



GOVERNMENT OF INDIA
MINISTRY OF SCIENCE & TECHNOLOGY
DEPARTMENT OF SCIENTIFIC & INDUSTRIAL RESEARCH
TECHNOLOGY BHAWAN, NEW MEHRAULI ROAD, NEW DELHI-110016

File No. DSIR/IT-eG/AMC/2014

Date: June 26, 2014

Subject: Maintenance of PC and Other IT Equipment for a period of one year.

Quotation in sealed cover is invited for the comprehensive maintenance of the following equipment of this department as per the terms and conditions mentioned below:

S.No.	Items	Description	QTY
1	Laptops	HP Compaq 6320	3
		HP 6710b	9
2	P-IV Desktop Computers	HP 4420S	16
		IBM (2.4/3.40 GHz, 256/512MB/1GB RAM, 40/80 GB HDD, CD R/W, 16XDVD/CDROM, KBD, MOUSE, 15"/17" CRT Monitor)	17
		PCS (3.0 GHz, 1GB RAM, 80 GB HDD, DVD R/W, DVD ROM, KBD, MOUSE, 15" TFT)	29
3	Desk Jet Printers	WIPRO (D 2.80 GHz, 1 GB RAM, 160 GB HDD, DVD R/W, Wireless 19 KBD, MOUSE, 11" TFT)	28
		HP(DJ 930, 970, 1180, OJ 61 10, BIJ 1000, K5400dn)	41
4	Laser Jet Printers	MFP HP F380	10
		HP(LJ4000,4000N,4050,4200,1300, P300S,K2015dn)	15
5	All in one	HP 4345 MFP	2
		Samsung All in One	6
		Canon All in One	12
6	Scanners	HP ScanJet 7400 C	02
7	LCD Portable projector	Plus make and Mitsubishi Make	02
8	UPS(offline)	500 VA, 625 VA/1KVA with their Batteries	68

Terms & Conditions:

1. A post warranty comprehensive maintenance Agreement (CMA) (Format AT Annexure-I) will be made for Preventive and corrective maintenance service.
2. The selected firm shall deposit a Bank Guarantee of Rs.15000.00 from a commercial bank which should be valid for a period of 60 days beyond the period of contract.

3. The selected firm will be required to do the work from the date of award of the bid.
4. One adequately well qualified engineer would be made available in the Department during the office hours on all working days to attend complaints.
5. The contract shall be on a comprehensive maintenance service basis i.e. no extra charges for supply of replacement of any defective parts. In case the UPS requiring battery replacement, battery set replacement would be done.
6. Only such work which can not be done in the office premises would be allowed to be done outside after providing standby machine and no extra charges would be paid on this account.
7. Those computer systems that are under warranty, which does not covers software support would have to be attended at no extra cost.
8. If the firm fails to attend the complaints within 24 hours and do not repair the equipment. accordingly a penalty of 5% of the AMC for that work shall be deducted from the gross amount of the bill. The decision of the Government on this account wills be final and binding on the company.
9. The contract can be terminated by the department at anytime without assigning any reason thereof. If the work of the company is found to be unsatisfactory, this department will be at liberty to entrust the same to any other firm at the risk and expense of the defaulting company. In this connection, the decision of this department shall be final and binding upon the company.
10. The company should clearly indicate their past performance (support the claim with enclosing list of clients having 100 or more equipment), technical capability and financial position, etc. while submitting the quotation.
11. Payment will be made on quarterly basis after the completion of satisfactory maintenance.
12. Quotation received after due date and time will not be accepted. The department reserves the right to reject any quotation in whole or in part without assigning any reason thereof. This tender is not transferable.
13. Quotation should be valid for a period of two months.

Quotation in the format at Annexure-II in a sealed cover (embarked on it 'Quotation for AMC 2014' and this letter number) may be sent to undersigned latest by **3:00 PM on 21st July 2014**. Tenders will be opened on the same day at **3:30 PM in Room No. 11, Administrative Block, Technology Bhavan, New Mehrauli Road, New Delhi-110016** in the presence of tenderers or their authorised representatives who may desire to be present.


Vimal Kumar Varun
Scientist 'F'

**AGREEMENT FOR COMPREHENSIVE MAINTENANCE FOR
DEPARTMENT OF SCIENTIFIC AND INDUSTRIAL RESEARCH**

This agreement is made on this the ___ day of _____ 2014 between the President acting through department of scientific and Industrial research (here in after referred to as DSIR) on one part and MIS (herein after referred to as Vendor) Warranty comprehensive maintenance agreement (CMA) of the computer systems, their associated peripherals, offline UPS and other IT Equipment (as indicated in annexure-I) installed at Technology Bhavan New Mehrauli road, New Delhi.

1. Scope and Terms of the agreement

- 1.1 This agreement is for a period of one year
- 1.2 The vender shall be ready to continue the CMA for another one year on the same terms and conditions etc, if DSIR so desires.
- 1.3 The comprehensive Maintenance Services to be provided under this agreement will be:
 - A) Preventive maintenances.
 - B) Corrective maintenance service.

