

SCOPE OF WORK, ELIGIBILITY, REQUIREMENT AND TERMS & CONDITIONS OF CONTRACT ETC:-

Scope of work

(a) The period of Comprehensive Annual Maintenance Contract will be valid for a period of 1 year from the date of contract. The maintenance Contract shall be comprehensive in nature and the contractor will be required to keep all the equipment in perfect working condition throughout the period of contract and no extra payment will be made for any repair, software related works and replacement of any part of the equipments to the Service Providing Agency (SPA) (excluding consumables-cartridge and batteries of UPS). Bidders are, accordingly, instructed to quote all-inclusive rates per machine (per unit) for the maintenance of the equipment apparatus during the whole period of contract. Service to be provided at Core-1, 5th Floor, Laxmi Nagar, Delhi-110092.

(b) Free repairing of the All in One PCs, Desktop Computers and Multifunction Printers with all types of softwares/ hardware required.

(c) Free replacement of spare parts.

(d) Servicing of equipment on quarterly basis.

(e) Overhauling including servicing once a year.

(f) It shall also be the responsibility of the approved contractor to periodically service and inspect/check all the gadgets/apparatus that are under the 'maintenance period', so as to ensure their smooth and satisfactory functioning. The contractor shall also obtain a certificate from the 'user Sections/officers at least once in a quarter to the effect that the said apparatus are working satisfactorily during the quarter in question. If any of the equipment covered under this 'maintenance contract' remains out of order for want of repairs, etc. for more than four days in a row, or if the Office has sufficient reasons to infer/conclude that the equipment concerned have not been properly maintained and serviced by the Contractor, a reasonable proportionate deduction will be made from the charges due to the contractor firm. The decision of the Department

as regards the reasonableness of deduction' shall be final and binding on the Contractor.

General Terms and Conditions of contract:-

(i) The rates approved on the basis of quotations shall be valid for the entire period of contract and no upward revision will be allowed during the period of contract under any circumstances. In a nutshell, it shall be the responsibility of the successful SPA to carry out the requisite maintenance and all sorts of repairs and also to provide proper replacements for the damaged/worn-out parts, software issues etc. that are very much essential for the proper maintenance/upkeep of the gadgets concerned throughout the period of contract.

(ii) All the All in One PCs, Desktop Computers and Multifunction Printers have to be taken for comprehensive annual maintenance contract on "as is where basis".

(iii) No extra payment, whatsoever, on account of mishandling by the contractor of the equipment or damage by the contractor or otherwise will be made to the contractor except the all inclusive rates and the rates permitted under this contract. It shall be the responsibility of the successful tenderer to make all the concerned work/run satisfactorily throughout the period of contract.

(iv) The work will have to be carried out in the premises of the Office of Coal, Controller, Core-1, 5th Floor, Scope Minar, Laxmi Nagar, Delhi-110092, Only such work which is not possible for execution in the premises of this Office shall be allowed to be carried out in the workshop of the firm. In any case no equipment or any other items/part thereof shall be allowed to be taken out of the premises of the office without formal permission of the Department. The items taken out of the premises of this Department to the workshop of the firm will have to be brought back within three days, failing which the cost of the machine and/or parts thereof will be recovered from the firm without any notice. The charges for transporting these parts/ equipment from the premises of this Department to workshop and back and for the labors engaged for this work shall have to be borne by the successful tenderer himself.

(v) The Service Engineer have to visit office premises at least two times in a month to inspect all the computers/ peripherals and to carry out the requisite maintenance and all sorts of repairs, if required, promptly. Ordinarily a complaint must be attended promptly when no change of spare part is involved and majority of faults should be rectified in the first response itself.

(vi) The SPA shall ensure that all the equipment are maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried by the Service Providers. The AMC vendor should have the required drivers/ software for maintaining the computers devices and peripherals and for configuring them. Service provider should also do the update / maintenance of operating system, software installation, installation of patches, configuration of applications and updating of drivers as per requirement of Buyer.

(vii) The numbers of equipment may increase or decrease at the discretion of this Department and payment will increase or decrease on pro rata basis accordingly. In case any new office at a new location is added or the location of this office changes within Delhi, this contract will deemed to be applicable in that new office/location also.

(viii) Any sum of money due and payable to the contractor, including the Security Deposit, under this contract shall be appropriated by this Department and set off against any claim to this Department for the payment of a sum of money arising out of the contract with this Department.

(ix) Bidders are requested to read and understand the terms and conditions of the contract as detailed out in the foregoing paragraphs before sending in their quotation, as no change or violation of the aforesaid terms and conditions are permissible once the quotation is accepted by this Department.

(x) First servicing will be done within 10 days from the date of award of contract and thereafter every 3 months. Besides, cleaning/servicing will be done on regular basis by the contractor as and when required in a particular equipment.

(xi) The Contractor will prepare a list of equipment's being maintained by his firm and obtain the signature of user officers in respect of these equipment. Signature of these officers/employees will be obtained by the firm whenever

these equipment are cleaned and serviced etc. This signed list will be enclosed while claiming the payment. No payment will be made without the signature and satisfactory report by the user or his staff.

(xii) Penalty of Rs.500/- per equipment will be imposed, if the complaint is not attended and rectified within a period of 2 days from the date of complaint.

(xiii) All the items supplied by the contractor under the contract will have a minimum warranty of 2 years or the original company warranty, whichever is more.

(xiv) No advance payment will be made.

(xv) Payment will be made quarterly on the basis of satisfactory services reports submitted by users.

(xvi) The Department reserve the right to impose penalty for unsatisfactory services or any damage to any machines under AMC or otherwise due to negligence of engineer/technician of contractor. The decision of Department will be final and no correspondence in this regard will be entertained.

(xvii) The contractor will have to give an undertaking before award of contract that all terms and condition indicated above or as made applicable during tenure of AMC are acceptable to him/her.

Eligibility Requirements:-

(i) The firm should have Annual Turnover of Rs. 10 Lakhs or above for the last three years i.e. 2021-2022, 2022-2023 and 2023-2024. Copy of relevant documents certified by CA to be uploaded. However, Startups registered under Startup India initiative shall be exempted from the turnover requirement.

(ii). The firm should not have been blacklisted by any Ministries / Departments/ PSUs or Banks etc. A self-declaration certificate in this regard to be uploaded.

SPECIAL TERMS AND CONDITIONS

The Comprehensive maintenance includes preventive maintenance quarterly as per bid and regular services of the various equipment and/or replacement of any

items necessary for keeping the listed equipment active and free from any defects/ disturbance and on any unscheduled call for corrective and maintenance services.

All the consumable articles/ parts such as material required for cleaning of equipment and machinery, repairs and software maintenance (including windows and new softwares) will be provided by the service provider at no extra charge to the buyer. The repairs/ replacement of spare parts will be provided by the service provider at no extra charge to the buyer.

Brief Details of items under Contract:-

S.No. Description of work / job work Number of Units

1. Comprehensive Maintenance of All in One PCs-4 (HP)
2. Desktop Computers-29 (HP-23 and Acer-6).
3. Comprehensive Maintenance of Multifunctional Printers-25 of which (HP Colour multifunction laser printer-1, HP multifunction laser printer-22 and Brother MFP-2).
4. HP i5 Laptop (5CD1462RXX)-1