

No. 11/1/2011-12/NHHM
Government of India
Ministry of Textiles
National Handicrafts and Handlooms Museum

Pragati Maidan, Bhairon Road, New
Delhi

Dated: - February, 06, 2012

To

Subject: Quotation for Annual Maintenance Contract of 19 computers, 17 printers and 02 Scanners in National Handicrafts and Handlooms Museum

Sealed quotations are invited from authorized service provider for award of Annual Maintenance Contract (AMC) for 19 Computers, 17 Printers and 02 Scanners installed in National Handicrafts and Handlooms Museum , Pragati Maidan, Bhairon Road, New Delhi -110001 as per details listed below.

It is advised that rates should be given, keeping in view as terms and conditions. The quotation should reach in a sealed cover envelop addressed to undersigned by name latest by 1500 hours on February 17, 2012.

S. No.	Description	Quantity	Rates
1.	Computers & Monitors :- HCL 09 IBM 05 Dell 02 HP 01 Apple 01 Compact 01	19	
2.	Printers LaserJet 13 Desk jet 02 HP 01 Dot Matrix 01	17	
3.	Scanners	02	

Contd.....

IMPORTANT

While furnishing the quotations the following points should be carefully noted.

1. Please mention clearly the make, brand and the specification of the articles for which the rates are quoted.
2. Please mention this Reference No. and "Quotations" in block letters including closing date/time on the top of the sealed cover.
3. Any other charges, such as packing and forwarding delivery charges sales tax / VAT etc., if any should be mentioned clearly and separately. In the absence of their not being mentioned, no claim for any additional charges may be entertained later.
4. Please mention the period for which quotations are valid under normal conditions.
5. Quotations received after the prescribed date and time will be liable to rejection.
6. Material for which quotations are furnished should be made available for inspection to the representative of this museum as required by this office.
7. The supply of any item will have to be executed within 07 days from the date of supply order if such required.
8. The party whose rates are accepted will have to enter into a contract with this office for supply of items in accordance with the settled price, delivery schedule, taxes, method of payment including submission of bills, packing, transport etc.
9. The undersigned reserves the right of rejecting all or any the quotations without assigning reason for their rejection and will not be bound to accept the lowest quotation.
10. The payment of AMC charges will be made @ 25%(on quarterly basis after completion of 03 Months/ satisfactory service whichever is later). No advance payment will be made in any case.
11. During the contact period the service provider will make periodical preventive checks of the machines to ensure / minimize break down by site visits to check machines and for providing any assistance/maintenance, services will be required once a week.
12. All repair / maintenance will be carried out in the office premises. However, the work that cannot be carried out with in the premises can be allowed to be done outside but no extra payment will be made for that.
13. Agreement will cover the maintenance, repair and replacement of all parts, excluding Hard Disk and Motherboard.
14. Replacement of all parts should be of same brand as original, wherever possible.
15. For any emergency, a site visit is mandatory.
16. Should it be necessary for proper maintenance/repair/replacement of parts to remove computer or printer or any other related machinery from the office for more then one day, then a replacement must be provide for the period.
17. Each party must clearly mention any exclusion separately.
18. The firm / party will prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Keyboard, Mouse etc, from outside with liquid cleaner and inside will be carried out as and when required, at least on quarterly basis.
19. The firm will be responsible for data recovery and data security in case of system failure and crashing of HDD of any computer system under AMC
20. Undersigned/ officer-in-charge reserves the right to terminate the AMC without assigning any reason in case

All interested parties should make sure that they can fulfill the above terms and conditions before submitting their quotations.

SD/-

(Som Dutt Sharma)
Administrative Officer

