

All Communications to be addressed
2372921
to the Director, NEIST
With Attn: *Stores & purchase officer*
spopur@rrljorhat.res.in

Telefax: 91-376-

Email:

NORTH-EAST INSTITUTE OF SCIENCE AND TECHNOLOGY
(Formerly Regional Research Laboratory)
(Council of Scientific & Industrial Research)
JORHAT-785 006, ASSAM, INDIA

By Courier

File No. 4(AMC)03/10-11/PUR/T-30

Date: 01.09.2010.

M/s.

Note: Please send your quotation in sealed cover on or before **29.09.10** up to 2.30 P.M. and opening on **29.09.10** at 3.00 P.M.

Dear Sirs,

Kindly arrange to send your offer in a SEALED COVER immediately quoting this office file reference to the terms & conditions overleaf:

Sl. No.	Description of Stores	Quantity
1	Annual Maintenance Contract of Computers and its peripherals of NEIST, Jorhat for a period of one year as per list enclosed..	624

TERMS AND CONDITIONS

You are requested to go through the detailed terms and conditions and instructions as per enclosures and submit your best offer by the date and time mentioned above.

Thanking you,

Yours faithfully,

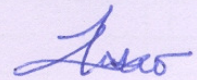
Sd/- L Misao

STORES & PURCHASE OFFICER

Status of Computers and its peripherals under AMC, NEIST Jorhat :-

<u>Sl. No</u>	<u>Systems</u>	<u>Qty.</u>
1.	Pentium I	1 No.
2.	Pentium II	5 Nos.
3.	Pentium III	22 Nos.
4.	Pentium IV	129 Nos.
5.	Pentium IV HT	30 Nos.
6.	Celeron	4 Nos.
7.	Core 2 Duo	2 Nos.
8.	Intel Xeon	1 No.
9.	Pentium D	48 Nos.
10.	DMP	6 Nos.
11.	Deskjet	67 Nos.
12.	Inkjet	1 No.
13.	Laserjet	243 Nos.
14.	Scanner	54 Nos.
15.	Laptop	9 Nos.
16.	Server	2 Nos.

Total: 624 Nos.



Stores & Purchase Officer.

TERMS & CONDITIONS FOR TENDERS

1. We are prepared to consider offer of indigenous manufacture or of foreign make available from ready stock. Any offer to supply on forward Delivery Basis under supplier's own import quote license will also be considered. In such a case indicate ICT No. Name and address of foreign principals.
2. The price quoted should be as indicated as per one of the clauses given below. F.O.R destination by passenger/goods Train/Lorry service. FO.R dispatching station (name of station.) plus estimated freight charges free delivery at our Stores of the NEIST, JORHAT.
3. Prices are required to be quoted in units indicated in the inquiry, when quotations are given in terms of other units relationship between two sets of units should be furnished. Quantity discount's if any should also be indicated.
4. Your rates should include packing and forwarding charges in case of F.O.R station of despatch. Insurance should be arranged for the goods against all risks on warehouse-to-warehouse basis (Local suppliers should quote for delivery at the stores of the NEIST, JORHAT).
5. Your offer should be valid for sixty days from the date of opening of the Quotations. No revision in price will be allowed after accepting the quotation.
6. The full rate of Sales Tax should be clearly indicated wherever chargeable. This office is not eligible to issue "C" or "D" forms.
7. This office is exempted from paying excise duty (Notification No. 10/97 refers). Hence please quote your rates without Excise duty. Necessary Excise duty exemption certificate will be sent along with the order.
8. Specific mention should be made about the delivery period required. THE DELIVERY TIME WILL HAVE TO BE STRICTLY ADHERED TO INCASE AN ORDER IS PLACED against your offer.
9. In case any of the items required are available on DGS&D rate contract then please quote D.G.S & D rate, the contract references and also send a copy of the RATE CONTRACT.
10. The quotation should be duly signed by an authorized person of the firm. The name and status of the signatory should be clearly indicated. UNSIGNED QUOTATIONS WILL NOT BE CONSIDERED.
11. The quotations are to be enclosed in double cover. The inner cover should be SEALED WITH WAX AND SUPERSCRIBED as per subject mentioned above. The outer cover should bear enquiry no. and date, last date of submission and due date and time of opening the tender. Quotation delivered personally should be put in the tender box kept in the office of Stores & Purchase Officer, NEIST, JORHAT.
12. Incase of equipment kindly let us know the organizations to whom you have supplied the same in the recent past.
13. Payment: Unless otherwise agreed payments will be made directly to the supplier(s) by e-payment [Please provide all bank details like Account Number, Branch Code Number etc. for E-PAYMENT] within 30 days receipt of the stores in good conditions and bill in order
14. The right of acceptance of the quotation will rest with the Director, NEIST, JORHAT who does not bind himself to accept the lowest quotation and reserves the right to reject or partially accept any or all the quotations received, without assigning any reason.
15. Tender containing erasure or alterations should be countersigned.
16. You shall indicate in the quotation the name of your Bankers and permanent Sales-Tax Account Number.
17. All disputes arising out of this shall be referred to the sole arbitration of the Director, NEIST, JORHAT and his award shall be final and binding on the parties to the dispute. The venue of arbitration shall be JORHAT. All suits in respect of this shall lie in courts of JORHAT jurisdiction.
18. Tender's conditions (Printed on the reverse), if any, or otherwise sent along with the tender shall not be binding on us.
19. Conditional tenders would be rejected outright.

