

**M/s**

**Dear Sir,**

**Subject: On-site Comprehensive Annual Maintenance Contract for various Computer hardware installed at our TSG-NMEICT project office, Block -8, IGNOU Campus, Maidan Garhi, New Delhi-110068.**

This corporation intends to give on-site Comprehensive Annual Maintenance Contract for various computer hardware installed at our TSG-NMEICT project office at as per details mentioned in the schedule of requirements at Annexure-I.

If you are in a position to meet the requirement as per Annexure-I, you are requested to submit your sealed quotation based on the terms & conditions as set forth hereunder. The quotation is based on single bid system. The envelope should contain the following documents.

1. Earnest Money Deposit (EMD) of Rs. 3,000/- (Rupees Three thousand only) by Demand Draft only drawn in favour of EdCIL (India) Limited' Payable at Delhi/Noida. **Any bid received without EMDs will be summarily rejected.** However, Bidders registered with DGS&D, NSIC or MSEs are exempted from payment of Bid Security.
2. Price Bid to be submitted as per Annexure- II.
3. Letter of acceptance to the terms and conditions of the NIQ.
4. Tenderer should furnish details of Comprehensive Annual Maintenance Contracts carried out by them in last three years giving complete details viz. name of the clients/ customer and their contact numbers with copies of the award letters.

Contd. 2/-

**TERMS & CONDITIONS:**

Your quotation will be considered only for the C-AMC of machines as per details mentioned in the Annexure-I. Other terms & conditions will be as under:

1. The C-AMC firm should keep sufficient original spare parts equivalent to 2 machine for immediate repair of desktops, printer, laptops & scanner.
2. Since the C-AMC services are to be made at Delhi office, Service Tax/ WCT to be charged should be shown separately in the financial quotes, if no service tax/ WCT is shown separately, it will be considered that service tax/ WCT is included in the rates.
3. You are requested to quote your Service Tax/ Work Control Tax no. for the purpose of making payment on account of Service Tax/ Work Control Tax No. and also to provide the photo copies of the same.
4. The quotations should reach in a sealed cover as superscribed "**Quotation for C-AMC for Various Computer Hardware for TSG- NMEICT** addressed to the **Asst. Manager (Admin.), EdCIL (India) Limited, EdCIL House, 18A, Sector 16A, Noida** so as to reach not later than **1500 Hrs. on 13/03/2015**. If you wish to deliver the tender/quotation personally, you are requested to drop your quotation/ tender in the tender box only available at reception of the EdCIL House, Noida. The quotation/ tender received after the due date will not be entertained. The received quotations will be opened internally by the committee.

**5. OPENING OF THE TENDER**

Sealed tender received up to **15.00 hours on 13/03/2015** will be taken up for opening. Tender received after the specified date and time will not be accepted. Ed.CIL reserves the right to disqualify any or all of the tenders in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. **The bids will be opened up on the same day at 15.30 hrs on 13/03/2015** before the evaluation committee and the bidders in the office premises at **EdCIL (India) Limited, Sector 16A, Plot 18A, NOIDA – 201 301**.

6. All the amount shall be indicated unit wise by the vendor/tenderers in figures as well as in words. Where there is any difference between the price quoted in figures and words, amount quoted in words shall prevail.
7. Your quotations / tenders shall remain open for acceptance for 90 days or as may be specified from the date of opening. No revision/modifications in the quoted/tendered rate will be allowed during the period of validity of tender/quotation or the extended period.

