

**NATIONAL HANDICAPPED FINANCE AND DEVELOPMENT CORPORATION
RED CROSS BHAWAN, SECTOR – 12,
FARIDABAD – 121 007, HARYANA**

NOTICE INVITING SEALED QUOTATION

**INVITING SEALED QUOTATIONS FOR THE AMC OF
COMPUTERS Peripherals including LAN Network, UPS ,
PRINTER and SCANNER**

The National Handicapped Finance and Development Corporation invites sealed quotations **from various Computer Service and Maintenance agencies of Faridabad, Haryana** for the AMC of computer (Desktops and Laptops) , Printers , Scanners and UPS as per specifications attached vide **Annexure - 'A'**.

1. PARTICULARS

- a) Quotation Reference No. : NHF/2/16/AMC Computer/2012
- b) Last date & time of receipt of Quotation : 22nd November 2013, 03.00 P.M
- c) Opening of Quotation : 22nd November 2013, 03.30 P.M
- d) Place of receiving the Quotation : National Handicapped Finance and Development Corporation,
Red Cross Bhawan, Sector – 12,
Faridabad – 121 007, Haryana
- e) Contact person : Sh. Manoj Kumar Sahoo,
Asst. Manager (S&P)
Ph.0129-2287513 (Ext. 207)

Note:

This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.

2. TERMS AND CONDITION

• **Eligibility Criteria**

The quotationer should have at least three years experience in IT facility management / annual repairs and maintenance of computer system, peripherals, accessories.

- **Testimonial should be enclosed as proof.**
 - a) The quotationer should have three running contacts with any Govt. / Semi Govt. Dept / PSU / Bank for a total value of not less than Rs. 2 Lakh. Testimonial should be enclosed as proof.
 - b) The quotationer should have at least 5 hardware engineers having hardware certification with at least one year experience in respective areas Testimonial and records to be furnished:
- **The quotationer should enclose the following records, duly self certified, in support of their bonafide:-**
 - a) List of Professionally qualified personnel of the vendor.
 - b) Copy of Certificate of registration / incorporation of the agency.
 - c) Copy of Trade license applicable.
 - d) Copy of Income Tax Registration Certificate / PAN, Service Tax.
- **The contract shall be for a period of one year with effect from the date of signing of agreement. The firm shall provide the following comprehensive maintenance services under the agreement to keep the systems in good working conditions:**
 1. Unscheduled, on call corrective and remedial maintenance services.
 2. Schedule preventative maintenance once in every three months.
 3. The firm shall provide on call service from Monday to Saturday excluding Public Holiday from 9.00 am to 6.00 pm for the equipment.
 4. The response time to request for service will normally be within 24 Hrs. if a complaint is reported before 1400 hrs the same shall be attended on the same day itself. Failure to attend complaint within 24 hrs., a penalty of Rs.250/-(Rupees Two Hundred Fifty only) will be levied on service provider for every working day, which may be deducted from the AMC(Annual Maintenance Contract) charges to be paid to the firm.

5. Replacement of defective part(s) replaced will either be new part(s) or part(s) equivalent in performance to new part(s).
6. The firm shall supply all spare parts, excluding consumable parts such as printers head, printer knob, fuser assembly of the laser printers, batteries, printers knob etc. required for repair and nothing extra shall be paid on this account.
7. The firm shall provide all normal tools and test equipments needed for maintenance of the system.
8. The firm shall maintain the system in working condition throughout the year. In case the calls are not attended within 24 hrs. the expenditure incurred by National Handicapped Finance and Development Corporation towards repairing of systems by a third party would be at the risk & cost of the vendor.
9. Provision of stand by equipment by Annual Maintenance Service Provider in case the malfunction in the equipment is not made serviceable right within 24 hrs. of its reporting to the firms service centre.
10. For the machines that are under warranty, the firm shall be coordinating with the supplier of the machine, till such period the machine is under warranty. All the details / support for such purpose shall be extended by NHFDC.
11. The NHFDC shall make quarterly payment at the end of each quarter after having satisfactorily services from the firm.
12. The Annual Maintenance Contract would be subject to satisfactory service and may be terminated at any time by giving one month notice in writing at the discretion of NHFDC.
13. Any dispute arising between parties hereto shall be referred to the sole Arbitrator to be appointed by CMD, NHFDC and the decision /award of such arbitrator shall be binding upon the parties hereto.
14. The agency shall depute one well-qualified and experienced service engineers with Computer Engineering qualification (with minimum one year of experience in the field) technical person on each working day for attending to the routine maintenance related complaints.

