

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	25-05-2026 10:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	25-05-2026 10:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Social Justice And Empowerment
विभाग का नाम/Department Name	Department Of Empowerment Of Persons With Disabilities
संगठन का नाम/Organisation Name	National Divyangjan Finance And Development Corporation
कार्यालय का नाम/Office Name	Delhi
वस्तु श्रेणी /Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - AMC OF COMPUTERS Peripherals including LAN Network, UPS , PRINTER and SCANNER; As per Tender
अनुबंध अवधि /Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / <b>Estimated Bid Value in INR (Inclusive of all taxes)</b>	50000
<b>Payment Timelines</b>	Payments shall be made to the Seller within <b>45</b> days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
<b>मूल्यांकन पद्धति/Evaluation Method</b>	Total value wise evaluation
<b>मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required</b>	Yes
<b>मध्यस्थता खंड/Arbitration Clause</b>	Yes ( <a href="#">Arbitration clause document</a> ) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
<b>सुलह खंड/Mediation Clause</b>	No

#### ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
-------------------	----

#### ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
-------------------	----

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

#### एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

#### एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

#### ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

**This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.**

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

#### अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Asset Details and its Distribution across the consignee /user locations [1778657653.pdf](#)

**Annual Maintenance Service - Desktops, Laptops And Peripherals - AMC OF COMPUTERS Peripherals Including LAN Network, UPS , PRINTER And SCANNER; As Per Tender ( 145 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Asset	AMC OF COMPUTERS Peripherals including LAN Network, UPS , PRINTER and SCANNER
Make/Brand of Assets	As per Tender
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>एडऑन /Addon(s)</b>	

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
--	----

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	Manoj Kumar Sahoo	110020,Unit No. 11 & 12,Ground Floor, DLF Prime Tower, Okhla Phase - I, Near Tehkhand Village, New Delhi - 110020	145	<ul style="list-style-type: none"><li>• Number of Resident engineers : 0</li><li>• Number of technicians : 0</li></ul>

**क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**

1. **Generic**

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

## 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

## 3. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

## 4. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

## 5. Past Project Experience

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

## 6. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

## अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.

4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**

**NATIONAL DIVYANGJAN FINANCE AND DEVELOPMENT CORPORATION**  
**Unit No. 11 & 12, Ground Floor DLF Prime Tower, Okhla Phase-I,**  
**New Delhi - 110020**

**NOTICE INVITING SEALED QUOTATION**

**INVITING SEALED QUOTATIONS FOR THE AMC OF**  
**COMPUTERS Peripherals including LAN Network, UPS ,**  
**PRINTER and SCANNER**

The National Divyangjan Finance and Development Corporation invites sealed quotations **from various Computer Service and Maintenance agencies of New Delhi** for the AMC of computer ( Desktops and Laptops) , Printers , Scanners and UPS as per specifications attached vide **Annexure - 'A'**.

**1. PARTICULARS**

- a) Quotation Reference No. : NHF/2/16/AMC Computer/2014
- b) Last date & time of receipt of Quotation : 25th May 2026, 10.00 A.M
- c) Opening of Quotation : 25th May 2026, 10.30 A.M
- d) Place of receiving the Quotation : National Divyangjan Finance and Development Corporation,  
Unit No. 11 & 12, Ground Floor  
DLF Prime Tower, Okhla Phase-I,  
New Delhi - 110020
- e) Contact person : Sh. Manoj Kumar Sahoo  
AGM(S&P)
- Ph.011-45803730 – Ext 214  
Mob No.9468000211

**Note:**

This office will not be responsible for delay in tender submission on GEM and also for reasons beyond the control of this office.

**2. TERMS AND CONDITION**

• **Eligibility Criteria**

The quotationer should have at least three years' experience in IT facility management / annual repairs and maintenance of computer system, peripherals and accessories.

The bidder should be Company registered under Companies Act, 1956 and Registered with the Service Tax Authorities for at least 05 years.

The Bidder must submit the audited Balance Sheet and P&L Statements of three financial years of the company 2023-24, 2024-25, 2025-26. They should submit the last 3 years (2023, 2024 & 2025) audited financial Statements.

- **Testimonial should be enclosed as proof.**
  - a) The quotationer should have three running contacts with any Govt. / Semi Govt. Dept / PSU / Bank for a total value of not less than Rs. 2 Lakh. Testimonial should be enclosed as proof.
  - b) The quotationer should have at least 5 hardware engineers having hardware certification with at least one year experience in respective areas Testimonial and records to be furnished:
- **The quotationer should enclose the following records, duly self certified, in support of their bonafide:-**
  - a) List of Professionally qualified personnel of the vendor.
  - b) Copy of Certificate of registration / incorporation of the agency.
  - c) Copy of MSME Certificate.
  - d) Copy of Income Tax Registration Certificate / PAN, Service Tax.
  - e) Availability of office of service provider: An office of the Service Provider must be located in the state of Consignee. Documentary evidence to be submitted.
- **The contract shall be for a period of one year with effect from the date of signing of agreement. The firm shall provide the following comprehensive maintenance services under the agreement to keep the systems in good working conditions:**
  1. Unscheduled, on call corrective and remedial maintenance services.
  2. Schedule preventative maintenance once in every three months which includes cleaning of monitor, CPU, keyboard, mouse, speakers, printers and any other associated peripherals.
  3. The firm shall provide on call service from Monday to Saturday excluding Public Holiday from 9.00 am to 6.00 pm for the equipment.

