

# नगर विमानन महानिदेशालय

डी. जी. सी. ए. (मुख्यालय) और सी. ई. ओ., आर के पुरम में  
कंप्यूटर और बाह्य उपकरणों के रख-रखाव ठेके के लिए  
निविदा आमंत्रण सूचना (सीमित)

भारत सरकार  
नगर विमानन महानिदेशालय

दिनांक- 8<sup>th</sup> जनवरी, 2018  
सफदरजंग एयरपोर्ट के सामने  
अरबिंदो मार्ग, नई दिल्ली



फाइल संख्या D-21014/18/2017-GENERAL SECTION-DGCA

भारत सरकार  
नागर विमानन मंत्रालय  
नागर विमानन महानिदेशालय  
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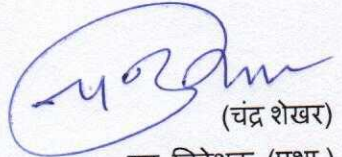
अरबिंदो मार्ग (सफदरजंग एयरपोर्ट के सामने)  
नई दिल्ली-110003  
दिनांक: 8 जनवरी, 2019

विषय: डी. जी. सी. ए. (मुख्यालय) और सी. ई. ओ., आर के पुरम में कंप्यूटर और बाह्य उपकरणों के रख-रखाव ठेके के लिए निविदा आमंत्रण सूचना (सीमित)।

निविदा से जुड़ी तारीख और सूचना		
क्रम सं.	विवरण	तारीख
1.	निविदा आमंत्रण नोटिस के प्रारंभ होने की तारीख और समय	08.01.2019, 6:00 PM
2.	दस्तावेज डाउनलोड आरंभ करने की तारीख और समय	08.01.2019, 6:00 PM
3.	बोली प्रस्तुतीकरण के आरंभ करने की तारीख और समय	09.01.2019, 10:00 AM
4.	बोली प्रस्तुतीकरण की अंतिम तारीख और समय	29.01.2019, 5:00 PM
5.	निविदा (तकनीकी बोली) खोलने की तारीख और समय	31.01.2019, 2:30 PM

टिप्पणी:-

- नागर विमानन महानिदेशालय और सी.ओ. ई. आर के पुरम में कंप्यूटर और बाह्य उपकरणों के रखरखाव-को प्रदान करने के लिए तकनीकी बोली और वित्त बोली के अंतर्गत, निविदा के आरंभ होने की तारीख से एक वर्ष की अवधि के लिए, ई-टेंडर आमंत्रित की जाती है।
- यदि किसी भी स्तर पर यह पाया जाता है कि बोली लगाने वाले व्यक्ति द्वारा प्रस्तुत किया गया कोई विवरण/दस्तावेज, मिथ्या/भ्रामक/कूटचित हैं तो उसके विरुद्ध कानूनी कार्रवाई की जाएगी। इसके अतिरिक्त शून्य/लागू नहीं/निरंक/शून्य सेवा प्रभार वाली किसी बोली को सरकारी तौर पर अस्वीकृत किया जा सकेगा।
- इच्छुक पक्षकार <http://eprocure.gov.in/eprocure/app> वेबसाइट से विस्तृत निबंधन और शर्तों वाले निविदा दस्तावेज को नि:शुल्क देख सकते हैं और उसे डाउनलोड कर सकते हैं।

  
(चंद्र शेखर)  
उप निदेशक (प्रशा.)  
कृते महानिदेशक नागर विमानन

**F. No. D-21014/18/2017-General**  
Government of India  
Directorate General of Civil Aviation  
Opposite Safdarjung Airport, New Delhi - 110003

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**"TENDER NOTICE"**

**FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR  
COMPUTERS AND PERIPHERALS IN DGCA (H.Q.) AND CEO, RK PURAM, NEW  
DELHI**

Tender published date	08.01.2019, 6:00 PM
Bid document download start date	08.01.2019, 6:00 PM
Bid submission start date	09.01.2019, 10:00 PM
Bid submission end date	29.01.2019, 5:00 PM
Bids technical / financial opening date	31.01.2019, 2.30 PM

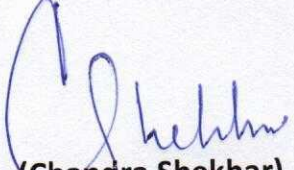
File No. D-21014/18/2017-General  
Government of India  
Directorate General of Civil Aviation  
Opp. Safdarjung Airport, Aurobindo Marg, New Delhi-110003.

