



OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.,ALLAHABAD

No :PAG(G&SSA)/ISW/File No.90(ii)/ 346

Date: 28.03.2019

Subject: Limited Scaled Tenders for comprehensive Annual Maintenance contract of Servers, Desktop Computers, Laptops, Printers and other computer peripherals installed in this Office for the period from 01.04.2019 to 31.03.2020.

The office of the PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.,ALLAHABAD intends to obtain Limited Scaled Tenders for the comprehensive Annual Maintenance Contract for Servers, Desktop Computers, Printers and other peripherals installed in this office as per list given in Annexure-I with the following additional information:-

1. All the hardware items installed at various sites in this office is in working condition. However, the vendor may check/inspect it to their satisfaction on any working day between 10 AM to 5 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. It may be noted that the quantities of the items tabulated at Annexure-I are approximate and we are in the process to replace old systems with new ones, leading to change in the quantity of items during the period of AMC. Therefore, rates for all the items should necessarily be quoted in the tender document, in both unit rate and total amount. The unit rates will be used, if there is a change in the quantities indicated in the Annexure-II during the contract period.
3. The firm must enclose an EMD of Rs. 25000/- in form of DD of any nationalized bank in favour of PAO,O/o the AG(A&E)-I,U.P., Allahabad with its tender.
4. The Tenders should be in two parts i.e., Technical and Financial bid in the attached prescribed form(annexed as Annexure II & III) for maintenance of Desktop computers, Printers and Online UPS as the case may be. Technical and Financial bids should be in two separate sealed envelopes.
5. The Firms should clearly mention their Eligibility as per the eligibility criteria in Annexure-II.
6. The Financial bid should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions listed in the tender enquiry. The bids should be for comprehensive AMC and indicate rates for each item separately.
7. The tenders may please be addressed and sent to Dy.Accountant General/Admin. O/o PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.15-A, Dayanand Marg ,ALLAHABAD-211001. The technical and financial bid should be in two separate sealed covers and the envelop should indicate clearly the nature of bid contained in the envelop viz Technical bid or Financial bid for maintenance of Servers/Desktop Computers/laptops/Printers and Ups on the top of the envelop. Both envelopes should be kept in a single envelop addressed to authorized recipient. Envelop should reach on or before **18.04.2019 (03:00 P.M.)**. All the tenders received, will be kept in the box under the custody of DAG(ADMN), IIInd floor placed in his chamber for this purpose.
8. The successful bidder has to enter an agreement on the standard terms and conditions of this department.

9. No tenders will be entertained which is received after due date i.e. **18.04.2019 (03:00 P.M.)**. The technical bids will be opened in the presence of the interested bidders or authorized representative on **18.04.2019 (04:00 P.M.)**. Financial bids of only technically successful bidders will be opened on a subsequent date after due intimation to all the bidders.
10. Payment will be on prorata/proportional basis for all hardware items which come under the purview of AMC after lapse of warranty period during the financial year 2019-20.
11. The decision of the Principal Accountant General will be final in case of any dispute.

J. S.
25/3/19

Sr. Audit Officer/ISW

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF Desktop Computers, Laptops, Printers, Servers and other Computer Peripherals etc.

1. SCOPE OF THE CONTRACT:

This contract will cover Preventive and break down Maintenance of Desktop Computers, Laptops, Servers, Printers and other Computer peripherals as per Annexure-I and satisfactory working of LAN including Server and other computers with installed software. **The contract shall also include shifting/reinstallation of system along with required software, if corrupted and to update the installed software.**

1.1 The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts and sub-assemblies and connecting electrical wires. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. **Consumable items viz. Hard disk, RAM, Teflon & pressure roller etc. shall not be covered under AMC.**

1.2 The peripherals shall be repaired against any specific complaint within 06 Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:-

(a) For complaint attended after the 24 Hrs. a penalty of 10% of the unit AMC charge per day per Peripheral shall be levied till the Peripheral is set right.

(b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired / replaced within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per peripheral.

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

1.3 It will be the responsibility of the firm to ensure error free performance of existing peripherals as mentioned under Annexure-I from 9.30 AM to 6.30 PM on all working days except Sundays and other Gazetted/National holidays (or as mutually decided between both the parties concerned).

1.4 For this purpose the firm shall provide minimum one resident service engineers at this office on all working days from 9.30 AM to 6.30 PM. The engineers would be equipped with mobile phones to ensure their availability.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period from 01.4.2019 to 31.03.2020, which 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 office will be final.

