



दि स्टेट ट्रेडिंग कॉर्पोरेशन ऑफ इण्डिया लिमिटेड

भारत सरकार का उपक्रम, वाणिज्य मंत्रालय

एस.टी.सी.ट्रेड सेन्टर

A/29, तिरु.वि.क. औद्योगिक बस्ती, गिण्डी, चेन्नै-600 032.

**THE STATE TRADING CORPORATION OF INDIA LTD.**

(A Govt. of India Enterprise under Ministry of Commerce)

**STC TRADE CENTRE**

A/29, Thiru-vi-ka Industrial Estate, Guindy, Chennai-600 032. E-mail : [chennai@stc.gov.in](mailto:chennai@stc.gov.in)

Ref: STC/MSD/AMC/2013-14

March , 2013

M/s.

Dear Sirs,

We would like to have an Annual Maintenance Contract for our existing Computers / Printers for the period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014 for the Schedule A and from 1<sup>st</sup> Oct 2013 to 31<sup>st</sup> Mar 2014 for the Schedule B. The Schedules of the PCs / Printers and Draft Agreement are enclosed for your reference.

If you are interested in the above work you may make it convenient to visit our office and inspect the PCs and Printers during working hours between 11.00 am and 4.00 pm on any day except on Holidays.

Your offer should cover separately for Schedule A and B with comprehensive maintenance charges in such manner as described in the schedules and terms and conditions as per Annexure. Please quote your best price in your offer to be submitted in a sealed one envelope quoting separately for Schedule A and B, super scribed "QUOTATION FOR COMPUTERS & PRINTERS - AMC" and addressed to;

The Branch Manager,  
STC of India Limited,  
A-29,Thiru Vi Ka Industrial Estate,  
Guindy, Chennai 600032.

so as to reach us latest by 3.00 pm on 13.03.2013. The validity of the offer shall be of 40 days from date of opening Quotation The envelope can be deposited in the box kept in our office for the purpose or sent by Post/Courier. STC reserves the right to accept or reject any or all Quotation/s without assigning any reason.

Thanking you,

Yours faithfully,  
For STC of India Limited,

(S.Nagappan)  
Chief Manager

Encl: 1. Schedule A and B  
2. Draft Agreement.

टेलिफोन / Telephone : 044-2250 2698, फेक्स / Fax : 044-2250 1788, 044-2250 0469

पंजीकृत कार्यालय : जवाहर व्यापार भवन, टालस्टाई मार्ग, नई दिल्ली - 110 001.

Registered Office : Jawahar Vyapar Bhavan, Tolstoy Marg, New Delhi - 110 001.

(On non-judicial stamp paper Rs.20/-)

## ANNUAL MAINTENANCE AGREEMENT

AGREEMENT entered into between: M/s < company name>, a company having Office at <address> hereinafter referred as 'SERVICE PROVIDER';

AND

The State Trading Corporation of India Ltd., STC Trade Centre, A/29, Thiru-Vi-Ka Industrial Estate, Guindy, Chennai 600032 having its Registered office at Jahawar Vyapar Bhavan, Tolstoy Marg, New Delhi 110 001 hereinafter referred as CUSTOMER;

COVERAGE: Service Provider undertakes to provide comprehensive maintenance cover to such equipment(s) in the premises of the customer for one year effective from 1<sup>st</sup> Apr 2013 to 31<sup>st</sup> Mar 2014 against payment of such maintenance charges in such manner described in the 'Schedule A' and for a part period from 1<sup>st</sup> Oct 2013 to 31<sup>st</sup> Mar 2014 against payment of such maintenance charges in such manner described in 'Schedule B' to this Agreement subject to such terms and conditions hereinafter stated.

