COMMISSIONER OF CUSTOMS (PREVENTIVE)
NORTH EASTERN REGION
SHILLONG

110 Mahatma Gandhi Road, Shillong – 793001, Meghalaya
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C. No: 1(7)/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.

(I.R. Kharkongor)
Deputy Commissioner

C. No: I(7)S/Adm/Comp.& Trg/SH/08 / 431
Copy to:
1. 
2. SME
3. Notice Board.
4. Guide File

Dated: 15 DEC 2016

(I.R. Kharkongor)
Deputy Commissioner
<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description</th>
<th>Nos of Server /Switch Installed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>HCL Xeon Server (Rack Server)</td>
<td>01</td>
</tr>
<tr>
<td>3</td>
<td>(i) 24 port layer 3 managed switch  (ii) 24 port unmanaged switch.</td>
<td>01 01</td>
</tr>
</tbody>
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