

No.12-49/2011-12-NVBDCP(Store)/Computer AMC

Government of India

**Directorate of National Vector Borne Disease Control Programme
22-Sham Nath Marg, Delhi-110054.**

Dated the:-18.07.2012

M/s. M2E Comcare,
B-187,Lajpat Nagar, Part-I, New Delhi-110024.

SUBJECT:- COMPREHENSIVE ANNUAL MAINTANCE CONTRACT FOR COMPUTERS, LAPTOPS, PRINTERS AND UPS OF THIS DTE. OF NVBDCP, DELHI-110054 FOR THE YEAR 2012-13 AND 2013-14.

Sir,

This has the reference to the quotation submitted for comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Printers and UPS in response to this Directorate advertisement uploaded on website on 16.04.2012.

You are hereby informed that the rates for comprehensive Annual Maintenance Contract have been approved by competent authority as indicated below:-

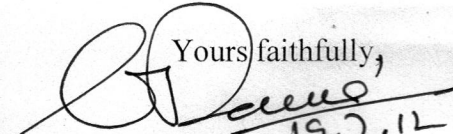
S. No.	PARTICULARS OF THE ITEMS	No. of Units	Unit Price	Total Price of different numbers of Computers, Printers, Laptops and UPS	M/s. M2E Comcare, B-187,Lajpat Nagar, Part-I, N Delhi-	Service Tax 12.36%	Total Cost including taxes of 104 Computers, 23 Laptops, 111 Printers and 112 UPS.
1	Desktop Computer						
i).	HPDx-6100 MT,	37	599.00	22163.00	62296.00	7699.78	69995.78
ii).	HP-Dx-2280MT,	26	599.00	15574.00			
iii).	HP-DC-7000, 7800 & 7900	41	599.00	24559.00			
2	Laptops						
i)	Laptop of Compaq NX-7010, NC-8430, NC-8230,	17	1199.00	20383.00	27577.00	3408.51	30985.51
ii)	Dell	03	1199.00	3597.00			
iii)	HP-Lavillon TX-2009AU,	01	1199.00	1199.00			
iv)	IBM-T-40, HP	02	1199.00	2398.00			
3	Printers						
i)	LJ-1320,	40	599.00	23960.00	70689.00	8737.00	79426.00
ii)	Office-LJ-1200,	01	599.00	599.00			
iii)	LJ-3005dn,	39	599.00	23361.00			
iv)	CLJ-3600dn,	21	599.00	12579.00			
v)	CLJ-5550,	03	1999.00	5997.00			
vi)	Office Jet-5550	02	599.00	1198.00			
vii)	CLJ-2025,	01	599.00	599.00			
viii)	LJ-3015	04	599.00	2396.00			
4	UPS						
i)	UPS Detex-IKV	31	249.00	7719.00	27888.00	3446.95	31334.95
ii)	Uniline-1KV,	79	249.00	19671.00			
iii)	Speed-600V,	01	249.00	249.00			
iv)	Maxx-600V,	01	249.00	249.00			
					Total: Rs.		211742.24
					Says Rupees		211742.00

Contd...2/-

Comprehensive Annual Maintenance Contract is for the period of two years from the date of reporting to this Office and undertakes the job immediately on the following terms and conditions:-

- a. After acceptance of this orders M/S. M2E Comcare, B-187, Lajpat Nagar, Part-I, New Delhi-110024 will have to deposit the security money of Rs. 50,000/- (Rupees Fifty thousand only) in the form of Demand Draft in the name of the Director, NVBDCP within 15 days of acceptance of order.
- b. Payment will be made on quarterly basis for those computers/Laptops/printers/ UPS actually maintained at the end of quarter and on submission of bills along-with satisfactory reports from the users. No advance payment will be made. The number of computers/Laptops /printers/UPS may increase or decrease.
- c. The complaint should be attended within 24 hours. If the equipment remains non-functional beyond 2 days then the penalty of Rs.100/- per day will be imposed.
- d. Director, NVBDCP reserves the right to accept or reject any tender/quotations without assigning any reason thereof.
- e. This maintenance contract shall be for the period of two years.
- f. The AMC is comprehensive and it includes all aspects related to proper functioning of computers accessories including networking.
- g. Minor repairs with all are to be attended on the same day and if the problem persists, alternate arrangements in the form of provisions of the computers/printers /Keyboard/Mouse etc. be made.
- h. Two competent technical staff members preferably engineers designated by the firm have to report daily at 9.30 AM to 6.00 PM at Dte. of NVBDCP for attending the day to day technical problems/complaints related to computers and accssoreis..
- i. The Company shall undertake full comprehensive AMC including repairs and replacement of parts unless major damages beyond the control of the company is reported.
- j. AMC can be terminated at any time by giving notice of 15 days in case of unsatisfactory performance and complaints from users.
- k. One Standby unit system will be provided in case of major fault.
- l. The company shall undertake numbering of Computers with accessories and also to maintain a registers. Entries must be made on day to day basis showing work attended.

- m. The company will prepare a list of obsolete computers, printers, laptops & UPS and accessories which are beyond economic repairs.
- n. If any equipment covered under the contract is taken out of the premises of the Dte. for any repair, it shall be under full responsibility of the Company/firm awarded AMC, till the same is returned to the concerned section in satisfactory working condition. Items may be taken out only with the written permission of the concerned Sectional Head or authorities of the Dte. of NVBDCP and with information of Store Keeper of Dte. of NVBDCP.
- o. The Company/firm awarded AMC shall not sub-lease or any of the works awarded to them to any third party, without the written permission from the Director, NVBDCP, Delhi.
- p. A copy of this offer of AMC duly signed and stamped, shall be enclosed with this letter expressing full consent to all terms and conditions as mentioned in this offer.
- q. Bill should be raised quarterly for the actual number of computers, laptops, printers, and UPS attended for maintenance/repair during the quarter with satisfactory reports.

Yours faithfully,

19.7.12
(V.K.RAINA)
JOINT DIRECTOR