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Dated: 8<sup>th</sup> Jan. 2019

**TENDER NOTICE**

**Subject:- "Quotations for CAMC of Computers and peripherals of DGCA and CEO, R K Puram."**

1. E-Tenders are invited under two bid systems i.e. Technical Bid and Financial Bid, for providing AMC services for Computers/Server/ Printers/ UPS/ LAN systems/ Network Switches/ Projector, etc., along with removal of virus, maintenance of Software like windows XP/Vista, etc., in the offices of the DGCA, Opposite Safdarjung Airport and at CEO, East Block, No III, R.K. Puram, New Delhi for a period of one year from the date of contract.
2. If, at any stage, it is found that any of the details / documents furnished by the bidder are false/ misleading/fabricated, he/she would be liable to legal action and forfeiture of the Earnest Money Deposit. Also, any bid with **NIL/N.A./BLANK/ZERO service charge** will summarily be rejected.
3. **Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the website <http://eprocure.gov.in/eprocure/app>.**
4. The Directorate General of Civil Aviation reserves the right to amend or withdraw any of the terms and conditions contained in the **Tender Notice** or to reject any or all tenders without giving any notice or assigning any reason. The decision of the DGCA (HQ) in this regard shall be final and binding on all.

  
(Chandra Shekhar)  
Deputy Director (Administration)  
08/01/2019

File No. D-21014/18/2017-General  
Government of India  
Directorate General of Civil Aviation  
Opp. Safdarjung Airport, Aurobindo Marg, New Delhi-110003.

**Scope of Work/ Eligibility/ Terms & Conditions of the Tender**

1. The firm should have successfully undertaken similar work in Govt. Department/ Ministries.
2. The firm should have work Contract Certificate registered in their name for computer maintenance.
3. **The firm should be in existence for at least 5 years in trade with Annual Maintenance Contract worth more than Rs. 50 Lakhs per annum during the last 3 years ending 31st March, 2018. The minimum turnover per annum should be at least Rs. 5 Crore for the last 3 years.** The condition of prior turnover and prior experience may be relaxed for Startups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document
4. Company, Sole Proprietorship, Partnership, LLP etc. should be an ISO 9001:2015, ISO 20000-1:2011 & ISO 27001: 2005 certified for IT security services or Higher certified. Certificate should be submitted.
5. **The Firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract for a minimum 600 computers connected in LAN under Linux/Window NT environment for at least 2 years consecutively.** The condition of prior turnover and prior experience may be relaxed for Startups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document.
6. The resident engineers to be deployed under the Contract must have 3 years Computer Hardware Diploma or BCA/B.Sc. [IT]/M.Sc. [CS] with or MCSE, MCP, MCITP and CCNA certified along with two years' work experience in the relevant field from reputed Govt/Pvt. Organization. The certified copies of the educational qualification, work experience are required to be deposited at the time of deployment in the office.
7. **List of customers along with copies of order of AMC executed within last 3 years. (Not applicable in case of startups).**
8. The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.

9. **Income Tax Return for the last 3 financial years i.e. FY 2015-16, 2016-17 and 2017-18 must be attached. (Not applicable in case of startups).**
10. The company should produce the self- attested photocopies of documents related to allocation of Registration Number, PAN number, GST number.
11. **The vendor will ensure suitable deployment of 3 qualified resident engineers [2 for DGCA HQ. and 1 for O/o CEO, R.K. Puram, New Delhi] who would be resident at our offices on all working days from 9.30 AM to 6.00 PM. [Note- The engineers may be asked to stay at the office beyond office timing/ holidays/ weekends in case of any emergency. No extra payment would be made for the same.]**
12. If the firm does not attend the complaint within 2 working days from the time of registration of complaints with the resident engineer deployed by the firm or on the telephone no. [Given by the firm for lodging complaints], a penalty of Rs. 500/- per day (from the third day after lodging the complaint) shall be levied.
13. If the fault is set right by replacing the defective sub assembly and equipment, the same should be re-installed after servicing within 7 days [if 7th day falls on holiday, the next working day]. In case of default, the penalty as prescribed above shall be levied.
14. Penalty shall also be levied for the absence of resident engineer without any notice at the rate of Rs. 500/- for every working day. However, first absence of resident engineer without any notice shall not be penalized.
15. The contract would be initially for one year form the date of commencement of contract. Further extension may be considered on mutual agreement for maximum of two extensions of one year each.
16. Take the back up from the servers daily which is of utmost importance.
17. Handle server which is loaded with visual basic at front end and SQL at back end.
18. Resolve the server issues arising during the running of Visual Basic application for generating roll numbers and computer number etc and create user's login details in the server.
19. Resolve Network issues related to LAN terminals.
20. Handle, diagnose and rectify the faults in network switches and router.
21. Ensure the serviceability of all the three lease lines and MTNL broadband connection. If any problem in fault finding, must take the help from customer support of lease line/ broadband service provider.
22. Restore the power supplies from the various UPS Systems when there is a power failure.
23. Liaison with his parent company to get the unserviceable UPS systems, hub switches router, printers etc repaired.

