



DIRECTORATE GENERAL OF VIGILANCE (HQ)
CUSTOMS & CENTRAL EXCISE,
2nd & 3rd FLOOR, HOTEL SAMRAT,
KAUTILYA MARG, CHANAKYAPURI,
NEW DELHI - 110021.

F. No V-500/265/2017/AMC

Date: 22/09/2017

Subject: QUOTATION FOR THE Comprehensive AMC OF COMPUTERS, PRINTERS, UPS & SCANNER-

Directorate General of Vigilance (Hqrs.), 2nd and 3rd Floor, Hotel Samrat, Chanakyapuri, Delhi invites quotations in sealed cover for allotment of the **Comprehensive Annual Maintenance contract (C-AMC)** for its Computers, Printers , UPS, Fax Machines and Scanner installed at the address mentioned above. List of items to be maintained is as follows:

S.No	EQUIPMENTS	NUMBERS
1	Desktop computers	48
2	Printers (Desktop and Inkjet)	42
3	Computer All in one	01
4	UPS	36
5	Fax Machine	03
6	Laptops	16
7	Scanner	02

2. GENERAL CONDITIONS

- a) Interested agencies are requested to submit their quotations/tender in a sealed cover duly super scribed '**Quotation for Comprehensive AMC for Computers, Printers, UPS, Fax Machine, and Laptops.**'
- b) The quotations in sealed covers should be sent to this office addressed to the Additional Director General (Hqrs.), Directorate General of Vigilance, 2nd and 3rd Floor, Hotel Samrat, Chanakyapuri, Delhi - 110021.
- c) The quotations may be sent by post or delivered in the drop box placed in Room No. 313 at the above office address.
- d) The quotation in the sealed cover containing the financial and technical bids must reach this office **on or before 05.10.2017 before 3 pm**. Bids received after the due date/time shall not be entertained.
- e) The received bids shall be opened in this office on 06.10.2017 at 12:00 Noon in the presence of the authorized representatives of the bidders.

- f) The bidder will have to be present in person or through an authorized representative on the aforementioned time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason.
- g) Bids received after due date, bids not contained in a sealed envelope, incomplete quotations, bids not accompanied with the required and supporting documents or quotations or received after the stipulated time shall be summarily rejected without assigning any reason and without any communication.
- h) The validity of the quotation shall be for 3 months from the date of its receipt in this office.
- i) The rates quoted shall be valid for one year from the date of awarding the work for Directorate General of Vigilance (Hqrs.), 2nd and 3rd Floor, Hotel Samrat, Chanakyapuri, Delhi

3. **TERMS AND CONDITIONS:**

- i. The selected agency will be responsible for repair/maintenance work of the computers and Peripherals including replacement of defective parts (Except consumable) at their own cost. The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
- ii. The contract will be awarded for one year from 01/10/2017 to 30/09/2018 or from the date of acceptance of the contract.
- iii. The contractor would carry out preventive maintenance of each machine once in every month in order to forestall any major failure of the same.
- iv. Contractor should also ensure proper cleaning of machines with special solution on monthly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.
- v. The charges for repair and maintenance /replacement of defective parts/components of the Computers, Printers, Scanner, Fax Machine, Laptops and UPS, if any, shall be borne by the contractor during the period of the contract. To the extent possible all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
- vi. No transportation charge/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
- vii. A dedicated person service engineer will be provided by the contractor from 9.30 AM to 6.30PM on all the working days and even on holidays or beyond office hours, if need arises, to attend to the day to day maintenance issues or he will be available within two hours of lodging the complaint and his contract details be provided to this office. In addition, the deputed engineer should be able to load or reload and attend to other minor problems related to software such as Windows, MS office, Antivirus and also internet connectivity.
- viii. In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of their being lodged. In case any complaint is not attended to /rectified with 48 hours, or in case standby is not provided and the item is not usable beyond the 48 hours the contractor shall be liable to pay penalty @ Rs. 200/- (Rupees Two Hundred only) per day. The amount of penalty will be either recovered from the C-AMC charges/bills.
- ix. If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.

- x. The designated caretaker of this office will be authorized to lodge the complaint to Agency on Email/Telephone call/SMS or in written form. If the complaint is reported before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodged after 3.00 pm should be attended before 11.30 am of the following working day.
- xi. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges. ‘
- xii. DGoV may, in its own discretion, add more computers to the C-AMC or withdraw some or all the equipments from AMC.
- xiii. The rates once approved will not be enhanced by the C-AMC provider in any case during the currency of the contract.
- xiv. The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
- xv. Wherever during the period of the contract the contractor does not rectify the fault /defects/ brought to his notice within a reasonable period of time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor’s risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractor’s services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week’s notice and the work shall be got done from the open market at the contractor’s cost.
- xvi. Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
- xvii. At the time of expiry of the contract, the contractor would be required to hand over the department’s property in perfect working condition.
- xviii. The contractor shall be responsible for the loss of any Government property due to negligence on his or his representative’s part while maintaining the machines.
- xix. No advance payment will be made in any case. The payments will be released on monthly basis after making statutory deductions like TDS, Work contract Tax etc. and at the end of each calendar quarter.
- xx. The Bills shall be raised by the contractor on a quarterly basis and at the end of the contract during the second week of the last quarter.
- xxi. A probationary period of 1 (one) month AMC shall be awarded first. If dissatisfied with their provided service within one month, the subject AMC may be terminated without any prior notice by the competent authority. After satisfactory period of one month service, the preceding month will be taken into account in 1 (one) year of AMC.
- xxii. The successful bidder should furnish Performance Security of the value of 5% of Contract value in the form of Bank Guarantee from a Nationalized Bank drawn in favour of Pay & Accounts Officer, DGICCE, New Delhi at the time of awarding the contract. The performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract.

