

PRODUCT DETAILS OF DESKTOP COMPUTERS TO BE REPAIRED

<u>Product Name & installation Location</u>	<u>Product Specification</u>	<u>No. of RDP make Desktop PC to be repaired</u>	<u>Remarks</u>
Desktop Computers Brand : RDP Installation Location : Sales Division, 6 th Floor, Doordarshan, Worli, Mumbai	<u>RDP Intel Core i3</u> <u>OS : Windows 10 professional</u> <u>RAM : 8 GB DDR4</u> <u>Storage : 512 GB SSD Drive</u> Monitor - LED Backlit Monitor Keyboard : Standard wired Mouse : Wired Optical Scroll. Graphic Card Description : Integrated RDP.	<u>04 Nos.</u>	<u>Repair charges shall include all charges (GST, Labour Charges etc.) for replacement of defective parts (which may also includes power adapter for monitors) for making the machines in working condition.</u>

Scope of Work – Comprehensive Repair of 4 Desktop Computers

The scope of work shall include **comprehensive inspection, diagnosis, repair, replacement of defective components/spares, reinstallation/configuration of existing software, testing and commissioning of 04 (Four) Desktop Computers** provided by the Buyer at **Buyer's Premises.**

“Bidders are advised to inspect the Desktop Computers during office hours at the designated location i.e. 6th Floor, Doodardarshan Sahyadri Bldg., P.B. Marg, Worli, Mumbai 400030 (contact no.9969535200), before submission of their bid and assess the condition and likely repair requirements. The bidder shall quote a consolidated all-inclusive price for repair of all 04 Desktop Computers, including required spare parts, labour charge and GST. The Buyer shall not be liable for any additional expenditure arising from failure of the bidder to inspect/assess the equipment prior to quoting.”

Experience Requirement: The bidding firm/company must possess a minimum of two (2) years of past experience in providing repair, maintenance, and technical support services for desktop computers and related hardware.

Mandatory Supporting Documents: The bidder must submit verifiable documentary proof in support of their experience.

Acceptable documents includes : Copies of past or ongoing work orders, service contracts, or Annual Maintenance Contracts (AMC) successfully executed with Government Departments, PSUs, or reputed private/public organizations.

Note: Bids received without adequate or valid supporting documents for the required experience criteria are liable to be summarily rejected.

1. Inspection and Diagnosis

The successful bidder/service provider shall:

- Carry out detailed inspection and diagnosis of each Desktop Computer and identify hardware/software faults.
- Check the CPU cabinet, motherboard, processor, RAM, hard disk/SSD, SMPS, cooling system, CMOS battery, ports, cables, connectors and other internal/external components.
- Check the operating system, device drivers, system configuration and other pre-existing software installed on the computers.
- Submitted the details of parts to be replaced for making the computers functional.

2. Repair and Replacement of Spare Parts

The bidder shall undertake all necessary repair work **at the buyer premises** to restore the Desktop Computers to proper working condition.

The quoted price shall be **inclusive of all required spare parts/components, consumables, labour/service charges, transportation and other incidental expenses** required for completion of the work.

Replacement may include, wherever required, components such as:

- RAM
- SSD
- SMPS/Power Supply
- CMOS battery
- Cooling fan/CPU fan
- Data and power cables
- Connectors
- Motherboard
- Power Adapter for Monitor, if applicable.
- Processor
- Cabinet components
- Other internal hardware/components required for restoration of the Desktop Computer

No separate payment shall be admissible for spare parts, labour charges, consumables or service charges required for completion of the repair work

Any replacement component shall be **compatible with the respective Desktop Computer and of suitable quality and capacity** to restore its intended functionality.

3. Operating System and Software

The bidder shall:

- Backup/assist in securing existing user data, wherever technically feasible and as directed by the Buyer, before reinstallation/repair.
- Reinstall or restore the **pre-existing Operating System (OS)** on the Desktop Computer, wherever required.
- Install the required device drivers and configure the hardware.
- Reinstall/configure the **pre-existing software/applications** available with the system or provided/licensed by the Buyer.
- Configure network, printer and other peripherals, wherever required.
- Activate/configure the OS and software using **existing valid licences/licence keys provided by the Buyer**.
- The bidder shall **not be required to provide new proprietary software licences** unless specifically included in the bid.

