

**Government of India**  
**Ministry of Textiles**  
**Office of the Development Commissioner for Handlooms**  
**Weaver's Service Centre**  
**Bharat Nagar, Delhi-110052**  
**Tel: 011-35160872, 011-35160873**  
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**Comprehensive Annual Maintenance Contract (CAMC) for Desktops, Printers,  
Scanners, UPS and Photocopier Machine**

Tender Notice: No. WSC/DLH/HK-4(7)/2025/542 Dated: - 24/4/26

Office of the Weavers' Service Centre, under the Office of Development Commissioner for Handlooms, Ministry of Textiles, Government of India invites the sealed quotations for a Comprehensive Annual Maintenance Contract (CAMC) of both Hardware and Software in Desktops, Printers, Photocopiers, UPS, Scanners, etc. The site location includes **B2, WEAVERS SERVICE CENTRE, BHARAT NAGAR, ASHOK VIHAR PHASE - IV, NEAR BHARAT NAGAR POLICE THANA, BHARAT NAGAR, DELHI-110052.**

Any interested firm should submit documents as mentioned in Annexure – 'B' for qualifying Technical Specification phase during the bid. **The Tenders/Quotations which are received incomplete, outside Delhi and /or filled after the due date shall be summarily rejected.** This office reserves the right to accept or reject any or all tenders without assigning any reason. The requirement and conditions needed to be fulfilled by the vendor are specified as follows: -

**(A) Technical Terms and Conditions**

- The Service Provider will inspect and ensure beforehand that all the Desktops, Printers, UPS, Scanners, Photocopiers, etc. are in working condition before the start of the contract period. Also, it will be the responsibility of the Service Provider all above items under the contract are in working condition on the last day of the contract period.
- **Only Delhi based firms are eligible for this bid. Outside Delhi firms will be summarily rejected.**
- The Annual Turnover required from the firm should be of Rs. 4,00,000/- in last 3 Financial Years.
- The firms should be in the business of maintenance of Desktops, Printers, UPS, Scanners, Photocopiers, etc. for at least 3 years. Exemption in experience for MSE & DPIIT-recognized Startups and the experience certificate should only be counted for services provided to the Central/State Govt Organization/PSUs as mentioned in the bid document.
- The firm must be willing to provide onsite support at WSC Delhi office including maintenance of both Hardware and Software in Desktops, Printers, Photocopiers, UPS, Scanners, etc. of different makes and models.

- The firm must ensure that it has submitted all the documents required in Annexure 'B'
- The Firm should be registered with the GST and possess valid GST Registration Number and should submit a copy of GST Registration Certificate. The GST Registration should be from Delhi, others the firm's bid will be rejected.
- The firm must be willing to provide onsite support for Desktops and Printers of different make and models (**all parts inclusive**) as given in **Annexure 'A'**.
- The firm must submit valid Income Tax certificate/IT returns for the last 03 Financial Years and copy of the PAN Number may also be enclosed and has to be produced in original for verification as and when required. The ITR must be filled with the same PAN Card as provided by the firm.
- All Annexure from 'A' to 'F' must be provided on Firm's letter head attested with company's seal. Tender uploaded without the said Annexures in required way will be outrightly rejected.
- The Tenders/Quotations which are received incomplete, outside Delhi i.e., having GST Certificate and Company Registration Certificate/Establishment Certificate from outside Delhi and /or filled after the due date shall be summarily rejected.

**Only the firms meeting the above technical terms and conditions should submit their quotations. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms and Conditions. Financial bids of firms, who fail to fulfil any of the above conditions, will not be considered.**

#### **(B) Financial Terms and Conditions**

- The rates should be quoted on Comprehensive Basis for Desktops, Printers, Photocopiers, UPS, Scanners, etc. in the proforma placed at Annexure 'A'. which include replacement of any items/ spare parts of goods/ standard quality for keeping the machine active and free from any defect.
- Below are the specific parts covered under CAMC on GeM for the requested equipment which will be replaced with the original manufacture product only by the service provider free of cost during the AMC period in case of any malfunction. The details of some spare parts that will be replaced with original one in case of any malfunction by the Service Provider are given below: -

##### **1. Desktops (18 Qty. Desktops)**

- **Internal Parts:** Motherboard, Processor, RAM, Hard Disk Drives/Solid State Drives (HDD/SSD), SMPS (Power Supply), CMOS batteries, Graphics cards, and Internal cables.
- **External Components:** Cabinet/Plastic body parts, Monitor, Keyboard, Mouse.
- **Software Support:** Operating System (OS) troubleshooting, re-installation, and driver updates.

