

Annexure I

Eligibility Criteria

- I. The firm must have at least 5 years experience in maintaining Desktop Computers and Laptops, Servers, Switches & Printers in Government Organization and reputed PSUs/Corporate Houses. List of clients indicating the year of working for these organization may be attached.
- II. The firm must have executed satisfactorily, a minimum of 3 AMCs of Desktop Computers and Laptops & Printers for Ministries/Departments of Government of India in the immediate preceding years. Performance certificate from these organizations along with copies of the sanction letter may be attached.
- III. The firm must have qualified engineers on its rolls having minimum of Graduate Degree in Electronic Engineering/Computer/Telecommunication.

Annexure II**TERMS AND CONDITIONS FOR THE COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR COMPUTER HARDWARE, SOFTWARE AND PERIPHERALS**

- 1) The Annual Maintenance contract period will commence from 01-05-2022 to 31-03-2023. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by DGA(C), based on the performance of the service provider. The firm must ensure that it will not outsource the work.
- 2) The list of computer hardware & peripherals (Desktop PCs, laptops, servers, Laser /Dot Matrix printers, switches, Modems and Scanners etc.) is given in the Annexure – A & B
- 3) **Scope of Contract –**
 - a.) The firm is required to maintain all the computer hardware & peripherals shown in Annexure –A and the cost shall be borne by the Vendor. In case of Annexure B, Vendor shall keep the Assets in working conditions and cost of repairs/replacement of parts, if any, shall be borne by this Office.
 - b.) **Three Resident Customer Support Engineers** duly qualified will be provided by the firm who are experienced in maintaining and troubleshooting with Server Networking and Stand-alone systems. Qualification Certificate of the support staff may be provided.
 - c.) The vendor will provide two qualified service engineers, and one networking engineer with experience of at least three years in windows software and maintaining computer equipments, on all the working days from 9.00 AM to 6.30 PM and from/till such time, as may be required during work exigencies for attending and redressing the complaints. The engineers shall also be available on holidays as per requirement of DGA(C) if needed. All the three engineers shall be equipped with mobile phones to ensure their accessibility & availability. An amount of Rs. 200/- will be deducted if any Service Engineer remains absent/leave without providing substitute. In case the services of any engineer is not

found satisfactory by the client, he shall be replaced immediately by the contractor.

- d.) New equipment purchased & equipment under warranty will also be included in comprehensive AMC as soon as warranty expires as shown in the Annexure. The new upgrade item (Memory, HDD, MM kit etc) purchased from the firm or any other vender and upgraded into the existing AMC system, shall form part of the AMC with the firm as soon as warranty expires or after the expiry of the common date of warranty of upgraded items.
- e.) The firm/company shall prepare logbook for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special and physical cleaning of the Monitor, printers, keyboards, mouse etc. from outside with liquid cleaner. A Preventive Maintenance shall be carried out by the firm/company on quarterly basis and the Report from the user would be submitted to computer section by the firm/company failing which an amount of Rs.200 per system as penalty would be recovered.
- f.) For addressing the complaints on time, the firm shall maintain sufficient stock of important components like Motherboard, RAM, Hard disks, monitors, keyboard, mouse, SMPS, add-on cards, power cable and any other equipments/components required for computers hardware and peripherals in Audit Bhavan and other places listed in Annexure III.
- g.) In case of failure of any part (excluding printer ribbon, toner cartridges and CRT of monitors) of computer hardware and peripherals mentioned in Annexures, it would have to be replaced by equal or higher configuration with the standard parts in the system. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of competent authority the original specification/characteristics/features shall not be changed.
- h.) The firm shall, in no case, replace any item/component with parts of inferior quality and if found doing so, the contract shall stand terminated forthwith.
- i.) Response time for any breakdown will be Maximum 2 hours from the time of reporting the call.

