



प्रधान महालेखाकार का कार्यालय (लेखा एवं हकदारी)
तेलंगाणा, हैदराबाद - 500 004
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A & E)
Telangana, Hyderabad - 500 004

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt: 02/04/2025

NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of
Computers/Printers/Laptops-Reg**

The Office of the Principal Accountant General (A&E), Telengana, Hyderabad invites sealed quotations for Comprehensive Annual Maintenance Contract (CAMC) for computers, printers, network connections including hardware components as mentioned in Annexure I of this tender notice along with their peripherals and any OS/App SW etc.

Tender/bid document contains 5 Annexures, Annexure I contains the proforma for technical bid , Annexure II contains the proforma for Financial bid, Annexure III contains self-declaration of Downtime statements, Annexure IV contains details of critical Equipment and Annexure V contains the details of hardware items to be maintained by the contractor. Further the terms and conditions of the contract is also enclosed herewith. Separate technical and Financial Bids in the prescribed format (as annexed) in sealed envelopes super-scribing with "Technical bid" ,and "financial Bid" should be put in a single cover which should be super-scribed as "tender Documents for AMC of computers, printers, laptops and networking hardware and related accessories" and submit the same personally or through post/courier along with required documents to the Sr. deputy Accountant General (Admin), O/o Principal Accountant General (A&E), Telengana, Hyderabad, Pin-500004, so as to reach this office on or before 09.04.2025 up to 2.30 PM. Technical Bids will be opened at 3.00 PM same day first and after the acceptance of the technical bids by this office, the Financial Bids of the qualified vendors will be opened on 16.04.2025 at 11.00 AM. For further enquiries please contact Asst Accounts Officer /CEDP, phone-9704518946.

The cost of bid document is nil. The bid security would be Rs.30,000/- and should be submitted along with the Financial Bid in the form of DD or banker's cheque

Sd/-

Sr. Deputy Accountant General (Admn.)

Office of the Principal Accountant General (A&E)

Telangana, Hyderabad

AAO/CEDP

Terms and Conditions of the Maintenance Contract Service:

1. Maintenance Contract period for all the items is from **01-04-2025 to 31-03-2026**.
2. Maintenance Contract includes repair/ resolution of all hardware related issues raised by the sections from time to time.
3. System Engineers must address all computer hardware related issues raised by all the sections of this office.
4. Periodical preventive maintenance, surface cleaning of the computer monitor, cabinets, keyboard, printers etc., will include among other things.
5. The contractor shall take corrective and remedial maintenance services to set right the malfunctioning of the equipment.
6. This Maintenance Contract amount covers the replacement of all the unserviceable parts/spare parts. This office will procure keyboards, mouse for systems, cartridges/toners/ribbons for printers and batteries for UPS.
7. The two resident service engineers deputed shall be present in the office on all working days for full time i.e., 9:15 AM to 5:45 PM. Further, at least one service engineer shall be available to attend the emergency rectification works during the holidays in Exigencies. The following will be the duty charter for attending the maintenance works.
 - a) Complaints received up to 3:00 PM shall be attended on the same day and complaints received after 3:00 PM shall be attended to by 11:00 AM the next day.
 - b) The maximum response time to attend to the complaints shall not be more than 24 hours. Liquidated damages shall be charged @ 2% of the contract amount earmarked for the item for delay in execution of work per day. Decision of the Sr.DAG (Admn) is final to determine the circumstances that caused the delay for the reasons beyond the control of the contractor and exempt from payment of liquidated damages.
 - c) Contractor shall be liable to replace the damaged equipments due to mishandling during repairs/maintenance.
 - d) Repairs/rectifications to the hardware items shall be carried out onsite only. In case of the necessity to take the equipment outside, there shall be standby arrangement for uninterrupted service.
 - e) Minimum stock of important spares shall be maintained in the office premises by the contractor.

- f) Complaints about the functioning of servers, switches, routers and the computers in the chambers of the officers shall be attended immediately.
 - g) Technical assistance in arranging all Audio/Video conferences in the office shall be extended by the Engineers to the officials of this office.
 - h) Necessary Back up shall be taken whenever attending to the repairs and restore the same after completion of the work.
8. Service engineers shall have to attend the break-down calls expeditiously and report to the Assistant Accounts Officer, CEDP immediately after attending/closing the complaint.
 9. Firm should be willing to take-up all the hardware items listed in Annexure 1 under AMC in toto.
 10. System Engineers shall have to extend technical assistance to CEDP officials in managing (Adding Printers to CISCO network, installing necessary drivers) the Printers taken on rent-basis, if any, by the Office.
 11. Maintenance Contract amount will be paid in three equal installments i.e., i.e. at the end of each quarter (quarter starting w.e.f. 01-07-2025)
 12. Payment will be released after deduction of all taxes in extant viz., Income Tax, GST etc.
 13. This office reserves the right to terminate the contract prior to the expiry of the contract agreement by giving one month's written notice. However, if the performance of the Service Engineer Firm is not satisfactory, the contract will be terminated by giving a notice of one week.
 14. In case of any dispute or any differences arising between the parties in respect of this agreement, the same shall be resolved by mutual discussion. The agreement is subject to laws of India and Jurisdiction of courts at Hyderabad only in all matters arising out of or connected to this agreement.
 15. The Maintenance Contract firm must return the organization's assets on termination of agreement.
 16. Integrity and security of network services and security of IT assets may be maintained.
 17. Sharing unauthorized access of network resources will be viewed seriously and action will be taken accordingly.
 18. The staff of Maintenance Contract must abide to the IT security policy of IA&AD i.e. maintaining confidentiality of usernames and passwords of domains, routers, switches, PC's and Laptops.

