

OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE  
PLOT NO. 67-76/B-1, "SIDDHI SADAN" BUILDING,  
NARAYAN UPADHAYAY MARG,  
BHAVNAGAR – 364 001

**QUOTATION FOR AMC FOR COMPUTERS & PERIPHERALS**

Sealed Quotations are invited from experienced Service Providers having vast experience in the field of repairs & Maintenance of Laptops, Computer Hardware & its Peripherals, maintenance of Anti-virus network and LAN connection for "Non Comprehensive Annual Maintenance Contract" of Computer for the Central Excise, HQ, Bhavnagar for the period of 12 (twelve) months from the date of signing of the contract.

The Annual Maintenance work will comprise maintenance of Personal computers, Printers & its peripherals, LAN connections & maintenance of Anti-virus network at Central Excise, HQ, Bhavnagar.

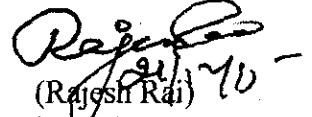
The "terms & conditions" of AMC are enclosed as Annexure-A.

Bidders are requested to submit their Sealed quotations for the AMC to the Administration section, Central Excise, HQ, Bhavnagar.

The Commissioner of Central Excise Commissionerate, Bhavnagar, reserves the right to reject any or all of the quotations without assigning any reasons.

F. No. 1/07-04/2012-13/Adm

Dt:- .12.2015

  
(Rajesh Rai)

Assistant Commissioner (P&V)

Copy To:-

1. Supdt. (Systems), HQ, Bhavnagar, for displaying the said notice on the department's website, Central Public Procurement Portal and also in departmental website.
2. Notice Board

**The terms and Conditions of the Contract:**

1. The rates/Quotation should be quoted on item basis giving the aggregate total. The rates should be inclusive of all taxes.
2. Quotations should be submitted in sealed envelope subscribing "Quotation for AMC of Computers", so as to reach this office by 17:00 hours on 11.01.2016. Quotations received thereafter will be rejected.
3. The department reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found unverifiable during the selection procedure or the AMC period.
4. This office reserves the right to reject any or all the offers received in responses, without assigning any reason thereto.

**Details of the work to be carried out by the contractor:**

1. Maintenance and repair of the software and hardware of all Desktops, Laptops PCs, and printers as and when required.
2. Customization and updation of system, system software including Operating System, and Anti Virus installation as and when required.
3. Maintenance of LAN cables and network connectivity.
4. Preventive maintenance : it means quarterly servicing of the equipments irrespective of whether the equipment has suffered a breakdown or not, and it could include but not be restricted only to :
  - a) Scanning the Hard Drives for removing bad sectors
  - b) Checking and cleaning of the mouse and the keyboard for proper operation
  - c) Checking of the input and output voltage of the UPS and Software support for operating system and for office application (MS Office)
  - d) It could include any action taken to prevent the m/c from breaking down.
5. AMC shall include servicing of all defective parts of systems.
6. The maintenance/repair work should be carried out on site. However, in case of serious defects/breakdown/chip-level-repairing, the defective part/module can be taken out off site with permission of this office. In case, the system cannot be restored within 24 hours of time, the concerned module/accessories are subject to replacement by standby, till the original item gets repaired and restored.

**The statutory and contractual obligation of the Service Provider:**

1. Service Engineer should attend the complaint within half an hour on call basis.
2. Service Engineer should invariably visit this office between 10:00 hours to 13:00 hours on Monday, Wednesday and Friday, exclusively for this office. The Service Provider must have 24 hours working telephone system so that he can telephonically be contacted at short notice.
3. No component(s)/spare(s)/computer(s) shall be removed without informing to competent authority.
4. If the faulty components/computer(s) are not rectified within 24 hours, necessary stand by components/computer(s) shall be provided on the following day for smooth functioning of office work.
5. The Service Engineers should maintain Log Registers of all calls attended/pending issues/preventive maintenance records and details of all replacement of spares.
6. Software support for Operating System and for office applications (MS Office).

7. Payments will be made on quarterly basis only after satisfactory completion of each quarter.
8. The agreement shall be in force for one year and if service is not found satisfactory, it will be liable to be terminated at any time by this office without giving any notice. No compensation will be paid.
9. Sub-contracting of AMC services is not allowed.

**List of Computers, Printers, Laptops & Others:**

Sr. No.	Name of the item	No. of item
1.	Computers	42
2.	Printers	38
3.	Laptops	11
4.	All in One Machine	03
5.	LAN Connection	01
6.	Server	03

  
28/11/15

(Rajesh Rai)  
Assistant Commissioner (P&V)