2.3 To whom AMC for 2019-20 is awarded may be asked to provide services till AMC of 2020-2021 is finalized. The firm will be paid on prorata basis for services provided on that account.

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 If AMC rates exceeds 6% of purchase value of each item the firm quotaing lowest rates will have to accept AMC rates limited to 6% of purchase value.

3.3 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 instalments at an interval of three months each. First instalment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to Asstt. Audit officer/ Sr. Audit Officer, Computer Cell, O/o the PAG (G&SSA), U.P.Allahabad who shall certify, based on User's call register maintained in Computer Cell, after ensuring that the work has been executed satisfactorily as per terms 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 designated section (Computer Cell Section) 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. This will then 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 virus detection and special cleaning of the peripherals etc. from outside with liquid cleaner and inside with vacuum cleaner etc. will be carried out on monthly basis. Failure to clean external and internal parts of peripherals etc, an amount of ₹ 25/- per peripherals 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 Sr.Audit Officer/ISW, Office of the PAG (G&SSA), UP, Allahabad in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/ISW 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/equipment for service/maintenance will be brought/ kept by the Service Engineer while attending the failures of Peripherals, LAN. However all necessary assistance for providing electricity point needed in connection with testing (at the location of

equipment), repairing etc. and also place for the men to, and keeping their tools shall be provided free of cost. 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 user. The firm should ensure that original devices may be returned latest by one month failure of which would lead to a penalty of **10% of unit of the AMC's cost.**

5.4 All the Annexures should be undersigned (on each page) by authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

6 (a) Security Deposit for the work shall be **10%** of the contract value. First quarterly payment will be released after submission of Bank Guarantee/FDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.

6 (b) Security Deposit (SD) shall be returned to the contractor after approval of Dy. Accountant General (Admin) of the office.

6 (c) No interests 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 and damages or expenses which this office may incur due to default by the firm may be deducted by the administration at his discretion either from any money due or to become due or refundable to him. The Administration reserves the right 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. Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law.

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.

8.0 AGREEMENT

The successful bidders shall be required to execute an agreement with the President of India acting through Deputy Accountant General, (Admn), O/o the PAG (G&SSA), U.P.

Allahabad-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.


Sr.Audit Officer/ISW

ANNEXURE-I**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.,ALLAHABAD.
(LIST OF HARDWARE TO BE PLACED UNDER AMC FOR THE YEAR 2019-20)**

Sl No.	Description of Items	Qty.	Remarks ,if any
DESKTOPS			
1.	Dell 3647 core i5 4 GB RAM 1 TB HDD 18.5" LED color monitor	30	
2.	Lenovo 3330 core i5 4 GB RAM 1 TB HDD 18.5" LED Color Monitor	48	For 06 months only
3.	Hp Core i3	03	For 03 months only
4.	Hp core i5 4GB RAM 1TB HDD 18.5" LED color monitor	20	
5.	Lenovo Core i5	10	For 03 months only
LAPTOPS			
1.	Dell Inspiron core i3 4 GB RAM 500 GB HDD	10	
2.	Hp core i5 V014TX	01	
3.	Hp 15 Notebook core i5	01	
4.	Dell Vostro	01	For 03 months only
PRINTERS			
1.	HP PHOTOSMART PRINTER ALL IN ONE 110A	01	
2.	HP COLOUR LASER JET PRINTER 1025 DN	02	
3.	HP COLOUR LASER JET PRINTER 2025 DN	02	
4.	Hp Color Laserjet Printer M551 dn	02	
5.	Hp COLOUR LASER JET PRINTER M451 nw	01	
6.	HP deskjet 4625	01	
7.	HP MFP 1005	13	
8.	HP MFP 1005	04	
9.	TVS MSP 245 DMP	04	
10.	Hp M104W laserjet printer	21	

11.	Hp Laserjet M 1108	07	For 4 months only
PROJECTORS			
1.	NECP 401 WG	02	
SERVERS			
1.	Hp ML350XEON	01	
2.	Hp INTEL(R)XEON(R)	01	
ONLINE UPS			
1.	5 KVA APC MAKE	02	
2.	6 KVA APC MAKE	11	For 6 months only
3.	6 KVA APC MAKE	02	
NETWORK			
1.	Maintenance of total networking with all their components and Intranet	1 Job	

J. S. 25/12/19

Sr.Audit Officer/ISW

ANNEXURE-II
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.,ALLAHABAD
(FORMAT FOR TECHNICAL BID)

