

No. /4470/DARAC/2020-21
Office of the Director General of Audit,
Defence Services, 7th Floor, 'A' Block,
Defence Offices Complex, Africa Avenue,
New Delhi-110023

Dated: - .03.2022

To

M/s.....
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Sub: - Limited tender enquiry for Annual Maintenance Contract of IT Hardware

Sir,

This office intends to conclude an Annual Maintenance Contract for maintenance of IT systems and peripherals of this office for the year 2022-23. The details of the systems proposed to be covered under this AMC and terms and condition are enclosed for your information, please.

You are requested to submit your quotation to "The DGADS, New Delhi" latest by 29th April 2022.

Yours sincerely,

Data Manager

Office of the Director General of Audit, Defence Services, Africa Avenue, New Delhi

Detail inventory of I.T hardware for AMC 2022-23

Desktops				
S.No.	Section	Computer ID	Date of Purchase	Purchase Cost
1	Appropriation	DGASD/Com/17/2018	22.12.2017	46900
2	Report	DGASD/Com/8/2018	22.12.2018	46900
3	Report	DGASD/Com/7/2019	31.12.2018	51200
4	DG Sir	DGASD/Com/2019	31.12.2019	51200
5	DA (A) Sectt	DGASD/Com/2019	31.12.2020	51200
6	DG Sectt.	DGASD/Com/7/2018	22.12.2017	46900
7	Report	DGASD/Com/11/2019	31.12.2018	38999
8	Audit Gp A	DGASD/Com/6/2019	31.12.2018	51200
9	Audit Gp A	DGASD/Com/5/2016	24.10.2016	40704
10	Admin	DGASD/Com/1/2018	22.12.2017	46900
11	IR	DGASD/Com/4/2019	31.12.2018	51200
12	IR	DGASD/Com/11/2019	08.10.2019	38999
13	Dispatch	DGASD/Com/5/2018	22.12.2017	46900
14	SAO Room	DGASD/Com/14/2019	08.10.2019	37999
15	Audit Gp D	DGASD/Com/10/2018	22.12.2017	46900
16	IR	DGASD/Com/5/2019	31.12.2018	51200
17	Admin	DGASD/Com/0/2018	22.12.2017	46900
18	Admin	DGASD/Com/13/2019	24.10.2019	37999
19	Admin	DGASD/Com/2/2018	22.12.2017	46900
20	Admin	DGASD/Com/3/2018	22.12.2017	46900
21	Admin	DGASD/Com/3/2019	31.12.2018	51200
22	Audit Gp A	DGASD/Com/9/2018	22.12.2017	46900
23	Hindi	DGASD/Com/4/2018	22.12.2017	46900
24	ECPA	DGASD/Com/6/2016	24.10.2016	40704
25	ECPA	DGASD/Com/1/2017	28.03.2017	69200
26	ECPA	DGASD/Com/13/2018	22.12.2017	46900
27	Coordination	DGASD/Com/14/2018	22.12.2017	46900
28	SSC	DGASD/Com/2/2016	24.10.2016	40704
29	SSC	DGASD/Com/1/2016	24.10.2016	40704
30	SSC	DGASD/Com/4/2016	24.10.2016	40704
31	SSC	DGASD/Com/2/2019	31.12.2018	51200
32	SSC	DGASD/Com/3/2016	24.10.2016	40704
33	SAO Room	DGASD/Com/12/2019	24.10.2019	37999
34	Budget	DGASD/Com/1/2019	31.12.2018	51200
35	Budget	DGASD/Com/15/2018	22.12.2017	46900
36	PAO	DGASD/Com/1/2019	31.12.2018	51200
37	PAO	DGASD/Com/2019	31.12.2018	51200
38	PAO	DGASD/Com/9/2019	31.12.2018	51200
39	D&RAC	DGASD/Com/2/2017	28.03.2017	69200
40	Server Room	DGASD/Com/01/2017	24.10.2016	NA