20. The quotations are liable to be rejected if any of the above conditions are not complied with.

STORES & PURCHASE OFFICER

No.4(AMC)03/10-11/PUR/T-30

Date : 01.09.2010.

TERMS AND CONDITIONS OF AMC OF COMPUTERS & ITS PERIPHERALS

Scope of AMC:

1. AMC of computer includes all parts of Computers and its peripherals like Printer, Scanners, CD Writers, etc, installed at NEIST, Jorhat, except printer heads for dot matrix printers and consumables. Plastic components in the printer like knob, Teflon coating Roller etc. and CPU cabinet are included under AMC. Any items which are not serviceable at NEIST and are to be serviced outside NEIST, requires prior approval of Director.
2. Preventive Maintenance (PM) should be done quarterly on all machines and report should be submitted to Dr. M C Kakati, Sc., PME Cell

PM includes the following activities:-

- Check up for incoming 230V AC and earthing
 - Cleaning of drives by kits
 - Removal of dust
 - Cleaning of printer head using printer head solution
 - Replacement of all the screws
3. The Maintenance contract also includes removal of virus. Software patch updation, HDD Crash recovery, Software Support/ Troubleshooting to keep the System fully operational.
 4. **Spares:** The Service Engineers should make all arrangement to keep adequate Spares at NEIST as per the following list.

Sl. No	Item Description	Qty
1	HP Laser Jet Printer	1
2	HP DeskJet Printer	1
3	Scanner HP Scanjet 2400	1
4	Monitor (HP 17")	1
5	Monitor (HCL 14")	1
6	Monitor (HP 19")	1
7	RAM 1GB, 2GB	2 (each)
8	Hard Disk 160 GB	2
9	Processor Intel Core 2 Duo	1
10	Processor Pentium IV HT	1
11	Processor Pentium IV	1
12	Processor Pentium III	1
13	Keyboard	2
14	Mouse (Optical)	2
15	CD ROM 52X	2
16	Combo Drive	2
17	Motherboard compatible with Core 2 Duo	1
18	Motherboard compatible with P-IV HT	1

5. **Stock of mandatory softwares:** All the required Driver Software should be available with the Service Engineers.

6. **Temporary replacement of peripherals:-** The AMC Provider will temporarily Replace the defective computer and peripherals with equivalent standard items
In case the defective items cannot be repaired immediately at site and requires to be taken to their workshop inside NEIST or outside NEIST. In such case, replacement of printer needs to be supplied with ribbons, cartridges, toners etc.
Upgradation of any system if required, the user has to take permission from CA with proper justification. The AME contractor may upgrade the system (such as RAM, Hard Disk, etc.) or any add-on items if the prior permission of CA is obtained. In such case, the Agency shall provide original make genius parts/ components and produce the cash memos/ documents in proof of providing genuine components to upgrade, on demand. The quotation may be submitted along with price list for spares. The bill may be submitted along with the AMC bill.
7. **Attendance of breakdown calls:** The Service Engineers should attend the breakdown calls immediately. Stand by should be provided within one hour from the spare available with him. The materials taken out for service should be returned within a week.
8. **Deployment of Service Engineer:** Minimum two Service Engineers having expertise to cover all software and hardware problems should be stationed at NEIST from 8:30 A.M to 5: 30 P.M on all working days and 10:00 A.M to 4:00 P.M on Saturdays. They should report to PME Cell daily. The Service Engineers should not be changed expert in special cases and in such cases it should be done in consultation with NEIST. If the Service Engineer is found to be incompetent and NEIST notifies it, he should be immediately replaced.
9. The prospective bidder should provide performance & credential certificates from a reputed organization having more than 300 computers & its peripherals to the affect that the bidder have executed AMC to such organization.
10. The bidder should provide client list with documentary proof.
11. The number of Service Engineers available with the prospective bidder and their specialization (supported by proof / certificates.)
12. **Mode of operation:**
 - a) Reporting Officer/ Coordinator Dr M.C Kakati, Scientist, PME Cell, NEIST Jorhat.
 - b) A record notebook should be entered here. After attending the call, the Service Engineer should get the signature from the Reporting Officer & Staff in the record book.
 - c) **Instruction to Service Engineers:** The Service Engineers are not allowed to attend any personal calls made by NEIST staff. Any call to attend a system which is not covered under AMC should be made only general instructions which may be issued by NEIST from time to time.
 - d) **Penalty:** If any system is not serviced within a week of receipt of Fax/Telephone service call from NEIST, pro-rata amount will be deducted from the AMC amount. Moreover, if service is not rendered within one month it should be replaced by an equal configuration/ make and the contractor may retain the unserviced component.
 - e) **Payment:** Payment will be made on quarterly basis on submission of quarterly bill duly certified by Co-ordinator after rendering satisfactory services for each quarter.
 - f) A room will be provided to the party for their day to day maintenance work. At the end of the contract the party has to leave the room in proper condition, without keeping any unserviceable spares material etc. in the room.
13. **Director, NEIST, Jorhat** shall be the sole arbitrator in case of any dispute relating to this contract.

Stores & Purchase Officer