



कार्यालय महानिदेशक लेखापरीक्षा (गृह, शिक्षा एवं कौशल विकास)
आई.पी.इस्टेट, नई दिल्ली-110002
OFFICE OF THE DIRECTOR GENERAL OF AUDIT
(HOME, EDUCATION & SKILL DEVELOPMENT),
IP ESTATE, NEW DELHI-110002

No. ISW/HE&SD/3-4/CAMC/2021-22/103

Dated: 21.10.2021

Sub: Tender for Comprehensive Annual Maintenance Contract (CAMC) of Computers/ Printers/Scanners/stand-alone UPSs & computer peripherals in the office of the Director General of Audit (HE&SD), New Delhi.

Office of the Director General of Audit (HE&SD), New Delhi invite sealed quotations for Comprehensive Annual Maintenance Contract (CAMC) of computers, Servers, Printers, Scanners, LAN and other related peripherals (Annexure-A) in the office of the DGA(HE&SD), New Delhi from eligible firms/companies conforming to the terms and conditions mentioned in Annexure-'B'

Sealed quotation should be submitted on or before 01.11.2021 (12.00 hours). No quotations will be entertained after the due date and time. Rates (for each item) should be quoted on comprehensive basis inclusive of all taxes. The sealed quotations addressed to the undersigned will be opened on the same day (03.00 PM) in Room no.248, at 2nd floor, O/o the Director General of Audit (HE&SD), New Delhi.

The office reserves the right to cancel any or all the quotations without assigning any reason.

Encls: As above

Sd/-
Sr. Audit Officer
O/o DGA (HE&SD)

Annexure “A”List of Hardware for AMC (2021-22)

Hardware	Year of Purchase	Make	Items (in nos)	Commencement of AMC for one year	Rate of AMC to be filled by vendor
(1)	(2)	(3)	(4)	(7)	
Desktop					
i3	2012-13	HP	05	10-11-2021	
i3	2014-15	HP	26	10-11-2021	
i5	2013-14	HP	60	10-11-2021	
i5	2014-15	HP	13	10-11-2021	
i3	2015-16	HP	09	10-11-2021	
i3	2016-17	Dell	07	10-11-2021	
All in One i5	2016-17	Lenovo	02	10-11-2021	
HP 280G3MT i5	2017-18	HP	38	10-11-2021	
HP Prodesk 600GD	2018-19	HP	19	10-01-2022	
Total			179		
Server					
Dell Poweredge	2016-17	Dell	1	10-11-2021	
Power Edge R730	2014-15	Dell	1	10-11-2021	
Total			2		
Printer					
LaserJet P2015D	2007-08	HP	6	10-11-2021	
LaserJet 1020	2007-08	HP	5	10-11-2021	
LaserJet P1015	2007-08	HP	1	10-11-2021	
LaserJet P1007	2009-10	HP	11	10-11-2021	
LaserJet P2025DN	2009-10	HP	5	10-11-2021	
LaserJet 1536	2010-11	HP	1	10-11-2021	
Inkjet 1050	2011-12	HP	1	10-11-2021	
LaserJet HL2240D	2011-12	Brother	1	10-11-2021	
LaserJet P1606DN	2011-12	HP	3	10-11-2021	
Deskjet 1000	2011-12	HP	1	10-11-2021	
LaserJet 2361dn	2015-16	Brother	09	10-11-2021	
LaserJet 2361dn	2016-17	Brother	04	10-11-2021	
HL2250	2016-17	Brother	02	10-11-2021	
All in one L2701dw	2016-17	Brother	03	10-11-2021	
HL 3150dn	2016-17	Brother	01	10-11-2021	
LaserJet2361dn	2017-18	Brother	01	10-11-2021	
HP 1005	2017-18	HP	02	10-11-2021	
LaserJet377dw	2017-18	HP	02	10-11-2021	
HP202dw	2018-19	HP	10	10-11-2021	
HP227fdw	2018-19	Hp	01	10-11-2021	
HP452dw	2018-19	HP	01	10-11-2021	
HP LJ Pro M202dw	2018-19	HP	11	10-11-2021	

