



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

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Upbhokta Nyay Bhawan,
'F' Block, GPO Complex,
INA, NEW DELHI-110023

AMC/NCDRC/2020-2021

23rd October 2021

CALLING QUOTATION FOR AMC

Sealed quotations from the M/s HP India Sales Pvt Ltd / authorised vendors are invited by the Registry of National Consumer Disputes Redressal Commission, Upbhokta Nyay Bhawan, "F"-Block, GPO Complex, INA, New Delhi-110023 for the Annual Maintenance Contract (AMC) of HP make IT equipment installed in the office of National Commission.

The inventory details along with the terms & conditions of AMC are enclosed herewith, as annexure "A" & "B" respectively.

The quotations in a sealed cover addressed to the Registrar, NCDRC, Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi-110023, must reach to the office of National Commission on or before 15th November 2021.

(IQBAL AHMED)
DEPUTY REGISTRAR

HP Inventory		
S.no	Item	Serial No.
1	Laptop	CND5239B5K
2	Laptop	CND5231YP6
3	Laptop	CND5231YPD
4	Laptop	CND5231YP8
5	Laptop	CND5231YPC
6	Laptop	CND5239B5L
7	Laptop	CND5239B5V
8	Laptop	CND5231YP9
9	Laptop	CND5231YP7
10	Laptop	CND5231YP5
11	Desktop	INA445V1Z9
12	Desktop	INA445V1XQ
13	HP MFP630F (Printer)	CNBXHC33MS
14	HP MFP630F (Printer)	CNBXHC334L
15	HP MFP630F (Printer)	CNBXHC332D
16	HP MFP630F (Printer)	CNBXHC332M
17	HP MFP630F (Printer)	CNBXHC33T7
18	HP MFP630F (Printer)	CNBXGCW8B0
20	All-in-one (Desktop)	SGH444PXR3
21	All-in-one (Desktop)	SGH444PXR4
22	All-in-one (Desktop)	SGH444PXQF
23	All-in-one (Desktop)	SGH444PXQD
24	All-in-one (Desktop)	SGH444PXQJ
25	All-in-one (Desktop)	SGH444PXQP
26	All-in-one (Desktop)	SGH444PXQ9
27	All-in-one (Desktop)	SGH444PXR3
28	All-in-one (Desktop)	SGH444PXQB
29	All-in-one (Desktop)	SGH444PXR7
30	All-in-one (Desktop)	SGH444PXQL
31	All-in-one (Desktop)	SGH444PXRQ
32	All-in-one (Desktop)	SGH444PXQY
33	All-in-one (Desktop)	SGH444PXR6
34	All-in-one (Desktop)	SGH444PXR5
35	All-in-one (Desktop)	SGH444PXRN
36	All-in-one (Desktop)	SGH444PXQK
37	All-in-one (Desktop)	SGH444PXQR
38	All-in-one (Desktop)	SGH444PXR4
39	All-in-one (Desktop)	SGH444PXR6
40	All-in-one (Desktop)	SGH444PXQH
41	All-in-one (Desktop)	SGH444PXQW
42	All-in-one (Desktop)	SGH444PXQG
43	All-in-one (Desktop)	SGH444PXQQ
44	All-in-one (Desktop)	SGH444PXQC
45	All-in-one (Desktop)	SGH444PXQZ

S.no	Item	Serial No.
46	All-in-one (Desktop)	SGH444PXR8
47	All-in-one (Desktop)	SGH444PXRL
48	All-in-one (Desktop)	SGH444PXQS
49	All-in-one (Desktop)	SGH444PXQX
50	All-in-one (Desktop)	SGH444PXR1
51	All-in-one (Desktop)	SGH444PXRC
52	All-in-one (Desktop)	SGH444PXRO
53	All-in-one (Desktop)	SGH444PXRJ
54	All-in-one (Desktop)	SGH444PXQM
55	All-in-one (Desktop)	SGH444PXR9
56	All-in-one (Desktop)	SGH444PXRf
57	All-in-one (Desktop)	SGH444PXQ7
58	All-in-one (Desktop)	SGH444PXQT
59	All-in-one (Desktop)	SGH444PXRp
60	All-in-one (Desktop)	SGH444PXR2
61	All-in-one (Desktop)	SGH444PXQ8
62	All-in-one (Desktop)	SGH444PXRR
63	All-in-one (Desktop)	SGH444PXRb
64	All-in-one (Desktop)	SGH444PXRk
65	All-in-one (Desktop)	SGH444PXRh
66	All-in-one (Desktop)	SGH444PXQv

Annexure "B"

Terms and Conditions of the AMC contract will be as under: -

- 1) Complaints regarding Desktops, Laptops, Printers etc. installed at the residences of Hon'ble President & Hon'ble Members of the National Commission should be attended on priority basis on the same day.
- 2) The authorisation certificate from M/s HP India has to be produced along with the quotation.
- 3) AMC vendor will provide the comprehensive maintenance services comprising of preventive & corrective maintenance. It also includes carrying out of the necessary repairs and installations of replaced parts to the satisfactory level of the Commission.
- 4) In case of any fault/problem for which the substantial time is required to repair, the AMC vendor is supposed to supply an alternate equipment of same or higher specification of HP brand.
- 5) After a period of six months, the performance of the agency will be reviewed and in case the performance is not found satisfactory, the National Commission is free to terminate the contract with immediate effect.
- 6) In case it is considered necessary to take any equipment to the premises of AMC vendor for repair, the transportation cost and the damages, if any, will be borne by AMC vendor only.
- 7) Minimum turnover of the participant organisation should be more than 2 Crore rupees.
- 8) The proposal/quotations should be properly signed and stamped by the AMC vendors.
- 9) Scheduled preventive maintenance shall be provided at least once in three months. Preventive maintenance can be clubbed with corrective maintenance.

Annexure "B"

- 10) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- 11) The bid is comprehensive and includes the operative system support on all the HP systems mentioned in Annexure "A". Any problem related to Operating System (OS), Device Drivers or Network configuration will be attended by the vendor as and when required. The Operating system includes loading of OS with all devices drivers & configuration.
- 12) The bidder should provide complete escalation matrix elaborating their organization details.
- 13) If, for any reason, the vendor is not in a position to attend the complaint / problem, the job shall be outsourced to some other firm or from the open market at the cost of vendor. Non availability of parts in the market will not be accepted as an excuse for inability to do repairs.
- 14) Maintenance services will be rendered by the vendor during working hours on working days as applicable to the respective site. Maintenance services may be needed outside working hours or on non-working days in certain cases.
- 15) 24 hours is the maximum down time allowed for a printer to get repair. Back up printer shall be provided by the AMC vendor within one working day, if downtime exceeds 36 hours.
- 16) The AMC amount will be paid in two equal instalments to the vendor after reviewing the AMC services and no demand for 100% payment will be entertained by the Commission.
- 17) The payment will be released on half yearly basis within 45 days of the submission of bill.