



स्पीड पोस्ट द्वारा / BY SPEED POST.

Enquiry No. **4(AMC)/67/16 – 17/PUR/T – 31.**

Date: **19.08.2016.**

Note: Please send your quotation in sealed cover on or before **07.09.2016** till **02.30 PM** which will be opened on **07.09.2016** at **03.00 PM.**

To,

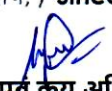
Dear Sirs,

Kindly arrange to send your offer in a SEALED COVER under **Single bid system with EMD of ₹ 25,000.00 in the form of BG/DD/TDR/FDR in favor of DIRECTOR, CSIR-NEIST, Jorhat** quoting this office file reference super-scribe on the envelope within due-date to the terms & conditions overleaf:

<b>Comprehensive Annual Maintenance Contract of Computers and its peripherals:</b>							
<b>List of Desktop / Laptop / Printer / Scanner and its peripherals</b>							
Sl. No.	Machine Type					Quantity	
1.	Desktop					260 Nos.	
	A.	P - 4	77 Nos.	B.	P - 4 HT		28 Nos.
	C.	Pentium D	40 Nos.	D.	Core 2 Due		100 Nos.
	E.	Core i - 3	12 Nos.	F.	Assembled (Athlon)		1 Nos.
	G.	Duel Core	2 Nos.				
2.	Laptop					29 Nos.	
3.	Printer					330 Nos.	
	A.	LaserJet Colour	8 Nos.	B.	Printer – LaserJet (5000/5100 etc.)		2 Nos.
	C.	Printer – LaserJet All in one series	7 Nos.	D.	Printer – LaserJet (HP 1007/1566/ Samsung 1710 etc.)		267 Nos.
	E.	Printer – HP 1000 / 1200 / Canon f200 etc.	43 Nos.	F.	Printer – Deskjet All in one		3 Nos.
	4.	Scanner					58 Nos.
<b>Note:</b>							
1. EMD of ₹ 25,000.00 in the form of DD / BG valid for at least three (03) month to be submitted along with the offer / quotation. Offer / quotation not accompanied by EMD will summarily be rejected. The EMDs will be returned within a week after the contract is awarded to the successful bidder.							
2. Any firm / company black listed debarred from participation in any tender enquiry in any CSIR labs or any Government of India institution will not be entertained.							
3. The decision of the Director, CSIR – NEIST after awarding the contract will be final and no communications / enquiries later will be entertained.							
4. You are requested to go through the details terms and conditions and instructions mentioned in the enclosed sheets and submit your best offer by the date and time mentioned above.							
5. The rates of AMC must be provided unit wise separately for each type of item. However the overall total on the basis of the above given number of items will be considered for deriving L1.							
6. The documents provided in support of bid should be proper as these may be checked / verified with the issuing authority.							
7. The above number of items are indicative. This may increase / decrease at the time of award of contract/ contract period.							
8. Please provide your Service Tax Registration Certificate. Please note that the Service Tax will be deducted and deposited at our end that will be re – imbursement to you after submitting documentary proof for deposit of service tax by you.							

आपको धन्यवाद, / Thanking you,

भवदीय, / Sincerely,

  
भंडार एवं क्रय अधिकारी  
Stores & Purchase Officer  
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## **TERMS AND CONDITIONS OF Comprehensive Annual Maintenance Contract**

### **The general scope of work includes:**

The period of Contract will be One (01) Year. This may be extended for another period on the discretion of the Competent Authority.

The maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/reformatting of software / discs with Windows XP onward including common utility software like MS Office, Web Browsers etc.

### **Scope of work of AMC also includes: -**

- Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems by the Contractor. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the contractor must replace it immediately with a new original part.
- Maintenance includes replacement of each and every malfunctioning part of Computer, printers and related items like Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except consumables are under this AMC by the Contractor.
- All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
- The Contractor should keep adequate stock of frequently used spares/parts on-site to maintain minimum breakdown time.

### **Terms and Conditions: -**

1. The Contractor shall depute minimum 2(two) well-qualified personnel who can maintain the equipment properly. The personnel should have minimum three year diploma or better qualification in Computer hardware/software and related field.

Out of Two personnel, at least one (01) person should have at least 2(two) years of experience and should be specialist in repairing and maintaining Laser, Inkjet Printer, multifunction and scanner. The personnel shall be required to report on all working days and on holidays as and when required. The personnel will sign the attendance register everyday with timing.

2. All the personnel deployed by the contractor shall work under control of HOD, ICT Division, CSIR-NEIST, Jorhat.
3. The personnel shall submit complaint sheets for each complaint attended by them to the HOD, ICT Division. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The personnel are also required to get the complaint sheets signed by the respective end users after necessary rectification.

A Record Note Book should be maintained by the contractor/service personnel for the work being carried out and this must be endorsed by the designated authority each time when the work is completed/call is attended.

4. The contractor would carry out preventive maintenance of each machine once in every 3 (three) months, in order to forestall any major failure of the same and report should be submitted to the HOD, ICT Division. This preventive maintenance will include the following :-
  - A. Check up of supply voltage & earthing, Cleaning of Drives by kits, Removal of Dust etc.
  - B. Cleaning of Printer Head using printer head solution.
  - C. Replacement of all the screws (securing of all screws in original position after each repair).
  - D. Updating of general softwares, OS, Antivirus and Drivers etc.
5. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the CSIR-NEIST, it is mandatory to have a valid gate pass for such equipment and making proper entries with HOD, ICT Division and at Security office. The equipment taken out for service should be returned within 15-days.
6. Stand-by arrangement to be made in case the equipment is to be taken to outside workshop for repairs.
7. The contractor will upkeep and maintain the hardware installed in the institute. Contractor must also maintain the required drivers for maintaining the equipments.
8. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may reinstate or replace the malfunctioning /non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration.
9. The vendor shall ensure the following service norms:
  - A. Service Availability Timings: 08:30 hours to 18:00 hours (Monday to Friday) And On Saturdays, Sundays & Holidays – as and when required (The contractor must ensure the compliance of Govt. Rules & Regulations).

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**B. On-site response Time : 1 Hour**

10. In addition to above any other maintenance work to be undertaken related to the Computers/peripherals as and when required.
11. The Contractor shall ensure that the personnel are present timely and possess valid ID cards on all working days including Saturdays/Sundays (if required). In case of personnel going on leave, alternate arrangements should be made well in advance and prior permission of HOD, ICT Div. In such case, the temporary alternate arrangement should be made available. In this case, personnel with same desired qualification should be provided. In case of any emergency, the personnel will be required to be deployed on holidays too.
12. In no case, the service personnel should be changed. However, in special cases this may be spared in consultation with CSIR - NEIST.
13. If the service personnel is found to be incompetent, he should be immediately replaced.
14. The service personnel are not allowed to attend any personal calls during their working hours. Any service call to attend a system is not covered under AMC should be made only after approval of competent authority. The service personnel is also required to comply with all other general instructions which may be issued by CSIR-NEIST from time-to-time.
15. The service personnel to be deployed by the contractor will be assessed by CSIR - NEIST, prior to engagement.
16. **Director, CSIR-NEIST**, Jorhat, Assam shall be the sole arbitrator in case of any dispute relating to this contract.
17. **Director, CSIR-NEIST**, Jorhat, Assam reserves the right to cancel, curtail or extend the AMC contract at any time without assigning any reason thereof.

  
भंडार एवं क्रय अधिकारी  
Stores & Purchase Officer