

No. D-19015/1/2008-AR (Ad. II)
Government of India
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi.

29th January-2013

To

Subject: Annual Maintenance Contract for 04 Servers of the Department of Administrative Reforms and Public Grievances for the year-2013-15- Award of Contract regarding -

Sir,

I am directed to invite the quotations for comprehensive Maintenance contract for 04 Servers of this Department. The rates may be quoted at the rate per machine.

S.No.	Items	Sl. No.
1.	IBM 335	99L7080
2.	IBM 235	99TM955
3.	IBM 235	99TL935
4.	HPML370 G4	EA08MC973J

Terms and Conditions:

- (1) The contract shall be effective for a period of two year from the date of formal acceptance of the contract that is extendable on satisfactory performance.
- (2) All complaints must be attended to on the same day and in no case later than one day. Failing so, a penalty of ₹500/- per day is liable to be payable by the firm.
- (3) The repair/maintenance work will be carried out in the office premises of this Department. If any machine is not repairable within the premises, it can be taken out to the workshop with the written permission of the Under Secretary (Admn.).
- (4) The contract for annual maintenance will cover all components and peripherals of the machines, .
- (5) The firm will have to support and take care of all the problems related to the hardware and software including installation of operating system, devise drivers, Network configuration and configuration of all peripherals installed on the machines under contract.

[Handwritten signatures and stamps]
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(6) The damaged parts will be replaced with genuine and same make parts by the firm, if needed. In case, the genuine parts are not available, the firm can replace good quality parts under prior intimation to this Office.

(7) This Department reserves the right to reject any quotation whole or in part or terminate the contract immediately, if the services of the firm in any respect are unsatisfactory, without assigning any reason therefor.

(8) The Department also reserves the right to reduce and/or increase the number of items offered for maintenance/contract. The decision of the Head of Office will be final and binding on the firm.

(9) The contract is not transferable.

(10) The firm shall carry out periodic check-up of all the machines under contract at least once in a month. It is also the responsibility of the firm to ensure smooth functionality of the machines during the period of contract. On expiry of contract, the firm shall handover all the machines in functional condition.

(11) The contractual amount will be paid in four equal installments after completion of each quarter.

(12) The successful bidder will be required to deposit ₹5,000.00 (Rupees Five thousand) only as Performance Security. The payment of performance security money have to be made by Banker's cheque/Demand Draft in favour of "DDO, Department of Administrative Reforms and Public Grievances" payable at New Delhi. Once the contract is awarded, no firm will be allowed to withdraw the contract.

(13) The quotations may be submitted in a sealed cover superscribed "Quotations for AMC for Servers." and addressed to the Under Secretary, (Admn.), Department of Administrative Reforms and Public Grievances, Room No. 523, 5th Floor, Sardar Patel Bhavan, New Delhi-110 001 on or before 8th February, 2013 by 11.00 AM which will be opened on same day at 11.30 AM in the presence of firms/authorized representative of firms in the place stated above.


(A.K.Sarkar)

Under Secretary to the Government of India

Tele: 23401453

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2. All Ministry/Department of Govt. of India.