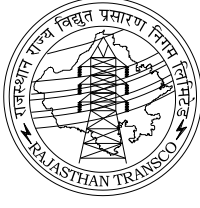


Letter for Proposal of AMC



RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LIMITED

Corporate Identity Number(CIN): U40109RJ2000SGC016485

Regd. Office: Vidyut Bhawan, Jyoti Nagar, Jaipur-302005

OFFICE OF THE SUPERINTENDING ENGINEER(Proc.-I)

Gate no. 3, Old Power House Premises

Near Ram Mandir, Banipark, Jaipur-302 006

Tel-Fax: +91-141-2208916; [e-mail: se.tlpc@rvpn.co.in](mailto:se.tlpc@rvpn.co.in); Website: www.rvpn.co.in

RVPN/SE (Proc.-I)/XEN(Comm.)/AEN/BN-9015001904/2019-20/D

Date:

Sub: Proposal for Award of Annual Maintenance Contract of HP/Wipro make Desktop Computers.

Dear Sir,

We intend to award Annual Maintenance Contract for **one year** of the following Desktop Computers installed in the O/O Chief Engineer(Procurement), RVPNL, near Old Power House Bani Park Jaipur & XEN (M&F), RVPN, Store premises, Heerapura, Jaipur

Sr. No.	item Description	Model No.	Qty.
1	Desktop Computers Intel core 2 duo type model no. HP Pro 3090/2480/3330/110/406GI	HP Pro 3090 / 2480/3330/110/406GI	27
2	Desktop Computers type HP Elite 8000 series.	HP Elite 8000	25
3	Desktop Computers type HP Elite 8200 series.	HP Elite 8200	35
4	Desktop Computers Intel core 2 duo Type Wipro Make WSG37425W7	WSG37425W7	07

Our main terms and conditions for Annual Maintenance Contract are indicated at enclosed **Annexure-I**.

You are requested to submit the detailed offer for AMC as per enclosed **Annexure I & II** clearly indicating acceptance of our terms and conditions as mentioned at Annexure-I including payment terms . You are also requested to provide following documents/clarifications/informations: -

1. Authorization letter from M/s HP India sales Pvt Ltd. & M/s Wipro sales Pvt. Ltd in favour of firm duly attested by Notary public indicating the validity as on date.
2. Your service support network in Rajasthan for service/AMC with complete details i.e address(es) & mobile nos. etc and Escalation Matrix/call methodology for logging the call .

Your offer along with supporting documents as mentioned above should reach this office latest by 20.06.2019 positively.

**Superintending Engineer (Proc-I),
RVPN, Jaipur**

Copy to the following for kind information & N/A.

1. The Account Officer(P&C-I), RVPN, Jaipur.
2. Notice Board.

Superintending Engineer (Proc-I),

SCOPE OF WORK & GENERAL TERMS & CONDITIONS:

