

भारतीय लेखापरीक्षा और लेखा विभाग
प्रधान निदेशक लेखापरीक्षा, रेलवे, कोलकाता



INDIAN AUDIT AND ACCOUNTS DEPARTMENT
OFFICE OF THE PRINCIPAL DIRECTOR OF AUDIT
RAILWAY, KOLKATA

No. RC/Computer-LAN/2012/

Dated: March 20, 2026

NOTICE INVITING TENDER

This office intends to engage a reputed firm for the maintenance of Desktop Computers, Laptops, Computer peripherals (detailed in Annexure-I) and Software (located at Garden Reach for main branch and located at Headquarters/Kolkata for Kolkata Branch- I & II and Unit offices at Howrah, Sealdah, Liluah, Asansol and Malda). The AMC would be comprehensive in nature for the period from 1st April 2026 to 31st March 2027. Intended bidders are requested to quote their rates for the said subject to the adherence of the terms and conditions given below.

Terms and Conditions:

1. The participant bidders should have adequate experience of providing AMC services in Government Offices (Central/State/Undertaking etc.). The bidders should have enough expertise and capability in this aspect.
2. The bidders should have valid GST Registration/ST Registration/PAN Card.
3. The Bidder should have local offices at Kolkata to ensure satisfactory fulfilment of contractual obligations.
4. The bidder should not have been blacklisted by Central/ State Governments/ PSUs at any point of time.
5. The maintenance service will consist of preventive and corrective maintenance of computers and will include supply and replacement of all parts and components of hardware except computer/printer consumables. AMC rates once furnished and accepted by this office, can be changed in no way during the contract period.
6. A service Technician/Engineer shall have to attend every working day of Office time (10 a.m. to 6:30 p.m.) at Kolkata and another service Technician/Engineer shall have to attend every working day of Office time (10 a.m. to 6:30 p.m.) in Garden Reach Audit Office. If required, the Technician/Engineer shall attend on Saturday and Sunday.
7. In case the system is not repaired within the period of 48 hours from the time of failure reported, then the buyer may choose to get the same repair or part replaced by other authorized / suitable service agency and the cost / expenditure incurred therein shall be recoverable from the service provider.
8. All complaints shall have to be attended within 4 hrs.(Except force majeure). Otherwise as a penalty of @ 1% of the contractual value of the machine for every day of delay will be deducted from the bills.

9. If any asset, found unserviceable during the course of processing the Tender, will be excluded from the list.
10. Conditional quotation will not be accepted. The quotation should be neatly typed. No erasure or overwriting will be permissible/allowed.
11. Payment will be made in four instalments (i.e. quarterly basis) on the basis of performing satisfactory services.
12. The vendor will not be allowed to sublet any service work (partially or entirely) to any other vendor without permission of this office.
13. This office reserves the right to accept/reject any or all quotations at its discretion without assigning any reason thereof.
14. The successful bidder will have to enter into an agreement with this office within fifteen days from issue of the work order.

All the interested bidders may submit quotations by 27/03/2026 up to 14.00 hrs. All received quotations will be opened at 15.30 hrs on 30/03/2026 at the EDP Section of this office in presence of the participating bidders, if any.

The bidders may submit their bid documents for providing AMC services in respect of Computer Hardware and Printers, Scanner in a sealed envelope superscripting "**Quotation for the AMC of Computer Hardware/Software**" either in person or through post addressing to:

Director /Admin.
Office of the Principal General of Audit
Kolkata Branch-I
14 Strand Road, NKG Building (5th
Floor) Kolkata-700001.


Director
/Admin. Eastern
Railway, Kolkata

Annexure-I
List of Assets under AMC for the Year 2026-27 (1st April,2026 to 31st March,2027)

Sl No	Item	Brunch-I	Brunch-II	Main Brunch- GR	Total Quantity	AMC Period	Total AMC Months
1	Desktop Computers + AIO	9	23	38	70	1st Apr, 2026 to 31st Mar,2027	12
2	Printers	8	7	18	33	1st Apr, 2026 to 31st Mar,2027	12
3	Laptop	21	19	(ACER) 8	48	1st Apr, 2026 to 31st Mar,2027	12
				(HP) 18	18	1 st Apr,2026 to 31 st May,2026	2
				Total - 26	66 (Br-I + Br-II + Main Br. GR)		
4	Scanner	3	5	3	11	1st Apr, 2026 to 31st Mar,2027	12
5	Projector	0	0	1	1	1st Apr, 2026 to 31st Mar,2027	12