

Punjab State AIDS Control Society

(Department of Health & Family Welfare)

Level IV, Prayaas Building, Sector 38-B, Chandigarh,

Ph No. 0172-2636802, Fax No. 0172-2636791

E-mail: punjabacs@gmail.com

PSACS/Proc/2024-25/ 171

Dated: 04/10/2024

Chandigarh

M/s GEMTECH IT AUTOMATION,

F-316, Motiaz Royal Fame-1,

Sector:117, Mohali (Pb.)

Email: info@gemtechit.co.in

Subject: AMC of Desktops, All in Ones, Laptops, Printers of O/o PSACS

This is with reference to your quotation letter for the subject cited above, your firm is hereby awarded the Annual Maintenance Contract (AMC) of Desktops, All in Ones, Laptops, Printers of O/o PSACS at the given rate as per terms and conditions given as under:-

S. No.	Name of Item	Quantity	Rate per Item (In Rs.) Incl. 18% GST	Amount (In Rs.) Incl. 18% GST
1.	Desktops	27	1,239.00	33,453.00
2.	Laptops	10	1,534.00	15,340.00
3.	Printers	07	1,003.00	7,021.00
4.	MFPs	16	1,416.00	22,656.00
5.	Heavy Duty Printers	06	1,416.00	8,496.00
6.	Ail in Ones	03	1,534.00	4,602.00
7.	Colour Printer	01	1,770.00	1,770.00
Total Amount In Rs. Incl. 18% GST				93,338.00

Terms & Conditions:

- The contract would include replacement of parts of OEM under warranty. The replacement of parts include Hard-disk, RAM, Motherboard, Processor, CD/DVD ROM, Keyboard, Mouse, printer roller, all spare parts of desktops, printers, laptops. For all the equipments which are out of warranty, accidental damage or damage arise due to fire, flood, earthquake, falling from height & plastic broken parts on account of mishandling, printer cartridges, replacement of exhausted consumables such as computer stationery, ribbon, paper, ink/toner cartridges and laptop batteries will be on the cost basis.
- All replacement of the defective parts of equipment carried out during the above AMC would be the property of PSACS while the defective parts become the property of the firm and can be taken by the firm.
- Upkeep and maintenance of the hardware installed.
- Repair to be carried out at the location of the item (i.e. at the O/o PSACS).
- Support for users and troubleshooting of software packages and removal of virus and re-installation of software, if corrupted.
- Coordination with OEM for troubleshooting of the computer and other peripherals under warranty.
- Any other maintenance work to be undertaken related to the computer/peripherals.
- If the item is in need of repair at time of commencement of AMC then the firm shall repair the said item & start AMC accordingly. If the item is non-repairable, the firm shall provide the certificate of condemnation with reason & justifications in support.
- The item to be taken under AMC be inspected on any working day from 9 A.M. to 4 P.M. with prior intimation to the O/o PSACS.
- Penalty Clause:** The firm has to troubleshoot the reported problem within 24 hours from the time of receiving the complaint by any means of communication including telephone. As far as possible, the repairs would be carried out on-site. However, in case the item is taken to the workshop, the firm/company would provide a standby for the same. The status of the original equipment along with the tentative time required to return it in repaired condition shall be informed to the SI division, PSACS. If the original equipment is not returned / repaired within a period of two working days from the receipt of complaint, to the satisfaction of the user, an amount of Rs.200/- (Rupees Two hundred and fifty only) per day per equipment would be levied from the 3rd day onwards and the same will be deducted from the bill. The item will be get repaired from open market and the cost of the repair/spare parts along with a penalty of 10% of the cost of contract fee for that part shall be deducted. A call sheet duly signed by user and should be submitted to the SI division, PSACS after successfully attending the call.
- If any item covered under the maintenance contract, is not working satisfactorily for more than one week after repair from the date of repair/maintenance by the firm, double the amount of contract fee for proportionate

period will be deducted from the quarterly contract fee besides any other administrative action including termination of contract.

- Invoices if any should be submitted with complete details mentioning Serial No. of machine, nature of work attended by engineer with complete detail approved by AD (SI).
- The firm must provide necessary support for maintaining VIRUS free computer environment in the Department by installing the antivirus procured by the Society in all the computers, doing regular antivirus checks, implementing disaster recovery solutions and to ensure that all the equipment work efficiently & help in upgrading the Software's/Virus Detection mechanism.
- The Society will not provide any manpower or facilities for movement of item at premises of O/o PSACS or outside PSACS premises and transportation, Labour and other requirements are to be arranged by the firm.
- The firm shall safeguard user's data if available in the system before performing any operation on the computers.
- The complaints will be treated as rectified only if the firm gets satisfactory report from the user.
- The original specification / characteristics / features of the equipment shall not be changed without prior written intimation to concerned authority and approval of the SI division, PSACS.
- The authority reserves the right to suspend/cancel/terminate the contract any time with due notice without assigning any reason.
- Payment of contract fee will be released on submission of Invoices quarterly with complete details mentioning Serial No. of machine, nature of work attended by engineer with complete detail approved by SI division, PSACS.
- The payment will be released subject to deducting of TDS as per the IT Act and other Taxes, penalty, if any as per guidelines.
- New items purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new items. The O/o PSACS reserves the rights to add/remove any item from AMC during the contract period.
- The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, laptops and other hardware parts and accessories.
- The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty not more than the cost of OEM.
- The firm/company shall maintain the item as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the O/o PSACS are conveyed, the original specification/characteristics/features shall not be changed.
- **The initial period of contract will be for one year from the receipt of acceptance of all the terms and conditions of work order by the firm.** The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended on mutual consent and satisfactory performance of the service provider.
- Unexpected/sudden technical problem arising at the time of visit of service engineer has also to be attended/solved.
- It shall be the responsibility of the firm/company to make all the item work satisfactorily throughout the contract period. The firm shall be responsible for any loss or damage caused to any of the machines owing to negligence on his/her part. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm/company.
- It may also be noted that in case of firm backing out in mid-term without any explicit consent of PSACS, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by PSACS on maintenance of machines for the balance period of contract through alternative means and also the above act of backing out would be automatically debar the firm/company from any further dealing with PSACS & the firm/company will be blacklisted for three years.
- No advance payment in any case would be made.
- The Vendor shall not assign in whole or in part, the obligations to perform under the contract, to any third party.
- The firm shall correspond with the SI division, PSACS for dealing all the matters relating to this contract.
- All disputes shall be subject to the jurisdiction of Chandigarh.


Additional Project Director
Punjab State AIDS Control Society

C. C.

- ✓ Finance Division
- ✓ Store Division
- ✓ SI Division


Additional Project Director
Punjab State AIDS Control Society