Laptops				
1	Budget	DGADS/Laptop/2/2016	06.09.2016	44940
2	AtGp	DGADS/Laptop/3/2016	06.09.2016	44940
3	Admin	DGADS/Laptop/4/2016	06.09.2016	44940
4	PA-I	DGADS/Laptop/1/2019	25.09.2019	33900
5	PA	DGADS/Laptop/2/2019	25.09.2019	33900
6	Report	DGADS/Laptop/3/2019	25.09.2019	33900
7	Delhi Cantt	DGADS/Laptop/4/2019	25.09.2019	33900
8	AtGp	DGADS/Laptop/5/2019	25.09.2019	33900
9	Hindi Cell	DGADS/Laptop/6/2019	25.09.2019	33900
Scanner				
1	Admin	DGADS/SC/1/2019	30.11.2019	16999
2	SSC	DGADS/SC/2/2020	30.11.2019	16999
3	DAK	DGADS/SC/3/2021	30.11.2019	16999
4	Dir(R)	DGADS/SC/1/2021	09.03.2021	34950
5	IR	DGADS/SC/2/2021	09.03.2021	34950
6	Co-ord	DGADS/SC/3/2021	09.03.2021	34950
Printer				
1	Admin	DGADS/Prt/02/2019	15.02.2019	16000
2	Admin	DGADS/Prt/03/2016	25.07.2016	15981
3	At Gp-A	DGADS/Prt/02/2017	28.03.2017	21990
4	Audit Gp D	DGADS/Prt/04/2016	06.09.2016	7131
5	Budget	DGADS/Prt/6/2016	06.09.2016	7131
6	DG Sir	DGADS/Prt/07/2020	12.05.2020	11999
7	Dir (R)	DGADS/Prt/03/2019	28.11.2019	9994
8	Dir (R)	DGADS/Prt/01/2021	23.03.2021	43713
9	D&RAC	DGADS/Prt/05/2016	06.09.2016	7131
10	D&RAC	DGADS/Prt/01/2019	24.06.2019	10200
11	D&RAC	DGADS/Prt/3/2021	03.03.2021	29500
12	D&RAC	DGADS/Prt/01/2017	03.01.2017	7400
13	D&RAC	DGADS/Prt/2016	06.09.2016	7131
14	D&RAC	DGADS/Prt/04/2016	25.07.2016	15981
15	DG Sectt.	DGADS/Prt/01/2017	28.03.2017	15400
16	Dir (HQ) Sectt.	DGADS/Prt/02/2016	25.07.2016	15981
17	Estt	DGADS/Prt/06/2020	24.06.2020	11999
18	ACS	DGADS/Prt/04/2020	13.09.2020	12321
19	ACS	DGADS/Prt/01/2018	28.03.2018	16000
20	PAO	DGADS/Prt/05/2020	13.09.2020	12321
21	Report	DGADS/Prt/01/2019	28.03.2018	16000
22	Report	DGADS/Prt/04/2021	11.03.2021	84846
23	Report	DGADS/Prt/02/2021	13.03.2021	29500
24	SSC	DGADS/Prt/01/2021	11.01.2021	12990

UPS				
1	Appropriation	DGADS/UPS/7/2018	13.02.2018	1950
2	Report	DGADS/UPS/6/2019	05.10.2019	1379
3	Report	DGADS/UPS/11/2019	05.10.2019	1379
4	Report	DGADS/UPS/14/2019	05.10.2019	1379
5	Report	DGADS/UPS/5/2018	13.02.2018	1950
6	Audit Gp A	DGADS/UPS/24/2019	22.11.2019	1450
7	Appropriation	DGADS/UPS/16/2019	05.10.2019	1379
8	Audit Gp A	DGADS/UPS/04/2019	26.03.2019	1650
9	Admin	DGADS/UPS/10/2018	13.02.2018	1950
10	IR	DGADS/UPS/17/2019	05.10.2019	1379
11	IR	DGADS/UPS/1/2018	13.02.2018	1950
12	SAO Room	DGADS/UPS/12/2019	05.10.2019	1379
13	Audit Gp D	DGADS/UPS/26/2019	22.11.2019	1450
14	IR	DGADS/UPS/25/2019	22.11.2019	1450
15	Admin	DGADS/UPS/10/2018	13.02.2018	1950
16	Admin	DGADS/UPS/10/2019	05.10.2019	1379
17	Admin	DGADS/UPS/9/2018	13.02.2018	1950
18	Admin	DGADS/UPS/18/2018	13.02.2018	1950
19	Admin	DGADS/UPS/6/2018	13.02.2018	1950
20	Admin	DGADS/UPS/2/2019	26.03.2019	1650
21	Audit Gp A	DGADS/UPS/9/2019	05.10.2019	1379
22	Audit Gp A	DGADS/UPS/11/2018	13.02.2018	1950
23	Audit Gp A	DGADS/UPS/7/2019	05.10.2019	1379
24	ECPA	DGADS/UPS/2/2018	13.02.2018	1950
25	SSC	DGADS/UPS/13/2019	05.10.2019	1379
26	SSC	DGADS/UPS/22/2019	22.11.2019	1450
27	SSC	DGADS/UPS/23/2019	22.11.2019	1450
28	SSC	DGADS/UPS/03/2019	26.03.2019	1650
29	Factory Cell	DGADS/UPS/12/2019	05.10.2019	1379
30	Budget	DGADS/UPS/15/2019	05.10.2019	1379
31	ITA	DGADS/UPS/03/2018	13.02.2018	1950
32	PAO	DGADS/UPS/08/2019	05.10.2019	1379
33	PAO	DGADS/UPS/18/2019	22.11.2019	1450
34	PAO	DGADS/UPS/27/2019	22.11.2019	1450
IT Hardwares at Delhi Cantt Office				
1	Desktops i3 HP	03 Nos	14.01.2019	155700
2	UPS	05 Nos	14.10.2019	11450
3	UPS 1 KVA	01 Nos	30.05.2018	14500
4	Printers	1 Nos	08.02.2017	1200
5	Laptop	02 Nos	16.11.2017	7200
6	Laptop	02 Nos	31.12.2019	102400