- j.) If the problem is not solved in 24 hours, standby machine would be provided to the user and in any case the rectification will have to be done within 15 days.
 - k.) Fortnightly reports indicating complaint no., date, nature of complaint and date of fixing the problem indicating reasons for delay whenever it is not fixed within 2 days shall be furnished to this Office
 - l.) The firm shall provide network support on the existing LAN infrastructure and service to control our PC's hardware and software provided by Purchaser (MS Office, Antivirus, Akshar, Saransh etc. including OS) and other existing in house databases managed in Server, Desktops and Notebook Systems in our current environment.
 - m.) Services provided shall include installation and maintenance of software provided by Purchaser (MS Office, Antivirus, Akshar, etc.) on all Desktops and Notebook Systems whether under comprehensive AMC or under warranty or purchased during the AMC period. However, OS and hardware related issues of equipments under warranty shall not be a part of AMC services.
 - n.) Installation, Detection and removal of virus shall be provided in each system. The Purchaser shall provide anti-virus software.
 - o.) The Company shall provide assistance in any other matter relating to Computer Hardware/Software not specifically covered by the Contract
 - p.) Atleast 3 desktops, 3 printers, 10 keyboards and 10 USB mouse of branded quality (Dell/Lenovo/Microsoft) shall be provided by the service provider.
 - q.) The service provider will maintain a database with IP details of all the devices connected on the network and maintain an inventory of all the Hardware devices including keyboard, Mouse, Monitor etc.
 - r.) The firm/service provider would not be responsible for any breakdown in the systems, which occurred due to natural calamity such as fire, floods, Acts of God or theft.
- 4) **Local conditions:** - The computers and peripherals are located at Audit Bhavan and other places. It will be imperative on the firm to fully acquaint themselves of all the local conditions and factors, which would have effect on the performance of the contract and its cost.

5) Payment Terms: -

- (i) The amount of contract would be payable Quarterly at the end of each Quarter starting from April 2022 on the basis of Invoice raised by the Firm. Release of subsequent payments for second, third and fourth Quarters shall be subject to providing satisfactory service in the corresponding previous quarter. It may also be noted that in case of contractor backing out in mid-terms without any explicit consent of DGA(C), the firm/company will stand liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by DGA(C) on maintenance of machines for the balance period of contract through alternative means to meet the future cost.
- (ii) The above act of backing out would automatically debar the firm from any further dealing with DGA(C).
- (iii) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

6) Termination: The contract shall stand terminated in case of unsatisfactory or poor quality of service or failure to provide timely service. Termination of contract shall be done by giving 3 days' notice period.

7) Safety Measures: - The firm shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agents, sub-firms or workmen) working in the office while executing the work. The firm shall 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 firm shall assume all liability for and give to the Purchaser complete indemnity against all actions, suits, claims, demands, cost charges or expenses arising out of and in connection with any accident, 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 firm irrespective of whether such liability arises under the workman compensation act or any other statute in force from time to time. The firm 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 the works, whether such actions are brought by the members of public or neighbours or

persons employed on the works. The firm in carrying out the works shall conform to the statutory and other legal requirements.

- 8) **Trade Practice** - In the event, the firm's company or concerned division of the company is taken over/bought over by another company or operated through a partner, all the obligations under the agreement with the Purchaser shall be passed on to the new company/division/partner for compliance by the new company on the negotiations. The firm/supplier shall not assign or sub-let any portion of the contract without the written approval of the purchaser.
- 9) **Action where no specification:** - In the case of any class of specifications or class of work of which there is no mention in these terms and conditions, such work/specifications shall be carried out in accordance with the instructions and requirements of the Purchaser.
- 10) **Penalty:** - In case the Firm fails to attend the call within the maximum period of 15 days as specified in these Terms & Conditions, he shall be liable to pay a penalty of Rs. 200/- per week for computer & switches & Rs. 150/- per week for other computer peripherals after expiry of maximum period. The Purchaser may waive the penalty at his discretion taking into account the extenuating circumstances.
- 11) **Arbitration:** - In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to:
- i) the construction of the terms and conditions
 - ii) the respective rights and liabilities of the parties hereto there under
 - iii) any matter or thing arising out or in relation to or in connection with these terms and conditions:

then either party shall give written notice to the other of the same, and such dispute or differences shall be referred for the Sole arbitration of any persons appointed by the Purchaser. The decision of such Arbitrator shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment that the person appointed is a Govt. servant. The provisions

of the Arbitration and Conciliation Act, 1996 and rules there under shall apply to the arbitration proceedings.

Additional Terms

- i. 98% up-time is expected for Servers & Desktops and immediate backup to be provided. Replacement of parts for servers should be top priority and such replacement to be done within 24 hours for desktops & Servers and 48hrs for printers. The office may also deduct from the 'vendor' as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

The 'office' will also be indemnified against any damages owing to delay in setting right hardware problems having critical ramifications.


