



CCRT/31014/1/2023

To,

M/S

Notice Inviting Tender

Name of Work: Annual Maintenance Contract (AMC) of Printer & Scanner with Parts at CCRT, HQ Delhi

<http://ccrtindia.gov.in/>

Director, Centre for Cultural Resources and Training, New Delhi invites proposals for **Annual Maintenance Contract (AMC) of Printer & Scanner with Parts** from the reputed and experienced Vendors/Firms dealing in the IT service domain and implementation as per General Terms and Conditions, Specifications and Schedule of work stated in this document.

Tender document and other details can be obtained from our website www.ccrtindia.gov.in. Amendments, if any, will be notified on the above mentioned website. The following is the schedule of events for this tender:

Ernest Money Deposit (E.M.D)	:	Rs.5000/-
Publishing of Tender	:	28th August'23
Queries to be raised by	:	31 st Aug'2023
Last date of submission of tender	:	18 th September'2023 till 5.00PM
Date of opening of Technical BIDS	:	19 th September'2023 at 11.00AM
Date of opening of Financial BIDS	:	Will be informed later
Contact Details	:	Web Manager & IT Supervisor, IT Cell, CCRT, 15-A, Sector - 7, Dwarka, New Delhi - 110075 Telephone: (011) 25309300 Extn: 314 E-mail:- web.ccrt@nic.in



Ref: CCRT/31014/1/2023

Request for Proposal for AMC of Printers and Scanners (with parts)

Centre for Cultural Resource and Training an autonomous body under Ministry of Culture (herein after referred to as “CCRT”) invites sealed proposals from interested Service Providers for the Annual Maintenance Contract (herein after referred to as “The Contract”) of various Printers and Scanners (with parts) installed at its Head Quarter, New Delhi on item rate basis.

The following Annexure are part of the Tender documents:

Annexure-A	Proposal Form
Annexure-B	Bidder’s profile and other details
Annexure-C	Format of Financial proposal
Annexure-D	Format of Contract
Annexure-E	Format of Call Log
Annexure-F	Format of Call Report
Annexure-G	Format of Permission to take items out of CCRT premises for necessary repairs
Annexure-H	Format of User’s feedback on the services provided by the vendor

1. Details of Hardware Assets proposed to be covered under the Contract

- The types and quantities of hardware items , proposed to be covered under The Contract are furnished below :

Sl. No.	Name of the Printer/Scanner	No. of Printer/ Scanner
1.	HP 2035 LaserJet	01
2.	HP LaserJet 1005 MFP	01
3.	HP LaserJet M1319 MFP	03
4.	HP Printer 3050	02
5.	HP M403dn	01
6.	HP Laser Jet Pro M203d	01
7.	HP LaserJet P 1505	04
8.	HP Printer 3390	01
9.	HP 2015dn LaserJet	04
10.	HP LaserJet P-1007/1008	22
11.	HP M126nw	05
12.	HP Office jet pro 8600 Plus	01
13.	HP Color Printer 2320N	01
14.	HP Color Printer 2025	01
15.	Epson L3110	02
16.	HP Color Jet 516	01
17.	CANON MFP244DW	02
18.	HP Laser Jet MFP329DW	12 (4 Nos ,out of 12 are under warranty till Feb’24)
19.	HP Scan Jet G4050	02
20.	HP Scan Jet N6310	01
21.	HP Scan Jet 3770	01
22.	HP Scan Jet 5590	01



TOTAL	70
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- Based on re-assessment, the number of hardware items may be increased or decreased at the time of the contract or during the period of the Contract which may be included or excluded from the list.

