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NCC Directorate (K&L)  
State Wing  
Thiruvananthapuram

No.6474/ IT-Cell/2017/NCC

05 Nov 2020

From

The Additional Director General NCC

To

All Group Headquarters and Units


Sir,

Sub: - Forwarding AMC proposal for the computers& peripherals purchased out of state fund-regarding.

Ref: - 1. Store Purchase Manual 2013.  
2. G.O(P) No.26/2005/ITD dated 24 Sep 2005 (Copy enclosed)

With reference to the instructions received from ADG, you are requested to forward an AMC proposal for the IT equipments held with Units and Group Headquarters along with quotations obtained from 3 firms with the financial implication for the same. You are requested to follow the guidelines provide vide ref cited 1<sup>st</sup> and 2<sup>nd</sup> above while obtaining proposal for AMC, also all Junior Superintendents and Managers are requested to ensure that the IT equipments included in the AMC proposal are purchased out of state fund. All Group headquarters are requested to collect the AMC proposals from their respective units and forward to the Directorate at the earliest for the perusal of ADG.

Yours faithfully,

  
(Shani S.J)  
Administrative Assistant  
For ADG NCC



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**GOVERNMENT OF KERALA**

**Abstract**

**INFORMATION TECHNOLOGY DEPARTMENT—POLICY GUIDELINES FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS OWNED BY GOVERNMENT DEPARTMENTS—APPROVED—ORDERS ISSUED**

**INFORMATION TECHNOLOGY (B) DEPARTMENT**

**G. O. (P) No. 26/2005/ITD. Dated, Thiruvananthapuram, 24th December, 2005**

**ORDER**

Government are pleased to approve the guidelines for Annual Maintenance Contract of computers and peripherals owned by Government Departments outlined in the appendix.

By order of the Governor

P. H. KURIAN,

Secretary to Government

To

- All Principal Secretaries/Secretaries to Government.
- All Officers of and above the rank of Under Secretary to Government Secretariat.
- All Departments/Sections in Government Secretariat including Finance & Law.
- All Heads of Departments/Heads of all Public Sector Units, Autonomous Bodies.
- Registrars of all Universities in Kerala.
- Principal Accountant General (Audit), Kerala, Thiruvananthapuram.
- The Accountant General (A&E), Kerala, Thiruvananthapuram.
- The Director, Kerala State IT Mission, Vellayambalam, Thiruvananthapuram.
- The Stock File/Office Copy.

*CLF FRIS  
circulate among  
all CLFs  
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A&E (A&E)*

## APPENDIX

**The Guidelines for Annual Maintenance Contract for computers and peripherals owned by Government Departments**

- (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 Manufacturer (OEM) brand equipments.
  - (iv) The vendor shall provide complaint booking over phone during 8 a.m. to 8 p.m. 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 computers or printers or 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 equipments/Services.
- (g) In the case of a back to back AMC business with others, such contract shall be 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 Manufacturer/their Authorised Service Provider.
- (h) The scope of AMC must be as follows:
  - (1) Monthly inspection and clearing ;
  - (2) Quarterly preventive maintenance ;

## (3) 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 call logging and provide quarterly reports.
- (i) The Company shall have well equipped service centre in the city/town where the service is needed. In the case of state wide service, the company shall have at least one center in each district.
  - (j) AMC to be awarded on the report of the officer or authorized person of the awarding customer. If found necessary, the facilities in the service centre and the infrastructure of the company will be verified by the awarding customer.
  - (k) The Director General of Supplies and Disposals (DGS & D) rates for buy back are detailed in Annexure (I).
  - (l) The AMC charges for the equipments/service shall be as follows :-

*For equipments having 1 year warranty*

First year AMC	:	Maximum 6% of the purchase price
Second year AMC	:	Maximum 7% of the purchase price
Third year AMC	:	Maximum 8% of the purchase price
Further AMC	:	Maximum 8% of the purchase price

*For equipments having 3 years warranty*

AMC charges shall be maximum 8% of the purchase price.

- (m) For any modification or repair with modified parts components (where the product or part or component has become obsolete) liability of the customer is limited to paying the cost of item only.
- (n) In case of full time manpower support as in the case of Network/Internet services amount shall be fixed after mutual discussion between the client and the vendor or scrutinizing with the help of experts.

## ANNEXURE I

## BUY BACK PRICES

Items	Buy-back prices (Working)			Buy-back prices ( Non-Working)		
	Upto 3 years	3 to 5 years	More than 5 years	Upto 3 years	3 to 5 years	More than 5 years
PC 486	500	500	500	..	..	..
Pentium I PC with Col Monitor	1000	800	500	500	400	350
Pentium II 14" Col Monitor	2500	2000	1500	500	450	400
Pentium II 15" Col Monitor	3000	2500	2000	500	450	400
Pentium III 14" Col Monitor	3500	3250	2500	1000	750	500
Pentium 15" Col Monitor	4000	3500	3000	1000	750	500
Pentium IV based PC with Col Monitor	5000	3500	2500	1500	1500	1000
Celeron based PC with 14" Col Monitor upto 1 GHz	3000	2500	2000	700	500	400
Celeron based PC with Col Monitor >1 GHz	3500	3250	2500	750	600	400

Note.—The above noted buy back prices are binding on the vendor. However, utilization of the same is solely at the option of the Indentor.