TO

Sub:- Annual Maintenance Contract for Computer and its Peripherals for the year 2015-16

Sir,

This Institute would like to enter Annual Maintenance Contract with reputed registered firms for the Computers and its peripherals like printers, scanners Lan server, UPS etc.

AMC period should be for a period of One year from the date of issuing the order. Hence, you are requested to, inspect the units installed in different divisions/sections of this Institute and quote your rates. The terms & Conditions for taking up AMC should be as per the enclosed annexure. The details are also available on the NDRI web site. The sealed quotations should reach this office addressed to the Chief Administrative Officer, National Dairy Research Institute, Adugodi Post, Hosur Road, Bangalore- 560030 on or before 20-8-2015. Payment of AMC charges will be made once in quarter after completion of service and submission of Bill. You may please contact Dr. Sivaram, Sr. Scientist & Incharge Computer Cell for further details and any clarifications and to inspect the system available. EMD/performance Security 5% and 10% respectively in case the contract value is exceeds One lakh. Exemption of EMD has to be claimed, certificate in this effect issued from the competent authority should be furnished.

Yours faithfully,

Encl as above

Chief Administrative Officer
Terms and Conditions for AMC of Computers, Printers, Scanners and UPS systems etc., at SRS of NDRI, Bengaluru

1. The firm interested in submitting the quotation for Annual Maintenance Contract (AMC) should provide its complete profile, particularly highlighting their expertise and experiences in the maintenance of computer and its peripherals, software and net work connectivity while submitting the quotations.

2. The AMC shall remain in force for a period one year from the date of commencement of work subject to satisfactory services.

3. The contractor shall depute at least one qualified Resident Engineer with minimum two years of relevant experience and be available in the campus on all working days and hours. Standby personnel will be arranged if the resident engineer is on leave.

4. The AMC will include preventive and corrective maintenance as well as necessary repairs of all faults, defective parts and failures.

5. In case of replacement and up-gradation of parts/components, the Institute will make necessary arrangements to procure the same at its expenses and supply the same to AMC contractor. But the AMC contractor will undertake necessary replacement/up-gradation works at free of cost as part of AMC.

6. AMC will include all hardware items such as mother board, CPU, monitor, picture tube, SMPs, mouse, key board, hard disk, all types of drives, dot matrix printers and their components, ink jet printers and their components, laser printers and their components, scanners and their components, UPS systems and their components.

7. The AMC will include maintenance and up keeping of operating systems and software programs including Windows XP, Windows 7, Widows 8, MS Office, Internet related software such as Google chrome, Internet Explorer, Mozilla Firefox and Antivirus software. The operating system and software associated with printers, scanners and any other peripheral items of computers/Networks/Switches/Boards/ Nodes/Wi-Fi modems are included under the AMC. The AMC will cover reformatting of hard disk and reloading of operating systems as and when required.
8. The firm will provide the basic support for LAN and cable connectivity and internet connectivity.

9. Preventive maintenance service will be undertaken once in thirty days and acknowledgement taken from the concerned user/official. The preventive maintenance will include cleaning of system/driver/printer/lubrication of printer etc.

10. Any complaint will be attended and rectified to within 1 to 4 hours. If the repair takes more than 24 hours stand-by-system will be provided by the AMC contractor.

11. The firm will maintain a log book in NDRI recording the details of complaints and services provided.

12. Any damage to the equipment during shipment for repair has to be rectified/ replaced by the AMC contractor.

13. NDRI reserves the right to terminate the AMC in case the services rendered by the firm are not satisfactory without any prior notice.

14. Payment will be made on quarterly basis.

15. Payment of service tax shall be shown separately in your quotation.

16. EMD/Security deposit (5% & 10%) may be drawn in favour of “ICAR Unit, NDRI Bangalore”.

17. Eligibility Criteria:
   a) The firm should have been in this field i.e. providing AMC services for the last at least 2 years.
   b) The firm should have executed at least 2 AMC contracts of value more than two lakhs each in the last 2 years for Central/State Govt./Autonomous Bodies/PSUs etc.

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