



PHONE : 2213-3151/3152/3163
FAX: (033) 2213-3174

भारतीय लेखापरीक्षा एवं लेखा विभाग
कार्यालय प्रधान महालेखाकार (सामान्य एवं सामाजिक क्षेत्र लेखापरीक्षा), पश्चिम बंगाल
ट्रेजरी बिल्डिंग्स, 2, गवर्मेन्ट प्लेस (पश्चिम), कोलकाता- 700 001
INDIAN AUDIT AND ACCOUNTS DEPARTMENT
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL
(GENERAL & SOCIAL SECTOR AUDIT), WEST BENGAL
TREASURY BUILDINGS, 2, GOVT. PLACE (WEST), KOLKATA - 700 001

NOTICE INVITING TENDER

Tender Notice No. EDP/AMC/2020-21/01

Date: 14.09.2020

To

All prospective Vendors

Sub: **Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and peripherals including networking for the financial year 2020-21.**

Sir/Madam,

Sealed quotations are invited in **two-bid system** from reputed and resourceful firms/vendors having sufficient expertise and know-how in the field of maintenance of Computer Systems (hardware & peripherals including networking) and Software including Operating Systems for entering into comprehensive on-site Annual Maintenance Contract (AMC) for the financial year 2020-21 (from 1st October 2020 to 31st March 2021) for items detailed in Annexure-III & IV installed/located at Treasury Buildings and G.I. Press Buildings.

Pre-qualification

1. The participating company/firm/agency/vendor must be financially sound having wide experience (**minimum of 3 years**) in maintenance of Computer Hardware & peripherals to Govt. /Quasi Govt. Departments. (Documentary evidence to be attached).
2. The vendor taking part in the tender must have its office and service setup in/around the area of operation of the Office. The detailed address along with the name(s) of the contact person(s) are to be mentioned in the bid documents.
3. The vendor should have valid PAN, GST registration and other mandatory registrations.
4. **Bid security (EMD):**
 - (a) Bidders has to submit a Bid Security of **Rs.5,000/-** (Rupees five thousand) only in the form of **Demand Draft** from any Nationalised Banks drawn in favour of **"Pay & Accounts Officer (Audit), Office of the Principal Accountant General (A&E), West Bengal payable at Kolkata**, along with the Bid documents.
 - (b) Any bid submitted without Bid-security shall be summarily rejected citing as **non-responsive**.

- (c) Bid security of the unsuccessful bidders will be discharged/returned as early as possible after finalisation of the tender process.
- (d) Vendors registered with Ministry of Micro Small and Medium Enterprise (MSME)/National Small-Scale Industries Corporation (NSIC) are only exempted from payment of EMD. (Important: A copy of the valid registration certificate should be submitted along with the technical bid.)

Procedure for submission of bid document

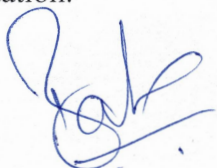
Bidders should follow the procedure prescribed below while preparing and submitting the bid documents. Failure to do so may result in the bid being eliminated at the examination stage as *non-responsive*.

- ☞ **Envelope-I** - super-scribed as "**ELIGIBILITY CRITERIA – CUM – TECHNICAL BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**" should contain documents relating to eligibility criteria and technical competence and expertise of the bidder(s) along with a Bid Application Form (Annexure- I) on the letter head of the company.
- ☞ **Envelope-II** – super-scribed as "**FINANCIAL BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**" should contain items-wise quoted price in the attached Format in this tender document.
- ☞ Both the **Envelope-I** and **Envelope-II** to be placed inside a large Envelope, sealed and superscribed as "**BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS 2020-21**" indicating the tender notice number and addressed to:

To
The Senior Deputy Accountant General (Admn),
Office of the Pr. Accountant General (Audit-I), West Bengal,
Treasury Buildings, 1st Floor, 2nd Government Place (West),
Kolkata – 700 001.