Director/EDP

ANNEXURE – III

List of Offices located outside Audit Bhavan, BKC, Bandra

Branch Office	Desktop	Printer
CRA – Main Dy Director of Audit, 8 th Floor, New Customs House, Ballard Estate, Mumbai – 400038. Tel no. 22665012/ 22618647	14	05
CRA-DGFT Director General of Foreign Trade, New CGO Bldg. New Marine Line, Churchgate-400020 Ph. 22017716 Ext. 113/190	01	00
CRA-ACC Air Cargo Complex, Sahar Airport, Andheri (E). Tel no. 26817320 Ext. 2910	03	01
CRA-JNCH Jawaharlal Nehru Custom House, “A” Wing, 5 th floor, R.No.501/502, URAN. Tel. no. 27243244	02	00
Aaykar Bhavan- Director of Audit Income Tax Bldg., Room No.6 & 31 Ground Floor, Aaykar Bhavan, M.K.Road, Churchgate-400 020	03	02

Annexure-IV

Technical Bid

The technical bid should necessarily contain the following documents.

1.	Name of Tenderer/ Concern.	
2.	Address (with Tel. & Mob. No.).	
3.	Statements indicating name and address of organizations where this job was performed as well as the duration of such experience (minimum 5yrs) along with self-certified copy of the Tender issuance letter. Also, separately mention the list of at least such Government Organizations/ ISO 9001:2008 certified Private Organizations.	
4.	Undertaking that the vendor should not enter into sub-tender with third party or Franchisee for which he/she should submit an undertaking along with the bid.	
5.	Copy of PAN Card & IT returns for last 3 years in the name of the company.	
6.	Copy of GST Registration.	
7.	Declaration stating that all the Terms, conditions and scope of work mentioned in Annexures of the tender are acceptable.	
8.	No. of Engineers and Asstt Engineer.	
9.	Whether the vendor is debarred/ terminated/ blacklisted from any previous service, if Yes, provide details.	

Declaration: I hereby declare that details furnished above are true and correct. I have read the terms and conditions of the tender document and agree to abide by the same.

(Signature of the Authorised Vendor with Name & Date)

Annexure - A (i)

Computer Systems requiring comprehensive AMC support									
Type	Make	Date of Purchase	Processor	RAM	HDD	Number of Systems	From	To	No of Months
A	B	C	D	E	F	G	H	I	J
Desktop	DELL	16-01-17	i3	16GB	500 GB	14	01-05-22	31-03-23	11
Desktop	DELL	24-10-17	i5	16GB	1 TB	10	01-05-22	31-03-23	11
Desktop	DELL	18-12-17	i5	8GB	1 TB	10	01-05-22	31-03-23	11
Desktop	DELL	08-03-18	i5	8GB	1TB	2	01-05-22	31-03-23	11
Laptop	LENOVO	07-11-16	i3	16GB	500 GB	20	01-05-22	31-03-23	11
Laptop	HP-PRO	04-12-17	i-7	4GB	1TB	1	01-05-22	31-03-23	11
Laptop	ASUS	14-09-17	i5	8GB	1TB	10	01-05-22	31-03-23	11
Laptop	ACER	26-03-18	i5	8GB	1TB	62	01-05-22	31-03-23	11
Laptop	LENOVO	24-10-18	i7	16GB	1TB	1	01-05-22	31-03-23	11
Laptop	Apple	13-12-18	i5	8GB	1TB	1	01-05-22	31-03-23	11
Laptop	DELL	20-11-18	i5	8GB	1TB	4	01-05-22	31-03-23	11
Server	IBM	07-10-13	INTEL XEON E5 2620	16 GB	300*4 GB	1	01-05-22	31-03-23	11
Server	IBM	07-10-13	intel xeon E5 2407	24 GB	300*4 GB	1	01-05-22	31-03-23	11
Server	IBM	07-10-13	INTEL XEON	16 MB	300*4 GB	1	01-05-22	31-03-23	11
Server	DELL	21-11-14	INTEL XEON	16GB	500*2 GB	1	01-05-22	31-03-23	11

Annexure - A (iii)

Printers requiring comprehensive AMC support

s no	type	sub type	make	Date of purchase	No. of Devices	From	To	No. of months
A	B	C	D	E	F	G	H	I
1	Printer	Samsung	Samsung	13-10-16	12	01-05-22	31-03-23	11
2	Printer	EPSON	EPSON	12-06-18	1	01-05-22	31-03-23	11
3	Printer	Brother	Brother	04-09-17	10	01-05-22	31-03-23	11
4	Printer	Brother	Brother	13-03-19	2	01-05-22	31-03-23	11
5	Printer	Samsung	Samsung	30-11-19	13	01-05-22	31-03-23	11
6	Printer	LASERJET	HP	20-02-21	7	01-05-22	31-03-23	11
7	Printer	Heavy Duty Printers	Canon	15-02-21	2	01-05-22	31-03-23	11
8	Printer	HP LJ PRO COLOUR M255DW	HP	17-02-22	6	01-05-22	31-03-23	11

