



**DIRECTORATE OF REVENUE INTELLIGENCE**  
**D BLOCK: I.P. BHAVANI.P. ESTATE, NEW DELHI**  
**Tel. No. 011-23378629, Fax. 23370954**

DRI. F.No. G-24011/02/2015-Admn.

Dated: 15.07.2015

**TENDER NOTIOCE**

Subject:- Quotation for AMC of Official computers Printers & UPS – Reg.

Quotation are invited from experienced service providers for Annual Maintenance of the Computers, Printer & UPS installed in the in this Directorate.

The details of the subject Air Conditioners for on-site maintenance are as under:-

75 computers installed at 6-7 <sup>th</sup> floor	59 Printers installed at 6-7 <sup>th</sup> floor	32 UPS installed at 6-7 <sup>th</sup> floor
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**GENERAL TERMS & CONDITION FOR CONTRACT DURING THE PERIOD**

1. The service engineer of computer, printer & UPS who must be a reputed service provider with minimum three years of relevant experience.
2. Copies of agreement in support of having rendered the service of similar nature with other Government organizations or Public sectors should be enclosed with quotation.
3. The contractor should cover all the repair works of computer, printer & UPS, etc.
4. The complete scope of the contract should be mentioned in the quotation and in case any article & parts is intended to be excluded from the purview of the contract it should separately indicated in the quotation.
5. Any breakdown call reported by the authorized officer would be attended within two hours on 24X7 bases. An authorized officer of the Directorate will certify the completion of the call on the vendor's call report.
6. Preventive maintenance service would be carried out by the service provider regularly at to keep the equipment running in a trouble free manner during the period of the contract. A record of preventive maintenance carried out would be maintained by the vendor and duly certified by the concern officer and counter signed by superior officer.
7. Payment for the annual Maintenance will be due on quarterly basis after completion of the service and duly certified by the concern officers/officials.
8. In the event of any delay in repairs or a situation where the equipment has to be taken to the premises of the service provider for necessary rectification, standby equipment shall be provided in the intervening period so that the functioning is not hampered.
9. In case the service provider defaults in rendering services, he will be liable to be penalized as follows and the Directorate will entitled to deduct penalty from the payment due at the following rates:-
  - A. Delay in attending complaints beyond 01 day - Rs.100/- per day affected computer, printer & UPS.

- 10 The quotations should be addressed to the Administrative Officer, DRI (Hqrs.) New Delhi
- 11 The quotation should be reached this office on or before 16:00 hrs. on 24.07.2015.
- 12 The eligible officer will be decided and the acceptance of offer will duly be intimated to the eligible service provider. Non acceptance of the offer will not be intimated individually.
- 13 Interested Service Provider may inspect the computer, printer & UPS on any working day and the bidder may contact the under signed on any issues with regard to the above tender on any working day between 14.30 to 17.00 hrs. up to 22.07.2015
- 14 Copies of PAN Card / Service Tax Registration Certificate etc. as required may be enclosed with the quotation.
- 15 DRI (Hqrs.) New Delhi reserves the right to accept/reject any response of all the responses without assigning any reason.
- 16 The service provider whose office is accepted shall have execute the AMC contract with the Directorate on a Non Judicial Stamp paper incorporating the terms and conditions.
- 17 In the event of unsatisfactory services by the vendor, the DRI reserves the right to cancel the AMC at any point of time and only pro-rate payment will be made for the service rendered.
- 18 Contract number of a nodal person on behalf of service provider should be given for ensuring quick service.

  
(S.K.Sharma)

Administrative Officer

Copy to:-

Website of DRI

Notice Board of Drum Shape Building, I.P. Bhawan New Delhi