2. Eligibility of vendor for participating in the bidding process:

- The bidding firm (referred to as 'The Bidder' herein after in this RFP) should be a company registered in India under Indian Companies Act, 1956 or Indian Companies Act 2013.
- The Bidder must have its Branch Office in Delhi.
- The Bidder must have an average turnover of Rs.3/-Lakhs (three lakhs only) in the last two Financial Years (Audited Annual Financial Statement to be submitted as proof).
- The Bidder must have at least **three years'** experience in providing direct Annual Maintenance Contract support (not through franchisees/sub-contractors) to Financial Banks/Financial Institutions/State or Central Government Departments handling a minimum number of **50 Printers and Scanners** every year. (Copies of work orders issued to the company by major clients during the **last three years shall be submitted.**)
- The location-wise list of Printers and Scanners to be serviced will be provided to the bidder who is finally selected for entering into AMC (hereinafter referred to as 'The Successful Bidder' or 'The Contractor' in this RFP) before signing the Contract, so that the condition of the assets can be ascertained by them.
- The bidder should not have been black-listed by any Public Sector Bank/PSU/Government Department in the past. **A self-declaration letter by the bidder**, on the company's letter head should be submitted along with the bid.

3. Documents to be submitted with the proposal

- EMD in favor of 'Director CCRT'
- Certificate of Incorporation under Companies Act 1956/2013
- Self Attested copy of GST registration certificate
- Self Attested copies of Audited Financial statements for the last two years.
- Address and phone number of the Office in Delhi from where the proposed AMC will be monitored.
- Address of the Directors with mobile number.
- Attested copies of the major purchase orders issued to the Bidder in each of the last three financial years (2020-21 ,2021-22 and 2022-23).
- List of major clients being serviced at present in the following format:

Sl. No.	Name of the client	No. of hardware items serviced			Whether performance certificate enclosed
		Computers	Servers	Peripherals	

- Performance certificate from major clients being supported at present.



- A self-declaration from the bidder to the effect that the company has not been black-listed by any Public Sector Bank/PSU/Government Department in the past.

4. **Instructions / Important points related to preparation and submission of the proposals:**

- The proposals shall be submitted in a sealed cover super-scribed as “**PROPOSAL FOR AMC of Printers and Scanners (with parts)**”, which should contain two separate sealed covers for Technical and Financial Proposals. The contents of each covers are given below.
 - 1.“**TECHNICAL BID FOR AMC OF PRINTERS AND SCANNERS (with parts)**”
 2. “**FINANCIAL BID FOR AMC of Printers and Scanners (with parts)**”
- The Bidder should ensure that all the documents listed under Point No.3’ are enclosed in the respective covers.
- The envelope titled as TECHNICAL BID should contain all the documents listed under above mentioned point 3 and should NOT contain any Financial offer or information related with the tender.
- Financial Proposal in the format provided in Annexure C
- Both the Technical and Financial Proposals should be in clear words, categorically mentioning each and every term, rate etc. Any kind of ambiguous / obscure / unclear term may lead to the bid being disqualified. The authorized representative should invariably sign all the pages of the proposals.
- In case the person signing the proposal is not the CEO/Managing Director of the bidding company, a letter authorizing the Bidder’s representative to sign and submit the proposal on its behalf.
- The Bidder must quote AMC rate for each item in **Annexure C**. The rank of The Bidder shall be decided as per the total amount calculated in this manner.
- The bids shall be submitted at the following address:

**The Director
Centre for Culture and Resource Training (CCRT)
Plot No. 15A, Sector 7,
Dwarka, New Delhi-110075**

5. **TERMS of the TENDER**

- Any BID without E.M.D will be straightway rejected.
- The Technical proposals will be evaluated as per the specified eligibility criteria. The decision of CCRT with regard to the pre-qualification criteria will be final. The Financial proposals of only those bidders who qualify in the Technical evaluation shall be opened.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected



accordingly. If the successful bidder does not accept the correction of the errors, its bid will be rejected.

