

**National Cooperative Consumers Federation of India Limited
3 Siri Institutional Area August Kranti Marg,
Hauz Khas Delhi-110002**

Ref: F.No: NCCF/AMC/2023-24/

30.11.2023

**QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS,
PRINTERS, UPS, SCANNERS,**

National Cooperative Consumers Federation of India Limited, New Delhi, a apex Body of the Government of India under the control of Ministry of Consumer Affairs Food and Public Distribution sealed tenders under two-bid system from reputed and experienced agencies for ‘**Annual Maintenance Contract (AMC) For Computers, Printers, UPSs, Scanners,** at the above address.

2. The interested agencies/firms are required to submit the Technical and Financial bid separately. The bids in Sealed Cover-I containing “**Technical Quotation**” and Sealed CoverII containing “**Financial Quotation**” should be placed in a third sealed cover superscripted “**Quotation for Annual Maintenance Contract (AMC) For Computers, Printers, UPSs, Scanners, Laptop, LCD Projector, LAN and Server**” and should reach NCCF Office on or before 07.12.2023.
3. **No quotation will be accepted after last date of submission of quotation.**
4. **The Technical Quotation (Annexure-I) and Financial Quotation (Annexure- II) duly signed by the firm/agency should contain in the Envelope-3 super-scribed with “Quotation FOR Annual Maintenance Contract (AMC) For Computers, Printers, UPs, Scanners, and Printer cartridges refilling.**
5. The quotation shall remain valid for 90 days from the date of receipt of the same. Any future clarification and /or corrigendum(s) shall be communicated through ‘**Tenders**’ Portal **Section** on the NCCF website www.NCCF-india.Com.

**Incharge (P & A)
NCCF, New Delhi**

APPLICATION LETTER

(Specimen)

To

The Incharge (P &A)
National Cooperative Consumers Federation of India Limited,
3 Siri Institutional Area, August Kranti Marg Hauz khas, New Delhi-110016

**Subject: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR
COMPUTERS, PRINTERS, UPS, SCANNERS, and refilling of cartridges.**

Dear Sir,

In response to your Quotation Notice for the above mentioned contract, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the tender/quotation with the following particulars:

S. No.	Description	Particular
1.	Name of the Firm	
2.	Year of establishment	
3.	Registration Number with a copy of registration certificate	
4.	Registered Postal Address	
5.	a. Tele.no. b Mobile No. c Website address, if any	
6.	Address of Branches, if any.	
7.	a. Name and address of Directors, in case of Company b. Name and address of Sole Proprietor c. Name and address of partners, in case of partnership firm	
8.	a. Name and designation of authorized signatory b. Address for communication c. Contact details:- 1) Phone:- 2) Mobile:- 3) Email 4) Fax:-	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender

Invited by on behalf of the NCCF, I/We, the undersigned hereby offer for **Comprehensive Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, refilling of cartridges in** accordance with the terms and conditions as indicated by you in the said document. We also agree to submit the bill on quarterly basis. I/We will always keep the NCCF indemnified of any claim/damages that NCCF may have to pay with respect to the service.

I/We understand that the NCCF reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons. The NCCF further reserves the right to terminate the AMC during its tenure at any time without assigning any reasons.

Thanking you,

Yours faithfully,

Date

Signature
Name Firm's
Seal

Terms and Conditions

- 1. The firm/bidder will depute experienced and qualified Engineer to rectify the faults instantly.**
2. The other terms and conditions will be regulated as per the Terms and Conditions of the Model Maintenance Agreement attached with this letter of Invitation for Quotation.
3. In any case, if the repair of extra part is needed, then separate amount will be paid by NCCF.
4. Payment will be made on quarterly basis. Minimum 3 visit is required on a monthly basis, and 12 visits on a Quarterly basis. Log Book of Visit with full details of complain and solution is to be maintained by the Provider and NCCF.
5. The powers of the Managing Director, National Cooperative Consumers Federation of India Limited, under these conditions shall in no way affect or prejudice the powers in certain events lead to stop further work at any time vested in him/her as herein provided or to endanger forfeiture of deposit mentioned under clause above.
6. The prices should be quoted in Indian Rupees only
7. Each bidder shall submit only one quotation;
8. Telex or Facsimile quotations are not acceptable
9. The quotation shall remain valid for a period not less than 90 days after the deadline specified for submission of quotations.
10. This office will evaluate and compare the quotations determined to be substantially responsive i.e. which are: Properly signed and Conform to the terms and conditions and specifications.
11. The Competent Authority will award the work to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest price.
12. Notwithstanding the above, the Competent Authority reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of the work.
13. Sales tax/other levies to be charged should be specifically indicated.
14. Incomplete bids are liable to be ignored.
15. The decision of the NCCF, New Delhi shall be binding on all issued relating to quotation.