The closed covers may be submitted to "EDP Section" latest by **22/09/2020 at 14:00 hrs.** The Technical Bids will be opened on the same day at **15:00 Hrs. (in the Conference Hall)** in the presence of bidders who may wish to remain present subject to production of authorisation letter of the company.

The Financial bid of the eligible and technically qualified Bidders will only be considered for financial evaluation.



5. A single price, inclusive of all costs should be quoted against each item for comparative cost analysis. No proposal to increase the quoted price shall be entertained.

Terms & Conditions:

6. The contract will be in applicable from **1st October 2020** or from the next working day of issue of **Work Order** and will remain in force till **31st March 2021**.
7. The maintenance charges should cover all spare parts of IT items as detailed in Annexure - III & IV, **excluding** consumables items like *Printer Head, Ribbon, Cartridge, Toner, UPS batteries, Teflon, Pressure Roller, Drum* as detailed in **Annexure-V**. In addition to that, the AMC vendor will have to provide all sorts of logical support for software related issues, problems arising out of virus/Trojan attack. etc.
8. **Posting of Resident Service Engineer (RSE):** At least **two RSE** with *prudent knowledge and expertise in the field of trouble-shooting computer hardware & peripherals, networking etc.* shall **invariably** be posted in the office for prompt troubleshooting during normal office hours and even beyond normal office hours in case of exigency.
9. **Maintenance of Log Book:** Vendor shall maintain a written maintenance/repair log and shall record therein each incident of IT equipment/Systems malfunctioning, date & time of commencement and successful completion of repair/maintenance work done including scheduled Preventive Maintenance work carried out.
10. **Preventive Maintenance:** The vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the IT equipment/Systems, the necessary repairing of the IT equipment/Systems) once within the **first fifteen days** of the commencement of the AMC and once within the **first fifteen days** of every subsequent quarters during the currency of the maintenance contract.
11. For Computer Server, PC, Laptop, Laser Printer, DMP, Line Printer, Flatbed Scanner etc. -free replacement of all defective/failed components is to be provided during the AMC period. Any worn out or defective parts withdrawn from the IT equipment/Systems and replaced by the vendor shall become the property of the vendor, and the parts replacing the withdrawn parts shall become the property of Office of the Pr. Accountant General (Audit-I).
12. The replacement of failed components with spares should be done within reasonable timeframe (preferably within 48 hours) from the *time of reporting by the Service*

Engineer of the vendor so that official work is not interrupted. Unexplained/inordinate delay in replacement of defective/failed items will attract penalty ranging from Rs.200 to Rs.500 per day depending on the essentiality.

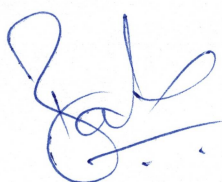
13. Critical components like Server/LAN, networking faults (Internet and Intranet) should be redressed promptly for all scheduled and unscheduled calls.
14. The Bidders are advised to read carefully the “Instructions”, “Eligibility Criteria” and “Terms & Conditions” contained in the tender documents. Conditional Tender shall not be accepted.

15. Bid Evaluation Process:

- (a) Submitted bids will be opened by the Technical Committee which shall have every right to select/reject the lowest quoted price, and/or may split the AMC contract item-wise and/or may summarily reject any or all quotations without assigning any reason thereof.
 - (b) The decision of the Technical Committee shall stand final.
 - (c) This office reserves the right to negotiate amongst all L-1 bidders, in case of multiple L-1 bidders. This office however, does not bind itself to accept the L-1 bidder.
16. The successful bidder of the Tender shall be required to execute one “Agreement for Annual Maintenance Contract for Computer System and Peripherals”. The notice shall form a part of contract document.
 17. Vendor will not sub-contract or permit anyone other than the company Personnel to perform any of the work services or other performance required of the company under this Agreement without the prior written consent of the O/o the Principal Accountant General (Audit-I), West Bengal.
 18. Payment of AMC charges will be made on quarterly basis at the end of each quarter on satisfactory completion of the contractual service. The *Net* amount will be paid after deduction of TDS as applicable from time to time.
 19. Only those Bidders who qualify in pre-qualification and other eligibility criteria would be shortlisted for financial evaluation.

