

सीएसआईआर – उत्तर पूर्व विज्ञान एवं प्रौद्योगिकी संस्थान
CSIR – NORTH-EAST INSTITUTE OF SCIENCE AND TECHNOLOGY
(Council of Scientific & Industrial Research)
जोरहाट: JORHAT: असम: ASSAM



File Enquiry No. 4 (AMC)/26/14 – 15/PUR/T – 68;

Date: 04.03.2015

Note: Please send your quotation in sealed cover on or before 24.03.2015 till 02:30 PM which will be opened on 24.03.2015 at 03:00 PM.

To,

Dear Sirs,

Kindly arrange to send your offer in a SEALED COVER with EMD of ₹ 30,000.00 immediately quoting this office file reference to the terms & conditions overleaf:

Annual Maintenance Contract of Computers and its peripherals:			
List of Computers / Laptops and its peripherals			
Sl. No.	Machine Type		Quantity (Nos.)
1.	P – 1		1 No.
2.	P – 2		1 No.
3.	P – 3		9 Nos.
4.	P – 4		77 Nos.
5.	P – 4 HT		28 Nos.
6.	Pentium D		40 Nos.
7.	Core 2 Duo		100 Nos.
8.	Core i-3		12 Nos.
9.	Assembled (Athlon)		1 No.
10.	Dual Core		2 Nos.
11.	LaserJet Colour	8 Nos.	284 Nos.
	Printer - LaserJet (5000/5100 etc)	2 Nos.	
	Printer - LaserJet All in One Series	7 Nos.	
	Printer - LaserJet (HP 1007/1566/ Samsung 1710 / Konika Minolta etc)	267 Nos.	
12.	Printer - HP 1000/1200/ Canon 1200 etc	43 Nos.	46 Nos.
	Printer - DeskJet All in One	3 Nos.	
13.	DMP (Dot Matrix Printer)		3 Nos.
14.	Scanner		58 Nos.
15.	Laptop		29 Nos.
Total			691 Nos.
Note: 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 और क्रय अधिकारी
Stores & Purchase Officer

Terms and Conditions:

- EMD of ₹ 30,000.00 in the form of DD / BG valid for atleast 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.
- 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.

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TERMS AND CONDITIONS OF AMC OF COMPUTER & ITS PERIPHERALS

Scope of AMC:

(From April 2015 to March 2016)

1. The Annual Maintenance Contract is for the period of one year from the date of award letter but may be extended for a further period of one year from the date of expiry of initial award.
2. AMC of computer includes all parts of Computers/ Laptops and its peripherals like Printers, Scanners, CD Writers, etc, installed at NEIST, Jorhat.

Maintenance charges under the AMC shall not include the cost of consumables and supply items such as ribbons, media like cartridges, printer bands, floppy diskettes, CD/ DVDs, print heads of dot-matrix printer, computer stationery.

However, in case of Laser Printers, the maintenance charges under the AMC shall include all parts including Fuser Assemblies, Fuser Units and Teflon sheets. However, the cost of Toner cartridge of Laser Printer will not be included in the AMC.

3. The list of computers, Laptops, printers etc. is attached. The institute reserves the right to increase or decrease quantities at any time. Accordingly the charges will increase/ decrease prorata wise as per the unit price given in the contract for each item.

(Service Provider has to submit rates item-wise. However the contract will be awarded to the overall lowest basis meeting all our requirements).

4. It shall be the responsibility of the firm entering the contract to not only make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the Institute in working condition on expiry of the contract.
5. The AMC provider has to submit the copies of PAN, TIN/TAN/GST/CST and State ST allotted by the State Sales Tax Department for works contract etc whichever is applicable.
6. The firm will be responsible for taking backup of data, programs and applications available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programs and applications after removing the fault. In case of data loss, the firm shall be liable for paying such damages as shall be incurred by CSIR-NEIST in recovering the data.

7. Preventive Maintenance (PM) should be *done quarterly* on all machines under AMC and report should be submitted to Coordinator of AMC.

