



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

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

NCDRC/AMC/2022-2023

27th September 2022

CALLING QUOTATION FOR AMC

Sealed quotations from the 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 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 21st October 2022.

(S.HANUMANTHA RAO)
JOINT REGISTRAR

DETAILS OF IT EQUIPMENT

S.No.	ENTITY WITH MODEL	QTY.
PRINTERS		
01	HP M1213nf Printer	10
02	HP P1566	30
03	HP MFP M630	06
04	HP M4555MFP	01
Scanners		
01	HP 8270	03
02	Kodak Alaris S2060W	01
Laptop		
01	HP Corei7, 4 GB, 1TB HDD/512 SSD	06
02	Dell Corei7, 8 GB, 1TB HDD/512 SSD	06
03	Microsoft Surface Corei7, 4 GB, 256/512 SSD	03
Desktop		
01	HP All-in-One Corei5, 4 GB, 500GB/512 SSD	47
02	HP Corei7, 8 GB, 1TB/512 SSD	02
03	HCL Dual Core, 2GB, 250GB	30
04	HCL Quad Core, 4GB, 500GB	01
Audio System		
01	Amplifier Bosch PLN-2AIO180	1
02	Speaker Bosch LBD 0606	12
03	Wireless Microphone Studio Master XR-1004C Series	03
04	Wireless Microphone Studio Master XR-1002HL Series	01

Terms and Conditions of the AMC

- 1) To attend the complaints developed in Desktops, Laptops & Printers etc. installed at the residences of Hon'ble President & Members of the National Commission on priority basis and on the same day.
- 2) 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.
- 3) 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.
- 4) 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 with immediate effect.
- 5) 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.
- 6) The proposal/quotations should be properly signed and stamped by the AMC vendors.
- 7) The payment will be released on half yearly basis within 45 days of the submission of bill.
- 8) Scheduled preventive maintenance at least once in three months.

Annexure "B"

- 9) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- 10) The bid is comprehensive and includes the operative system support on all the 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.
- 11) The bidder should provide complete escalation matrix elaborating their organization details.
- 12) If, for any reason, the bidder 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 bidder and the expenditure incurred shall be recovered from the bidder. Non availability of parts in the market will not be accepted as an excuse for inability to do repairs.
- 13) Maintenance services will be rendered by the bidder 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.
- 14) 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.