



भारत सरकार
Government of India
वित्त मंत्रालय, राजास्व विभाग

Ministry of Finance, Department of Revenue

सीमा शुल्क आयुक्त (निवारक) का कार्यालय

Office of the Commissioner of Customs (Preventive)

110, महात्मा गांधी रोड, पूर्वोत्तर क्षेत्र, शिलांग-793001, मेघालय
110, Mahatma Gandhi Road, NER, Shillong - 793001, Meghalaya

फोन/Phone: 0364-2222597/2225325/2229005/2210103. फेक्स/Fax: 0364-2223440/2229007
email: cusshg@gmail.com

C.No.I(7)8/ADM/COMP&TRG/SH/2008/

Dated:

To,

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

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

Scope & Services :-

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

1. Scheduled Preventive maintenance of the machine for half-day to be done at the 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. Systems 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.
2. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the systems 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 half-yearly.
4. At each location, record will be kept about machine failure including nature of failure, date, 6 hours of booking etc. The party's service engineer will sign this record.
5. If the party fails to perform any of its obligations as per provisions, the penalty will be imposed at the following rate:-

- (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.

6. 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 11.01.2018.
7. No machine/ parts shall be removed from the office premises without proper gate-pass to be issued by in-charge (Computer Cell). 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.
8. Department has the right to terminate the AMC if the services are not satisfactory by giving one month notice.
9. In case of any disputes, the decision of Commissioner of Customs (Preventive), NER, Shillong will be final and binding.
10. Successful bidder will have to deposit 5% to 10% of the Bid amount as Demand Draft in favour of the Commissioner of Customs (Preventive), NER, Shillong as Performance Security.

The sealed quotation should be addressed to the undersigned, marked clearly on top "Tender for AMC of Computers & Printers" and may be dropped in the "Tender Box" of the office on or before 08.02.2018.


Sd/-
(I.R. Kharkongor)
Deputy Commissioner
(Computer & Training)

C.No.I(7)8/ADM/COMP&TRG/SH/2008/ 272-74 A

Dated 17 JAN 2018

Copy :-

1. Office Notice Board
2. Official Website.
3. Guard File.


(I.R. Kharkongor)
Deputy Commissioner
(Computer & Training)

ANNEXURE – “A”

Sl. No.	Description of PC	Nos. of PCs 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, 6300MT Core i-3, 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	2
7	Acer (AIO) 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 – 500 GB	12
10	Compaq Pentium4, 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 Elite Desk 800SFF, Core i-7, Ram-4GB, Hard Disk – 500 GB	1
14	Lenovo- Intel Core i-3, Ram-4GB, Hard Disk – 1 TB	6
	TOTAL	79

ANNEXURE – “B”

Sl. No.	Description of Printers	Nos. of PCs installed
1	OfficeJet 6830	1
2	HP Desk Jet 920C/ 930C/948C	2
3	Samsung ML - 2161	7
4	Samsung ML - 1750	1
5	HP LaserJet P3005 dn	2
6	HP LaserJet P1007	5
7	HP LaserJet P1108	9
8	HP LaserJet 1160	4
9	HP LaserJet 1005 Series	1
10	HP LaserJet 1010/ 1020	1
11	Canon ImageClass MF-3010	6
12	Canon ImageClass 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
19	Lexmark, MS 312 dn	4
20	PRN HP LJ Pro M706N	1
	TOTAL	52