



Directorate of Revenue Intelligence
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Indraprastha Estate, New Delhi-110002
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F.No.II(7)/MR/11/2020-Admn./Pt.I

Dated:30.01.2024

**TENDER NOTICE FOR INVITING QUOTATIONS FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT (CAMC) OF COMPUTERS AND PERIPHERALS**

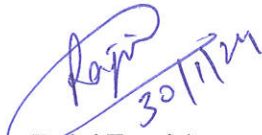
Sealed Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) of Computers and Peripherals to the office of this Directorate located in New Delhi for period of 12 (Twelve) months from 01.03.2024 to 28.02.2025.

The Annual Maintenance work will comprise maintenance of Computers, Laptops, Printers and its peripherals, LAN Connection at DRI (Hqrs). The Terms and Conditions of the tender are given in Annexure-I. The tender notice may be downloaded from www.cbic.nic.in and www.dri.nic.in

Interested parties while submitting quotations, must submit the proforma duly filled in and signed for having accepted the general terms and conditions as per Annexure-1 & 2 in one envelope as Technical Bid and Financial Bid (Annexure-3) in another envelope. Both the sealed envelope should be placed in another sealed cover super scribing it "Quotation for CAMC of Computers and peripherals and addressed to SIO(Admn.), Directorate of Revenue Intelligence, 6th Floor, Room No.610, Indraprastha Estate, New Delhi-110002 on or before 14.02.2024 upto 17:00 hrs.

The bids will be opened at 12:30 Hrs on 15.02.2024 before the tender opening committee in the office of DRI (HQ), New Delhi. Additional Director (Admn.), DRI (HQ), New Delhi, reserves the right to reject any or all of the quotations without assigning any reasons.

This issues with the approval of competent authority.


(Rajni Taneja)
SIO(Admn.)

Copy to:

1. DRI Website
2. Webmaster (CBIC) to upload the said notice on the www.cbic.nic.in website
3. Notice Board

Annexure 1 – General Term and condition of the Tender

I. Scope of work

- 1.1 The scope of work covers Comprehensive, e Maintenance Contract (CAMC) of Computers and Peripherals installed in the office of Director General of Revenue Intelligence (Hqrs.) New Delhi for a period of one year.
- 1.2 To provide regular on-site Preventive maintenance.
- 1.3 To replace old & defective parts with new & genuine parts, whenever required.
- 1.4 To ensure compliance to CBIC's baseline hardening checklist for desktops.
- 1.5 In case the hardware is required to be removed from site for repair, then to ensure provisions of replacement of hardware computer/printers/UPS etc. for such tune.
- 1.6 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 preview of the contract it should be separately indicated in the quotation alongwith its pre-defined rate.
- 1.7 The bidder is required to make the Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty five thousand only), refundable (without interest), accompanied with the Technical bid in the form of Demand Draft/ Pay Order from any of the scheduled Banks drawn in the favour of Pay & Accounts Officer, DRI, AGCR Building, New Delhi, payable at New Delhi, valid for a period of 90 days. Bids not accompanied by Earnest Money of the requisite amount or without proper validity will be summarily rejected and EMD (Earnest Money Draft) should reach this office through Speed Post on or before the close of bid submission.


2. Deployment of Engineers

- 2.1 The firm will provide one Resident Engineers on all working days (i.e., from Monday to Saturday) from 9.00 AM to 7.00 PM who will exclusively attend CAMC work of Computers and peripherals installed at DRI (Hqrs.), New Delhi. However, the service provider shall ensure availability of the Resident Engineer on non-working days/or beyond office hours if specifically asked for.
- 2.2 The Resident Engineers provided by the Firm shall normally not be changed without prior approval of the competent authority of this Directorate. However, this Directorate reserves the right to ask the service provider to change any Resident Engineer if found incompetent/irregular.
- 2.3 The Resident Engineers should be equipped with mobile phones to ensure their availability. The cost of such mobile shall be borne by the service provider.
- 2.4 The selected bidder shall be required to submit the character and antecedents of the Resident Engineers duly verified by police authorities before their deployment. Their full particulars should also be furnished to this office for the purpose of entry pass.