24. Repair of desktop/CPU/ Monitors at the site itself and if beyond his control, should get repaired from his parent company.
25. Retrieve the lost data if any from computers/servers immediately.
26. Coordinate with his parent company to take the urgent support for making the systems serviceable.
27. Replace/repair desktop keyboards, mouse etc. Scan all the machines for presence of any virus and if detected must be removed immediately.
28. The agency may visit DGCA Hqrs. and office of the CEO, R.K. Puram to physically see the equipment between 02.00 PM to 04.00 PM till the last date of tender document except holidays.
29. The Earnest Money Deposit (EMD) is Rs.20,000 which will be refundable (without interest) and should be in the form of Demand Draft / Banker's Cheque drawn in favour of **"PAO, DGCA, Ministry of Civil Aviation"** payable at New Delhi, failing which the tender shall be rejected summarily. The bidder shall deposit EMD money in original to DGCA opposite Safdarjung Airport, New Delhi-110003 on or before the last date of submission of the bid.
30. EMD exemption may be allowed to MSME/start-ups as per the GFR rule 170 provided relevant supporting documents are submitted along with the bids.
31. The successful bidder will have to deposit a **"Performance Security Deposit"** of 10% of the contract amount, in favour of **"PAO, DGCA, Ministry of Civil Aviation"** payable at New Delhi and may be paid in any of the following forms:-  
"Crossed Demand Draft / Pay Order / Fixed deposit receipts / Performance Guarantee Bond by any Nationalized Bank or Scheduled commercial Bank.
32. The performance security deposit shall remain valid upto a period of 60 days beyond the completion of all contractual obligations. In case the contract is further extended beyond the initial period, the Demand Draft / Pay Order / fixed deposit receipts / performance guarantee bond will have to be accordingly extended / renewed by the successful bidder covering the period of contract. No interest whatsoever will be payable on such security deposit.
33. Conditional bids shall not be considered and will be out-rightly rejected.
34. The bids shall be opened on the scheduled date, time and venue as prescribed above in the presence of the representative of the companies / firms / agencies, if any, who are present on the spot at that time. **Even if no representative of any of the bidder is present, the bids will be opened as per schedule.** Only the bids fulfilling the conditions as laid down herein will be evaluated for selection. However, no expense of visit will be paid by the DGCA.
35. The competent authority appointed by the DGCA reserves the right to annul any or all bids without assigning any reason.

**36. Indemnification:**

DGCA will not be responsible for any injury or losses sustained by agency's personnel during the performance of their duties and also for any damages or compensation due to any dispute between the agency and its workers. With all the liabilities arising out of any provisions of the labour laws / Acts / enactments / instructions in-force or enacted from time to time during the continuation of this agreement and the same shall be the responsibility of the agency. Furthermore, the agency shall be responsible for the payment of compensation, insurance or other claims of its employees or any other kind what so ever. DGCA will not be responsible of being a principal employer for the employees deployed on the work by the agency. DGCA will not be responsible for any misinterpretation of terms and conditions or wrong assumption by the vendor. Further, in case of any losses/damage is caused to DGCA equipment/property due to negligence/wrong/faulty maintenance carried out by the technicians/engineers/personnel of the contractor, then the contractor must indemnify the DGCA against all such losses." Further, the contractor shall indemnify DGCA against all losses caused to DGCA due to any act/omission of contractor and against third party claims arising out of any act /omission of contractor.

**37. Force Majeure:**

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.

38. An agreement (2 copies) with the terms and conditions as laid down in this tender notice will be made on the non-judicial stamp paper worth Rs. 100/- to get the signed by the authorized signatory of the successful firm and authorized representative of DGCA to accept the terms and conditions.

39. If, at any stage during contract period, the number of systems i.e. Computers, printers, scanners etc increases or decreases as per the requirement of DGCA (HQ) and CEO R K Puram; the payment shall be made on pro rata basis.