4. The response time to request for service will normally be within 24 Hrs. if a complaint is reported before 1400 hrs the same shall be attended on the same day itself. Failure to attend complaint within 24 hrs., a penalty of Rs.250/-(Rupees Two Hundred Fifty only) will be levied on service provider for every working day, which may be deducted from the AMC(Annual Maintenance Contract) charges to be paid to the firm.
5. Replacement of defective part(s) replaced will either be new part(s) or part(s) equivalent in performance to new part(s).
6. The firm shall supply all spare parts, excluding consumable parts such as printers head, printer knob, fuser assembly of the laser printers, batteries, printers knob etc. required for repair and nothing extra shall be paid on this account.
7. The firm shall provide all normal tools and test equipments needed for maintenance of the system.
8. The firm shall maintain the system in working condition throughout the year. In case the calls are not attended within 24 hrs. the expenditure incurred by National Divyangjan Finance and Development Corporation towards repairing of systems by a third party would be at the risk & cost of the vendor.
9. Provision of stand by equipment by Annual Maintenance Service Provider in case the malfunction in the equipment is not made serviceable right within 24 hrs. of its reporting to the firms service centre.
10. For the machines that are under warranty, the firm shall be coordinating with the supplier of the machine, till such period the machine is under warranty. All the details / support for such purpose shall be extended by NDFDC.
11. The NDFDC shall make quarterly payment at the end of each quarter after having satisfactorily services from the firm.
12. The Annual Maintenance Contract would be subject to satisfactory service and may be terminated at any time by giving one month notice in writing at the discretion of NDFDC.
13. Any dispute arising between parties hereto shall be referred to the sole Arbitrator to be appointed by CMD, NDFDC and the decision /award of such arbitrator shall be binding upon the parties hereto.

14. In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
15. The agency shall produce the Cash Memo's / Certificate / Document in proof of providing genuine components to replace the faulty ones ; on demand.
16. The Annual Maintenance Contract includes preventive as well as corrective maintenance.
17. Estimated value of Tender is Rs.50,000
18. The Company shall ensure to abide by the copy right, intellectual Property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
19. To manage and troubleshoot the networking system (LAN)
20. The courts of competent jurisdiction at New Delhi will have the sole and exclusive jurisdiction to decide the issue of any dispute between the parties hereto.  
The firm agrees to maintain the equipment specified in the agreement in accordance with the terms and conditions mentioned herein above.
21. **Payment Terms**
  - a) The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and paid at the end of each quarter of AMC period after satisfactorily service (after deducting penalties, if any).
  - b) Any increase or decrease of taxes, duties or prices of components, etc. will not affect the AMC rates during the entire period of AMC.

22. **Agreement**

The selected vendor shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC.

## **AGREEMENT OF AMC OF COMPUTER AND PERIPHERALS OF NDFDC**

THIS AGREEMENT TO AMC executed at New Delhi on this \_\_\_\_\_ 2026 between  
M/s \_\_\_\_\_ Through its Proprietor Shri \_\_\_\_\_  
\_\_\_\_\_ ( hereinafter called the Contractor as well as first party )

AND

M/s NDFDC through its \_\_\_\_\_ , Unit No. 11 & 12, Ground Floor, DLF Prime Tower,  
Okhla Phase – I , New Delhi – 110 020 ( hereinafter called the second party )

The contract shall be for a period of one year with effect from the date of signing of agreement.  
The firm shall provide the following comprehensive maintenance services under the agreement  
to keep the systems in good working conditions :-

1.     Unscheduled, on call corrective and remedial maintenance services.
2.     Schedule preventative maintenance once in every three months.
3.     The firm shall provide on call service from Monday to Saturday excluding Public Holiday  
from 9.00 AM to 6.00 P.M for the equipment.
4.     The response time to request for service will normally be within 02 Hrs. If a complaint is  
reported before 1400 Hrs the same shall be attended on the same day itself. Failure to  
attend complaint within 02 Hrs. a penalty of Rs.250/- ( Rupees Two Hundred Fifty  
only ) will be levied on service provider for every working day , which may be deducted  
from the AMC(Annual Maintenance Contract)charges to be paid to the firm.
5.     Replacement of defective parties replaced will either be new part(s) or part(s) equivalent  
in performance to new part(s).
6.     The firm shall supply all spare parts, excluding consumable parts such as printers  
heads, printer know, fuser assembly of the laser printer, batteries, printers knob etc.  
required for repair and nothing extra shall be paid on this account.
7.     The firm shall provide all normal tools and test requirements needed for maintenance of  
the system.
8.     The firm shall maintain the system in working conditions throughout the year. In case  
the calls are not attended within 02 Hrs. the expenditure incurred by National  
Divyangjan Finance and Development Corporation towards repairing of systems by a  
third party would be at the risk and cost of the vendor.

