



**COMMISSIONER OF CUSTOMS (PREVENTIVE)
NORTH EASTERN REGION
SHILLONG**

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C. No: I(7)8/Adm/Comp.& Trg/SH/08

Dated:

To

Sub :- Quotations/Estimate for Annual Maintenance Contract of Personal Computer systems (Hardware & Software) & Printers for a period of One year- reg.

This office is desirous of entering into AMC for Hardware & Software Maintenance of Personal Computers & Printers as listed in **Annexure 'A' & Annexure 'B'** for the period of one year i.e. from **the date of signing agreement.**

Scope & Service :-

Following services are to be provided under the contract to keep the systems in good working condition.

1. **Scheduled preventive** maintenance at least once in a month, to be done at place of installation.
2. **Unscheduled**, or on call corrective and remedial services to set right the malfunctions of the systems which include replacement of unserviceable parts. The parts replaced will either be new or equivalent / higher in performance / capacity.

Whether a defective item of components is to be replaced or repaired shall be at the sole discretion of the agency. In case of replacement of a part, defective part removed from the system will become the property of the agency.

Terms & conditions: -

3. System maintenance charges shall not include the cost of consumable and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy disks, computer stationery and toner cartridges.
4. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
5. Payment will be released on half yearly basis and on completion of six months quarter, subject to satisfactory services provided by the party during the quarter.
6. At each location, record will be kept about machine failure including nature of failure, date, 6 hour of booking etc. The party's service engineer will sign this record.
7. If party fails to perform any of its obligations as per provisions then penalty per-day at the following rate will be imposed.

(a) Desktop Computer	: Rs. 100/-
(b) Printer	: Rs. 50/-
(c) Software	: Rs. 25/-

For the purpose of downtime calculation maximum permissible time for repair shall be 1 (one) day.

10. Successful tenderer shall inspect all equipments and satisfy themselves that it is in proper working condition before taking charge of them from the current vendor whose AMC expires on 19.11.2016.
11. No machine/parts shall be removed from the office premises without proper gate pass to be issued by In-charge (Computers). In all cases where the machines are taken to the vendor's workshop for repairs, the cost of to-and-fro transportation and other incidental expenses shall be borne by the vendor.
12. Department has the right to terminate the AMC if the Services are not satisfactory by giving one-month notice.
13. In case of any disputes the decision of Commissioner of Customs (Preventive) Shillong will be final and binding.
14. Successful bidder will have to deposit 5% to 10% of the Bid amount as Demand Draft in favour of the Commissioner of Customs (P) NER, Shillong as Performance Security.

The sealed quotation addressed to the undersigned, marked clearly on top "TENDER FOR AMC of Computers & Printers" may be dropped in the "TENDER BOX" of the office on or before 14/12/2016 positively.

(I.R. Kharkongor)
Deputy Commissioner

C. No: I(7)8/Adm/Comp.& Trg/SH/08/ 14891(A)

Dated: 23 NOV 2016

Copy to:

1. _____
2. Notice Board.
3. Guard File.


23/11/16

(I.R. Kharkongor)
Deputy Commissioner

o/c

(ANNEXURE - 'A')

Sl. No	Description	Nos of PC's Installed
1	HP-Pro, Core i-3, Ram-4GB, Hard Disk – 500 GB	11
2	Acer-Veriton, Core i-3, Ram-4GB, Hard Disk – 500 GB	1
3	HP-Compaq Pro, 6300 MT Core i-3, Ram-2GB, Hard Disk – 500 GB	10
4	HCL-Pentium Dual Core Ram-2GB, Hard Disk – 500 GB	8
5	Acer-Veriton M200-H81, Core i-3, Ram-4GB, Hard Disk – 500 GB	5
6	HCL Intel Celerion, Ram-1GB, Hard Disk – 150 GB	1
7	Acer (All-in-one) Pegatron, Core i-3, Ram-4GB, Hard Disk – 500 GB	11
8	HP-Pro Desk, Core i-3, Ram-4GB, Hard Disk – 500 GB	8
9	Infinite Pro (HCL), Intel Celeron, Ram-1GB, Hard Disk – 50 GB	12
10	Compaq Pentium 4, Ram-1GB, Hard Disk – 160 GB	1
11	Wipro Pentium4, Ram-1GB, Hard Disk – 80 GB	2
12	HCL Core i-5, Ram-2GB, Hard Disk – 300 GB	1
13	HP EliteDesk 800SFF Core i7, Ram-4GB, Hard Disk – 500 GB	1
	Total	72

(ANNEXURE - 'B')

Sl. No	Description	Nos of Printers Installed
1	OfficeJet 6830	1
2	HP Desk Jet 920C/930C/948C	2
3	Samsung ML-2161	4
4	Samsung ML-1750	1
5	HP Laser Jet P3005 dn	4
6	HP LaserJet P1007	5
7	Canon ImageClass MF-3010	6
8	HP LaserJet P1108	9
9	HP LaserJet 1160	4
10	HP LaserJet 1005 Series	1
11	HP LaserJet 1010/1020	2
12	Canon Image Class LBP6230dn	1
13	HP DeskJet Ink Advantage 2646	1
14	HP DeskJet Ink Advantage 1515	2
15	HP DeskJet Ink Advantage 5525	1
16	HP DeskJet Ink Advantage 2645	1
17	HP Colour LaserJet Pro MFP M176n	1
18	Canon Super G3-Canon Fx9	1
Total		47