

**OFFICE OF THE ACCOUNTANT GENERAL, (AUDIT-II), M.P.
53, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL**

No. AG (Audit-II)/IT Cell/2022-23/D- 33

Date:- 14.03.2023

Sealed covered quotations are invited for Annual Maintenance Contract of Computer Hardware and peripherals as detailed in “Annexure – A” enclosed herewith. The quotations shall be addressed to the Senior Audit Officer (IT Cell), O/o Accountant General (Audit-II), 53, Arera Hills, Hoshangabad Road, Bhopal, and shall reach the office on or before 21.03.2022 by 06:00PM. The quotations submitted by the vendors will be opened by the departmental committee on the working day following the last day of submission of quotations. The envelope should be super-scripted in bold letter with **“QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AND PERIPHERALS”**.

The terms and conditions for AMC of computer hardware are as mentioned below:-

1. Sealed covered quotations are invited for Annual Maintenance of Computer Hardware available in the Office of the Accountant General (Audit-II), M.P., Bhopal for the period is 01.04.2023 to 31.03.2024. The rates quoted by the vendor should be final inclusive of all taxes.
2. Vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The vendor shall indicate the authorized signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. No demand for revision of rate on any account shall be entertained during the contract period.
5. This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of contract will be increased or decreased accordingly.
6. This office reserves the right to make any changes in the terms and conditions.
7. Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favour of the “Pay and Accounts Officer, Office of the Principal Accountant General (A&E-I), M.P. Gwalior shall be submitted within one month from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
8. The contract period shall initially be for a period of 12 months from the date of execution of an agreement for the contract. The contract may be renewed for a further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the firm. The agreement should necessarily be executed within fifteen days from the

date of acceptance of the work order. The contract is liable to be terminated at any time by giving notice of one month in advance by this office.

9. After the award of the contract, if the selected bidder (Vendor) does not perform satisfactorily or delays execution of the contract, this office reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same.
10. This office reserves the right to recover any dues payable by the selected bidder (Vendor) from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
11. This office shall be entitled and it shall be lawful on its part to forfeit the amount of security deposit in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of this office. This office shall be entitled to deduct from the amount of security deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.
12. Systems average uptime should not be less than 98%. Maximum allowable time of any system is 24 hrs. in case of minor problems and 72 hrs. for major problems.
13. Any verification, clarification regarding deployment of Computer Hardware may be undertaken by visiting this office on any working day (Monday to Friday) between 11:00 am to 05:00 pm, after prior appointment with the undersigned.

14. Qualification criterion

The Vendor should confirm that:-

- a. The firm may be a Partnership firm or a Company under Indian Laws and must be registered with the Registrar of Firms or Registrar of Companies. The firm should submit attested copy of registered deed of partnership / memorandum and articles of Association / By-laws/ Certificate of Registration etc. as applicable.
- b. The firm should be registered with Goods & Service Tax Department and should submit a copy of GST Registration Certificate / Number. Also, self-attested photocopies of documents related to registration number, PAN number, Income Tax Return / PAN Card etc. should be submitted.
- c. The firm should be in existence for minimum three years. The bidder shall provide the total monetary value of providing services of maintenance of computers and peripherals for each year of the last 3 years.
- d. The bidder should have satisfactorily completed as a prime contractor at least three similar works in the last three years in Government or Private Sector. The firm should have achieved in at least two financial years, a minimum annual financial turnover of Rs. 50 Lakhs. Self- attested copies of annual turnover shall be submitted along with the quotation.

- e. It should be a profit making firm / company /organization.
- f. An affidavit to the effect that the firm or any of its partner, director, Board member of the firm has not been black listed by any Government / Semi Government Organization / Statutory body.
- g. The firm should have executed at least 3 orders in the last 2 years where each order should have maintenance of computer hardware.
- h. Should have executed similar project, preferably in Government sector
- i. Should have support network at Bhopal. Preference will be given to firms located in Bhopal.
- j. Should have qualified team of Hardware and Software professionals. The firm should submit the list of hardware and software engineers along with their qualifications and experience whom they will be able to provide to this office in case they are awarded the contract.
- k. Immediately on award of the contract, the contractor should submit a report of taking over all equipment (consisting of their working status and configuration). It shall be the responsibility of the firm/company to make all the hardware work satisfactorily throughout the contract period and also to hand over the systems to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.

