



भारतीय लेखापरीक्षा तथा लेखा विभाग
कार्यालय महालेखाकार (लेखा एवं हकदारी) प्रथम, उ०प्र०
INDIAN AUDIT AND ACCOUNTS DEPARTMENT
Office of the Accountant General (A. & E.) -1, U.P.
इलाहाबाद / Allahabad

Letter no. ITCG/Tender/AMC/2018/83026

Date: 20.11.2017

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contracts of Servers, PCs, and Laptops, Software, Printers, UPS and other computer peripherals for the period from 01.01.2018 to 31.12.2018.

The office of the AG (A&E)-I, U.P., Allahabad intend to obtain Limited Sealed Tenders for the Comprehensive Annual Maintenance Contract for Servers, PCs, Laptops, Software, Printers, UPS and other peripherals installed in this office as per list given in Annexure with the following additional information:-

1. All the hardware installed at various sites in this office are in working condition. However the vendor may check/inspect it to their satisfaction on any working day between 10 AM and 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 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 & total rate. The unit rates will be used, if there is a change in the quantities indicated in the Annexure during the contract period.
3. The firm must enclosed an EMD of ₹ 8000/- in shape of DD of any nationalized bank in favor of "Pay and Accounts Officer", O/o the AG (A&E)-I, U.P. Allahabad with their tender.
4. The Firm should indicate the maintenance rate in the prescribed format provided in Annexure 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.
5. The Tenders should be in two parts i.e., **Technical and Financial bid** in the attached prescribed form (annexed as Annexure II) for Maintenance of PCs, Printers and UPS as the case may be. Technical and Financial bid should be in two separate sealed envelopes.
6. The Firms should clearly mention their Eligibility as per the eligibility criteria in Annexure-II.

7. **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure 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.
8. The tenders may please be addressed and sent to Sr. Dy. Accountant General/Admin, O/o the AG (A&E)-I, U. P., 20, Sarojini Naidu Marg, Allahabad-211001. **The technical & 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/PCs/Laptops including Monitor/TFT, Keyboard & Mouse etc., Printers and UPS on the top of envelop so as to reach **on or before 20th December, 2017 (3.00 PM)**. All the tenders received, will be kept in the box under the custody of AAO/ITCG placed in ITCG Section for this purpose.
9. The successful bidder has to enter an agreement on the standard terms & conditions of this department.
10. No tenders will be entertained which is received after due date i.e. **20th December, 2017 (3.00 PM)**. The technical bids will be opened in the presence of the interested bidders at **04.00 PM on 20th December, 2017**. Financial bids of only technically successful bidders will be opened on a subsequent date after due intimation to all the bidders.
11. The decision of the Accountant General will be final in case of any dispute.

Yours Faithfully

Sd/-

Accounts Officer/ITCG

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF COMPUTERS, SERVERS, LAPTOPS, PRINTERS, UPS AND PERIPHERALS etc.

1. SCOPE OF THE CONTRACT

This contract will cover preventive and break down maintenance of Servers, computers including Monitor/TFT, Keyboard & Mouse etc., Laptops, Printers and other peripherals as per Annexure-I and satisfactory working of LAN including **Server and other computers with installed software viz. operating systems, MS office, internet explorer, Netscape, Outlook Express, Oracle application software and database software support, Antivirus Software etc. The contract shall also include shifting/reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus 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 in case of USP. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. ***Consumable items viz. ink cartridges, toner, printer ribbon and UPS batteries shall not be covered under AMC.***
- 1.2 The computers/printers/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. free time a penalty of 10% of the unit AMC charge per day per Computer/ Printer/Peripheral shall be levied till the Computer/Printer/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 computer/printer/ peripheral.
 - (c) A log register shall be maintained in the designated sections of both the offices 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 LAN and maintenance of PCs and Printers/peripherals as mentioned under Annexure from **9.30 AM to 6.00 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 two resident service engineers at this office on all working days from 9.30 AM to 6.00 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 **01.01.2018 to 31.12.2018**, which will be specified in the Letter of acceptance.
- 2.2 If 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.**

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 (except service tax which should be quoted extra if applicable).
- 3.2 The firm must enclose the payment certificates of the service tax of the previous year if quoted extra. **If firm fail to enclose the paid service tax certificate with their tender, no any service tax will be payable by the office.**
- 3.3 The rates offered by the firm shall remain 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. First installment 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 Sr. Accounts officer/Accounts Officer, ITCG, O/o the AG (A&E)-I who shall certify, based on User's call register maintained in ITCG, 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 An online Complaint register shall be maintained in the designated section (ITCG Section) for recording the complaints received. The date and time of complaint, its type shall be recorded in the online 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 these offices on call slip which will be feed in the software by the firm's engineer who

actually attended and resolved the complaint 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 these offices. When the original equipment is returned after repair, the representatives of the firm and these offices 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 Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner and inside with vacuum cleaner etc. **will be carried out on quarterly basis.** Failure to clean external and internal parts of PC, Printer, Mouse, Monitor, Keyboard etc., and an amount of **₹ 25/- per PC/Printer 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 the Sr. Dy. Accountant General/Admin, office of the AG-I in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/ITCG 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 PCs, Printers, 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 engineers, 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 cost of AMC.**
- 5.4 All the Annexure 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 Sr. 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

All Costs and damages or expenses which these offices 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.

8.0 AGREEMENT

The successful bidders shall be required to execute an agreement with the President of India acting through Sr. Deputy Accountant General, (Admin), O/o the AG (A&E)-I, U.P. Allahabad-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

Sd/-
Accounts Officer/ITCG

ANNEXURE -I

OFFICE OF THE ACCOUNTANT GENERAL (A & E)-I, U.P., ALLAHABAD
(LIST OF HARDWARE FOR AMC DURING THE YEAR 2018

Sl. No.	(A) COMPUTERS/LAPTOPS/SCANNER			
	Make &configuration of Systems	Nos. of Hardware	Rates per Unit	Total Amount
1.	Zenith Make Core 2 Duo INTEL 1 GB RAM, 160 GB HDD, CD ROM, 15" Colour Monitor	111		
2.	Dell make Core i3, Intel 550, 4GB RAM 320GB HDD, 20" TFT (w.e.f. 01.04.2018)	04		
3.	Dell make Core i3, Intel 530,2GB RAM 320GB HDD,18.5" TFT	61		
4.	HP Intel Core i3- 3220,2GB RAM 500GB HDD,18.5" TFT	06		
5.	Dell make Intel Core i5- 2400,4 GB RAM 320GB HDD,18.5" TFT	02		
6.	HP make Intel Core i5- 2400,2 GB RAM 320GB HDD,18.5" TFT	90		
8.	Laptop ACER Model MS2241	01		
9.	Laptop ACER Model 4000 Series	02		
10.	Laptop HP Model 430 (Core i3)	02		
11.	Laptop ACER Model Travel Mate P-243	01		
12.	Laptop Sony Vaio Core i5 Model VPCEBBAGG	01		
13.	Scanner HP G3110	01		
14.	Scanner HP-200	04		
15.	Maintenance of total Networking with cables and all their components (except the networking in stone building which is under warranty till 07.09.2018)	1 Job		
	(B) PRINTERS			
	Laser Printers			
16.	HP Laser M1536dnf (Multi-Function Printer)	01		
17.	HP Colour Laser CP1025	02		
18.	HP Laser 1020 and 1020+	26		
19.	HP Laser 1008	10		
20.	HP Laser 1505	04		
21.	HP Laser P2055dn	01		
22.	HP Laser P1606dn	04		
23.	HP Laser M177fw (Multi-Function Printer)	01		
24.	HP Laser Jet Pro MFP176n	02		
25.	Ricoh SP-200	02		
26.	HP Laser 600M 604	01		
27.	Brother Laser Printer	11		
28.	Brother Laser Printer (w.e.f. 23.06.2018)	17		

29.	HP Laser Jet Pro M706N A3 size printer (w.e.f. 27.06.2018)	01		
Dot Matrix Printer				
30.	DMP WEP 1050+dx	06		
31.	DMP WEP 800+dx	01		
32.	DMP TVS MSP 455XL Classic	03		
33.	DMP TVS MSP 455XL Classic (w.e.f. 30.08.2018)	05		
Line Matrix Printers				
34.	Wipro 1000 Q	02		
35.	WEP Printronix P7C HD6	04		
36.	Printronix HD Printer (w.e.f. 04.09.2018)	01		
37.	LIPI 6610 LMP	01		
(C) UPS ON LINE				
38.	11 KVA Delta	01		
39.	10 KVA Micropower	01		
40.	06 KVA APC	01		
41.	05 KVA Delta	05		
42.	05 KVA Neo Power	01		
43.	02 KVA Delta	03		
44.	01 KVA Energ	01		
(D) UPS OFF LINE				
45.	600 VA BPE	62		
46.	625 VA Uniline	32		
47.	650 VA Numeric	24		
(E) SERVERS				
48.	HP Mid-Range Server	02		
49.	HCL Mid-Range Server	01		
50.	Wipro Mid-Range Server	02		
51.	HP High End Server, Model - 580G	01		
52.	HP Make Intel Xeon Type II Server , Model - ML350G6	02		
53.	HP Intel Xeon Type-II Server, Model - ML330G6	02		
54.	HP Intel Xeon Type-II Server, Model - DL180G6	02		
55.	HCL Type-II Server, Model - IGL 2700	02		

**Quantities mentioned above may be changed.*

**Signature of authorized representative of the firm with Seal
(On each page)**

ANNEXURE-II

OFFICE OF THE ACCOUNTANT GENERAL (A & E)-I, 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 of work order from the existing 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 computer, Servers, Software & Printers including networking)		
3.	The location of nearest service centre 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 center 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 UnixWare.		
8.	Copy of latest <i>Income/Service Tax clearance</i> certificate 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 A.G. (A&E) –I, U.P., Allahabad. Resident engineers having 3 years diploma and at least one year experience are required 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 ₹ 8000/- to be enclosed in form of a Bank Draft in favor 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, standalone computers and printers, Network components, scanners, peripherals and other hardware parts and accessories etc.) in Central/State Govt. organization/Public sectors. 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 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 contact 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.		
19.	The firm should have ISO Certified and to ensure the enclosure the photo copy of ISO certificate with their tender.		

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