



प्रधान महालेखाकार (लेखापरीक्षा-I) का कार्यालय, केरल, शाखा : तृशूर  
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I)  
KERALA, BRANCH : THRISSUR - 680020



लोकहितार्थं सत्यमेव जयते  
Dedicated to Truth in Public Interest

No. Pri.AG (AUDIT-I)/Br. TCR/OE/VIII/Computer/2022-23

Date:21.04.2022

**SHORT NOTICE INVITING QUOTATIONS**

Office of the Principal Accountant General (Audit I), Kerala, Branch Office, Thrissur invites 'Sealed Quotations' from authorized dealer / distributor for Comprehensive AMC for Server/Desktop computers, Laptops & printers installed at this office and branch office at Kozhikode. Details and list of items are placed in Annexure attached.

The sealed cover superscribed as '**Quotation for AMC of Computers/Printers/Servers :2022-23**' should contain two separate sealed envelopes i.e. one for Technical bid and the other for Financial bid. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed as '**Technical Bid**' and '**Financial Bid**' respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed. The technical bids shall be opened by the Purchase Committee at the first instance and evaluated. At the second stage, financial bids of only the technically qualified offers shall be opened for further evaluation and ranking before awarding the contract.

The sealed quotation, addressed to "**The Deputy Accountant General/AMG-I, Office of the Principal Accountant General (Audit I), Kerala, Karunakaran Nambiar Road, Branch Office, Thrissur – 680 020**", should reach this office by **3:00 PM** on or before **29.04.2022**. Details of quotation shall also be available on official website of this office, <https://cag.gov.in/ag1/kerala>. The quotations will be opened on the same day at 4:00 PM by the Purchase Committee concerned.

**Name of the Work:** Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops, Servers and Printers of various models installed at the Office of the Principal Accountant General (Audit-I), Branch Office, Thrissur and Kozhikode. The details for which AMC is required are given below:

Sl. No.	Items	No. of computers			AMC required from
		Thrissur	Kozhikode	Total	
1	Desktops	20	03	23	From the date of Agreement
2	Laptops	19	00	19	
3	Printers	15	01	16	

(A Detailed list is attached as Annexure D1 to D3)

**Period of Contract:** from the date of Agreement to 31 Mar 2023 and from the called for dates for the items which are under Warranty to 31 March 2023.

**Technical bid should include:**

- Full details of the bidder viz. Name & address of the bidder firm, Telephone No., Fax number/e-mail id etc.(Annexure – A)
- GST registration details
- Income Tax Permanent Account Number (PAN).
- AMC terms and conditions, if any specific.
- Documentary proofs of authorized service agent.
- Proof of previous work awarded, with respect to AMC of computers/printers at Govt. offices/ PSU etc.
- Self declaration stating that the firm has not been blacklisted by any Government Department/ Organisation as on date of submission of the Quotation/Bid and that the documents furnished are true and authentic (Annexure-B)

**Financial bid should include :**

- Grand Total for AMC of all the listed items.(Annexure – C).
- Individual item-wise rates against each should also be mentioned clearly.
- The Grand Total quoted should be mentioned in both figures and words.
- All bidders are to quote monthly rate for each class of item to enable this office to reckon the pro-rata rate.

**Terms and conditions of AMC:**

- All bidders are to quote the rates for each item separately, alongwith the grand total for the items at the end. The grand total should include item-wise rates, Taxes, Discounts if any, Charge for service engineer etc.
- The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturer (OEM). However, if any specific parts are not covered under AMC, they shall invariably be mentioned by the bidders in the quotation for AMC. No general terms will be entertained, instead the name of parts are to be expressly stated.
- The equipments should be kept in good working condition and virus free. Any replacement will have to be done by the company free of cost except dot-matrix/ line printer head, cartridges, consumables, ribbon, fuser assembly, sleeve and other stationery.
- Servicing should be done on site and during working hours except for major fault, when the part or machine is to be taken out to the servicing agency. The units/parts shall be permitted to be taken out of the office premises with proper authorization/permission only.
- The firm shall be responsible to maintain the required drivers, additional peripherals and hardware for maintaining the equipments.
- Support for users and troubleshooting of commercial software packages alongwith removal of virus and re-installation of software, if corrupted, shall be undertaken by the entrusted firm.



- Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- **If the break down time is expected for more than 24 hours, the successful bidder should provide a back up machine or part till the original system is repaired or replaced after rectifying the defect.**
- If parts are to be replaced, it should be of the same version or a higher version of similar make and quality.
- There will be no limit of break down calls and the same should be attended to within One Hour.
- The firm is to carry out preventive maintenance once in every three months.
- Any other maintenance work to be undertaken related to the computer/peripherals.
- Break down calls at Branch Office, Thrissur and Kozhikode should be attended on the same day as far as possible and latest by 5.00 PM on the next working day.
- A list of all items i.e. Desktop Computers, Laptops, Servers and printers proposed under the contract are placed separately as Annexure to this notice inviting quotations.

**Bid Security (EMD):** A Demand Draft, amounting to ₹10,000/- drawn in favour of **Pay and Accounts Officer, O/o PAG (A&E), Kerala**, from any Commercial bank must be deposited by bidders along with their duly filled up bidding documents as EMD. Bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) are exempted from furnishing EMD. The Demand Draft produced should be valid for a period of forty five days beyond the last date of submission of Bid/Tender/Quotation.

**Performance Security:** Successful bidder shall produce a Bank Guarantee or Demand Draft drawn in favour of **Pay and Accounts Officer, O/o PAG (A&E), Kerala**, from any commercial bank, amounting to **Five per cent of the contractual/payable amount**, as Performance Security. The Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including guarantee/ warranty obligations.

**Payment Details:**

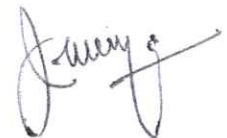
- Payments will be made by this office on quarterly basis only, i.e. after the end of each quarter.
- No advance payment will be paid by this office.
- No cost escalation is permitted during the contract period for any reasons whatsoever.
- TDS at appropriate rate shall be deducted from the bill amount.

**Penalty Clauses:**

- If breakdown in respect of any hardware items exceeds 48 hours without supply of adequate backup, a penalty @ ₹ 50/- per day shall be charged against the AMC vendor from the date of breakdown upto seventh day. The penalty shall be @ ₹ 100/- per day from the eighth day till the item is fully functional or till the date of providing a backup. If the preventive maintenance is not done/completed in any of the quarter, 10% of the quarterly payments shall be deducted from the payment due to the party. The accumulated penalty chargeable during that quarter shall be deducted from the payments due to the vendor.

**Conditions to be fulfilled by the bidder:**

- The bidding firm/company/agency/dealer/distributor must be a registered one to carry out the functions for which quotations are invited.
- The firm/company/agency/dealer/distributor should be in existence for over 3 years in the trade as on 31.03.2022.
- The firm/company/agency/dealer/distributor should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking etc. The company should furnish its Downtime Statement of previous maintenance work.
- The firm/company/agency/dealer/distributor must have expertise in on-site maintenance and repair of computers, servers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- The firm/company/agency/dealer/distributor submitting quotation would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- The firm/company/agency/dealer/distributor should produce the self attested photocopies of documents related to allotment of GST Registration Number, PAN Number, Service Tax number, etc.
- An agreement has to be executed by the successful bidder with the office, specifying general rules, obligations and rights of the parties, payment terms, limitations etc. along with technical aspects on AMC for the items, on appropriate value of stamp paper.

**Senior Audit Officer/OE**



**TECHNICAL BID**

(To be submitted in a separate sealed envelope super-scribed as 'Technical Bid')

1.	Nature of business (Private/Partnership/Company)	
2.	Name of Firm/dealer/distributor with complete postal address	
3.	Name of the Proprietor with mobile Number	
4.	Telephone No. Fax No. e-mail id	
5.	Permanent Account Number (PAN) (copy to be enclosed)	
6.	GST No. (copy to be enclosed)	
7.	Proof showing authorized dealer/ distributor in AMC for Computers/ printers etc.(Copy to be enclosed)	
8.	Details of EMD produced	
9.	No. of years of experience in the field of servicing computers/Printers etc.	
10.	Proof of previous work awarded with respect to AMC of computers/ printers at Govt. offices/PSU etc. (Copy to be enclosed)	
11.	Whether the firm has adequate No. of service personnel to attend service calls at Thrissur and Branch office at Kozhikode ?	