Terms and Conditions of the contract

I GENERAL

- (1) The contract will be effective from date of AMC to 31st March 2023.
- (2) Performance Deposit of Rs. in the form of Bank Guarantee/FDR issued by any National/Scheduled Bank in favour of the Director General of Audit, Defence Services, New Delhi shall have to be deposited by successful bidder at the time of contract and the same will be refunded on expiry of terms of contract/agreement.
- (3) Director General of Audit, Defence Services, New Delhi shall have the right to terminate Annual Maintenance Contract Agreement at any time as and when occasion arises without assigning any reason(s).
- (4) The contractor alone shall be responsible to comply with all statutory provisions of all the Relevant Labor and Taxation Laws in connection with the staff employed by him for performance of his obligations under the contract agreement.
- (5) The contractor alone shall also be responsible for all the acts of omissions and commissions of his staff deployed for performance of his obligations under the contract agreement.
- (6) The contract period shall initially be for one year only after the execution of the agreement for the contract. The contract may be renewed for further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the contractor. However, the firm has to provide services at the same rate for the period up to formalization of new agreement.
- (7) *This* office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of contract will be increased or decreased accordingly.
- (8) If the contractor does not perform satisfactorily, this office reserves the right to get the balance contract executed by another party of its choice by giving one- month notice for the same.
- (9) This office reserves the right to recover any dues payable by the contractor from any amount outstanding to his credit, including the pending bill; and/or invoking Bank Guarantee/FDR, if any, under this contract or any other contract/order.
- (10) This office shall be entitled, and it shall be lawful on its part to forfeit the amount of Performance deposit in whole or in part in the event of any default, failure, or neglect on part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction to this office. This office shall be entitled to deduct amount from Performance deposits any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.

II SCOPE OF AMC

- (1) The AMC shall be non-comprehensive and maintenance service shall consist of preventive and corrective maintenance of machines as mentioned in Annexure- II
- (2) The contractor will ensure prompt action to repair un-serviceable equipments for maximum up-time.
- (3) The contractor would submit a report at the start of the contract of taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers, printers and peripherals work satisfactorily throughout the contract period and also to hand over the system to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.
- (4) The AMC shall cover on-site residential support contract for all service and other peripherals as specified in the Anneure-11. The vendor will provide one resident engineer for all working days for attending and redress of complaints in normal working hours of the office- 9.00 am to 5.30 pm - but in case of emergency the Company has to undertake the work beyond office hours also. Their services may also be required on some non- working days to meet some crisis. The contractor shall ensure that on such occasions additional personnel are deputed with no extra cost.

(5) The service engineer provided by the contractor shall not be changed frequently (minimum six months). However, if this office finds the engineer/personnel incompetent, the contractor shall change the service engineer immediately. If the resident engineer is not available for any reason, the contractor shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. An amount of Rs. 500.00 per day will be deducted if any service engineer remains absent/on leave without providing a proper substitute.

(6) Maintenance shall include installation and updating of all kinds of software including operating system, office application, antivirus etc. The Company is responsible to take care of the Computers, Printers, Peripherals, and UPSs, laptop and networking and its equipment.

