



भाकृअनुप-राष्ट्रीय पटसन एवं समवर्गी रेशा प्रौद्योगिकी अनुसंधान संस्थान
ICAR-NATIONAL INSTITUTE OF RESEARCH ON JUTE AND
ALLIED FIBRE TECHNOLOGY

भारतीय कृषि अनुसंधान परिषद

INDIAN COUNCIL OF AGRICULTURAL RESEARCH

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(आईएसओ 9001:2008 प्रमाणित संस्थान ISO 9001:2008 CERTIFIED INSTITUTE)

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ई-मेल E-Mail- nirjaft@vsnl.net, nirjaftdirectorcell13@gmail.com, वेबसाइट/Website: www.nirjaft.res.in



File No: 3(1)/(Adm III)/Computer AMC/17-18 / 114598

Date: 15/05/2017

To
M/s Infodesign
131/7, Sodepur Road,
Madhyamgram,
Kolkata- 700 130

दुतगति डाक
SPEED POST

Subject: Award of contract for ANNUAL MAINTENANCE CONTRACT (Non Comprehensive)
of Computers/Printers and Network Peripherals at ICAR-NIRJAFT-reg

Sir,

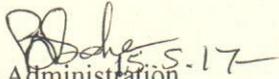
In accordance with your quotation dated **17.02.2017** against our tender enquiry no. 42(Adm. III)/AMC/Computers/2016-17 dated 24/01/2017 on the subject mentioned above and the formal order of Annual Maintenance Contract (Non-Comprehensive) for Computer & its Accessories installed at ICAR NIRJAFT is hereby placed with your firm at the total annual cost of **₹82,050/- (inclusive of all taxes)** on the following terms and conditions for a period of **one year w.e.f 01/06/2017-31/05/2018** as per detailed specification contained in our tender document.

Terms & Conditions

- 1) You are required to deposit a sum of **Rs 10,000/- (Rupees Ten thousand only)** as **performance security money in the form of Demand Draft drawn in favour of ICAR NIRJAFT and payable at Kolkata along with acceptance of the order.** The amount will be refunded (without any interest accrued thereon) after the expiry of the contract satisfactorily.
- 2) The Contractor shall depute a well-qualified engineer/technical person having proficient knowledge and experience in maintenance of computers, laser and dot-matrix printer and other accessories as mentioned in this tender notice. The engineer/technical person shall be required to report on all working days, from Monday to Saturday from 10.00 hours to 17.00 hrs to look after the day to day fault. The deputed personnel will sign the attendance register everyday with their timing.
- 3) The deputed personnel will work under the instructions of the Coordinator or any person authorized by NIRJAFT and shall submit complaint sheets/books to him for each complaint to be attended by him. The complaint sheet would clearly define the nature of complaint, name of section/division and time taken for rectification of a complaint. The engineer/technical person is also required to get the complaint sheets/books signed by the respective end users after rectification of complain. It will be the responsibility of the agency to rectify the complaints as early soon as possible and not later than 02 working days any further delay will make the firm liable to penalty clause of Rs 150 /- per day which shall be deducted from the bill itself. The contractor will also attract a penalty of Rs 150/- per day in case the person fails to services due to his absence or any other reasons.
- 4) The Contractor must carry out preventive maintenance of each machine once in every six months, in order to forestall any major failure of the same which includes installing of updates of antivirus packages, upkeep and maintenance of the hardware installed. Contractor must also maintain the required drivers (CDs & Floppies) for maintaining the equipment.
- 5) Requirement of replacement of spare parts in computer & its accessories should be got checked by the designated officer of this Institute.

- 6) The Contractor shall ensure that the engineer/technical person to be deputed by the agency is punctual and possess valid ID cards on all working days. In case the engineer remains absent, alternate arrangements should be made well in advance and NIRJAFT must be given prior intimation for it. Absence of the engineer/technical person will attract penalty for that particular period. In case of an emergency, the engineer/technical person may be required to be deployed on holidays also.
- 7) The contractor shall not change the engineers (s)/technical person without prior permission from the Competent Authority of NIRJAFT.
- 8) The personnel to be deployed should be polite, decent and obedient, having moral character and shall carry out every work entrusted upon him/her carefully and seriously.
- 9) Since NIRJAFT is a research Institute, the firm should have infrastructure to give support after or before working hours including Sundays and Holidays, if required.
- 10) The contract will be awarded initially for a period of one year but can be extended depending on satisfactory services & with mutual consent. The tender will be liable to be terminated even before the expiry of the contract period if the firm fails to provide satisfactory services or violates any of the conditions/terms of the contract. In that event, the performance security money deposited by the firm will be forfeited.
- 11) (Computer – 110 nos.; Printer- 82 nos.; UPS – 94 nos.; Scanner- 21 nos. and Network connection- 107 nos.). If the warranty of the New Computer(s) purchased by the ICAR-NIRJAFT expires during the currency of AMC, such computers & its accessories shall also be taken under AMC's at the same rate.
- 12) Any repair of the Computer shall be done at our office premises and will not be allowed to be carried out of the office for repair except in essential circumstances. The repair shall be carried out on the same day or maximum by two days of the complaint.
- 13) In the event of major repairs, if any of Computer or its accessories is required to be taken outside the Institute, the same will be allowed only with the written permission of the ICAR NIRJAFT. No separate charges on account of labour and transportation would be paid by the Institute for this purpose.
- 14) During currency of the contract, if any mishap occurs due to electrocution or faulty fittings, it will be the responsibility of the contractor to compensate the loss on account of injury to any person/property.
- 15) No advance payment will be given. The payment shall be made through Electronic mode direct into the Bank account on Half-yearly based upon submission of bill along with satisfactory reports from the users. Tax will be deducted at source as per rules. Bills should also contain bank account details of the firm.
- 16) A satisfactory performance report of the firm should invariably be submitted by the firm from all section/division/cell without which the bill will not be processed.
- 17) Other terms & conditions as contained in our tender document will invariably be applicable in this Annual Maintenance Contract.

Yours faithfully

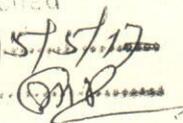

I/c Administration

Copy to

- 1) All Heads of Division/Section/Cell
- 2) In-Charge, PME Cell with a request to upload the order in Institute's website
- 3) Director's Cell

प्रेषित / Despatched

दिनांक / Date. 15.5.17

हस्ताक्षर / Sig. 

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