

F.No. 21013/01/2006-Admn. (NPPA)  
Government of India  
Ministry of Chemicals & Fertilizers  
Department of Pharmaceuticals  
National Pharmaceutical Pricing Authority

3<sup>rd</sup> & 5<sup>th</sup> Floor,  
YMCA Cultural Centre Building,  
1, Jai Singh Road, New Delhi-110001  
Date: 03.01.2012

To,

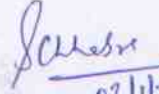
Subject: Quotation for AMC of Computer, Printers, Servers and UPS.

Sir,

National Pharmaceutical Pricing Authority (NPPA) an attached office of Department of Pharmaceuticals, Ministry of Chemicals & Fertilizers, invites quotations for Annual maintenance Contract for the Computers, Printers, Servers and UPS installed in the NPPA. Interested parties may quote their rates with parts in sealed cover stating "Quotations for AMC of Computers, Printers, Servers and UPS" by 02.02.2012 at 18:00 hrs. along with terms and conditions to Section Officer (Admn.), YMCA Cultural Centre Building, 5<sup>th</sup> Floor, 1, Jai Singh Road, New Delhi-110001. The quotations so received will be opened on next day i.e. 03.02.2012 at 15:00 hrs.

Sl. No.	Descriptions	Quantity
1.	H.P. Computer	12 only
2.	HCL Computer	35 only
3.	HP Laser Jet Printer (Modal N. 1100)	02 only
4.	HP Laser Jet (Modal No. 5200)	05 only
5.	HP Laser Jet (Modal No. 2015dn)	10 only
6.	HP Laser Jet (Modal No.1020)	04 only
7.	HP Desk Jet (Model No. 3390)	05 only
8.	HP 3700 Printer	01 only
9.	HCL (Server)	03 only
<b>Total</b>		<b>77 only</b>

The contract shall be given by the General terms and Conditions given in this office letter even No. F. No. 21013/1/2006-Admn. (NPPA) dated 03.01.2012.

  
03/1/2012  
(SANJAY CHHABRA)  
Under Secretary (Admn.)

F.No. 21013/01/2006-Admn. (NPPA)  
Government of India  
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3<sup>rd</sup> & 5<sup>th</sup> Floor,  
YMCA Cultural Centre Building,  
1, Jai Singh Road, New Delhi-110001  
Date: .01.2012

**Name of Work: Comprehensive AMC of Computers (Hardware's-PCs, Peripherals, Accessories and Software).**

**GENERAL TERMS AND CONDITIONS:**

**1. Scope of Work**

- 1.1 The scope of work covers comprehensive maintenance of PC's peripherals and Accessories installed in NPPA at YMCA Cultural Centre Building, 3<sup>rd</sup> & 5<sup>th</sup> Floor, 1, Jai Singh Road, New Delhi-110001.
- 1.2 Tenders must be accompanied by Rs. 10,000/- (Rupees Ten Thousand only) as Earnest Money Deposit in the form of Bank Draft only drawn in favour of PAO, Department of C&PC, New Delhi. Quotations without Earnest Money Deposit will be summarily rejected. No interest will be paid on Earnest Money Deposit. Earnest Money Deposit of unsuccessful tenders will be returned in due course of time. If the quotation is accepted and firm fails to undertake the material in maintenance contract within the period as specified hereafter, EMD will be forfeited.
- 1.3 The scope of work also includes maintenance of software procured by this office and installed in the PCs and Peripherals.
- 1.4 The scope of work covers provisions of your maintenance staff at NPPA from 9:30 hrs to 18:00 hrs. On all working days and if required on Saturdays and Sundays and also after 18:00 hrs on working days.
- 1.5 The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in a month regularly and is required twice in a month.
- 1.6 The engineer deployed shall be responsible for preventive and corrective, maintenance of all PCs, peripherals and accessories mentioned under schedule of quantities and also maintenance of software's. Any lapse in the schedule of quantities and also maintenance of software's. Any lapse in the maintenance of hardware's and software's by the deployed engineers shall be viewed seriously and the firm shall be penalized for the lapses, as deemed fit.

