



GOVERNMENT OF KERALA

Abstract

INFORMATION TECHNOLOGY DEPARTMENT—POLICY GUIDELINES FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS OWNED BY GOVERNMENT DEPARTMENTS—APPROVED—ORDERS ISSUED

INFORMATION TECHNOLOGY (B) DEPARTMENT

G. O. (P) No. 26/2005/ITD. Dated, Thiruvananthapuram, 24th December, 2005.

ORDER

Government are pleased to approve the guidelines for Annual Maintenance Contract of computers and peripherals owned by Government Departments as outlined in the appendix.

By order of the Governor,

P. H. KURIAN,

Secretary to Government.

To

All Principal Secretaries/Secretaries to Government.

All Officers of and above the rank of Under Secretary to Government in Secretariat.

All Departments/Sections in Government Secretariat including Finance and Law.

All Heads of Departments/Heads of all Public Sector Units, Autonomous Bodies.

Registrars of all Universities in Kerala.

Principal Accountant General (Audit), Kerala, Thiruvananthapuram.

The Accountant General (A&E), Kerala, Thiruvananthapuram.

The Director, Kerala State IT Mission, Vellayambalam, Thiruvananthapuram.

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APPENDIX

The Guidelines for Annual Maintenance Contract for computers and peripherals owned by Government Departments

- (a) The vendor shall be registered as a company under Companies Act.
- (b) The vendor shall have sufficient infrastructure to cater the service; they shall have sufficient financial and manpower strength in specific terms as follows:
 - (i) Turn over of the vendor during the last financial year shall be 5 times the value of the contract.
 - (ii) The vendor shall have an office in the same district where the equipment is located.
 - (iii) The vendor shall be an Authorised Service Provider (ASP) for Original Equipment Manufacturer (OEM) brand equipments.
 - (iv) The vendor shall provide complaint booking over phone during 8 a.m. to 8 p.m. on all Government working days.
- (c) The strength of Service Engineer/Technician for a particular Annual Maintenance Contract (AMC) shall be at a ratio of one Engineer/Technician per 50 numbers computers or printers or other equipments.
- (d) They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMCs in the past.
- (e) The vendor shall have sufficient communication facilities such as land phone, mobile phone, fax and on-line complaint registration facility.
- (f) The vendors shall have Original Equipment Manufacturer (OEM) certified service Engineers/Technicians in the case of AMC of IBM/ACER/Similar make equipments/Services.
- (g) In the case of a back to back AMC business with others, such contract shall be informed well in advance to the customer awarding AMC. However this is not applicable in the guarantee period, where the service support is by Original Equipment Manufacturer/their Authorised Service Provider.
- (h) The scope of AMC must be as follows:
 - (1) Monthly inspection and clearing ;
 - (2) Quarterly preventive maintenance ;

(3) Service level for break down maintenance :

- (a) Critical equipments : complaints shall be cleared in 24 hours ;
 - (b) Non-critical equipments : complaints shall be cleared in 72 hours.
 - (c) Vendor shall do all call logging and provide quarterly reports.
- (i) The Company shall have well equipped service centre in the city/town where the service is needed. In the case of state wide service, they shall have at least one center in each district.
 - (j) AMC to be awarded on the report of the officer or authorized person of the awarding customer. If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the customer awarding AMC.
 - (k) The Director General of Supplies and Disposals (DGS & D) rates for buy back are detailed in Annexure (I).
 - (l) The AMC charges for the equipments/service shall be as follows :—

For equipments having 1 year warranty

First year AMC	:	Maximum 6% of the purchase price
Second year AMC	:	Maximum 7% of the purchase price
Third year AMC	:	Maximum 8% of the purchase price
Further AMC	:	Maximum 8% of the purchase price

For equipments having 3 years warranty

AMC charges shall be maximum 8% of the purchase price.

- (m) For any modification or repair with modified parts components (where the product or part or component has become obsolete) liability of customer is limited to paying the cost of item only.
- (n) In case of full time manpower support as in the case of Network/ Internet services amount shall be fixed after mutual discussion between clients or scrutinizing with the help of experts.

ANNEXURE I

BUY BACK PRICES

Items	Buy-back prices (Working)			Buy-back prices (Non-Working)		
	Upto 3 years	3 to 5 years	More than 5 years	Upto 3 years	3 to 5 years	More than 5 years
PC 486	500	500	500
Pentium I PC with Col Monitor	1000	800	500	500	400	350
Pentium II 14" Col Monitor	2500	2000	1500	500	450	400
Pentium II 15" Col Monitor	3000	2500	2000	500	450	400
Pentium III 14" Col Monitor	3500	3250	2500	1000	750	500
Pentium 15" Col Monitor	4000	3500	3000	1000	750	500
Pentium IV based PC with Col Monitor	5000	3500	2500	1500	1500	1000
Celeron based PC with 14"Col Monitor upto 1 GHz	3000	2500	2000	700	500	400
Celeron based PC with Col Monitor >1 GHz	3500	3250	2500	750	600	400

Note.—The above noted buy back prices are binding on the vendor. However, utilization of the same is solely at the option of the Indentor.