2. Maintenance Services

- 2.1 The vendor shall provide maintenance services during working hours from 9.00 to 5.30 pm between Monday to Friday except public holidays to keep the equipment in good working condition. The services consist of preventive and corrective maintenance including replacement of all parts of computers and batteries of UPS except consumables like stationary, ribbon, toner, ink, cartridge etc. in case the UPS requiring battery replacement battery, set replacement would be done by the vendor. This CMA excludes repairs I services due to accident negligence by user, improper power source, tampering by unauthorized personnel. The decision about unauthorized tampering would be arrived at by consultation among both parties.
- 2.2 All computer systems covered under this agreement are in working order, however all machines are to be inspected before taking over by the vendor, a list of serviceability/observation to be made and submitted to the first party within a reasonable period of time. any un serviceability existing will be corrected by the vender at no extra cost except replacement of parts. The computer systems which ore under warranty, which does not covered software support, would attended to at no extra cost by the vendor.
- 2.3 All the repairs are to be undertaken within the premises of DSIR, unless it requires lab testing/calibration and transportation will be at the cost of vendor in such cases. whenever the systems/parts is to be taken out. a standby machine will be provided by the vendor and no extra charges would be paid on this account.
- 2.4 The vendor will designate a qualified engineers/engineer and make him available in DSIR on all working days during office hours to attend the complaints.
- 2.5 Sufficient quantities of spore parts would be stored at DSIR by the vendor at no extra which include VGA monitors, PIII CPU or above printers(DeskJet's), 101 /104 keywords, FDDs / HDDs/ CD ROM,
- 2.6 The vendor will provide preventive maintenance on all equipments on a quarterly basic and a report would be submitted to DSJR in the first week of each succeeding quarter. The vendor shall maintain log book for each computers site which shall record the history of breakdowns. The authorized official of DSIR, the record in the logbook shall from the basis for computing the down time of each machine. The vendor shall ensure a minimum of 95% uptime.

2.7 If the VENDOR fails to attend the complaints within 24 hours and do not repair the equipment within the stipulated time period, a penalty not exceeding 5% of AMC during the entire the contractual period work shall be deducted from the gross amount of the bill. The decision of DSIR on this account will be final and binding on the vendor.

2.8 DSIR at any time can terminate the contract, if the work of the vendor found to be unsatisfactory. DSIR will be at liberty to entrust the same job to another firm at the risk and cost of the defaulting vendor. The decision of DSIR in this regard shall be final and binding upon the vendor.

3. Software Services

3.1 The vendor shall help and provide expertise in installing softwares & patches, Antivirus and another utilities which are commonly used, like windows, MS office, Page maker, WP, lotus etc.

4. Payments

4.1 As per the agreement DSIR shall pay to vendor for rendering the maintenance services as the defined as the Para 1 to 3 above, an amount, which shall be worked out as per the following.

S.No.	Items	Description	QTY	Unit Price	Total
1	Laptops	HP Compaq 6320	3		
		HP 6710b	9		
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		IBM (2.4/3.40 GHz, 256/512MB/1GB RAM, 40/80 GB HDD, CD R/W, 16XDVD/CDROM, KBD, MOUSE, 15"/17" CRT Monitor)	17		
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8	UPS(offline)	500 VA, 625 VA/1KVA with their Batteries	68		

4.2 Payment will be made on a quarterly basis after the completion of satisfactory maintenance. The quarterly bill submitted for payment must be accompanied by the preventive maintenance report of the previous quarter. Request for advance payment shall not be entertained under any circumstances.

4.3 DSIR shall deduct the penalty charges if any, as per clause 2.7 from the payments to be made as per clause 4.2 .

5. Care of equipment

5.1 DSIR shall give the vendor full access to the equipment to enable the vendor to provide services, make available to the representative of the vendor appropriate staff who are familiar with the customer programs.

5.2 DSIR shall take care of the equipments/spares , will house it in suitable condition and follow such instruction given by the vendor from time to time.

6. Arbitration

6.1 All disputes arising under or pursuant to this agreement shall be referred to a sole arbitrator to be appointed by the Secretary, DSIR. Such arbitrations shall be held in Delhi and shall be subject to and governed by provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications thereof for the time being in force.

7. Agreement

7.1 This document together with any attachment hereto signed by both parties shall constitute the entire binding agreement between the vendor and DSIR .

8. Exemption

8.1 The vendor shall not be responsible for failure of services due to causes beyond his normal control or if such failure results from a force majeure act of God, storm, fire, earthquakes or any national calamity and theft.

9. Jurisdiction

9.1 This agreement shall be deemed to have been concluded in the state of Delhi where it has been signed on behalf of the Vendor and DSIR and all obligations hereunder shall be deemed to be located at the state of Delhi and the courts within the State of Delhi shall have jurisdiction to the exclusion of other courts. Both the parties agree to provide all reasonable assistance for the agreement

VENDOR

Department of Scientific & Industrial Research

Witness:

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Annexure -II

S.No.	Items	Description	QTY	Unit Price	Total
1	Laptops	HP Compaq 6320	3		
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		HP 4420S	16		
2	P-IV Desktop Computers	IBM (2.4/3.40 GHz, 256/512MB/1GB RAM, 40/80 GB HDD,CD R/W,16XDVD/CDROM, KBD, MOUSE, 15"/17" CRT Monitor)	17		
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8	UPS(offline)	500 VA, 625 VA/1KVA with their Batteries	68		

The terms and Conditions as per Annexure - I are accepted

**Authorised Signatory
(Name of Vendor)
Seal**