

कार्यालय महानिदेशक लेखापरीक्षा,
उद्योग एवं कॉरपोरेट कार्य,
ऑडिट भवन, आई.पी. एस्टेट,
नई दिल्ली-110002

[Tender Notice No. EDP CENTRE/AMC/389/2025-26/ dated: -]

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

On behalf of the **Director General of Audit, Industry & Corporate Affairs, New Delhi** sealed tenders for Comprehensive Annual Maintenance Contract (CAMC) for Computers/Laptops, Printers, Scanners, etc. at this Office are invited in **Two Bid System**. The terms and conditions of this contract applicable for technical/pre-qualification and price schedule are given in the tender document (uploaded on our web-site - <https://cag.gov.in/cen/new-delhi-i/en>).

If you are interested to quote for CAMC in accordance with the requirements stated, please submit your tender with the prescribed Tender Acceptance letter, downloaded from website, in original, on or before the prescribed date and time indicated in the terms and conditions of the contract.

Sd/-
Sr. Audit Officer (EDP)



TENDER DOCUMENT

for

**Comprehensive Annual Maintenance
Contract of Desktops, Laptops, Printers,
Scanners, UPS etc.**

at

**Office of the Director General of Audit,
Industry and Corporate Affairs,
Audit Bhawan, I.P. Estate, New Delhi – 110002**

Name and address of Tenderer

M/s _____

TENDER FORM

From

.....

To

**The Director (EDP),
O/o The Director General of Audit (Industry & Corporate Affairs)
Audit Bhawan, I.P. Estate,
New Delhi - 110002.**

**Sub: Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers,
Scanners, UPS etc.**

Dear Sir,

I/We offer to supply the items/services detailed in the schedule and agree to hold this letter open up to 30 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period.

I/We have understood the instructions and conditions for the contract pertaining to the above-mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement.

Copies of the necessary certificate as asked for in the terms and conditions have also been enclosed with the tender.

Signature

NAME

ADDRESS.....

PHONE NO.....

FAX NO.....

Office Seal

Tender for Comprehensive Annual Maintenance Contract (CAMC) for
Desktops, Laptops, Printers, Scanners, UPS etc. at
O/o the DGA (ICA), New Delhi.

Price Schedule Part A (List of items)

S. No.	Hardware Items	Date of Purchase	Qty	Date of Commencement of AMC	Rate of AMC (to be filled by Vendor)
Desktops					
1	HP280 G4MT	03.10.2019	12	01.04.2025	
2	Dell Vostro 3888 i5	16.03.2021	03	01.04.2025	
3	Dell OptiPlex 5480 AIO	12.07.2021	03	01.04.2025	
4	Dell OptiPlex 5490 AIO	15.10.2021	01	01.04.2025	
		Total	19		
Printers					
1	Brother Color MFC-T910 DW	13.12.2019	06	01.04.2025	
2	Canon LBP 226 UFR	24.08.2021	04	01.04.2025	
3	Canon LBP 226 dw	28.02.2022	05	01.04.2025	
		Total	15		
Laptops					
1	Lenovo Intel Core i5	27.09.2021	07	01.04.2025	
2	HP Core i7-11 th Generation	05.08.2021	01	01.04.2025	
3	Apple Mac Book Air	21.03.2023	01	01.04.2025	
4	Apple Mac Book Air	01.12.2023	01	01.04.2025	
5	Acer Intel Core i5	28.02.2022	01	01.04.2025	
6	Acer Intel Core i5-11 th Gen	17.03.2022	01	01.04.2025	
		Total	12		
Scanner					
1	HP Scanjet pro-3000	26.11.2019	03	01.04.2025	
2	Canon 19 Scanners with Windows 8.1 (DRC230)	04.02.2022	03	01.04.2025	
3	Canon 19 Scanners with Windows 8.1 (DRC230)	11.03.2021	03	01.04.2025	
4	Avision CMS 600 DPT Tabletop Book Scanner	22.03.2024	01	01.04.2025	
		Total	10		
UPS (Online/Offline)					
1	Cyber Power 1.0/800 (KVA/VAH)	28.09.2019	06	01.04.2025	
2	Microtek 0.65/400(KVA/VAH) Interactive UPS	15.03.2021	80	01.04.2025	
3	BPE 0.65/400 (KVA/VAH) Interactive UPS	04.01.2022	13	01.04.2025	

