

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR  
AUDIT) UTTAR PRADESH, 15-A, MAHARSHI DAYANAND MARG, ALLAHABAD – 211001**

No.: PAG(G&SSA)/GD(M)/AMC/Biometric/2018-19/160

Dated: 11.05.2018

To,

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Subject: Comprehensive AMC of Biometric Machines and Related Software.

Sir/Madam,

Fresh Sealed quotations from established, reputed, experienced and eligible authorised firms are invited for Comprehensive AMC of Biometric Machines and Related Software for the period of one year (01.06.2018-31.05.2019) as per the terms & conditions mentioned therein in the bid document. List of items and period of AMC proposed to be awarded under AMC are enclosed as Annexure-I. You are requested to submit your quotation/bid under two bid system in the prescribed Annexure-II and Annexure-III. Last date of submission of quotation/bid is 21.05.2018 (03.00 PM). Tender issued earlier on this subject is treated as cancelled.

Enclosure: As above.

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**Audit Officer/GD(M)**

**Notice Inviting Tender  
For  
Comprehensive AMC of Biometric  
Machines and Related Software for the  
period 01.06.2018 to 31.05.2019**

Last date of Acceptance of Offers / Tenders: **21<sup>st</sup> May, 2018 upto 15.00 Hrs.**

Opening Technical Bid: **21<sup>st</sup> May, 2018, 16.00 Hrs.**

Opening of Price Bid: **21<sup>st</sup> May, 2018, 17.00 Hrs.**

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (GENERAL & SOCIAL SECTOR AUDIT) UTTAR PRADESH, 15-A, MAHARSHI DAYANAND MARG, ALLAHABAD – 211001**

**Subject:** Comprehensive AMC of Biometric Machines and Related Software.

The office of the Principal Accountant General (G & SSA) UP, Allahabad intend to obtained fresh Limited Sealed Tenders for the Comprehensive Annual Maintenance Contract for Biometric Machines and Related Software of this office as per list given in Annexure-I with the following additional information –

1. All the biometric machines and related software are installed in this office as per Annexure-I and are in working condition. However, the firm may check/inspect it to its satisfaction during 15.05.2018 to 16.05.2018 from 3.00 PM to 05.00 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. The bid should be submitted in the “Two Bid System” manner i. e. (i). Technical Bid should indicate business profile of the firm as per Annexure-II and (ii). Financial Bid should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions of the tender enquiry. The bid should be for comprehensive AMC and indicate rates for each item separately. At first, technical bid will be evaluated in respect of the bidder’s profile and financial bid will be evaluated only for those bidders who will qualify in technical bid. Technical bid must be kept in a separate envelope clearly mentioning “Technical Bid for comprehensive AMC of Biometric Machines and Related Software” and financial bid must be kept in a separate envelope clearly mentioning “Financial Bid for comprehensive AMC of Biometric Machines and Related Software”. Both Technical and Financial bids should be kept in a single envelope clearly mentioning super-scribing “Quotation for Comprehensive AMC of Biometric Machines and Related Software.”
3. Rate/unit and total amount should be mandatorily quoted in tender document for all the items mentioned in Financial bid. However, L-1 firm will be determined on overall prices quoted by the firm.
4. Duly filled quotations should be addressed to Sri Jai Kishan, Audit Officer/GD(M), O/o The Principal Accountant General (G & SSA) UP, Allahabad-211001 or may be dropped in the box kept in officer’s chamber so as to reach us on or before 3.00 PM on 21.05.2018. No tenders will be entertained after due time and date. The Technical bids will be opened in the presence of the interested bidders at 16.00 Hrs. on 21.05.2018 in the chamber of Dy. Accountant General/Admn. O/o The Principal Accountant General (G & SSA) UP, Allahabad.
5. The successful bidder has to enter into an agreement on slandered terms and conditions of this document.
6. The decision of the Competent Authority i. e. Principal Accountant General (G & SSA) UP, Allahabad will be final and binding to the bidder in case of any dispute.
7. The firm must submit an EMD of Rs. 5000/- in form of DD/BC/BG in favour of Pay and Accounts Officer, O/o the Accountant General (A&E)-I, UP, Allahabad along with Technical Bid. Failing which the tender will not be evaluated for Financial Bid.
8. The AMC will be valid for the period from the date of awarding the contract to 31.05.2019.
9. Biometric systems installed in between the FY 2018-19 and covered with warranty proportionate charges will be paid for the service provided.