### TERMS AND CONDITIONS:

1. SERVICE PROVIDER offers comprehensive maintenance cover for a cost of Rs. <quote> inclusive of all taxes, to the equipments covered under this agreement, to ensure uninterrupted functioning, by rendering preventive maintenance and setting right any failure, breakdown or damage arising during the normal usage of equipment. The Customer shall pay all charges as per payment terms stipulated by Service Provider. Such payment is the essence of this Agreement. Customer shall pay the AMC charges in four quarterly equal installments, post service basis.
2. The periodicity and the nature of preventive maintenance service will be determined by the Service Provider, subject however to at least one such service call per month.
3. Breakdown service will be rendered as and when any breakdown, failure or damage to the equipment is reported, Service Provider endeavors to depute its service personnel at the earliest. Intimation of breakdown shall be given sufficiently in advance to prevent loss of time upto the commencement of service.
4. Breakdown service will normally be completed in less than four hours from the time of the Service Engineer starts attending to the problem reported. If the problem appears to be complicated and needs sophisticated testing equipment / tools, the defective spare / module / equipment will be taken to the workshop of Service Provider for further investigation and rectification. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, Service Provider will provide a standby system. In case the system is not repaired or an alternative system not supplied

within the period of 24 hours from the time of failure report then the Customer may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the Service Provider from the subsequent payments.

5. If it is found necessary to replace any part / component of the equipment in order to bring it to normal working condition, such replacement will be done on exchange basis. The replaced part component will become the property of Service Provider. No extra charges will be payable for replacement of parts covered by comprehensive maintenance. Service Provider will determine whether or not any part / component should be repaired / replaced and in the case of replacement, the nature and the quality of the component that would give equivalent performance.
6. This agreement does not cover any additions interfaces upgradations, expansions, alterations or modifications to the equipment which however can be undertaken by Service Provider on such terms as may be mutually agreed upon.
7. In the case of parts **not covered under warranty or comprehensive maintenance** covered for free replacement the same will be done **at actual cost** and depending upon the availability of spares.
8. However during the currency of the agreement, the customer is at liberty to add to or delete from, this schedule any numbers of desktops, and printers if so warranted. In case of addition of work, services will be performed; the same will be done on already agreed and settled rates for the main contract of maintenance.
9. This agreement does not cover any damage arising out of, whether wholly or partly or directly or indirectly, any misuse of the equipment or use under conditions not suitable to its functioning or in a manner not prescribed by the manufacturers or Service Provider and Service Provider shall not be held responsible for any delay, damage / loss due to external forces and calamities such as communication breakdown, agitation, strikes, acts of workmen, lockout, fire, water, electric disturbances, cyclone, storm, thefts, accidents, riots, war, civil disturbances, terrorist activities. The Customer may obtain suitable insurance protection as may be appropriate to cover relevant risk aforesaid.
10. Replacement of parts will not be applicable to stickers, floppy diskettes, consumables, stationery, covers of the equipment, printer knobs, printer band, printer ribbon and cassette, printer head, head cable and such other parts / items of similar nature and use unless otherwise they are covered under manufacturer's warranty.
11. The customer shall not, either by himself or through any other person, all the opening, altering or tampering with in any manner either the equipment or related items which result in impairing the internal system or operation of the equipment or modification of the configuration of the equipment without prior written approval of Service Provider.

12. Prior to the commencement of this agreement, the equipment to be covered by the maintenance service, will be inspected by Service Provider and if any defect or fault is found, the same, will be rectified against payment of charges and then only the equipment will qualify for the maintenance under this Agreement.
13. Customer will make all arrangements to back up the entire hard disk content as a safety measure. Service Provider shall not be held responsible for the hard disk content during repair / rectification of the hard disk / parts thereof. If it is due to negligence the service provider is liable to compensate the customer both through material and money.
14. The Customer shall not assign or transfer to any person whatsoever, any or all of the rights, privileges or obligations, except with the written prior approval of Service Provider.
15. The maintenance service under this Agreement will be rendered by persons deputed and or authorized by Service Provider operating from such location chosen according to the operational convenience.
16. The standby system and equipments as and when provided by the service provider should have the insurance coverage arranged by Service Provider and the Customer shall not be liable for any claim on it.
17. In the event of non-satisfactory performance of maintenance services by the Service Provider, the Customer shall have the right and discretion to terminate this agreement by giving one-month notice.
18. Any dispute arising out of this Agreement will be decided by Arbitration under laws in force for the time being and subject to jurisdiction of Chennai city.