4	BPE Line Interactive UPS with AVR of 0.65 KVA	24.03.2023	24	01.04.2025	
5	Eaton 9E-6000 6 KVA UPS	05.03.2021	01	01.04.2025	
6	Eaton 9E-1000 1 KVA UPS	05.03.2021	04	01.04.2025	
		Total	128		

Annexure-I

Price Schedule (List of items)

S. No.	Hardware Items	Date of Purchase	Qty	Date of Commencement of AMC	Rate of AMC (to be filled by Vendor)
Desktop					
1	Dell i5 OptiPlex 5480AIO	07.02.2021	01	08.02.2026	
2	Acer AMD Ryzen 3 5300G	20.02.2023	62	21.02.2026	
Printer					
1	MF445 dw-Legal 57H	22.02.2021	02	23.02.2026	

वरिष्ठ लेखापरीक्षा अधिकारी
(ई.डी.पी.)

**Tender for Comprehensive Annual Maintenance Contract (CAMC) for
Desktops, Laptops, Printers, Scanners, UPS etc. at O/o the DGA (ICA), New Delhi.**

PRICE SCHEDULE (PART B)

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available, use separate sheets).

SCHEDULE: Last Date of Receipt of Tender: As per GeM Bid Document.

1.	Company Name & Address			
2.	Company Profile			
3.	GST Registration			
4.	Income Tax PAN No.			
5.	Company Status (Prop. /Pvt./Ltd.)			
6.	Registration details in State/Central Govt.			
7.	No. of Engineers & Technicians in the firm			
8.	Any other Information			
9.	Price for AMC of Computer hardware & Peripherals			
	Total Amount of CAMC (Total from Price Schedule Part A) (a)	Applicable GST (b)	Total Amount for Resident Engineer as per Minimum Wages by the Govt. of NCT of Delhi (c)	Amount of Tax (d)
				Total Amount (a+b+c+d)

It is certified that the above information is correct, and the firm is willing to accept all the terms and conditions of the tender document.

SIGNATURE

NAME

ADDRESS

PHONE NO.

FAX NO

Office Seal

कार्यालय महानिदेशक लेखापरीक्षा,
उद्योग एवं कॉरपोरेट कार्य,
ऑडिट भवन, आई.पी .एस्टेट,
नई दिल्ली-110002

GENERAL TERMS AND CONDITIONS

1. The period of the award of the contract will be initially for one year (01.04.2025 to 31.03.2026). However, the same may be extended for the next one year based on satisfactory services provided by the firm.
2. Copy of PAN/TIN/GST and Income Tax Clearance Certificate for the last one year must be attached.
3. This office reserves the right to accept or reject any or all the quotations. Moreover, 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.
4. 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.
5. The rates are to be quoted both in words and figures. No figure or word should be overwritten.
6. The work order will be issued to the Successful bidder only after verification of the original documents.
7. At any point in time, the contract may be terminated without assigning any reason thereof.
8. All typographical errors are subject to corrections.
9. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
10. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm at its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
11. After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. He will obtain a certificate to this effect from the Sr. AO (EDP) at the completion of the contract. Otherwise, this

Office reserves the right to get faulty machines repaired by any other firm at the cost of CAMC firm.

12. Any due amount shall have to be paid by the firm (holding CAMC before handover) for which this Office shall adjust from the Security Deposit or from the running bills of CAMC.