Contd. 3/-

7. The C-AMC provider would be required to **use only genuine spare parts** in the equipment, a certificate to that effect should be given by tenderer.
8. The C-AMC provider would be required to provide preventive maintenance to all the above equipment on quarterly basis.
9. The standby equipment to be provided should be of same make and specifications. The Corporation reserves the right to cancel the contract if the quality of material supplied/services offered fall below the required specifications and also if the deliveries are not made in accordance with the delivery schedule.
10. The successful tenderers/vendors shall not sub-let or assign this contract or any part thereof without obtaining prior written permission of the corporation otherwise the corporation shall have the right to cancel the contract and to purchase the goods elsewhere and the successful tenderers/vendors shall be liable to the corporation for any loss of damage which the corporation may sustain in consequence or arising out of such purchase.
11. The payment of services C-AMC shall be made within 20 days in half yearly installments after completion of satisfactory services to be certified by authorized person from concerned department.
12. You are requested not to erase or mutilate any word (s) of figures occurring in your quotation/tender, otherwise the quotation may be ignored. Your quotation/tender should be free from overwriting. All corrections and alteration should be duly attested by the vendor/tenderer. The bid will be evaluated on the total cost of requirement considering all the rates quoted by the bidder.
13. The time to attend the fault may be indicated. **The maximum response time for maintenance complaint during C-AMC period shall not exceed 48 hours.**
14. This Corporation also reserves the right to terminate the contract without any notice in the event of your services is not being found satisfactory.
15. This Corporation also reserves the right to accept or reject any quotation/ tender in whole or in parts without assigning any reason thereof. Further, the Corporation does not bind itself to accept the lowest tender or assign any reason for non-acceptance of the same.
16. If the successful bidder will not be able to provide satisfactory services, a penalty of 5% will be imposed on the payment of the effected quarter.
17. The EMD of successful bidder will be withheld till expiry of C-AMC contract as performance guarantee.

18. This contract extends only to problems arising out of normal functioning of equipment and contract does not cover break down or services for separate cost, arising out of damages caused due to fire, theft, riots, accidents earthquake storm and other nature calamities.
19. Within 10 days of receipt of the job order, the successful bidder shall furnish a agreement valid upto AMC period. The agreement should be as per format given in Annexure III.
20. All the documents & annexure etc. should bear the page numbers & signed by the authorized signatory of the firm.
21. Vendors registered with MSME/NSIC will be given purchase preference as per the Government Procurement Policy 2012.
22. The quotation should be unambiguous in all respects.

Yours faithfully

(Sushant Dey)  
Asstt. Manager (Admin.)

**ANNEXURE-I**  
**TECHNICAL SPECIFICATIONS**

<b>S.No.</b>	<b>Description</b>	<b>Serial No.</b>	<b>Make</b>	<b>Type</b>
1	MAC Apple	W802609WAGV	Apple	Laptop
2	Dell Inspiron 15R-5537	3H5VGY1	Dell	Laptop
3	Mini Dell Inspiron	CN-OGMG2G-12961	Dell	Laptop
4	Lenovo Laptop G-570	CB06645512	Lenovo	Laptop
5	Desktop Acer Veriton	9100984	Acer	Desktop
6	Desktop Lenovo A-70	VILP645	Lenovo	Desktop
7	Desktop Lenovo A-70	VILP441	Lenovo	Desktop
5	HP Laser jet Printer Pro 500 color	CNCXF266HG	HP	Printer
6	HP Inkjet Printer-6525	TH38T173BV	HP	Printer
7	HP Scan jet G-2410	CN15YT217I	HP	Printer
11	Laserjet Printer Samsung (ML-3710ND)	Z5SJBADB700954X	Samsung	Printer
12	Laserjet Printer Samsung (ML-3710ND)	Z5SJBADB700661F	Samsung	Printer
13	HP Laserjet Printer (Model p2055dn)	VNC3H01657	HP	Printer
14	HP Laserjet Printer (Model p2055dn)	VNC3H01669	HP	Printer

**ANNEXURE - II**  
**PRICE SCHEDULE (Price Bid)**

**(in Rs.)**

<b>Items</b>	<b>Qty.</b>	<b>Rate without TAX (P/U)</b>	<b>Total Amount without Tax</b>	<b>Tax, if any</b>
Desktops Computer	03			

Laptops	04			
Printer	07			

Total cost in Rs. (words) without tax : \_\_\_\_\_

## Annexure – III

### Annual Maintenance Agreement

This letter would serve as an Official and Legal Document for Facility Management of IT Hardware Product between the parties regarding its subject matter and supersedes all prior representation, discussion, negotiation, agreement, or inconsistent terms, whether written or oral.

