



# Punjab Alkalies & Chemicals Limited

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PACL: PUR:

Dated: 20.11.2017



Sub: Comprehensive Annual Maintenance and Service Contract for the Computer Hardware, UPS & Net working at our Head Office at Chandigarh and Nangal.

Dear Sir,

With reference to above, subject, sealed offer are invited from reputed parties to enter into Comprehensive Annual Maintenance and Service Contra (CAMC) for Computer Hardware, UPS and net working equipments etc installed at our HO at Chandigarh and works at Naya Nangal as per detail below:-

1. **SCOPE OF WORK:**

- a) To maintain trouble free working of Computer Hardware including system software & networking (under UNIX as well as windows). It includes internet/ e-mail/ win proxy smooth working support.
- b) Any other Computer Hardware equipment, which may have got left out inadvertently in Annexure 'A' or such equipment, which are under warranty with OEM and shall come under AMC later on, will be covered under AMC on prorata basis at the specified rate for an equivalent equipment in the AMC. Scope of service and bill of quantities are as per enclosed **Annexure 'A'**.
- c) This is a comprehensive contract. Hence all spares will be replaced/ repaired by you without any extra charges. Replacement of consumables like printer heads, ribbons, cartridges, floppies, toners, tape/ CD media, all types of batteries (except CMOS batteries) are excluded from your scope of work. Rest all parts/ consumables are included in your scope. You will also provide replacement of faulty equipment power cables/ connectors/ interface cables/ maintenance kit (Teflon fuser assembly of laser printers), if required at any point of time. You will also get the hardware equipment repaired without any extra charges, which might have got damaged due to any natural reasons which are unintentional on the part of PACL.
- d) The calls shall be lodged telephonically or through email. For telephone calls, the time of registering complaint will be mutually/ judiciously decided. For email lodging of calls, the time of sending the email will be treated as the time of lodging the complaint.
- e) For our calls, you shall depute your Engineer to within 2 hours of the time of lodgment of the complaint with you, if the call is lodged before 2.00 PM. However, in case the complaint is lodged after 3.00 PM, you shall depute your Engineer latest by 10.00 AM on the following working day. In case you fail to depute your Engineer in time (as stated above) on receipt of our complaint, PACL shall be at liberty to get the calls attended from a third at your risk and cost after 24 hours of registering call. The expenses incurred for the same will be recovered from you.
- f) Calls related to Servers or any other critical equipment shall be accorded priority by you.



- g) You shall ensure early morning (say by 10.00 AM) deputation of your Engineer for attending calls at PACL. We shall maintain register specially to monitor the time-in and time-out of your Engineer at PACL's end.
  - h) While attending any call for the first time, your Engineer shall inform us about the maximum time for repair/ replacement, if he is not able to rectify fault in one go. At this stage itself the decision to provide the standby equipment from your side will also be mutually taken and accordingly recorded in the call sheet of first call.
  - i) If contractor does not provide standby equipment in stipulated time or does not rectify/ replace the faulty equipment as agreed in the 1<sup>st</sup> call sheet, PACL shall be at liberty to arrange repair/ replacement from a third party at contractor's risk and cost after giving 24 hours notice.
  - j) Fortnightly reconciliation of pending calls shall be jointly drawn and exchanged through email.
  - k) You shall depute your Engineer for quarterly preventive maintenance of all hardware covered under your AMC and ensure smooth working of equipments.
  - l) Monthly review meeting on 1<sup>st</sup> Monday of every month shall be held between contractor & PACL.
2. **PAYMENT:** Quarterly payment against submission of bills shall be made subject to completion of all calls related to that quarter.
3. **VALIDITY:** This contract will be valid for a period of one year.
4. **LAST DATE OF SUBMISSION OF OFFERS:-** Last date of submission of offers is 05.12.2017.
5. In case of undue delay at your end, we reserve our right of canceling/terminating this Work Order and get the entire or part of the work done through another Agency at your risk and cost. Any additional cost incurred in such an event shall be deducted from any of your invoices due for payment.
6. **SECURITY DEPOSIT:** You shall arrange to deposit interest free security of Rs 10,000/- in form of Demand Draft, which will be released after successful completion of the contract. In case the performance is not found satisfactory, Security Deposit will be forfeited and the contract shall be cancelled.
7. **GOODS & SERVICE TAX:** Goods & Service Tax as applicable shall be paid extra.
8. **GENERAL:**
  - a. You shall abide by all the statutory requirements under various labour Laws/ Acts like ESI, Housekeeping, PF, Workers Compensation Acts etc.
  - b. Income Tax shall be deducted at source, as applicable.
  - c. You will mention PAN No. on the top of invoice while submitting the bill, failing which no payment will be released.
  - d. As per child labour act, you shall not employ any person below the age of eighteen (18) years.
  - e. We reserve the right to accept /reject in part or full any or all offers without assigning any reason thereof.

9. **ARBITRATION CLAUSE:**

In all cases of dispute or disagreement between the purchaser and the supplier as to any matter arising out of or relating to this purchase order/work order and provided no understanding between the purchaser and the supplier can be reached for the settlement of the difference, the matter shall be referred to the sole arbitration of the Managing Director



Punjab Alkalies & Chemicals Ltd or any officer appointed by him on his behalf in accordance with arbitration and conciliation Act, 1996. The award given by such arbitrator shall be final conclusive and binding upon the parties to this purchase/work order. The arbitration proceed shall be held at Chandigarh.

Notwithstanding any pending reference to arbitration both parties shall proceed with execution of their commitments under the purchase order/work order until the arbitration award is known, unless the question of such continuance is a subject matter of such proceedings.

