

**Government of India**  
**Ministry of Agriculture**  
**Department of Animal Husbandry & Dairying**  
**COASTAL AQUACULTURE AUTHORITY**  
**2<sup>nd</sup> Floor, Shastri Bhavan Annexe**  
**CHENNAI – 600 006**

No.19-1/2010-Admn

26<sup>th</sup> March, 2010

To  
As per the list attached

Subject: Annual Maintenance Contract in respect of Computer, Printers etc. –  
CAA -Reg

Sirs,

I am directed to invite the quotations for complete service agreement in respect of computers (in working condition) installed in this office (list enclosed) for a period of one year, which is extendable on satisfactory performance. You may inspect the systems and printers during the officer hours between 10 A.M to 5 P.M. The rates quoted should contain the rate against each item separately. The rates for each item should be quoted excluding replacement of spare parts and consumables.

Terms & Conditions:

1. The firm should be registered with the Registrar of Companies. Copies of PAN No./TIN No./Service tax No. must be attached.
2. Firm must provide satisfactory service certificate from minimum three Govt. organizations.
3. Establishment of the firm must be more than 5 years.
4. The firm must have experience of maintenance of computers and accessories for atleast 5 years with Central Govt. Departments/Organisations.
5. Firm must have sufficient number of qualified and experienced Engineers.
6. The Department reserves the right to terminate the contract during the contract period.
7. The firms shall be liable for any loss/damage to the equipments caused due to negligence of the service provider during contract period.
8. The jurisdiction for the purpose of settlement of any dispute/difference in respect of breach of tender clause would be taken in Chennai.
9. The firm/Service Provider will not have legal right to proceed against Coastal Aquaculture Authority in the event of late payment due to unforeseen reasons.

Scope of works

1. Any reported fault would be taken up by the service engineers immediately. The repair would be carried out on site itself. However, equipments can be taken to the workshop in exceptional circumstances.
2. All the complaints received shall be attended immediately incase of minor faults and 24 hours in case of major faults.

3. The firm shall carry out periodic check up of all the computers under contract and take necessary maintenance on regular basis.
4. The firm will provide genuine parts of computers in case of replacement of parts is needed and the cost will be borne by CAA after getting the estimate as well as service report from the firm. The parts shall be of the same make. In the event of their non availability, good quality parts should be used under intimation to this office. The cost of
5. It shall be the responsibility of the firm to make all the computers work satisfactory throughout the contract period and also hand over the systems to CAA in working condition on the expiry of the contract.
6. The contract shall initially for a period of one year. Extendable, on the basis of performance & work conduct of past year.
7. Preventive maintenance should be done periodically.

### Payment

- a) No advance payment will be made in any case.
- b) Payment for Annual Maintenance contract shall be made on half yearly basis. The first bill may be submitted at the commencement of the contract period and the second bill may be submitted at the end of first half year and the bill in duplicate should be submitted alongwith **pre-stamped receipt.**

The Department reserves the right to reject any or all the quotations without assigning any reasons whatsoever and no quotations shall demand any explanation to the cause of rejecting his/her quotation.

The quotations may be submitted in a sealed cover superscribed "Quotations for Annual Maintenance Contract for Computers, Printers etc." and addressed to the Member Secretary, Coastal Aquaculture Authority, II floor, Shastri Bhavan Annexe, No.26, Haddows Road, Chennai 600 006 so as to reach this office by 5 PM on 15.4.2010. Your representative may also inspect the systems before submission of quotation.

(Anil Kumar)  
Senior Administrative Officer

The details of the items under AMC computer for one year

S.No	Items	Total Nos.
1	Computers	10
2	Printers	8
3	Laptop	4