15. **Maintenance and Support:**

- a. The AMC shall cover a **non-comprehensive on-site support** for all services excluding all the parts of all hardware under AMC.
- b. The AMC shall include installation and updating of all kinds of software on the Servers/Computers including operating system, office applications and anti-virus. All the PCs, printers etc. should be configured for its optimal use. The firm shall also have to provide training to the officials/staff, wherever necessary.
- c. Preventive maintenance service is to be carried out every 6 months for all the systems covered under the contract. A preventive maintenance report from the administrator would be submitted to the undersigned failing which an adequate amount, as decided by the Head of the Department, as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not. Even, it would include
 - * Defragmentation of hard disk drives and scanning for disk errors.
 - * Checking and cleaning from outside and inside of all the PCs, Laptops, Printers and its peripherals as well.
 - * Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them.

- * Special cleaning of the monitors, printers, keyboards, mouse, etc. from outside with liquid cleaners
- d. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment / part has to be taken out for repair, a standby equipment / part of similar configuration will be provided by the firm.
- e. The items that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such items shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- f. The vendor should maintain a record of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
- g. In case, it is absolutely essential to format the hard disk of any Laptop/PC; the service engineer should ensure taking proper backup of the data and only with the permission of the administrator the service engineer should proceed with formatting the hard disk.
- h. No replacement and repairing charges for the parts covered under the AMC shall be made. The non-comprehensive AMC doesn't include the plastic items, knobs, movable / rotational parts necessary for operation of the original equipment. Parts excluded from the AMC should be mentioned clearly.
- 16. Payment will be made on quarterly basis against bills only after satisfactory completion of assigned jobs, subject to availability of funds.
- 17. In case of any dispute, the settlement will be made in the Courts of Bhopal.


Senior Audit Officer (IT Cell)

Annexure-A

List of IT Hardware for AMC for the period 01.04.2023 to 31.03.2024

S. No.	Item of Hardware with brief configuration	Qty.	Month and Year of Purchase	Period of AMC (in months)	Unit Rate quoted by the vendor	Total AMC Cost for FY 2023-24
DESKTOP						
1.	HP Core i7 All-In-One Desktop	01	May-17	12 Months		
2.	HP Core i5 PRODESK 600 G3	02	Oct-17	12 Months		
3.	Lenovo Desktop i5 V530s	05	Jan-19	12 Months		
4.	Acer Veriton i3 Desktop	42	Sep-19	12 Months		
5.	Dell AIO 7480 i5	03	Dec-20	03 Months		
	Total	53				
PRINTER						
6.	HP LaserJet Pro MFP AIO M26a	03	Oct-17	12 Months		
7.	HP LaserJet 1020	01	Feb-19	12 Months		
8.	Laser jet PRO M26a	01	Mar-19	12 Months		
9.	HP LaserJet 1020	05	Oct-17	12 Months		
10.	HP LaserJet Pro MFP M26a	06	Jul-19	12 Months		
11.	HP LaserJet Pro M202dw	01	Sep-19	12 Months		
12.	Brother DCP-L3551 CDW (Color)	03	Nov-20	12 Months		
		01	July-21	12 Months		
13.	Brother MFC-l5900DW (Mono Black)	04	Feb-21	12 Months		
	Total	25				
LAPTOP						
14.	Lenovo Thinkpad E470 i7	03	Aug-17	12 Months		
15.	HP 250 G6 i5	03	Nov-17	12 Months		
16.	Lenovo V310 i5	06	Jan-18	12 Months		
17.	Lenovo V330 i5 Laptop	15	Dec-18	12 Months		
18.	ASUS P1440FA-3410Z i3 Laptop	29	Sep-19	12 Months		
19.	HP 2071TU Notebook Core i5	07	Nov-21	12 Months		
	Total	63				
SERVER						
20.	HPE ML350 Gen 9 Mid Range Server	01	Dec-16	12 Months		
	Total	01				
SCANNER						
21.	Canon Lide120 Flatbed Scanner	03	Oct-17	12 Months		
22.	Canon DR-C225 II Heavy Duty Scanner	06	Dec-20	12 Months		
23.	Kodak Alaris E1025 Heavy Duty Scanner	02	Feb-21	12 Months		
	Total	11				