



**NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION
GOVERNMENT OF INDIA**

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e-mail: ncdrc@nic.in

Upbhokta Nyay Bhawan,
'F' – Block, GPO Complex,
New Delhi – 110023

No. NCDRC/AMC/2017-2018

19th January 2018

To,

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Sub: **Annual Maintenance Contract for the mentioned items**

Sir,

I am directed to inform you that the Registry of the National Consumer Disputes Redressal Commission intends to call quotation for maintenance of its Laptops, Scanner, Display Console with KVM Switch, Audio Equipment, Network Switches, Nash (WD 4 TB) Printer, UPS, Server, installed at the above mentioned address. The relevant details of the equipment are as under: -

S.No.	ENTITY WITH MODEL	QTY.
1.	DISPLAY CONSOLE (AUSTIN HUGHES N117E)	1
2.	KVM SWITCH (AVOCENT 8 PORT SWITCH)	1
3.	PRINTERS	28
(i)	HP 1020 Printer	12
(ii)	HP 1022 Printer	14
(iii)	Printer HP 1005 MFP	1
(iv)	Samsung Colour Laser Printer 620ND Printer	1
(v)	HP M1213nf Printer	10
(vi)	HP P1566	40
4.	NASH (WD 4 TB)	1
5.	AUDIO EQUIPMENT	15
(i)	Speaker BOSCH 24w Coloum Model-LBD-3921	8
(ii)	Speaker BOSCH 120w Mixing AMP Model-LBD-1912	1
(iii)	Speaker SENN FP 35 (wireless presentation microphone)	3
(iv)	Speaker Sennheiser FP12 (Wireless presentation)	1
(v)	switch (VGA switcher with audio)	1
(vi)	DVR DS-7216 HV1-S (DVR with 500 GB HDD)	1

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Therefore, you are requested to furnish the quotation for full comprehensive maintenance of the aforesaid equipment.

The terms and conditions of the Contract will be as under: -

- 1) In case of any fault, for which the substantial time is required to repair, the Contractor is supposed to supply the said equipment as stand by.
- 2) The AMC contractor will provide the basic maintenance services comprising of preventive & corrective maintenance and include carrying out of the necessary repairs and fittings of replacement parts to the satisfaction of the commission.
- 3) The preventive maintenance is to be carried out at least once in two months.
- 4) The complaint regarding laptops and printers, installed at the residences of Hon'ble President & Members of the National Commission should be attended on priority basis and on the same day.
- 5) After a period of six months, your performance will be reviewed and in case the performance is not found satisfactory, the National Commission is free to terminate the contract.

The quotation may be sent in a sealed cover, addressed to the "Registrar, National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, "F"-Block, GPO Complex, INA, New Delhi- 110023" on or before 12th February 2018.

Please acknowledge,

Yours faithfully,



(IQBAL AHMED)
DEPUTY REGISTRAR

IQBAL AHMED
DEPUTY REGISTRAR
NATIONAL CONSUMER DISPUTES
REDRESSAL COMMISSION
GOVERNMENT OF INDIA
"UPBHOKTA NYAY BHAWAN"
F. Block, General Pool Office Complex,
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