

**GOVERNMENT OF ASSAM
COMMISSIONERATE OF PANCHAYAT AND RURAL DEVELOPMENT
PANJABARI, GUWAHATI-37.**

**Email: ruralassam@yahoo.co.in
Telephone: 0361-2333645**

No. DRD-1(D)/37/2021/4

Dated:- 09-05-2022

NOTICE INVITING QUOTATION

Sealed quotations are invited from local GST registered firm affixing non-refundable court fee of Rs. 8.25 (Rupees eight and paise twenty five) only for Annual Maintenance Contract (AMC) for Laptops, Desktop Computers with Printers and UPS installed in this Commissionerate office. Details of AMC and other terms & conditions are given in the Annexure -I.

All interested authorized manufacture/agency/supplier are requested to submit their sealed quotations as per Annexure-I separately in a single sealed cover to the undersigned on or before 02.00P.M. of 21/05/2022.

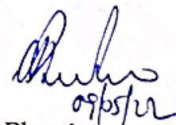
The sealed quotations will be opened on the same day i.e. 21/05/2022 at 03.00 P.M. in the presence of bidder or authorized representative of bidder at office chamber of Joint Commissioner of the office. The Undersigned reserve the right to accept or reject any or all quotation without assigning any reason thereof.

Sd/-Bikram Kairi, IAS
Commissioner,
Panchayat & Rural Development
Assam

Dated: 09-05-2020

Memo. No. DRD-1(D)/37/2021/4 - A
Copy to

1. Smt. Luna Ojha, State IT Officer, MGNREGA of this Commissionerate for uploading the NIQ in our office Website.
2. Office Notice Board.


(C.P. Phookan, ACS)
Joint Commissioner,
Panchayat & Rural Development
Assam

TERMS AND CONDITIONS

1. **LAST DATE & TIME OF RECEIPT OF QUOTATIONS:- 21/05/2022 at 2.00P.M.**
2. **DATE & TIME OF OPENING OF QUOTATIONS :- 21/05/2022 at 3.00P.M.**
3. **PLACE OF SUBMITTING QUOTATIONS :- CP&RD OFFICE, Panjabari.**
4. Description of the items for AMC is given hereunder. Rate must be quoted in Annexure-I figure and words in the prescribed format.

S 1.	Description	Qty	Rate	Amount in Rs.	GST
1	Service & maintenance of Hardware and Software of Laptops, Desktop Computers, Printers, Scanners, UPS ,	15Nos 90Nos 50Nos 03Nos 90Nos			
Total amount					

5. Eligible Criteria

The bidder should have the following qualification for bidding:

- o Bidder should have past experience of providing AMC service during the last 3(three) years.
- o Bidder should have PAN/TAN number, GST registration.
- o Bidder should have experience in dealing with any Government Departments.

6. Contract Period:

- o The contract period shall start from date of issue of work order & acceptance of agreement.
- o The contract is valid for 1(one) year from the date of acceptance.

7. Penalty:

- o In case of any physical damage caused during the service & maintenance of the system (such as Laptop, Desktop Computers, Printer, Scanner, UPS, Computer Peripherals etc.) the party shall replace the damaged part or the system with a function part/ system within 2 Days. Failing to which, a penalty of Rs.100/- per day will be levied for the delay.
8. The bidder should have sufficient staff of service engineer.
 9. Telephonic conversation over any issue should also be given due to consideration.
 10. Advance payment is not permissible under the contract.
 11. Service Engineer should respond to the telephonic calls / complains on 24X7 basis and attend the issue within 24 hours.
 12. The Service Engineer should maintain log Registers for all calls attended/ pending issues/ preventive maintenance records and details of spare replacement.
 13. No component (s)/spare (s) shall be removed without informing the Competent Authority.
 14. The scope of work covers comprehensive on- side maintenance of Laptops, Desktop, UPS, Printer, Scanner etc.

15. The AMC covers the replacement of the faulty parts. Replacement of defective parts shall be done by the Service Integrator at their own cost with original spares or equivalent or higher configuration. Faulty parts removed from the system belong to the Service Integrator.
16. The maintenance of Software component includes maintenance of both System and Application Software. Upgradation of Software, maintenance, error handling, updating anti-virus, configuration with hardware device, configuring with Internet applications etc.
17. A log book shall be maintained in which the Service Integrator shall record all the complaints made and parts taken out from branches/office for repair. The vendor shall submit copy of consolidated complaint reports furnishing the section-wise breakdown calls lodged/attended and its status on quarterly basis.
18. **Data Backup & protection:-**
 - o During the service & maintenance of both Hardware and Software, proper back-up of data should be taken so that loss of data can be avoided.
If the System is required to take out of the office for service & maintenance, the data in the system should be protected so that no un - authorized access to the data takes place.
19. Any violation of terms & conditions may lead to terminations of the contract on notice of 30(thirty) working days.



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