

Phone: 0141-2725850

FAX: 0141-2725853

pdarlynwr.cag.gov.in



No. AU/HQ/IT/AMC/

Date: 12th March , 2025

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

On behalf of the Director General of Audit, North Western Railway, Jaipur E-Tenders (Gem Quotation) are invited on **Gem Portal (Only)** for Comprehensive Annual Maintenance Contract (CAMC) for Computers, Laptops, Printers, Scanners and UPS etc. at this Office and its **sub-ordinate offices located at Jaipur, Jodhpur, Bikaner and Ajmer**. The term "Comprehensive" means repair and replacement of all parts including damaged/broken IT equipment parts. No payment will be made towards repairing or replacement of any part excluding consumables like battery, ribbon, cartridge, toners, and adaptor etc. The tender is invited in the Two Bid System. The Additional terms and conditions of this contract for technical qualification are as given in the tender document (uploaded on Gem and on our office web-site - <https://cag.gov.in/rly/jaipur/en>).

Interested parties/firms may submit their quotations on GeM portal only, duly completed in the prescribed manner as per terms and conditions prescribed by the GeM portal. The bid will be awarded to the successful bidder after completion of the technical and financial evaluation of the bid.

CAMC PERIOD- 01.04.2025 to 31.03.2026.

Mode of Bid Submission - Online through GeM (www.gem.gov.in)

Last date for submission of bid & Bid opening date: As notified in GeM portal

Contact Details :

O/o The Director General of Audit

North Western Railway, Jaipur

Room No. 232A, 2nd Floor, NWR HQs Building

Near Jawahar Circle, Jaipur- 302017



TENDER DOCUMENT

for

**Comprehensive Annual Maintenance Contract
of Desktops, Laptops, Printers, Scanners, UPS etc.**

at

**Office of the Director General of Audit,
North Western Railway, Jaipur**

Name and address of Tenderer

M/s _____

TENDER ACCEPTANCE FORM

From

.....

To

The Dy. Director,
O/o The Director General of Audit
North Western Railway, Jaipur-302017.

Sub: Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPS etc. including free replacement of faulty parts of Original Equipment Manufacturers (OEM).

Dear Sir,

I/We offer to supply the items/services detailed in this bid document and agree to all the additional Terms & Conditions mentioned in this bid.

I/We have understood all the instructions and conditions for this contract and we are willing to provide the service in this regard.

The price schedule and other documents duly signed as requested in the bid are enclosed/uploaded by us.

An undertaking on letter head of the firm complying with the Additional Terms and Conditions (1 to 22) is also enclosed with the Bid offer.

Signature

NAME

ADDRESS.....

PHONE NO.....

