

File No. 16-4/2017-GA  
Government of India  
Ministry of Culture

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Shastri Bhawan, New Delhi  
Dated the 24<sup>th</sup> August, 2018

To

The Proprietor,  
M/s. Nice Enterprises,  
B 131 20ft Road, Budh Vihar,  
Near Saraswati School, Mandoli, Delhi - 93

Sub: Awarding Annual Maintenance Contract in respect of computers, laptops and printers in the Ministry – reg.

Sir,

Kindly refer to this Ministry's e-Tender ID no. 2018\_MC\_324901\_1 dated 31<sup>st</sup> July, 2018 on the subject cited above and to say that the annual contract for maintenance of Computers, Laptops and Printers in the Ministry has been awarded to your firm for a period of one year w.e.f. 1.8.2018 to 31.07.2019 at an annual cost of Rs. 4,58,962/- plus GST. Cost of change of parts will be paid separately. A copy of agreement is enclosed.

This issues with the approval of competent authority.

Yours faithfully,

*(Signature)*  
(Manoj Dehury)

Under Secretary to Government of India

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No. 16-6/2018- GA  
Government of India  
Ministry of Culture

Shastri Bhavan, New Delhi  
Dated: 06 May, 2018  
June

To

M/s. Nice Enterprises,  
B131, 20ft Road, Budh Vihar,  
Mandoli, Delhi.

Subject: Contract for awarding annual maintenance contract for repairs & maintenance of UPS in the Ministry – regarding  
Sir,

I am directed to refer to your online bids in response to this Ministry's e-tender notice [Tender ID : 2018-MC-324851-1] published on 6<sup>th</sup> April, 2018 on the above mentioned subject and to award Annual Maintenance Contract (AMC) for repair & maintenance of 184 UPS both online (70 nos) and offline (114 nos.) available in the Ministry at total cost of Rs. 3,23,200/-. The AMC include all spare parts including batteries.

2. The AMC will be subject to the following terms & conditions:-

- i) The CAMC will be valid for a period of one year initially w.e.f. 1<sup>st</sup> June, 2018 to 31 May, 2019 and extendable for further period of two years subject to satisfactory service.
- ii) The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- iii) Comprehensive AMC will include repair & maintenance including spare parts & batteries.
- iv) The Firm should provide a mechanic well qualified with a minimum of three (3) years' experience. The mechanic should be available five days (Monday to Friday) a week from 9:00 AM to 5:30 PM. His service may be required on odd hours and also on holidays as the situation demands. The mechanic should have experience in maintenance of various types of UPSs.
- v) The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from this would lead to blacklisting.
- vi) The firm shall provide services during office hours in the offices of Ministry at Shastri Bhavan, NAI Annexe and Puratatva Bhavan, INA, etc. without any additional cost.
- vii) Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the UPS is repaired and total down time. This record will be signed by the firm's service engineer, and user.

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- viii) If any UPS is not repaired within 24 hrs. the firm will provide standby UPS. If however, the firm fails to repair or provide a stand-by UPS, a penalty of Rs.100/- (Rupees hundred only) shall be payable by the firm per day for delay.
- ix) New UPSs purchased will be included in AMC as soon as warranty expires.
- x) The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability. A certificate is to be given by the firm in each case/repair that OEM products parts are used. No additional charges will be given for change of parts like Battery, transformer, etc.
- xi) It is mandatory that the firm should maintain inventory of spares in the Ministry under the custody of Mechanic.
- xii) The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
- xiii) A performance security of Rs. 16,000/- (Rupees sixteen thousand only) should be pledged in favour of the Ministry of Culture and deposited the same as Bank Guarantee/FDR from a Nationalized Bank before commencement of the contract for the entire period of the contract. The performance security deposit will be refunded/released only after the successful completion of the CAMC.
- xiv) The performance security deposit will stand forfeited in the event of premature withdrawal of CAMC by the company.
- xv) The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.
3. If you are willing to accept the CAMC subject to the above terms & conditions, you may send your acceptance along with the requisite documents to this Ministry immediately.

Yours faithfully,

  
(Manoj Dehury)

Under Secretary to the Govt. of India



### General Terms and Conditions

The firms should have at least 03 years' experience in maintenance of Desktop, Computers, Laptops and Printers. They also should have successfully executed AMC in Central Government Ministries/Departments/Organizations under Ministries. Copies of orders of AMCs for the last three years may be enclosed.

