



प्रकाशन विभाग
PUBLICATIONS DIVISION

सूचना एवम् प्रसारण मंत्रालय

भारत सरकार

MINISTRY OF INFORMATION & BROADCASTING
GOVERNMENT OF INDIA

Website : www.publicationsdivision.nic.in

No.D-19016/2/2013-14/A&G

सूचना भवन,
सी.जी.ओ. काम्प्लेक्स
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Fax : 011-24366670, 24362905
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SOOCHNA BHAWAN
C.G.O. COMPLEX,
LODHI ROAD, NEW DEHI-110003
Dated: 07-11-2014

Ref No.....
To

Dated.....

Subject:- Annual Maintenance Contract for computers and peripherals in Publications Division.

Publications Division invites sealed quotations for Annual Maintenance Contract for computers and peripherals installed in offices in Hqrs. [located in Soochna Bhawan, Yojana Bhawan, Nirman Bhawan, East Block-IV R.K. Puram, Old Secretariat and Feeder Stores Faridabad]. The offices in Yojana Bhawan, Nirman Bhawan and R.K. Puram will be shifted to Soochna Bhawan shortly. A list of items is enclosed. The rates are to be quoted item-wise.

2. If you are interested to take up the job, you may submit sealed quotation in an envelop superscribed, "**QUOTATION FOR AMC OF COMPUTERS AND PERIPHERALS**", addressed to: The Deputy Director (Admn.), Publications Division, Soochna Bhawan, CGO Complex, Lodhi Road, New Delhi – 110 003, **so as to reach by 3.00 p.m. on 28-11-2014.** The quotation may also be deposited in the 'Tender Box' kept in A&G Section (Room No.240, Soochna Bhawan). An Earnest Money Deposit (EMD) of Rs.10,000/- in the form of DD drawn in favour of Additional Director General (In Charge), Publications Division, and a declaration that the firm has not been blacklisted by any Government agency are to be enclosed with the quotation. Any quotation without EMD and the declaration will not be considered. A list of clients and relevant certificates from Government departments are also to be enclosed.

3. The Terms and Conditions governing the contract are enclosed. Any firm submitting quotation is required to accept the 'Terms and Conditions' wholly. The ADG (I/C) reserves the right to reject any or all the quotations without assigning any reason.

Encl. List of Items and Terms & Conditions.

(GOPAL)
DEPUTY DIRECTOR (ADMN.)
TEL: 2436 2932

List of Items

1. Computer (P-IV, CoreDuo, etc.)	-	100 Nos.
2. B & W LJ Printer (A 4 Size)	-	100 Nos.
3. Colour LJ Printer (A 4 Size)	-	05 Nos.
4. Xerox Colour Printer (A 3 Size)	-	01 No.
5. Scanner (A 4 Size)	-	10 Nos.
6. Scanner (A 3 Size)	-	02 Nos.
7. UPS (Double Battery)	-	30 Nos.
8. UPS (Single Battery)	-	70 Nos.
9. Internet Switch	-	05 Nos.

Terms & Conditions

1. AMC shall be valid for a period of 12 months from the date of commencement of the contract. However, the AMC is extendable for one more year after the expiry of the contract period on satisfactory service, and as decided by the Head of Department.
2. The maintenance contractor shall depute two qualified engineers to be present in the Division's Computer Room in Soochna Bhawan in order to attend to complaints for computers and related items installed in the Division's offices located in (1) Soochna Bhawan, (2) Yojana Bhawan, (3) Nirman Bhawan, (4) East Block-IV, R.K. Puram (5) Old Secretariat and (6) Feeder Stores, Faridabad. The office in Yojana Bhawan, Nirman Bhawan and R.K. Puram will be shifted to Soochna Bhawan shortly.
3. Maintenance/ service shall be provided between 9.30 a.m. and 6 p.m. on all working days. During emergency situation, service shall also be provided after 6 p.m. on working days and holidays whenever necessary.
4. Preventive maintenance shall be provided once in a quarter, which includes outward cleaning and dusting of all items.
5. The contractor will provide maintenance and free service in respect of computers and accessories which are still covered under warranty as per terms and conditions of the warranty.
6. The contract for maintenance of Computers, Printers, Scanners, UPSs, etc. is comprehensive, i.e., it covers all the items like CPU, Memory, Speakers, Mouse, Keyboard, Speaker and all other non-consumables not specifically mentioned. No payment on account of any such items will be payable extra.
7. AMC shall include repair/ replacement of all other vital/ non-vital components required for smooth operation of the equipment. Only original equipment/ manufacturer's parts shall be used.
8. Software calls concerning Operating System and Application problems (eg. Windows, Mac OS, etc.) shall be serviced under AMC. In case data is to be retrieved from any HDD due to Hard Disk failure/ system failure, the firm shall have to do it at its own cost, and no amount will be paid extra.
9. AMC may not include replacement of consumables like cartridges, CDs, plastic parts, and physical breakage and damages caused by fire, theft, riots, accidents and natural calamities. **However, AMC shall include replacement of batteries of UPSs including the cost of batteries.**

(Cont'd.2)

10. *At present all computers, which are installed, are under use and are functioning properly.* In case, however, this Division decides to put to use any computer which is non-functional and not in use as on date, the charges for replacement of parts, if any, to make it functional will be borne by the Division and it will be brought under AMC as per rates quoted by the firm proportionate to the period involved. In case any item is found to be defective/ in need of repair at the commencement of the contract, repair charges for such items will be borne by this Division. A complete report in this regard will be submitted within a fortnight of the assumption of the contract. Any claim for repair charges of any item after the prescribed time will not be accepted. This should be noted.
 11. The engineers should maintain a Complaint Register to record complaints received from the users, with date, name of user, nature of complaint. After attending to the complaint and rectifying the equipment, the signature of the user, along with comments, should be obtained on the register. The engineer should also sign with date.
 12. If an item is not repaired satisfactorily on time, i.e., within 24 hours, standby arrangement should be made by the maintenance contractor at his own cost. If the contractor fails to rectify the equipment nor provide standby arrangement within 24 hours, an amount of Rs.100/- will be deducted for every day of delay per item from the payment due to the contractor in the concerned quarter.
 13. The payment will be made on quarterly basis subject to satisfactory service and completion of all repairs up to date. (Payment will be released only after submission of Performance Security Deposit.) Payment of the last and final quarter will be released only at the end of the quarter after assessing the overall performance/ service rendered by the contractor, and subject to the condition that the firm must ensure and satisfy that all machines are perfectly up to the mark on the last day of the contract.
 14. The contractor shall ensure that the machines are working properly, and shall give a fitness certificate regarding perfect functioning of all the items covered under AMC at the time of expiry of the contract.
 15. This Division reserves the right to terminate the AMC by giving one month's notice without assigning any reason. In this case the contractor shall refund the proportionate amount of AMC for the rest of the period of contract, if any.
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