##### **2. UPS (17 Qty. UPS)**

- **Coverage:** Internal circuitry, inverter boards, and transformer.
- **Exclusion:** UPS Batteries.

**3. Printers and Photocopiers (Printers Qty. 15 and Photocopiers Qty. 01)**

- **Components Covered:** Printer heads, fuser assembly, Teflon rollers, gears, PCB boards, motors, power cables, and data cables.
- **Exclusions:** Consumables like Toner cartridges, Ink cartridges, Drum units, and Printer ribbons.

**4. Scanners (Qty. 2 Scanners)**

- **Coverage:** All internal electronic parts, scanning sensors, lamps, motors, plastic bodies, and glass surfaces.
- The amount of AMC should include GST and other taxes to be borne by the vendor.

**Only the firms meeting the above financial terms and conditions should submit their quotations. The firm which fails to fulfil any of the above & conditions will be disqualified without any intimation.**

**(C) General Terms and Conditions**

**1. Deployment of Engineers**

The services of the engineer of the contractor may be required on non-working days or beyond the office hours on working days on some occasions to meet emergency situations. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

**Only the firms meeting the above terms and conditions should submit their quotations. The firm which fails to fulfil any of the above & conditions will be disqualified without any intimation.**

**2. Service Assurance**

- 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 placed/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly.
- 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 once in a month. A preventive maintenance report (quarterly) would be submitted along with the quarterly CAMC bill in the name of Weavers' Service Centre, O/o DC(Handlooms), Ministry of Textiles, Bharat Nagar, Delhi-110052, failing which appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the user.

- The schedule of the preventive maintenance shall be as follows: -
- Cleaning of all equipment using vacuum air, brush, and soft muslin clothes.
- Checking of power supply source for proper grounding and safety of equipment.
- Ensuring that the covers, screws, switches etc. firmly fastened in respect of each equipment.
- The service engineer would take up and report fault within an hour. As far as possible repairs, would be carried out on-site itself. However, in case the equipment is taken to workshop, the firm would provide a stand by for the same.
- The equipment to be taken out to workshop for repair with proper permission of the Competent Officer would be at the company's own risk and expenses.
- Where the items/ parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
- The firm shall be responsible for taking back up data and programme available in PC before attending the fault and shall also be responsible for reloading the same, the backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.
- The Contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the office of the Weavers' Service Centre, Delhi to extend the term of the agreement on the same terms and conditions for a further one year if necessary.
- Being a comprehensive contract, all liabilities arising out of any fault/replacement of any part, will be borne by the vendor, if not mentioned separately otherwise.
- CAMC exclude clause: - AMC will not include computer stationery like paper/toner/cartridges. However, comprehensive AMC includes all the plastic items, knobs, movable/rotations parts necessary for normal operation of the original equipment excluding only the stationery items like tapes, ribbons, toners etc.
- The replacement also involves all items of equipment including major parts such as monitor tubes, print heads of printers, HDD/SSD, SMPS, CPU, motherboards, but excluding consumables such as computer stationery, ribbon, ink, cartridges etc.
- The systems that are not serviceable by the agency due to obsolete of technology or non-availability of parts/assemblies/components, will be withdrawn from the maintenance contract. The decision of this office regarding non-availability and obsolete of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

- The contract can be terminated by this Department at any time without giving any notice or without assigning any reason. If the work of the contractor is found unsatisfactory during the currency of this contract. In this connection, the decision of this office shall be final and binding on the firm.
- This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- This office has right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.
- Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office whose decision shall be final and conclusive.
- In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding on the firm.
- At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes places in a smooth manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in nonworking condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