The parties hereto have affixed their respective seal and signature to this Agreement at Chennai this day of \_\_\_\_ March 2013.

For Service Provider

For The State Trading Corporation of India Ltd.

Authorised Signatory

Authorised Signatory

Date:

Seal:

**SYSTEMS SCHEDULE :: A**

S.NO	SYSTEM	UNIT	TOTAL	TAXES	TOTAL
		RATE	AMOUNT WITHOUT TAX	IF ANY	AMOUNT WITH TAXES
LT-1	HP 500(HP Pentium M770) Laptop 2.0 GHZ/512 MB DDR II RAM/14" WIDE X9A TFT DISPLAY 60 GB HDD DVD-RW DRIVE/10-100 LAN 56 K MODEM/ WIRELESS s.no.CND65Æ1H7B Zebronic Optical USB Mouse				
S-1	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-2	AMD ATHELON 2000+ KRYPTON MB 256 MB RAM - 40 GB HDD - 1.44 FDD -KB-MOUSE 17" CRT / WIN XP PRO / KB MOUSE 56 kbps MODEM (INTERNAL)				
S-3	INTEL P-IV-2.4 GHZ MERCURY CS845 MB 256+512 MB RAM 1.44 FDD- 40 GB HDD, 52X CD ROM 15" COLOR MONITOR				
S-4	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-5	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-6	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-7	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-8	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				

S-9	HP PIV/2.8 DUAL CORE/ 160 GB / 1GB RAM / 1.44 FDD/ DVD COMBO 17" TFT Monitor / WIN XP PRO / KB MOUSE				
S-10	HP PIV/2.8 DUAL CORE/ 160 GB / 760 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-11	HP PIV/2.8 DUAL CORE/ 160 GB / 256 MB RAM / 1.44 FDD/ DVD COMBO 17" CRT / WIN XP PRO / KB MOUSE				
S-12	ZEBRONIC BOARD PIV/2.4 DUAL CORE 160 GB 1 GB RAM/1.44 FDD/DVD COMBO/17"CRT WIN XP PRO/KB/MOUSE				

PRINTERS –SWITCHES:

HP 4168 COLOR-JET PRINTER	1 No.			
HP FLATBED G2410 SCANNER	1 No.			
HP LASERJET 1022	8 Nos			
Scanjet HPF 380	1 No			
Scanjet HP Office Jet5610	1 No			
8 PORT SWITCH (ACE)	1 No			
16 PORT SWITCH -CONNECTED TO OTHERS	1 No			
8 PORT D LINK FAST ETHERNET DT SWITCH	1 No			
8 PORT D LINK FAST ETHERNET DT SWITCH	1 No			

TOTAL:

**SYSTEMS:: SCHEDULE B**

(FOR A PART PERIOD – 1<sup>ST</sup> OCT 2013-31<sup>ST</sup> MAR 2014)

S.NO	SYSTEM	UNIT	TOTAL	TAXES	TOTAL
		RATE	AMOUNT WITHOUT TAX	IF ANY	AMOUNT WITH TAXES

<b>S-13</b>	<b>HP PRO3090 MT DESKTOPINTER CORE2 DUEO E7500 (2.93 GHZ) 1 GB DD3 RAM/320 GB HD/NO ODD/NO FDD/18.5" MONITOR TFT/ WINDOWS 7 PRO DVD WRITER SATA / KB/ MOUSE</b>				
-------------	---	--	--	--	--

<b>S-14</b>	<b>HP PRO3090 MT DESKTOPINTER CORE2 DUEO E7500 (2.93 GHZ) 1 GB DD3 RAM/320 GB HD/NO ODD/NO FDD/18.5" MONITOR TFT/ WINDOWS 7 PRO DVD WRITER SATA / KB/ MOUSE</b>				
-------------	---	--	--	--	--

**PRINTERS:**

	<b>HP LASER JET P 1007 – PRINTER – 2 NOS</b>				
--	--	--	--	--	--

**TOTAL:**

--	--	--	--