

Office of the Pr. Accountant General (Audit), Delhi  
DGACR Building, I.P. Estate, New Delhi 110002

No. PAG(A) Delhi/IT Cell/Computer AMC/2021-23/298

Date: 17.03.2021

**Subject: - Annual Maintenance Contract for Computers and Peripherals for the period 01.04.2022 to 31.3.2023**

Sir,

This office has 99 computer and related peripherals (details enclosed in Annexure-I).

You are, therefore, requested to send your scaled quotations in the enclosed proforma addressed to Dy. Accountant General (Admn.), Room No. 401, 4<sup>th</sup> Floor, Office of the Pr. Accountant General (Audit), Delhi, D.G.A.C.R. Building, I.P. Estate, New Delhi 110002 latest by 25.03.2022. The quotations will be entertained till 4.00 P.M thereafter no quotations will be entertained. The office reserves all the rights to accept or reject any quotation or all the quotations.

Terms and conditions of the contract is enclosed.

**Encl: 1) List of the items (Annexure-I)**  
**2) Terms and Conditions (Annexure-II)**

  
Sr. Audit Officer (IT)

**Annexure-I**  
**Comprehensive Annual Maintenance Contract (CAMC) of computer and peripherals**  
**for the period 01.04.2022 to 31.03.2023**

Sl. No.	Make/ Model	Quantity	Desktops		
			Actual period for which the hardware covered for AMC	CAMC Amount for the period of complete one year (to be filled by the bidder) (in ₹)	Remarks, if any
1	Lenovo V530	4	One year		
2	DELL optiplex 3050 i5	13			
	<b>Total</b>	<b>17</b>			
<b>Server</b>					
3	HP Intel(R) Xeon(r)c5606	2	One year		
4	HP Intel Xeon	1			
5	Dell Power edge T110 II Intel	1			
	<b>Total</b>	<b>4</b>			
<b>Laptops</b>					
6	Lenovo i5 V310	11	One year		
7	HP i7 430 G4	1			
8	HP i5 pavilion convertible	1			
9	Lenovo i5	2			
10	HP i5 Notebook DA1030 TU	10			
	<b>Total</b>	<b>25</b>			
<b>UPS</b>					
11	TVS 3 KVA	1	One year		
12	Microtek 650VA	1			
13	Luminous 800 VA	27			
	<b>Total</b>	<b>29</b>			
<b>Printers</b>					
14	HP 8710 Pro Officejet All-in-One	1	One year		
15	Epson L655 All in One	4			
16	Epson L6190 All in One	2			
17	HP Laserjet 1020 Plus	5			
18	HP M 452 dw colour printer	1			
19	Lexmark CX 421 colour Laser Jet	1			
20	Lexmark B2236 DW Laser Jet	4			
21	Lexmark MS521DN	5			
	<b>Total</b>	<b>23</b>			
<b>Projector</b>					
22	Sony Projector	1	One year		
	<b>Total</b>	<b>1</b>			
	<b>GST @18%</b>				
	<b>Grand Total</b>	<b>99</b>			

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Annexure-II

**Terms and Conditions**

1. One Engineer is to be provided by the vendor for the period covering AMC at their own cost. Engineer should attend the office from 9.00 AM to 5.30 PM on all working days and in emergent situation, the services of engineer should be provided beyond office hours whenever required. In emergent situations the company has to provide services on holidays at no extra cost. If an engineer is going on leave or absent, it should be intimated to this office in advance and a suitable substitute is to be provided by the vendor immediately. Rates must be quoted including all charges.
2. Number of items for AMC can be increased or decreased during the Contract period.
3. Completion period may be extended in special circumstances by the Customer at the same rate of agreement. The Second Party shall not claim any further extension for completion of work before the said stipulated period.
4. **Security Deposit:** - The Firm is required to deposit 10% of the AMC Value as Bank Guarantee after award of AMC Contract in favour of the office of the Pr. Accountant General (Audit), Delhi, DGACR Building, I.P. Estate, New Delhi 110002. This Bank Guarantee will be refunded after successful completion of the contract.
5. **Safety Measures:** - The vendor shall 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 vendor 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 vendor shall assume all liability for and give to the purchaser 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 neighbours or persons employed on the works. The vendor in carrying the works shall confirm to the statutory and other legal requirements.
6. **Sub-contract:** -The vendor/supplier shall not assign or sub-let any portion of the contract without the written approval of the purchaser.

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7. The firm should have on its payroll, an engineer having at least three years of experience and expertise in PAO 2000 account software and doing hardware and software maintenance work of desktop computers, All-in-one desktops, laptops, its peripherals laser printers, inkjets, desk-jets printers, dot matrix printers and Local Area Network (LAN) etc., trouble shooting for office. (*certificate of experience of the engineer is must*). An engineer should have deputed for this. The detail of engineer should be mentioned in bid document.
8. The company should be ISO certified.
9. Engineer deputed to this office will not be replaced without prior permission of the head of IT group of this office and the engineer taking the place should be equally qualified and experienced.
10. The charges for repair and maintenance/replacement of defective parts/components of the computers, Laptops, Printers, UPS, if any will have to be borne by the contractor except rat biting, burning of parts and consumables like printer heads, Teflon, ribbons, 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.
11. The entire responsibility for smooth working of all the Desktops computers, all-in-one desktops, Laptops, Laser Printers, Deskjet printers, UPS, Scanners, projector etc. (list enclosed) to give trouble free prompt service throughout the contact period would lie on the vendor.
12. 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.
13. In case during the period of the service contact the contractor does not rectify fault/defects pointed out to him within four hours, the job will be got done from the open market at his risk and costs.
14. 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.
15. 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 SAO (IT) at the completion of contract.

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16. The contractor shall be responsible for the loss of any Government property (Desktops/Servers/Laptops/ Printers/ UPS etc.) due to negligence on his/her representative's part and shall reimburse the cost of such property.

17. 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.

18. 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.

19. Penalty clause: -

Sl. No.	Description	Maximum free period for breakdown (includes software problems)	Rate of penalty beyond free period/ for not providing standby
1.	Desktops/All-in-one desktops	5 days	Rs. 200 per working days/per computer*
2.	Laser/Deskjet/Officejet printers)	5 days	Rs. 300 per working day/per printer*
4.	Scanners/projector	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. Your firm 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 AMC.

22. The Sr. Audit Officer (IT) of this office will judge the quality of work.

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Sr. Audit Officer  
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23. An AMC Engineer should get prior permission of Dy. Accountant General (Admn.), Sr. AO (IT), AAO (IT) 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/UPSs should be cleaned and checked thoroughly. Material required for cleaning and checking, should be brought by the firm.

25. In case of unsatisfactory maintenance, the office of the Pr. Accountant General (Audit), Delhi 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 vender 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. In case of non-availability of drivers of the computers peripherals (like HP, DELL, ACER, Zenith etc.) the contractor will have to arrange from his own resources.

31. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than 100 Computers connected in LAN under Linux/Window NT environment for at least two years consecutively.

32. Firm should be authorised supplier of any one of the companies like HP/Dell/Acer/Lenovo. The vendor will be required to liaison with the O.E.M. for Maintenance of these computers/servers/UPSs and network equipment's etc.

  
Sr. Audit Officer (IT)