#### **Agreement Parties**

##### **Owner**

**Official Name:** \_ EdCIL (India) Ltd.

**Head Office Address:** EdCIL House, Plot No. 18A, Sector 16A, Noida-201301

**Email id:** \_\_\_\_\_

##### **Party:**

**Official Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Tel:** \_\_\_\_\_

**AMC Type:** Non-Comprehensive Annual Maintenance Contract

#### **Party Details**

**Signature** \_\_\_\_\_

**Name of authorized person** \_\_\_\_\_

#### **Customer Details**

**Signature** \_\_\_\_\_

**Name of authorized person** \_\_\_\_\_

#### **Annual Maintenance Contract Terms & Conditions**

The Annual Maintenance Contract undertakes by party to maintain the equipment described in Annexure I and keep them in good condition under the governed terms and conditions mentioned below.

1. At the time of starting dates of the contract. EdCIL will provide full access and support for inspection/ verification as and when required.
2. Party shall provide hardware maintenance free of cost for the supplied hardware/ equipment, promptly, during office working hours and shall respond Next Business Day Response.

3. Payments shall be made as per accepted job order and invoice; all payments shall be subject to deduction of tax at source as applicable under the Income tax Act 1961.
4. Any Changes in Taxation law by the governing body shall be applicable at the Time of Invoice.
5. The Comprehensive Contract shall cover all Parts, Spares and your visit of the engineer at our site as mentioned in the job order. All type of software support will not be covered in this contract O.S. Related Troubleshooting, Basic Networking issues will be entertained. The Non comprehensive contract would cover only free visit and inspection of the equipment as mentioned in the AMC quote.
6. Arrangement to bring the systems or any instrument to the service center will be made by the party, if it is found necessary to do so. If any part of the system is not available the party shall make all efforts will however, be made to complete the job, within 48 hours otherwise they have to be provide standby unit.
7. Not, notwithstanding anything contained in clause 7 above where the system is not rectified within 48 working hours to the satisfaction of the customer, the customer may get the system rectified by other service provider the cost for which shall be borne by party.
8. Party shall not be liable for any loss, damage to the system arising out of fire, electric Short circuit, voltage fluctuations, improper or no earthing, lightning, mishandling of the system, damage caused due to rodents pests or any other natural calamity at the customer place but would be liable if the product is damaged once party take the possession of the product except natural calamity.
  
9. Any Defect in the electrical installation, independent of the system of wiring, fluctuation of power supply, earthing etc. shall be attended and rectified by customer and is neither party responsibility nor are they covered by this contract.
10. The contact does not include repair to consumables or damages caused by:-
  - a. Use of customer supplied add-ons or non-standard/ non genuine consumables/ software's.
  - b. Mishandling, tampering, neglects, accidents arising.
  - c. Improper or inadequate maintenance by the customer, unauthorized modification or misuse, operating outside the environment specification for the product or improper site preparation and maintenance.
  - d. Consumables like Laptop Battery, Laptop Display (Screen)shall not be covered under maintenance Contract.
11. This contract will cover repair or free replacements of components, which may be necessary as a result of normal wear and tear during the period of the

contract. This does not cosmetic parts like tray, cabinets, covers, cables, cover, and plastic parts. All parts or components replace will be our property.

12. Quarterly scheduled preventative maintenance would be carried out in case the customer demands so. Customer may log a call at party helpdesk prior two working days for a scheduling the preventative maintenance.
13. Operating System, Antivirus and other proprietary software's to be provided by the Customer & the Engineer will assist in installing & upgrading virus definition patches & virus tools as & when required.
14. In case party is in breach of any of the terms of the contract or fails to provide the services to the satisfaction of the customer, the customer may terminate the contract within a notice period of 14 working days.

**Party Details**

Company Name  
Authorized Person Name  
Signature

**Customer Details**

Company Name  
Authorized Person Name  
Signature