



SPORTS AUTHORITY OF INDIA
NETAJI SUBHAS NATIONAL INSTITUTE OF SPORTS: PATIALA

भारतीय खेल प्राधिकरण
नेताजी सुभाष राष्ट्रीय क्रीडा संस्थान पटियाला



No. SAI/NIS/CC/AMC/2024-25

Dated: 19th November, 2024

To

Sir,

We wish to give the Annual Maintenance Contract of items with the following details in approximate numbers, which will include complete repair and maintenance as per our terms and conditions (copy enclosed).

Sr. No.	Name of the Items	Quantity Approx.		
		Out of Warranty	In Warranty	Total Items
1.	Total No. of Computers	109	4	113
2.	Laser Printers	51	3	54
3.	UPS	88		88
4.	Scanners	08		08

Sr. No.	Name of the Items	Quantity	Date of Purchase	In Warranty
1.	Desktop	4	28-07-2023	05 Years
2.	Printer Brother 3270CDW	1	19-04-2024	01 Years
3.	Printer Brother 3270CDW	1	06-05-2024	01 Years
4.	Printer HP 2335DW	1	09-05-2024	01 Years

You are requested to submit the quotation by giving the total rate of one year in a lumpsum addressed to " The Executive Director (A) SAI NS NIS, Patiala" 'Quotation for the annual maintenance contract of computers and accessories' The terms and conditions of the contract are also attached herewith.

Thanking you

Yours Sincerely

Dr. Rajbir Singh Gill
Deputy Director

For Executive Director (A)

ANNUAL MAINTENANCE CONTRACT

A. PREVENTIVE/CORRECTIVE MAINTENANCE, PAYMENT, AND PENALTIES.

1. The Service provider will perform break-down maintenance of the equipment at the Customer's request, as well as scheduled preventive maintenance, during the Customer's normal working hours and on holidays if required.
2. This AMC will include the Regular Maintenance (Scheduled inspections and cleaning of hardware components), Software Updates and Installation, Troubleshooting, On-site Support, Data Backup and Recovery, Performance Optimization. If any hardware components require replacement, the cost of such parts will be quoted separately. Once a part is installed, it becomes the property of the Customer, and the Service provider is obligated to provide only new or unused parts.
3. The maintenance of Desktop Computers, All in One PC, Multi-Function Devices, Printers, Scanners and UPS will be part of AMC.
4. The Selected vendor must maintain a sufficient inventory of hard disks, Ethernet cards, SMPS, Mother Boards, transceivers, and hubs, etc. Moreover, if any faulty hardware is replaced, it should be submitted back to NS NIS Patiala.
5. All data (Text, Image, Audio, Video, and other data) belonging to NS NIS, Patiala are to be strictly treated confidential in nature by the AMC service provider. Under no circumstances, the AMC service provider shall compromise, use, replicate, distribute, alter, update, or modify the NS NIS Patiala Data, which might lead to intended or unintended outflow of confidential/general Data in which case shall entitle NS NIS Patiala to levy an appropriate penalty or take suitable disciplinary or legal actions on the AMC service provider.
6. Any reported fault would be rectified by the service engineer immediately. As far as possible, the repairs would be carried out on site itself. If in extraordinary conditions, if the equipment has to be taken out of NS NIS, then it shall be done only with due permission from the Official of NS NIS.
7. The number of devices under the AMC may vary from time to time within a year because during the lifetime of the present contract, a machine may be deleted from the list due to its replacement by the new one for whatsoever reason its user may have. On the other hand, new devices may be added to the list in the midway of the contract period because the devices which are under warranty at the time of signing the new contract may get out of warranty before the completion of another year necessitating its inclusion.
8. The Service Provider must deploy a service engineer with prudent knowledge and expertise in the field of trouble-shooting computer hardware & peripherals, networking etc. shall invariably visit the institute at least three times a week. The engineer should visit every Monday, Wednesday, and Friday to inspect the equipment and can be called in on any day for urgent matters.
9. The Service Provider shall be responsible for deploying the necessary staff to clean all hardware using suitable materials and equipment. Engineers will conduct preventive maintenance, including virus detection, and perform corrective maintenance on computers and peripherals under AMC, as well as maintain software. The Vendor must adhere to manufacturer guidelines and use genuine components for replacements while ensuring a virus-free computer environment.
10. The AMC rate should be quoted all-inclusive including all applicable taxes, technicians' remuneration or any other applicable charges and will remain valid for a period of AMC Contract of one year.
11. **Payment Terms:** The Payment of AMC will be processed quarterly. Payment will be made at the end of the quarter for which the services have been rendered on production of invoice and all relevant documents. Please note that tax will be deducted at source as per applicable laws.

