Scope of work and Commercial terms & conditions for Annual Maintenance (AMC) of IT System installation in EPI, New Delhi

A. Technical & Other Services Requirements:

1. List of PCs/ Servers/ Printers and other peripherals under the scope of AMC are given at Annexure I as per following groups.
   Group – I: List of servers to be covered under AMC
   Group- II: List of Computers & Peripherals to be covered under AMC
   Group –III: List of Laptops to be covered under AMC
   Group – IV: List of Printer & Peripherals to be covered under AMC
   Group – V: List of Networking Products to be covered under AMC
   Group – VI: List of UPS & CVT to be covered under AMC
   Group – VII: List of PCs/Servers/Printers and Other peripherals currently under warranty but this warranty expiring during the contract period and List of servers under warranty but services like loading of OS/Application software to be covered.

2. The aim of AMC is to get the specified services smoothly from the existing Hardware and Software under Network.

2. AMC will include functioning of all the installed hardware and other accessories installed during the operation of the contract.

4. The Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall has to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipments or parts to be replaced by the out-going
contractor, shall be prepared by incoming contractor and duly approved by IT Division of this office.

5. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if however it takes longer time fully functional standby / replacement should be given. This would include the attached peripherals also.

6. Contractor shall depute a qualified engineer to attend maintenance call full time at our site for all working days and if required on holidays also. However, they should depute Graduate (BE/B.Tech) and Certified engineer (MCSE/CCNA) for attending Server calls.

7. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.

8. In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to this office and the Contractor. Engineer or attendant can only be relieved for that period after getting suitable replacement from the Contractor.

9. No person below the age of 18 years shall be deputed to this office.

10. The contractor shall indemnify and keep EPI’s Office harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and/or negligence or willful acts or omission of the Contractor or his employees deputed to EPI’s Office.
11 Contractor shall visit this office at least once in two months to discuss the problems and their immediate rectification.

12 Frequently required spare parts for at least for 2 Pentium PCs must be kept at premises of this office for replacement of the components of the faulty PCs so that within two hours PCs be made functional.

13 Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.

14 If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired upto the satisfaction of user /IT Division within a period of maximum ten days.

15 Contractor should provide the following type of services

- Preventive maintenance
- Corrective maintenance
- Software services for system operations
- Assistance in H/w & S/w Upgradation
- Monthly cleaning of hardware using standard isopropyle alcohol.

16. Monthly preventive maintenance shall also to be carried out in addition to attending the specific complaints. A comprehensive report to this effect would be submitted by the contractor to IT Division of EPI. This effect shall also be entered in the log book of each M/c. Monthly schedule for PM may be decided in consultation with IT Division EPI.
17. During preventive maintenance, vendor will make suitable use of trouble shooting software packages to reconfirm the hardware configuration / health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and submit a report to IT Division of EPI. Any discrepancy noticed should be brought immediately to the notice of IT Division of EPI and user.

18. Consumables like floppies, printer ribbons, toner, cartridge tapes, battery for UPS and stationary will not be included in AMC. The printer heads & cables, Monitor picture tubes, battery for SMPS & Main board, LAN cards, printer knobs, keyboards, fuse, Networking cables and all other components of H/w shall be included in the AMC.

19. Software support with reference to installation of operating system such as Windows NT/95/98/ME/2000/XP/DOS/etc., and application software such as MSSQL Server 2000 / MS Office 97 /2000 /XP, Antivirus software, etc. must be provided in case of any problems reported by user. Installations of OS/Software on the Servers are also included. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended / required.

20. To keep PCs in EPI’s Office virus free, the Contractor will update every 7 days anti-virus software provided on various machines.

21. The user will maintain the system as per the guidelines given by the contractor. Proper instructions to operate the system/software will be given by the firm, if required to the user.
The terms and conditions (Commercial) are as follows:

1. Contractor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee.

2. The contract shall be for a period of one year from which the contract is signed.

3. The contract can be terminated at any time by giving one-month notice to the party in writing at the discretion of this office.

4. For successful Contractor, EMD submitted shall be converted into Security Deposit which shall be refunded to the Contractor on successful completion of the contract.

5. Annual Maintenance Contract (AMC) would be comprehensive i.e., including cost of new/original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e., 2 repairs in a maximum period of one month time then it must be replaced immediately by the contractor with an original new one.

6. Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Division of this office. No advance payment will be made.

7. The number of PCs/peripherals under AMC mentioned in list can be increased or decreased at the discretion of this office. The quarterly payment shall be made for actual number of hardware under contract. The item-wise rate given in the AMC will be applied to the peripheral added during the period of contract.
8. The bills for AMC will have to be submitted in duplicate duly pre-receipted along with service reports or month-wise MIS reports which will be maintained by the Contractor. The service reports are to be signed by the user of PC as well as a designated, officer of IT Division of EPI.

9. All complaints / problems reported should be rectified to users’ satisfaction by the contractor. The Contractor shall ensure 95% up time of Servers/Computers and other peripherals. If necessary specialist/consultant would be called to rectify the problem. The penalty for not meeting the up time commitment shall be 2.0% of AMC charges per day that System is down. The decision of ED (IT) shall be final.

10. However if the contractor provides a stand-by system/subsystem of the similar configuration and quality acceptable to this office on returnable basis, the penalty for the downtime shall be calculated only to the date of providing such systems/subsystems to this office.

11. If the contractor is not able to rectify the fault within the stipulated period of maximum 7 days it would be open to this office to have the fault rectified through any other source and contractor shall have to bear the expenses so incurred on this account.

12. If the service engineer fails to attend this office without suitable replacement then a penalty of Rs.1000/- per day shall be imposed and the same will be deducted from the quarterly payment of the contractor. The service engineer should report in this office by 9:00 AM daily and be in the office till 5:30 PM.

13. The penalty /repair charges, if any, as per clauses 9,10,11,& 12 shall be deducted by this office from the quarterly payment to the Contractor
Special Conditions:

1. During the AMC period one experienced and qualified Engineer who can deal with handling of sophisticated PC equipments technically and manually is to be posted from 09:00 hrs to 17:30 hrs on all working days at EPI’s Office, Scope Complex, Lodhi Road, New Delhi.

2. During the office hours these representatives will not be allowed to attend any outside calls and will report to IT Division, which will guide and control his/her/their working.

3. The deputed Engineer(s) should have sound, experience in software and hardware and 4 years experience of maintenance in AMC items.

4. Proper call desk should be maintained, and if necessary a person be posted for this work also. If necessary a customized software could be utilized for fault reporting and rectification and a PC could be provided exclusively to the Engineer for this purpose.

Any dispute arising out or touching this contract, shall be referred to CMD-EPI or his nominee whose decision shall be final.