**40. Termination of contract:**

- (a) DGCA reserves the rights to terminate this AMC at any time during the contract by giving one month's notice without assigning any reason whatsoever, if the services are found to be unsatisfactory.
- (b) It may be ensured that rates for parts of authorized brand only should be quoted and supplied for repair and AMC accordingly. In case if it is found at any stage during the tenure of the contract that sub-standard /inferior quality items supplied, necessary action will be taken against such tenderer, including forfeiture of their Performance Security and debarring them for quoting future tenders.
- (c) If the tenderer fails to undertake the job satisfactorily at any period of time during the contract or withdraw his services permanently for more than two consecutive weeks, DGCA has every right to cancel the contract and forfeit the Performance Security Deposit.
- (d) If the tenderer fails to attend any complaint within 10 days, DGCA has every right to cancel the contract and forfeit the Performance Security Deposit.
- (e) If the resident engineer remains absent for more than 10 consecutive days, without any replacement, DGCA has every right to cancel the contract and forfeit the Performance Security Deposit

**41. Preventive Maintenance Terms and Conditions:-**

- i.) The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
- ii.) The schedule of preventive maintenance shall be as follows:-

Cleaning of all equipment using dry vacuum air, brush soft Muslin clothes. Running of test programmers to ensure quality print / date reliability. Checking of power of test programmers to ensure quality print /date reliability. Checking of power supply source for proper grounding and safety of equipment. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.

Shifting of equipment as and when required. Running of diagnostic software for system performance on monthly basis.

**42. The scope of software maintenance covers:**

All the complaints received shall be attended immediately as follows:

- i. Minor faults immediately.

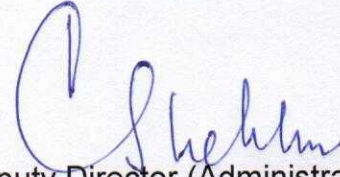
- ii. Major faults within 4 working days by replacement method, with the available spares, if instructed by Section Officer (General section), failing which Rs. 500/- per day of delay would be deducted from the AMC quarterly Bill.
- iii. The firm shall be responsible for taking backup data and programs available in PC, before attending the fault and shall be responsible for reloading the same. The backup copies is to be returned to the users.
- iv. If the equipment is required to be transported to the firms/manufacture service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- v. The replacement of the components, sub-assemblies and assemblies shall be free of charges.
- vi. The replacement shall also involve all items of equipment:

Including major parts such as monitor tubes, printer parts, print heads of printers, adaptors of printers, hinges of printer, HDD, CPU, SMPS, Motherboard, Teflon, Multimedia kit, keyboard, Mouse, CD-ROM, floppy drive, Roller of printer, all part of projector etc. but-excluding consumables such as computer stationery, burnt items, ribbon ink cartridges, UPS Battery, faulty wires etc.

- a) Maintenance of all preloaded software's in the PCs, and peripherals and ensuring loading the software, if not preloaded, at later stages. The following software's are presently in use:
  - i) MS-Office (all version)
  - ii) Window (all version)
  - iii) Anti-virus (all version)
  - iv) Software support for exchange.
  - v) Hindi software (all version)
  - vi) Dragon naturally speaking software
- b) The firm must provide necessary support for maintaining VIRUS free computer environment in the DGCA.
- c) Data recovery from crashed hard disc drives from specialized firms, all expenditure, in this regard, shall be borne by the firm.
- vii) Handling, Maintenance and repair work related to LCDs.

**43. Payment terms:**

- (i) Payment shall be made on pro-rata basis at the end of each quarter after successful completion of job.
- (ii) TDS as per Rules will be deducted from the bills of the contractor.



Deputy Director (Administration)  
**Directorate General of Civil Aviation.**

**ANNEXURE-I**

**QUOTATIONS FOR CAMC OF COMPUTERS AND PERIPHERALS OF DGCA TECHNICAL BIDDING CHECK LISTS**

S.no.	Parameter	Yes/No.	Page no.
1.	Whether documents are attached indicate that the firm is in the trade with Annual Maintenance Contracts worth more than Rs. 50 Lakhs per annum during the last 3 years ending 31st March, 2018.*		
2.	Audited Balance sheet for last 3 years showing that the firm has a minimum per annum turnover of atleast Rs. 5 crore.		
3.	Whether documents are attached indicating that the Company is an ISO 9001:2015, ISO 20000-1:2011 & ISO 27001:2005 certified for servicing.		
4.	Whether documents are attached to indicate that minimum one Annual Maintenance Contract of more than 600 Computers connected in LAN under Linus/window NT environment for at least two years consecutively.*		
5.	List of customers along with copies of order of AMC executed within last 3 years.*		
6.	Income Tax Return for the last 3 financial years i.e. FY 2015-16, 2016-17 and 2017-18 must be attached.*		
7.	Self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST number.		

