

**PRINCIPAL ACCOUNTS OFFICE
MINISTRY OF URBAN DEVELOPMENT
'F' WING, II FLOOR, NIRMAN BHAWAN
TEL. NO. 23062320, 23061283, FAX No. 23062989**

No. D-13020/PrAO/AMC Computers/E&W/2008-09/1417

Dt. 27.02.09.

To

“Address as per list”

Subject : Award of comprehensive Annual Maintenance Contract of Computers & its peripherals installed in Nirman Bhawan & other offices located in Delhi.

Sir,

Sealed quotations are invited to award comprehensive Annual Maintenance Contract for the Computers and its peripherals installed in Nirman Bhawan, and other Pay & Accounts Offices of this organization located at Delhi. The detailed particulars of computers etc. are given in the **Annexure-I** and the terms & conditions of the contract are enclosed as **Annexure-II**. The sealed envelope may be sent to the undersigned by name on or before 20th March, 2009 at 04:00 PM super scribed as “AMC of Computers etc.” Quotations received after due date and time will not be accepted by this office.

The quotation will be opened on 21.03.09 at 03.00 P.M. in the office of Asstt. Controller of Accounts(Admn), 'F' Wing, II Floor, Nirman Bhawan, New Delhi. Receipt of the letter may kindly be acknowledged.

Yours faithfully,

Encls : Annexure-I & II.

**(A.K. RALHAN)
Asstt. Controller of Accounts(Admn.)**

Copy to :

- 1. Technical Director (NIC) along with soft copy with request to upload the same on the web-site of this office www.ccamoud.nic.in.**
- 2. Notice Board.**

ANNEXURE -II

The Award of AMC is subject the following terms & Conditions :-

1. The firm should have a minimum annual turnover of Rs. 20 Lakh for the last five years preceding 31 March, 2008.
2. Copy of the Income Tax clearance certificate>Returns for the last three years may be furnished.
3. The rates of AMC quoted should be comprehensive (excluding up gradations). This includes free servicing of the system at site & replacement of all the damaged monitors, hard disk, FDD's, CPUs, Motherboard, Keyboards, Mouse, CD Drive, Modems, Logic cards & Mech. Assembly and other parts except for the damages resulting from accidents, transportation.
4. The successful firm will be required to do the work for a period of one year from the date of award of the contract. This office, however, reserves the right to terminate the contract at any time without assigning any reason.
5. Breakdown calls will have to be attended to within 3-4 hours and failure to rectify the defects both hardware and software components within 24 hrs, without adequate reasons or to return the repaired machine within a maximum period of one week may entail proportionate deduction of 2% from the bill in respect of the period.
6. Payment for the work done and services rendered will be made to the contractor on **quarterly basis after the satisfactory completion of each quarter.**
7. In case of any dispute the decision of CCA will prevail and will be binding on the firm.
8. The firm shall responsible for deputing their qualified service engineers to attend to the complaints both hardware and software technology on the same day. And at no stage, **the system should be down for more than 24 hours.**
9. The authorized service engineer of the contractor should call on PrAO(Admn), AAO(E&W) & visit each room even if no complaint is lodged, and get the signatures of the user in the prescribed proforma for his visit.
10. In case of major repair, the vendor has to provide the system/Peripherals of same/Equivalent configuration as standby to continue the office work without disruption.
11. The office reserves the right to cancel or modify the contract without any notice, if the performance is not found satisfactory.

12. Name of the service engineers to be called on along with telephone/Mobile Nos. by officers at I.P. Bhawan, R.K. Puram, Jam Nagar House and Nirman Bhawan along with telephone/ Mobile Nos. be provided to this office for circulating to field offices as and when they need for complaint/assistance.
13. All expenses will be borne by the firm for sending the stationery/consumable items to the Principal Accounts Office/Pay & Accounts Offices at Delhi.
14. The owner/firm should be available on his own direct telephone (office as well as residence) and also on mobile phone for calling in emergent cases. The Mobile number be given to the ACA(Admn).
15. This office will not accept duplicate/substandard items or items not matching the samples/prescribed specifications and no payment will be made for these supplies.
16. Tenderers may please quote their unconditional rates strictly as per list of items enclosed. Cutting/overwriting, if any, should be countersigned to avoid any dispute at later date.

(A.K. RALHAN)
Asstt. Controller of Accounts(Admn.)

ANNEXURE-I

Computers :

Pentium -IV	Pentium-III	Pentium - II	Total
185	21	10	216 No.

Printers :

HP Laserjet (Mono)	HP Colour	Deskjet	Dot Matrix	Line	Inkjet Photo smart	APSEN Stylus Photo 1290	Total
47	03	04	30	02	02	01	89 No.

UPS :

1 KVA	APC 1000 VA	625 ACE	500 VA	Total
37	132	04	05	178 No.

Server :

IBM P-III	P-IV	IBM X Series	24 Port Jack Panel & 24 Port Switch	Total
03	01	03	01+01	09 No.