

## **Terms of Reference**

Carpet Export Promotion Council, New Delhi Office, invites quotations from eligible Vendors for Annual Maintenance Contract (AMC) for Computer Hardware, Software, Printers, IT Peripherals & Network Infrastructure at CEPC New Delhi Office for a period of one year.

TOR document can be downloaded from CEPC website [www.cepc.co.in/tenders](http://www.cepc.co.in/tenders). Any amendment(s) / corrigendum / clarifications with respect to this Tender shall be uploaded on the website only. The Vendors should check the above website for any amendment / corrigendum / clarification before submitting the bid. CEPC reserves the right to reject any or all the bids) without assigning any reason.

### **Eligibility Criteria**

1. The Vendor should be a Delhi Based Company. Vendor must have registration under GST, PAN.
2. Duration of past experience: The Vendor should be in the business of maintenance of Computer Hardware, Software, Printers and IT Peripherals at least during each of the last 5 years ending March 31, 2022 and continuing in this business at the time of submission of bids. The Vendor should have provided AMC of PCs/Laptops/Printers etc. to Councils/Bank/Government sector/ PSUs etc. during each of the last 3 years. The Vendor should furnish its client list showing the details of work carried out during the said period as per
3. CEPC reserves the right to evaluate the aforementioned information provided by the Vendor and award the work accordingly.

### **Scope of the Work**

1. The scope of work under this Agreement includes comprehensive on-site maintenance, comprehensive annual maintenance, supply of parts/ components to replace the defective parts of Servers, Computers, Laptops etc. with Windows/IOS operating systems (OS), Printers [Network / LaserJet Printers (Color and Black & White)/Office Jet printers], Scanners mentioned in Annexure A, which is not exhaustive.
2. In case of systems covered under warranty which are not under the purview of Comprehensive AMC, the Vendor shall provide the support i.e. the Maintenance

Engineers shall escalate the complaints to the concerned Vendor/Original Equipment Manufacturer (OEM) and take up necessary follow up activities for the same for defect rectification and repair & replacement of any parts or components of the equipment without breaching any warranty terms and conditions. The Vendor shall maintain complete records of such activities and also intimate the CEPC officials regarding the call details. The onus will lie on the Vendor to ensure that the calls are timely closed.

3. Vendor shall ensure that malfunctioning of Hardware, Accessories, OS, Systems Software (if any) is rectified within 1 day of lodging the complaint failing which the Vendor shall provide, at its own cost, requisite Hardware / Software to ensure business continuity. The Vendor shall maintain an onsite inventory of spare parts for PC, Laptops, printers, cartridges etc. so as to ensure business continuity in the case of any malfunction of the IT Assets. The Vendor should maintain a Call Register to record complaints received through all modes and resolve the same. This will include resolution of complaints for the IT systems under the AMC as well raising the complaints and co-ordinating with the OEM for assets under Warranty. The onus will lie on the Vendor to ensure that the complaints are closed within prescribed timeline. If the fault is serious in nature and requires the support of Repair Centre, thereby necessitating shifting of the equipment, the Vendor shall arrange shifting/ transportation, installation, re-installation, loading of software packages (both the system and application software, if any) at no extra cost to the Council and also ensure that the data residing on the HDDs are not leaked.
4. A health card shall be maintained for all equipment's covered under AMC. The Vendor shall record therein each incident of equipment malfunction, date/time of commencement of downtime and successful completion of the repair/ maintenance work, nature of repair work performed on the equipment, downtime beyond permissible limits, if any, together with a description of the malfunction and the cause thereof.
5. Vendor shall, upon direction of CEPC officials, configure Outlook, install various application software and any other application to make configuration changes in the IT assets covered under AMC as well as under Warranty, free of cost. Necessary technical assistance and advice should be extended by the Vendor to resolve problems that may be encountered with regard to OS, System Software and any problem in accessing various Software applications on the computer systems.
6. The Vendors should handle maintenance for all brands and types of Computer Hardware and IT Peripherals, Desktop OS (all version of Windows, IOS), Networking OS (all version of Unix, Linux, Windows), VC Systems, Projectors etc.

7. Council has reserved the right to purchase the new PC / Laptop, Printer etc from open market and AMC provider have to provide the support for newly purchased item as per the above terms.

### How to Apply

Interest agencies may kindly submit the quotations in following format.

S. No	Item	Per Item ACM Rate
1	Desktop PC	
2	Laptop	
3	Printers / Printer Cum Scanner / Scanner	
4	Other: <ul style="list-style-type: none"><li>• Networking - Service</li><li>• Server Rack</li><li>• Cisco Switches</li><li>• Cisco WIFI Routes</li><li>• Projector</li></ul>	
5	Cartridge Refilling (Dry Ink)	

### Payment Terms:

- The Price should be given for the year and payment will be made quarterly basis.
- List of approx. inventories is as per annexure A.
- Purchas of hardware's / IT Peripherals will paid on actual basis.
- Agency must submit the invoice with Valid GSTIN.

Interest bidder may kindly submit the Quotations in sealed envelope to the following:

**Officiating Executive Director,  
Carpet Export Promotion Council,  
2<sup>nd</sup>, Floor, Rajiv Gandhi Handicrafts Bhawan,  
Baba Kharak Singh Marg, New Delhi – 110001**

Last date for submission of quotations is 10<sup>th</sup> August 2022