- 16.** Submission of quotations: Sealed quotation super scribed on the envelope as “ Quotation for Annual Maintenance Contract (AMC) for various brands of “**Computers, printers, UPS, Scanners, and refilling of Cartridges** should be dispatched by registered post or delivered by hand to the following address:

**Incharge (P&A)
National Cooperative Consumers Federation of India
Limited, August Kranti Marg, Hauz Khas, New Delhi-110016**

We hereby agree with the above terms and conditions.

Name of the Firm/Agency _____

Signature with seal _____

Date: _____

Annexure-II

Envelope-2: FINANCIAL QUOTATION

FORMAT FOR SCHEDULE OF QUOTATION/RATES

Sl. No.	Name of the item	Quantity	Unit Rate (RS.)	Total Amount	Taxes if any	Total amount
1.	Computer with processor (New) (In warranty)	17				
2	Computer with processor (New) (Out Of warranty)	15				
2.	Computer (old) (Out of warranty)	20				
3.	Printers Laser Jet (B&W)	25				
4.	MFP	09				
5.	UPS	21				
6.	Cartridge (refilling) HP CC388A, DR-2365, TN- B021, HP 110A					
7	UPS Battery Installation	Per UPS				

Note: - The firm/bidder will depute full time experienced and qualified Resident Engineer in NCCF to rectify the faults instantly.

Name:

Signature:

Date _____

Firm's Seal:

Subject: Quotation For Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, LAN at National Cooperative Consumers Federation of India Limited, August Kranti Marg – Hauz Khas -110016

ENVELOPE-1: TECHNICAL QUOTATION

(In separate sealed Cover-I super-scribed as Technical Bid)

CONTENTS

1. Name of Company/ Firm/Agency
2. Name of proprietor / Director of Company / Firm / agency
3. Full Address of Reg. Office/ Telephone No./FAX No./ e-mail id/website address
4. Full address of Operating / Branch Office/ Telephone No./FAX No./ e-mail id/website address
5. The Firm/Agency shall have **at least 03 years' experience** in these fields and shall submit the **self-attested copies** of experience along with the tender documents.
6. Certificates provided for the works detailed in 1(d) above shall clearly indicate the scope and nature of work undertaken and the value of various components of work as executed, in order to confirm conformity to the defined similar works.
7. Firm/Agency shall submit details of organizations where he has undertaken such similar services as per **Annexure**.
8. General Terms and Conditions of the AMC to be fulfilled by the Tenderer/Bidder are given in **Annexure** and **the bidder shall submit them with technical Bid duly signed on each page in lieu of agreeing to them.**
9. The bidder should have an **office in the NCT of Delhi**.

10. The bid shall be valid and open for acceptance of the Competent Authority of NCCF for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
11. An agreement shall be signed with the successful bidder as per specimen enclosed.
12. Quotation received late (including postal delay) / in open condition not meeting the tender conditions/incomplete in any respect are liable to be rejected.
13. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
14. No party shall be permitted to submit quotation for work in the NCCF, New Delhi in which any of their near relatives is an employee. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the NCCF. Any violation of this condition which comes to the Notice of the NCCF after the AMC is awarded will entitle the NCCF to treat the agreed party as having committed a breach of AMC and to exercise all the rights and remedies available to the NCCF on account thereof.

Signature with Firm's Seal

Name

Dated:

ANNEXURE-VI

Declaration by the Firm/Agency

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of Firm with seal)

Name:

Seal:

Address:

Phone No (O):

Date:

Details of other organizations where such AMC are undertaken during last 3 years

(Enclose supporting documents).

S.No.	Name and address of the Organization	Type of work done	Contact No.

This information is to be given in “Envelope No. 1 Technical Quotation”.

(Signature of Tenderer with seal)

Name:

Office Address: Date: Phone No (O):

**MAINTENANCE AGREEMENT
(Specimen)**

This Maintenance Agreement is made at New Delhi on (Date and place of agreement) for the period of one year from _____ to _____ between the General Manage (P &A) NCCF on behalf of the **Notional Consumers Federation of India Limited** New Delhi hereinafter referred to as "First Party" which expression shall unless excluded by or repugnant to the context be deemed to include his successor in office and assigns on the one party and M/s _____ Vendor Name, acting through authorized representative Sh _____ only authorized by the company/Firm vide resolution number _____ dated (copy annexed to this maintenance agreement) with its registered office at _____ which expression shall unless excluded by or repugnant to the context shall include its representative administrator, executives and assign on the second party.

Whereas NCCF New Delhi has the Computer Equipment and Peripherals shown in this Agreement hereof and is now desirous of availing the Comprehensive Maintenance Services for its Computer equipment and Peripherals installed at the NCCF HQ office located at 3 Siri Institutional Area August Kranti Marg, New Delhi-110016.