Email

Additional Terms & Conditions

1. The period of the award of the contract will be initially for one year (01.04.2025 to 31.03.2026). However, the same may be extended for next year based on satisfactory services provided by the firm.
2. The **contract would be comprehensive, i.e. preventive and corrective maintenance** of the Computers/Laptops/Printers/Scanners/UPSs **including free replacement of faulty parts of Original Equipment Manufacturers (OEM)** except replacement of exhausted battery of UPS & laptops and items of consumable nature (Cartridges, ribbons etc.). It would also include:
 - (a) Upkeep and maintenance of the hardware installed.
 - (b) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment.
3. Repair must be carried out at the location of the equipment **(i.e. NWR HQ's building, Jaipur and other field Audit Offices located at following locations:**
 - 1. DRM office Jaipur, Bikaner, Ajmer & Jodhpur**
 - 2. Rail Nirman Bhavan(S&C), Jagatpura, Jaipur**
 - 3. Traffic Audit Office, Jodhpur & Ajmer**
 - 4. Local Audit Office/ Workshop Ajmer, Jodhpur & Bikaner**
4. The list of computers, printers, laptops, UPSs, scanner etc. is attached as **Annexure-I. The office reserves the right to add/remove any item from AMC during the contract period.**
5. This office reserves the right to accept or reject any or all the quotations. Moreover, this office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
6. The **Technical terms and conditions** of AMC shall be as follows:
 - (a) The firm/company must have expertise in on-site maintenance and repair of computers/laptops/Printers, UPS, scanners peripherals and other hardware parts and accessories.
 - (b) The firm will **provide a technical person/Service Engineer** who will remain present for **at least 3 days (Monday, Wednesday and Friday) for full time (i.e. 9:30 AM to 6:00 PM) at this office's HQs building** i.e. O/o The DGA, NWR, Jaipur located at 2nd Floor North Western Railway Head Quarters Building, Jaipur-302017. **For other days the firm will ensure to attend the complaint by sending the same person within 2 hours of receipt of the complaint and fix it within 24 hours of the receipt of complaint. Otherwise, penalty as enumerated in Sub Para (c) of 6 will be levied.**
The proposed technical person/engineer should be well qualified (i.e. should have completed Diploma/Degree in IT/Computer Science from a recognised Institute) and should have at least 1 year (2023-24/2024-25) experience and expertise in doing hardware and software maintenance work of desktop computers, laptops and its peripherals, laser printers and Local Area Network (LAN) etc., trouble shooting in any Govt. Department/PSU situated in Rajasthan.

- (c) The firm will also ensure to provide service engineers on receipt of complaint at other locations mentioned (in **Para 3 above**) on **the same working day and fix it within 24 Hours of the receipt of the complaint. If the complaint is not resolved within 24 hours, then penalty at the rate of 2% per day of the total value of AMC for each passed day up to 10% of the total value of AMC will be levied. The penalty will be adjusted with the quarterly Bill/Performance guarantee/Security deposit or otherwise).**
- (d) The Technical person/Service engineer deputed to this office will not be replaced without prior permission of the head of IT Section of this office and the engineer taking his place should be equally qualified and experienced.
- (e) In case the contractor services are found **unsatisfactory, this Office will terminate the contract on its own and accordingly the contractor will be informed. This may also entail forfeiture of the Bank Guarantee furnished by the vendor.**
- (f) Adequate inventory of hardware parts like RAM, HDD/SSD, SMPS, etc. and various types of cables (excluding Network Cables), etc. must be kept in stock in advance by the contractor to use in case of repair and replacement of faulty parts.
- (g) The contractor shall be responsible for the loss of any Government property (Computers, Laptops Printers, UPS and scanner etc.) due to negligence on his/her representative's part and shall reimburse the cost of such property.
- (h) **Repair work shall be carried out within the office premises.** In case any item of work is to be carried out in their workshop **the standby arrangement will be provided** by the vendor immediately and it may also be assured that if any printer other than the model in our office was provided by the firm as standby, the cost of cartridge/toners to be borne by the firm.
- (i) The AMC shall consist of **configuration and preventive & corrective maintenance of computers/laptops/scanners/printers and UPS.** The maintenance of equipment covers all the parts of Desktops/Laptops/Printers/Scanners/UPS etc. including **replacement of faulty spare parts** like CPU, RAM, Mother Board, HDD, FDD, Cabinet etc. **free of cost with new parts and old parts (which replaced with new part) should be deposited with Sr. AuO/IT.**
- (j) **Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine, the same shall be replaced with Hard Disks of SEAGATE/ HP/Dell/Acer/Lenovo Brand of the same or higher capacity. Similarly, if any motherboard goes faulty / burnt/damaged for any other reason it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), and Ethernet Cards, PC Switches etc. should be kept in sufficient numbers as standby by the AMC vendor for supply to this office free of cost as a replacement against faulty ones and old parts (which replaced with new parts) should be deposited with Sr. AuO/IT.**
- (k) The firm will ensure the **Preventive maintenance of machine under AMC** with virus scanning and virus removal checking system performance and hard disk for consistent cluster, defragmenting and running scan disk, replacement of printer gears and knops, if required. Special cleaning of the

Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner and inside will be **carried out quarterly** along with basic Cleaning of all equipment using blower/vacuum air, brush and soft muslin clothes or as and when asked by the office. **One certificate regarding completion of preventive maintenance of all the IT assets under AMC will be submitted along with the quarterly Bill.**

- (l) The firm will be responsible for backup of data programs and applications available on the computer whenever necessary before attending to the fault and will also be responsible for restoring the data, programs and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoration of all backups to the user under its acknowledgement
 - (m) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor without any extra cost with the genuine new part of same or superior specifications and warranty.
 - (n) The personnel deployed shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters as all are of confidential/secret in nature.
 - (o) The service provider should ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering etc.
7. The other **terms and conditions** of the tender shall be as under:
- (a) All the repairs would be carried **out on-site itself and faults shall be rectified within the same working day and in no case beyond 24 hours from the time of reporting of failure/defect.** However, if it is not possible to repair the system within 24 hours, a replacement shall be provided but the original shall be returned at the earliest **within one week, duly rectifying the fault. No freight of any sort is admissible, for moving the equipment.** In case a working replacement is made within the above-mentioned time no penalty shall be levied **for a period of one week.**
 - (b) A **log sheet** will be maintained by the firm in which the details of the Complaints received, and the details of the resolution provided will be **maintained on daily basis and will be submitted quarterly along with the bill.**
 - (c) Immediately on awarding the contract, **the contractor will give a report within a week of** taking over of all equipment proposed under AMC mentioning that **“all the Assets are in working condition at the commencement of the AMC”.** It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems to the Department in working condition on the expiry of the contract. In case any damage to the systems of the Department is found, compensation, which would be given by the Competent Authority, will have to be paid by the firm.
 - (d) **No advance payment in any case would be made.** However, **quarterly payment on a pro-rata basis on satisfactory rendering of service would be made.** The firm must submit its bill within 15 days after the completion of a quarter, belated claims of bill will be cleared only on the availability of funds and approval of the competent authority.

8. The rates quoted should be **Net (Inclusive of all taxes)** and no discount or free services/offers quoted will be considered.
9. The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies having **main office located in Rajasthan and branch offices preferably in Jaipur, Jodhpur, Ajmer and Bikaner.**
10. **The tender is not transferable.**
11. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on a comprehensive basis, including repairs and replacement of spare parts without extra payment.
12. The firm should have satisfactorily completed at least one work (i.e. 2023-24/2024-25) having a minimum value of Rs. 1 lakh or above, for the Annual Maintenance Contract (AMC) of Computers and Accessories (Phase/part completion of the scope of work in a contract shall not be considered). **This certificate is issued by the Govt. Department/PSU situated in Rajasthan whose experience is enclosed.**
13. The bidders should have an annualized average financial turnover **of Rs. 2 lakhs** against work executed during last 1 year ending 31st march of previous financial year (i.e. 2023-24). As proof, certificate of a Chartered Accountant in favour of the firm should be submitted along with the application.
14. **The L-1 firm will be finalized based on composite rate quoted in respect of all the computer hardware & peripherals.**
15. The financial bid will be opened for only those bidders who **will be technically qualified as per terms and conditions mentioned in tender document and found technically suitable** by the committee nominated by the competent authority.
16. After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. He will obtain a certificate to this effect from the Sr. AO (IT) at the completion of the contract.
17. Any due amount shall have to be paid by the firm (holding CAMC before handover) for which this Office shall be adjusted from the Performance Guarantee/Security Deposit or from the running bills of CAMC.
18. The successful bidder (whose tender is accepted) shall furnish a Performance Guarantee/Security Deposit of **5% of the contract value** in form FDR/DD/irrevocable Bank Guarantee (valid up to 31.05.2026) from an Indian Nationalized Bank duly pledged in favour of **FA&CAO, North Western Railway, Jaipur** within 15 days from the award of AMC. The same shall be returned after one month of the satisfactory completion of the AMC period. The said amount may be forfeited partially or fully for failure to fulfill the terms and conditions of the contract. The bank guarantee should be of the branch of a bank situated at Jaipur and shall be enforceable and payable at Jaipur. No claim shall lie against the Government/Department/Office in respect of erosion in value of interest on the amount of Security Deposit.