3. Service Assurance



- 3.1 The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipment to be maintained in a separate register along with details of rooms/place where they are located. If there is shifting of the equipment/s under this CAMC. The firm will have to make changes in record accordingly. SIO(Admn)) would assist the firm in this task and ensure this to be done under her supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc. from outside with liquid cleaner should be done twice a month. A Report in this regard should be submitted to SIO(Admn.), DRI(HQ) along with the quarterly bill of CAMC failing which CAMC charges would not be paid. The quarterly payment will be made strictly on the basis of satisfactory performance.
- 3.2 The schedule of monthly preventive maintenance shall be as follows:-
- a. Cleaning of all equipment using vacuum cleaner, brush and soft muslin Clothes.
 - b. Checking of power supply source for proper grounding and safety of the Equipment.
 - c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - d. Scanning of all types of virus and elimination and vaccination of the same.
 - e. Shifting of equipment as and when required
 - f. All operating systems and applications should be updated on a regular basis.
 - g. Checking of antivirus solution on systems and keep it up-to-date.
 - h. Audit and monitor all logs of events and incidents to identify unusual patterns and behaviors
 - i. Ensuring installation of Windows Defender Firewall to block malicious domains/IPs after diligently verifying them without impacting the operations.
 - j. Strong password in Modems, systems.
- 3.3 The Resident Engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. In case it is not possible, the equipment may be taken out to the workshop with proper permission of the competent authority of this Directorate at the firm's own risk and expenses, but the firm shall be required to provide a stand by for the same. The firm shall ensure that their Resident Engineers use standard/branded drivers of the machines (like HP, HCL, IBM etc.).
- 3.4 In case the requisite parts are not available the same should be replaced with the parts of higher level compatible with the system.
- 3.5 The firm shall be responsible for taking back up data and programme available in PC before attending the fault and shallk also be responsible for reloading the same. The back up copies are to be returned to the users, under proper acknowledgement. Incase, data is lost, the firm shall be responsible for recovering the same at their cost.
- 3.6 The firm shall ensure compliance to CBIC's baseline hardening checklist for desktops in coordination with the Information Security Officer, the Project Monitoring Unit and the System Integration team of this Directorate. Actual hardening activity shall be carried out by the firm's Own resources only. The desktop shall be monitored on quarterly basis and a report to this effect has to be submitted by the firm.
- 3.7 Being a comprehensive contract, all liabilities arising out of any fault /replacement of any part, shall be borne by the firm, if not mentioned separately otherwise. Any damage or loss caused to the Computers, Laptop's, Printer's, Server's, Scanner's etc. or to their parts due to negligence, mis-handling by resident engineer shall be made good by the firm


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either by payment in cash at the prevailing market price of that items of by a new one from OEM of the same make and specifications. The decision of the Directorate in this regard shall be final and binding on the firm.

- 3.8 The contract will be valid for a period of one year and the period of CAMC will be informed after finalization of the contract. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, preventive actions against spread of virus, detection/removal of virus, configuration of applications (client/server). Lotus Notes server and client applications, connection of computers/Laptops to projector/video Conferencing Machine for presentation. The rates quoted will remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Directorate of Revenue Intelligence to extend the term of the agreement on the same rates, terms and conditions for further period, if necessary.
- 3.9 The CAMC includes all the plastic items, knobs, movable / rotational parts necessary for normal operation of the original equipment and excludes the stationery items like paper, tapes, ribbons, toners etc.
- 3.10 The firm shall check all type computers/Laptops/ Printers and UPS within 5 days of signing the contract and submit report to the AD (Admn.). In case no report is submitted within the stipulated time, it will be assumed that all the machines are in running condition.
- 3.11 The systems that are not serviceable by the firm due to obsolescence of technology or non-availability of parts/assemblies/components can be withdrawn from the maintenance contract if requested for. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the firm and equivalent maintenance charges shall be deducted accordingly.
- 3.12 At the end of the CAMC - contract period, both the user and CAMC holder shall certify separately that all the equipments under CAMC are in satisfactory working condition and that no fault or complaints are pending.
- 3.13 In case the selected firm backs out in midstream without any explicit consent of the Department, the Performance Security amount shall be forfeited.
- 3.14 The Directorate shall have the right to inspect firm's site to assess infrastructure before awarding CAMC. In the event of unsatisfactory infrastructure the bid may be rejected.
- 3.15 The contract can be terminated by this Directorate at any time without giving any notice or without assigning any reason, if the work of the firm is found unsatisfactory during the currency of this contract. The decision of the competent authority of this Directorate shall be final and binding on the firm.



