

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

No. AG-II/CC/AMC/Biometric & CCTV/2017-18/592

Date: 22/02/2017

To,

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contracts of Biometric & CCTV for the period during 2017-18.

The office of the PAG (A&E) –II U.P., Allahabad intend to obtain Limited Sealed Tenders for the comprehensive Annual Maintenance Contract for Biometric machines & CCTV of this office at Allahabad and Lucknow location including DVR etc. as per list given in Annexure with the following additional information:-

1. All the Biometric and CCTV installed in this office are as per Annexure. All these hardware 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. Rates for all the items should necessarily be quoted in the tender document, in both unit rate & total rate.
3. 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 Biometric and CCTV. Technical and Financial bid should be in two separate sealed envelopes.
4. The Firms should clearly mention their **Eligibility** as per the eligibility criteria in Annexure-III.
5. **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure-I 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 please be addressed and sent to Dy. Accountant General Admin O/o the PAG (A&E)-II, 20, Sarojini Naidu Marg, U.P., and 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 Financialbid for maintenance of Biometric and CCTV on the top of envelop so as to reach **on or before 03/03/2017 (2.30 PM)**. All the tenders received, will be kept in the box under the custody of Sr. DAG (Admn) for this purpose.

7. The successful bidder has to enter an agreement on the standard terms & conditions of this department.
8. No tenders will be entertained which is received after due date i.e. **03/03/2017 (2.30 PM)**. The technical bids will be opened in the presence of the interested bidders at **03.00 PM on 03/03/2017**.
9. The decision of the Accountant General will be final in case of any dispute.
10. The firm must submit an **EMD of ₹ 10000/-** with his technical 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**.
11. This AMC contract will be valid for the period from the date of awarding the contract to 31.3.2018.
12. In case of new Biometric systems is installed in between 2017-18, proportionate AMC charges will be paid for the service provided.

Accounts Officer/ Comp.Cell

**TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL
AMINTENANCE CONTRACT
FOR MAINTENANCE OF BIOMETRIC and CCTV**

1.SCOPE OF THE CONTRACT

This contract will cover Preventive and break down Maintenance of Biometric and CCTV including DVR etc... as per Annexure-I and satisfactory working of equipment of surveillance system including software. The contract shall also include maintenance of software.

1.1 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.

1.2 All the equipment under AMC like Biometric & CCTV including DVR etc. 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 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 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 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.

1.1 It will be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including DVR etc. as mentioned under Annexure on all days.

2.0 PERIOD OF THE CONTRACT

- 2.1 This contract shall remain valid for a period (from 01.04.2017 to 31.03.2018) is specified in the Letters 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 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 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, UP, Allahabad, who shall certify, based on User's call register maintained in Comp. Cell Section 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 Computer Cell 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. 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 special cleaning of the Biometric and CCTV from outside with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric and CCTV and an amount of **₹ 50/- per equipment (biometric and CCTV) 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 AAO/Admn Computer 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 and CCTV. However all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. shall be provided by user. 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 15 days 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 All the Annexure should be undersigned (on each page) by Authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

- (a) Security Deposit for the work shall be 10% of the contract value. First installment 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 (SD)/performance guarantee shall be returned to the contractor after the completion of the period of the AMC after taking approval of DAG (Admn) of this office. Before releasing the Security Deposit, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.

- (C) 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 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.
- 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 PAG (A & E)-II U.P., ALLAHABAD

(LIST OF HARDWARE FOR AMC DURING 2017-18)

Make & configuration of Systems	Period of AMC	unit	AMC Rates per Unit	Total Amount
Time Desk Software	19.08.2017 to 31.3.2018	01		
Time Desk Software (Lucknow)	06/12/2017 to 31.3.2018	01		
Fingerprint recognition device (Make: Time Desk)	19/08/2017 to 31.3.2018	10		
Fingerprint recognition device (Make: Time Desk) (at Lucknow branch office)	06/12/2017 to 31.3.2018	02		
CCTV Camera Samsung (Dome) (03 at Lucknow branch office)	01.02.2018 to 31.3.2018	15		
CCTV camera Samsung (Bullet)	01.02.2018 to 31.3.2018	08		
16 Channel NVR-Samsung	01.02.2018 to 31.3.2018	01		
4 Channel NVR-Samsung (one at Lucknow branch office)	01.02.2018 to 31.3.2018	03		
CP PLUS 4 Channel DVR	1.4.2017-31.3.2018	03		
CCTV Camera Sony Make (Dome)	1.4.2017-31.3.2018	04		
Maintenance of total Networking with cables and all their components.	1.4.2017-31.3.2018	01 JOB		

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

ANNEXURE -II

OFFICE OF THE AG (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 value of AMC for surveillance system completed satisfactorily against each in the past 05 years. (Copy of work order from the existing Govt. organization must be enclosed)		
2.	The location of nearest service Centre of the firm from which services would be provided.		
3.	The service infrastructure available at service centre especially in-house repair lab, inventory of spares.		
4	Calls response and follows up etc., reports in respect of 05 major contracts performed during the previous 05 years be submitted.		
4.	Technically qualified personnel available with the service centre along with name and professional qualification, profile of service engineer		
6.	Copy of latest <i>Income/Service Tax clearance</i> certificate of the firm must be enclosed.		
7.	The firm must be registered with the Registrar of Companies or Registrar of Firms.(enclose copy of registration certificate)		
10.	EMD of ₹ 10000/- 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		

11	The firm should enclose evidence for its existence for over three years in the maintenance business.		
12	The firm must have previous experience in maintaining Security surveillance system in Central/State Govt. organization/Public sectors. Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.		
14	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.		
15	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)