4. **ELIGIBILITY /QUALIFICATION CRITERIA:**

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate

or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.

2. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, software, Laptops and peripherals similar to the existing IT Hardware in this office.
3. The bidders who are registered/approved by any Government department/organization will be given preference.
4. The firm should have an experience to execute the similar work in Government /PSU or any org./Dept. The firm may enclose sufficient documents regarding execution of Government work order etc.
5. All bidders must enclose GST registration certificate along with the tender documents.

6. SCOPE OF WORK

- A. Maintenance & service of Desktops/PCs/ LaserJet/ DeskJet Printers/ HP Officejet (All in one i.e. Fax, Printer, Scanner, Copier)/Scanner/ Laptops/ Fax Machine/UPS (Excluding replacement of batteries) installed at the office of DGoV, Hotel Samrat, Chankyapuri, New Delhi as and when required.
- B. The bidder should be fully responsible for functioning of internet connectivity for all users.
- C. Installation of Anti Virus, MS-Office and other required softwares in all desktops of users and further updating as and when required (Antivirus, MS-Office and other software licenses will be provided by this office).

7. LIST OF ITEMS UNDER Comprehensive AMC FOR COMPUTERS & PERIPHERALS

S.No	Particulars	Models	Nos.
1	Desktop computers	HP, HCL, Acer, Wipro, Fujitsu etc.	48
2	Printers (Desktop and Inkjet)	HP Laserjet MFP M226, 1020, 1007, 1505 etc.	42
3	Computer All in one	HP All in one	01
4	UPS	Microtek, Luminous, APC, AAR etc	36
5	Fax Machine	HP, Cannon	03
6	Laptops	HP, Acer etc.	16
7	Scanner	Cannon, HP	02

Copy to:

1. Notice Board.
2. Web Manager, Directorate General of System & Data Management, 4th & 5th Floor, Samrat Hotel, Chanakyapuri, New Delhi-110021 for wide publicity through departmental website.

ANNEXURE-A

Form for Technical Bid

[Technical requirement for awarding of Annual Maintenance Contract]

S.No.	Items	Information's
1	Name of the Firm	
2	Registered address / Telephone NO. / Fax No. / E-mail ID of the firm	
3	Other Address, if any branches with their Tel. No. Fax. No.	
4	PAN No. of the Firm (Please attach photocopy of PAN card)	
5	GST Regd. No. of the Firm (Please attach photocopy of GST Registration Certificate)	
6	Total No. Engineers and other staff working in the Firm	
7	Wheteher the Firm is in the business of maintenance of Computers and its peripherals at least for the last 3 years. (If yes, please (Please attach supporting documents for verification).	

8	Whether the Firm have undertaken Annual Maintenance Contract with at least 3 Central / State / Government Departments Offices during the last three years. (If yes, please (Please attach supporting documents for verification).	
9	Whether the Firm have undertaken Annual Maintenance Contract for desktop Computers / Laptop / Printers / Scanner / UPSs in a Central / State Government Departments Offices, in any of the previous three (3) years in Delhi and have provided support from their local offices at the designated customer sites. (If yes, please (Please attach supporting documents for verification).	
10	Information regarding any litigation, current or in the past in which the bidder was/is involved, the Names and address of the opposite party(s) case number and court in which pending and the deputed amount.	
11	Details regarding any work order/contract that was abandoned by the bidder at any stage or withdrawn from, prematurely terminated or resulted in inordinate delay alongwith reasons for the same (copies of relevant documents to be enclosed).	
12	Information regarding the proceedings for Bankruptcy, insolvency or winding up, if any, in which the bidder is, was involved.	

Note: For rejected Technical bids, respective Financial Bids will not be opened.

Declaration: We hereby agree to provide maintenance service as per the terms and conditions of this tender document and our company does not have any others terms and conditions of its own in respect of the quotation being submitted for the annual maintenance contract.

Signature of the Proprietor / Director /
Authorized representative

Full Name:

Seal:

Place:

Date:

ANNEXURE-B

Form for Financial Bid

The rate inclusive of all taxes should be quoted for maintenance service which include monthly preventive maintenance service and breakdown maintenance of the computer / Laptops / Hardware / Software items (including Monitor, Key Board, Mouse, LAN Card, Networking cables, operating Systems etc.) along with Printers (excluding Printer cartridge) / Scanners /Fax/ All in one/ UPS installed in this office on as is where basis.

S.No.	Item of work	Rate per machine per month	Total Rate for all machines per month	Total Rate for all machines per year
1	Desktop Computers of different Models			
2	Laptops of different Models			
3	Printers of different Models			
4	Scanners of different Models			
5	UPS of different Models			
6	Fax Machines			
7	All-in-one Computers			

Total AMC Cost (inclusive of all taxes, charges) for 1 year from date of order:	In digits Rs. _____/- Rupees _____ (in words)
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Signature of authorized signatory with date:

Name:

Designation:

Company (with Seal of the company):

Address:

ANNEXURE-C

Declaration by the Bidder

This is to certify that I/We.....S/W/H/of.....and Proprietor/Director/Authorized signatory of the agency/Firm mentionedis competent to sign the declaration and execute this Tender document. I/We after going through the “Terms & Conditions” have furnished the above information accurately and truthfully. I/We have signed this tender after reading and fully understanding all the Terms and Conditions mentioned in Annexure-A contained in the tender document and undertake myself/ourselves to abide by them. I/We are well aware that furnishing of false and misleading information/fabricated documents would lead to rejection of my tender at any stage.

Date: -

(Signature of Tenderer with Seal)

Name:-

Seal:-

Address/Phone No. (O)/Mobile No.:-