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**OFFICE OF THE DISTRICT MAGISTRATE, NEW DELHI DISTRICT  
12/1, JAM NAGAR HOUSE, SHAHJAHAN ROAD, NEW DELHI-110011  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**

No. F9(112)CTB/DC/ND/2017 /3210-3224

Dated: 4.7.17

To,

M/s

**Sub:- Inviting of Quotations for Comprehensive Annual Maintenance Contract ( AMC) for Computer Hardware, Printers & Scanner.**

Sir,

The Sealed Quotations are invited from the empanelled agencies approved by the Department of Information Technology, GNCTD for the Annual Maintenance Contract for Computer Hardware/PCs Printers & Scanner installed in this District as details enclosed for the period of one year from the date of acceptance of award (extendable for further one year subject to condition of satisfactory performance). You should quote your most competitive rate in sealed envelope as per Annexure-I format (Price Bid) and submit the information about your firm as per Annexure-II.

You are advised to visit the office to see the Computer Hardware / PCs, Printers & Scanner of O/o, District Magistrate (New Delhi District Jam Nagar House), SDM. (Vasant Vihar Palika Bhawan), Tehsil (Vasant Vihar Palika Bhawan), Tehsil (Delhi Cantt. Kribi Place), SR-VII (INA, Vikas Sadan), SR-VIIA, (Palika Bhawan), between 11.00 a.m. to 5.00 pm on any working day before closing of tender.

The sealed quotation should reach the office of the SDM, HQ, New Delhi District, 12/1, Jam Nagar House, Shahjahan Road, New Delhi-110011 not later than 1.00 pm on 20.07.2017. The quotation shall be opened on the same day at 3.00 pm in the Chamber of the Chairman (Purchase Committee)/ SDM, HQ, New Delhi District, 12/1, Jam Nagar House, Shahjahan Road, New Delhi-110011 where yourself or your authorized representative may witness the tender opening, incomplete and late quotations will be out rightly rejected.

Yours faithfully,

  
(SARITA SABHARWAL)  
SDM, HQ  
DISTRICT NEW DELHI

Dated:

No. F9(112)CTB/DC/ND/2017

Copy to the DIO, New Delhi District with the request to upload the above limited tender/quotation on the website.

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(SARITA SABHARWAL)  
SDM, HQ  
DISTRICT NEW DELHI

**PRICE BID**

<b>S.No.</b>	<b>Machine Description</b>	<b>Quantity</b>	<b>Rate (in Rs.) inclusive of all taxes/costs to be quoted by bidder</b>
01	Computers/PCs	65	
02	Printers	41	
03	Scanner	13	

Note:- 1. The total numbers of above-mentioned machines can vary by +2.

1. Total amount of Comprehensive AMC in each column may be quoted inclusive of all taxes.

Signature \_\_\_\_\_  
Stamp of Bidder

1. Due date of Tender
2. Name of the items/work/tender
3. Name of the firm :
4. Authorized person :
5. Address of the firm :
6. Contact No. :
7. Fax Nos. :
8. Name(s) of the  
Partner/Prop/Director  
Service Tax No. (Copy  
enclosed):
9. Sales Tax/VAT/Tin No.  
(Copy enclosed)  
PAN No. (Copy enclosed): :
10. Details of E.M.D. (if  
applicable)
11. D.D. No. and Date :

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**I /we undertake to abide the all terms  
and conditions mentioned in the  
tender documents.**

**Signature :** .....

**Dated :** .....

**Name :** .....

**Seal of the firm**.....




**Terms & conditions****1. Document required with the quotation/Limited tender:**

Following document must be submitted with quotation/tender failing which the tender/bid will not be opened:-

- a) Earnest Money Deposit of Rs.10,000/- in form of Demand Draft/Pay Order in favour of D.D.O., New Delhi District may be deposited with the quotation which is refundable. Quotations without EMD will not be considered in any case.
  - b) TIN Number under VAT and a copy of Service tax Number.
  - c) Specimen signature and authorization of the person empowered by the firm to sign the quotation.
  - d) Acceptance of terms & Conditions duly signed by the bidder.
2. The quotation duly filled in & with enclosures attached in all respect should be sealed in a separate envelope inscribing "**Comprehensive Annual Maintenance Contract for Computer, Printer & Scanner**" on it & also mentioning name & address of the Bidder on it.
  3. Two years Experience in the relevant field must be mentioned along with supportive evidence.
  4. The contractor shall provide a non-judicial Stamp Paper of Rs. 100/- for preparing an agreement while awarding the A.M.C.
  5. In the event of any breach/violation of conditions of the contract the said security money will be forfeited.
  6. The bidder submitting a tender would be presumed to have considered and accepted all the terms and conditions. No enquiry verbally or written shall be entertained in r/o acceptance/rejection of the tender.
  7. The performance of the firm will be reviewed quarterly. In case not found satisfactory the contract will be terminated without any notice.
  8. **No advance payment will be made. Conditional tender shall not be accepted at any cost and shall be rejected straightway.**
  9. **Payments will be released on quarterly basis after completion of 3 months (quarterly period) in arrear.**
  10. The successful tender/contractor will be required to deposit an amount equivalent to 10% of the total contract value as performance security money within 10 days from the date of award of contract in favour of D.D.O., New Delhi District and no interest shall be paid by the Deptt. in this regard. The security money of the successful bidder will be refunded after 60 days of expiry of the contract satisfactorily.
  11. The approved rates of annual maintenance contract to be applicable for one year from the date of award of Comprehensive AMC and can be further extended for next one year subject to the satisfaction of the services/performances on the same rates.
  12. The Firm will take up all complaints received from the District assigning a complaint memo and after its rectification, a satisfactory report to be submitted to General branch within 24 hours, otherwise a penalty of Rs.200/- per day will be imposed on the firm which will be deducted from Comprehensive AMC payable.
  13. Incomplete quotation will be rejected straightway.
  14. The firms which are blacklisted by any Government District are need not to send their quotations.
  15. In case the price of any item will be tied among the competitive bidders, the decision of the Purchase Committee will be final.
  16. Any dispute is subject to the jurisdiction of the Delhi courts only.
  17. Overwriting/overtyping will not be accepted. However, if there is any overwriting/overtyping, same may be attested otherwise such quotations will be rejected.

18. That, if at any time prior to the deadline for submission of quotations, the Principal Employer may, for any reason may modify any or all conditions of the documents and the same will also be communicated to the respective bidder and for which bidder shall have no objection.
19. The quotation received after the due date and time will not be accepted.
20. The bidders are advise to visit the office for inspection of Computer, Printer & Scanner in any working day between 11.00 a.m. to 5.00 p.m. before the bidding date.
21. The vender will do preventive maintenance to all the systems covered under Comprehensive AMC on quarterly basis.
22. Comprehensive AMC will covered all the cost of parts and service charge except consumable i.e. tonner/cartage and drum of printers.
23. This District reserves the right to accept or reject any quotation without assigning any reason whatsoever. In case of any dispute, SDM, HQ, New Delhi District will be the final authority to decide.

  
(SARITA SABHARWAL)  
SDM, HQ  
DISTRICT NEW DELHI

**Acceptance of the Firm/Bidder:**

All the above terms and conditions (1 to 23) are accepted by me/us. I/We bound myself/ourselves to observe them in the event of my/our tender being accepted. The earnest money in the form of Demand Draft for Rs. \_\_\_\_\_ is enclosed.

*Signature of the bidder with seal of the firm*



## Scope of Work

1. The comprehensive maintenance includes preventive maintenance quarterly/regular services of the Computer Hardware/PCs Printers & Scanner and/or replacement of any items necessary for keeping the Computer Hardware/PCs Printers & Scanner active and free from any defects/disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Computer Hardware/PCs Printers & Scanner.
2. The replacement of all the spares is included under the Comprehensive AMC. The replacement of defective spares with good quality and standard spares will be done by the bidder without any extra charge of any kind.
3. The Detail of machines (Computer Hardware/PCs Printers & Scanner etc.) of which Comprehensive AMC is required is annexed as annexure-IV.
4. The comprehensive maintenance shall be carried out primarily at the premises of O/o, District Magistrate (New Delhi District Jam Nagar House), SDM (Vasant Vihar Palika Bhawan), Tehsil (Vasant Vihar Palika Bhawan), Tehsil (Delhi Cantt. Kribi Place), SR-VII (INA, Vikas Sadan), SR-VIIA, (Palika Bhawan), as specified in the work order, during office hours. In case, the Bidder feels that the equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and risk to get it repaired promptly.
5. The operating environment condition in which the equipment is presently installed is quite satisfactory and the Bidder will not raise any condition with regard to the working environments for the equipment for the equipment covered under Comprehensive AMC.
6. In case of reinstallation of software, the Comprehensive AMC vendor will not install a pirated copy in any circumstances. The Comprehensive AMC vendor will ensure that Deputy Commissioner, New Delhi District, 12/1, Jam Nagar House, Shahjahan Road, New Delhi-110011 provides the original and licensed version of the software/OS. In case of any issue, the Comprehensive AMC vendor will report it to Deputy Commissioner, New Delhi District, 12/1, Jam Nagar House, Shahjahan Road, New Delhi-110011 of such circumstances in writing.
7. The successful bidder, as per the real need and requirement of the Deputy Commissioner, New Delhi District, 12/1, Jam Nagar House, Shahjahan Road, New Delhi-110011, shall ensure the appropriate deployment of the manpower.

The successful bidder has to maintain all the relevant records, register and documents as required

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