(7) Preventive maintenance service is to be carried out every 60 days period for all the computers and peripherals covered under the contract. A preventive maintenance report from the user would be submitted to the Competent Authority failing which an amount of Rs. 1000.00 as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of equipment irrespective of whether the equipment has undergone a breakdown or not and it would include.

- Defragmentation of hard disk drives and scanning for disk errors.
- Checking and cleaning from inside and outside of all the computers and its peripherals as well.
- Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them inspection of cables and switches installed in the office. Further, new network points wherever are required may be fixed by the vendor.
- Special cleaning of monitor, keyboard mouse etc from outside with liquid cleaner.

- Cleaning and examine interior and exterior of printer for smudges, dust, etc. Accumulation of paper lint should be carefully removed. Paper dust should be cleaned off with the help of vacuum cleaner.

(8) AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. Carriage charges for taking away/bringing back the equipment \will be borne by the company.

(9) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

(10) The resident engineers should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts. The register as prescribed by the competent authority will be submitted to IS-wing on monthly basis and to competent authority quarterly basis.

(11) In case if it is essential to format the hard disk of a computer, the resident engineer should take proper backup of the data and only after the user is satisfied, the resident engineer should proceed with formatting of the Hard Disk.

(12) AMC holder is responsible for small work like upload of software etc of newly purchased hardware items during the warranty period.

(13) AMC holder is also accountable for Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

(14) If during the currency of the contract the representative/contractor of the contract comes across confidential information, he will not disclose it to anybody else.

(15) Replacement of consumable parts should be made available by the Company on charge basis as and when required by the office, but this office would be free to procure these items from any sources and the replacement will be done by contractor.

III DURATION OF CONTRACT

(16) Subject to the right of the Director General of Audit, Defence Services, New Delhi to terminate, the period of contract shall be up to 31.03.2023 from the date of entering this contract.

IV PAYMENT TERMS

(17) Maintenance charges shall be for the total value of Rs..... and maintenance charges will commence from the date of agreement. Maintenance charges shall be payable on quarterly basis subject to availability of funds. In case of fractional period (i.e. not a complete quarter), the proportionate amount will be paid for that period.

(18) If the company fails to provide the services for a period of more than three days, an amount equal to 2% of the Contract amount per day shall be deducted subject to a maximum of 20% of contract value from the payments. However, in case the equipment has to be taken outside, the Director General of Audit, Defence Services, New Delhi, the competent authority may at their discretion, extend the time period of three days. The time period of three days shall be counted from the expiry of the contractual period of repairing the item(s) i.e. 3 days. Further, if the company fails to provide the services within the said period, the office reserves the right to get the item replaced or repaired by other sources. The expenditure on such repair/replacement will be recovered from the company/individual. The limit of 20percent of contract value will not apply to the recovery affected in this case.

V FORCE MAJEURE

(19) The.....or the second party, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government lockouts, strikers, riots, embargo from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

(20) Has delayed the performance of its work as it was beyond its reasonable control, and it has not occurred due to negligence or default on its part.

(21) Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided herein above.

VI TERMINATION

(22) If the company commits any breach of terms of contract including failure in providing the services of repair and maintenance and fails to rectify the complaint, the contract would be terminated, and any pecuniary loss caused due to such termination would be recovered from the company. The security deposited would also be confiscated on the termination of such contract.

VII CANCELLATION

(23) The contract can be revoked at any time during the period of contract without assigning any reasons.

VIII EXTENSION

(24) The contract can be extended for further period subject to willingness of both the parties.

IX TAXES

(25) Service tax (GST) at the prevailing rate will be paid to the contractor and Income Tax, GST and other taxes will be deducted from the bill produced by firm as per office norms.

X DISPUTE/ARBITRATION

(26) In case of any dispute the decision of the Director General of Audit, Defence Services, New Delhi of this office would be final and binding on both the parties. The cause of dispute in writing must be presented before him within 15 days of occurring of such dispute.

It is clearly understood that for the purpose of adjudication, if occasion arises, the jurisdiction of the appropriate court will be at New Delhi.

In Witness where of contractor has hereunto set his hand and Director of Audit (Report) in the office of the Director General of Audit, Defence Services, New Delhi for and on behalf of the president of India hereunto set his hand.

Signed by Name
Name & Designation

For.....

Authorised Signatory with stamp