**10. LAW & ITS JURISDICTION:**

The contract shall be governed by the laws of Govt. of India in force from time to time and shall be deemed to have been concluded in the Union Territory of Chandigarh. All suits and proceedings shall be subject to jurisdiction of the courts at Chandigarh only.

Thanking you,

Yours faithfully,  
For Punjab Alkalies & Chemicals Ltd,

**(K K GOYAL)**  
**Deputy Manager (Purchase)**

## ANNEXURE-A

LIST OF COMPUTER HARDWARE AT HEAD OFFICE			
S.N O.	DESCRIPTION	QTY.	AMC/WARRANTY DATE RATE
1	Unix Server PIV, 512 MB SDRAM, 20 GB ID HDD, 4 GB SCSI HDD, 1.44 MB FDD, Mouse, KBD, TFT Monitor	1	31-12-2017
2	PIV Quad Core	1	31-12-2017
3	Core 2 Duo	13	31-12-2017
4	PIV PC	11	31-12-2017
5	i3 PC's	16	31-12-2017
6	i5 PC	2	31-12-2017
7	HP All in one i5 , 2 GB RAM, 500 GB HDD , 21"LED	2	31-12-2017
8	Canon Cano Scan Lide 110 SCANNER	3	31-12-2017
9	HP SCANJET 2400 DOCUMENT SCANNER	2	31-12-2017
10	HP SCANJET 2410 DOCUMENT SCANNER	3	31-12-2017
11	HP SCANJET 3000 SHEET FEED SCANNER	1	31-12-2017
12	Canon 2900 B Laser Printer	1	31-12-2017
13	HP LASER 1020 PRINTER	13	31-12-2017
14	HP LASER 1010 PRINTER	2	31-12-2017
15	HP Laser All-in-one Printer	1	31-12-2017
16	DSI 5235 DMP	2	31-12-2017
17	Epson FX2175 DMP	1	31-12-2017
18	Elnova 2 KVA ONLINE UPS SYSTEM	2	31-12-2017
19	Powertech 3 KVA OFFLINE UPS SYSTEM	1	31-12-2017
20	Pyramid 5 KVA ONLINE UPS SYSTEM	1	31-12-2017
21	Elnova 650 VA UPS SYSTEMS	5	31-12-2017
22	Elnova 625 VA UPS SYSTEMS	6	31-12-2017
23	600 VA UPS	1	31-12-2017
24	500 VA UPS	1	31-12-2017
25	Microtek 800 VA UPS SYSTEMS	2	31-12-2017
26	Networking Rack Steel with patch panel	3	31-12-2017
27	Unmanaged 24 Port Switch	2	31-12-2017
28	Managed 24 Port Switch	1	31-12-2017
29	VARIOUS EQUIPMENT/COMPONENTS OF HARDWARE FOR NETWORKING OF ALL THE MACHINES UNDER (A) UNIX AS WELL AS (B) WINDOWS (IO's and cat 6 cable and 8 port / 16 port Switches)		31-12-2017
30	Intex 1 KVA offline UPS	1	02-04-2018
31	HP i5, 6th generation 1 TB HDD, 4GB RAM, 20" LCD Mouse	1	08-08-2018

LIST OF COMPUTER HARDWARE AT WORKS, NAYA NANGAL			AMC/WARRANTY Date
1	CYRIX M-2 233 MHz, 16MB RAM, 2.1 GB HDD	1	31-12-2017
2	IBM NetVista(Unix Server) 20 GB ID HDD,256 MB RAM, DAT DRIVE HP 20/40 GB SCASI	1	31-12-2017
3	Pentium - IV	23	31-12-2017
4	Core I-3 Slim Cabnet	22	31-12-2017
5	Core-2 Duo	13	31-12-2017
6	HP LASERJET 1160	1	31-12-2017
7	HP LASER PRINTER 1022	2	31-12-2017
8	HP LASER PRINTER 1020+	19	31-12-2017
9	Canon Laserjet Printer	1	31-12-2017
10	HP LASERJET 3 IN 1 1005	2	31-12-2017
11	HP LASERJET 3 IN 1 1530	1	31-12-2017
12	Epson FX-2175 DMP Printer 136 Coloum	5	31-12-2017
13	Epson 300 DMP Printer	1	31-12-2017
14	IOMEGA EXTERNAL CD WRITER	1	31-12-2017
15	HP SCANJET 2400 DOCUMENT SCANNER	2	31-12-2017
16	HP Scanjet G2410 Document Scanner	1	31-12-2017
17	HP Scanjet 200	1	31-12-2017
18	1 KVA ONLINE UPS	1	31-12-2017
19	Elnova .625 VA UPS SYSTEMS	9	31-12-2017
20	Elnova .650 VA UPS SYSTEMS	8	31-12-2017
21	INTAX .600 VA UPS SYSTEM	4	31-12-2017
22	Prime .600 VA UPS SYSTEM	1	31-12-2017
23	Microtek DOUBLE BATTERY 650 VA UPS	4	31-12-2017
24	VARIOUS EQUIPMENT/COMPONENTS OF HARDWARE FOR NETWORKING OF ALL THE MACHINES UNDER (A) UNIX AS WELL AS (B) WINDOWS	1	31-12-2017
25	16 Port Unmanaged Mini Hub Switch D Link	2	31-12-2017
26	8 Port Switch	12	31-12-2017
27	16 Port Unmanaged Switch D Link	1	31-12-2017
28	LIU Box	10	31-12-2017
29	Networking Rack Steel with patch panel	8	31-12-2017
30	Networking Rack Steel	2	31-12-2017
31	Managed 24 Port Switch	1	31-12-2017