19. Using organization assets for outside / fraudulent activities will be viewed seriously.
20. Unauthorized disclosure, modification of data, sending messages/mails for fraudulent activities will be punishable and attract termination of agreement.
21. The AMC can be extended, if so desired by O/o the PAG (A&E), Telangana based on the performance of the service provider.

Sd/-

Sr. Deputy Accountant General (Admn.)

Place: Hyderabad

Date: 02/04/2025

ANNEXURE I

Technical bid

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt:

SL.NO		Particulars		Page no of documents
1	Name of the Firm			
2	Address of the firm			
3	Registration number			
4	PAN			
5	GST registration number			
6	Name of the Authorised Signatory			
7	Specimen signature of the Authorised Signatory			
8	Telephone number of the Authorised Signatory and other telephone number of the firm			
9	Whether the firm had enclosed EMD. If 'yes', then DD /pay order number., date, amount and bank			
10	Documents showing turnover during the last three years of each year (IT returns, Balance Sheet to be enclosed)	Year	Enclosed Yes/ No	
		2021-22		
		2022-23		
		2023-24		
11	List of employees with their qualifications and experience			
12	Details of the Govt. Ministries/ Departments/Organisation/PSU's,etc.in which the firm is engaged in AMC of computer, hardware and network activities during the last 3 years. Copies of work orders in which they have been given AMC of at least 500 computer systems/network nodes in one single order in any government/ministry/PSU may be enclosed	Year	Enclosed yes/no	
		2021-22		
		2022-23		
		2023-24		
13	Call escalation Matrix			
14	Whether proof/copies of work order on the above items enclosed (YES/NO)			
15	List of Copies of documents enclosed			

Certified that the above information is correct to be best of my knowledge. Further, my firm and I have not been blacklisted / disqualified debarred by any of the

government./semi government departments or any other agency.

Place:

Signature of the owner

Date:

**Name of the
owner with seal of the firm**

ANNEXURE II

Financial bid

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt:

SL.NO		Particulars
1	Name of the Firm	
2	Address of the firm	
3	Name of the Authorised Signatory	
4	Specimen signature of the Authorised Signatory	
5	Telephone number of the Authorised Signatory and other telephone number of the firm	

Authorised signature and seal of the firm

Place:

Signature of the owner

Date:

**Name of the
owner with seal of the firm**

ANNEXURE III

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt:

1. Self-declaration of Downtime statement for computer hardware maintained in govt. offices /PSUs

Sl.no	Dept/institution with address	Year	No. of equipment under AMC	Average downtime considering all systems/printers under AMC	Maximum downtime considering all systems/printers under AMC	Remarks

Place:

Signature of the owner

Date:

**Name of the
owner with seal of the firm**

ANNEXURE IV

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt:

Details of critical equipments:

Sl.No.	Details of the Hardware	Location	Quantity
1	Computer systems	Admn, bills, PAO,inward,CEDP,PEDP,PM,VLC and ACs.FEDP,TM,Main A/Cs, Books,, FM and All Peshi	
2	Laser jet Printers	Admn, bills, PAO,inward,CEDP,PEDP,PM,VLC and ACs.FEDP,TM,Main A/Cs, Books,, FM and All Peshi	
3	Dot matrix printer	All EDPs	
4	Cannon printers	Book and AAD, all EDPs	
5	Servers	Data Centres,VLC	

Place:

Signature of the owner

Date:

**Name of the
owner with seal of the firm**

ANNEXURE V

Tender No. PAG(A&E)/TS/CEDP/AMC/2025-26/1

Dt:

Details of Computer hardware proposed under AMC:

Sl.No	Hardware Items	Quantity**
1	P-IV and above systems	50
2	i3 Systems	64
3	i5 Systems	73
4	AMD Ryzen	7
5	i7 Systems	0
6	Laptops	24
	After Nov 2025	102
7	Dot Matrix Printers	4
8	LaserJet/ Deskjet/ Inkjet Printers	67
9	Canon Printers	7
10	Line Matrix Printers	3
11	Scanners	11
12	Projectors	2
13	Dell EMC PowerEdge T640	4
14	Rack Server	3

**the actual quality may be increased or decreased as per their warranty/guarantee period

Place:

Signature of the owner

Date:

**Name of the
owner with seal of the firm**