Sl.No.	Required Information	Details of Information	Annexure Nos showing details
1.	List of customers indicating major value of AMC completed satisfactorily against each in the past 03 years.(Copy for work order from the exiting Govt. organization must be enclosed.)		
2.	The vendor should have AMC turnover cost between Rs. 10 lakh to 15 lakh per year in case of AMC of computers, Servers, Laptops and other peripherals.		
3.	The location of nearest service center of the firm from which services would be provided.		
4.	The service infrastructure available at service center especially in-house repair lab, inventory of spares.		
5.	Calls response and follows up etc. reports in respect of 03 major contracts performed during the previous 03 years be submitted.		
6.	Technically qualified personnel available with the service centre along with name and professional qualification, profile of service engineer.		
7.	Proof of engineer's capability of extending on-site software support for Window, Oracle, Linux and other software.		
8.	Copy of latest Income Tax & GST Returns of the firm must be enclosed.		
9.	The firm must be registered with the Registrar of Companies or Registrar of Firms(enclose copy of registration certificate).		
10.	Are you in a position to deploy 02 Resident service engineers at this Office i.e., O/o the PAG(G&SSA),U.P., Allahabad. Resident engineers having three years diploma and at least one year experience requires to be posted.		
11.	Recognition or certificate from any major PC/Server/Peripheral vendor for undertaking AMC on their behalf.(certificate to be enclosed).		
12.	EMD of Rs. 25000/- to be enclosed in form of a Bank Draft in favour of "Pay and Accounts Officer, O/o the AG(A&E)-I, U.P., Allahabad along with technical bid.		
13.	The firm should enclose evidence for its		

	existence for over three years in the maintenance business.		
14.	The firm must have previous experience in maintaining Hardware and Network Systems(Servers, stand alone computers and printers. Network components, scanners, peripherals and other hardware parts and accessories etc.) in Central/State Govt. organizations/Public Sector Units.(Copy of work order from the existing Govt. clients(organizations) must be enclosed along with their offer).		
15.	The firm also must have expertise and experience in taking trouble shooting of LAN and have executed successfully and satisfactorily at least one AMC of more than 100 computers on Network.		
16.	The firm should ensure presence of their office at Allahabad. In case the contract is awarded to a firm not having its office at Allahabad, then the firm will have to set up their local office at Allahabad with a contract person having basic/mobile phone at Allahabad within 15 days of issue of Letter of Acceptance.		
17.	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.		
18.	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.		

Signature of authorized representative of firm with Seal(on each page)

ANNEXURE-III
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(G&SSA),U.P.,ALLAHABAD.
(Proforma for Financial Bid)
(LIST OF HARDWARE TO BE PLACED UNDER AMC FOR THE YEAR 2019-20)

Sl No.	Description of Items	Qty.	Rate per Unit(Rs.)Inclusive of all Taxes	Total Amount(Rs.)
DESKTOPS				
1.	Dell 3647 core i5 4 GB RAM 1 TB HDD 18.5" LED color monitor	30		
2.	Lenovo 3330 core i5 4 GB RAM 1 TB HDD 18.5" LED Color Monitor	48		
3.	Hp Core i3	03		
4.	Hp core i5 4GB RAM 1TB HDD 18.5" LED color monitor	20		
5.	Lenovo Core i5	10		
LAPTOPS				
1.	Dell Inspiron core i3 4 GB RAM 500 GB HDD	10		
2.	Hp core i5 V014TX	01		
3.	Hp 15 Notebook core i5	01		
4.	Dell Vostro	01		
PRINTERS				
1.	HP PHOTOSMART PRINTER ALL IN ONE 110A	01		
2.	HP COLOUR LASER JET PRINTER 1025 DN	02		
3.	HP COLOUR LASER JET PRINTER 2025 DN	02		
4.	Hp Color Laserjet Printer M551 dn	02		
5.	Hp COLOUR LASER JET PRINTER M451 nw	01		
6.	HP deskjet 4625	01		
7.	HP MFP 1005	13		
8.	HP MFP 1005	04		
9.	TVS MSP 245 DMP	04		

10.	Hp M104W laserjet printer	21		
11.	Hp Laserjet M 1108	07		
PROJECTORS				
1.	NECP 401 WG	02		
SERVERS				
1.	Hp ML350XEON	01		
2.	Hp INTEL(R)XEON(R)	01		
ONLINE UPS				
1.	5 KVA APC MAKE	02		
2.	6 KVA APC MAKE	11		
3.	6 KVA APC MAKE	02		
NETWORK				
1.	Maintenance of total networking with all their components and Intranet	1 Job		

Signature of authorized representative of firm with Seal(on each page)