

DIRECTORATE OF FILM FESTIVALS

Ministry of I & B

Siri Fort Auditorium Complex, August Kranti Marg, New Delhi-49

Terms & Conditions

Annual Comprehensive Contract for repair and maintenance of server/network/computers/printers/UPS etc. of The Directorate of Film Festivals (DFF), Situated at Siri Fort Cultural Complex, August Kranti Marg, New Delhi-49

1. **The Contractor** will conduct regular repair and maintenance of **network, server, one network printer, 30 Computers (7 under warranty) , 30 UPS (7 under warranty) , 3 Scanners and 25 DeskJet /Inkjet printers (2 under warranty)** within the office complex of **Directorate**, for annual maintenance of all the hardware and software, including anti-virus, spy ware etc. and its upgrade on a regular basis .It is informed that the internet connection is under the broadband service of Mahanagar Telephone Nigam. There are 4 Computer Systems with 3rd Pentium grade and 26 Computer Systems are 4th Pentium grade in this Directorate.
2. **The Contractor** shall provide his services for one year from the date of contract. The Customer will have the right to cancel the contract without assigning any reason.
3. During the period of contract, **The Contractor** shall deploy one trained technician to The Customer on all working days from 9:30 AM to 6:00 PM and sign the attendance register of The Customer every day indicating the time. He may have to report for duties on Saturdays, Sundays and Holidays, if required. The Bio-Data of the person to be deployed would be provided to The Customer. In case of Emergency, The Contractor will provide expert support on short notice.
4. It shall be the responsibility of **The Contractor** to maintain the said equipment in operating condition, subject to the non-occurrence of and event beyond the reasonable control of **The Contractor** including, but not limited to the acts of GOD or Public unrest act of war, hostility, damage resulting from fire, flood, accidents, strike etc. **The Contractor** shall ensure to record all the hardware and software related complaints in the company's record and dispose off all the problem satisfactorily in the company's record 24 hours failing which the contract may get cancelled.
5. All faulty parts removed for repairs by **The contractor** shall be property of **The Directorate. The contractor** will have the responsibility to hand over all the equipments, taken under comprehensive contract, in working conditions.
6. No payment will be made under any item in excess of the contracted amount. It will be responsibility of **The contractor** to ensure that during the contract period all the computers/printers/scanners/network etc. should function satisfactorily.
7. No transportation charges will be admissible for movement of men and equipments under AMC.
8. Under the contract, **The contractor** should make arrangements to clean and check all the systems and peripherals including preventive maintenance.

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9. All the work related to repair and maintenance should be done within the office premises. Even then if it becomes necessary to take the system out of the office premises for repairing, written permission should be taken from **the Directorate** and no extra payment will be made for this. In such cases **The contractor** will have the responsibility to immediately provide standby equipments till the system/equipment (s) gets repaired.
10. If **The contractor** fails to repair the hardware or software within the time limit, **The Directorate** will have rights to get it repaired from some other company / party on the expenses of **The contractor** without assigning any reason.
11. Preventive maintenance would be carried out by the contract once a quarter.
12. The payment to **The contractor** will be made by **The Directorate** on half yearly basis for the services satisfactorily provided by the contractor.
13. After assigning the work, **The contractor** will have to deposit Rs.25, 000/- only with **The Directorate**, as earnest money, which will be refundable only after the completion of the contract, without any interest.
14. Details of experience of similar works with any other Ministry or Department be provided alongwith the tender.
15. **Contractors** credential is required to be produced alongwith tender documents.
16. This **Directorate** reserves the right to impose any reasonable penalty in the event of non-compliance of the term/s and condition/s of the contract.
17. **The contractor** will implement any other duties as assigned by **The Directorate** pertaining to the maintenance and management of its equipments.
18. The above terms and conditions are duly agreed upon.

TECHNICAL/FINANCIAL BID

Name of the firm/company/Agency	
Complete Address & Telephone Number	
Annual turnover of the firms for two years (with proof)	
Number of years of experience in providing services in Govt sector/PSU etc	
Name & address of the Departments/Ministries where at present work is undertaken (self certified duly stamped copies of contract letters be attached)	
Copy of latest Income Tax return and PAN number (with proof)	
15 digit Service Tax Code No./Vat A/c number (with proof)	
Name, address and telephone number of the proprietor	
Rates Quoted for AMC for 2011-12	

(Signature with name & address)