2. The firms must have ongoing AMC for Desktop, Computers, Laptops and Printers in Ministries/Departments of Government of India. The firm should provide a satisfactory service certificate in this regard.

3. The Firm should provide two Resident Engineers, who should be well qualified with a minimum of three (3) years' experience. The Resident Engineers should be available five days (Monday to Friday) a week from 9:00 AM to 5:30 PM. Their service may be required on odd hours and also on holidays as the situation demands. The Resident Engineers should have an exposure and experience in all latest operating systems.

4. The power adapters of Laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that are kept as a standby will not be returned to the vendor.

5. The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from this would lead to blacklisting.

6. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry to extend the terms of the agreement for a further period of one to two years on satisfactory performance of the firm.

7. The firm shall provide services during office hours in the offices of Ministry at Shastri Bhavan, NAI Annexe and Puratatva Bhavan, INA, etc. without any additional cost.

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8. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user. The firm will also prepare a separate log book for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, CPU, Keyboard etc, from outside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to administration section failing which an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user. The service engineers would take up any reported fault within two hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a stand-by for the same with same configuration or higher. The department will not make any payment towards cartage and the expenditure for to and fro transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.

9. If any Desktop Computer/Laptop/Printer is not repaired within 24 hours the firm will provide standby device in excellent condition. If, however, the firm fails to repair or provide a standby device before picking up the defective item a penalty of Rs. 500/- (rupees five hundred only) shall be payable by the firm per day for delay. In case the required part is not available, the same should be replaced with a part of higher calibration that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Ministry. For down time calculation from the time the complaint is lodged should be taken as downtime. Preventive maintenance (PM): one in three months for all Desktop, Computers, Laptops and Printers will be undertaken. If the PM is not carried out within the beginning of the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis. Operating system support: OS support on all the systems stands covered under this contract. Any problem related with OS maintenance, reloading of OS with all devices, OS upgrade, device drivers, system configuration and network configuration will be attended to and rectified by the firm. Anti virus software (AVS) support: anti virus software support on the systems is covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.

Contd. . .

- of the authorized signatory  
under with seal of the

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10 JANUARY  
Joint Secretary / Under Secretary  
Sanskriti / Ministry of Culture  
Government of India  
New Delhi



File No. 16-<sup>12</sup>4/2017-GA  
Government of India  
Ministry of Culture  
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Shastri Bhawan, New Delhi  
Dated the 23<sup>rd</sup> August, 2018

To

The Proprietor,  
M/s. Nice Enterprises,  
B 131 20ft Road, Budh Vihar,  
Near Saraswati School, Mandoli, Delhi - 93

Sub: Awarding Annual Maintenance Contract in respect of computers, laptops and printers ~~for the year 2018-19~~ in the Ministry – reg.

Sir,

Kindly refer to this Ministry's e-Tender ID no. 2018\_MC\_324901\_1 dated 31<sup>st</sup> July, 2018 on the subject cited above and to say that the annual contract for maintenance of Computers, Laptops and Printers in the Ministry has been awarded to your firm for a period of one year w.e.f. 1.8.2018 to 31.07.2019 at an annual cost of Rs. 4,58,962/- plus GST. Cost of change of parts will be paid separately. A copy of agreement is enclosed.

This issues with the approval of competent authority.

Yours faithfully,

*(Signature)*  
(Manoj Dehury)

Under Secretary to Government of India

F.No. 16-12/2017- GA  
Government of India  
Ministry of Culture  
(GA Section)

Shastri Bhavan, New Delhi  
Dated: 29 July, 2019

To

M/s. Nice Enterprises,  
B131, 20ft Road, Budh Vihar,  
Mandoli, Delhi.

Subject: Renewal of Contract for Annual Maintenance in respect of Computers  
Laptops and Printers in the Ministry- reg.

Sir,

I am directed to refer to this Ministry's letter of even no. Dated 28<sup>th</sup> August, 2018 and your letter dated 08<sup>th</sup> July, 2019 on the subject mentioned above and to inform you that Annual Maintenance Contract awarded to your firm for repair & maintenance of Computers Laptops and Printers in the Ministry has been renewed for a further period of one year from 01.08.2019 to 31.07.2020 at the same terms & conditions.

Yours faithfully,



(D.M. Khare)

Under Secretary to the Govt. of India

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o/c