

Directorate of Film Festivals  
Ministry of Information & Broadcasting  
Government of India

**Terms & Conditions**

Annual Comprehensive Contract for repair and maintenance of Server/ network/ computers/ printers/ UPS etc. of the Directorate of Film Festivals (DFF) at Siri Fort Auditorium Complex, August Kranti Marg, New Delhi

1. The Contractor will conduct regular repair and maintenance of server, network printer, 30 Computers, 02 Laptops 30 UPS, 05 Scanners, 30 Mouse and DeskJet /Inkjet/LaserJet printers 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.
2. The Contractor shall provide his services for one year from the date of contract. The Directorate 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/engineer 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. Beside repair & maintenance of computer & accessories the technician may be asked to occasionally make DVD, or related jobs, as and when required.
4. It shall be the responsibility of The Contractor to maintain the said equipment in operating condition, subject to the non-occurrence of an 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 of the entire 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 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
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/- (Rupees Twenty five thousand only) with The Directorate, as earnest money, which will be refundable only after the completion of the contract, without any interest.**
14. 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.
15. The contractor will implement any other duties as assigned by The Directorate pertaining to the maintenance and management of its equipments.
16. The AMC will include rectification of all hardware and software problems. The contract will be comprehensive except consumables like Toners, Cartridges, Papers, Ribbons, Plastic & Glass Body, Teflon, Cables. The company shall provide all preventive maintenance service, replacement of spare parts tec. free of charges.
17. In AMC, function of all drives would be ensured for the proper functioning of operating systems and all software should function properly.
18. The above terms and conditions are duly agreed upon

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# ANNEXURE-I

## TECHNICAL BID

<b>Name of the firm/company/Agency</b>	
<b>Complete Address &amp; Telephone Number</b>	
<b>Annual turnover of Rs. 8.00 lakhs (per year) of the firms for two financial years 2014-15 and 2015-16 (with proof).</b>	
<b>Number of years of experience in providing services in Govt. sector/PSU etc (with proof). A certificate regarding satisfactory work done in at least two govt. organizations per year last two year 2014-15 and 2015-16.</b>	
<b>Name &amp; address of the Departments/ Ministries/ PSU etc. where at present work is undertaken (self certified duly stamped copies of contract letters be attached)</b>	
<b>The Firm should have ISO 9001 certification</b>	
<b>Copy of latest Income Tax return and PAN number (with proof)</b>	
<b>15 digit Service Tax Code No./Vat A/c number (with proof)</b>	
<b>Name, address and telephone number of the proprietor</b>	

**Signature**

**Complete address of the company**

**ANNUEXURE-II**

**FINANCIAL BID**

This shall be submitted in a separate sealed envelope and the same shall be opened only if the agency is found successful in technical bid, on an assigned day to be intimated in due course.

Rates Quoted for AMC for 2016-17	
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Signature

Complete address of the company