- All the columns against each item should be filled invariably. The rank of The Bidder shall be decided as per the total amount calculated in this manner.
- CCRT reserves the right to accept or reject any or all tender without assigning any reason thereof. CCRT's decisions in this regard shall be final and binding.
- If any time it is found that the information provided by the Bidder is false, CCRT reserves the right to reject such bidders. CCRT's decision in this regard will be final.
- CCRT reserves the right to accept or reject any or all the proposals or split the work to any other Contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so.
- The EMD of unsuccessful bidders shall be returned/ refunded after finalization of the contract without any interest.
- The successful bidder will have to enter into a written contract with CCRT in the format as per **Annexure D** on a **Rs.100/-** Non-judicial stamp paper within 15 days of being declared successful.
- The Successful Bidder, on award of the Contract will have to submit a bank guarantee equal to **10%** of the cost of AMC (rounded off to the nearest hundred) amount from a leading Financial bank with validity up to the end of the contract period plus sixty days, within 15 days of award of the Contract.
- Contract amount will be paid quarterly in arrears, less of applicable penalties, on submission of respective invoices along with reports as per annexure H

6. IMPORTANT DATES

1. Last date for submission of the bids : 10th September 2023 (till 5 p.m.)
 2. Technical BIDS opening date : 11 a.m. on 11th September 2023
 3. Financial BIDS opening date : Will be informed later
 4. BIDS opening location : CCRT HQ.
- In case of any unforeseen reasons, the date of opening of the BIDS will be postponed to any other convenient date and time, after informing the matter to the bidders through e-mail.
 - For any query on the matter, the bidders may contact over telephone No: 011-25309300

Place: New Delhi

Date:

Director, CCRT



ANNEXURE A

PROPOSAL FORM

**The Director
Centre for Culture and Resource Training
Plot No. 15A, Sector 7,
Dwarka,
New Delhi-110075**

Subject: Proposal for Annual Maintenance Contract of Printers and Scanners (with parts) installed at CCRT Delhi.

Ref: RFP No: CCRT/31013/1/2023

Having examined the above mentioned Request-for-Proposal Document along with its annexure, we, the undersigned, offer to agree to all the terms and conditions specified by CCRT to execute Annual Maintenance Contract in conformity with the said Proposal documents for the sum specified in our Financial Proposal which is submitted in separate sealed cover along with this Proposal form.

We undertake, if our Proposal is accepted, to execute the Annual Maintenance Contract in accordance with the Terms & Conditions specified in the Request for Proposal cited.

If our Proposal is accepted, we will submit the guarantee of a bank in a sum equivalent to **10% of the Contract Price** for the due performance of the Contract, in the form prescribed by CCRT.

We agree to abide by all the terms and conditions of the RFP document referred above and the rates quoted therein for the orders awarded by CCRT.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that CCRT has the complete and absolute right to accept or reject any proposal at its sole discretion.

Date:

Place:

Signature of the authorized person with seal



ANNEXURE B

BIDDER'S PROFILE AND OTHER DETAIL

Part 1: Basic Information

S. No.	Particulars	Remarks
1.	Name of the Applicant and address of the Registered office. (Addresses and phone numbers of the Directors and the main office in Kerala from where the proposed AMC services will be handled)	
2.	Date of establishment	
3.	Whether the company is Private Ltd. or Proprietary company	
4.	No. of years of experience in computer hardware field	
5.	Yearly turnover of the Organization during last 2 Financial Years: (Enclose copy of audited Balance Sheet of last 2 years)	
6.	Permanent Account No.	
7.	GSTIN	
8.	Whether any civil suit/litigation/arbitration was arisen in the contracts executed by the bidder during the last 5 years? If yes, please furnish the details:	

(Attach a brief profile of the company)

Part 2: Work capability and previous experience

List of 5 most important projects of value above Rs. 02 Lakh completed by the Bidder during the last 3 years:

Sr. No	Name of the Project and location	Name & full postal address of the Client. Also indicate whether Govt. or Private body with full postal address.	Contract Amount (Rs.)	Contract period with starting and ending dates		Whether work was left incomplete or contract was terminated from either side.
				Stipulated	Actual	

Certified that the details furnished above are true and correct to the best of our knowledge and belief.