Signature of the Contractor

*\*Not applicable in case of startups*

**ANNEXURE-II**

**QUOTATIONS FOR CAMC OF COMPUTERS AND PERIPHERALS  
OF THE O/o DGCA**

**FINANCIAL BID**

S. No.	Type	Details of Items	Qty.	Under Warranty / Out of Warranty	Warranty upto	AMC / FMS Support	Unit Price (Per Annum)	Total Amount (Per Annum)
1	Servers	HP Proliant ML 330 G6 Server	1	Out of Warranty	NA	AMC		
		Wipro Server: 09GAPC91500002/08HBDA814000 08	2	Out of Warranty	NA	AMC		
2	Computers	Desktop Computers: HP/Lenovo/HCL/Wipro & Etc. P4, Core 2 Duo, i3, i5, i7, AMD Etc.	159	Out of Warranty	NA	AMC		
		Millennium Desktop: AMD-A8-7600 Radeon R7	110	Out of Warranty	NA	AMC		
		Acer Desktop: Model No. Veriton M200 B350 AMD Latest Series	271	Warranty	Mar-21	FMS		
		HP Workstation Model Z240 i7 Series	4	Warranty	Jun-21	FMS		
		Lenovo All in One Desktop Model i3/i5 Series	3	Out of Warranty	NA	AMC		
		HP Pavilion All in One Desktop Model i5/ i7 Series	2	Out of Warranty	NA	AMC		
		Lenovo All in One Desktop Model i7 Series	2	Warranty	Nov-21	FMS		
3	Laptops	Lenovo Laptop Model i7 Series	12	Warranty	Dec-21	FMS		
		ASUS Laptop Model i7 Series	4	Out of Warranty	NA	AMC		
		HP Probook Laptop Model 4430/4420: i5/i7 Series	24	Out of Warranty	NA	AMC		
4	Printers	Inkjet/Deskjet Printers/LaserJet 1007,1020,1022, P2015, Other Make & Etc.	154	Out of Warranty	NA	AMC		
		HP Heavy Duty MFP Color Laserjet Printer M447fdw	2	Warranty	May-20	FMS		
		HP Heavy Duty MFP Color Laserjet Printer M181fw	1	Warranty	Nov-20	FMS		
		HP LaserJet Pro Printer 403D	70	Warranty	Apr-20	FMS		

12

		Canon ImageClass MFP Laserjet Printer 4470	30	Out of Warranty	NA	AMC		
		HP MFP Laserjet Pro Printer MFP M226DW	55	Warranty	Oct-20	FMS		
		HP MFP Laserjet Pro Printer MFP 227DW	70	Warranty	Apr-20	FMS		
		Dot Matrix Printer TVSe	1	Out of Warranty	NA	AMC		
5	Offline / Online UPS's	Microtek Offline UPS 1000VA Excluded Battery	275	Warranty	Mar-20	FMS		
		Other Make UPS 600/800/1000VA Excluded Battery	40	Out of Warranty	NA	AMC		
		3 KVA Online UPS Excluded Battery	2	Out of Warranty	NA	AMC		
		5 KVA Online UPS Excluded Battery	5	Out of Warranty	NA	AMC		
		6 KVA Online UPS Excluded Battery	1	Out of Warranty	NA	AMC		
		20 KVA Online UPS Excluded Battery	1	Out of Warranty	NA	AMC		
6	Scanners	HP Heavy Duty ScanJet Enterprise Flow 7500	6	Out of Warranty	NA	AMC		
		HP ScanJet 8270	2	Out of Warranty	NA	AMC		
		Scanner Other Make	2	Out of Warranty	NA	AMC		
7	Network Equipment's	HP ProCurve Managed Switch A5500 Series	2	Out of Warranty	NA	AMC		
		HP ProCurve Managed Switch 5310 Series	1	Out of Warranty	NA	AMC		
		HP ProCurve Managed Switch A5120 Series	13	Out of Warranty	NA	AMC		
		HP ProCurve Managed Switch 2510 Series: 24 Port	3	Out of Warranty	NA	AMC		
		D-Link Switch Des 1210: 28 Port	5	Out of Warranty	NA	AMC		
		Cisco Catalyst Managed Switch 2960 X Series : 24Port	14	Out of Warranty	NA	AMC		
		Cisco Catalyst Managed Switch 2960 X Series : 48Port	6	Out of Warranty	NA	AMC		
		Firewall Cyberoam CR 50iNG Excluded Subscription	2	Out of Warranty	NA	AMC		
		Jack Panel 24 Port	44	Out of Warranty	NA	AMC		
		No. of Networks Nodes	594	Out of Warranty	NA	AMC		
8	Projector	Projector	1	Out of Warranty	NA	AMC		
9	LCD TV's	LCD/LED TV : 40 inch, 42 inch, 55 inch Other Make Etc.	19	Out of Warranty	NA	AMC		

