

**EXPRESSION OF INTEREST TO BE PUBLISHED ON DEPARTMENT /ASSAM GOVT. WEBSITE AND
NEWS PAPER for Maintenance of IT Assets of T&D**

Department of Transformation and Development, Government of Assam

EXPRESSION OF INTEREST (EOI)

20-10-2017

The Department of Transformation and Development, Assam requires the services of reputed IT firm/ company/ agency having at least 3 years of experience in Annual Maintenance Services in Govt./Semi Government or large private companies.

The AMC should cover the following services with terms and conditions as mentioned for foolproof security of the systems of the department.

1. Maintenance and servicing of the Department LAN on all three floors of 'F' Block including Commissioner & Secretary's office on ground floor, establishment of Additional Chief Secretary's office in 'D' Block, offices of Secretaries on A Block (Ground Floor) and CM's Block (Room No.221, 2nd Floor). The complete LAN with two servers, 5 LAN switches, I/O ports, one (1) online UPS and the cables laid on 3 floors including patch chords. Immediate repairing and replacement, if required.
2. Maintenance/servicing and repairing works of all the 185 computer systems, 10 laptops with accessories and peripherals. Accessories and peripherals include all the UPSs(185 nos.), Printers both laser, colour laser and ink jet (100 nos.), scanners (35 nos.). maintenance and servicing must include software updates, checking of net connectivity.
3. Maintenance/servicing of all the equipment installed in the 2 (two) conference rooms of the departments in 'F' and 'D' blocks. The equipments are- 2 LCD monitors, 1 Drop down screen, LCD projectors, speaker systems, online UPS, cables and connector etc.
4. Placement of two service engineers/IT professionals for smooth functioning of the systems mentioned at (1), (2) and (3) above under the constant supervision and guidance of i/c Computer Application Division for onsite maintenance. The service engineers must be capable of handling issues relating to both hardware and software with support/solutions for the PCs, printers, scanners and the UPS including the LAN with the servers, switches etc.

The purpose of this advertisement is to identify high quality conscious IT firms/ company/ agencies who will measure up to the expectation of the Departments in terms of maintenance of the works. Department of Transformation and Development would shortlist a set of firms/ Company/ Agencies, which will be considered for awarding the service based on the professional competency, relevant experience and the cost of service.

General Conditions:

1. The Department would evolve the criteria to shortlist the agencies to provide the service. Those who are interested may please send their willingness to the Department along with non-refundable processing fee of Rs. 1,000/- (Rupees One Thousand) only in the form of Bank Draft from any nationalized Bank and payable at Guwahati at the following address on or before 6th November, 2017.

**The Secretary
Department of Transformation and Development
Assam Secretariat, Block 'A', Guwahati-781006.**

The top of the envelope must be superscribed with word "Expression of Interest for AMC of IT Assets of T&D". Applicants are also requested to mention their Contact Telephone No along with e-Mail id for easy communication.

2. The Applicants are encouraged to provide as much information and description as possible about their organization, profile of the technical manpower in the Organization, client profile and their demonstrated professional competency in providing the service. Tax returns for the last three years to be furnished.
3. Agency must have its office in Guwahati.
4. The agency selected must provide the manpower and other necessary support for the period of contract.
5. All things being equal, those agencies who have worked with public sector organizations, government agencies and educational institutions would be given higher priority.
6. The reputation of the institution, duration of its existence, client profile would be considered in short listing the agencies.
7. The contract will be effective from the date of awarding the work order.
8. Department of Transformation and Development, Assam reserves the right to reject any or all the proposals without assigning any reasons whatsoever.
9. Department reserves the right to allot the entire work or part thereof.

Tenders will be accepted at the office of the undersigned till 2.00 p.m. of 6/11/2017 and the bid shall be opened on 8/11/2017 at 3.30 p.m. in front of the Bidder(s) or their authorized representative(s) and the final selection will be made by the bid evaluation committee. T&D reserves the right to amend or cancel the tender without assigning any notice or reason thereof.

Approx. value of works : Rs.4.00 lakh.

