

**OFFICE OF THE DIRECTOR GENERAL OF AUDIT CENTRAL RECEIPT
DGACR BUILDING, INDRAPRASTHA ESTATE,
NEW DELHI-110 002**

No. DGACR/IS/AMC/2020-21/165

Dated: 12.10.2020


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

Office of the Director General of Audit (Central Receipt) invite sealed quotations for Comprehensive Annual Maintenance Contract of computers/servers/ Printers/Scanners/LAN/stand-alone UPSs and computer peripherals (Annexure-A) in the office of the DGA (CR), New Delhi from eligible firms/companies conforming to the terms and conditions mentioned in the tender document (Annexure-B).

Sealed Quotation should be submitted on or before 26.10.2020 (11.00 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 quotation addressed to the undersigned will be opened on the same day at 15.00 hrs. The bid will be opened on the same day in IS Wing (Room No. 248) At 2nd Floor. Bid opening process can be viewed through MSTeam and invitation to which will be sent to all bidders to their respective email ID. This office would enter into contract with the prospective bidder fulfilling the required criteria and whose quotation is found to be lowest.

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

Encls: As above


12/10/2020
Asst. Audit Officer
O/o DGA (CR)

Annexure A

Sl. No.	Item of Hardware with brief configuration	Qty.	Year of Purchase	Total Purchase Cost	Rate of AMC to be filled by the Vendor	AMC due		Periodicity of payment
						From	To	
Desktop								
1.	HP i3	13	31.01.2012	453817		09.11.2020	08.11.2021	Quarterly
2.	Dell i5 All in one	1	31.10.2011	49298				Quarterly
3.	HP 8200 Elite (i3)	5	04.03.2013	167213				Quarterly
4.	HP 8300 (i5)	23	14.03.2014	1310400				Quarterly
5.	HP (i5)	2	03.11.2014	98290				Quarterly
6.	HP (i5)	27	30.09.2017	1215000				
7.	HP (i3)	15	13.01.2016	612312				Quarterly
Total Desktop		86		3906330				
Printers								
8.	Samsung ML 3310	1	16.08.2018	11000		09.11.2020	08.11.2021	Quarterly
9.	HPLJ 2015D	4	26.04.2006	54200				Quarterly
10.	CANON LBP613CD W	1	07.09.2018	35000				Quarterly
11.	HP 1505	3	28.03.2008	21105				Quarterly
12.	HPLJ P1007	13	31.12.2009	71500				Quarterly
13.	HP 2055	2	25.03.2010	41754				Quarterly
14.	HPLJ 1606 DN	2	30.03.2011	23323				Quarterly
15.	HPLJ 1606 DN	3	26.08.2010	34984				Quarterly
16.	HP CLJ 2025	1	30.03.2011	35450				Quarterly
17.	HPLJ 1536 DNF	2	14.06.2011	37842				Quarterly
18.	HP Inkjet 6525	1	28.12.2019	7900				Quarterly
19.	HP DJ 1050	1	30.01.2012	3039				Quarterly
20.	Samsung ML 3310	5	04.03.2013	55388				Quarterly

21.	Lexmark MS 310	3	17.02.2014	40005			Quarterly
22.	Lexmark CS 310	2	05.03.2014	54600			Quarterly
23.	Brother HL 2250 DN	4	17.02.2014	35000			Quarterly
24.	Brother HL 2250 DN	10	10.02.2017	86000			Quarterly
25.	Brother HL 6700	1	10.02.2017	53550			Quarterly
26.	Laser CP 2025 DN	1	31.01.2012	35450			Quarterly
27.	HP 202 DW	5	10.03.2018	72890			Quarterly
28.	HP 277 DW	1	13.03.2018	66600			Quarterly
Total Printers		66		841596			

Misc

29	HP 5590 ADF	1	17.02.2014	26720			Quarterly
30	HP 5590 ADF	2	02.12.2014	52584			Quarterly
31	Brother Ads 2100	2	20.09.2017	39200	09.11.2020	08.11.2021	Quarterly
Total		5		118504			Quarterly
Note: The items may be increased or decreased							Quarterly

Annexure B

Sub: Annual Maintenance Contract for computers, peripherals and LAN connections

Terms and Conditions

1. One qualified and experienced Resident Engineer (RE) is to be provided by the vendor for the period covering AMC. RE should attend the office from 9.00 AM to 5.30 PM on all working days and in emergent situation, the services of RE should be provided beyond office hours whenever required. In emergent situations the company has to provide services on holidays at no extra cost. If RE is going on leave or be 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. In such scenario the payment would be made on proportionate basis.
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. **The firm/company shall ensure payment of minimum wages and other statutory dues payable to the Resident engineers. The price quoted in the bid should include any future increase in the minimum wages.**
5. **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 Director General of Audit (Central Receipt), DGACR Building, I.P. Estate, New Delhi 110002. This Bank Guarantee will be refunded after successful completion of the contract.
6. **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 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 conform to the statutory and other legal requirements.

7. **Sub-contract:-**The vendor/supplier shall not assign or sub-let any portion of the contract without the prior written approval of the purchaser.
8. The firm should have on its payroll, an engineer having at least three years of experience and expertise in COM DDO and PFMS account software and doing hardware and software maintenance work of desktop computers, laptops, its peripherals laser printers, inkjets, desk-jets printers, dot matrix printers and Local Area Network (LAN) etc., trouble shooting for office. .
9. The company should be ISO certified.
10. 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.
11. The charges for repair and maintenance/replacement of defective parts/components of the computers, Printers, UPS, HUB, if any will have to be borne by the contractor except rat biting, burning of parts and consumables like printer heads/scanning unit in laserjet, 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.
12. The entire responsibility for smooth working of all the Desktops computers, Laser Printers, Deskjet printers, UPS, Scanners, External Hard Disk and Networking items, etc. (Annexure A) to give trouble free prompt service throughout the contact period would lie on the vendor.
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 contract 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 cost.
15. In case the contractor's 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 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) 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 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.

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 wherever this office is having permanent office in Delhi/NCR. 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. 300 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 firm will be paid in four equated quarterly installments for the four quarters at the end of each quarter and last quarter installments would be paid on successful completion of the AMC.

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

23. RE should get prior permission of Director (IS)/Sr. AO (IS)/AAO (IS) before doing any major work like formatting of hard disk, new LAN/Internet connection, installation/removal 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 should be cleaned externally 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 Director General of Audit (Central Receipt) 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 tantamounts to the acceptance of all terms and conditions of the contract as above.
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 at least one running Annual Maintenance Contract connected in LAN under Linux/Window NT environment.
32. Unrealistic rates quoted by the bidders shall not be considered by the DGACR. Therefore, bidders are required to quote realistic rates keeping in view the cost of deployment of service engineers and other staffs 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 skilled/ qualified persons, (2.) ESI, (3.) EPF, (4.) EDLI & admin charges (5) Service Tax, (6) bonus etc.
33. The Contractor shall also abide by and comply with the Labour Laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax and Minimum Wages Laws, Contractor Labour (Regulations Abolition 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 DGACR. 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.
34. The firm should be registered with ESIC/EPFO.