

**OFFICE OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA,  
NEW DELHI**

**NO. : 195 /Wel\_IT/03-2010**

**Dated: 17 .06.2010**

**To**

**All Vendors**

**Subject: - Quotations for Comprehensive AMC of IT assets - called for**

**Sir/Madam,**

This office has around 555 P-IV/P-D PCs of HP/HCL/Wipro with TFT Monitors and also few with CRT Monitors, 18 Servers of HP/Wipro/HCL/IBM make 510 UPS of 500/600/650/1000/1500/2000 VA capacity of different makes & models, 422 CLJ/LJ/DMP/All-in-one Printers of different make & models and 58 Scanners of different make & models and LAN Components (24/16/8 ports switches, 42U/6U Racks, Jack panels, IOs ports and LAN cabling etc. (Annexe-IV) whose warranty/AMC periods have expired/will expire. Hence, it has been decided to award the contract for comprehensive maintenance of the said IT items on competitive bid basis. Therefore, sealed quotations are invited for the "***Comprehensive Annual Maintenance Contract***" for the aforesaid IT assets.

The terms & conditions of the contract are listed in the Annexes-I, III & IV. The technical bid (vide Annexure II) and the financial bid shall be submitted in separate sealed covers. The two sealed covers shall be put in one sealed cover with superscript "Quotation for Comprehensive Annual maintenance of IT Assets" addressed to "The Director (P), Office of the Comptroller and Auditor General of India, 9, Deen Dayal Upadhyay Marg, New Delhi-110124 and the same shall be submitted to Shri Sunil Kumar, Sr. Administrative Officer (Welfare\_IT) in Room No. 303 at 3<sup>rd</sup> floor of this office in person on or before 24/06/2010 at 5 pm. A copy of this tender enquiry is also available in this office website <http://www.cag.gov.in>.

**Encl.:** Annexure I, II, III, IV & V

**Yours truly,**

**Sd/-**

**(SUNIL KUMAR)**

Sr. Administrative Officer (Wel\_IT)

**Annexure –I**  
**(General Conditions)**

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. 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. Canvassing in any form by the tenderers will result in summary rejection of their tenders.

2. The successful tenderer hereafter referred to as Contractor, has to furnish 'Bank Guarantee' for an amount equal to 10% of contract value which will be released on completion of the contract. In case the tenderer fails to cope up with the workload or does not render satisfactory services, 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 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.

3. If any defect(s) is (are) noticed or any complaint made by the users during the contract 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.

4. If for any reason, the contractor is not able to attend the complaints/problem, the job shall be got done from some other firm or from the open market at the risk and cost of the contractor and the expenditure incurred thereon shall be recovered from the contractor. This may also entail the termination of the contract and encashment of the Bank Guarantee furnished by the contractor.

5. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the contract, 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.

6. 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.

7. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen or Resident Engineers or to other persons inside the office premises while executing the work under the contract and for any damage to the property.

**Sd/-**  
**(SUNIL KUMAR)**  
Sr. Administrative Officer (Wel\_IT)

## **Annexure –II**

### ***(Conditions of eligibility and details to be furnished in the Technical Bid)***

1. Copies of orders/letters of major organizations/Government Departments with which the tenderer is having AMC of at least 300 or more IT items like Computers, Server, Printers, Scanners, LAN Switches etc. for the last three years.
2. Copies of orders for renewal if any of AMC covering 250 IT items like computers/servers/printers/scanners/switches of a particular organization renewed during the last three years.
3. Name of Offices/Organizations in which the tenderer has provided System Administrator and at least five Resident Engineers exclusively for that office/organization.
4. The tenderer's firm must be registered with Delhi Sales Tax Department for works contract tax and must submit copy of registration number.
5. The tenderer's firm must be registered with the Service Tax Department and must submit a copy of Service Tax Registration Number.
6. The tenderer must submit the copies of PAN Number.
7. The tenderer must submit valid ISO 9001:2000 Certification for AMC of Computers and its Peripherals.
8. The tenderer should be having annual turnover worth Rs. Three Crore or more out of which at least Rs. 40 lakhs should be for AMC during each of the year 2007-2008, 2008-2009, 2009-2010. Copy of the Balance Sheet duly certified by CA to be enclosed.
9. Copies of the IT returns alongwith the copies of vendor/ firm's audited accounts for the last three financial years.
10. Earnest Money Deposit (EMD) to the tune of Rs. 35000/- (Rupees thirty five thousand only) in the form of crossed Demand Draft drawn in favour of "PAO, AG (Audit), Delhi.
11. Number of Hardware/Software Engineers working with tenderer's organization as on date and their academic and technical qualifications.
12. Remuneration being paid to the System Administrator and average remuneration of other Engineers. Number of years during which the firm/tenderer has been in the business of "Comprehensive Maintenance" of Computers/Servers/Scanners/Printers/LAN etc.