12. **Penalty:** The service request must be attended within 24 hrs. Of it's reporting through an email forwarded by the concerned employee of NSNIS Patiala during Monday to Friday. Further, the issue shall be resolved as per the following timelines:

In case of any service that does not require any part replacement	Within 24 hrs. of service request
In case of any service that requires Part replacement	Within 24 hrs. of providing the approval for the replacement of the part

- a. Emergency issues will be prioritized and downtime will start thereafter.
 - b. In case such delays beyond 24 hours take place in more than 10% cases, then downtime penalties will be levied on the vendor at the following rates:
 - (i) Desktop computer/ All-in-One: Rs. 150/- per unit per day
 - (ii) Multi-functional Devices: Rs. 100/- per unit per day
 - (iii) Printer: Rs. 75/- per unit per day
 - c. In case of failure of the Vendor to rectify any of the reported defects within 15 days, NS NIS Patiala may get the same rectified at the risk and cost of the agency. The cost incurred due to such action taken by the Institute will be levied from the next installation of payment to be made to the Vendor.
13. The Service provider should return all the faulty hardware back to the NS NIS Patiala.
14. The Service provider commits to maintaining an uptime of at least 95% for the covered equipment during the contract period.
- a. The Annual Maintenance contract can be extended two times and each time, for the maximum period of one additional year on the same terms and conditions of the existing contract based on mutual agreement. No change in the original terms and conditions including the rate quoted may be entertained during such extensions for additional years.
15. **Scope of Work:** Annual Maintenance Contract (AMC) for various computing devices (including various types of Desktops, All in Ones etc.), Printers (including Multifunction Printer etc.), UPS and Scanners.
16. The Service Provider/vendor has to make a schedule of quarterly preventive maintenance and cleaning of all the devices under the maintenance contract within the first quarter after the work order comes into force, and shares the same with both the concerned users and the Office of NS NIS Patiala. Each time the preventive maintenance or cleaning of a device is carried out, signature of the user (or his/her office) with date should be collected on a register to be maintained for the purpose.
- The schedule of preventive maintenance shall cover the following services: -
- a) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - b) Running of test programme to ensure quality print/data reliability.
 - c) Checking of power supply source for proper grounding and safety of equipment.
 - d) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each machine.
 - e) Shifting of equipment as and when required.
17. Running of diagnostic software for system performance
18. The Service Provider shall be responsible for any loss or damage caused to any of the computer system, parts or peripherals due to their negligence. Such loss or damage has to be compensated by the AMC service provider by providing computer systems, parts or peripherals of equal or higher configurations.
19. Only genuine computer systems, parts or peripherals should be used during maintenance. All such computer systems, parts or peripherals should be kept in adequate stock for seamless and uninterrupted AMC services.
20. **Maintenance of Log Book:** A logbook shall be maintained in which the Service Engineer shall record all the complaints made. They shall attend to all the complaints received in the following manner: -
- a) Minor faults immediately.

- b) Major faults within 24 hours, except for the Laser Printers, which are to be got serviced from authorized service centers of manufacturers.
- c) The Vendor shall be responsible for taking backup data and programs available on PCs before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgment. Etc.

B. EASY ACCESS/CO-OPERATION

1. If the equipment is required to be transported to the Vendor's/manufacturer's service center/workshop for repairs, the same shall be undertaken at the risk, cost and transportation of the Service Provider.
2. If it becomes necessary for the Service provider to position their representatives or to place maintenance instruments and spare parts at the Buyer's site in connection with the contracted maintenance services, the NS NIS Patiala will provide the necessary assistance to support this requirement.

C. TERMINATION OF THE CONTRACT

1. In case the vendor/service provider fails to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the payments which are due to them shall be forfeited. The contract can be terminated summarily by the NS NIS Patiala at any time without giving any notice or without assigning any reason if the work of the contractor is found unsatisfactory or not in compliance to the AMC terms and conditions during the contract period. The decision of the NS NIS Patiala authority shall be final and binding on the vendor.
2. Either Service Provide or NS NIS Patiala at their option may terminate this contract at any time by giving to the other in writing thirty days' notice of their intent to do so.

D. DISPUTES

If any dispute difference arises between Service provider and NS NIS Patiala in relation to this contract, the decision of the Executive Director, NS NIS Patiala shall be binding on both the parties.