And whereas M/s _____ has agreed to perform the said maintenance services of the Computers and Peripherals and UPS as mentioned in this agreement and limited to the Computers and Peripherals and UPS covered by this agreement.

Now. Therefore, it is hereby mutually agreed as follows:

1.0 SCHEDULES TO THE AGREEMENT:

The following schedules form an integral part of this agreement:

Schedule-I - Details of Computers and Peripherals and UPS

1.1 However during the currency of the agreement, the department is at liberty to add to or delete from, this schedule any numbers of desktops, printers and UPS. If so warranted. In case of addition of work, services will be performed; the same will be done on already agreed and settled-rates for the main contract of maintenance.

2.0 TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT FOR THE COMPUTERS AND PERIPHERALS AND UPS

2.1 The second party, shall truly and faithfully carry on the said job as is done by the services/business houses in proper manner/standard fashion for the comprehensive maintenance of the Computers and Peripherals and UPS etc. as mentioned in Schedule - I to the full extent and satisfaction of the first party for the whole year, i.e., from..... to

2.2 The comprehensive maintenance includes **preventive maintenance**, quarterly regular services of the Computers and Peripherals and UPS and/or replacement of any items necessary for keeping the Desktops. Printers and UPS of, active and free from any defects or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Desktops, Printers and UPS. The replacement of all the spares (excluding, printer heads, UPS batteries, printer ribbon and toner cartridges) is excluded under the Maintenance Contract. The replacement of defective spares with Original spares or spares of equivalent specification will be done by the second party.

2.3 The comprehensive maintenance shall be carried out primarily at the premises of the NCCF during office hours. In case, the second party feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk to get it repaired promptly.

2.4 The Operating environment condition in which the equipment is presently installed is quite satisfactory and the second party will not raise any condition with regard to the working environments for the equipment covered.

2.5 The second party will depute one technical person at NCCF to attend on spot the complaints for any minor defect and that technical person will register the complaint on the complaint register with date and time and record the date & time of clearing the fault with satisfactory report signed by the concerned officer of the section.

2.6 Response time for maintenance call should not exceed 2 hour.

2.7 The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the second party will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 24 hours from the time of failure report then the first party may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the second party from the subsequent payments or else from the performance security if all the payments have been released.

2.8 The Second party, will ensure 95% uptime for Desktops and other items of equipment failing which liquidated damages of Rs.500/-per day per item will be recovered from the Performance security or the Payment due to the Service Provider, However before imposing liquidated charges, the First party will issue a show cause notice in which the details of downtime will be mentioned. It will also include the liquidated damages proposed, to be imposed on the second party.

3.0 PAYMENT TERMS:

3.1 The total maintenance charges for one year are Rupees -----The comprehensive maintenance charges shall be payable to the second party in arrears on quarterly basis. For this purpose, the Second party will have to submit bill in the name of First party and payment shall be made by it within 30 days from the receipt of the bill.

3.2 Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.

3.3 In the event of non-satisfactory performance of maintenance services by the second party, first party shall have the right and discretion to terminate this agreement by giving one -month notice.

4.0 FORCE MAJEURE:

4.1 The.....or the second party, against the other, in case of any failure or omission or calamities such as fires, floods. earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock -outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

4.1.1 Has delayed the performance of its work as it was beyond its reasonable control and it has not occurred due to negligence or default on its part.

4.2 Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

5.0 SYSTEM AVAILABILITY:

5.0 In the event of any dispute as to whether the system downtime is due to damage caused by mishandling or system malfunctioning the issue will be referred to the **Managing Director NCCF** for decision The decision of the **Managing Director** will be final and binding upon both the parties.

6.0 ASSIGNMENT:

6.0 The second party shall not assign this agreement or any part, thereof or any benefit there under without the written consent of to any other party.

7.0 ARBITRATION:

7.1 In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be Referred for arbitration to **Managing Director, NCCF**. The decision of arbitration to the agreement in this regard shall be final and binding upon both the parties.

8.0 The parties shall continue to perform their obligations under this agreement during arbitration proceedings. The cost of arbitration (including the fees and expenses of the arbitration) shall be shared equally by the parties unless the award specifies otherwise.

8.1 The venue for arbitration will be New Delhi.

9.0 THE AGREEMENT:

9.1 This document with Schedule 1 hereto signed by both the parties shall constitute the entire agreement binding on both the parties.

9.2 This agreement has been executed in the English language in two originals and each party has retained one original.

In witness whereof each of the parties hereto has caused this agreement to be executed as on the day. Month and the year first above written.

First Party

Second Party

Name:

Name:

Designation

Designation:

(Rubber Seal)

(Rubber Seal)

(In presence of)

(In presence of)

Witness - I

Witness – I

Witness - II

Witness - II