

OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA
NEW DELHI – 110124

No.395 /Welfare_IT / 28/2016-17

Dated: 07/06/2016

To

All Vendors

Subject: Sealed quotations for Comprehensive Annual Maintenance of Heavy Duty UPS.

Madam/Sir,

Sealed quotations are invited through limited tender enquiry from the eligible vendors for Comprehensive Annual Maintenance following UPS installed at old building at 10 BSZ Marg, New Delhi-110 002:

S. No.	Particulars	Number of items
1.	30 KVA UPS	01
2.	06 KVA UPS	07
3.	05 KVA UPS	01

Sealed cover with superscript "Quotation for Comprehensive Annual Maintenance Contract for "UPS" addressed to Director (P) Office of the Comptroller and Auditor General of India, 9 Deen Dayal Upadhyay Marg, New Delhi-110 124 shall be submitted to Sh. Parvez Hasan, Sr. AO (Welfare-IT) in room no. 305 at 3rd floor of this office in person on or before 24.6.2016 by 3.00 PM and bid will be opened on the same day at 4.00 PM. Necessary terms & conditions of the tender are listed in the Annexures I & II (enclosed). A copy of this Tender enquiry is also available in this office website www.cag.gov.in.

Yours truly,

(PARVEZ HASAN)
Sr. Administrative Officer (Welfare_IT)

'Annexure'
(Terms & conditions)

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers/vendor will result in rejection of their tenders.
2. Copies of orders/letters of major organizations/Government Departments with which the contractor/firm is having comprehensive AMC of atleast 10 Heavy Duty UPSs for the last three years.
3. Number of Hardware/Software engineers working with contractor's organization as on date and their academic and technical qualifications.
4. The tenderer's/firm must be registered with Delhi/NCR Sales/Service Tax Department for supply/services. Copies of such certification-mentioning registration number etc. shall be furnished alongwith tender/quotation.
5. Copies of the IT returns, wherever is applicable for the last three financial years shall be furnished.
6. The tenderer/firm must submit the copies of TIN/PAN Number etc.
7. An "Earnest Money Deposit (EMD)" to the tune of Rs. 10,000/- (Rupees ten thousand only) in the form of crossed Demand Draft drawn in favour of "PAO, Pr. AG (Audit), Delhi shall be submitted.
8. The successful tenderer hereafter referred to as Contractor, has to furnish 'Bank Guarantee' for an amount equal to 10% of total contract value which will be released on completion of the warranty/support period.
9. In case the tenderer fails to cope up with the workload or does not render satisfactory services during the period of AMC, the contract awarded to him shall be cancelled without giving any notice or without assigning any reason whatsoever and the Bank Guarantee shall be encashed proportionately or in full and payment due to him, if any, shall be forfeited. In this connection, decision of the Director (P) shall be final and binding on the tenderer.
10. If any defect(s) is (are) noticed or any complaint made by the users during the warranty/support period, the levy of compensation for any dislocation of work due to delayed rectification or any other reason, will be decided by the Director (P) of this office to enforce penalty claim from the contractor.
11. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the order, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he shall be

responsible for the acts, defaults and neglects of his and any of his agents' servants or workmen.

12. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government of NCT of Delhi or Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
13. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen/engineer or to other persons inside the office premises while executing the contract and for any damage to the property.
14. AMC will be Comprehensive one and it will cover all components of UPS and its services etc.
15. All the UPS should be cleaned and checked thoroughly once in a month. Materials required for cleaning and checking of UPS should be brought by the contractor. No payment will be made for the extra visits which shall be unlimited, made by the contractor based on users' calls.
16. The performance of the AMC will be linked to the payment. 100% uptime is expected. In case, the downtime exceeds more than 15 minutes, 1% of the AMC cost will be deducted for every 15 minutes.
17. All complaints should be attended immediately. All the complaints/problems should be solved ONSITE. If any of the complaint/problem could not be solved within an hour then a suitable standby UPS will have to be provided by the contractor and the problem should be solved as early as possible.
18. Replacement of parts will be of the same model, make & capacity and the cost of replacement will be borne by the contractor.
19. The payment will be made only at the end of each quarter. If an UPS is disposed off during the period of AMC for one or the other reason, the proportionate AMC charge will only be paid. If AMC charges have been paid before the disposal of the system, then the proportionate amount is to be adjusted to the other UPSs of this office.
20. The vendor shall hand over all the Electrical installations of Ravi Tower in working condition on expiry of the contract.
21. The contract of the successful vendor shall be continued upto three year, if vendor follow all ibid terms & condition and provide satisfactory services.

(PARVEZ HASAN)
Sr. Administrative Officer (WeI_IT)