10	Resident Engineer	System Administrator cum Site In charge (per annum) Salary of Skilled Engineer should be not less than minimum wages of Govt. of NCT.	1	NA	NA	NA		
		System Engineer (Per annum) Salary of Skilled Engineer should be not less than minimum wages of Govt. of NCT	2	NA	NA	NA		
<b>Total Amount (Exclusive Tax)</b>								
<b>GST @ _____</b>								
<b>Total Amount (Inclusive Tax)</b>								

Total Amount in Words:

Signature of the contractor

*U2*

**PARTICULARS OF EXPERIENCE**

- 1. Name of the Agency :
- 2. Date of Establishment of the Agency:
- 3. Experience in the trade and particulars of other contracts, If any. :
- 4. Organizations with whom contract held and terms/conditions thereof With supporting documents. :
- 5. Monthly business turnover of the agency for each contract mentioned Against (4) above. :

Date: .....

Signature and seal of Bidder



(On Company letter head)

UNDERTAKING

To  
Directorate General of Civil Aviation,  
Opp. Safdarjung Airport,  
Aurobindo Marg, New Delhi-110003

Name of the firm/Agency\_\_\_\_\_

Name of the tender\_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We shall provide Annual maintenance Contract for Computers and peripherals at DGCA Hqrs and C.E.O R.K Puram as per the requirement mentioned in tender document.
4. I/We do hereby undertake that we comply with all applicable statutory provisions and should ensure that we remain in compliance with all applicable statutory provisions during the currency of contract.

(Signature of the Bidder)  
Name and Address of the Bidder  
Telephone No.



Directorate General of Civil Aviation

FORM OF AGREEMENT

THIS AGREEMENT is made on the \_\_\_ day \_\_\_\_\_  
(Month)\_\_\_\_\_(Year) Between the President of India through  
\_\_\_\_\_ (Name and address of the Department)  
(hereinafter called "the Department" which expression shall, unless  
excluded by or repugnant to the context be deemed to include his  
successors in office and assigns) of the one part AND  
\_\_\_\_\_ (Name and address of the contractor)  
through Shri \_\_\_\_\_, authorized representative  
(hereinafter called "the contractor" which expression shall, unless  
excluded by or repugnant to the context, be deemed to include his  
successors, heirs, executors, administrators, representatives and  
assigns) of the other part for providing AMC service for Computers and  
peripherals to the Directorate General of Civil Aviation.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract herein after referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. Notice Inviting Tender for Computers and peripherals
  - b. Award of contract;
  - c. Terms and Conditions;
  - d. Scope of Work;
  - e. Addendums, if any; and
  - f. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Department to execute AMC service for Computers and peripherals w.e.f \_\_\_\_\_ as per the provisions of this Agreement and the tender document.
4. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender document, the contract price of Rs. \_\_\_\_\_  
( \_\_\_\_\_ Rupees in words)
5. Being the sum stated in the letter of acceptance subject to such

additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHERE OF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor  
Signature of the authorized official  
Officer

For and on behalf of the DGCA  
Signature of the authorized

Name of the official  
Stamp/Seal of the Contractor

Name of the Officer  
Stamp/Seal of the Employer

By the said \_\_\_\_\_ Name  
on behalf of the Contractor in  
the presence of:

By the said \_\_\_\_\_ Name  
on behalf of the Employer in  
the presence of:

Witness \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_

Witness \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_

Telephone No: \_\_\_\_\_  
No: \_\_\_\_\_

Telephone

CG

**UNDERTAKING**

It is certified that my firm/agency/company has never been black listed by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said firm/agency as on \_\_\_/\_\_\_/2018.

Place:

Signature of the Tenderer

Name of the Signatory

Date: \_\_\_/\_\_\_/2018

Name of the Firm/agency

Seal of the Firm/Agency

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