



**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX**  
**CENTRAL REVENUE BUILDING: I. S. PRESS ROAD: COCHIN-682 018**  
E-mail: [cexcochi@excise.nic.in](mailto:cexcochi@excise.nic.in) FAX-0484-2390608 Phone : 0484-2390404

C. No. IV/16/01/2012-(Systems)

Date: 30-01-2012

### **Public Notice Inviting Quotations**

Sealed Quotations are hereby invited by the undersigned on behalf of the President of India, for "Annual maintenance Contract for Computers and its peripherals" installed in the jurisdictional areas offices of Central Excise Cochin Commissionerate as mentioned in the Annexure enclosed with this Public Notice. The Quotation will be accepted upto 5.00 PM on **17.2.2012**.

#### **General Conditions**

Quotation should cover the entire items specified in the enclosed annexure. The Quotation, which does not cover AMC for the entire items listed in the annexure will be a disqualification and is liable for rejection without any intimation.

- a) The maximum permissible downtime will be 10 days in the entire AMC period.
- b) Penalty will be charged for downtime more than 24 hours in the individual case of PC's and 12 hours in the case of breakdown of servers.
- c) In case of an additional day of downtime a penalty of 1% of the total AMC charges will be deducted per day.
- d) Preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the annexure irrespective of whether the equipment has suffered a breakdown or not, and it includes:
  - Checking of all the keys on the keyboard for proper operation;
  - Servicing and cleaning of mouse;
  - Servicing and cleaning of machines and printers;
  - Head/ lens cleaning of floppy drivers and CD/ DVD drives.
- e) Antivirus support is compulsory wherever in the case of infection.
- f) Software support is required for Windows 7/ Windows Vista/ Windows XP Professional/ Redhat Linux/ Caldera Linux/ Xenix/ Unix/ Unixware 2.1/ Unixware 7.1 and for MS Office 2000/ MS Office XP/ MS Office 2003/ MS Office 2007/ MS Office 2010/ Open Office.
- g) Satisfaction letter from a reputable customer in respect experience in maintenance of servers and Operating systems like:
  - Linux, Xenix, Unix, Unixware, etc. should be submitted along with quotation for AMC.
- h) The contract does not cover consumables like Printer Head, Ribbon / Ink / Laser cartridges, plastic parts but Fuser unit and sleeve of the laser printers are covered under the purview of this contract.

- i) In case of delay of more than one day in repair / procurement of spares, standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation.
- j) AMC shall include services and replacement of all defective parts. The hardware maintenance support includes Operating System support, corrective and preventive maintenance, repairs or replacement of defective parts. (Details of replacement should be provided to the undersigned.)
- k) Payment of AMC charges will made on quarterly basis, only after completion of service for the quarter and after successful completion of the work described under para (d) above.
- l) Sub-contracting of AMC service is not allowed.
- m) The vendor should have a good presence in Kerala state and should provide support from their local offices at the designated customer sites.
- n) The vendor is to have carried out third party maintenance services for not less than 10 years and the document to prove the same should be attached with the quotation.
- o) The customer reserves the right to cancel the vendor bid / AMC services, if any information provided by the vendor is found false or unverifiable during the selection procedure or during the AMC period.
- p) Bank guarantee of 10% of total AMC should be submitted at the time of awarding of AMC and it should have a validity of additional three months from the date of expiry of AMC.
- q) The Annual Maintenance Contract (AMC) is valid for the period of one year from the date of acceptance of the quotation.

You are requested to quote competitive charges for the AMC before 5.00 PM on 17.2.2012.

Soliciting an early response.

Encl: As above.

**(SOPHIA M. JOY)**  
**SYSTEMS MANAGER**

**HOME**

**ANNEXURE**