- 3.16 This tender is not transferable and under no circumstances. The successful bidder shall be allowed to sub-contract this work to any other person/party.
- 3.17 At the time of expiry of contract, all the equipments under maintenance shall be handed over in working condition so that handing over of CAMC to the next firm takes place in a smooth manner. The firm shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the CAMC to the new firm without any extra cost. Any equipment found to be in non-working condition till the last hour of the CAMC contract period, should be rectified by the outgoing CAMC firm without any extra cost to the department.

Penalty

- 4.1 If the firm does not attend the complaints of minor faults within 3 hours from the time of complaint registered with the resident engineer deployed by the firm, penalty of Rs.100/- per hour shall be levied. Similarly, if the firm fails to clean the equipments under CAMC twice in a month, a penalty of Rs.500/- per month shall be levied.
- 4.2 If the equipment is not set right within 24 hours penalty shall be levied at the rate of Rs. 500/- for that equipment for each day, subject to maximum penalty being the cost of replacement of the said item with a new one.
- 4.3 If the firm fails to repair/replace the equipment continuously for one week. The Directorate reserves its right to get the equipment repaired from another vendor & made functional. The expenditure incurred there on, shall be recovered from the firm, apart from the penalty as stated in the preceding Para. This may even entail termination of the contract & forfeiture of Performance Security.
- 4.4 In the event of Resident Engineer remaining absent/on leave, without substitute thereof deduction will be made @Rs. 1000 /- for each day of absence, from the contracted amount.
- 4.5 Penalty shall be deducted from the running payments.



A handwritten signature in blue ink, followed by the date 30/1/24, also written in blue ink.

List of Computers, Printers, Laptops & Other items available with this office:

S.No.	ITEM	Make /Model'	Existing Qty.
1.	Desk top computer and All in one Computer all make and model	make Like Apple, HP, Dell, Compaq Make Computer include Process, Mother Board, Components, RAM, VRA, Hard Disk Drive,, Power Supply, CD Drive, Sound Card, LAN Card, TFT/LCD, Key Board, Mouse, Speaker Connection Cord and installation of all device Drive.	112
2.	All type of Printers, Multi-Function Printers & Scanner	(All makes types including) all the parts of printer connection cord. Installation of the devices.	128
3.	LAPTOPS	(All makes & types) includes all the parts of the Laptop connection cords, adaptor, installation of device drivers etc.	04
4.	UPS of all makes including all parts of UPS connection cord etc.	All make & type UPS likes Nexus, Guard, Luminous, APC etc.	53

Note: - Quantity is subject to change.

Payment

- 5.1 The payment shall be made on quarterly arrear basis after satisfactory completion of service for each quarter.
- 5.2 Applicable taxes will be paid extra.

6. This Directorate reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of CAMC. In case contract is given for higher number of equipment's than the number as per the Annexure, then the proportionate amount of contract will be increased. However, if number is reduced, proportionate amount will be reduced.

We agree to the above terms and conditions

Signature of Authorized Signatory with date _____

Name of the Firm _____

Seal _____



Annexure 2 – Pre- Qualification requirement for Comprehensive Annual Maintenance Contract (CAMC) for Computers and Peripherals:

1.	Name of the Firm with telephone No. Fax and complete address	
2.	Registration details of the firm (Please attach self-attested copies)	
3.	GST details (Please attach self-attested copies)	
4.	Permanent Account Number (PAN) (Please attach self-attested copies)	
5.	Annual turnover Rs. Two crore or more out of which at least Rs. 30 lakh per annum for CAMC during the last 3 years	
6.	Details of experience in handling similar services (list of present clients along with self-attested copies of job orders/Service certificate from the Govt. offices/PSUs should be attached)	
7.	Details of pending legal disputes relating to CAMC for Computer and peripherals, if any.	
8.	Whether EMD submitted; If yes, Please attach self-attested copies of the same.	

DECLARATION

I/We undertake that I /We have carefully studied all terms and conditions of the contract as indicted in Annexure I and shall abide by them.

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorized Signatory with date _____

Name of the Firm

Seal


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Annexure 3 – Financial Bid+

Financial Bid for CAMC of Computers and peripherals: To be submitted in a separate sealed envelope subscribing "Financial Bid".

S.No	ITEM	QTY.	Price Offered (in Rs.)
1.	Desk top Computer and All in one Computer all make and model	112	
2.	All type of Printers, Multi function printers & Scanners	128	
3.	LAPTOPS	04	
4.	UPS (of all makes includes all the Parts of UPS, connection cord Etc.	53	
Total			
GST, if applicable			
Grand Total			

Signature of Authorized Signatory with date _____

Name of the Firm

Seal

Full Address


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