PM includes the following activities:-

- Check up for incoming 230V AC and earthing
 - Cleaning of drives by kits
 - Removal of dust
 - Cleaning of printer head using printer head solution
 - Replacement of all the screws (securing of all screws in original position after each repair).
8. The Maintenance contract also includes removal of virus. Software patch updation, HDD Crash Recovery, Software Support/ Troubleshooting to keep the System fully operational.
9. Spares: The Service Engineers should make all arrangement to keep adequate spares at NEIST. All parts for carrying out the AMC shall be procured from a Master Parts Reseller. In order to cross check this, the institute may ask the short-listed bidder to provide copy of invoice to ensure that only genuine spare parts are being procured from Master Parts Reseller and not from grey marketed.
10. Stock of mandatory software: All the required Driver Software's should be available with the Service Engineers.
11. Temporary arrangement: - The AMC Provider will temporarily replace the defective computer and peripherals with equivalent standard items in case the defective items cannot be repaired immediately at site and require to be taken to their workshop inside NEIST or outside NEIST. In such case, replacement of printer needs to be supplied with ribbons, cartridges, toners etc.
- Up gradation of any system if required, the user has to take permission from Competent Authority (CA) with proper justification. The AMC contractor may upgrade the system (such as RAM, Hard Disk, etc.) or any add-on items if the prior permission of CA is obtained. In such case, the Agency shall provide original make genuine parts / components and produce the cash memos/ documents in proof of providing genuine components to upgrade, on demand. The quotation may be submitted along with price list for spares. The bill may be submitted along with the AMC bill.
12. Attendance of breakdown calls: The Service Engineers should attend the breakdown calls immediately. Service Engineers would be required to rectify the defects within 6 hours from the time of report in the office or time of receipt of complaint whichever is later. Any items which are not serviceable at NEIST and are to be serviced outside NEIST, requires prior approval of Director. Standby should be provided from the spare available with him. The materials taken out for service should be returned within a week.

13. Deployment of Service Engineer: Minimum two Service Engineers having expertise to cover all software and hardware problems should be stationed at NEIST from 8.30 A.M. to 05.30 P.M. on all working days and 10.00 A.M. to 04.00 P.M. on Saturdays. They should report to the coordinator, AMC of Computers Monday to Saturday. The Service Engineers should not be changed except in special cases and in such cases it should be done in consultation with NEIST. If the Service Engineer is found to be incompetent and NEIST notifies it, he should be immediately replaced.

14. Mode of operation:

- a) Reporting Officer/Coordinator: Head, PPM Division, NEIST, Jorhat.
 - b) A record notebook should be maintained at the Reporting Officer and all calls should be entered there. After attending the call, the Service Engineer should update the record book.
 - c) Instruction to Service Engineers: The Service Engineers are not allowed to attend any personal calls made by NEIST staff. Any service call to attend a system which is not covered under AMC should be made only after approval of Competent Authority. The service Engineer is also required to comply with all other general instructions which may be issued by CSIR-NEIST from time to time.
 - d) Penalty: If any system is not repaired / serviced within the time period stipulated in clause no 12, the unit price of the item will be deducted from the AMC amount. Moreover, if defect is not rectified within one month it should be replaced by an equal configuration/ make and the contractor may retain the unserviced component.
 - e) Payment: Payment will be made on quarterly basis on submission of quarterly bill duly certified by Co-ordinator after rendering satisfactory services for each quarter. The bill submitted by the firm for quarterly payment must bear PAN and TIN/TAN/GST/CST Registration number and also State ST allotted by the State Sales Tax Department for works contract.
 - f) A room will be provided to the service provider for their day to day maintenance work. At the end of the contract the party has to leave the room in proper condition, without keeping any unserviceable spares, scrap materials, etc in the room.
 - g) Notice period for termination of contract shall be 1(one) month by either party. However in this case, the contractor shall continue the service on the same terms until a new contractor is in place. In case of unwillingness of the contractor to do so, CSIR - NEIST reserves the right to execute the required services departmentally or through other sources, but at the risk and cost of the said contractor.
 - h) The AMC provider has to submit copies of the testimonials from the organizations, where they have rendered services.
15. Immediately on award of the contract, the contractor would give a report taking over all equipment.
16. Director, CSIR-NEIST, Jorhat, Assam shall be the sole arbitrator in case of any dispute relating to this contract.

आपको धन्यवाद, / Thanking you,

भवदीय, / Sincerely,

भंडार और क्रय अधिकारी

Stores & Purchase Officer

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