**Sd/-**  
**(SUNIL KUMAR)**  
Sr. Administrative Officer (WeI\_IT)

## ANNEXURE-III

### *(Details & Responsibilities of Contractor & REs)*

1. At least **six** satisfactorily qualified Resident Engineers (REs) shall be provided by the contractor during the period of “Comprehensive On-site Annual Maintenance (COAM)” 2010-2011. All the REs shall have atleast two years’ experience in maintenance of Computer Hardware and Local Area Network {LAN}. Extra engineers shall also be provided in case of emergency. The services of at least one RE out of six REs shall exclusively be utilized for attending calls received from staff/officers working outside the premises of CAG’s office such as Railway Board, Old record etc and bringing IT assets/spares to/from this office. Rest of the five REs shall attend this office from 8.30 AM to 6 PM on all working days with half-an-hour break for lunch. **Lunch time shall be availed by REs in rotation during 1PM to 2 PM so that at least two REs shall be available for attending complaints during lunch time also.** At least two REs in rotation shall attend office from 9.30 AM to 2 PM during holidays with prior approval of this office. The said working hours of REs will be extended by this office if the situation warrants so. REs shall attend their work sincerely and complete their works promptly. **If any one of the REs is going on leave or absent, suitable substitute(s) shall be provided by the contractor immediately without waiting for any call/intimation from this office.** If the substitute(s) is/are not provided, a sum of Rs.100 per day per person shall be recovered from the COAM charges. Punctuality in attendance of all REs shall be ensured by the contractor and RE(s) who is/are irregular in attendance shall be replaced by suitable Hardware Engineer(s) at once. If the performance of any RE(s) is not found up to the mark, this office may ask for his/their replacement immediately. Non-replacement of RE(s) as directed by this office on the grounds of unpunctuality, non-performance, improper attitude, disobedience etc. shall attract the penalty of Rs.100 per person per day.

2. Out of six REs, one senior most and well skilled Engineer shall do the functions as a **‘Coordinator’** between this office/wing concerned and the contractor. The RE(s) doing the job as a coordinator shall, inter alia, do/arrange to do all the works (listed in Annexure V) related to all IT assets, whether they are under COAM or Warranty or otherwise. Any delay or failure to do the listed works shall attract the penalty of Rs.100 per item per day or both as the case may be.

3. All the complaints of users’ shall be attended to within 15 minutes of receipt of the complaint(s). In the case of CAG/DAIs/ADAI, it shall not exceed five minutes. In the case of other Group ‘A’ officers, all the complaints shall be attended to within ten minutes. REs shall extend service support to the organizers of this office for operation of Projector (s), Laptops/PCs and other electric and electronic equipments during seminar/conference/demonstration/presentation. They shall also do all other works as assigned to them from time to time by Director (P)/ Sr. AO/ AAO (WeI\_IT) or by their representatives. If any complaint is not attended within the stipulated period, a sum of Rs.100 per day (or part thereof) per complaint beyond the stipulated time shall be recovered till the completion of work/call closure.

