



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.

13. PRIME TIME COVERGAE:

The service/maintenance of systems covered in this contract will be carried out as per DME's workinghours (i.e,10.00 A.m to 6.30 hours from Monday to Saturday) excluding 2nd Saturday and government holidays.

14. SPARES: Only genuine spare procured from OEM's/reputed distributors will be used for the servicing maintenance of system/equipment.

15. Service Tax extra payable by DME at 18 % on the AMC value.

16. PERIOD OF CONTRACT: This contract is for the AMC of Xerox Machine for a period of 1 year from the date of issue of the P.O.

17. TERMS AND CONDITIONS FOR PAYMENTS:

Quoted fee will be paid in two half quarterly year installments on submission of bill and Service report.

18. CONDITIONS:

- 1) If approved bid for per call basis will include only labour and service charges spares shall be billed to DME separately
- 2) If approved bid for lump sum contract shall include all charges. No separate Charges will be entertained other than in case of force majeure.

The price also does not include replacement of spares that become defective due to physical damages and chip burns due to faulty power supply, which will be certified by the representative user of the department

19. Responsive firms services shall be available always to DME during the contract period. Any calls logged on shall be attended with in two hours.

Other terms and conditions :

- a). DME shall use supplies including but not limited to floppy diskettes, magnetic tapes, printer ribbons , tonner cartridges as per the specifications recommended by firm.
- b). DME shall not employ additional attachments, features or devices on the Equipment or make alterations in the Equipment without the knowledge and consent of and observance of conditions of firm. DME can if so necessary move from the existing premises to any other premises the **SYSTEMS** installed under this agreement with prior written consent of firm.
- c). AMC does not cover replacement and/or repairs necessitated by damages resulting from accidents, wrong usage, physical movement, variations of electrical and environmental conditions beyond the specified limits. All charges for such repairs or replacement shall be paid separately by DME.The estimation for the same repair and replacement will be submitted at that time.
- d). Separate charges will be made for any equipment installed or upgraded in addition to the existing machines.

20. Legal jurisdiction and disputes will be at Bangalore law courts.

For any further clarification or information please don't hesitate to contact the undersigned.

21. Last date and time of receipt of quotations: Date: 04-06-2018 before 4.30PM.

You are requested to submit the sealed quotations for AMC of Computer Systems.

Thanking you,

Yours Faithfully,

"Draft Approved by DME"


Chief Accounts Officer cum
Financial Advisor (M.E)

