

F.No. 900/08/Admn./HRD/12  
Directorate General of Human Resource Development  
Infrastructure & Welfare Wing  
Customs and Central Excise  
Plot No.C-4, West Wing,  
Ground Floor, IRCON Building, Saket  
New Delhi-110017

Dated: .03.2014

**Sub: QUOTATION FOR THE AMC OF COMPUTERS, PRINTERS, UPS & SCANNER.**

Directorate General of Human Resources Development((I&W Wing) ,Saket, Delhi, invites quotations in sealed cover for allotment of the **Annual Maintenance Contract (AMC)** for its Computers, Printers, UPS & Scanner installed at the address mentioned above. List of items to be maintained is as follows:-

| S.No. | EQUIPMENTS                  | NUMBERS |
|-------|-----------------------------|---------|
| 1.    | Desktop computers           | 40      |
| 2.    | Printers (DESKTOP & INKJET) | 30      |
| 3.    | UPS                         | 41      |
| 4.    | Fax Machine                 | 04      |

**2. GENERAL CONDITIONS:**

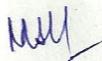
- a) Interested agencies are requested to submit their quotation/tender in a sealed cover duly super scribed "**Quotation for AMC of Computers, Printers and UPS**".
- b) The quotations in sealed covers should be sent to this office, addressed to the Additional Director General (Infrastructure & Welfare Wing), Directorate General of Human Resources Development, Customs & Central Excise, C-4, IRCON Building, Ground Floor, District Centre, Saket, New Delhi – 110017.
- c) The quotations may be sent by post or delivered at reception 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 26.03.2014 before 12 noon. Bids received after the due date/time shall not be entertained.

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- e) The received bids shall be opened in this office on 27.03.2014 at 03.00 P.M. in the presence of the authorized representatives of the bidders. All the bidders are informed
- 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 quotation, bids not accompanied with the required and supporting documents or Quotations or received later than 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 Human Resources Development, Customs & Central Excise, Saket, New 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 consumables) 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 contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause
- iii) The charges for repair and maintenance/replacement of defective parts/components of the Computers, Printers, Scanner 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.
- iv) No transportation charges/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.



- v) A dedicated person service engineer will be provided by the contractor from 10.30 AM to 5.30PM 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 contact 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.
- vi) 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 within 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 AMC charges/bills.
- vii) 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.
- viii) The designated Caretaker of this office will be authorized to lodge the complaint to Agency on 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.
- ix) 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.
- x) DGHRD may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
- xi) The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
- xii) The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
- xiii) 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.
- xiv) At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.



- xv) The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
- xvi) No advance payment will be made in any case. The payments will be released on quarterly basis after making statutory deductions like TDS, Work Contract Tax etc. and at the end of each calendar quarter.
- xvii) 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.

**(4) ELIGIBILITY/QUALIFICATION CRITERIA:**

1. 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.
2. The bidders who are registered/ approved by any Government department/organization will be given preference.
3. 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.
4. All bidders must enclose **VAT registration and service tax registration certificate** along with the tender documents.

**(5) SCOPE OF WORK:**

- A. Maintenance & service of Desktops PCs/CPU/ Laserjet & Deskjet (HP) Printers/ HP Officejet J3508 (All in One i.e. Fax, Printer, Scanner, Copier)/Scanner/UPS {excluding replacement of batteries} installed at the office of DGHRD, Saket, as and when required.
- B. The bidder should be fully responsible for functioning of Internet connectivity for all users.
- C. Installation of Antivirus in all desktops of users and further updating, as and when required (Antivirus license will be provided by this office).

*Handwritten signature*

(6) LIST OF ITEMS UNDER AMC FOR COMPUTER & PERIPHERALS

| Sl. No. | Particulars         | Models                                       | Nos. |
|---------|---------------------|--|------|
| 1.      | Desktop             | HP, HCL, Evolv, Wipro, Fujitsu etc.          | 36   |
| 2.      | CPU                 | HP, HCL, Wipro, Acer, Evolv etc.             | 36   |
| 3.      | Computer All in one | HP all in one                                | 04   |
| 4.      | UPS                 | Microtek, Luminous, APC etc.                 | 41   |
| 5.      | Printer             | HP Laserjet 1020,1007,1505 etc.              | 21   |
| 6.      | Printer             | HP Deskjet 4688, 4250 etc.                   | 04   |
| 7.      | Printer             | Laserjet HP all in one 7590, 1415, 1025 etc. | 05   |
| 8.      | Fax Machines        | Panasonic 933, 983 etc.                      | 04   |

*Meenu S Kumar* 5/3/14

(Meenu S Kumar)

Addl. Director (I&W); DGHRD.  
Ph: 011-29561870

Copy to:

1. Notice Board.
2. Web Manager, Directorate General of System & Data Management, 4<sup>th</sup> & 5<sup>th</sup> Floor, Samrat Hotel, Chankyapuri, New Delhi –110021 for wide publicity through departmental website.
3. CPPP – Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)).