

**NOTICE FOR EMPANELMENT OF PARTY FOR REPAIR/MAINTENANCE OF
Computers, Printers, Related Hardware And Network Complaints.**

PSIEC invites sealed offers for empanelment from reputed parties for
REPAIR / MAINTENANCE

of

“Computers, Printers, related Hardware and Network Complaints”

The detailed Terms and Conditions for getting empanelled with PSIEC visit our official website
<https://psiec.punjab.gov.in/notices.php>. The last date for submission of offers is 22.04.2022
(Friday) till 5:00 pm.

Note: Corrigendum if any, will be uploaded on website i.e. <https://psiec.punjab.gov.in> only.



PUNJAB SMALL INDUSTRIES & EXPORT CORPORATION LTD.,

(A State Government Undertaking)

Udyog Bhawan, 18-Himalaya Marg, Sector-17 A, Chandigarh

Phones: 0172-2702301-05, Fax- 91-0172-2702039

Email: info-psiec@punjab.gov.in

A handwritten signature in black ink is located in the bottom right corner of the page. The signature is stylized and appears to be the initials of an official. Below the signature is a horizontal line.

PUNJAB SMALL INDUSTRIES & EXPORT CORPORATION LTD, CHD.

(A State Government Undertaking)

(An ISO 9001 Company)

Regd Office: Udyog Bhawan, 18-Himalaya Marg, Sector-17 A, Chandigarh

Phones: 0172-2702301-05

E-Mail: info-psiec@punjab.gov.in

Terms and Conditions:-

1. Empanelment of your party initially will be valid for one year from date of issue of this letter, which may be extended later depending upon the quality of services provided by them.
2. Technician should be made available in the turnaround of time of 30-45 minutes in office.
3. Technician should be capable to solve all types of complaints related to Repair/ Maintenance of computers, printers related hardware and network complaints.
4. Party should have sufficient no of technicians for providing service in case one technician is absent the other may be deputed at his place.
5. PSIEC shall reserve the right to de-panel the party in case service provided by the party is not satisfactory.
6. Payment will be on monthly basis according to the number of complaints solved by the technician.

Form to Provide Rate List of Various Repairing Job

List of Various Repair Job Related to Computer

S.No	Detail of Job	Rate of Repair	Rate of Replacement
1.	OS Reloading		
2.	Driver/License Installation		
3.	Hard Disk Recovery		
4.	Motherboard Problem		
5.	Hardware Problem		

List of Various Repair Job Related to Laser Printer

S.No	Detail of Job	Rate of Repair	Rate of Replacement
1.	Sleeve/Roller Problem		
2.	Internal Scanner Problem		
3.	Paper Roller/Paper Pad Problem		
4.	Service		
5.	Fuser/Card Problem		
6.	Miscellaneous		

List of Various Repair Job Related to Multifunctional/ Color Printer

S.No	Detail of Job	Rate of Repair	Rate of Replacement
1.	Sleeve/Roller Problem		
2.	Internal/External Scanner Problem		
3.	Paper Roller/Paper Pad Problem		
4.	Service		
5.	Fuser/Card Problem		
6.	Head Problem		
7.	Miscellaneous		

List of Various Repair Job Related to Network

S.No	Detail of Job	Rate of Repair	Rate of Replacement
1.	Installation of LAN		
2.	Problem of Network Ports		
3.	Miscellaneous		

TERMS & CONDITIONS

for

Empanelment of a new party for Repair/Maintenance of Computers, Printers and Network related complaints

at

**Punjab Small Industries & Export Corporation Ltd.
18, HIMALYA MARG, UDYOG BHAWAN, SECTOR 17A,
CHANDIGARH-160017**

Empanelment of new party for Repair/Maintenance of Computers, Printers and network related complaints

The objective of PSIEC is to empanel one party for repair/maintenance of Computers, Printers & related hardware, software and network related complaints on call basis for about 160 computer systems and related hardware items installed at PSIEC, Head Office, Chandigarh with following Type of Complaints and Terms and Conditions:

Type of Complaints:

The type of complaints have been defined for which rates will be called

- a) Installation of Operating system with all Drivers & softwares.
- b) Diagnose Computer System and rectify the problem.(if system is not working properly)
- c) Installation of new software, antivirus etc.
- d) Repair of Printer.
- e) Network complaints i.e. Internet not working, Configuring router, wiring and connections of internet wires.
- f) Any other miscellaneous complaint.

Terms and Conditions for empanelment of new party for repair/maintenance of Computers, Printers & hardware and Network related complaints:

1. Applicant Party should have a quality service profile in market. party has to submit a Certificate in this regard.
2. Only local parties (Chandigarh, Mohali and Panchkula) will be preferred.
3. Party has to submit their local address proof.
4. Party should have valid PAN, GST numbers, self attested copies of same have to be submitted.
5. Technician should be made available in the turnaround time of 30-45 minutes in office.

6. Technician should be capable to solve all types of hardware and software complaints related to repair/maintenance of desktop, laser printers, networking complaints and other hardware and parts.
7. Rates of complaints to be solved by the technician should be provided by the party according to the type of complaints given above inclusive of GST. Party quoted lowest rates will be given preference.
8. Party should have sufficient number of technicians for providing service in case one technician is absent the other may be deputed at his place.
9. Party should have minimum 3 years experience in dealing with Govt. and Corporate offices.
10. Each party has to submit 2 copies of the order of last three years service with Govt. and Corporate offices.
11. Each party has to submit a declaration that party has not been blacklisted by any office.
12. Last date of submission of sealed offers will be 15 days from publication of advertisement.

Note:-

1. Sealed quotes have to submitted in the Name of Managing Director Punjab Small Industries & Export Corporation Ltd.
2. Empanelment of party initially will be valid for one year only which may be extended later depending upon the quality of service provided by them.
3. PSIEC shall reserve the right to de-panel the party in case of service provided by the party is not satisfactory.
4. Payment of party will be monthly basis according to the number of complaints solved by the Technician.