Date :

Place :

Seal :

Signature of the proprietor/authorized person

Full Name:

ANNEXURE – B

**DECLARATION**

(To be submitted with the Technical Bid)

I, \_\_\_\_\_,  
son/daughter/wife of Sri. \_\_\_\_\_, Proprietor/ Director/  
Authorized signatory of the (Agency/Firm) \_\_\_\_\_  
\_\_\_\_\_ am competent to sign this  
declaration and execute this quotation document.

2. I have carefully read and understood all the terms and conditions of the quotation and undertake to abide by them.
3. I also declare that I/we or my/our Firm has not been black listed by any Government Department/Organization as on the date of submission of the bid/ quotation.
4. The information/documents furnished alongwith the application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false/misleading information and/or fabricated document would lead to rejection of my quotation at any stage.

Date :

Place :

Seal :

Signature of the proprietor/authorized person

Full Name:

## ANNEXURE - C

## FINANCIAL BID

(To be submitted in a separate sealed envelope super-scribed as 'Financial Bid')

1.	Name of Firm/Tenderer with complete postal address	
2.	Whether item-wise rate has been quoted specifically?	YES/NO
3.	AMC value for 23 Nos. of Desktop Computers, 19 Nos. of Laptops and 16Nos of Printers	
4.	Rate for full time Service Engineer for one full year, if any.	
5.	Additional charges, if any	
6.	GST	
7.	<b>Grand Total for comprehensive AMC of all listed items for one full year (1/4/21 to 31/3/22), Write in figures as well as in Words.</b>	

Date :

Place :

Seal :

Signature of the proprietor/authorized person

Full Name:

Annexure D1								
LIST OF DESKTOP FOR AMC FOR THE PERIOD 2022-23								
SI No	ID No.	Brand	Model	Processor	Date of Purchase	Serial No.	AMC Full / Partial	AMC RATE
<b>BRANCH : THRISSUR</b>								
1	04 118	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159383	FULL	
2	04 119	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159415	FULL	
3	04 120	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159472	FULL	
4	04 121	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159490	FULL	
5	04 122	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159526	FULL	
6	04 123	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159530	FULL	
7	04 124	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3159555	FULL	
8	04 125	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3274008	FULL	
9	04 126	ACER	VERITON M-200	Intel Core i3	2014-08-18	UXVJSSI590E3274145	FULL	
10	04 168	HP	HP 280 G2	Intel i3	2016-10-04	INA619RCN6	FULL	
11	04 171	HP	HP 280 G2	Intel i3	2016-10-04	INA619RCP6	FULL	
12	04 176	HP	HP 280 G2	Intel i3	2016-10-04	INA634CTDC	FULL	
13	04 182	HP	HP 280 G2	Intel i3	2016-10-04	INA634VTFR	FULL	
14	04 184	HP	HP 280 G2	Intel i3	2016-10-04	INA634DTFO	FULL	
15	04 188	HP	HP 280 G2	Intel i3	2016-10-04	INA634VTG2	FULL	
16	04 200	HP	HP 406 G1	Intel i5	2016-10-04	INA624SYY2	FULL	
17	04 201	HP	HP 406 G1	Intel i5	2016-10-04	INA624SYT3	FULL	
18	04 202	HP	HP 406 G1	Intel i5	2016-10-04	INA624SZ27	FULL	
19	05 073	LENOVO	V530 Tower	Intel i3	9/11/2019	PG01KGJS	From 11-09-2022	
20	05 074	LENOVO	V530 Tower	Intel i3	9/11/2019	PG01EGUP	From 11-09-2022	
<b>BRANCH : KOZHIKODE</b>								
21	04 127	ACER	VERITON M200	Inter Core i3	2014-08-26	UXVJSSI590E3159537	FULL	
22	04 128	ACER	VERITON M200	Inter Core i3	2014-08-26	UXVJSSI590E3159540	FULL	
23	04 163	HP	280 G2	Intel i3	2016-10-26	INA616QFTJ	FULL	