Date:

Place :

Signature of the authorized person with seal



ANNEXURE C

FORMAT OF FINANCIAL PROPOSAL

(No changes to the format is acceptable)

CCRT's RFP Ref: **CCRT/31013/1/20232**

Bidder's Ref:

Date:

Name of the Bidding Company:

Rates Offered

Sl. No.	Item Description	Qty.	Applicable HSN/SAC Code	Unit Rate (Rs.) for AMC without	GST Rate (%)	GST Value AMC (Rs.)	Total Value for AMC (Inclusive Tax) (Rs.)
		A		B	C	D=B+C	E=Ax(B+D)
1.	HP 2035 LaserJet	01					
3.	HP LaserJet M1319 MFP	03					
4.	HP Printer 3050	02					
5.	HP M403dn	01					
6.	HP Laser Jet Pro M203d	01					
7.	HP LaserJet P 1505	04					
8.	HP Printer 3390	01					
9.	HP 2015dn LaserJet	04					
10.	HP LaserJet P-1007/1008	22					
11.	HP M126nw	05					
12.	HP Office jet pro 8600 Plus	01					
13.	HP Color Printer 2320N	01					
14.	HP Color Printer 2025	01					
15.	Epson L3110	02					
16.	HP Color Jet 516	01					
17.	CANON MFP244DW	02					
18.	HP Laser Jet MFP329DW	12					
19.	HP Scan Jet G4050	02					
20.	HP Scan Jet N6310	01					
21.	HP Scan Jet 3770	01					
22.	HP Scan Jet 5590	01					
					TOTAL		

Total AMC Value in words (Rupeesonly)

Date:

Place :

Signature of the authorized person with seal



ANNEXURE D

FORMAT OF CONTRACT FOR MAINTENANCE OF PRINTERS AND SCANNERS (with parts)

THIS CONTRACT made this _____ day of _____ 2023 BETWEEN CCRT an autonomous body under Ministry of Culture its Head Office at Plot No. 15A, Sector 7, Dwarka, New Delhi-110075, India (hereinafter referred to as "CCRT"), which expression shall include its successors and assigns and _____ (hereinafter called "The Contractor") which expression shall include its successors and assigns.

WHEREAS The Contractor has agreed to provide and CCRT has agreed to accept from The Contractor, repair and maintenance service for Printers and Scanners (hereinafter called Equipment) listed in Annexure – A to C, hereto as amended from time to time, subject to CCRT paying charges to The Contractor on the terms and conditions specified hereunder.

In consideration of the contract, it is agreed between the parties as below:

This contract will be valid for the period **from the date of Start of Contract conforming** to clause 1.1 herein (herein after referred to as "The Contract Period").

As on date of contract, the contract is valued for Rs. _____ inclusive of all taxes (in words) Rupees _____ except GST which shall be payable over and above the contracted amount at the applicable rates. The liability of remitting the GST in accordance with the extant guidelines will vest with The Contractor. The applicable GST shall be duly mentioned in the invoices.

The list of hardware forms an integral part of this contract.

The number of hardware items may be increased or decreased during The Contract Period which may be included or excluded from the list and the location of the equipment's may also be changed. The rate quoted will also be applicable for the items included or excluded during The Contract Period.

1. COMMENCEMENT AND TERM:

- i. **The Annual Maintenance Contract will be valid for a period of one year from the start date of the contract.** It shall, however, be extended for maximum 2 years at the same rates and conditions as per satisfactory services rendered by the Contractor at the sole discretion of CCRT.
- ii. Upon termination of the contract, each party shall forthwith return to the other all papers, material and other properties of the other held by each during the subsistence period of the contract. In addition each party will assist the other party in the orderly termination of this contract on the transfer of all aspects hereof, tangible and intangible, as may be necessary for the orderly, non-disrupted business continuation of each party.
- iii. Individual items of equipment, and repair and maintenance service charge for such Equipment, may be added to or withdrawn from the Contract by mutual written consent of both parties; PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event that individual items of equipment are added to the Contract, it may involve additional maintenance charges. In



the event that individual items of Equipment are withdrawn from the Contract, as described herein, then any monies prepaid on such Equipment shall be held to the credit of CCRT's.

