

NOTICE INVITING TENDER (NIT)
Annual Maintenance Contract (AMC) for Computers, Printers and Peripherals

Ref. No. : CRC/GHY/ADMN/2026-27/NIT/01

Dated : 20/05/2026

Name of the Office:

Composite Regional Centre for Skill Development, Rehabilitation & Empowerment of Persons with Disabilities (CRC-SRE), Guwahati

Sealed quotations/tenders are invited from reputed, experienced and authorized firms/agencies for providing **Annual Maintenance Contract (AMC)** services for Computers, Printers and other IT peripherals installed at CRC-SRE, Guwahati for a period of **one (01) year**, which may be extended for a further period on satisfactory performance and mutual consent.

Scope of Work

The AMC shall include, but not be limited to:

1. Preventive maintenance of all Computers, Printers and IT peripherals on a quarterly basis.
2. Breakdown maintenance and on-site repair services whenever required.
3. Installation, configuration and troubleshooting of operating systems, drivers and application software.
4. Diagnosis and replacement of defective components (excluding consumables, unless otherwise specified).
5. Cleaning and servicing of equipment.
6. Network connectivity troubleshooting related to desktop systems.
7. Submission of maintenance reports after each visit.
8. Ensuring minimum downtime and timely resolution of complaints.

Eligibility Criteria

The bidder shall:

- Be a registered firm/company.
- Have at least **three years' experience** in providing AMC services for IT equipment.
- Possess valid GST Registration and PAN.
- Submit copies of work orders/completion certificates of similar work executed in Government Departments/PSUs/Autonomous Bodies/Reputed Organizations.
- Have adequate technical manpower to provide on-site support.

Bid Submission

The bid shall contain:

Technical Bid

- Firm profile
- Registration certificate
- GST Registration
- PAN
- Experience certificates/work orders
- Undertaking regarding acceptance of tender terms

Financial Bid

- Item-wise annual AMC rates.
- Applicable GST, if any, shall be shown separately.

Terms & Conditions

1. The AMC shall remain valid for one year from the date of award.

2. Preventive maintenance shall be carried out at least once every quarter.
3. Complaint calls shall be attended within **24 hours**, and major faults shall be rectified within **48 hours**, wherever feasible.
4. Standby equipment shall be provided in case repairs require longer duration.
5. Payment shall be released on a quarterly basis after satisfactory completion of services and submission of invoices.
6. The successful bidder shall not assign or sublet the contract without prior approval.
7. The Competent Authority reserves the right to accept or reject any or all bids without assigning any reason.
8. The rates quoted shall remain firm throughout the contract period.

Important Dates

- Last Date & Time for Submission of Tender: 05.06.2026
- Date & Time of Opening of Technical Bid and Financial Bid: 09.06.2026

Place of Submission

The Director

Composite Regional Centre for Skill Development, Rehabilitation & Empowerment of Persons with Disabilities (CRC-SRE), Guwahati

Gauhati Medical College & Hospital Campus, Hostel Road, Bhangagarh, Guwahati – 781032, Assam.

Director
CRC-SRE, Guwahati

List for AMC of Computer, Copier and Printers

Sl. No	Name of the items	Quantity	Rate	Total
01	Computer and Laptop (OPD-2, Admin-3, Library-3, Skill-10, others dept-12	30		
02	Printer	09		
03	Copier	03		
	GST			
			Total	

(Excluding Spare parts)