1.7 The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacement. Until and unless written orders of the Director/ Under Secretary (Administration) and conveyed, the original specification/characteristic / features shall not be changed.

1.8 All the complaints received shall be attended immediately by them as follows:-

i) Minor faults immediately.

ii) Major faults within 4 hours by replacement method, with the available spares, after informing the Under Secretary (Administration).

iii) The firm shall be responsible for taking backup data and programme available in PC, before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users.

iv) If the equipment is required to be transported to the firm's/ manufacturer service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.

v) The replacement of components, sub assembly and assembly shall as per manufacturers instructions and as per the decisions of Director/ Secretary (Administration).

vi) Repair and servicing of equipments can be carried out at site or at the firm's works after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of complaints.

vii) Maintenance with reference to LAN system installed in NPPA through services. However, actual expenditure shall be reimbursed to the firm for any equipment/ cable/ switch replaced etc. in the LAN system.

1.9 The scope of software maintenance covers

a) Maintenance of all software's already installed in the PCs and peripherals and the software's to be installed at later stages.

b) Availability of anti virus software's at site for removal of virus from the PCs and storage disk.

c) Maintenance of software's installed in LAN existing in NPPA and removal of network related problems if faced. Maintenance of Internet/ Website related work of NPPA and solving software related problems.

1.10 The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/ replacement, if any after entering Annual Maintenance Contract.

1.11 The firm should take care of any kind of virus etc.

- 1.12 The contract at any time can be terminated by either party after serving advance notice of one month. NPPA shall have the right to terminate the contract with assigning any reason, whatsoever to the firm at anytime, In case not satisfied with the services of the firm.
- 1.13 On expiry of the contract after one year, the firm will have to hand over the system in perfect working condition to the NPPA, failing which suitable amount will be deducted from the security deposit.

## **2. Penalty**

- 2.1 If the firm does not attend the complaint within 4 hours from the time of complaint registered to the resident engineer deployed by the firm or the telephone no. (give by the firm for lodging complaints), work will be got done from some other firm/open market at the cost of approved tenderer and the expenditure incurred on such repairs shall be recovered from the contractor.
- 2.2 If the fault is set right by replacing the defective sub assembly and equipment, the same should be re-installed after servicing within 7 days (if 7<sup>th</sup> day falls on holiday then next working day). In case of default, penalty shall be levied at the rate of 10% of the value of the AMC charges for the scheduled item per each day.
- 2.3 If the firm fails to send Engineer consequently for two days, a penalty shall be imposed on the firm @ Rs. 100/- per day for each day's absence.
- 2.4 Firm will submit a bank guarantee of 1/4<sup>th</sup> amount of the AMC.

## **3. Payment**

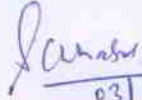
- 3.1 Payment shall be made pro rata on quarterly basis at the end of each quarter.
- 3.2 Penalty shall be deducted from running payments.
- 3.3 Application statutory tax deductions shall be made from the payment made to your firm as per rules.

## **PARTICULAR TERMS AND CONDITIONS**

### **4. Preventive Terms and Conditions:-**

- 4.1 The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least concerned officer and to be enclosed with bill at the time of AMC payment.
- 4.2 Availability of presence of engineers, every working day at NPPA.
- 4.3 The schedule of preventive maintenance shall be as follows:-
- 1.) Clearing of all equipment using dry vacuum air, brush soft muslin clothes.

- 2.) Running of test programme to ensure quality print/ date reliability.
- 3.) Checking of power supply source for proper earthing and safety of equipment.
- 4.) Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- 5.) Scanning of all types of virus and elimination and vaccination of the same.
- 6.) Running of diagnostic software for system performance.
- 7.) For all operational/ administrating interaction, shall be made with Under Secretary (Admn.) of NPPA.

  
03/1/2012  
**(SANJAY CHHABRA)**  
**Under Secretary (Admn.)**