

**OFFICE OF THE ACCOUNTANT GENERAL (A & E)- I, UTTAR PRADESH, ALLAHABAD**

No. ITCG/AMC/Biometric/2018-19/114073

Dated :- 15.02.2018

**To  
The Concerned Vendors**

**Subject: Comprehensive Annual Maintenance Contract for the financial year 2018-19 for Biometric Machines & Software etc. regarding.**

Limited Sealed quotations are invited from interested reputed and resourceful firms, having Government Departments /PSUs/ and reputed Institutions and Organizations in their client-list, for Comprehensive Annual Maintenance Contract (CAMC) for the financial year 2018-19 **w.e.f. 01.04.2018 to 31.03.2019** for the following items installed in the office of the Accountant General (A&E-I) 20, Sarojini Naidu Marg, Allahabad – 211001, Uttar Pradesh on the following terms and conditions:-

<b>Sl. No</b>	<b>Item of Hardware with brief configuration</b>	<b>Qty.</b>
	<b>Item</b>	
1	Time Desk Attendance Software	1
2	Time Desk/ESSL Finger Recognition Device	12
3	Gate Pass Management Software	1
4	Alba Urmet Bullet Camera 1.3 MP, 960 with IR cut	1
5	Sony LCD TV 32"	1
6.	Maintenance of total Networking with cables and all their components	1 Job

**AMC Terms & conditions**

1. The interested bidders should have a minimum of 3 years of experience in the maintenance business particularly in surveillance systems. Endorsements of competence and efficiency from other Govt. Departments/PSUs are to be furnished as documentary evidence for short listing of tender.
2. The envelope containing the bid alongwith **Annexure-I and II** should be marked "Quotations for Annual Maintenance of Biometric Machines and Time desk Software for the financial year 2018-19 and should reach to the undersigned on or before **28.02.2018 till 3:00 P.M.** positively. Tenders received after due date i.e. **28.02.2018 (3:00 PM)** will not be entertained. The bids will be opened in the presence of the interested bidders, if any, on **28.02.2018 at 3.30 PM.**
3. All the items for which CAMC is to be done as per Annexure-II are installed in this office. All these hardware are in working condition. However the vendor may check/inspect it to their satisfaction on any working day between 10:00 A.M. and 5:00 P.M. before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
4. Item wise rate may be quoted for all equipment's separately **(in Annexure – II).**
5. The total contract amount should be **inclusive of GST and other taxes, if any. The bids should be for comprehensive AMC and indicate rates for each item separately.**
6. **Any type of Conditional quotation and unsolicited bids will not be accepted.** If this condition is violated then the firm will be automatically disqualified for participating in the tender.
7. This office reserves the right to negotiate amongst all L-1 bidders, in case of multiple L-1 bidders, if required. However, L1 firm will be determined on overall prices.
8. **The AMC will be comprehensive on-site.** The selected vendor is bound to provide support services in respect of all items as per the Bidding Sheet (Annexure-II). All connectivity faults should be redressed immediately for all scheduled and unscheduled calls.

9. The sealed tenders will be placed before the Technical Committee. The Technical Committee reserves the right to select/reject the lowest quoted price and may reject any quotation without assigning any reasons thereof. The decision of the Technical Committee shall stand final in all respect.
10. The contract will be in force **w.e.f. 01.04.2018 to 31.03.2019**. 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.
11. 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.
12. This contract will cover Preventive and break down Maintenance of Biometric and CCTV including NVR etc. as per Annexure-II and **The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub-assemblies and satisfactory working of equipment of surveillance system including maintenance of software**. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz attendance system, batteries, connectors etc. and damages due to natural calamities only shall not be covered under AMC. In addition to that the AMC vendor will have to provide support for problems arising out of virus/ Trojans attack / infection etc.
13. All the equipment under AMC like Biometric & CCTV including NVR etc. shall be repaired against any specific complaint within 06 working 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 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 configurations within 24 hours. The original unit shall in any case be repaired / replaced within a period of one month failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per item.
14. Contractual payment will be made at the end of each quarter on satisfactory completion of the contractual service.
15. The decision of the Accountant General will be final in case of any dispute.
16. The firm must submit an **EMD of 10% of the contract bid**, with the bid in shape of demand draft in favor of Pay and Accounts Officer, Office of the Accountant General (A&E)-I, UP Allahabad **failing which the tender will not be considered**.
17. At the end of the AMC contract period, both the user and AMC holder shall certify separately that the Computer systems/ Electronic Devices are in satisfactory working condition and that no faults or complaints are pending.
18. (a) Security Deposit for the work shall be 10% of the contract value. First 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.
  - (b) Security Deposit /performance guarantee shall be returned to the contractor after the completion of period of the AMC after taking approval of Sr. DAG (Admin) of this office.

Yours faithfully,

*Sd/-*  
**Accounts Officer / ITCG**

**ANNEXURE-II (FINANCIAL BID)**

**SCHEDULE OF WORKS / QUOTE YOUR PRICES**

<b>Sl. No. (1)</b>	<b>Item of Hardware with brief configuration</b>	<b>Qty. (B)</b>	<b>CAMC charges per machine for the entire period (in Rs.) (C)</b>	<b>Total quoted amount for the entire period (in Rs.) (B x C)</b>
	<b>Item (A)</b>			
1	Time Desk Attendance Software	1		
2	Time Desk/ESSL Finger Recognition Device	12		
3	Gate Pass Management Software	1		
4	Alba Urmet Bullet Camera 1.3 MP, 960 with IR cut	1		
5	Sony LCD TV 32"	1		
6.	Maintenance of total Networking with cables and all their components	1 Job		

Date:-

**(SIGNATURE OF BIDDER)**

Place:

(Official Seal)  
Full Name and Designation

**ANNEXURE-I**

**TENDER APPLICATION FORM**

1.	Name of the Bidder Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos./	
	Email.	
4.	Date of Establishment of Firm	
5.	Nature of the Concern (Partnership/Limited Co. / Government Co./PSU/ Proprietorship) ( Copy of Registration should be attached)	
6.	Registration No. (attested/ self-attested copy of registration/ partnership deed/ ownership deed should be attached)	
8.	Whether the Bidder possess more than three year's continuous experience in the similar field in Government Department. ( If Yes, supporting document / experience certificates, duly attested, from the respective Government office should be attached)	
9.	PAN Account No. (attested / self-attested copy of PAN should be attached)	
10.	GST No.	

**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 Accountant General (A&E-I) 20, S.N. Marg. 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