4. ***As far as the complaints/calls of the Group “A” officers are concerned, REs shall first trouble shoot or diagnose the PC related problems immediately irrespective of whether system is under COAM or not. If there is any major complaint/defect on any warranty item, then only the warranty engineer shall come into the picture. Minor problem of warranty***

*item shall be sorted out by RE(s) himself/themselves at once. Follow up action shall also be taken up with “Warranty” engineers so as to ensure the call closure at the earliest.*

5. As the maintenance support/service shall be comprehensive and ONSITE, REs shall sort out all problems on the users’ site(s) itself/themselves. If it is not possible to solve any problem on the User’s site by REs, the contractor shall arrange to deploy competent Engineer(s) to sort out the problem ONSITE immediately. If a particular IT asset is to be removed from the user’s site, then the contractor shall arrange (i) to deploy his labour(s) to shift the IT assets out of this office premises (after getting prior approval of the competent authority) (ii) to provide suitable standby IT assets on turn-key basis i.e. standby IT assets alongwith consumable and non-consumable spare parts (like adaptors, power cords etc. in respect of printers, batteries in respect of UPS and adaptors for LAN switches etc..) to the user(s) whenever the problem could not be solved ONSITE or within an hour from the time of reporting of the complaint(s). Even in the case of IT Assets damaged due to electrical fluctuation or fire etc., vendor shall provide stand-by Assets for at least five working days or until rectification of the defective/damaged assets, whichever is earlier. All materials, skilled/unskilled labours and other services required for rectification of all complaints shall be arranged to be provided by the contractor within this office premises so as to rectify almost all complaints within this office premises. In order to watch the movement of IT Assets removed from users’ site, a separate register viz. “Assets Movement Register” alongwith all necessary details in respect of each item which are required to be sent out from this office premises for repairing purpose and those will be sent back to this office after rectification and also for those items which will be provided as standby against any defective one with proper time & date, shall be maintained by the REs/System Administrator and register is to be closed weekly and submitted to Welfare\_IT Section for review on the first working day of each week.

6. If at all, any IT asset shall require to be moved out of this office premises for rectification of any complaint, then it shall go directly to concerned OEM’s premises/Service Centre {like M/s HP, M/s HCL, M/s Wipro, M/s Lipi etc.,} or contractor’s premises only and proper acknowledgement given by OEM for receipt of IT assets of this office and their (rectification) report on the IT assets shall be produced to this office in original. Safety & security as well as the transportation of IT assets to OEM’s / contractor’s premises and vice versa shall be at the risk and cost of the contractor. IT Assets sent to the OEM/ contractor’s premises shall be returned along with detailed rectification report (**showing nature of complaint/problem, action taken to rectify the problem, make/model of the parts replaced and notional cost thereof etc.**) as soon as possible but **not** later than a week. Any delay in supply of stand-by assets or returning of the rectified IT Assets along with rectification report or improper maintenance of Assets Movement Register {AMR} or non-closing of AMR on due date(s) shall attract the penalty of Rs.100 per item per day or part thereof.

7. As the ONSITE Maintenance Service/support shall be comprehensive one, it shall cover all parts (consumable and non-consumable including inner/outer plastic parts) of PCs/Servers/Printers/Scanners/ /UPSs/LAN components **except** printer ribbon, printer head, printer adaptor, drum, cartridges, CDs, external Hard disk or external storage media, computer stationery and batteries of UPSs. Parts of PCs/Servers/Printers/Scanners/UPSs/LAN system which are damaged/ non-functional/defective (other than due to fire/flood/natural disaster/earth leakage) shall be replaced by the new parts of the same model & make and the cost of replacement shall be borne by the contractor. In the event of such new part not being compatible with the existing part, such existing part shall also be replaced with the new original part. The contractor shall keep sufficient stock of all spare parts of IT

Assets and standby IT assets in the office premises itself. If a particular IT Asset is irreparable, then the irreparable item shall be replaced by a new IT Asset of the same brand/model or higher and the cost of the new IT Asset shall be borne by the contractor. This office may also ask the contractor to repair/replace/supply the above said exempted items i.e. items damaged due to fire/flood/natural disaster/earth leakage or to upgrade any hardware on **chargeable basis**. However, the charges for these items shall not, in any case, be more than the prevailing wholesale market price. This office may also arrange to rectify/repair/replace those exempted items through other firms or from the open market. In that case, after rectification/repair/replacement of the said exempted items, they shall automatically come under COAM service of the vendor.