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**Audit Officer/GD(M)**

# **TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT**

## **1.0 SCOPE OF THE CONTRACT**

1.1. This contract will cover preventive and break down maintenance of Biometric machines, related software and Networking with cables and all their components listed in Annexure-I.

1.2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub-assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz attendance system, cable batteries, connectors etc. and damages due to natural calamities only shall not be covered under AMC.

1.3. All the equipments under AMC shall be repaired within 06 Hrs. from the time of reporting of complaint. If the system/equipment could not be put into working condition within 24 hrs., the firm shall provide a standby equipment (of similar configuration) for the same, failing which penalty shall be imposed as under:

(a) For complaint attended after the 24 Hrs. free time a penalty of 1% of the unit AMC charge per day per equipment concerned shall be levied till the equipment is set right.

(b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configuration within 24 hours. The original unit shall in any case be repaired / replaced within a period of 15 days failing which a penalty of 1% of unit AMC charge as contracted shall be levied per day per item.

(c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.

1.4. It will be the responsibility of the firm to ensure error free performance of existing Biometric System etc. as listed in Annexure-1 on all days.

## **2.0 PERIOD OF THE CONTRACT**

2.1 This contract shall remain valid for a period from the date of award of the contract to 31.05.2019 and will be specified in the letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of Competent Authority will be final.

## **3.0 RATES FOR AMC**

3.1 The firms should quote their rates in words as well as in figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties.

3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

## **4.0 PAYMENT TERMS**

4.1 The annual maintenance charges would be paid in four installments at an interval of three months each except first installment. First installment would be due for payment after expiry of June 2018 from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to Sr. Audit officer/ISW, 0/0 the Principal Accountant General (G & SSA) UP, Allahabad, who shall certify, based on User's call

register maintained in ISW Section after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. The last quarter payment will be released after all the machines under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.

- 4.2 Deduction of Tax at source will be made by the office, whenever applicable for Income Tax; Works contract Tax etc. as per rules.

## **5.0 OTHER TERMS**

- 5.1 A log register shall be maintained in the ISW section of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representatives of the firm and this office would record it in the log register and the complaint would be treated as resolved.
- 5.2 Preventive maintenance with special cleaning of the Biometric machines from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric machines and an amount of Rs. 50/- per equipment (biometric machine) per quarter will be deducted from the AMC payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of the quarters to Dy. Accountant General/Admin of this office in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by Sr.AO/ISW Section in the call register and preventive maintenance register/file.
- 5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipments for service/maintenance will be brought by the Service Engineer while attending the failures of Biometric System. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. shall be provided by the office. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the office. The firm should ensure that original devices may be returned within 15 days from the date failure of which would lead to a penalty of 1% of unit of the AMC's cost.
- 5.4 Service Call Report shall be submitted monthly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.
- 5.5 Tender document along with Annexures II and III should be undersigned (on each page) by Authorized representative of firm with Seal.

## **6.0 SECURITY DEPOSIT**

- 6.1 Security Deposit for the work shall be 10 percent of the contract value. First installment payment will be released after submission of Bank Guarantee/FDR equal to 10% of total AMC amount in favour of Pay and Accounts Officer, O/o the Accountant General (A&E)-I, UP, Allahabad or after deducting the security deposit amount from the amount due to the firm.
- 6.2 Security Deposit (SD)/Performance Guarantee shall be returned to the contractor after the completion of the period of the AMC after approval of the competent authority. Before releasing the Security Deposit, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6.3 No interest will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

## **7.0 LIABILITY FOR COSTS & DAMAGES**

- 7.1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the competent authority of this office at his discretion either from any money due or to become due or refundable to him. The Competent Authority reserves all the rights and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against

all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law in vogue.