19. No advance payment in any case would be made to the vendor. The firm should be paid for quarterly installments for the four quarters at the end of each quarter and the last quarter installment would be paid on successful completion of the AMC.
20. RE should get prior permission from competent authority before doing any major work like formatting of hard disk, new LAN/Internet connection, installation/removal of any application/software, upgradation of RAM/HDD etc. in any PCs/Servers.
21. **In case the information provided by the Vendor is found incorrect/untrue or found violated, then this Office shall, without giving any notice or reason, reject the bid or terminate the contract.**
22. **All the bidders will submit/upload self-attested copies of the following documents with their Bid:**
- (i) PAN details of firm/Proprietor.
 - (ii) Goods and Service Tax Registration.
 - (iii) Certificate of Authorized Service center from OEM.
 - (iv) Certificate for claiming exemption/relaxation from Turnover & Experience.
 - (v) Self-declaration by the firm that firm is not blacklisted, no complaint is pending, and no penalty is imposed by any Govt./ PSU organization.
 - (vi) The firm should have satisfactorily completed at least one work having a minimum value of Rs. 1 lakh or above, for the Annual Maintenance Contract (AMC) of Computers and Accessories (Phase/part completion of the scope of work in a contract shall not be considered). **This certificate is issued by the Govt. Department/PSU situated in Rajasthan whose experience is enclosed. As proof Completion Certification from the buyer/CRAC of the contract awarded should be submitted.**
 - (vii) The bidders should have an annualized average financial Turnover **of Rs. 2 lakhs** against work executed during the last financial year (i.e. 2023-24). **As proof, the certificate of a Chartered Accountant in favour of the firm** should be submitted along with the application.
 - (viii) The firm should fill GST against the provided bill resulting auto generated GST-2A which will be reflected on our portal via GST Portal at the time of processing of Payment of bill. The TDS/GST will be deducted as per the rules on the submitted bills.
 - (ix) **Qualification and experience certificates of the proposed Technical Person/Service Engineer as per Para 6(b) along with the satisfactory work certificate (2023-24/2024-25) issued by the Govt. Department/PSU situated in Rajasthan should be enclosed.**
 - (x) **An undertaking on letter head of the firm complying with the Additional Terms and Conditions (1 to 22).**

-sd
Dy. Director of Audit
NWR, Jaipur

SCOPE OF WORK

1. The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
2. The vendor shall carry out preventive maintenance service every Quarter for the Desktop Computers / laptops/Peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard / mouse for proper operation. (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.
3. The AMC being **Comprehensive shall** include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
4. Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system will be borne by the vendor firm, if not mentioned separately otherwise.
5. The charges for repair and maintenance/replacement of defective parts/components of the computers, Printers, if any will have to be borne by the contractor except rat biting and consumables like cartridges/toners and batteries during the period of contract. No transportation charges towards transport of any component for removal to workshop for repairs shall be payable.
6. AMC shall cover all parts i.e. including all plastic parts for smooth and continuous functioning of the equipment except Toner/cartridge of the printers. However, the notional cost of repair/service and that of parts replaced etc. may be communicated to this office for record purposes.
7. Spare parts supplied by the vendor in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.
8. The service provider will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In the event of replacement, the defective spares covered under this contract shall remain the property of this Office.
9. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems.
10. The vendor shall provide all assistance in upgradation of hardware on an actual cost basis during the period of A.M.C. as per the requirement of this office.
11. The vendor shall not sub-contract/outsource the hardware maintenance jobs to any other agency.
12. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deploying Service Engineer as per the time mentioned in the ATC of the bid. In case the Service Provider does not rectify fault/defects pointed out to him till this time, the job will be got done from the open market at his risk and cost.
13. In case of Hard disk failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
14. The vendor should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the Office.
15. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.

