



RAILWAY CLAIMS TRIBUNAL DELHI
(Principal Bench)
13/15, Mall Road, Delhi-1100054

No. RCT/DLI/Comp./AMC/12

Dated: 04.03.2021

NOTIFICATION

Sub: Comprehensive Annual Maintenance contract for computers and its peripherals

Railway Claim Tribunal, Principal Bench requires a comprehensive Annual Maintenance Contract (AMC) for the following equipment with the following terms and conditions:

S. No.	Name of Equipment	No. of Equipment
1	Computer	35
2	Printer	25
3	UPS	33
4	MFD	9
5	Dot Matrix	1

Terms and Conditions

1. The payment will be made to the party on a quarterly basis at the end of each quarter after submission of the bill through NEFT.
2. The agreement will be initially valid for a period of one year from the date of the signing of the agreement. It is extendable upto 5 years based on the satisfactory performance by the contractor on the same terms and conditions with mutual agreement amongst the parties.
3. The contractor will undertake a monthly preventive maintenance service of the equipments in addition to the service required by the RCT without any extra charges during the validity of the contract period.
4. Any type of breakdown in the working of the computer and its peripherals due to the negligence of the company's employee will be a cause for termination of the contract without any prior notice, if Railway administration is not satisfied with the working of the firm.
5. A History Sheet for each computer and its peripherals will be maintained and will be signed by each user for this purpose and a copy of the same will be attached with the quarterly bill for payment.
6. The contractor will maintain a record of the Maintenance/preventive maintenance Sheet and will hand over one copy to RCT.
7. The maximum response time on receipt of a complaint will be 4 hours. The firm's representative will attend to the complaint on the same date or in the morning of the next working day. In case the firm fails to attend to the complaint for more than two days at a

- stretch, Rs. 50/- per day will be deducted from the quarterly bill. Any failure to attend to the complaint within the stipulated time will result in the termination of the contract.
8. In case there is any delay or deficiency in the work of the AMC provider, a penalty of Rs. 500/- for each incident shall be levied and the same will be deducted from the Contractor's bill.
 9. The firm will undertake regular maintenance and other services without any extra charges during the contract period.
 10. Railway Claims Tribunal will review the performance, if necessary on a half yearly basis and if the RCT feels that the services of the firm are not satisfactory, the contract will be terminated without any notice.
 11. Normally, the repair of equipment will be undertaken in the RCT Office. If it is not possible to repair it at the RCT office and if it is required to be taken to the contractor's workshop, the contractor will have to provide a standby equipment. For transporting the equipment to the contractor's workshop, written permission will have to be taken by the contractor and all the transportation expenses for the same will be borne by the contractor. The contractor will return the equipment in good working condition within the duration decided by both the parties.
 12. Interested parties submitting quotations will give an item wise details of services offered during the period of AMC.
 13. Repairs to any items of the computer and its peripherals which do not fall under the AMC for which the expenditure is upto a ceiling limit of Rs. 3,000/- on each occasion shall be got done from the AMC Engineer on a single quotation basis. The AMC contractor shall be bound to carry out the aforementioned additional work as and when required on the terms stipulated in the agreement.
 14. The contractor shall be responsible for any damage or loss incurred to RCT property/any type of breakdown in the working of office equipment due to his negligence and this would be a sufficient cause for the termination of the contract without any prior notice.
 15. The contract of the service shall include above mentioned computers and its peripherals. The contract shall include replacement of spare parts, if any, free of cost.
 16. RCT will not be responsible for any mishap/injury caused to the labour engaged by the contractor for this work.
 17. In case of any dispute between the owner and the contractor, the matter will be referred to the sole arbitrator to be appointed by Honorable Chairman, RCT/Delhi.
 18. The contractor may terminate the agreement at any time by giving two months prior notice to RCT.

Firms interested in providing a comprehensive Annual Maintenance Contract services which includes the maintenance of Hardware/Software, can submit their offer along with the terms and conditions of AMC for the above mentioned equipment, in a sealed cover envelope addressed to the Additional Registrar, Railway Claim Tribunal, 13/15, Mall Road, Delhi-54, personally or by speed post on or before 12.03.2021 between 10:00 Hours to 16:00 Hours.


Assistant Registrar