

BY SPEED POST

F. No. M-14023/41/MF/05-06/CGA/Admn/ 848

**Ministry of Finance
Department of Expenditure
Office of Controller General of Accounts
8th Floor, Lok Nayak Bhawan, Khan Market,
New Delhi-110003.**

Dated: - 28.01.2010

To,

M/s.....

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Subject:-Comprehensive Annual Maintenances Contract in respect of various capacity online UPS (5 KVA, 7.5 KVA & 10 KVA - as per list enclosed) installed in this Department for the period of one year - extendable upto 3 years.

Dear Sir,

Sealed Quotations are invited from original equipment manufacturers or their authorised service centres for Comprehensive Maintenance Contract in respect of various capacity online UPS (5 KVA, 7.5 KVA & 10 KVA - as per list enclosed) of this Department for a period of one year to be effective from the date as communicated by this department for their uninterrupted and smooth functioning.

1. The quotation in sealed cover super-scribed 'Quotation for comprehensive maintenance contract of UPS of 5 KVA & above' and addressed to the ACGA, Office of Controller General of Accounts Ministry of Finance Department of Expenditure 8th Floor, Lok Nayak Bhawan, Khan Market, New Delhi-110003, along with EMD/Bid Security of a Account Payee demand draft for **Rs. 5,000/-** (refundable without interest) drawn in favour of PAO, CGA may be submitted on or before **10.02.2010** by 3 P.M. in Admn. Section (Room No. 807).
2. Interested firm should depute their service engineer for inspection of the above said UPS on any working day between 10.00 AM to 5.15 PM. and submit the AMC paper in fulfillment of terms and conditions.
3. The Quotations shall be opened at 4.00 PM on the same day **10.02.2010** in the Office of the Controller General of Accounts. Representative of the firm, if they so desire, may also remain present at the time of opening the tender.
4. The quotation should be signed by the authorized person and his full name and status should be indicated below his signature.
5. **Quotation received late after due date and time, will not be accepted.**

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6. The AMC shall be on a comprehensive maintenance service basis. During the currency of the contract period it will be the responsibility of the contractor to keep the equipments in perfect working order. The Engineer may be deputed for attending the complaint during the Office hour (i.e. 9.00 a.m. to 5.30 p.m.). The replacement / repair of the defective parts etc. will be made with original manufacturer's parts only and will be carried out at the location of the equipment except in exceptional circumstances when the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangements are required to be made by the contractor.
7. The payment toward AMC charges would be made at the each quarter on production of satisfactory reports from the concerned users.
8. If the Contractor fails to attend the complaints within 24 hours and repair the UPS after a period of 4 days from the date of lodging of the complaint, penalty as per terms and conditions (as enclosed) for the delay of each work shall be charged and the same shall be deducted from the gross amount of the bill. The decision of Head of the Department for the reasonable period of repair shall be final.
9. The tenderers are required to prove their competence for undertaking the job in question and also furnish the following in support of their standing and goodwill:-
 - (i) List of clientele especially Central Govt. Min./Depts./Offices.
 - (ii) Company profile
 - (iii) Copy of last 2 years contract with satisfactory service certificate
 - (iv) Tendering parties must submit an undertaking to the effect that they have not been blacklisted
10. Tenderer shall produce a copy of valid PAN number and proof of registration with VAT and TIN.
11. The tenders shall have to deposit a performance security of 5% of total value of Tender Amount at the time of award of AMC which shall be refunded after expiry of the AMC period without any interest thereon. The Performance Security should be in the form of Account Payee Demand Draft, fixed Deposit Receipt, banker's Cheque or a Bank Guarantee (format enclosed) in acceptable form, from any of the commercial Banks.
12. It will not be obligatory for the Department acting through the undersigned to accept the lowest quotation and no explanation shall be given for the cause of rejection of quotation of any tender. The Department reserve the right to accept or reject any or all the quotations or part there of without assigning any reason. Canvassing in any form is strictly prohibited and quotations are liable to be rejected in such cases.

Yours faithfully,



(SUNIL KUMAR)
Sr. Accounts Officer (A)
Tele- 24616507

Encls: As above (i) Terms & Condition.

**TERMS AND CONDITION FOR ANNUAL (COMPREHENSIVE) MAINTENANCE
CONTRACT OF UPS.**

1. This agreement shall be effective for a period of 12 months from the date as intimated by the Department. However, the Department may terminate this agreement any time during its currency if the maintenance services are not found satisfactory.
2. The vendor shall renew and shall be ready to continue the AMC for another one year on same price, terms and condition etc. if Department so opt before expiry of the period of the AMC.
3. The annual Maintenance contract will include replacement of defective parts with original manufacturers parts.
4. The vendor has to attend the complaint within 24 hours and repair the UPS within a maximum period of 4 days from date of lodging of complaint. In case the fault is not rectified within the period, he should provide standby UPS of same capacity immediately, failing which penalty for the down time of the equipment will be charged from the Vendor @ Rs. 50/- per day for each UPS.
5. A log book shall be maintained at each UPS site by the vendor which will Record the history of break down and other relevant information for each UPS. This log book shall form the basis for computing the down time of booking the complaint (excluding the public holiday).
6. As per this contract, Department shall make payment to the vendor for rendering the comprehensive maintenance service per annum equipment on quarterly basis in equal Installments after taking certificate from user officers to the effect that satisfactory maintenance service are being provided by the vendor. No advance payment will be made.
7. The number of equipments for AMC is liable to vary from time to time and payment may be made on prorata basis of the period an equipment has been under AMC at the rate application for the said equipment.

Ministry of Finance

Department of Expenditure

Office of Controller General of Accounts

LIST

Sl. No.	Description	Quantity
1.	5 KVA Online	5
2.	7.5 KVA Online	4
3.	10 KVA On line	3

Date: 28.01.2012