4. Data Protection

- The bidder shall exercise due care to prevent loss, alteration or disclosure of data stored on the Desktop Computers.
- No data shall be copied, transferred, disclosed or retained by the bidder/service personnel except with the specific authorization of the Buyer.
- In case formatting or OS reinstallation is required, the bidder shall obtain the Buyer's approval before proceeding, wherever practicable.
- The bidder shall not be responsible for data recovery where data has already become inaccessible/corrupted due to failure of the storage device, unless data recovery is specifically included in the scope.

5. Testing and Commissioning

After completion of repair, the bidder shall conduct functional testing of each Desktop Computer, including, as applicable:

- Power-on and boot test
- RAM and storage functionality
- Display functionality
- Keyboard and mouse
- USB and other available ports
- LAN/Wi-Fi connectivity, if applicable
- Audio
- Printer/peripheral connectivity
- Operating System functionality
- Required application software
- Overall system performance and stability

The Desktop Computers shall be handed over to the Buyer only after satisfactory testing and confirmation that the systems are operational.

6. Estimated Cost

Since the exact nature of the faults and defective components is presently unknown, the following amount is proposed as a **provisional estimated budget**:

Particular	Qty.	Approx. Amount
Diagnosis, servicing and repair of desktop computers	4 Nos.	₹1,500
Provision for replacement of required parts	4 Nos.	₹7,000
Estimated Sub-Total		₹8,500
GST @ 18% (indicative)		₹1,530
Approx. Total Estimated Cost		₹10,030

Rounded estimated amount: ₹10,000/- (Rupees Ten Thousand only), inclusive of applicable GST.

Note: The final repair cost may be lower or higher depending upon the faults detected and the components actually required to be replaced.

The above amount is only a **provisional/budgetary estimate**, as the exact faults and components requiring replacement are presently unknown.

The service provider shall first diagnose the computers and identify the defective components. Replacement of major/high-value components such as motherboard, processor, RAM, SSD/HDD, SMPS, graphics card, Keyboard, mouse, monitor power adapter or other major parts, if required, shall be undertaken only with the approval of the competent authority and against the applicable GeM terms and conditions.

The final expenditure shall be restricted to the **actual work and components required**, subject to the approved bid value and applicable GeM provisions.

7. Warranty on Repair and Replaced Parts

The bidder shall provide a **minimum warranty of 06 months** from the date of successful completion/acceptance of the repair work on the repair services and replaced spare parts.

During the warranty period, any failure attributable to the repair work or replaced component shall be rectified by the bidder **without additional cost to the Buyer**, subject to the terms of the contract.

For replaced components, the bidder shall provide the applicable manufacturer's warranty documents, if any, wherever available.

8. Completion and Handover

The bidder shall:

- Complete the repair work **within 10 days** from the date of receipt/handing over of the Desktop Computers/work order.
- Return all 04 Desktop Computers in fully functional condition.
- Submit a repair/service report for each Desktop Computer indicating:
 - Identification/asset number, if available
 - Fault observed
 - Work carried out
 - Spare parts replaced
 - Details/specification of replaced parts
 - Testing performed
 - Warranty details
 - Date of completion

9. All-Inclusive Price

The bidder's quoted price shall be comprehensive and all-inclusive (includes GST) for the complete repair and restoration of the 04 Desktop Computers.

The quoted amount shall include, as applicable:

- Inspection and diagnosis
- Labour/service charges
- Dismantling and reassembly
- Repair charges
- Replacement of defective spare parts/components
- Consumables
- Installation/reinstallation of existing OS
- Installation/configuration of pre-existing software
- Drivers and system configuration
- Testing and commissioning
- Transportation/logistics, if applicable
- **GST**
- Any other incidental expenses necessary to make the Desktop Computers fully functional.

No additional payment shall be made for any component, consumable, labour or service that is reasonably necessary to complete the repair and restore the Desktop Computer to working condition, unless specifically approved by the Buyer under the terms of the contract.

10. Exclusions / Special Conditions

- Any replacement of a component shall be subject to compatibility with the existing system.
- Any major upgrade beyond restoration of the existing functionality shall require prior approval of the Buyer.
- New software licences shall not be included unless specifically mentioned in the bid.
- The bidder shall use genuine/OEM or equivalent-quality compatible spare parts, as specified by the Buyer.
- All replaced defective parts shall be handed over to the Buyer on replacement.
- The bidder shall maintain confidentiality of all information/data accessed during the repair process.