Brother color LJ HL-L3270cdw	2018-19	Brother	01	10-11-2021	
HP LJ Pro M226dw	2019-20	HP	05	10-11-2021	
Canon MF 643dw	2019-20	Canon	02	10-11-2021	
Total			90	10-11-2021	
Scanner				10-11-2021	
HP Scanjet 5590 ADF	2013-14	HP	03	10-11-2021	
ADS 2100	2017-18	Brother	05	10-11-2021	
HP Scanjet Pro 300S3	2019-20	HP	03	10-11-2021	
Total			11		

Annexure-B

Sub: Comprehensive Annual Maintenance Contract (CAMC) for Computers, Peripherals and Networking and LAN connections

Terms and Conditions:-

These are the terms of contract of Annual Maintenance Contract awarded by Office of Director General of Audit, (HE&SD), New Delhi hereinafter called 'the office' and Successful bidder hereinafter called 'the Contractor'.

1. The Contractor would be required to provide one experienced Resident Engineers (RE) qualified to repair desktops as well as printers to Office during the period of AMC. RE would be required to attend the office from 9.00 AM to 5.30 PM on all working days. In emergent situations, the RE would be required to provide services beyond office hours or/and on holidays at no extra cost. The Contractor would be required to provide services of suitable substitute RE for any of the deputed RE is going on leave or absent during contract period.
2. The Contractor would be responsible to fulfil all legal obligations (like payment of minimum wages and all other employee benefits applicable from time to time) related to services of RE and quoted rates should cover all such charges.
3. Number of items for AMC can be increased or decreased during the contract period.
4. The normal contract period is for a period of **one year** but may be extended or curtailed based on the performance of the agency. Contract period may be extended in special circumstances by the Office at the same rate and terms and conditions of agreement.
5. The contractor shall submit its quarterly CAMC bill in the following month.
6. **Security Deposit:-** The Contractor would be required to deposit 10% of the CAMC value or Rs. 25,000/- (Rupees twenty five thousand only), whichever is higher, as Bank Guarantee after award of CAMC Contract in favour of the office of the Director General of Audit ((HE&SD)), DGACR Building, I.P. Estate, New Delhi 110002. This Bank Guarantee will be valid upto 31.12.2022.
7. **Safety Measures:-** The Contractor would take all precautionary measures in order to ensure the safety of their personnel (his representative, agents, sub-vendors or workmen) working in the office while executing the work. The Contractor would ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to their staff and or damage to the equipment, does not occur. The Contractor shall assume all liability for and give to the Office the complete indemnity against all action, suits, claims, demands cost charges or expenses arising out of and in connection with which any accidental death or injury, sustained by any of their person or persons within the office

premises and any loss or damage to the Purchaser's property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workman compensation act or any other statute in force from time to time. The vendor shall assume all liability for and give to the purchaser a complete indemnity against all suits or actions arising out of or in connection with the carrying out of the works, whether such actions are brought by the members of public or neighbors or persons employed on the works. The vendor in carrying the works shall confirm to the statutory and other legal requirements.

8. **Sub-contract:-** The Contractor shall not assign or sub-let any portion of the contract without the written approval of the purchaser.
9. The company should be ISO certified. The firm should be registered with MSME.
10. Engineer deputed to this office if replaced, should be equally qualified and experienced.
11. The charges for repair and maintenance/replacement of defective parts/components of the computers, Laptops, Printers, UPS, HUB, if any will have to be borne by the contractor except rat biting, burning of parts and consumables like printer heads, cartridges/toners, plastic components and batteries during the period of contract. No transportation charges towards cartage of any component for removal to workshop for repairs shall be payable.
12. The entire responsibility for smooth working of all the Desktops computers, Laptops, Laser Printers, Deskjet printers, UPS, Scanners, External Hard Disk and Networking items, etc. (list enclosed) to give trouble free prompt service throughout the contact period would lie on the contractor.
13. The parts to be installed in place of defective parts should be of the same brand and specifications. In case of non-availability of the parts, to be replaced, of the same brand, the choice of parts of a company of particular brand will be the discretion of the offices.
14. In case during the period of the service contact the contractor does not rectify fault/defects pointed out to him within 24 hours, the job will be got done from the open market at his risk and costs.
15. In case the contractor services are found unsatisfactory, the contract shall be terminated after giving one week notice or without notice and the work shall be got done from the open market at the contractor's risk and cost. This may also entail the termination of the contract and encashment of the Bank Guarantee furnished by the vendor.
16. The contractor shall have to handover all the items to the office in perfect working order at the time of expiry of contract. He will obtain a certificate to this effect from the Sr. AO (IS Wing) at the completion of contract.
17. The contractor shall be responsible for the loss of any Government property (Computers/Server/Laptops/Printers/UPS/HUB/Switches/LAN Connection etc.) due to negligence on his/her representative's part and shall reimburse the cost of such property.
18. Repair work shall be carried out within the office premises. In case any item of work is to be carried out in your workshop the standby arrangement will be provided by you