2. CHARGES:

- i. The charges payable by CCRT to The Contractor for the repair and maintenance services described herein are indicated in Annexure- A to C and unless provided for elsewhere herein, no additional charges shall be claimed by The Contractor.
- ii. The Contractor shall duly submit to CCRT their invoice(s) for payments in accordance with the CONTRACT.
- iii. The AMC charges will be released on quarterly basis, subject to The Contractor submitting to our office, 'Satisfactory Service Reports' from all the departments and no advance payment shall be made by CCRT.
- iv. CCRT may decide to add or remove certain computers or peripherals from the AMC at any point of time during the Contract. Payment for any inclusion / deletion of computer, printer, scanner, and other peripherals during The Contract Period will be calculated on pro-rata basis.
- v. The Contractor, shall, during the currency of the contract will not increase the charges. The annual maintenance cost shall be paid in Quarterly installments within thirty (30) days from the date of completion of respective Quarter or submission of invoice whichever is later, subject to satisfactory services rendered, and from the date of AMC at the rates indicated in contract.
- vi. The invoices for AMC shall be inclusive of all GST which shall be payable at the extant rates as notified by the Government from time to time.
- vii. In case The Contractor is not able to accept the contract after it is awarded to it or if it is not able to do the work to CCRT's satisfaction after accepting the contract, he will be liable to pay damages to CCRT including the extra rate, which CCRT will have to pay to any other vendor for getting such work done.
- viii. The above act (2.vii) of backing out would automatically debar The Contractor from any further dealings with CCRT.

3 REPAIR AND MAINTENANCE SERVICE:

During the term of the CONTRACT, The Contractor shall maintain the Equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance service:

- a) The Contractor shall rectify any defects, faults and failures in the Equipment and shall repair and replace worn out of defective parts of the Equipment during CCRT's working hours i.e. from 09.00 a.m. to 5.00 p.m. on working days (other than government holidays). In cases where unserviceable parts of the Equipment need replacement The Contractor shall replace such parts, at no extra cost to CCRT, with brand new parts or those equivalent to new parts in performance.



- b) The Contractor has to agree that special arrangements may be made by CCRT to have such maintenance service provided outside the hours specified in 3.1 (a) in such event no extra charges shall be payable by CCRT to the Contractor.
- c) The Contractor shall provide repair and maintenance service. The maximum response time for a maintenance complaint (i.e. time required for The Contractor maintenance engineers to report to CCRT after a request call is made) shall not exceed 24 hours from the receipt of such communication.
- d) The Contractor shall ensure that faults and failures intimated by CCRT as above are set right within 24 hours of diagnosis of the problem if any part is to be replaced.
- e) All engineering changes generally adopted hereinafter by The Contractor for equipment similar to that covered by this Contract, shall be made to the Equipment at no cost to CCRT.
- f) **Preventive Maintenance:** The Contractor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repairing of the Equipment) once within the first 15 days of the commencement of The Contract Period and once within the first fifteen days of every subsequent quarter during the currency of this CONTRACT on a day and time to be mutually agreed upon. Notwithstanding the foregoing, The Contractor recognizes CCRT's operational needs and agrees that CCRT shall have the right to require The Contractor to adjourn preventive Maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- g) All repair and maintenance services described herein shall be performed by qualified maintenance engineers of The Contractor who are well familiar with the Equipment.
- h) The Contractor shall not outsource any activity comes under the scope of this contract.
- i) The Contractor shall ensure that the service engineers shall invariably produce identity card issued by The Contractor at the time of dealing with Equipment at CCRT's site.
- j) The Contractor shall maintain at CCRT's site, a written maintenance and repair log; and shall record therein each incident of Equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the Equipment together with a description of the malfunction or the cause for work, by description of the malfunction. CCRT shall use the same log for recording the nature of faults and failures observed in the Equipment, the date and time of their occurrence and the date and time of their communication to The Contractor.

Any worn out or defective parts withdrawn from the Equipment and replaced by The Contractor shall become the property of The Contractor and if CCRT pays for the replaced part, the same shall become the property of CCRT; AND the parts replacing the withdrawn parts shall become the property of CCRT.

No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the either, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.



