

AG(A&E)/OMI/VI/2019-20/

Dt. 06.05.2019

NOTICE INVITING TENDER

Sub: Annual Maintenance contract for network components for the year 2019-2020

Sealed quotations are invited for the Annual Maintenance Contract (AMC) for network components as mentioned below.

Components	Make & Model	Qty
Core Switch	Nortel 8310	2
CPU MODULE	Nortel 8393SF	4
10/100/1000 MODULE	Nortel 8348GTX	2
48 PORT SFP	Nortel 8348GB MODULE	2
AC, 1770W AC POWER SUPPLY	Nortel 8301	4
1 port 1000 base - SX SFP (LC)		94
Cisco Router	Cisco	1
Cisco WIC – IT	Cisco	1
24 port Edge Switch	Nortel 4526T	8
48 port Edge Switch	Nortel 4550T	11
48 port with 4SFP	HP	1
KVM with extension switch	Aten KH-1208	1 each
24 port Edge Switch	3Com/HP	6
24 port with 2SFP	Dlink	1

The period of AMC is 01/06/2019 to 31/03/2020. The terms and conditions of the AMC are as per Annexure I enclosed.

The quotation should be sent in a wax sealed cover superscribed, “ANNUAL MAINTENANCE CONTRACT OF NETWORK COMPONENTS” and addressed to:

Senior Deputy Accountant General (Administration),
Office of the Accountant General (A&E),
361 Anna Salai,
Chennai-600 018

so as to reach this office before **14.05.2019 (5.00PM)**. No notice will be taken of the tenders received after the prescribed time. This office reserves the right to accept or reject any or all the offers in part or in full without assigning any reason.

Yours faithfully,

Sd/-

Accounts Officer(OM)

ANNEXURE I

Terms and Conditions

1. **The Annual Maintenance contract will be onsite comprehensive hardware support, which should include replacement and repair of equipment. The AMC should cover all components.**
2. A Security Deposit of 10% of entire value of the AMC including GST in the form of Bank Guarantee or Demand Draft in favour of “PAO/IAD” should be furnished by the successful bidder. The same shall be retained for the entire AMC period. The Security Deposit will not bear any interest during the period it is retained by this office.
3. The bidder should be direct vendor/authorized partner/service partner of any of the brand of the network components for which AMC is invited.
4. Any configuration in the network components as required by this office should be undertaken by the vendor. The spare replacement shall be of the same available in this office. For any item, which is not available due to non-availability with the manufacturers / principal, an equivalent or higher part should be used for replacement. **The equivalent or higher part of the replacement should support the existing components and also the passive components available in this office.**
5. The service personnel should be available on call and when the call is logged for a complaint, the work should be attended to within 4 hours of the call log. Any service call requiring replacement should be resolved within 1day and a maximum of 2days from the time of call.
6. **The rates quoted should be valid till 31/03/2020.**
7. The rates approved are inclusive of all taxes and no enhancement in rates will be admissible under any circumstances during the currency of this contract.

8. If any of the network components are replaced by this office, the AMC charges will be reduced proportionately for the remaining period. The payment for AMC will be made quarterly. The amount payable for a quarter will be made in the beginning of next quarter only.

9. Any non-adherence of terms and conditions of the contract or failure in maintenance or in any unforeseen circumstances including insolvency of the firm, the contract will be cancelled and the security deposit shall be forfeited. The additional cost of AMC if any with another vendor due to cancellation of the AMC should be borne by the firm. In case of any dispute, the decision of the Accountant General (A&E) shall be final and binding.

Yours faithfully,

Sd/-

Accounts Officer/OM