

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)- II, U.P.,
ALLAHABAD**

No. AG-II/Computer Cell/AMC /2017-18/591

Date: 22.02.2017

TO,

LIMITED TENDER ENQUIRY

Limited Sealed Tenders for Comprehensive Annual Maintenance Contracts of Servers, PC's, Laptops, Software, Printers, UPS and other computer peripherals installed at Allahabad & Lucknow Branch Offices for the period from 1.4.2017 to 31.3.2018. (Except as mentioned in Remarks column of Annexure- II)

The office of the PAG (A&E) –II ,U.P., Allahabad invites 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 is in working condition. However, the vendor may check/inspect it, to their satisfaction, on any working day between 3 PM to 5 PM before offering 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 i.e. Annexure- II 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 or calculation mistakes while arriving Total Amount.
3. The Tenders should be in two parts i.e., **Technical Bid and Financial Bid** in the attached prescribed format (annexed as Annexure I & II) for Maintenance of PCs, Printers and UPS as the case may be. Technical and Financial bids should be in two separate sealed envelopes.
4. The Firms should clearly mention their **Eligibility** as per the eligibility criteria in Annexure-I.
5. **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.
6. The tenders may be addressed and sent to Dy. Accountant General/Admin, O/o the PAG (A&E)-II, 20, Sarojini Naidu Marg, Allahabad-211001. **The technical bid & 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 AMC of Servers/PCs/Laptop, Printers and UPS on the top of envelop. Both envelops should be kept in a single envelope addressed to authorized recipient. Envelope should reach **on or before 03/03/2017 (2.30 PM)** or may be dropped in a sealed tender Box, Kept in DAG/Admin, O/o the PAG (A&E)-II chamber.
7. The successful bidder has to enter an agreement on the standard terms & conditions of this department.

8. No tender will be entertained which arrives after due date and time i.e. **03/03/2017 (2.30 PM)**. The technical bids will be opened in the presence of the interested bidders on **03/03/2017 (3.00 PM)**. Financial bids of only technically successful bidders will be opened on a subsequent date after due intimation to all the bidders.
9. The decision of the Accountant General will be final in case of any dispute.
10. This office has full right to cancel/postpone the whole process without assigning any reason.
11. Any/All dispute will be under jurisdiction of Allahabad only.

Accounts Officer/Computer Cell

**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 corrective measures for Maintenance of Servers, computers, 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. 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 For this purpose, the firm shall provide minimum two resident service engineers at this office on all working days from 9.30 AM to 6.30 PM. The engineers would be equipped with mobile phones to ensure their availability. However in case of a specific requirement they will arrive/stay beyond period/time.
- 1.3 The computers/printer/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 one month failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per computer / printer / peripheral etc from the date of break down of the system.
 - (c) A log register shall be maintained in the designated section of the office (including Lko branch) 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 LAN and maintenance of PCs and Printers/peripherals as mentioned under Annexure from 9.30 AM to 6.30 PM on all working days except Saturday and Sundays and other Gazetted/National holidays (or as mutually decided between both the parties concerned).

2.0 PERIOD OF THE CONTRACT

- 2.1 This contract shall remain valid for a period from 01-04-2017 to 31.03.2018, 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.**

- 2.3 **The firm to whom AMC for 2017-18 is awarded, may be asked to provide services till AMC of 2018-19 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 (includes service tax etc).
- 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.
- 3.3 If AMC rates in totality exceeds 6% of purchase value of hardware items, the firm, offering their rates, will have to accept AMC rates limited to 6% of purchase value of hardware.

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 Accounts Officer, Computer Cell, O/O the PAG (A&E)-II, 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/EMD.
- 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.
- 4.3

5.0 OTHER TERMS

- 5.1 A log register shall be maintained in the designated section (Computer Cell) 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 the 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 the office. When the original equipment is returned after repair, the representatives of the firm and the 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 Monitor, Printer, key Board, mouse 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 PC, Printer, Mouse, Monitor, Key Board etc, an amount of **Rs. 25/- per PC/Printer etc 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, office of the PAG (A&E)-II U.P. Allahabad in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/Computer Cell 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 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** from the date of breakdown of system/equipment.
- 5.4** Service Call Report shall be submitted quarterly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.
- 5.5** All the Annexure should be signed at the bottom of each page by authorized representative of firm with Seal.

