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NO.AG/A&E/IS/AMC/11-15/16-17/VOL-II/125

Dated: 16-03-2020


TENDER NOTICE

This office would like to engage reputed firms for AMC of I.T items for the following periods.

Sl. No	Description of IT Items	AMC Period
1.	30 (thirty) Nos. of Core 2 duo desktop computers	01-04-2020 to 31-03-2021
2.	05 (five) Nos. of i5 desktop computers	01-04-2020 to 31-03-2021
3.	02 (two) Nos. of i3 desktop computers	01-04-2020 to 31-03-2021
4.	02 (two) Nos. of i3 laptop computers	01-04-2020 to 31-03-2021
5.	02 (two) Nos. of HP Quad Core rack servers	01-04-2020 to 31-03-2021
6.	05 (five) Nos. of XEON3 servers	01-04-2020 to 31-03-2021
7.	01 (one) 10KVA UPS	01-04-2020 to 31-03-2021
8.	02 (two) 10KVA UPS	01-04-2020 to 31-03-2021
9.	03 (three) Nos. of Line printer	01-04-2020 to 31-03-2021

Interested firms having good technical knowledge/experience on Rack/Xenon Tower Servers with valid BIN and TIN numbers may submit sealed quotations with short write up of firm's/company profile to the undersign on or before 01-04-2020, 4 PM. For Terms & conditions of AMC, please contact this office.

The sealed quotations will be opened on 02-04-2020 at 11 AM.


Sr. Accounts Officer
Information Cell(A&E)

Copy to:

1. The Sr. Accounts Officer, Administration (A&E), with a request to publish the above notice in local dailies.
2. Notice Board
3. Office Website

Sr. Accounts Officer
Information Cell(A&E)



Annexure A

Terms and Conditions of Annual Maintenance Contract

1. AMC rate will be percent of total purchase cost and shall be for 12 months commencing from 1st April 2020 to 31th March 2021.
2. The payment shall be divided into four quarters in equal proportions and will be released on completion of every quarter.
3. The response time shall be 24 hours from the reporting time. Any documents required as per Government regulations for the visit of Service Engineers of the firm to the premises of the office shall be arranged by the firm.
4. Maintenance Service shall be **comprehensive** and **ONSITE** in nature which shall include preventive and corrective maintenance of the IT assets.
5. In the event the firm does not attend to the service calls of the office within the stipulated time, the office reserves the right to get the items/parts repaired/replaced through other firms or individuals, the expenditure incurred thereby shall be recovered from any payments due to the firm.
6. The internals of PCs/monitors/keyboards/mouse shall be cleaned and checked thoroughly twice in a quarter.
7. If at all, any IT asset or its part shall require to be moved out of this office premises for rectification of any complaint, then written permission is to be sought from DAG (A&E), specifying the details of the items to be taken out of office and reasons thereof. Safety & security as well as the transportation of IT assets to the firm's premises and vice versa shall be at the risk and cost of the firm.
8. Site condition of each and every users' locations along with IT assets shall be thoroughly checked periodically and a report thereon shall be submitted monthly. The report shall contain defects in electrification/earthings, if any noticed, in any of the user's location. The cost of repair/replacement of IT assets damaged due to electrical problem including earth leakage shall be borne by the contractor only, if the site condition of the particular IT Asset(s) is **not commented** in the monthly site-condition report.



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9. Defective parts (minor hardware parts) shall be replaced by **new parts** of the same model & make and the cost of replacement shall be borne by the firm. In the event of such new part not being compatible with the existing part, such existing part shall also be replaced with the new original part. Any major hardware parts which are beyond repair shall be procured by the office for which installation should be done by the firm.
10. The Service engineers deputed for maintenance of the system shall have good knowledge of all computer hardware specifications, operating systems and application software used in the Server and Desktop computers and also should have good skill in Client-Server Configuration of Windows 2012 Server.
11. In the event an IT item could not be repaired/replaced within 48 hours, a backup of the IT item shall be provided until the item is repaired/replaced.
12. In the course of servicing a computer, if the hard-disk is to be formatted, the service engineer should obtain prior permission from IS cell in-charge and backup the data to another compatible device before formatting.
13. All Service calls shall be attended during working days and working hours of the office only, unless special permission has been sought and granted by the Dy. Accountant General (A&E).
14. Income Tax Exemption Certificate may be furnished; otherwise 10% of the Gross Amount of the bill will be deducted as Income Tax.
15. The Deposit at call (D.A.C) for Rs 500/- in favour of Principal Accountant General (A&E), Nagaland, Kohima duly acceptable by SBI, Lerie Branch, Kohima is to be submitted along with the tender. Selected tenderer, will have to furnish a security deposit of Rs 10,000/- in the form of D.A.C valid up to 31st March` 2021 in favour of Principal Accountant General (A&E), Nagaland, Kohima which will be refunded on successful completion of the AMC issued from this office and State Tax Clearance for the year 2020-21.

Authorized Signature of the Firm:


Name of the Firm:

Address:

Contact Number:

Email:

Seal:


Senior Accounts Officer
(Information Cell)

Office of the Pr. Accountant General (A&E) Nagaland, Kohima

Signature:

Signature: