



Income Tax Appellate Tribunal, Delhi Benches, New Delhi  
6<sup>th</sup>, 10<sup>th</sup> & 11<sup>th</sup> Floors, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003  
Telephone No.011-24658243,24648027 Fax No.24656719  
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12 मार्च 2021 - 15 अगस्त 2023

No.F-4/AD/ATD/2023

Dated: 06.09.2023

### Notice

**Sub: Notice inviting tenders for Comprehensive Annual Maintenance of Computer Systems and Laptops etc., regarding.**

Sealed quotations are invited to enter into Comprehensive Annual Maintenance Contract for 91 No's of Computers and 20 Laptops along with Printers, UPS, Scanners and all the connected accessories for the period of six months i.e. w.e.f. 01/10/2023 to 31/03/2024 on "as is where is" basis. Interested bidders/firms with minimum of three years' experience of maintenance of computers etc, in Government Departments may submit their rates for Annual Maintenance of above items on the following terms & conditions:

- i. **Eligibility Criteria for Tenders:** The tenderers who have at-least three years of job experience of the Annual Maintenance contract of the tendered equipments in various organizations will be considered for the tender and shall produce documentary evidence to this effect from any recognized Govt. Organization/Hospital/Deptt./Government-Semi Govt. Organizations. At least 2 work orders with satisfactory reports from user should be enclosed as evidence. Copy of Service Tax/Pan/GST No. etc. along with other required documents should also be enclosed with the quotation.
- ii. Payment will be made on quarterly basis at the end of each quarter after submission of bills along with satisfactory report. No advance payment will be made. The number of computers may increase or decrease.
- iii. This maintenance contract shall be for the period of six months and can be terminated at any time by giving notice of 15 days in case of unsatisfactorily performance.
- iv. The complaint should be attended within 24 Hours. If the complaint remains pending beyond 2 days, a penalty of Rs.100/- per day will be imposed. This contract also covers formatting of systems and installation of operating system and other software and maintenance of printers, UPS units, scanners network connection etc. Cost of repairing items/replacing items will be paid by ITAT.
- v. Minor repairs to be attended on same day and if the problem persists, alternate arrangement in the forms of provision of the computers/printers be made.
- vi. Two technical staff members preferably engineers designated by the firm have to report daily 9.30AM at Income Tax Appellate Tribunal for attending the day to day technical problems.
- vii. The company shall undertake numbering of Computers with accessories and maintain a register. Entries must be made on day to day basis showing work attended.



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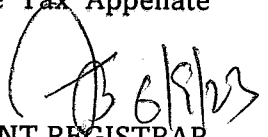
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viii. If any equipment covered under the contract is taken out of the premises for any repair, it shall be under full responsibility of the tenderer, till the same is returned to the concerned section in satisfactorily working conditions. Item may be taken out only with the written permission of the concerned sectional Head.

ix. Income Tax Appellate Tribunal reserves the right to accept or reject any tender/quotation without assigning any reason thereof.

2. Quotation with the Subscription "Quotations for Annual Maintenance Contract of Computers" must be submitted to the Assistant Registrar, Income Tax Appellate Tribunal. So as to reach him by 2:30 PM on 18<sup>th</sup> September, 2023.

  
ASSISTANT REGISTRAR