9. Provision of stand by equipment by Annual Maintenance Service Provider in case the malfunction in the equipment is not made serviceable right within 02 Hrs. of its repairing to the firm's service centre.
10. For the machines that are under warranty, the firm shall be coordinating with the supplier of the machine, till such period machine is under warranty. All the details / support for such purpose shall be extended by NDFDC.
11. That NDFDC shall make quarterly payment at the end of each quarter after having satisfactorily services from the firm.
12. The Annual Maintenance Contract should be subject to satisfactory service and may be terminated at any time by giving one month notice in writing at the discretion of NDFDC.
13. Any dispute arising between parties hereto shall be referred to the sole Arbitrator to be appointed by CMD, NDFDC and the decision / award of such arbitrator shall be binding upon the parties hereto.
14. In case of need to replace any items / component, the agency shall provide original make genuine parts / components of similar or higher configurations.
15. The agency shall produce the Cash Memo's / Certificate / Document in proof of providing genuine components to replace the faulty ones Demand.
16. The Annual Maintenance Contract includes preventive as well as corrective maintenance.
17. The company shall ensure to abide by the copy right intellectual Property right and other laws as may be applicable for providing any replacements for any malfunctioning the components / items / software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
18. The courts of competent jurisdiction at New Delhi will have the sole and exclusive jurisdiction to decide the issue of any dispute between the parties hereto.

The firm agrees to maintain the equipment specified in the agreement in accordance with the terms and conditions mentioned herein above.

19. **Payment Terms:**

- a) The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly instalments and paid at the end of each quarter of AMC period after satisfactorily service (after deducting penalties if any).
- b) Any increase or decrease of taxes, duties or prices of components etc. will not affect the AMC rates during the entire period of AMC.

20. **Agreement**

The selected vendor shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent ( LOI ), to begin AMC.

In the presence of witnesses both the parties have signed this agreement on this dated .....

**Witness**

- 1. CONTRACTOR FIRST PARTY
  
- 2. SECOND PARTY

**LIST OF COMPUTERS / UPS / PRINTER / SCANNER UNDER AMC****Desktops**

<b><u>Sl. No.</u></b>	<b><u>Computers ( Desktop )</u></b>	<b><u>Nos.</u></b>
01	HP Compaq DX-7380 MT/intel core2 Duo E4600@ 2.40Ghz/ 3GB Ram/160GB HDD/240GB SSD/ Windows 7 Pro 64bit	<b>01</b>
02	Lenovo Thinkcentre intel core 2 Duo CPU E4500 @ 2.20GHz/ Intel Core 2 duo/3GB Ram/160GB HDD/ Window 7 Profession Business 32 bit	<b>01</b>
03	Lenovo Thinkedge Intel Xeon/16GB RAM/4TB HDD server	<b>01</b>
04	HP P21334in Intel (R) Core i3-2120T CPU @2.60Ghz 4GB Ram/Windows 10 Home 64bit OS 500 GB HDD	<b>01</b>
05	HP Compaq 8100 Elite Intel core I3 CPU550@ 3.20 Ghz/2GB Ram/Windows 7 ultimate 64 bit	<b>02</b>
06	HP Compaq Elite 8300 /Intel core i7-3770CPU @3.40Ghz/4Gb Ram/500GB HDD/ Windows 8 Pro 64 bit	<b>02</b>
07	HP Compaq Elite 8300 (Zebronics casing) /Intel core i7-3770CPU @3.40Ghz/4Gb Ram/500GB HDD/ Windows 8 Pro 64 bit	<b>01</b>
08	Lenovo Think center Edge /Intel I3-2120@ 3.30GHZ, 4Gb Ram/500GB HDD/ Window7 Professional SP1 32 bit(All in One)	<b>02</b>
09	Acer Veriton IC5670/i3-3240CPU @ 3.40GHz/2 GB RAM, 500GB HDD/Windows 7 Professional 32bit	<b>01</b>
10	Acer veriton IC5678/Intel core i3-3240 CPU@3.40Ghz/4Gb/300 GB HDD/ Windows 10 pro 64bit	<b>02</b>
11	HP Compaq Intel Core2 duo E4500@2.20Ghz/4GB RAM/160GB HDD/Windows Vista Business 32 bit OS	<b>01</b>
12	Assembled Zebronics Intel Pentium CPU G2020T@2.50Ghz/2GB RAM/500GB HDD/Windows 7 Professional 64bit OS	<b>02</b>
13	Lenovo Thinkcenter M93P/i7-4790CPU @3.60Ghz/4GB RAM /500 GB HDD/ Windows 8.1 Pro 64 bit	<b>05</b>
14	Hp 280 G2 MT Business PC /Intel core i7-6700 CPU @3.40Ghz/4GB/1TB/ Windows 10 Pro 64 bit	<b>03</b>
15	Dell optiplex 5050/mt i7-7700/8GB RAM/1 TB HDD/ 250GB SSD Win 10 pro 64 bit	<b>03</b>
16	HP 280G4 MT Business PC/Intel Core i7-8700CPU@ 3.20 Ghz/ 8GB RAM/ 1 TB HDD/ Windows 10 Pro- SP2 64 bit	<b>03</b>
17	Acer Veriton M4665G i5 9500CPU @ 3.00Ghz/8GB RAM/ 1TB HDD/Windows 10 pro 64 bit	<b>02</b>
18	HP 280 Pro G6 Microtower i3-10100 CPU@3.60 GHz/8GB RAM/1TB HDD/Windows 11 Home Single Language	<b>05</b>
19	Apple Imac 24 inch/M1 chip with 8 core CPU/16 GB/1TB SSD/MacOS Sonoma	<b>01</b>
<b>TOTAL</b>		<b>39</b>