20. Performance security:

- (a) Performance Security equivalent to **8% (eight)** of the total AMC value is to be submitted by the successful vendor in the form of Bank Guarantee or Demand Draft using standard format.



- (b) ***Within 7 days*** of the receipt of notification of award from the Purchaser, the successful Tenderer shall furnish the performance security in accordance with the Conditions of Contract.
- (c) ***The Performance Security should remain valid for the entire service period plus sixty days.***
- (d) The Performance Security will be returned to the successful bidder without any interest on satisfactory performance and on fulfilment of service obligations for the complete terms of the contract.

21. Premature Termination: This office is in the process of revamping the existing network (LAN) infrastructure which may be completed within the financial year 2020-21. After commissioning of the new network infrastructure, the onus of maintaining the LAN infrastructure will be borne by the vendor who would develop the LAN infrastructure. In that case, the Service Level Agreement (SLA) on network components only will cease to operate after serving prior notice to that effect. All the Bidders are, therefore, may take note that in such case price quoted for maintenance of LAN would be restricted up to the month preceding the month of commissioning of new LAN.

22. Jurisdiction of courts in case of dispute: These terms and conditions/contract are governed by laws of India for the time being in force. Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been at the place from which the acceptance of tenders have been received i.e. Kolkata. Courts of Kolkata shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/ contract.

23. At the end of the AMC contract period, both the user and AMC holder shall certify separately that the Computer systems/ Electronic Devices are in satisfactory working condition and that no faults or complaints are pending.

Enclo: Annexure –I, II, III, IV, V

Yours faithfully,

Sr. Audit Officer (EDP),

O/o the Principal Accountant General (Audit-I), West Bengal,
2, Govt. Place (W), 1st floor, Treasury Buildings,
Kolkata – 700 001

बिजुवर्मा साहू / Biswajit Saha
ज्येष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer
सार्वजनिक प्रभुता महालेखाकार (जी एच एच एन ऑडिट) प.म.
Office of the Pr. A. G. (G & S S Audit) W.B.
पूजा भवन-२, गवर्नर प्लेस (वेस्ट)
Treasury Buildings, 2, Govt. Place (West)
कोलकाता / Kolkata - 700 001

TENDER APPLICATION FORM

1.	Name of the Bidder/Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos/	
	Fax Nos.	
4.	Email	
6.	Date of Establishment of Firm	
7.	Nature of the Concern (Partnership / Limited Co./ Government Co./PSU/ Proprietorship)	Please provide documents in support of your claim
8.	Registration No. (attested / self-attested copy of registration / partnership deed / ownership deed should be attached)	Please provide documents in support of your claim
9.	Whether the Bidder possess more than three year's continuous experience in the similar field in Government Department. (Documentary evidence should be attached)	Please provide documents in support of your claim
10.	Details of Government Contracts executed during the last three years. (List of such contracts should be attached)	Please provide documents in support of your claim
11.	PAN Account No. (attested/self-attested copy of PAN should be attached)	Please provide documents in support of your claim
12.	GST No. /Service Tax No. (Attested/self-attested copy of GST/Service Tax should be attached)	Please provide documents in support of your claim

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I/We give the rights to the competent authority of the office of the Principal Accountant General (Audit-I), West Bengal to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
4. I hereby undertake **to provide the AMC services and shall post two Resident Service Engineer to the Office**, if selected, as per direction given in the tender document/work order within stipulated period.