Annexure - A (ii)								
Computer Systems requiring software support								
Type	Make	Date of Purchase	Processor	RAM	HDD	Number of Systems	From	To
A	B	C	D	E	F	G	H	I
Desktop	HP	16-02-21	i5	16 GB	1 TB	2	16-02-21	15-02-24
Desktop	HP	16-02-21	i5	16 GB	256SSD GB	1	16-02-21	15-02-24
Desktop AIO	LENOVO	01-09-21	i5	8 GB	256 GB	4	01-09-21	30-10-24
Desktop AIO	DELL	01-09-21	i5	8 GB	1 TB	1	01-09-21	30-10-24
Desktop AIO	HP	20-12-21	i5	8 GB	256 GB	1	20-12-21	31-12-24
Desktop	ACER	07-03-22	AMD Ryzen 5 4600G	16 GB	512 GB	34	07-03-22	06-03-25
Laptop	LENOVO	17-03-21	i5	8 GB	256SSD GB	8	17-03-21	31-03-22
Laptop	LENOVO	01-09-21	i5	8 GB	256 GB	7	01-09-21	30-09-22
Laptop	APPLE	29-07-21	M1 CHIP 8-CORE CPU WITH 7 CORE GPU 4 PERFORMANC CORES	8 GB	256 GB	2	29-07-21	28-07-22
Laptop	APPLE	20-08-21	M1 CHIP 8-CORE CPU WITH 7 CORE GPU 4 PERFORMANCE CORES AND 4 EFFICIENCY CORES	8 GB	256 GB	2	20-08-21	19-08-22
Laptop	LENOVO	17-02-22	WINDOWS 10 PRO	8 GB	512 GB	7	17-02-22	16-02-24

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Sr.No	Contract Clause	Annexure /Pg No. (from and to)
1	Annexure I (Eligibility Criteria) – I The firm must have at least 5 years experience in maintaining Desktop Computers and Laptops, Servers, Switches & Printers in Government Organization and reputed PSUs/Corporate Houses. List of Clients indicating the year of working for these organization may be attached	Annexure ‘A’/Page No.
2	Annexure I (Eligibility Criteria) - II. The firm must have executed satisfactorily, a minimum of 3 AMCs of Desktop Computers and Laptops & Printers for Ministries/Departments of Government of India in the immediate preceding years. Performance certificate from these organizations along with copies of the sanction letter may be attached.	Annexure ‘B’/Page No.
3	Annexure I (Eligibility Criteria) – III The firm must have qualified engineers on its rolls having minimum of Graduate Degree in Electronics Engineering/Computer/ Telecommunication (list of engineers with qualifications and experience may be attached)	Annexure ‘C’/Page No.
4	Annexure II (Terms and Conditions) – 3(b) Three Resident Customer Support Engineers duly qualified will be provided by the firm who are experienced in maintaining and troubleshooting with Server Networking and Stand-alone systems. Qualification Certificate of the support staff may be provided	Annexure ‘D’/Page No.
5	Annexure IV (Technical Bid) – 3 Statements indicating name and address of organizations where this job was performed as well as the duration of such experience (minimum 5 years) along with self-certified copy of the Tender issuance letter. Also, separately mention the list of at least such Government Organisations/ISO 9001-2008 certified Private Organisations	Annexure ‘E’/Page No.

6	Annexure IV (Technical Bid) – 4 Undertaking that the vendor should not enter into sub-tender with third party or Franchisee for which he/she should submit an undertaking along with the bid	Annexure ‘F’/Page No.
7	Annexure IV (Technical Bid) – 5 Copy of PAN Card & IT returns for last 3 years in the name of the company	Annexure ‘G’/Page No.
8	Annexure IV (Technical Bid) – 6 Copy of GST Registration	Annexure ‘H’/Page No.
9	Annexure IV (Technical Bid) – 7 Declaration stating that all the Terms, conditions and scope of work mentioned in Annexures of the tender are acceptable	Annexure ‘I’/Page No.
10	Annexure IV (Technical Bid) – 8 No. of Engineers and Asst. Engineer	Annexure ‘J’/Page No.
11	Annexure IV (Technical Bid) – 9 Whether the vendor is debarred/terminated/blacklisted from any previous year, if Yes, provide details	Annexure ‘T’/Page No.

The proposed dates for various stages are given below :

Details	Date
Issue of Tender	12.04.2022
Dates of Inspection by Vendors	13.04.2022, 18.04.2022 & 19.04.2022
Submission of bids	By 20.04.2022 12:00 pm
Opening of Technical Bids	20.04.2022 3.00 pm
Opening of Financial Bids	21.04.2022 12:00 pm