



**NATIONAL DISASTER MANAGEMENT AUTHORITY**  
Government of India  
“NDMA Bhawan”, A-1, Safdarjung Enclave  
New Delhi –110 029



No. D- 31016/ 05/2010-C&G

Dated: April' 2011.

**NOTICE INVITING TENDERS**

**SUBJECT: ANNUAL MAINTENANCE CONTRACT IN RESPECT OF COMPUTERS, PRINTERS, SCANNERS & LAPTOPS.**

Sealed quotations are invited for awarding of Comprehensive Annual Maintenance Contract for the following computer printers/scanners in this Authority: Rates may be quoted in words & figures in the proforma at Annexure – I enclosed.

Sl. No.	Equipment	Qty.
1.	HP Laser Jet Printer 2420 B/W	21
2.	HP Colour laser Jet Printer 3700dn	02
3.	HP Laser Jet Printer Big Size 4250 dn B/W	01
4.	HP ScanJet 5590 Scanner	05
5.	Computers (Monitor with CPU)	90
6.	Laptops	37
7.	HP Printer HPLJM 1319 MFP	02
8.	HP Printer P 1007	20
9.	HP Printer 5200 N	05
10.	HP Printer Laserjet M 1522 NF	01
11.	HP Printer Laserjet CP 2025 N	10
12.	HP Printer OJ.4580	07
13.	HP 2360	01
14.	HP LJ 1022 N	03
15.	HP Colour 4355	07
16.	HP LJ 2605	03
17.	HP Colour LJ 1600	01
18.	HP 3800 DN	02
19.	HP 3005 DN	16
20.	HP LJ 1505 N	34
21.	HP LJ 3505 N	05
22.	HCL Konika	07
23.	Scanner HPG 2410	18
	TOTAL	298

2. The contract will be governed by the following terms and conditions:

- i) The firm must have previous experience of maintaining hardware and network system in Government organizations/PSUs. A certificate to this effect from the existing Govt. clients (atleast 2 Govt. organization/PSUs) may be attached with the quotations. Company should have been in existence for more than 3 years.
- ii) The firm will provide certificate from the Original Equipment Manufacturers (OEM) that it is authorized and competent to take up the AMC.
- iii) The contract includes preventive maintenance, corrective and remedial maintenance/service of hardware and software to set right functions of the system.
- iv) The contract will be comprehensive in nature i.e. it includes the cost of preventive maintenance, repairing/replacement of the defective parts as well as maintenance support, but does not include the cost of consumables.
- v) All complaint should be attended to on the same day as soon as they are reported.
- vi) Only genuine spare parts of concerned make must be used.
- vii) One full time Resident Engineer will be provided at NDMA during office hours i.e. 0930 hrs to 1800 hrs, to enable hassle-free services. The engineer will maintain a Log Book of the complaints received and rectified.
- viii) The payment will be made on quarterly basis **after completion of the quarter**. No charges will be admissible during the period when the equipments remain non-functional for reasons attributable to the contractor.
- ix) A fall clause will be effective to the approved rates i.e. if the firm undertakes identical works in other Ministries/Departments/Central Government Organizations at rates lower than the rates approved by this Authority, it will have to charge at those rates from this Authority.
- x) The machines are normally required to be repaired on site. In exceptional cases when the machine cannot be repaired in the office premises and is required to be taken to the workshop, the Authority will not make any payment towards cartage and the expense for the to and fro transportation of the machines shall be borne by your firm. In case the machine is not repaired within 02 working days, standby machine will be provided by you.
- xi) A “ Bank Draft amounting to **Rs.5000/-** (Rupees Five Thousand only) payable to “DDO NDMA”, towards earnest money should also be enclosed with the quotation which will be returned to unsuccessful tenderer after finalization of the process. The successful tenderer will have to deposit Performance Guarantee equivalent to **10%** the total value of AMC in the form of Bank guarantee/Fixed Deposit Receipts of equivalent amount. Any quotation

received without earnest money as stated above, will not be entertained at all. The Performance security deposit is refundable after the successful completion of the contract and the same will be forfeited if during the contract period, the services of your firm are found to be unsatisfactory in any respect or in the event of any breach of contract terms and conditions.

- xii) The Rate Contract will remain valid for a period of one year from the date of commencement of rate contract.
- xiii) The contract may be terminated by this Authority at any time without assigning any reasons therefor. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of defaulting firm. In this regard, the Authority's decision will be final and binding.
- xiv) The rate may be quoted in the enclosed Performa ( Annexure – I ) and the percentage of any taxes, VAT/Service Tax, if any, may be specifically and separately indicated in the quotation. Rates should be quoted in words and figures.
- xv) The decision of the Authority would be final in all respect. However, any dispute arising out of the contract would be within the jurisdiction of Delhi High Court. It may be noted that this Authority reserves the right to accept or reject any or all quotation in full or in part without assigning any reason whatsoever and also reserves the right to terminate the contract at any time without assigning any reason.
- xvi) Any damages caused to the equipment during disconnecting, packing, repair, maintenance and transportation of any part etc. shall be borne by the successful firm. Liability in the event of any mishap will be of the Contractor.
- xvii) Bids, which are not consistent with the requirements of the NIT will be considered as non-responsive and liable for rejection.
- xviii) Copies of following documents may be provided:
  - a) Authorisation Certificate from Original Equipment Manufacturers (OEM).
  - b) Experience certificate of maintaining hardware and network system in Govt. Deptts./PSUs with number of years.
  - c) Earnest Money Deposit for Rs.5000/-.
  - d) PAN/TAN.
  - e) Signed copy of terms and conditions.

3. The sealed quotations may be forwarded to the undersigned by 26<sup>th</sup> May' 2011 upto 3.00 P.M. which will be opened in the room of undersigned at 3.30 PM on the same day.

Yours faithfully,

(S.K.Prasad)  
Under Secretary(G), NDMA

**ANNEXURE-I**

**PROFORMA FOR QUOTING RATES FOR AMC OF FOLLOWING EQUIPMENTS**  
**(Rates may be quoted in words and figures)**

Sl. No.	Equipment	Qty.	Unit Rate	Taxes, if any	Amount (in words and figures)
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2.	HP Colour laser Jet Printer 3700dn	02			
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