15. In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
16. The agency shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones; on demand.
17. The Annual Maintenance Contract includes preventive as well as corrective maintenance.
18. The Company shall ensure to abide by the copy right, intellectual Property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
19. The courts of competent jurisdiction at Faridabad will have the sole and exclusive jurisdiction to decide the issue of any dispute between the parties hereto.

The firm agrees to maintain the equipment specified in the agreement in accordance with the terms and conditions mentioned herein above.

20. Payment Terms

- a) The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and paid at the end of each quarter of AMC period after satisfactorily service (after deducting penalties, if any).
- b) Any increase or decrease of taxes, duties or prices of components, etc. will not affect the AMC rates during the entire period of AMC.

21. Agreement

The selected vendor shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC.

AGREEMENT OF AMC OF COMPUTER AND PERIPHERALS OF NHFDC

THIS AGREEMENT TO AMC executed at Faridabad on this _____ 2013 between M/s _____ Through its Proprietor Shri _____ (hereinafter called the Contractor as well as first party)

AND

M/s NHFDC through its _____ , Red Cross Bhawan, Sector – 12, Faridabad (hereinafter called the second party)

The contract shall be for a period of one year with effect from the date of signing of agreement. The firm shall provide the following comprehensive maintenance services under the agreement to keep the systems in good working conditions :-

1. Unscheduled, on call corrective and remedial maintenance services.
2. Schedule preventative maintenance once in every three months.
3. The firm shall provide on call service from Monday to Saturday excluding Public Holiday from 9.00 AM to 6.00 P.M for the equipment.
4. The response time to request for service will normally be within 24 Hrs. If a complaint is reported before 1400 Hrs the same shall be attended on the same day itself. Failure to attend complaint within 24 Hrs. a penalty of Rs.250/- (Rupees Two Hundred Fifty only) will be levied on service provider for every working day , which may be deducted from the AMC(Annual Maintenance Contract)charges to be paid to the firm.
5. Replacement of defective parties replaced will either be new part(s) or part(s) equivalent in performance to new part(s).
6. The firm shall supply all spare parts, excluding consumable parts such as printers heads, printer know, fuser assembly of the laser printer, batteries, printers knob etc. required for repair and nothing extra shall be paid on this account.
7. The firm shall provide all normal tools and test requirements needed for maintenance of the system.
8. The firm shall maintain the system in working conditions throughout the year. In case the calls are not attended within 24 Hrs. the expenditure incurred by National Handicapped Finance and Development Corporation towards repairing of systems by a third party would be at the risk and cost of the vendor.

9. Provision of stand by equipment by Annual Maintenance Service Provider in case the malfunction in the equipment is not made serviceable right within 24 Hrs. of its repairing to the firms service centre.
10. For the machines that are under warranty, the firm shall be coordinating with the supplier of the machine, till such period machine is under warranty. All the details / support for such purpose shall be extended by NHFDC.
11. That NHFDC shall make quarterly payment at the end of each quarter after having satisfactorily services from the firm.
12. The Annual Maintenance Contract should be subject to satisfactory service and may be terminated at any time by giving one month notice in writing at the discretion of NHFDC.
13. Any dispute arising between parties hereto shall be referred to the sole Arbitrator to be appointed by CMD, NHFDC and the decision / award of such arbitrator shall be binding upon the parties hereto.
14. The agency shall depute one well-qualified and experienced service engineers with computer Engineering qualification (with minimum one year of experience in the field) technical person on each working day for attending to the routine maintenance related complaints.
15. In case of need to replace any items / component, the agency shall provide original make genuine parts / components of similar or higher configurations.
16. The agency shall produce the Cash Memo's / Certificate / Document in proof of providing genuine components to replace the faulty ones Demand.
17. The Annual Maintenance Contract includes preventive as well as corrective maintenance.
18. The company shall ensure to abide by the copy right intellectual Property right and other laws as may be applicable for providing any replacements for any malfunctioning the components / items / software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
19. The courts of competent jurisdiction at Faridabad will have the sole and exclusive jurisdiction to decide the issue of any dispute between the parties hereto.

