

NCC DIRECTORATE (KERALA & LAKSHADWEEP)
COTTON HILL BUNGALOW, STATE WING, VAZHUTHACAUD,
SASTHAMANGALAM P.O THIRUVANANTHAPURAM -10

C.No.7269/IT Cell/2019/NCC

Date : 03 Dec 2020

Read 1. G.O(P) No.26/2005/ITD dated 24 Dec 2008.

2. Store Purchase Manual 2013.

**Quotation for Annual Maintenance Contract of Computers, Printers,
UPSs MFDs and Fax Machines**

Office of the NCC Directorate(K&L), Thiruvananthapuram invites quotations in sealed cover for "Annual Maintenance Contract (AMC) for Computers, Printers, UPS, MFDs and Fax Machine installed in this office, for the period 1/2/3 years separately. List of items to be maintained is as follows:-

Sl.No	EQUIPMENTS	NUMBERS
01.	Desktop Computer	26
02.	Printers (Laser Jet & Ink Jet)	10
03.	UPS	26
04.	MFDs	06

1. GENERAL CONDITIONS :

- (a) Interested agencies are requested to submit their quotations in sealed cover duly superscripted "Quotation for AMC of Computers, UPS MFDs & Fax Machine".
- (b) The quotations in sealed cover should be sent to this office addressed to the Addl Director General NCC, Cotton Hill Bungalow, Vazhuthacaud, Sasthamangalam P.O, Thiruvananthapuram -695010.
- (c) The quotations may be sent by post or dropped at quotation box kept at the above office address.
- (d) The quotations in the sealed cover containing the financial and technical bids must reach to this office on or before 28.12.2020 at 1700 hrs. Bids received after the due date/time shall not be entertained.

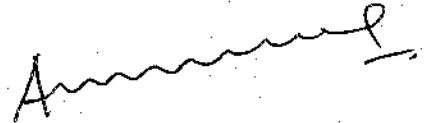
- (e) The received bids of these vendors whose technical bids have been accepted shall be opened in this office on 31.12.2020 at 1100 hrs in the presence of the authorized representatives of the bidders.
- (f) The bidder will have to be present in person or through an authorized representative on the aforementioned time.
- (g) Bids received after due date, bids not contained in a sealed envelope, incomplete quotation, bids not accompanied with the required and supporting documents or quotations received later than stipulated time shall be summarily rejected without assigning any reason and without any communication.
- (h) The validity of the quotations shall be valid for 3 months from the date of receipt in this office.
- (i) Most importantly, the interested agencies should be adhering with the Labour Department, Govt of Kerala, Minimum Wage Notification No. (latest).

1. TERMS AND CONDITIONS:-

- (a) The vendor shall be registered as a company under Companies Act.
- (b) The vendor shall have sufficient infrastructure to cater the service, they shall have sufficient financial and manpower strength in specific terms as follows:-
 - (i) Turn over of the vendor during the last financial year shall be 5 times the value of the contract.
 - (ii) The vendor shall have an office in the same district where the equipment is located.
 - (iii) The vendor shall be an Authorised Service Provider (ASP) for Original Equipment Manufacture (OEM) brand.
 - (iv) The vendor shall provide complaint booking over phone during 8 am to 8pm on all Government working days.

- (c) The strength of Service Engineer/Technician for a particular Annual Maintenance Contract (AMC) shall be at a ratio of one Engineer/Technician per 50 numbers or printers of other equipments.
- (d) They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMCs in the past.
- (e) The vendor shall have sufficient communication facilities such as land phone mobile phone, fax and on line complaint registration facility.
- (f) The vendors shall have Original Equipment Manufacturer (OEM) certified service Engineers/Technicians in the case of AMC of IBM/ACER/Similar make equipment/services.
- (g) In the case of back to back AMC business with others, such contract shall informed well in advance to the customer awarding AMC. However this is not applicable in the guarantee period, where the service support is by Original Equipment Manufacture/their authorized service provider.
- (h) The scope of AMC must be as follows:-
 - (1) Monthly inspection and clearing
 - (2) Service level for break down maintenance.
 - (a) Critical equipments : Complaints shall be cleared in 24 hours.
 - (b) Non-critical equipments : Complaints shall be cleared in 72 hours.
 - (c) Vendor shall do all logging and provide quarterly reports.
- (j) The company shall have well equipped service centre in the city/town where the service is needed. In the case of state wide service, they shall have at least one centre in each district.

- (k) AMC to be awarded on the report of the officer or authorized person of the awarding customer. If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the customer awarding AMC.
- (l) The purchaser reserves its right to terminate the maintenance contract at any time without assigning any reason.
- (m) The terms of payment for the maintenance service will be made on quarterly or half yearly basis.



Copy to:-

- 1. Notice Board
- 2. The Web Manager
- 3. IT Section
- 4. Finance Wing

ANILKUMAR. K
PEN: 100823
Administrative Officer (State Wing)
NCC Directorate (K & L) TVM