Checklist for Bidders

S. No.	Activity	Compliance (Yes/No/NA)
1.	Have you enclosed Price Schedule (In Annexure I)?	If yes. Page No. thereof.
2.	Are all the documents mentioned in point no. 22 of the ATC is attached with the bid?	If yes. Page No. thereof.
	<p>(i) PAN details of firm/Proprietor.</p> <p>(ii) Goods and Service Tax Registration.</p> <p>(iii) Certificate of Authorized Service center from OEM.</p> <p>(iv) Certificate for claiming exemption/relaxation from Turnover & Experience.</p> <p>(v) Self-declaration by the firm that firm is not blacklisted, no complaint is pending, and no penalty is imposed by any Govt./ PSU organization.</p> <p>(xi) Experience Certificate (for last financial year i.e. 2023-24/2024-25) (This certificate is issued by the Govt. Department/PSU situated in Rajasthan). As proof Completion Certification from the buyer/CRAC of the contract awarded should be submitted.</p> <p>(vi) Certificate (for the last financial year i.e. 2023-24).</p> <p>(vii) Qualification and experience certificates (for last financial year i.e. 2023-24/2024-25) of the proposed Technical Person/Service Engineer as per Para 6(b) along with the satisfactory work certificate issued by the government department (situated in Rajasthan) whose experience should be enclosed.</p> <p>(viii) An undertaking on letter head of the firm complying with the Additional Terms and Conditions (1 to 22).</p>	
3.	Have you enclosed all supporting documents?	

Name & Signature
with dated seal of Firm/Company

Annexure-I

Details of IT Assets to be covered under CAMC for FY 2025-26						
S.No.	Equipment	Make & Model	Quantity	AMC start date	AMC end Date	Period of AMC
1.	Laptop	Lenovo V 15 i5-1035G1	7	01-04-2025	31-08-2025	05 months
		Acer intel core i3 (11th Gen)	9	03-11-2025	31-03-2026	4 months and 28 days
		Acer intel core i5 (11th Gen)	4	18-11-2025	31-03-2026	4 months and 13 days
		Total	20			
2.	PC/AIO	HP i3 8100	11	01-04-2025	31-10-2025	7 months
		DELL AIO i5 8500	1	01-04-2025	31-10-2025	7 months
		HP Intel ore i5 10400	3	01-04-2025	31-03-2026	12 months
		HP AIO i7 11th Gen. Win.10 Pro	1	01-04-2025	31-03-2026	12 months
		HP ELITEDESK 11th Gen. Win.10 Pro	1	26-09-2025	31-03-2026	6 months and 4 days
		Total	17			
3.	Printer	EPSON COLOR PRINTER L6170	1	01-04-2025	31-05-2025	2 months
		BROTHER LASER MONO HL-L5100DN	6	01-04-2025	31-10-2025	7 months
		HP LASERJET 202 DW	5	01-04-2025	31-10-2025	7 months
		SAMSUNG Express SLC4010ND	1	01-04-2025	31-10-2025	7 months
		Brother HL-L6200 DW	2	01-04-2025	31-03-2026	12 months
		Total	15			
4.	Scanner	EPSON D5-530	3	01-04-2025	31-10-2025	7 months
		EPSON DS-530 II	3	01-04-2025	31-03-2026	12 months
		Total	6			
5.	UPS	MICRO TECH 650 VA	13	01-04-2025	31-08-2025	5 months
		MICRO TECH 650 VA	20	01-04-2025	31-03-2026	12 months
		MICRO TECH 650 VA	9	01-04-2025	31-03-2026	12 months
		Total	42			
		<u>Grant Total</u>	<u>100</u>			