The Contractor will accomplish preventive and breakdown maintenance activities to ensure that the entire hardware performs without defect or interruption for at **least 99% uptime** for 24 hours a day, 7 days a week of operation of the machine, worked on a quarterly basis. If any critical component of the entire configuration is out of service for more than a day, The Contractor shall either repair the defective unit within 48 hours or immediately replace the defective unit or provide a standby with equal configuration at its own cost. The Contractor will respond to complaint within two (2) hours and visit site & commence repair work on the equipment within 24 hours of being notified of equipment malfunction if it is at location of service centre and within 48 hours otherwise.

4. PENALTY

- It is expected that the average downtime of an item will be less than half the maximum downtime as mentioned in clause. In case an item is not usable beyond the stipulated maximum downtime, The Contractor will be required to arrange for an immediate replacement of the same until it is repaired. Failure to arrange for the immediate repair/replacement will be liable for penalty of 3% of AMC rate of the particular item per day per item until the issue is resolved. The penalty per instance is subjected to a maximum of the AMC charges payable to the item during The Contract Period; within the overall ceiling of 10% of total AMC cost during The Contract Period. The amount of penalty will be recovered from The Contractor from annual maintenance charges/deposit given by Vendor and/or by lodging a claim against The Contractor, as the case may be. In the event of annual maintenance charges not sufficient to set off the liability of The Contractor under this head CCRT shall be at liberty to proceed legally against The Contractor for recovery of the balance amount as may be advised.



5. SCOPE OF WORK

- The contract will be on **comprehensive onsite** basis inclusive of repairs and replacement of spare parts including all plastic parts, without any extra payment.
- The Contractor will be required to provide maintenance for the relevant Software (like Drivers/updates) for the printers, scanners as per requirement.
- Replacement of parts will be at The Contractor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at their office and should provide replacement parts within a reasonable period and in no case more than 03 working days.

6. FORCE MAJEURE:

- Neither PARTY shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure. Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall insofar as may be practicable under the circumstances complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude The Contractor from meeting any or all of its obligations hereunder, for a period of more than 3 months, from the date of occurrence of such event, it shall be open to either party to rescind this contract by giving 1 months' notice.

7. SUBCONTRACTING

- The Contractor will not subcontract or permit anyone other than The Contractor's personnel to perform any of the work, services or other performance required of The Contractor.

8. EQUIPMENT ATTACHMENTS

- CCRT shall have the right to make changes and attachments to the Equipment, provided such changes or attachments do not prevent proper maintenance, from being performed, or unreasonably increase The Contractor's cost of performing repair and maintenance service

9. SECURITY

- The Contractor and its personnel shall at all times comply with all security regulations in effect from time to time at CCRT's premises and externally for materials belonging CCRT.
- The Contractor shall not copy any software, document or data existing on the hardware or indulge in any other act which may cause malicious damage to the systems. Violation of the same is liable to attract penalty/punishment under IT Act 2000 as amended from time to time.
- The Contractor shall perform entire work of maintenance/ repairs under the supervision of CCRT's staff unless permitted otherwise.

10. CONFIDENTIALITY:

- The Contractor has to acknowledge that all material and information which has or will come



into its possession or knowledge in connection with the Contract or the performance hereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to CCRT will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of the Contract and to release it only to employees requiring such information, and not to release or disclose it to any other party. The Contractor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Contract are fully satisfied.

11. LIABILITY AND INDEMNITIES:

- The Contractor represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The Contractor agrees that it will, and hereby doth, indemnify CCRT from any claim, or demand, action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- Notwithstanding anything contained herein, CCRT shall not be liable for any loss/compensation/damages, etc. whatsoever in connection with/relating to the accident/injury/death of any employee of the Company who is/are deputed for any Maintenance/service under this contract either in the premises of CCRT or elsewhere.

12. BUSINESS TERMINATION:

- In the event that The Contractor shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to any proceeding under any act or statute of any country or state relating to insolvency or the protection of right of creditors, then (at the option of CCRT notwithstanding clause 1.1 of the Contract) this Contract shall forthwith stand terminated and be of no further force and effect and any property or rights of such other party, tangible or intangible shall forthwith be returned to it.