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.

19. Penalty clause will operate for complaints, which are not attended with the stipulated time, as indicated below. As far as possible, the repair would be carried out on site itself. In case the equipment is required to be taken to the workshop the contractor will have to provide standby equipment, if the repair is anticipated to take more than the specified period, in such case penal clause will not operate provided the original equipment is returned within a stipulated time from the date of breakdown of computer peripherals.

PENALTY CLAUSE:-

Sl. No.	Description	Maximum free period for breakdown (includes software problems)	Rate of penalty beyond free period/ for not providing standby
1.	Desktop computer	5 days	Rs. 200 per working days/per computer*
2.	Laser/Deskjet printer	5 days	Rs. 100 per working day/per printer*
4.	Scanner	5 days	Rs. 100 per working days/per scanner.

* Standby items should be provided in good working condition of equivalent or better configuration.

20. The necessary support for maintaining virus free computer environment in the department and help in upgrading the software/virus detection mechanism would be provided by the contractor.
21. The contractor will be paid in four equated quarterly instalments for the four quarters at the end of each quarter and last quarter instalments would be paid on successful completion of the CAMC.
22. The Sr. Audit Officer (IS) of this office will judge the quality of work.
23. RE should get prior permission of Director (Admn/IS), Sr. AO (IS)/ AAO (IS) before doing any major work like formatting of hard disk, new LAN/Internet connection, installation of removable of any application/software etc. in any PCs/Servers.
24. Preventive maintenance shall be provided after every month, in which all PCs/Printers/LAN systems/UPSs etc. should be cleaned and checked thoroughly. Material required for cleaning and checking, should be brought by the contractor.
25. In case of unsatisfactory maintenance, the office of the Director General of Audit (HE&SD) reserves the right to terminate the contract without prior notice at any time.
26. **Dispute Settlement:** The Agreement shall be governed by Indian Laws and both the parties consent to the jurisdiction of Delhi Courts in all matters regarding the Agreement.
27. This office reserves the right to accept or reject any quotation or all the quotations.
28. In case of violation of any terms and conditions the bank guarantee furnished by the vendor will be forfeited.

29. Submission of tender tantamount to the acceptance of all terms and conditions of the contract as above. It will not be obligatory for this office to accept the lowest quotation & no explanation would be given for the cause of rejection of quotation to any tenderer.
30. The bidder should have at least one running Comprehensive Annual Maintenance Contract of Computers connected in LAN under Window 7/10 environment with Govt. agency.
31. Unrealistic rates quoted by the bidders shall not be considered by the DGA (HE&SD), New Delhi. Therefore, bidders are required to quote realistic rates keeping in view the cost of deployment of service engineer including statutory compliance on the part of bidding firm on account of (1) payment of latest notified Minimum Wages by the Govt. of NCT of Delhi applicable for required skilled/qualified persons and all others benefits.
32. The Contractor shall also abide by and comply with Labour Laws, Workmen Compensation ACT, or any other law in force. However, on revision of minimum wages by Govt. of NCT of Delhi the same shall be revised by the DGA(HE&SD), New Delhi. However, even on revision of minimum wages, the contractor's profit in absolute terms(not in percentage terms) shall remain the same throughout the contract period as was quoted by the contractor in his bid.