



राष्ट्रीय लेखापरीक्षा तथा लेखा अकादमी,
शिमला-171 004

National Academy of Audit & Accounts
Shimla-171004



No.NA/ISW/Comphard AMC/2018-19/

Dated: 5 December 2018

To

Subject: Annual Maintenance Contract of Computer Hardware from 5th January 2019 to 4th January 2020.

Sir,

Sealed Quotations marked as “**Quotation for AMC of Computer Hardware items**” are invited for the Annual Maintenance Contract of Computer Hardware items (list enclosed) installed in the National Academy of Audit & Accounts, Shimla (Administrative block, Academic Block, Yarrows, Glen, Cedar and Willows) for a period of one year from **5th January 2019 to 4th January 2020**. This will be a service contract where services of one permanent resident engineer are required.

The following points may be clarified in the quotations: -

1. Profile of the firm, number of service engineers available with the firm and stations served by the firm. It may also be stated whether the firm is Authorized Service Provider for any of the established hardware companies like HP and Dell.
2. The resident engineer provided should have 3-4 year working experience. The resident engineer will be available in the office during the office hours on all working days (six days a week) and on closed holidays, if required, without any extra charges.
3. If the resident engineer can't resolve the problem reported during working hours (9.00 AM to 5.30 PM) on working days (Monday to Saturday except Public Holidays), the same should be rectified / resolved within 24 hours.
4. The contract will have obligation and penalty clause stating that, if the problem is not set right within 24 hours from the reported time, a fixed amount will be levied as penalty.
5. The payment will be made on quarterly basis on completion of each quarter.

Please quote your rate (as a fixed sum of money) including all taxes / GST etc. and other terms and conditions so as to reach the Director (IS), National Academy of Audit and Accounts, near Chaura Maidan Shimla-171004 on or before **Friday 21st December 2018 (5.00 PM)**.

Encl: List of Equipments.

Yours faithfully,

Audit Officer (IS)