

Registered

F.No- A.11019/75/2010-NMPB
Government of India
Ministry of Health & Family Welfare
Department of AYUSH
National Medicinal Plants Board

Chanratok Building
36- Janpath, New Delhi- 110001.
Telefax: 011-23319356
011-23315637
Date: 15.11.2010

To,
As per list attached

Subject: Annual Maintenance Contract for Computer and Printers.

Sir,

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

S. No.	Particulars	Number	Total
1.	Computers: Dual Core P-IV C2 Duo Pentium D V Pro	2 3 10 4 1	20
2	Laptops: P-III P-IV	1 1	2
3	Printers: Deskjet Laserjet	2 16	18
4	UPS	---	20
5	Scanner	---	1
6	Projector	---	1

The terms and conditions for AMC are also Annexed.

You may send your rates for both "**Comprehensive AMC**" and "**Service Maintenance AMC**" **separately** along with a Demand Draft of Rs.5,000/- (rupees five thousand only) in favour of Pay & Accounts Officers, Ministry of Health & Family Welfare as Security Deposit / EMD in sealed envelop 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, Chandralok Building, Ground Floor, 36, Janpath, New Delhi-110001. The documentary proof regarding work experience may also be attached.

The quotations should reach this office latest by 30th November 2010 and will be opened on the same day at 3:30 PM in the room of Director (PR).

Yours faithfully,


(PARHLAD RAI)
DIRECTOR

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

10/1/03

**National Medicinal Plants Board
(Department of AYUSH)**

Annexure

Terms and Conditions for AMC for Computers/Printers, Lap Top and UPS Etc.

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 per one working day beyond two days of downtime would be recoverable from the firm. For the second day of downtime without any standby the penalty will be charged @ 50% of the above rates.
3. The repairing work would be carried out in the premises of this Department.
4. 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 upto date 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 stationery.
 - iv.) Repair and maintenance of UPS excluding batteries.
5. 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.
6. The firm in addition would fulfill the other obligations committed in the rate quotations submitted by it.
7. Payment would be made on quarterly basis on submission of bills.
8. The National Medicinal Plants Board, Department of AYUSH keeps the right to revoke the contract at any time without giving any reason.
9. 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.