13. One qualified semi-skilled and experienced Resident Engineer (RE) shall be provided by the vendor for the period covering AMC. RE should be in the office from 9.00 AM to 5.30 PM on all working days and the service of RE can be taken beyond office hours in emergent situations. In such a situation, the company shall provide services on holidays at no extra cost. If RE goes on leave or is absent, it shall be intimated to this office in advance and a suitable substitute will be provided by the Vendor immediately. Rates must be quoted including all charges.

14. Number of items for AMC can be increased or decreased during the Contract period.

15. The firm/company shall ensure payment of minimum wages and other statutory dues payable to the Resident Engineer. The wage payment proof of Resident Engineer should be provided to this office on monthly basis. The price quoted in the bid should include any declaration regarding a future increase in the minimum wages.

16. **Security Deposit:** - The vendor shall provide a Bank Guarantee of 10 *per cent* of the Contract amount or Rs 10000/ (Rupees ten thousand), whichever is higher, in favor of the Office of the Principal Director of Audit, Industry & Corporate Affairs, AGCR Building, New Delhi 110002. This Bank Guarantee will be refunded after successful completion of the contract.

17. The firm should have on its payroll, an engineer having at least three years of experience and expertise in PFMS account software and doing hardware and software maintenance work of desktop computers, laptops and its peripherals, laser printers, dot matrix printers and Local Area Network (LAN) etc., trouble shooting for Government office.

18. The engineer deputed to this office will not be replaced without prior permission of the head of the IT group of this office and the engineer taking his place should be equally qualified and experienced.

19. In case the contractor's services are found unsatisfactory, this Office will terminate the contract on its own and accordingly the contractor will be informed. The work shall be got done from the open market at the contractor's risk and cost. This may also entail forfeiture of the Bank Guarantee furnished by the vendor.

20. The contractor shall be responsible for the loss of any Government property (Computers/Server/Laptops/Printers, projector and scanner, video etc.) due to negligence on his/her representative's part and shall reimburse the cost of such property.

21. 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.

22. 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.

23. Penalties shall be levied for complaints which are not attended within the stipulated time, as indicated below:

Sl. No.	Description	Maximum free period for repair (includes software problems)	Rate of penalty beyond free period/ for not providing standby
1.	Laptop/Desktop computer	5 days	Rs. 200 per working day/per computer/Laptop*
2.	Laser printer	5 days	Rs. 300 per working day/per printer*
3.	UPS	5 days	Rs. 100 per working day/per UPS*
4.	Projector/Scanner	5 days	Rs. 100 per working day/per scanner.

* Standby items should be provided in good working condition of equivalent or better configuration.

24. No advance payment in any case would be made to the vendor. The firm shall be paid in four equated quarterly installments for the four quarters at the end of each quarter and the last quarter installment would be paid on successful completion of the AMC.

25. The Sr. Audit Officer (EDP) of this office would assess the quality of work.

26. RE should get prior permission of competent authority before doing any major work like formatting of hard disk, new LAN/Internet connection, installation/removal of any application/software, upgradation of RAM/HDD etc. in any PCs/Servers.

27. In case of any dispute or any difference arising at any time between the parties in respect of this contract, the same shall be resolved by mutual discussion and if not resolved then only Courts of Delhi only shall have jurisdiction in all matters arising out or connected with this contract.

28. Unrealistic rates quoted by the bidders shall not be considered by this Office. Therefore, bidders are required to quote realistic rates keeping in view the cost of deployment of Service Engineer and other staff including statutory compliance on the part of bidding firm on account of payment of latest notified Minimum Wages by the Govt. of NCT of Delhi applicable for semi-skilled/ qualified persons.

29. The Firm must not be blacklisted/ debarred by any Govt. Department/Public sector Undertaking.

30. In case the information provided by the Vendor is found incorrect/untrue or found violated, then this Office shall, without giving any notice or reason, reject the bid or terminate the contract.