**Desktop,Printer, Laptop under warranty**

01	HP 280 G9 MT/i7-14700 @2.10GHz/16GB RAM/ 1TB SSD Nvme/ Win11 Pro/Graphic Card 128 MB	<b>03</b>
02	Dell Precision 3680 Tower/ i7-14700 @2.10Ghz/16GB RAM/1 TB SSD Nvme/Windows 11 Pro 64 bit/Graphic card 16GB	<b>02</b>
03	HP Prodesk 400 G7 i5-10500CPU@3.10GHz/ 8GB/ Windows 10 Pro /1TBHDD	<b>03</b>
04	HP Pro tower 400 G9/17-13700 @2.10 Ghz/16GB/RAM/Windows 11	<b>03</b>

	Pro/1 TB SSD	
05	HP Laserjet M208dw	<b>01</b>
<b>TOTAL</b>		<b>12</b>

### Laptops

<u>Sl. No.</u>	<u>Computers ( Laptop )</u>	<u>Nos.</u>
01	Dell Vostro 3500/i5 11 Gen/8GB RAM/1TB HDD	<b>25</b>
02	Acer Laptop/i7/1TB HDD/8GB RAM	<b>01</b>
03	HP Laptop intel core I3-2328M CPU@2.20GHz/2GB RAM/500 GB HDD	<b>01</b>
04	HP 240 G10 i7 1355U Win11P 161SSD1 wifi 14" Laptop	<b>01</b>
<b>TOTAL</b>		<b>28</b>

### Scanners

<u>Sl. No.</u>	<u>Scanner</u>	<u>Nos.</u>
01	EPSON-DS860	<b>01</b>
<b>TOTAL</b>		<b>01</b>

### Printers

<u>Sl. No.</u>	<u>Printer</u>	<u>Nos.</u>
01	Hp Laserjet- P1505	<b>02</b>
02	HP-Laserjet -1022n	<b>03</b>
03	HP-Laserjet -1007	<b>02</b>
04	HP Laserjet 1020+	<b>04</b>
05	HP Laserjet P1108	<b>02</b>
06	HP laserjet P1606dn	<b>02</b>
07	HP laserjet Pro M203dn	<b>03</b>
08	HP Laserjet Pro M202dw	<b>05</b>
09	Brother color HL-L3270CDW	<b>02</b>
10	HP 108A Printer	<b>04</b>
11	HP Deskjet Ink advantage 2677	<b>01</b>
12	HP Color LaserJet Pro MFP M183fw	<b>01</b>
13	HP Laserjet M208	<b>04</b>
<b>TOTAL</b>		<b>35</b>

### UPS

<u>Sl. No.</u>	<u>UPS</u>	<u>Nos.</u>
01	Luminous 800 VA	<b>01</b>
02	Luminous 600 VA	<b>01</b>
02	Microtek 600 / 625 /650 VA	<b>12</b>
03	Intex 600 VA	<b>02</b>
04	APC 600VA	<b>01</b>
05	Paradyne 800 VA	<b>05</b>
06	Numeric 600VA	<b>09</b>
07	Foxin 600VA	<b>03</b>
08	Cyberpower 600VA	<b>08</b>
<b>TOTAL</b>		<b>42</b>

\*\*\*\*\*