



COMMISSIONER OF CUSTOMS (PREVENTIVE)
NORTH EASTERN REGION
SHILLONG

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C. No: I(7)5/Adm/Comp& Trg/SH/08 /

Dated:

To

**Sub :- Quotations/Estimate for Annual Maintenance Contract of
Computer Server & Facility Management Service (Provision for
Half day Service Engineer) for a period of One year- reg.**

This office is desirous of entering into AMC for Computer Server & Facility Management Service (FMS) as listed in Annexure 'A' for the period of one year i.e. from **the date 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: -

1. 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 ,fuser assembly and toner cartridges.
2. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
3. Payment will be released on half yearly basis and on completion of six months , subject to satisfactory services provided by the party during the 1st six months..
4. 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.
5. Successful tenderer shall inspect all equipments and satisfy themselves that it is in proper working condition before taking charge.
6. 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.

7. Department has the right to terminate the AMC if the Services are not satisfactory by giving one-month notice.
8. 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.
9. In case of any disputes the decision of Commissioner of Customs (Preventive) Shillong will be final and binding.
10. Service Engineer under FMS should attend his duty during 2nd half of working days i.e. 1-30 PM to 5-30 PM .
11. In case of urgency, branch in-charge of Computer Cell has authority to ask service Engineer under FMS to attend complaints before the schedule time also.
12. 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 Computer Server & Facility Management Service" may be dropped in the "TENDER BOX" of the office on or before 06.01.2017 positively.

sdf

(I.R. Kharkongor)
Deputy Commissioner

C. No: I(7)5/Adm/Comp.& Trg/SH/08 / 431

Copy to:

1. _____
2. SME
3. Notice Board.
4. Guide File

Dated: 15 DEC 2016

Dh
15/12/16

(I.R. Kharkongor)
Deputy Commissioner

(ANNEXURE - 'A')

Sl. No	Description	Nos of Server /Switch Installed
1	HCL Infiniti GL Series Intel Xenon 2.8 GHzx2, RAM 1 GB ECC ,SCSI HDD (10000 rpm) 72GBx3,Network Adapter : Intel PRO/1000 & Marvell Yukon Gigabit Ethernet ,Sony SDT-9000 SCSI Tape drive, Sony DVD Writer , 15" Color LCD Monitor 1.44 FDD , 2 button optical mouse ,110 keyboard. Software : Windows Server 2003,Microsoft Exchange Server , Symantec Endpoint 11.0 Server edition ,MS Office 2000 (Prof).	01
2	HCL Xeon Server (Rack Server)	01
3	(i) 24 port layer 3 managed switch (ii) 24 port unmanaged switch.	01 01