6.0 EMD & SECURITY DEPOSIT

- 6 (a)** Vender/firm should enclose Demand Draft amounting to Rs. 20,000/- (Rs. Twenty Thousand only) as EMD drawn in favour of Pay & Accounts Officer, O/o the AG (A&E)-I, UP, Allahabad with financial bid. In absence of EMD, offer will not be considered.
- 6 (b)** 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 (c)** Security Deposit (SD) shall be returned to the contractor after approval of DAG (Admin) of the respective offices. Before releasing the SD, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6 (d)** 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 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.
- 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 (A&E)-II, U.P. Allahabad-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

Accounts Officer/CC

ANNEXURE-I
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A & E)-II, 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.10Lakh to 15Lakh per year in case of AMC of computer, Servers, Software's & 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 centre 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 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) –II, 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 Rs. 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, stand-alone 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).

ANNEXURE -II

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A & E)-II, U.P., ALLAHABAD
(LIST OF HARDWARE FOR AMC DURING THE YEAR 2017-18)

SNo	ITEM	Total Number of items	Rate Per Unit	Total Amount	Remarks, if any
DESKTOP					
1.	HP Core i3	01			
2.	DELL Core i3	06 (Part AMC)			From 01/04/2017 to 15/11/2017
3.	HP Core i3	90 (Part AMC)			From 01/09/2017 to 31/03/2018
4.	DELL Core i5	04 (Part AMC)			From 01/04/2017 to 13/12/2017
5.	HP Core i5	15 (Part AMC)			From 01/09/2017 to 31/03/2018
6.	HP Core i5	88			
LAPTOP					
1	Sony Laptop i3	01			From 01/04/2017 to 12/12/2017
2	HCL Make Laptop i5	01			
3	HP Laptop i5	01			
PRINTER					
1.	HP ALL IN ONE No.2645 DESKJET	01			
2.	HP ALL IN ONE No.2135 DESKJET	01			
3.	HP Laserjet 1606	01			
4.	HP Laserjet A-3 size	01			
5.	Lesarjet Pro-200 M251 colour	01			
6.	HP Printer Laserjet 1415fnw colour	01			
7.	HP Laserjet PRO 1566	14			
8.	HP Lesarjet Printer 1606 dn	15			
9.	HP Lesarjet Printer 1606 dn	02 (Part AMC)			From 01/04/2017 to 13/12/2017
10.	HP Lesarjet Printer MFP M-177 (All-in-one) Colour	01 (Part AMC)			28/12/2017 to 31/03/2018
11.	LMP 6610 QVMH 1125 (LIPI)	01			
12.	LMP 0188/7210 HD (WIPRO)	01			
13.	Laserjet 2361 DN(Brother)	04 (Part AMC)			27/10/2017 to 31/03/2018
14.	LMP P-806 PRINTRONIX HD	01			
15	TVSE Dot Matrix Printer MSP 455XI Classic	11			
16	LMP PRINTRONIX	01			
1	Scanners	07			
UPS ON LINE					
1.	05 KVA UPS	08			
2.	02 KVA UPS-Numeric	01 (Part AMC)			09/12/2017 to 31/03/2018
	02 KVA UPS-Numeric	01			
	02 KVA UPS-Socomac	03			

UPS OFF-LINE					
1.	600VA	95			
2.	600VA	15 (Part AMC)			11/12/2017 to 31/03/2018
SERVER					
1	SERVER-High Range	09			
2	SERVER –Mid Range	02			
3	SERVER-Low Range	03			
PROJECTOR					
1	Projector	01			
Network					
1.	Maintenance of total networking with cables and all their components of VLC, Fund and Intranet including In-House made software.	1 Job			

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