- 1) **Prices :** The unit prices mentioned above are 'Firm' in all respect and inclusive of all charges for providing onsite maintenance service but are exclusive of Goods & Service Tax @ 18.00% which shall be payable extra. Any change in government taxes/duties will take effect as applicable. The prices are for making/keeping the Desktop Computers fully operational without any extra cost. The rates quoted will remain in force for the full period of contract. Maintenance
- 2) **Scope of Work :** The Maintenance service support shall be as under:-
 - i) Maintenance shall include quarterly preventive & call base corrective maintenance of Desktop Computers, as is where is basis, covered under this contract along with supply and replacement of defective parts with original parts/makes. Hardware maintenance will also include software support i.e installing of drivers/other Softwares.
 - ii) The firm shall also provide maintenance support through skilled manpower. All type of repair/maintenance will be done by firm at office site of RVPN during the contract period.
 - iii) Preventive maintenance shall be carried out by the firm in every quarter during the contract period. The firm shall submit the report of preventive maintenance to the purchaser.
 - iv) After logging the complaint, all the complaints shall be resolved /rectified with in time frame of 48 hrs. (Excluding gazetted holidays) for the complaint received from user.
 - v) If the complaints are not attended or rectified/resolved beyond the above indicated time frame, recovery of Rs. 500/- per day + GST will be levied on account of non rectification of the complaints timely but not exceeding to the maximum cost of Computer/Printer. If a standby machine is provided by the firm in place of faulty machine, the recovery will not be applicable.
 - vi) Maintenance service support shall be monitored/ coordinated by T.A to SE(Proc. I)/T.A to SE(Proc. II)/T.A to CE(Proc) acting as nodal officer for Proc.I/Proc.II/ CE(Proc.) & A/cs wing. In case the complaints are not rectified timely as above, all the users shall intimate the complete status of complaints logged with the time they register the complaint till closure of complaint to them, who shall prepare/finalize a recovery statement on a/c of non rectification of complaints beyond prescribed time frame of 48 hrs as above and send the same to firm for depositing the necessary charges with A.O(P&C-I), RVPN Jaipur. Complaint register shall be maintained at site to record maintenance carried out and theses shall be signed by the representative of the firm and Deptt.
 - vii) The firm shall provide maintenance support through skilled manpower at RVPN office site in the office of all associated offices of The CE(Proc)/CE(cont.)/CAO(Proc), MM Building, Ram Mandir Banipark, Jaipur & The XEN(M&F), RVPN, Store premises, Heerapura, Jaipur.
 - viii) Repair of damage resulting from accident, transportation, rat bitten neglect or miscues, failure/surge of electrical power and any natural calamity etc. shall not be covered in the firm's scope of AMC.
- 3) **Contract Agreement::** For fulfillment of the contract, firm shall execute a Contract Agreement in the prescribed form (enclosed) on non judicial stamp paper worth Rs. 500 of contract value as per stamp duly applicable of Govt. of Rajasthan. Such agreement shall be executed and signed by the competent authority of the supplier on each page with seal thereof .The payment shall not be released till the contract agreement is executed by you and accepted by the purchaser.
- 4) **Duration of Contract & List of Location:** The duration of this contract is for a period of 12 months from date of work order which can be extended for six months on same terms and conditions and mutual agreement. The list of locations of Desktop Computer installed at various offices(s) of MM building & XEN(M&F), Store premises, Heerapura shall be made available to the firm alongwith the purchase order.
- 5) All T & P required for the work shall be arranged by the contractor at his cost.
- 6) The income tax, sales and other work contract tax etc. shall be deducted from the bills as per rules applicable.
- 7) In case of contractor's negligence or non-observance of safety and other precautions, any accident/injury occurred to any other person/public, the contractor shall have to pay the compensation

Letter for Proposal of AMC

and other expenses as decided by the statutory authority under labour laws or rules made there in as prevalent from time to time.