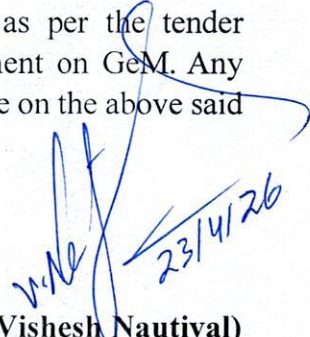
#### **4. Penalty**

- If the firm does not attend the complaint and rectify/resolve the faults within 02 working days from the date of complaint registered to the on-site engineer deployed by the company the penalty of ₹ 500/- per day shall be levied w.e.f. time and date of complaint registered. Replacement of spare parts shall be done within 7 days. Any delay in change of spare parts shall attract a penalty of ₹ 500/- per day.
- If the company fails to repair/replace the system for one week, the system may be repaired from the other company/firm & made functional and the expenditure incurred there on shall be covered from the AMC charges, apart from the penalty levied as started in the preceding para. This may even entail termination of the contract.
- If any information/documents furnished by Bidder are found to be incorrect/fake/forged at any time, the proposal/contract will be terminated immediately without any notice.
- The CAMC work shall be started within 7 days of the allotment letter, failing which the allotment is liable to be cancelled. CAMC holder fails to execute the work in the specific period, performance security shall be forfeited.

#### **5. Payment**

- No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

- The Company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.
- The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC.
- In case contract is given for higher number of equipment than number as per the Annexure 'A' than proportionate amount of contract will be increased, if number is reduced proportionate amount will be decreased.
- The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.
- The Director of Weavers' Service Centre, Delhi reserves the right to reject any or all bids without assigning any reasons whatsoever and not bound to accept the lowest tender. This office shall not bear any costs or responsibility due to rejection of the Bid.
- The bidder is expected to examine all instructions, forms, specifications, terms and conditions in the Bid documents, failure to furnish all information and documents required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at Bidder's risk and shall result in rejection of the Bid.
- It is the responsibility of bidders to check for any correction/corrigendum /amendments prior to the last date of the submission of bid. The amendments shall be uploaded on the portal (i.e. Gem Bid No. as Given in Bid Document on GeM) and shall be binding on the bidders.
- In case of any dispute, decision of the Director Weavers' Service Centre, Delhi shall be final and binding on the firm.
- No bids will be accepted after the end date & time as mentioned in Bid Document on GeM under any circumstances. This office will not be responsible for any delay and for reasons beyond the control of this office.
- Bidders are required to follow the instructions carefully as per the tender document and the instructions as mentioned in Bid Document on GeM. Any corrigendum/addendum regarding this tender will be available on the above said website only.

  
 (Vishesh Nautiyal)  
 Director, WSC Delhi

**QUOTED AMOUNT (IN RS.) BY THE BIDDER**

**(Original to be signed on the firms' letter head)**

- Total Desktops: -** 18 (13 HP and 5 Acer Brand)  
**Total Printer: -** 15 (11 Multifunction HP Black print only, 3 HP Printer Black Print only and 1 Epson Coloured printer)  
**Total UPS: -** 17 UPS (Microtek and other brands)  
**Scanners: -** 2 HP Scanners  
**Photocopier: -** 1 Toshiba

<b>Details of Computers and peripherals for CAMC</b>			
<b>Sr. No.</b>	<b>Particulars</b>	<b>Quantity</b>	<b>Quoted Amount in the Bid (In Rs.)</b>
1.	Desktops	18	
2.	Printers	15	
3.	UPS	17	
4.	Scanners	02	
5.	Photocopier	01	
<b>Total Quoted Amount in the Bid (In Rs.)</b>			

- Note: -**
- 1. The rates quoted should be inclusive of GST/any other tax.**
  - 2. The rates should be in the above format only otherwise bid will be rejected.**
  - 3. CAMC of maintenance of Hardware and Software in Desktops, Printers, Photocopiers, UPS, Scanners, etc.**