8. Maintenance Service shall be comprehensive in nature which shall include preventive, corrective maintenance of the IT assets irrespective of make/brand. All PCs/Printers/Servers/Scanners/LAN systems/UPSs shall be cleaned and checked thoroughly once in a month. Site condition of each and every users' locations along with IT assets shall be thoroughly checked periodically and a report thereon shall be submitted monthly. The report shall, inter alia, contain user name, designation, Section/secretariat/room number of the officer, floor Number, IT assets such as CPU, Monitor & Printers are getting power through UPS or not, date & time of checking the site and status of IT assets etc. The cost of repair/replacement of IT assets damaged due to electrical problem including earth leakage shall be borne by the contractor only, if the site condition of the particular IT Asset(s) is not commented in **the** monthly site-condition report which is due on 10<sup>th</sup> of every month. Materials/labours required for cleaning and checking of IT Assets & Site condition shall be brought by the contractor. **A compliance report** (showing list of IT assets cleaned, user name & designation, location, date & time of cleaning etc ) **on cleaning of IT assets** shall also be submitted to Welfare\_IT Section by **10<sup>th</sup> of every month**.

9. **Each** REs shall maintain an appropriate record of all complaints received from the users, action taken by them and **Users' signature** in token of satisfactory services. The details of all complaints and action taken thereon {viz. User name, designation, location, name of the IT Asset, nature of complaint, 'call lodged time', action taken, name of the RE who attended the call, 'call completed time', reason for pendency of calls, etc...shall be entered in a register {hereafter known as Complaint register}and the same shall be submitted to Welfare\_IT Section at the end of each week for review. **If the complaint register is maintained in electronic format then the e-register shall be submitted to Welfare\_IT Section daily**. The Complaint Register shall be closed daily detailing Opening balance, number of calls received during the day, number of Calls cleared/closed during the day, Closing balance of number of calls pending, list of pending calls etc. The register shall be updated as and when any complaint call is received/closed by the RE(s). ***The stationery items {viz. Complaint Register, pens, refills, pencils, scale etc.} and other tools, software CDs/Driver CDs & other utilities pertaining to PCs/Printers/Scanners etc. required for REs for performing their duties shall be provided by the contractor.***

10. REs shall get prior permission of Director (P)/Sr. AO/AAO (Wel\_IT) before doing any major work like formatting of hard disk, provision of new LAN/Internet connection/ E-mail facility, installation of any application/system software in any PCs/Servers, Up-gradation of RAM/HDD, Additional features like CD/DVD writer, speakers, MIC , sharing of printers etc. All the complaints/problems of IT Assets shall be solved ONSITE. If for any reason, the contractor is not able to attend the complaints/problem, the job shall be got done from some other firm or from the open market and the expenditure incurred thereon shall be recovered from the contractor. In that case, the IT Assets shall automatically come under COAM after

rectification of the problem/defect/damage by other firm/vendor. This may also entail the termination of the contract and encashment of the Bank Guarantee, if any, furnished by the contractor.

11. Maintenance Service shall include, inter alia, installation of system software & application software, removal of virus, updating of anti-virus software in all PCs/Servers, OS upgradation and server management. For removal of virus, this office will supply Anti-virus software.

12. Payment shall be made at the end of each quarter proportionately. The contractor shall also furnish the proof of remittance of tax (received from this office) quarterly.

13. If a PC/Servers/Printer/Scanners/LAN component/UPS is disposed of during the period of COAM for one or other reason, the proportionate COAM charge shall only be paid. If the COAM amount is paid before the disposal of the system or paid for the disposed items, then the proportionate amount shall be adjusted to the other PCs/Servers/Scanners/Printers/LAN components/UPS or any combination thereof and the unadjusted amount, if any, shall be recovered from the contractor.

14. The contractor shall hand over all the IT items of this office which are under COAM in working condition on expiry of the contract.

15. The contractor, his sub-contractors, employees and agents shall keep the facts coming to their knowledge during or in connection with the performance of the COAM as **CONFIDENTIAL**.