Date: -

(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation

Name of the Vendor: _____

Financial Terms & Conditions
For AMC of Computer Systems and Peripherals

- 1) The price quoted includes the cost of spare parts, replacements, servicing charges, transportation charges, travelling expenses etc. A single price, inclusive of all taxes, duties, levies, GST, freight, transit insurance, loading-unloading, etc. has been quoted against each item. **We declare that the prices contain all types of mandatory/obligatory taxes/duties in force.** During the AMC period, we will provide free updates replacement of all defective components / failed components including spare parts of all types of printers will be provided during the AMC period.
- 2) **We agree to comply with and abide by the terms and conditions stipulated in the enquiry letter regarding terms of payment, service delivery period, validity period, etc.**
- 3) We agree to execute an 'AMC Agreement' with the Office of the Principal Accountant General (Audit-I), West Bengal and to abide by the terms and conditions stipulated in the Agreement.

Name of the Vendor:

Date: -

Place:

(SIGNATURE OF BIDDER)

(Official Seal)

Full Name and Designation

ANNEXURE-III (MAIN OFFICE)

Financial Bidding

Sl. No.	Item of Hardware with brief configuration		Qty.	AMC Period		Quoted rate for each for the coverage items (in Rs.)	Total Quoted rate for each for the coverage items (in Rs.)
	Item	Make/Model		From	To		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (col- 4x7)
1.	Server	IBM, Intel Xeon Processor E5-2620, 16GB RAM, 600 GB HDD	01	01.10.20	31.03.21		
2.		DELL, Power Edge R730 2X Xeon E5-2620V4, 64 GB RAM, 10x1.2 TB HDD	01	01.10.20	31.03.21		
3.	PC	HP, Intel core i5, 4 GB RAM, 500 GB HDD	10	01.10.20	31.03.21		
4.		HP, Intel core i3, 4GB RAM, 500 GB HDD	38	01.10.20	31.03.21		
5.		Dell, Intel core i5, 4 GB RAM, 500 GB HDD	13	01.10.20	31.03.21		
6.		Dell, Intel core i3, 4GB RAM, 500 GB HDD	27	01.10.20	31.03.21		
7.		Lenovo, Intel core i7, 32GB RAM, 2TB HDD	01	01.10.20	31.03.21		
8.		Lenovo, Intel core i7, 32GB RAM, 2 TB HDD	02	01.10.20	31.03.21		
9.	Laptop	HP, Intel core i3, 4GB RAM, 500 GB HDD	10	01.10.20	31.03.21		
10.	Printer Colour LJ	HP –PRO 200 M251N	01	01.10.20	31.03.21		
11.		HP 252 N	02	01.10.20	31.03.21		
12.	Printer Inkjet	HP 8730 All in one	01	01.10.20	31.03.21		
13.	Printer LaserJet	HP-P 1108	14	01.10.20	31.03.21		
14.	Printer DMP	EPSON LX 310	02	01.10.20	31.03.21		
15.		LIPI 2250	01	01.10.20	31.03.21		
16.		TVS DMP HD 945	01	01.10.20	31.03.21		
17.	Scanner (Flat Bed)	HP Scanjet 200 (Flat Bed)	08	01.10.20	31.03.21		
18.	Projector	EPSON EBX 31	02	01.10.20	31.03.21		
19.		DELL 1450	01	01.10.20	31.03.21		
20.	UPS	Microtek 650 VA	38	01.10.20	31.03.21		
21.		Microtek 625 VA	48	01.10.20	31.03.21		
22.		Microtek01 KVA (Online)	01	01.10.20	31.03.21		
23.	NAS Drive	Seagate	01	01.10.20	31.03.21		
24.	Conference Camera	Logitech	01	01.10.20	31.03.21		
25.	LAN (Nodes)**		200	01.10.20	31.03.21		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
Grand Total for Comprehensive AMC charges (in Rs.)							

