



Office of the Accountant General (Audit)
Nagaland, Kohima - 797001
Tele: 0370-2225309, FAX: 0370-2243117
E-mail: agaunagaland@cag.gov.in

Annexure A

Terms and Conditions of Annual Maintenance Contract

1. AMC rate will be **Percent of total purchase cost** and shall be for **12** months commencing from **1st April 2018 to 31st March 2019**.
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 24 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** 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.



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Annexure B

9. Defective parts (minor hardware 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. Any major hardware parts which are beyond repair shall be procured by the office for which installation should be done by the firm.
10. 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.
11. 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.
12. In the course of servicing a computer, if the hard-disk is to be formatted, the service engineer should obtain prior permission from IS cell in-charge and backup the data to another compatible device before formatting.
13. 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).
14. Income Tax Exemption Certificate may be furnished; otherwise 10% of the Gross Amount of the bill will be deducted as Income Tax.

Authorized Signature of the Firm:

Name of the Firm:

Address:

Contact Number:

Email:

Seal:

Signature:

Sr. Audit Officer (Admin)
Office of the Accountant General (Audit) Nagaland, Kohima



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IS Cell/SW-HW/Vol-III/2013-14/11

Dated: 14-05-2018

NIT for Annual Maintenance Contract of Computers & other IT Hardware.

This office invites quotation from reputed IT firms for Annual Maintenance Contract (AMC) of Computers and IT Hardware for the financial year 2018-2019. Configuration and other details of items to be placed under AMC are detailed below:

Sl.No	Item	Qty	Purchase Date	Total purchase Cost
1	Desktop HP Pavilion	10	13.09.2012	342000
2	Laptop Sony Vaio VPCEG35EN	6	31.03.2012	180000
3	Numeric 10KVA Online UPS	1	27.12.2014	190000
4	UPS INTEX 600 VA	10	13.09.2012	22000
5	UPS Frontech 600 VA	5	13.09.2012	10750
6	Printer HP 1020 Plus	1	08.11.2013	6000
7	Desktop HCL AC2V0254	5	06.02.2014	219925
8	Laptop HP 15- R063TU	7	09.12.2014	250600
9	Server Infiniti Global Line 1701CW	1	20.03.2014	119000
10	Printer HP 1108	3	20.01.2014	17097
11	Printer HP 1136 MFP	3	20.01.2014	33270
12	HP All-In-One 23-R141IN	4	22.01.2016	213828
13	HP 15-AC101TU Laptop	3	22.01.2016	114660
14	HP 13-S102TU Laptop	1	22.01.2016	48878
15	Panasonic PT-LB412 XGA Projector	1	31.08.2016	68500
Total Quantity		61		

Interested parties /firms may submit their willingness for AMC (in sealed enveloped) addressed to the "Senior Audit Officer" (Administration), Office of the Accountant General (Audit), Nagaland, Kohima -797001: and should reach this office on or before **01.06.2018**



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The quotation should be submitted in the prescribed format as given below:

Sl.No	Item	Quantity	Total purchase cost (in `)	Rate (in % of total purchase cost)	Rate (in `)	Tax (if any)	Amount
1.							
2.							

Terms and Conditions of this office (enclosed herewith) should be submitted along with the quotation bearing the authorized signature and seal of the firm.

Sd/-

Senior Audit Officer (Admn)

Copy to:-

1. AAO, Admn for putting up in the office notice board
2. AAO,(A&E) IS Cell for uploading in the office website.

Senior Audit Officer (Admn)