The firm agrees to maintain the equipment specified in the agreement in accordance with the terms and conditions mentioned herein above.

20. **Payment Terms:**

- a) The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and paid at the end of each quarter of AMC period after satisfactorily service (after deducting penalties if any).
- b) Any increase or decrease of taxes, duties or prices of components etc. will not affect the AMC rates during the entire period of AMC.

21. **Agreement**

The selected vendor shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC.

In the presence of witnesses both the parties have signed this agreement on this dated

Witness

- 1. CONTRACTOR FIRST PARTY

- 2. SECOND PARTY

LIST OF COMPUTERS / UPS / PRINTER / SCANNER UNDER AMC**Desktops**

<u>Sl. No.</u>	<u>Computers (Desktop)</u>	<u>Nos.</u>
01	IBM P4-WinXP-1GB RAM	07
02	Compaq P4-WinXP-1GBGB RAM	01
03	HP – Dx7380MT-Win Vista – 2GB RAM	08
04	Hp –DC Compaq 7700 core 2 – Vista- 2.5GB RAM	01
05	Lenovo: Core 2- Vista - 2GB RAM	04
06	HP – Dx2280MT-Win Vista – 2GB RAM	01
07	HP Desk Top DX 2480 Intel C2d 2.4ghz/2gb Ram/160GB	04
08	IBM SERVER Xeon-IMBx226 - 1GBRAM	01
TOTAL		27

Desktop under warranty

01	Desktop all in one Lenovo 71Ez (under warranty)	02
02	HP desktop Elite 8100 (under warranty)	03
03	HP desktop 1334 -Win 7 – 2GB RAM	02
04	Intel Core i3-2 nd 3.2 Ghz, RAM :4GB	02

Note: To manage and troubleshoot the networking system (LAN) .

Laptops

<u>Sl. No.</u>	<u>Computers (Laptop)</u>	<u>Nos.</u>
01	HP- Compaq Core2 Duo – Vista – 1GB RAM	05
02	Sony – Core2 Duo-Vista-4GB RAM	02
03	Sony – Core2 Duo-Vista-2GB RAM	02
04	HP Compaq NC6230	01
05	ACER Intel Core i3- 1st Gen, RAM : 2GB Hard Disk : 320GB HDD	01
TOTAL		11

Laptop under warranty

<u>Sl. No.</u>	<u>Computers (Laptop)</u>	<u>Nos.</u>
01	HP- I3 second gen.-windows 7 -2GB RAM	02

Printers

<u>Sl. No.</u>	<u>Printer</u>	<u>Nos.</u>
01	Hp colour Laserjet 2820	01
02	HP-Laserjet -1150	03
03	Hp Laserjet-P1505	03
04	Hp colour Laserjet 1600	01
05	HP-Laserjet -1022n	03
06	HP-colour Laserjet -2700	01
07	HP-Laserjet -1000	02
08	HP-Laserjet -1007	02
09	HP-Laserjet -3005dn	02
10	HP Officejet Pro L7580	01
11	HP Laserjet 1020+	02
12	HP Laserjet p 1108	02
TOTAL		23

Printers under warranty

<u>Sl. No.</u>	<u>Printer</u>	<u>Nos.</u>
01	Hp Laserjet 1020+	03
02	HP laserjet P 1606dn	01

Scanners

<u>Sl. No.</u>	<u>Scanner</u>	<u>Nos.</u>
01	Hp G 3110	01
02	HP G 3010	01
03	HP 3500	01
04	HP G2410	04
TOTAL		07

UPS

<u>Sl. No.</u>	<u>UPS</u>	<u>Nos.</u>
01	Luminous 800 VA	05
02	Nexus 650 VA	04
03	Uniline 800 VA	04
04	Nexus 3 KVA	01
05	500 VA (Nexus,Moserbaer)	02
06	Orbit 600VA	01
07	Microtek 600VA	12
TOTAL		29

UPS under warranty

<u>Sl. No.</u>	<u>UPS</u>	<u>Nos.</u>
01	Microtek 600 and 625VA	06
02	Intex 600 VA	2