**(Signature of the owner/Proprietor with seal)**

**Date:-**

**Place: -**

**LIST OF DOCUMENTS FOR TECHNICAL SPECIFICATION PHASE IN THE  
BID**

**(Original to be signed on the firms' letter head)**

<b>Sr. No.</b>	<b>Name of Company</b>	<b>Name of Govt. Organisation Registration No./Turnover Amount etc</b>	<b>Page No.</b>
1	MSE & DPIIT-recognized Startups Document for exemption in experience and annual turnover		
2	In case of not providing documents requested in Sr. No. 1 above, the firm will provide enclosed Proof/Order copy for last 3 years of experience in AMC of Computer & Peripherals business and Enclosed copy of balance sheet and Annual Turnover of last three Financial Years certified by the Chartered Accountant. The eligible Financial Years are 2023-24, 2024-25 and 2025-26 or 2022-23, 2023-24 and 2024-25.		
3	Firm must provide all Annexures A to F on firm's letter head, otherwise the bidder will be rejected.		
4	Enclosed GST Certificate, Company Registration Certificate/Establishment certificate and last 03 Financial Years i.e., 2023-24, 2024-25 and 2025-26 or 2022-23, 2023-24 and 2024-25 of ITR (Income Tax Return) acknowledgement along with copy of PAN card. The ITR should be filled under the same PAN Card as provided by the service provider.		
5	Address, contact number, Mandate Form and Email ID of the firm on the letter head.		

**(Signature of the owner/Proprietor with seal)**

**Date & Place: -**

**Note: - Bids received without above mentioned documents will summarily be rejected.**

**UNDERTAKING FOR DECLARATION REGARDING FINANCIAL  
STANDING**

**(Original to be signed on the firms' letter head)**

It is hereby certified that the Firm \_\_\_\_\_ declare that as on date, we are not under liquidation, court receivership or similar proceedings and are not bankrupt. We confirm that this declaration is true to the best of our knowledge and belief. We also understand that we will be put on watch list/holiday/banning list if our afore-said declaration is found to be false.

Place: - \_\_\_\_\_

(Signature of Authorised Signatory)

Date:- \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Name:**

**Designation:**

**Seal:**

**Undertaking Regarding Blacklisting**

**(Original to be signed on the firms' letter head)**

It is hereby certified that the Firm \_\_\_\_\_ is not blacklisted by Government of India/PSUs/State Governments and its undertaking as on date. The firm will immediately inform to client (i.e. Weavers' Service Centre, Bharat Nagar, Delhi-110052) in case of any change in the situation any time here in after.

Further, if above information found false, I/We are liable to accept any action taken against us from your office.

Place: - \_\_\_\_\_

(Signature of Authorised Signatory)

Date:- \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Name:**

**Designation:**

**Seal:**

**UNDERTAKING TO BE SUBMITTED BY THE BIDDER ON COMPANY**  
**LETTER HEAD**  
**(Original to be signed on the firms' letter head)**

To,

Director, Weavers' Service Centre  
O/o DC(Handlooms)  
M/o Textiles  
Bharat Nagar, Delhi-110052

Subject: - **Acceptance of Terms and Conditions of Tender.**

Bid No. & Date: - \_\_\_\_\_

Dear Sir,

- I/We have read the entire terms and conditions of the tender documents (including all documents like annexures(s), which form part of the contract agreement and I/we shall abide hereby the terms/conditions/ clauses contained therein.
- The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
- I/We hereby unconditionally accept the tender conditions of above-mentioned tender documents(s) corrigendum(s) in its totality/entirely.

Yours Faithfully,

Place:

Signature of Authorised Signatory

Date: - \_\_\_ / \_\_\_ / \_\_\_\_\_

**Name:**

**Designation:**

**Seal:**

**WILLINGNESS TO BE SUBMITTED BY THE BIDDER ON COMPANY**  
**LETTER HEAD**  
**(Original to be signed on the firms' letter head)**

To,

Director, Weavers' Service Centre  
O/o DC(Handlooms)  
M/o Textiles  
Bharat Nagar, Delhi-110052

Subject: - **Willingness certificate to provide On-site support for**  
**Desktops & Printers etc**

Bid No. & Date: - \_\_\_\_\_

Sir,

- I/We have read the entire terms and conditions of the tender documents (including all documents like annexures(s), which form part of the contract agreement and I/we shall abide hereby the terms/conditions/ clauses contained therein.
- The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
- I/We hereby submit our willingness certificate to provide on-site support for Desktops & Printers to your office.

Yours Faithfully,

Place:

Signature of Authorised Signatory

Date: - \_\_\_/\_\_\_/\_\_\_\_\_

**Name:**

**Designation:**

**Seal:**