- 8) Due to contractor's carelessness/negligence in observing safety precautions, if damages to department properties and personal occur, the same shall be recovered from the pending bills or from his security deposits.
- 9) The RVPN may withhold the whole or part of any payment for the work carried out by the contractor on account of following reasons:-
 - a). Defective work not remedied.
 - b). Claims filed against the contractor.
 - c). Failure by the contractor to make due payment for material or labour employed by him.
 - d). Damages to department property.
- 10) The contractor shall be fully responsible for the conduct of his employees. Any act of misbehavior theft on the part of the contractor's employees, shall be treated as breach of contract.
- 11) The contractor shall not leave the waste material at site. At the completion of work, waste material shall be removed and disposed off beyond the CE (Proc) Building premises as directed by Engineer- In charge.
- 12) After award of work, the contractor shall intimate the name and required particular of persons to the concerning Engineer-Incharge for arranging Gate Passes, as required for entry into the premises. The contractor has also to ensure police verification of the employees so engaged.
- 13) The contractor shall be responsible in case he/she/their workmen is/are/found committing theft. In such cases/incidents, and cost of material/article shall be deposited by the contractor and in addition to this a compensation of Rs. 1000/- + GST shall have to deposited with the Department failing which necessary amount shall be recovered from the pending bills.
- 14) The contractor shall not sublet the contract.
- 15) The jurisdiction of court for settling of dispute shall be at Jaipur.
- 16) The acceptance of the order shall be conveyed to the order placing authority within 7 days of the receipt of the order, failing which it will be presumed that terms incorporated in the order have been accepted by the contractor.
- 17) In order to secure/unsure fulfillment of contract, security deposit shall be deducted @ 10% from each running bill. However, the amount of earnest money shall be adjusted against security deposit; the security deposit shall be refunded on the request of the contractor after 3 months of completion for entire contract to the satisfaction of the department.
- 18) If the contractor fails or neglect to observe or perform any of these obligations under the contract, it will be lawful for RVPN to forfeit either in whole or in part of at his absolute discretion, the security deposit furnished by the contractor. No interest shall be payable on such deposited.
- 19) The contractor shall ensure timely payment to his labour as per statutory provisions and shall fully comply with the rules laid under payment of wages Act and Labour laws which are applicable or shall be in force from time to time.
- 20) Necessary record of deployment of labour and payment of wages can be asked by the Engineer Incharge and the contractor shall have to produce the same for inspection if so desired by him.
- 21) The contractor shall be responsible to make deduction towards Provident Fund from the wages of the labour as per provisions of Employee' s provident fund and Miscellaneous provisions Act, 1952. The firm/contractor shall furnish a certificate on his bill that deduction to towards P.F. have been made from the labour engaged by him.
- 22) It is the sole responsibility of the contractor to get his workmen to ensured accident and injury while at work, as required by prevailing rules for payment of compensation.
- 23) The contractor shall be fully responsible for providing safety equipments first aid, emergency medical treatment to his employees.

Letter for Proposal of AMC

- 24) If work not found satisfactory, work order will be cancelled within 30 days prior notice to the contractor & security will be forfeited.
- 25) RVPN reserve the right to cancel the contract as per decision of higher authorities.
- 26) I accept the terms & condition no. 01 to 25 of the tender and do work accordingly.

Name & Signature of contractor with seal

PRICE BID/QUOTATION

S.No.	Item Description	Model No.	Qty.	Unit Rate per Annum in Rs.	Amount in Rs.
1	Desktop Computers Intel core 2 duo type model no. HP Pro 3090/2480/3330/110/406GI	HP Pro 3090 / 2480/3330/110/406GI	27		
2	Desktop Computers type HP Elite 8000 series.	HP Elite 8000	25		
3	Desktop Computers type HP Elite 8200 series.	HP Elite 8200	35		
4	Desktop Computers Intel core 2 duo Type Wipro Make WSG37425W7	WSG37425W7	07		
	Total		94		

Name & Signature of contractor with seal

RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LTD
(OFFICE OF SUPERINTENDING ENGINEER (SSPC))
(Old Power House Premises, Near Ram Mandir,
Banipark, Jaipur (TELE/FAX NO. 2208924)

No: RVPN/SE (SSPC)/XEN(SS)/D . DATED.

HEWLETT PACKARD INDIA SALES PVT LTD,
Tower D, 6th Floor,
Global Business Park,
Mehrauli Gurgaon Rd,
Gurgaon- 122002

Sub: Purchase of Desktop computers, Laser Printers, Dot Matrix Printers on DGS&D rate Contract prices but outside the scope of Rate Contract and on our terms and conditions.

Ref: This office letter RVPN/SE/SSPC/XEN(SS)/D. 2710 dated 06.11.09.

