

No. AG (A&E)/ITCT/AMC/2016-17/

20/02/2017

To

Sir,

Subject: Annual Maintenance of Computers, Printers & Other
Peripheral items for the year 2017-18.

Quotations are invited for the Annual Maintenance of Computers, printers and other Hardware items. The hardware items, which are to be covered under Annual Maintenance, are shown in the Annexure 1 to 7. The quotations are requested to be sent for the year 2017-18 (01-April-2017 to 31-March-2018) indicating the rates item-wise. The quotation may be sent in a sealed cover so as to reach the undersigned before 03:00 PM of 10th Mar 2017. (Annexure 1-6 list consisting of all computer hardware items may be collected from office)

TERMS AND CONDITIONS:

1. Scope of Service: Ensuring smooth operation of the Hardware and associated System Software of the Computers, by providing all such services viz., preventive and breakdown maintenance, provision of standby equipments and reloading packages on any other similar hardware after uninstalling from the existing machine. AMC shall include Preventive Maintenance and replacement of all spares of equivalent or above in configuration, free of cost, whenever such a need arises.
2. Rates may be quoted item-wise with details of taxes, if any.
3. For items where AMC period is less than a year, proportionate rates may be quoted.
4. Details regarding the profile of your firm, duly indicating the level of technical, personnel, infrastructure, experience in handling AMC, Client List etc. may be furnished.
5. Any other special/value added services.
6. Terms of payment may clearly be mentioned
7. As the number of PCs to be maintained is quite substantial and the PCs and printers are located in different buildings, if your quote is approved, a minimum of **Two resident Engineers** (one for Annex building and one for Main building) will have to be stationed in this office along with spare parts.

8. All the Computers and Printers must be covered under a comprehensive AMC inclusive of all parts. Only consumables (Toner & Cartridges) in Printers should be excluded.

9. Further on being selected as the AMC vendor a legal agreement has to be entered into with this Office and agreement duly signed submitted to this Office.

10. Further the AMC personnel who has been awarded the contract has to submit 'Performance Security' at 5% of the bid amount in the form of a DD payable to 'PAO IAD' Bangalore, which is returnable to the AMC personnel on successful completion of the contract period.

These are also available on website <http://agkar.cag.gov.in/tender.asp>.

**Sri. CHANDRA MOHAN
Sr.ACCOUNTS OFFICER (OM)
OFFICE OF THE PRINCIPAL
ACCOUNTANT GENERAL (A&E),
KARNATAKA, MAIN BUILDING,
PARK HOUSE ROAD,
BANGALORE – 560 001.**

Yours faithfully,

**(CHANDRA MOHAN)
Sr. ACCOUNTS OFFICER (OM)**