## LIST OF LATOPS FOR AMC FOR THE PERIOD 2022-23

Sl No	ID No.	Brand	Model	Processor	Date of Purchase	Serial No.	AMC Period	AMC RATE
<b>Laptops -THRISSUR</b>								
1	06 001	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136N45	From 17-09-2022	
2	06 002	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136N5K	From 17-09-2022	
3	06 003	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136N5N	From 17-09-2022	
4	06 004	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136MBW	From 17-09-2022	
5	06 005	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136LR8	From 17-09-2022	
6	06 006	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136M5Q	From 17-09-2022	
7	06 007	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136N1P	From 17-09-2022	
8	06 008	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136MQY	From 17-09-2022	
9	06 009	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136M24	From 17-09-2022	
10	06 010	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136P9F	From 17-09-2022	
11	06 011	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136NB3	From 17-09-2022	
12	06 012	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136M62	From 17-09-2022	
13	06 013	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136M0Y	From 17-09-2022	
14	06 014	HP	HP 245 G7 Notebook	AMD Ryzen3 3300U	9/17/2019	5CG9136MRT	From 17-09-2022	
15	06 065	Acer	Aspire 5	Intel i5	8/11/2021	NXA2ASI00310201FF13400	From 11-08-2022	
16	06 066	Acer	Aspire 5	Intel i5	8/11/2021	NXA2ASI00310202C903400	From 11-08-2022	
17	06 067	Acer	Aspire 5	Intel i5	8/11/2021	NXA2ASI00310201DAD3400	From 11-08-2022	
18	06 068	Acer	Aspire 5	Intel i5	8/11/2021	NXA2ASI00310201A203400	From 11-08-2022	
19	06 077	HP	HP NBPC ENVY	Intel i7	2/10/2021	CND1020ZLZ	FULL	

## Annexure D3

LIST OF PRINTERS FOR AMC FOR THE PERIOD 2022-23							
Sl No	ID No.	Brand	Model	Date of Purchase	Serial No.	AMC Period	AMC Rate
<b>BRANCH - THRISSUR</b>							
1	69	LaserJet	HP LJ P1008	01-05-2009	VNF4P01401	FULL	
2	89	LaserJet	Canon LBP 2900	25-02-2010	LPMA662286	FULL	
3	91	LaserJet	Canon LBP 2900	30-03-2010	MBGA114054	FULL	
4	92	LaserJet	Canon LBP 2900	30-03-2010	LBGA114052	FULL	
5	103	Laserjet	HP LJ P1606 dn	01-07-2012	VNC3D26269	FULL	
6	137	Laserjet	HP LJ P1106	17-12-2014	VNF5303028	FULL	
7	142	Laserjet	HP LJ P1106	17-12-2014	VNF6H03177	FULL	
8	143	Laserjet	HP LJ P1106	17-12-2014	VNF6H03284	FULL	
9	146	Laserjet	HP LJ M202dw	03-02-2015	VNC3504365	FULL	
10	154	Laserjet	HP LJ M202dw	18-03-2015	VNC3502014	FULL	
11	174	Laserjet	HP Laserjet M202DW	23-11-2018	VNC4L03931	FULL	
12	188	Laserjet	HP Laserjet M202DW	10-12-2018	VNC4L06623	FULL	
13	200	Laser Mono	Canon Image class LBP226dw	15-02-2021	NQBA005417	FULL	
14	202	Laser Mono	Canon Image class LBP226dw	15-02-2021	NQBA005426	FULL	
15	205	Laser	Brother -DCP-L3551CDW	18-12-2021	E79051H1N540089	From 18-12-2022	
<b>BRANCH : KOZHIKODE</b>							
16	181	LASERJET	HP LJ M202dw	2018-12-10	VNC4L06633	FULL	