Dear Sir,

Kindly refer to this office letter dated 06.11.09 and discussions held in the chamber of CE (IT & Trg.) on 09.11.09, wherein it was intimated that Desktop computers and printers are to be purchased on DGS&D rate Contract prices but outside the scope of DGS&D Rate Contract and on our terms and conditions. The details and item No. of the intended items as mentioned in the DGS&D rate contract is as under: -

Item No.	Model No.	Store Description
3	HP dx 2000 Series	Desktop Computer With: Intel Core 2 Duo Configuration plus add on items
4	HP dc 7000 Series	Desktop Computer With: Intel v Pro Configuration plus add on items
45	CA	Standard Software Products Item - CA AV e-Trust Client Security suite 1 yr Lic 1 user pack, Media: With
125	HP LJP1007	Laser Printer Resolution in dpi: Mono 600x600, Paper Size: A4, Print Speed in PPM (A4 Size):14, Port: 1 USB, Memory in MB:NA, Network Card 10/100: NA, Duplexing: NA
135	HP LJ 5200N + DUPLEXIN G UNIT	Laser Printer - Resolution in dpi: Mono 600x600, Paper Size: A3, Print Speed in PPM (A4 Size): 24, Port: 1 USB, Memory in MB:NA, Network Card 10/100:Yes, Duplexing: Yes
152	TVSE MSP 455 CLASSIC, EPSON LQ1150 II / Wep HQ 1070 + Dx	Dot Matrix Printer - Pin: 24, Column: 136, CPS at 10 cpi: 300, Port: One parallel English and Devnagri script inbuilt
155	Wep Printron ix P7- 500 / Lipi 6306L	Line Matrix Printer - Speed in LPM: 500, Column: 132/136, Port: One parallel and one serial

Letter for Proposal of AMC

Our main commercial terms and conditions are as under: -

1. **Payment:** - 100 % payment with in thirty days against receipted challans along with certificate of successful installation and completion of contractual formalities viz. contract documents, 2% Security Bank Guarantee and 10% Performance Bank Guarantee, otherwise 88% payment shall be payable. In case of delay in payment, the purchaser shall not be liable to pay any interest on the outstanding amount to the supplier.
2. **Security Bank Guarantee:** - Equivalent to 2% of the ordered value valid till 3 months after the date of receipt and installation of last consignment.
3. **Performance Bank Guarantee:** - Equivalent to 10% of the ordered value valid up to one year (in case of printers) and three years (in case of desktop computers) from the date of last installation.
4. **Recovery on account of delay in delivery:** - For delayed supply and installation, a recovery equivalent to @1/4% per week or part thereof of contract value of unsupplied material for first four weeks and thereafter @1/2% per week and part thereof subject to Max. 5%.
5. **Inspection of material:** - Purchase reserves the right to witness test/conduct inspections before delivery of the material as per the technical specifications.
6. **Delivery of Material:** - The material is to be supplied and installed with in 4-6 weeks from the date of purchase order duly inspected to our consignees (any where in Rajasthan).

You are, therefore, requested to submit detailed offer clearly indicating acceptance of our commercial terms and conditions as mentioned above including payment terms and also provide following documents/clarifications/information's: -

1. A copy of presently valid DGS&D rate contract (along with further amendments, if any) duly notarized.
2. Confirmation of the specifications which shall be supplied by you against those mentioned in rate contract. (Higher / additional / improvement features to be indicated in bold letters).
3. Confirmation of supply of Windows 7 (up gradable / down gradable version) against Windows Vista operating system as mentioned in the rate contract.
4. Confirmation of delivery schedule. (An early delivery is anticipated).
5. Confirmation of inspection of material at your works.
6. Confirmation of acceptance of all other terms and conditions as mentioned in DGS&D rate contract.
7. Your service support network in Rajasthan (complete details of franchisee (for service), their address and staff deputed along with their qualifications and your response time in attending the complaint and the mechanism of replacement of defective parts.

Your offer along with supporting documents as mentioned above should reach this office latest by 12/11/09 positively.

(N.K. Sharma)
Superintending Engineer (SSPC)

Copy submitted to the Chief Engineer (IT & Trg.), RVPN, Jaipur for information.

