

EXPRESSION OF INTEREST
(13-10-2016)

Planning & Development Department, Government of Assam invites Expression of Interest from the competent Government Registered IT firms having the following eligibility criteria to express their interest to enter into an AMC with Planning & Development Department for the year 2016-17 to cover the IT asset of the Planning & Development Department under a comprehensive servicing and maintenance programme.

Eligibility Criteria of the IT firm:

- A minimum experience of 5 years in the relevant servicing & maintenance of LAN including PCs, Printers, Scanners and other accessories.
- Previous experiences in servicing/maintenance of government departments are essential.

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 and establishment of Additional Chief Secretary's office in 'D' Block and Secretary's office in 'A' block of the Assam Secretariat. 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, color 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 equipments 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, 2 LCD projectors, speaker systems, online UPS, cables and connector etc.
4. Two service engineers/professionals to be stationed during office hours on all working days for smooth functioning of the systems mentioned at (1), (2) and (3) above under the constant supervision and guidance of the i/c Computer Application Division of Planning & Development Department. The service engineers/professionals should be capable of handling issues relating to both hardware and software support/solutions through their service engineers/professionals for the PCs, printers, scanners and the UPS. They must be capable of handling all issues relating to LAN with the servers, switches etc.

EOIs for the above mentioned works must be submitted on or before 31-10-2016 to the Secretary, Planning & Development Department in the following address:

Address:

Secretary to the Government of Assam
Planning & Development Department
Block 'A' Ground Floor, Assam Secretariat, Dispur
Guwahati 781006