

F. No- A.11019/39/2012-NMPB
Government of India
Ministry of Health & Family Welfare
Department of AYUSH
National Medicinal Plants Board

Room No. 309, 3rd Floor,
B-Block, AYUSH Bhawan,
GPO Complex, INA,
New Delhi-110023
Tele: 011-24651823
Dated: 25-07-2014

To,
As per list attached

Sub: Notice Inviting Tender for Annual Maintenance Contract (AMC) for Computers and Printers etc. – reg.

Sir,

It is proposed to engage a reputed and experienced agency for award of AMC for regular maintenance of the following items:

S. No.	Particulars	Total Qty
1.	<u>Computers:</u> a) Lenovo make b) HP make	32 02 30
2	<u>Laptops</u> HP make	01 01
3	<u>Printers:</u> a) Samsung b) HP LaserJet 1022 c) HP LaserJet 1526 MFP d) HP LaserJet P1007 e) HP LaserJet 1160 f) HP LaserJet P1108	33 01 01 02 01 15 13
4	<u>UPS</u> a) Luminous make b) Uniline make	07 05 02
5	<u>Scanner</u> HP 4010 make	01 01
6	<u>Fax</u> Canon make	02 02

The terms and conditions for AMC are also annexed.

You may send your rates for **Annual Comprehensive Maintenance Contract** for above items along with a Demand Draft of Rs.3,500/- (Rupees Three thousand and five hundred only) drawn in favour of Pay & Accounts Officers, Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi as EMD in sealed envelope inscribed "**Quotation for AMC of computers**" on the top of the envelop, addressed to the Chief Executive Officer, National Medicinal Plants Board (NMPB), Department of AYUSH, AYUSH Bhawan, Room No. 309, 3rd Floor B-Block, GPO Complex, INA, New Delhi-110001. The documentary proof regarding work experience may also be attached. Successful bidder awarded contract is to furnish 'Performance Security' as per the provision of Rule 158 of G.F.R.

The quotations should reach this office latest by **1-00 pm on 19-8-2014** and will be opened on the same day at **3:30 PM** in the chamber of Finance & Administrative Officer.

Yours faithfully,

(Arup Kumar Bhattacharjee)
Finance & Administrative Officer

Copy to: Shri Parveen Kumar, Computer Operator for loading the tender notice on website of Department of AYUSH immediately and report.

National Medicinal Plants Board (NMPB)
Department of AYUSH

Terms and Conditions for AMC for Computers and peripherals.

1. The firm should provide efficient maintenance services including monthly periodic preventive service maintenance and corrective maintenance, fitting and replacement of defective parts during the period of contract.
2. The firm will not make any delay in repairing the system and maximum permissible downtime for setting right the system is 24 hours. In case of downtime more than 24 hours, a standby is to be provided by the firm, failing which a penalty @Rs.300/- for computer and Rs.100/- for peripherals for one working day beyond two days of downtime would be recoverable from the firm and for the second day of downtime without any standby the penalty will be charged @50% of the above rates in deserving cases.
3. The repairing work has to be carried out in the premises of this Department, normally.
4. The should provide on line system of taking/lodging complaint/service request during office hours.
5. The comprehensive AMC includes the following:
 - i) All preventive and corrective maintenance of hardware and software periodically and also as and when required.
 - ii) Installation and maintenance of software etc., including updating anti-virus software in all the systems.
 - iii) Repair and replacement of parts of computers, UPS, Printers connections including hard disc, mother board, cards cables, SMPS, Keyboard, mouse etc., and excluding consumables like print heads, ink cartridges, floppies, printing stationary.
 - iv) Repair and maintenance of UPS excluding batteries.
6. The firm will be entirely responsible for any loss, which may be caused to the Govt., on account of damage to the equipment as a result of negligence or carelessness on the part of the firm's engineers. The loss will be recoverable from the firm.
7. The firm in addition would fulfill the other obligations committed in the rate quotations submitted by it.
8. Payment would be made on quarterly basis on submission of bills.
9. The National Medicinal Plants Board, Department of AYUSH keeps the right to revoke the contract at any time without giving any reason.
10. If the firm wants to revoke the contract, he should give at least 3 months advance notice with sufficient reasons for revocation of the contract.
11. All Computers and peripherals should be in working condition on the date of expiry of the contract except those which are beyond repairable condition.