13. TERMINATION OF THIS CONTRACT:

- The Contract may be terminated by either party in any of the following circumstances:
 - a) Under the provision of clause 1.1 of this Contract, unless renewed further at the sole discretion of CCRT.
 - b) If CCRT does not make payments due to The Contractor under this Contract in terms of clauses 2.1 and 2.2 above.
 - c) If The Contractor does not agree to make necessary changes in the amount payable by CCRT as per provisions of clause 2.4 of this Contract.
 - d) If The Contractor does not carry out its obligations under the provision of clause 5.
 - e) Under the provision of clause No. 12 of this Contract.
 - f) By giving one month notice of such termination to the other by either of the parties to this Contract.

14. GENERAL:



- Marginal notes and headings are for guidance only and are not intended to be read or construed as part of this Contract.
- No amendment to this Contract shall be effective unless it is in writing and signed by duly authorized representatives of both parties.
- Each party warrants and guarantees that it has full power and authority to enter into and perform this Contract, and the person signing this Contract on behalf of each has been properly authorized and empowered to execute this Contract. Each party further acknowledges that it has read and understood this Contract and agrees to be bound by it.
- Words imparting the singular include the plural and vice versa.

15. TERMS OF INVOICES SUBMITTED BY THE CONTRACTOR:

- The Contractor shall submit to CCRT their invoices for payment of the above periodical charges on completion of each quarter during the term of the Contract. Such invoices shall be payable by CCRT within 30 days of receipts. (Subject to the provision of clause 4.1 of the Contract).

16. The instruction/ General Terms and Condition of NIT will also part of contract.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS CONTRACT ON THE ABOVE MENTIONED DATE.

Signature and Seal

In capacity of _____
(Designation)

of M/s _____
(The Contractor)

AND

The Director CCRT _____



**FORMAT OF THE DAILY CALL STATUS REPORT TO BE SUBMITTED IN SOFT FORM TO CCRT BY
THE CONTRACTOR**

CALL LOGGING DETAILS							CALL CLOSING STATUS				
Call No.	Date: Call logged in	Time: Call logged in	Logged by	Department	S. No. of the unit	Problem Reported	Date: Attended on	Time: Attended on	Date: Call closed on	Time: Call closed on	Fault analysis



ANNEXURE F

<p>PRINTERS/SCANNERS BREAKDOWN CALL REPORT AMC Vendor: (Name and address of the vendor)</p>

Call report Dt.		Call report time		CALL NO.
Call closed Dt.		Call closed time		

Printer S.No.		Problem Reported		
Model No.				
S.No. Given By IT CELL				
User				
Department				
Name of the IT Cell Engr. for this call		Name of the Vendor's Engr. for this call		

LOG SHEET (to be filled by the Vendor's Engineer)					
Date	Time	Analysis and action taken	Catagory Service/part broken	Details of the parts replaced	Status

Printer is working fine	Date		Time	
-------------------------	------	--	------	--

	Vendor's Engr.	IT Cell Engr	User
Name			
Sign			



ANNEXURE G

PERMISSION REQUEST TO TAKE PRINTERS/SCANNERS PARTS OFFSITE FOR REPAIRS
AMC Vendor(Name and address of the vendor)

Call report Dt.		Call report time	CALL NO.
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Printer S.No.		Problem Reported	
Model No.			
S.No. Given By IT CELL			
User			
Department			
Name of the IT Cell Engr. for this call		Name of the Vendor's for this call	

Standby Printer given(Y/N/Status):

Part Description (required to be taken to Vendor's workshops)	Reason for off site repair	Request Date	Expected date of return	Approximate cost of the part	Signatures of Vendor's Engr.	Signatures of IT Cell Engr.	Part rcd back on	Signatures of IT Cell Engr.
Approved On	Approved By	Approved on File No.	Gate Pass No.	Gate Pass Dt.	Remarks			



ANNEXURE H

USERS' FEEDBACK ON PRINTERS/SCANNERS MAINTENANCE SERVICES		
AMC Vendor: (Name & Address of the vendor)		
Feedback for the period	From:	To:

S.No.	Feedback given by			Rating (Excellent/Good/Average/Poor)
	Name	Designation	Department	

Date:	For (Vendor)	For CCRT
Name		
Designation		
Signatures		