



**Office of the Accountant General (Audit),
Nagaland, Kohima-797001**

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Dated: 20th June 2013

Invitation for Annual Maintenance Contract of Zenith computers.

This office is on the process of placing 1st batch 10 (ten) Nos & 2nd batch 16 (Sixteen) Nos. of Zenith computers under AMC. In this regard, reputed IT firms are invited to submit willingness for AMC of Zenith computers with the terms and conditions given in Annexure A.

Configuration and other details of Zenith computers to be placed under AMC are as given below.

Sl. No.	Particulars	Configuration
1	Brand Name and Model	Zenith PC Q 45
2	Operating System	Windows 7 Professional
3	Processor	Intel Core 2 Duo E8400, 3 Ghz
4	System Bus	1333 Mhz FSB, 6Mb L2 Cache
5	Mother Board	Q 45 Intel
6	RAM	1 GB DDR2 667 Mhz
7	Keyboard	Zenith Branded Model No.5137 USB membrane
8	Mouse	Zenith/Logitech Optical mouse
9	Monitor	Zenith/AOC brand 15.5" TFT wide screen
10	HDD	160 GB, SATA WDC
11	Digital Drive	Combo- Super Mult-CD,CDRW,DVDRW
12	NIC	Integrated 10/100/1000 Mbps Gigabite LAN card
1st Batch (10 Nos.)		
13	Date of Purchase	29 th April, 2010
14	Warranty Expiry date	28th May, 2013
15	Purchase value	₹288500/-
16	AMC rate (5% of purchase value)	₹14425/-
2nd Batch (16 Nos.)		
17	Date of Purchase	20 th July,2010
18	Warranty Expiry date	2 nd October, 2013
19	Purchase value	₹461597/-
20	AMC rate (5% of purchase value)	₹23080/-

Interested parties/firms may submit their willingness for AMC addressed to the "Audit Officer (Administration), Office of the Accountant General (Audit), Nagaland, Kohima -797001" and should reach this office on or before 19th July **2013 (Friday)** by 4:00 pm.

Documents to be included by interested parties along with willingness of AMC

1. Credentials/Documentary proof supporting your reputation in undertaking similar jobs in various organizations.
2. Terms and Conditions of this office (enclosed herewith) with Signature and Seal indicating your acceptance.

Audit Officer (Admn)

Annexure A

Terms and Conditions of Annual Maintenance Contract

1. AMC rate will be 5% of purchase value as per terms and conditions of Hqrs empanelment and shall be for 12 months commencing from the date of signing of the contract.
2. The payment shall be divided into four quarters in equal proportions and will be released on completion of every quarter.
3. The response time shall be 48 hours from the reporting time. Any documents required as per Government regulations for the visit of Service engineers of the firm to the premises of the office shall be arranged by the firm.
4. Maintenance Service shall be **comprehensive** (All parts of IT Asset but excluding external devices like, external drives and media) and **ONSITE** in nature which shall include preventive and corrective maintenance of the IT assets.
5. In the event the firm does not attend to the service calls of the office within the stipulated time, the office reserves the right to get the items/parts repaired/replaced through other firms or individuals, the expenditure incurred thereby shall be recovered from any payments due to the firm.
6. The internals of PCs/monitors/keyboards/mouse shall be cleaned and checked thoroughly twice in a quarter.
7. If at all, any IT asset or its part shall require to be moved out of this office premises for rectification of any complaint, then written permission is to be sought from DAG (Audit), specifying the details of the items to be taken out of office and reasons thereof. Safety & security as well as the transportation of IT assets to the firm's premises and vice versa shall be at the risk and cost of the firm.
8. Site condition of each and every users' locations along with IT assets shall be thoroughly checked periodically and a report thereon shall be submitted monthly. The report shall contain defects in electrification/earthings, if any noticed, in any of the user's location. The cost of repair/replacement of IT assets damaged due to electrical problem including earth leakage shall be borne by the contractor only if the site condition of the particular IT Asset(s) is **not commented** in the monthly site-condition report.
9. Defective parts shall be replaced by **new parts** of the same model & make and the cost of replacement shall be borne by the firm. In the event of such new part not being compatible with the existing part, such existing part shall also be replaced with the new original part. The contractor shall keep sufficient stock of all spare parts of IT Assets and standby IT assets.
10. If a particular IT Asset is irreparable, then the irreparable item shall be replaced by a new IT Asset of the same brand/model or higher and the cost of the new IT Asset shall be borne by the firm. This office may also ask the firm to repair/replace/supply the items damaged due to fire/flood/natural disaster/earth leakage or to upgrade any hardware on **chargeable basis**. However, the charges for these items shall not, in any case, be more than the prevailing wholesale market price. This office may also arrange to rectify/repair/replace those exempted items through other firms or from the open market. In that case, after rectification/repair/replacement of the said exempted items shall automatically come under the AMC.

11. The Service engineers deputed for maintenance of the system shall have good knowledge of all computer hardware specifications, operating systems and application software used in the Server and Desktop computers and also should have good skill in Client-Server Configuration of Windows 2003/2008 Server.
12. In the event an IT item could not be repaired/replaced within 48 hours, a backup of the IT item shall be provided until the item is repaired/replaced.
13. In the course of servicing a computer, if the hard-disk is to be formatted, the service engineer should inform the User and IS-incharge and backup the data to another compatible device before formatting.
14. All Service calls shall be attended during working days and working hours of the office only, unless special permission has been sought and granted by the Dy. Accountant General (Audit).