



कार्यालय महानिदेशक लेखापरीक्षा(गृह शिक्षा एवं कौशल विकास)
नई दिल्ली-110002

**OFFICE OF THE DIRECTOR GENERAL OF
AUDIT
(HOME, EDUCATION & SKILL DEVELOPMENT),
NEW DELHI-110002**

No. ISW/HESD/CAMC/UPS/2022-23/36

Dated: 05.07.2022

Notice Inviting Tender

**Sub- Comprehensive Annual Maintenance Contract (CAMC) of Online UPSs from
06.08.2022 to 05.08.2023.**

Sealed quotations are invited from reputed firms/companies for comprehensive AMC of UPSs in the O/o-DGA (HESD), New Delhi.

क्रम सं०	ऑनलाइन यूपीएस की क्षमता	कंपनी	खरीद की तिथि	सी.ए.एम.सी.रेट
1	1 KVA	Elegant	03-03-2014	
2	2 KVA	Paradyne	17-02-2014	
3	10 KVA	Pulsetech	03-03-2014	
4	30 KVA	Powerplus	28-02-2018	

The normal contract period is for one year but may be extended or curtailed based on the performance of the agency. The terms and conditions of comprehensive Annual Maintenance contract are given in Annexure-A. Rates (for each item) should be quoted on compressive basis inclusive of all taxes. The sealed quotations addressed to the undersigned may be submitted on or before 20th July 2022 up to 12:00 noon. The bids will be opened on the same day in Room No. 248, 2nd floor. O/o the Director General of Audit (HE&SD), AGCR Building, I.P.Estate, New Delhi-110002 at 12:15 PM.

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

Encls: As above

-Sd-

Sr. Audit Officer (IS Wing)

Terms and conditions for CAMC of Online UPS

1. The period of Comprehensive Annual Maintenance Contract (CAMC) would be for one year and can be extended for a period as desired on mutually agreed terms & conditions.
2. All repairs shall be carried out on site. In exceptional cases for the reasons kept on record the equipment may be allowed to carry outside office premises for repairs. If the equipment has to be transported to company's premises for repair, the cost of such transportation will be borne by the tenderer. In such case, alternative online UPS of same capacity to be provided to the Office else recovery on pro-rata basis would be deducted for the period of non-functioning of online UPS.
3. The parts to be installed in place of defective parts should be of the same brand and specification. In case of non-availability of the replaced parts of the same brand and specification then choosing of other brand by tenderer shall be the discretion of the O/o DGA (HE&SD), New Delhi. The tenderer shall supply all parts except batteries (consumables).
4. 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. If any part gives repeated problem i.e. two repairs in a maximum period of one-month time then it must be replaced immediately by the vendor with original parts.
5. The preventive maintenance shall be provided once in a quarter. The material required for cleaning and checking should borne by the tenderer.
6. Engineer should get prior permission of Director (IS)/Sr. Audit Officer (IS)/AAO (IS) before switching off, opening any device for repair/maintenance.
7. If, for any reason, the vendor is not able to attend to the complaints/problem, the job shall be got done from some other firm or from the open market at the cost of vendor and expenditure incurred thereon shall be recovered from the vendor.
8. The vendor shall not sublet the whole or part of the work, except where otherwise provided in the contract without the prior written consent of the Director (IS) of the office. Such consent if given shall not relieve the vendor from any liability or obligation under the contract and he shall be responsible for the acts, defaults and neglects of any agents, servants and workmen as full as if they were the acts, defaults or neglects of the vendor.
9. Payment will be made after the completion of each quarter subject to satisfactory services by the vendor.
10. The vendor shall hand over all the online UPSs under its AMC to this office in working conditions on expiry of the contract.
11. The vendor shall indemnify this office against any liability of compensation due to injury to his own workmen or engineers or other persons, inside the office premises while executing the work and for any damage to the property.

12. In case of unsatisfactory maintenance, the office of the Director General of Audit (HE&SD), New Delhi has the right to terminate the contract without prior notice at any time.
13. 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.
14. Response time in call registered should not be more than 24 hours from the time of reporting of major fault by the User. In case of failure on the part of vendor to put the system in working condition, a penalty of Rs.200/- per day shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the vendor. However, the penalty clause will not be applicable if a standby UPS is provided by the contractor/vendor firm.
15. Dispute Settlement: Final authority in all disputes arising in connection in this contract vests with the Director General of Audit (HE&SD), New Delhi.
16. The firm/proprietary firm/Company should be in the business of maintenance/servicing of Online UPSs and its peripherals from last 3 years.
17. The firm/proprietary firm/Company must have Three years' experience of successfully execution of AMC work in any **Central/ State Government department /organizations /Ministries / PSUs etc. situated in the Delhi NCR in the last three years in each year during 2019-20, 2020-21 and 2021-22.** (Copy of three-year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form)

Signature of Tenderer with seal