

Govt of NCT of Delhi
Office of the Medical Superintendent
Aruna Asaf Ali Govt Hospital
5, Rajpur Road, Delhi

NOTICE INVITING TENDER

Subject: Annual Maintenance Contract (AMC) of Computer/Printer/Scanner/
Laptop/UPS/photocopier etc. in Aruna asaf ali govt hospital

Sealed quotations are invited for the Annual Maintenance Contract for Computers/Lap
Tops/Printers/Servers/Scanners/UPSs/Photocopier and other related peripherals installed in Aruna
Asaf ali govt Hospital.

The description of machines (Pcs, Printers,UPS,etc.) is given in Annexure-I

You are requested to visit the office to see the hardware on date 18/19 sept 2012 between 9.00 am to
3 .00 pm.

The sealed envelope for rates quoted should reach the Office of Medical Superintendent Aruna Asaf
Ali Govt Hospital, 5, Rajpur road, Delhi-54 between 21/09/12 ,11 am to 17/10/2012 11 am in the
tender box .

The tender quotations will be opened on 17/10/2012 at 11.30 am.You are requested to be present
personally or through authorized representative at the time of opening of tender.

**Only those Companies will be considered which have empanellment from GNCTD on and
after 17/10/12. Newly empannelled companies with GNCTD for Annual Maintenance
Contract (AMC) of Computer/Printer/Server/Scanner/ Laptop/UPS/photocopier etc. will also
be considered.**

S.No	Machine	Model	Placement	Room No	Contact Num
1	UPS	Microtek 650VA	Dr Anuradha Khurana	19	9560593075
2	UPS	Microtek 650VA	Dr Surender Singh	124	9560593050
3	UPS	Microtek 650VA	Dr Rajinder	21	9999973287
4	UPS	Microtek 650VA	Surgical Store	Basement	9560114786
5	UPS	Microtek 650VA	Dr Akash Jhanji	Mortuary	9560593049
6	UPS	Microtek 650VA	Dr Amit Sharma	222	9560593118
7	UPS	Microtek 650VA	Admin	126	9509988161
8	UPS	Microtek 650VA	Dr Rehman	217	9560114786
9	UPS	Microtek 650VA	Dr A Jaiswal	125	9818167631
10	UPS	Microtek 650VA	Dr Asha (PIO)	128	9560593100
11	UPS	Microtek 650VA	ANS	224	9560593120
12	UPS	Microtek 650VA	Dr Kumud Bharti	R no 217	9560593066
13	UPS	Microtek 650VA	Dr Asha Saxena Ahma	31	9560593100
14	UPS	Microtek 650VA	Dr Anju Tyagi	216	9560593090
15	UPS	Microtek 650VA	Dr Sanjivini Gupta	109	9910422446
16	UPS	Microtek 650VA	Dr. Naveen(HOD Anaes	109	9560593123
17	UPS	Microtek 650VA	MRD	Basement	9560593054
18	UPS	Microtek 650VA	Dr B. K. Sharma	Mortuary	9560593044
19	UPS	Microtek 650VA	Dr S Lal	Mortuary	9560593047
20	UPS	Microtek 650VA	Dr Ritu	Pediatrics	9560593110
21	UPS	Microtek 650VA	Dr B Kanhar	7	9560593080
22	UPS	Microtek 650VA	MS Office	101	9312266899
23	UPS	Microtek 650VA	MRD	Basement	9560593054
24	UPS	Microtek 650VA	Radiology	110	9560593111
25	UPS	Microtek 650VA	Pathology	Lab 3 rd floor	9560593101
26	UPS	Microtek 650VA	Microbiology	Lab 3 rd floor	9560593082
27	UPS	Microtek 650VA	Dr. Rawat	11	9560593055
28	UPS	Microtek 650VA	Dr. Avinash	218	9560593045
29	UPS	Microtek 650VA	Blood Bank	220	9560593103
30	UPS	Microtek 650VA	Server	R. No 127	9910422446
31	UPS	Microtek 650VA	Server	2 nd floor	9910422446
32	UPS	Microtek 650VA	Server	Basement	9910422446
33	UPS	Microtek 650VA	Server	3 rd floor	9910422446
S.No	Machine	Model	Placement	Room No	
33	Printer	HP LJ enterprise P3015 DN	Dr Avinash Kumar	218	9560593045
34	Printer	HP LJ enterprise P3015 DN	Dr Jaiswal	125	9818167631
35	Printer	HP LJ enterprise P3015 DN	Dr. Amit Sharma	222	9560593118
36	Printer	HP LJ enterprise P3015 DN	MRD branch	Basement	9560593054
37	Printer	HP LJ enterprise P3015 DN	Dr Kanhar	7	9560593080
38	Printer	HP LJ enterprise P3015 DN	Dr V S Rawat	11	9560593055
39	Printer	HP LJ enterprise P3015 DN	Radiology	110	9560593111
40	Printer	HP LJ enterprise P3015 DN	Dr Surender Singh	124	9560593050
41	Laptop	Sony Viao	Medical Superintende	101	9718599606
42	Laptop	Sony Viao	Dr. Ashok Jaiswal	125	9818167631
43	Desktop	HCL	Acc Branch (Anita)	103	9910705652
44	Desktop	HCL Infiniti Pro	Acc Branch (DDO)	103	9910705652
45	Desktop	T 7569	Acc Branch (Kiran Pal)	103	9910705652
46	Desktop	HCL Infiniti Pro	Purchase	104	9560593050
47	Desktop	HCL Infiniti	Purchase	104	9560593050
48	Printer	Inkjet D2360 HP	Purchase	104	9560593050
49	Desktop	T 7569 Lenovo	Admin	126	9509988161
50	Desktop	T 7570 Lenovo	Blood Storage	315	9560593103
51	Printer	HP Office Jet 4355 All in one	MS Office	101	9312266899
52	Printer	HP Photo smart D5468	Eye Department	31	9560593100
53	Printer	HP Desk Jet D1460	Anaesthesia Deptt	109	9560593123
54	Desktop	HCL Intel Pentium	asualty CMO Room	Casualty	9560114786
55	Printer	Samsung ML 34701IND	Admin	126	9509988161
56	Printer	Samsung ML 34701IND	Purchase	104	9560593050
57	Printer	Samsung ML 34701IND	Account	103	9910705652
58	Desktop	LG Flatron	Main OT	Main OT ist Fl	9560593100
59	Desktop	HCL Intel Pentium	EPABX	109	9910422446
60	Photocopier	Toshiba E studio-Multijet	MRD	Basement	9560593054
61	Photocopier	Toshiba E studio 207-Multijet	MS Office	101	9560593148
62	Photocopier	Toshiba E studio-Multijet	Administration	126	9509988161

