

Dated: 8th October 2025

NEW DELHI YMCA

Scope of Work for Comprehensive Annual Maintenance Contract (AMC) of Computers & Peripherals

1. Introduction

New Delhi YMCA invites quotations from reputed IT service providers for undertaking a Comprehensive Annual Maintenance Contract (AMC) for Computers, Peripherals, and Networking equipment across its locations in Delhi & NCR.

The selected vendor will deploy qualified resident engineers at the New Delhi YMCA premises and provide field engineer support as per the requirements detailed below.

2. Requirement of Engineers (On-Site Deployment)

The vendor shall provide the following manpower at New Delhi YMCA premises on a full-time, eight-hour basis (Monday–Saturday):

Position	Experience Required	Delhi Minimum Monthly Wage*	Remarks
Senior Resident Engineer (1 No.)	5+ years in IT/hardware maintenance	(Graduate & above)	Supervisory role
Junior Resident Engineers (2 Nos.)	2+ years in IT support	(Skilled category)	Day-to-day maintenance
Field Engineer (1 No.)	3+ years, mobile & available on-call	(Skilled category)	Branch support on-call

All wages must comply with Delhi Govt. Minimum Wages effective 1 April 2025:

Statutory compliance to be adhered and submit the copy of the same.

3. Scope of Work (Technical Coverage)

3.1 Preventive and Corrective Maintenance

- Regular preventive maintenance of all computers, laptops, servers, printers, UPS, and networking equipment.
- Quarterly cleaning with blowers (printers, scanners, keyboards, optical drives, etc.).
- Installation and reinstallation of operating systems, firewall, applications, and antivirus (licenses provided by New Delhi YMCA).

3.2 Breakdown Maintenance

- Faulty equipment to be repaired/replaced within **48 hours**.
- Standby equipment of equal or higher configuration to be provided if repairs take longer.
- Penalty of **₹500/day/equipment** will apply for non-compliance.

3.3 Networking Support

- Configuration and maintenance of switches, routers, Wi-Fi access points, media converters, LAN cabling, etc.

3.4 Warranty Support Coordination

- Vendor will coordinate with OEMs (Dell, Lenovo, HP, Canon, Apple, etc.) for items under warranty.
- No standby will be provided in such cases.

3.5 Call Logging & Reporting

- Engineers must maintain daily call records in the register.
- Reports to be verified by Asst. Manager (Systems & IT) and Secretary (IT).
- Weekly summary to be submitted to the Asst. Manager Systems & IT, New Delhi YMCA IT department.

3.6 Branch Office Support (Field Engineer)

- Engineer to attend calls at New Delhi YMCA branches (Nizamuddin, Greater Noida, Sunlight Colony, Savda Ghevra, Daya Basti, Kalyanpuri, Karpoori Thakur, etc.) within **4 hours**.
- Penalty of **₹60/hour delay** will apply.

4. Equipment Covered

The AMC will cover all computers, laptops, servers, printers, UPS, networking devices, and peripherals installed at:

- New Delhi YMCA CCL Building, 1 Jai Singh Road
- New Delhi YMCA Tourist Hotel
- New Delhi YMCA Education Division
- New Delhi YMCA Nizamuddin
- New Delhi YMCA Greater Noida
- New Delhi CDC Units at Sunlight Colony, Old Seemapuri, Savda Ghevra, Daya Basti, Kalyanpuri, Karpoori Thakur, etc.

Exclusions: Printer heads, ribbons, toner, ink cartridges, UPS batteries, and physical damages.

5. Payment Terms

- AMC charges payable **quarterly**, after verification of performance.
- Penalties (if any) will be **deducted from quarterly payments**.

6. Contract Period

- The locking period of the Annual Maintenance Contract and Rates will be for One (1) year from the date of award, renewable on satisfactory performance.
- Either party may terminate with **30 days' written notice**.

7. General Conditions

- Vendor must comply with all statutory requirements including **ESI, PF, Bonus, Gratuity and Minimum Wages**.
- Proof of ESI/PF deposit must be submitted quarterly to New Delhi YMCA.
- All disputes subject to **arbitration and Delhi jurisdiction**.

8. Resident Engineer Deployment & Attendance

8.1 Duty Hours:

- Engineer 1: 10:00 AM – 6:00 PM
- Engineer 2 & 3: 9:30 AM – 5:30 PM
- Any other shift as and when required
- Working Days: Monday – Saturday &
- Holidays as per New Delhi YMCA list of Holidays

8.2 Attendance:

- Engineers must mark **in/out attendance** with the Security (Chowkidar) at the designated New Delhi YMCA location daily.
- Any discrepancies will be monitored and recorded by the IT Department.

8.3 Late Coming Rule:

- A **grace period of up to 30 minutes** is allowed, up to **4 times per month**.
- From the **5th late-coming instance onwards**, a **Rs.100/- for every instance will be deducted**. (calculated on the basis of applicable Delhi Government Minimum Wages per month) will apply per occurrence.
- Even a **1-minute delay** will be counted as late reporting.

Issued by:

New Delhi YMCA
1, Jai Singh Road
New Delhi – 110001

Annexure A – Equipment Details

The following equipment will be covered under the Comprehensive AMC:

S No.	Particulars	Quantity
1	Desktop (Pentium, Dual Core, Core2Duo)	250
2	Desktop i3 with LED, Keyboard & Mouse	24
3	Desktop i5 with LED, Keyboard & Mouse	68
4	Desktop i7 with LED, Keyboard & Mouse	26
5	All-in-One AIO Desktop, Keyboard & Mouse	15
6	Servers with LED, Keyboard & Mouse	3
7	Laptops	34
8	Thin Client N Computing RX 300	4
9	Printers – Laser A4	11
10	Printers – Inkjet A4	29
11	UPS 625 VA	236
12	UPS 2 KVA	2
13	Mac Mini i7 with LED, Keyboard & Mouse	5
14	iMac 21" with Wired Apple Keyboard	3
15	iMac 27" Mid 2011 with Wireless Mouse & Keyboard	1
16	MacBook Air 2019	1
17	Network Switch	55
18	Network Switch – Manageable	4
19	Wi-Fi Routers	33
20	Fiber with 4 SFT	4