हस्ताक्षर

**वरिष्ठ लेखापरीक्षा अधिकारी
(ई.डी.पी.)**

**कार्यालय महानिदेशक लेखापरीक्षा
उद्योग एवं कॉरपोरेट कार्य
ऑडिट भवन, आई.पी. एस्टेट,
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SCOPE OF WORK

1. The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
2. The vendor shall carry out preventive maintenance service every month for the Desktop Computers / peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard / mouse for proper operation. (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.
3. The AMC being Comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
4. 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.
5. The charges for repair and maintenance/replacement of defective parts/components of the computers, Printers, if any will have to be borne by the contractor except rat biting, burning of parts and consumables like cartridges/toners and batteries during the period of contract. No transportation charges towards cartage of any component for removal to workshop for repairs shall be payable.
6. AMC shall cover all parts i.e. including all plastic parts for smooth and continuous functioning of the equipment except Toner/cartridge of the printers. However, the notional cost of repair/service and that of parts replaced etc. may be communicated to this office for record purposes.
7. Spare parts supplied by the vendor in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.

8. The service provider will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In the event of replacement, the defective spares covered under this contract shall remain the property of this Office.
9. 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 part.
10. The vendor shall provide all assistance in upgradation of hardware on an actual cost basis during the period of A.M.C. as per the requirement of this office.
11. The vendor shall not sub-contract/outsourced the hardware maintenance jobs to any other agency.
12. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint. In case the Service Provider does not rectify fault/defects pointed out to him till this time, the job will be got done from the open market at his risk and cost.
13. In case of Hard disk failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
14. The vendor should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the Office.
15. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.
16. The total number of machines may increase or decrease subject to actual requirement at the time of issuing a work order. There are a few machines which are under warranty. In future, as and when the warranty of these machines is over, systems will come under CAMC as per approved rates for which intimation by this Office will be communicated to the firm.

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General Terms and Conditions for UPS AMC

1. AMC will be valid for **Twelve Months (01.04.2025 to 31.03.2026)**.
2. No payment will be made in advance w.r.t. AMC. Payment will be made on a quarterly basis (at the end of every quarter).
3. Response time for attending complaint will be 4 hours from the time of request.
4. Resolution time of complaint will be 24 hours after complaint is lodged. Any delay in attending the complaint may lead to a fine of Rs. 100 per day.
5. Vendors may visit and service the UPS on a Monthly basis.

Scope of Work for UPS AMC

1. Cleaning up of Unit, Air Filter, and Visual inspection to check any deformation.
2. Checking and Adjustment (if needed) of Power parameters like input. Output, DC voltage & Current.
3. Checking and Adjustment (if needed) of Control parameters on different PCBs.
4. Tightness of all connection, if shut down possible.
5. Checking of Rectifiers, inverters, Fan's, Power supplies, Contactors, Sticking or welded relays. Replace it if needed. (If Shut Down Allowed) Functional Checking up of inverter section.
6. All functional check of load transfer between Mains to battery and vice versa.
7. Discharge test of battery with UPS load and Redundancy check in case of parallel operation (with Customer approval).
8. UPS Output Load balancing evaluation. Suggest for correction if needed.
9. Battery health Check-up will be Carried out.
10. For Offline UPS (6 KVA and 1 KVA or less than 1 KVA) batteries and cable shall be included in the AMC.
11. Replacement of parts and components as and when necessary for preventive and breakdown maintenance will be done free of cost and will be part of the Comprehensive Annual Maintenance contract. It also includes the filter of the UPS.
12. Only genuine spares shall be used by the firm for replacement of parts.

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Checklist for Bidders

S. No.	Activity	Compliance (Yes/No/NA)
1.	Have you enclosed Price Schedule (Part A & B)?	
2.	Is PAN No. of bidding firm with proof attached?	
3.	Is GST number with registration certificate attached?	
4.	Have you enclosed valid ISO 9001 Certificate?	
5.	Have you enclosed the EPF & ESIC Registration Certificate?	
6.	Is each page of Tender document signed and stamped with firm/company seal?	
7.	Have you enclosed all supporting documents?	

**Name & Signature
with dated seal of Firm/Company**