Annexure I

MAINTENANCE AGREEMENT

This Maintenance Agreement is made at New Delhi on _____ of 2012 for the period of one year from _____ to _____ between the President of India represented by duly authorised and competent officer Sh _____, Designation _____ and Office address Aruna Asaf Ali Govt Hospital, 5 Rajpur Road, Delhi 54 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 part and M/s Vendor Name _____, acting through its authorised representative Sh -----, only authorised 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 the Govt. of National Capital Territory of Delhi has the Computer Equipment and Peripherals shown in this Agreement here of and is now desirous of availing the Comprehensive Maintenance Services for its Computer equipment and Peripherals installed at Aruna Asaf Ali Govt Hospital, 5, Rajpur Road, Delhi -54. And whereas M/s _____, has agreed to perform the said maintenance services of the Desktops, Printers and UPS as mentioned in this agreement and limited to the Desktops, Printers 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 Desktops, Printers and UPS (offline)

- 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 maintenance.

2.0 TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT FOR THE DESKTOPS, PRINTER 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 Desktops, Printers and UPS of Aruna Asaf Ali Govt Hospital as mentioned in Annexure - I to the full extent and satisfaction of first party for the whole period of one year i.e. from _____ to _____
- 2.2 The comprehensive maintenance includes preventive maintenance/quarterly regular services of the Desktops, Printers & UPS and/or replacement of any items necessary for keeping the Desktops, Printers and UPS of Aruna Asaf Ali Govt Hospital, active and free from any defects/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 the all spares (excluding printer heads, UPS batteries, printer ribbon and toner cartridges) is included under the AMC. The replacement of defective spares with good quality and standard spares will be done by the second party, without any extra charge of any kind.

2.3 The comprehensive maintenance shall be carried out primarily at the premises of Aruna Asaf Ali Govt Hospital, during office hours. In case, the second party feels that the equipment cannot be repaired at site, they will carry and deliver the 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 under AMC.

2.5 Response time for maintenance call should not exceeds 2 hours.

2.6 The system down time should not exceed 72 hours from the time at which the complaint was made. If the down time is more than 72 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 72 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.

2.7 The Second party, will ensure 95% uptime for Desktops and other equipments failing which a penalty as proposed by the First party will be imposed. However before imposing penalty, the First party will issue a show cause notice in which the details of downtime will be mentioned. It will also include the penalty proposed to be imposed on the second party. The breakdown time will be worked out as under:-

Total machines days (X) = (No of equipment under AMC) * No of Working Days in a quarter
Break-downs (Y) = (No of Desktops or Printer or UPS) * No of breakdown days
Percentage uptime = $((X - Y) / X) * 100$

3.1 The second party shall deposit 10% of the AMC amount as security deposit with the first party at the time of signing the agreement. This amount shall be refunded to the second party by the first party upon determination or expiration of this agreement after adjusting such dues or claims or both as may remain unpaid by the second party to the first party at the time of determination or expiration of this agreement.

4.0 PAYMENT TERMS:

4.1 The total maintenance charges for one year are Rupees _____. The comprehensive maintenance charges shall be payable to the second party.

The payment towards the Comprehensive Annual Maintenance Contract will be made every three months after work satisfactory report. 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 bill.

4.2 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.

4.3 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 and to forfeit the proportionate amount from the security deposited by the second party.

5.0 FORCE MAJEURE:

5.1 The Govt. of National Capital Territory of Delhi 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 then notifying party.

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

5.2 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.

6.0 SYSTEM AVAILABILITY:

6.1 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 Department of Information Technology, Govt. of National Capital Territory of Delhi for a decision. The decision of the department of IT will be final and binding upon both the parties.

7.0 ASSIGNMENT:

7.1 The second party shall not assign this agreement or any part, thereof or any benefit thereunder without the written consent of Govt. of National Capital Territory of Delhi to any other party.

8.0 ARBITRATION:

8.1 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 the nominee of Lt. Governor of Delhi. The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties.

8.2 The parties shall continue to perform their obligations under this agreement during arbitration proceedings.

8.3 The venue for arbitration will be New Delhi.

9.0 THE AGREEMENT:

9.1 This document with Schedule I 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

For and on behalf of President

Second Party

For and on behalf of

M/S _____

Name:

Designation

(Rubber Seal)

Name:

Designation:

(Rubber Seal)

In presence of Witness I

In presence of Witness I

Name:

Address:

Name

Address

Witness – II

Name:

Address

Witness II

Name

Address