Superintending Engineer (SSPC)

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**RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LTD
(OFFICE OF SUPERINTENDING ENGINEER (SSPC))
(Old Power House Premises, Near Ram Mandir,
Banipark, Jaipur (TELE/FAX NO. 2208924))**

No: RVPN/SE (SSPC)/XEN(SS)/D . DATED.

**WIPRO LTD. (Wipro Ltd. Infotech Division),
Plot No.480-481,
Udyog Vihar Phase III,
Gurgaon 122016 (Haryana).**

Sub: Purchase of Desktop computers, Laser Printers, Dot Matrix Printers on DGS&D rate Contract prices but outside the scope of Rate Contract and on our terms and conditions.

Ref: This office letter RVPN/SE/SSPC/XEN(SS)/D. 2710 dated 06.11.09.

Dear Sir,

Kindly refer to this office letter dated 06.11.09 and discussions held in the chamber of CE (IT & Trg.) on 09.11.09, wherein it was intimated that Desktop computers and printers are to be purchased on DGS&D rate Contract prices but outside the scope of DGS&D Rate Contract and on our terms and conditions. The details and item No. of the intended items as mentioned in the DGS&D rate contract is as under: -

Item No.	Model No.	Store Description
3	Wipro / Wipro SuperGenius/Wipro i Value	Desktop Computer With: Intel Core 2 Duo Configuration plus add on items
4	Wipro / Wipro SuperGenius/Wipro i Value	Desktop Computer With: Intel v Pro Configuration plus add on items
45	CA	Standard Software Products Item - CA AV e-Trust Client Security suite 1 yr Lic 1 user pack, Media: With
125	HP LJP1007 / SAMSUNG ML-1640	Laser Printer Resolution in dpi: Mono 600x600, Paper Size: A4, Print Speed in PPM (A4 Size):14, Port: 1 USB, Memory in MB:NA, Network Card 10/100: NA, Duplexing: NA
135	HP LJ 5200N + DUPLEXIN G UNIT	Laser Printer - Resolution in dpi: Mono 600x600, Paper Size: A3, Print Speed in PPM (A4 Size): 24, Port: 1 USB, Memory in MB:NA, Network Card 10/100: Yes, Duplexing: Yes
152	TVSE MSP 455 CLASSIC, EPSON LQ1150 II / Wep HQ 1070 + Dx	Dot Matrix Printer - Pin: 24, Column: 136, CPS at 10 cpi: 300, Port: One parallel English and Devnagri script inbuilt
155	Wep Printron ix P7- 500 / Lipi 6306L	Line Matrix Printer - Speed in LPM: 500, Column: 132/136, Port: One parallel and one serial

Our main commercial terms and conditions are as under: -

- Payment:** - 100 % payment with in thirty days against receipted challans along with certificate of successful installation and completion of contractual formalities viz. contract documents, 2% Security Bank Guarantee and 10% Performance Bank Guarantee, otherwise 88% payment shall be payable. In case of delay in payment, the purchaser shall not be liable to pay any interest on the outstanding amount to the supplier.
- Security Bank Guarantee:** - Equivalent to 2% of the ordered value valid till 3 months after the date of receipt and installation of last consignment.
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4. **Recovery on account of delay in delivery:** - For delayed supply and installation, a recovery equivalent to @1/4% per week or part thereof of contract value of unsupplied material for first four weeks and thereafter @1/2% per week and part thereof subject to Max. 5%.
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6. Confirmation of acceptance of all other terms and conditions as mentioned in DGS&D rate contract.
7. Your service support network in Rajasthan (complete details of franchisee (for service), their address and staff deputed along with their qualifications and your response time in attending the complaint and the mechanism of replacement of defective parts).

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(OFFICE OF SUPERINTENDING ENGINEER (SSPC))
(Old Power House Premises, Near Ram Mandir,
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No: RVPN/SE (SSPC)/XEN(SS)/D . DATED.

To,

HCL/HP/WIPRO.

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