## **8.0 AGREEMENT**

The successful bidder shall be required to execute an agreement with the President of India acting through Deputy Accountant General (Admin), O/o the Principal Accountant General (G & SSA) UP, Allahabad-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

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**Audit Officer/GD(M)**

**(List of Biometric Machines and Related Software)**

<b>S. No.</b>	<b>Make &amp; Configuration of System</b>	<b>Unit/Qty.</b>
1	Finger Print base attendance recording Systems (Make Time Desk) Finger Print Capacity : 3000 RFID Card Capacity :3000 Transaction Capacity : 100000 Display Type: Colour TFT with Name and ID display with indicator and voice Communication: TCP/IP, RS485, USB-host, Internet, (Push data) Optional Communication: WI-FI, GPRS Module Identification time : < =IS Battery Backup with Access Control Features (Additional)	14 No's
2	Automatic Database Management System Application Software Time Attendance Time Management Application software with option to Download/Upload finger templates in Software on SQL Database Ver PRO and Web Based ELMS Application	01 No
3	Networking with cables and all their components	01 job

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**Audit Officer/GD(M)**

**ANNEXURE-II****Technical Bid for Comprehensive AMC of Biometric Machines and Related Software  
(To be kept in a separate sealed cover i. e. "Technical Bid")**

<b>S. No.</b>	<b>Required Information</b>	<b>Details of Information</b>	<b>Photocopy of Supporting documents Enclosed (page No.)</b>
<b>1</b>	Name of the firm and address. In case an outside firm also mention address of the branch at Allahabad, if any		
<b>2</b>	List of customers indicating value of AMC for Biometric system completed satisfactorily against each in the past 03 years. (Copy of work order from the existing Govt. organization must be enclosed)		
<b>3</b>	The location of nearest service Centre of the firm from which services would be provided		
<b>4</b>	The service infrastructure available at service centre especially in-house repair lab, inventory of spares.		
<b>5</b>	Calls response and follows up etc., reports in respect of 05 major contracts performed during the previous 05 years be submitted.		
<b>6</b>	Technically qualified personnel available with the service center along with name and professional qualification, profile of service engineer		
<b>7</b>	Copy of PAN/TAN/GST Number and latest Income/Service Tax clearance certificate of the firm must be enclosed.		
<b>8</b>	The firm must be registered with the Registrar of Companies or Registrar of Firms.(enclose copy of registration certificate)		
<b>9</b>	EMD of Rs. 5,000/- to be enclosed in form of a DD/BC/BG in favor of "Pay and Accounts Officer" O/o the AG (A&E)-1, U.P., Allahabad along with technical bid		
<b>10</b>	The firm should enclose evidence for its existence for over three years in the maintenance business.		
<b>11</b>	The firm must have previous experience in maintaining Biometric system Central/State Govt. organization/Public sectors. Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.		
<b>12</b>	The bidders should have sufficient number of technical and experienced staff having minimum of two years experience in the relevant field. Detailed particulars of technical/non technical staff to assist the company in the works should be enclosed.		
<b>13</b>	The firms should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship if a proprietary firm or Registration certificate if registered under Companies Act along with the tender documents.		

**UNDERTAKING**

1. I, the undersigned certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.



3. I/We give the rights to the competent authority of the office of the Principal Accountant General (G&SSA) UP, Allahabad - 211001 to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
4. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document/ work within stipulated period.

Date:-

Place:

**(SIGNATURE OF BIDDER)**

(Official Seal)

Full Name and Designation

**ANNEXURE-III**

**Financial Bid For Comprehensive AMC of Biometric Machines and  
Related Software  
(To be kept in a separate sealed cover i. e. "Financial Bid")**

<b>S. No.</b>	<b>Make &amp; Configuration of System</b>	<b>Unit/Qty.</b>	<b>AMC Rates per Unit Including All Taxes (Rs.)</b>	<b>Total Amount Including All Taxes (Rs.)</b>
1	Time Desk Finger Recognition Device	14 No's		
2	Time Desk Attendance Software	01 No		
3	Maintenance of total Networking with cables and all their components	01 job		
<b>Total Amount</b>				
<b>Total Amount in Words:</b>				

**Dated Signature of the Tenderer/Bidder:**

**Name & Address of the Tenderer/Bidder:**