(** Rates should be quoted on monthly basis)

Date: -

(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation

Financial Bidding

Sl. No.	Item of Hardware with brief configuration		Qty.	AMC Period		Quoted rate for each for the coverage items (in Rs.)	Total Quoted rate for each for the coverage items (in Rs.)
	Item	Make/Model		From	To		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (col- 4x7)
1.	PC	HP, Intel core i3, 4 GB RAM, 500 GB HDD	07	01.10.20	31.03.21		
2.		HP, Intel core i5, 4 GB RAM, 500 GB HDD	03	01.10.20	31.03.21		
3.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	09	01.10.20	31.03.21		
4.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	02	01.10.20	31.03.21		
5.		Acer, Intel core i5, 4 GB RAM, 500 GB HDD	04	01.10.20	31.03.21		
6.		Acer, Intel core i5, 4 GB RAM, 500 GB HDD	02	01.10.20	31.03.21		
7.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	10	01.10.20	31.03.21		
8.		Acer, Intel core i5, 4 GB RAM, 500 GB HDD	05	01.10.20	31.03.21		
9.		HP, Intel core i7, 32 GB RAM, 2 TB HDD	02	01.10.20	31.03.21		
10.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	23	09.02.21	31.03.21		
11.	Laptop	HP, Intel core i3, 4 GB RAM, 500 GB HDD	06	01.10.20	08.02.21		
12.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	09	01.10.20	31.03.21		
13.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	01	01.10.20	31.03.21		
14.		Acer, Intel core i3, 4 GB RAM, 500 GB HDD	08	01.10.20	31.03.21		
15.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	05	09.02.21	31.03.21		
16.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	01	21.03.21	31.03.21		
17.	Printer	HP LaserJet 1108	02	01.10.20	22.03.21		
18.		HP LaserJet Pro M203dw	09	29.01.21	31.03.21		
19.		HP LaserJet Pro M227dw	02	29.01.21	31.03.21		
20.	Scanner	Brother ADS 3200N	13	03.01.21	31.03.21		
21.	UPS	APC 600/650 VA	16	01.10.20	05.02.21		
22.		Power One 600 VA	01	01.10.20	31.03.21		
23.		Cyber Power 600 VA	24	09.02.21	31.03.21		
24.		Cyber Power 1500 VA	02	09.02.21	31.03.21		
25.	NAS Drive	Western Digital 16 TB	01	01.10.20	31.03.21		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
Grand Total for Comprehensive AMC charges (in Rs.)							

Date: -

(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation

LIST OF COVERED ITEMS AND CONSUMABLE ITEMS

Item	Covered Items	Consumable Items *
Servers / Computer Systems / CPU	Covers all Items except Plastic parts like dust cover, on/off switches, Cabinet, CMOS Battery & Consumables.	-Nil-
Dot Matrix Printers	Covers all items except Plastic Parts like Cover, Cabinet and Consumables.	Print Head, Sprockets, Gears & Gear Assembly, Cables, Connectors, Ribbon Mask Holder, Carriage Assembly, Interface Cable and all Wear and tear items.
Laser Printers	Covers all items except Plastic Parts Cover, Cabinet etc. & Consumables	Cables, Fuser Assembly, Teflon, Pressure Roller, Drum, All wear and tear items, gears and Interface Cable
SCANNER	Covers all Items except Plastic Parts & Consumables	Lamp, Glass, Adapters and Interface Cables
HIGH SPEED Printers	Covers all Items except Plastic Parts & Consumables	Print Head, Sprockets, Gears & Gear Assembly, Cables, Connectors, Ribbon Mask, Mask Holder, Carriage Assembly, Encoder Strip, Ribbon Spooler Interface Cable and all wear and tear items
Line Matrix Printers	Covers all Items except Plastic Parts & Consumables	Sprockets, Gears & Gear Assembly, Cables, Connectors, Ribbon Mask, Mask Holder, Carriage Assembly, Hammer Modules, Ribbon Spooler Interface Cable and all wear and tear items.

Consumables items can be covered under the contract on additional cost or the same will be replaced on cost basis, subject to availability of the items. For all category, the consumables items as mentioned are not covered.