



INDIAN STATISTICAL INSTITUTE

203, Barrackpore Trunk Road
Kolkata 700108

Ref. No.: CSSC/2022-23/001

Date: 20 May 2022

Notice Inviting Expression of Interest

Indian Statistical Institute (ISI) is seeking Expression of Interest (EOI) from reputed companies /agencies for on-Site Comprehensive Maintenance Contract (MC) for its various computing devices which include different types of Desktop Computers, Laptops, Printers, Scanners etc. (approximate number of such devices is 1800) used by the workers and the students of ISI Kolkata Campus for one year from the date of placement of Purchase / Work Order. The MC may be extended further for one or 2 more years depending on the satisfactory performance of the selected vendor/agency and availability of fund. The computing devices to be placed under fresh MC are of different brands (HP/Dell/Lenovo/Canon, etc.) including several assembled computers.

Essential Requirement:

- The firm responding to the notice should have registered full-fledged service office within the boundary of greater Kolkata
- The firm/organization should have obtained at least one similar maintenance contract of various types of computing devices (at least 1500 units) from Govt/ PSU/ Bank/educational organisations during each of the last three years.
- The firm/organization should be able to submit certificate of satisfactory execution of similar work order issued not earlier than the year 2020 from at least two Govt/ PSU/ Bank/educational organisations.
- At least three skilled/experienced technicians/engineers headed by a senior person holding at least a certificate in related areas from recognized body and a minimum of 10 years experience in similar maintenance work are to be posted for full time at the office premises of ISI Kolkata for On-Site Support.
- Salary of resident technician/engineers must be paid following the Wages Act of Central Government. Documentary evidence of payment of monthly salary must be submitted within the first half of every month.
- Half yearly invoice / documents of payments towards PF & ESI of the resident engineers/technicians must be submitted to the Indian Statistical Institute on a regular basis.

Site visit and survey:

Interested companies/agencies may send their representatives to visit the Institute for site survey in order to assess the present status of above mentioned devices. These representatives should carry a Govt. Identity Card and an authorization letter on the letterhead of respective Company. An email intimation of the visit should be sent on the previous day.

Date and Time for Site Visit and Survey: 25th May, 2022 (Wednesday) at 3:00 PM

Companies/agencies, after having participated in the site visit and survey are requested to send the **techno-commercial (budgetary) proposal of AMC** along with the related literature to headcssc@isical.ac.in, with a copy to csscservice@isical.ac.in within **5:00 PM of 30 May, 2022**.

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