPAR/ABOVE/ BELOW:_____.

Note: Tenderers are required to quote their rates AT PAR / ABOVE / BELOW in % (percentage) including all taxes both in words and figures. In case of discrepancy, the rates quoted in words will be taken as final. Tenderer is required to sign on all the pages viz., Schedule and Special conditions and submit the same along with their offers. Offers received without signature shall be summarily rejected.

Signature of Tender

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SPECIAL CONDITIONS

1. Scope :

1.1 AMC will cover the maintenance of the computers systems as detailed in Annexure -I and maintenance of printers as detailed in Annexure-II available in the office of Sr.DPO/SC, 4th Floor, Sanchalan Bhavan, Secunderabad so as to make them fit for normal usage. The maintenance services shall be rendered by the Firm for Equipment specified in Annexure-I and II at the rates quoted. The overall total value will be the criteria for evaluation.

1.2 The service & repairs is of non comprehensive in nature and consists of preventive and corrective maintenance. Any breakdown of PCs & Printers due to spares malfunction would be fitted free of cost, supplied by the department.

1.3 Overhauling of computers and printers shall be done at least once in a month. A record for the purpose shall be maintained by Ch.OS/IT Cell.

1.4 Data review shall be done free of cost. Related soft ware shall be provided by the Railways. Antivirus software shall be updated every week for the computers covered under AMC. Hardware, software and antivirus shall be taken care during the AMC.

1.5 At least one Service Engineer should report daily on all working days and on holidays if the need arises to carry out corrective and preventive maintenance on daily basis.

1.6 The maintenance service in non comprehensive in nature and does not cover spares.

1.7 The maintenance service does not include:

1.7.1 Electrical work external to the machines or other devices not covered under the agreement.

1.7.2 Cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes.

1.7.3 Stationery items including carbon papers and paper tapes.

1.7.4 Consumables like ribbons, daisy wheels, ribbon cartridges, Printer Heads, toner and Fuser Assembly in Laser printers, Power adaptors, bar code strips and transparency films.

1.7.5 Replacement of spares in Processor, RAM, Hard Disk, LCD/LED Monitor, Chipset in mother board etc and UPS.

1.7.6 Damages due to voltage fluctuations, unauthorized handling of equipment, damages caused due to rodents etc.

2. PERIOD OF AMC:

One year from the date of finalization of AMC .

3. REVIEW OF EQUIPMENT BREAK DOWN

3.1 There shall be regular review meeting at the office of Sr. DPO/SC between Railways and Firm representatives, regarding breakdowns of equipment preventive maintenance, transient problems, etc; in order that firm provide adequate attention to rectify the problems which are causing operational difficulties to Railways.

3.2 Break down calls shall be attended immediately within one working day. Any failure on the part will attract a fine of Rs.200/- per day which will be recovered from the running bills. For this purpose, a complaint register will be maintained in this office wherein date & time of lodging complaint and time of its rectification shall be recorded and signed both by the Firm as well as user.

4. INFRASTRUCTURE FACILITIES

4.1 The S.C. Railway shall provide full and free access of the said equipment to the firm's representatives for the performance of this agreement, subject to security procedures prescribed by S.C. Railway for entry of personnel or being in or taking out material, concerning the contract, will take care of the equipment, will house in suitable conditions and will follow such instructions on these matters and observe operating instructions as Firm may give from time to time.

4.2 The S.C. Railway shall also provide adequate working space including necessary conditioned environment, electrical power and such other facilities as required for the use of Firms representatives. These facilities shall be within a reasonable distance of the said equipment to be serviced and shall be provided at no charge to the firm.

5. VALIDITY OF OFFER

The offer shall be valid for a period not less than 90 days from the date of opening.

6. SURVEY OF COMPUTERS, EQUIPMENT AND OTHER PERIPHERALS.

The Firm can do the survey of the Computers and other peripherals available in the office of Sr. DPO/SC on any working day during office hours from 09.15 am to 05:45 pm.

7. SUBMISSION OF QUOTATIONS

8.

8.1 The Firm's Quotations duly filled in all respects should be handed over in a sealed cover to Ch.OS/IT Cell, Office of Sr. DPO/SC, 4th Floor, Sanchalan Bhavan, Secunderabad before the closing time and date i.e., 14.30 Hrs of 20.05.2026.

8.2 The Firm should sign on all the pages of Special Conditions of Contract and Schedule while submitting the quotation. The offer without signature on any of the pages shall be summarily rejected

8.3 Rate quoted shall be in percentage above/ below/ at par the tendered value inclusive of all taxes if any.

9. TERMS OF PAYMENT

9.1 The cost of AMC charges includes both the charges for the normal preventive maintenance and during breakdown.

9.2 The charges quoted by the Firm will be firm and not subject to any price variations and the rates should be inclusive of all taxes.

9.3 The Railway will pay the AMC charges in Four equal installments after the end of the each quarter of Maintenance by the Firm. For this, the Firm shall submit quarterly bills to the S.C. Railway. For this purpose, a quarter means 3 months maintenance period.

9.4 The Firms should submit Bills along with the "Mandate Form for Payment through EFT/NEFT/ECS/RTGS" duly filled for payment of bills etc.

9.5 All other charges payable by the S.C. Railway not covered in this agreement shall be billed separately by the Firm, after mutually agreeing to the rates. Repairs/replacement of such items should be taken up only after written permission from the officer concerned.

9.6 If any of the equipment is added or withdrawn during the currency of this agreement, pro-rata modifications to be enforced on the quarterly maintenance charges.

9.7 Equipment will be treated as complete breakdown if even the minimum configuration is not operational.

9.8 Pro-rata deduction will be made in the maintenance charges if equipment is in complete breakdown. The computer/ printer equipment is said to be complete breakdown if either CPU or any one of the peripherals is malfunctioning with result that the system cannot be effectively put to use.

9.9 The firm should give commitment that charges levied from Railways at no point of time will be more than that charged from any other customer for similar service.

9.10 If any new type of equipment is required by Railways and brought under the maintenance of the Firm, Railways shall give prior notice to the Firm. The additional charges for such equipment shall be as mutually agreed by the parties.

9.11 If any computer/ printer is condemned during the AMC period, payment will not be made for such computer/ printer for the remaining period of contract assessed quarterly.

9.12 The AMC charges are inclusive of cost of spare parts to be used that are not covered under item 1.7.

The performance would be kept under close watch for the 1st quarter and if it is not satisfactory immediate action to terminate the contract without assigning any reason and Security Deposit will be forfeited.

Signature of Tender

Sr.DPO/SC

Digitally Signed by G.r. Sudheer Kumar
Date: 13-05-2026 19:18:53
Reason: Approved

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