Sd/-  
(SUNIL KUMAR)

Sr. Administrative Officer (Wel\_IT)

## ANNEXURE – IV

*(Printer, UPS & Scanner models for AMC)*

<i>Sl. No.</i>	<i>Printer Models</i>	<i>UPS type of different make &amp; model</i>	<i>Scanner Models</i>
1.	Dot Matrix	500 VA	HP 7400C
2.	HP Deskjet 3820	600VA	HP 7450C
3.	HP Deskjet 710	625 VA	2400 UF Canon
4.	HP Deskjet 720	650 VA	Canon 1240C
5.	HP Deskjet 3650	1000 VA	HP 4500C
6.	HP Deskjet 810	1500 VA	HP 3970
7.	HP Deskjet 820	2000 VA	HP 4670
8.	HP Deskjet 840		HP 4570
9.	HP Deskjet 845		HP 5590
10.	HP Laserjet 2100		HP G3110
11.	HP Laserjet 2200		
12.	HP Laserjet 4000N		
13.	HP Laserjet 4600		
14.	HP Laserjet 4P		
15.	HP Laserjet 5000N		
16.	HP Laserjet 5M		
17.	HP Laserjet 5P		
18.	HP Laserjet 6P		
19.	HP Laserjet 1300		
20.	HP Scanjet G-85		
21.	Lipi Wep		
22.	Phaser 740		
23.	Canon Bubblejet 1320		
24.	Canon Bubblejet i70		
25.	HP Deskjet 2608		
26.	HP Laserjet 2500		
27.	HP Color Laserjet 2550L		
28.	HP CLP 3600		
29.	Epson LX 300		
30.	HP Deskjet 5160		
31.	HP Laserjet 1015		
32.	HP Laserjet 1022		
33.	HP Laserjet 1150		
34.	HP Deskjet 1000		
35.	HP Deskjet 6548		
36.	HP Deskjet 5748		
37.	HP Laserjet 3050		
38.	HP Officejet 4355		
39.	Brother Mono LJ 6050D		
40.	HP Inkjet 1200D		
41.	HP Officejet Pro K 5400 DN		
42.	Epson Photo R230 (CD Lable Printer)		
43.	HP Deskjet 5610		
44.	Samsung CLJ CLP 510 ND		

<i>Sl. No.</i>	<i>Printer Models</i>	<i>UPS type of different make &amp; model</i>	<i>Scanner Models</i>
45.	Brother LJ HL 5250 DN		
46.	HP LJ 1008		
47.	HP Officejet Pro K 8600		
48.	HP K4580 All-in-one		
49.	HP CLJ 1210		
50.	HP Officejet F735 All-in-one		
51.	HP LJ M 1005 All-in-one		
52.	Brother Wifi LJ HL 2170DN		
53.	Samsung CLJ CLP 310 ND		
54.	Epson DMP LQ 1150 II		

Sd/  
**(SINIL KUMAR)**

Sr. Administrative Officer (Wel\_IT)

## **Annexure-V**

### ***(Other Duties and responsibilities of Coordinator)***

- Establishing and administering end-to-end connectivity upto user desktop
- Providing appropriate access control {e-mail, LAN, Internet, Domain configuration, Password creation etc.} as per policies and guidelines set by CAG's IT administrative team.
- Coordination with DOT/VSNL/ and other service provider for the LAN Connectivity/Broad band.
- Diagnose and eliminate faults at the end user end.
- Train and update the user with proper guidance in case of any end user errors /mistakes in respect of all IT Assets.
- Proactively take corrective action in case of preventive maintenance of Desktops/ Servers/Printers/Scanners/UPS/Network etc.
- Trained to handle all types of end user support call, for Hardware / Software related tasks for desktops/Servers/Printers/Scanners/UPS/Network.
- Hardware configuration, software (anti virus, OS, Hindi software, software application packages etc.) installation and configuration and client application installation and configuration.
- Prevention and management of Surprise virus attacks that may harm client network.
- Work with Network and Server administrators of this office.
- Server Administration (Oracle/Sun/Exchange and other server applications).
- Periodic Data Back – Ups of all Servers and selected Desktops if necessary.

**Sd/-**  
**(SINIL KUMAR)**  
Sr. Administrative Officer (Wel\_IT)