



ವೈದ್ಯಕೀಯ ಶಿಕ್ಷಣ ನಿರ್ದೇಶನಾಲಯ

Directorate of Medical Education.

ಆನಂದರಾವ್ ವೃತ್ತ, ಬೆಂಗಳೂರು-9

Ananda Rao Circle, Bangalore-9

email: dmekarnataka@yahoo.com

Dated: 28/05/2018.

No. ME/ SUP /01/2018-19

Dear Sirs:

Sub: Invitation of quotation for AMC of Computer Systems -reg .

1. Sealed competitive quotations are invited by the undersigned for the following items of goods/ equipment.

SL. NO	Brief description of goods/Machine	Quantity
01	Computer Systems	25 Nos.

AMC for Computer Systems

TERMS AND CONDITIONS:-

1. a). This Terms And Condition will be valid from the date of P.O
2. **PREVENTIVE MAINTINENCE:**The preventive maintenance for the system covered in this contract shall be carried out on all system.M/s. ----- shall coordinate with the user dept and finalize the schedule for the preventive maintenance . if the PM is not carried out as indicated above and copies are not forwarded the contract stands extended or suitable penalty may be levied as decided by the competent authority- DME
3. **Service engineer shall clean the PC's and peripherals while carrying out the preventive maintenance.**
4. **Stand By: For any breakdown beyond Three working day a stand by unit system/unit shall be provided by firm.**
5. If any printer or peripherals become unserviceable due to obsolescence or non availability of spares, dme at their own discretion may remove the item from the contract or upgrade subject to submitting relevant supporting document from the supplier.
6. Firm has to load antivirus to all the computers and update every quarterly by using net services in the company. DME has to provide legal copy of Antivirus to all PC's.
7. Firm will maintain Internet hub maintenance and attending network problems etc., However the spares, if any required or to be repaired will be chargeable on actuals .
8. Inspection of system by the Firm, has to be done free of cost.
9. The service report card will be maintained for every visit of our engineer.,
10. Any problem reported under AMC, The same will be rectified / repaired by the Firm without any service charge, only cost of the spares replaced shall will be borne by DME.
11. **All replacement parts should be new item only.(no reconditioned parts are used). defective parts cannot be taken back by Firm, the same will be handed over to DME .**
12. Replacement of spares payment should be made based on the satisfactory performance report from the user departments, along with the copies of service reports.

