



उत्तर पूर्व क्षेत्रीय शिक्षा संस्थान
NORTH EAST REGIONAL INSTITUTE OF EDUCATION

राष्ट्रीय शैक्षणिक अनुसंधान एवं प्रशिक्षण परिषद
(NATIONAL COUNCIL OF EDUCATIONAL RESEARCH & TRAINING)
(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधिन एक स्वायत्त संगठन)
(An Autonomous Organization under Ministry of Education, Government of India)

उमियाम, शिलांग – 793103, मेघालय

Umiam, Shillong – 793103, Meghalaya

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दिनांक/Dated: 28th October, 2021

NOTICE INVITING QUOTATION FOR EXTENDED WARRANTY/RENEWAL OF NETWORKING AND SECURITY DEVICES OF THE INSTITUTE (EXTENSION OF LAST DATE UPTO 12.11.2021 FOR RECEIPT OF QUOTATIONS).

Quotations on sealed envelope are invited from the manufacturers, their authorized dealers/distributors, for providing extended warranty/renewal of networking and security devices of the Institute (Technical specifications and services required are given in Annexure - 1)

The Interested manufacturers and their authorized dealers/distributors may send the quotations/estimate against each item as per Annexure -2 in sealed envelope superscribed as **quotations for extended warranty/renewal of networking and security devices.**

Quotations may be addressed to the Principal, NERIE-NCERT, Umiam, Ri-Bhoi District, Pin – 793103, Meghalaya.

The last date of receipt of quotation is further extended upto 12th of November, 2021. Quotations may be sent either by post/courier or may be dropped in the Box placed in the Establishment Section of the Institute. The Institute will not be responsible for postal delay or otherwise.

Terms and Conditions:

1. The firm should be original Equipment Manufacturer (OEM)/Authorized dealer/distributor of OEM for providing services of networking/security devices.
2. Firms quoting as authorized Distributors/Dealers of the manufacturers will be required to furnish valid authorization from the manufacturers.
3. Firm as authorized agent should have provided onsite services/after sale services in Shillong and documentary proof of supply/service provided by the firm may be enclosed.
4. Firm shall submit a copy of GST Registration Certificate of the firm.
5. Firm should be in existence in core networking/security devices sales and services business for the last 3 years.
6. Firm should have direct support Centres for Shillong. In case of support through service partners details of customers supported by the service partners to be attached.
7. The rate quoted shall be inclusive of all taxes. Transportation charges (if any) for visit to the Institute for configuration/installation of the licenses shall be provided separately.
8. The firm shall be responsible for installation/configuration of the devices.
9. Payment is subject to satisfactory certification given by the concerned section.
10. All the documents attached along with the quotations should be duly signed and sealed by the proprietor/authorized representative of the firm
11. Services are to be provided within 15 days from the date of receipt of supply order
12. The vendor must have a registered toll free number and helpdesk support system for ticket generation and resolution. The firm should have qualified technical engineers to tackle the issues as escalated and provide solutions on a priority basis.
13. Issues raised shall be tackled/resolved by the firm within 72 hours' time from the time of reporting, either by email or telephone
14. The Institute reserves the right to (a) accept or reject any/all the quotations submitted by the parties, and (b) cancel the process at any time without any liability and assigning any reason thereof.
15. For any further clarification, kindly contact at No. 9401620371.

I/c Administrative Officer