



महालेखाकार का कार्यालय (लेखापरीक्षा)-II महाराष्ट्र - मुंबई शाखा कार्यालय  
प्रतिष्ठा भवन, 101, महर्षि कर्वे मार्ग, मुंबई - 400020

**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT)-II MAHARASHTRA  
BRANCH OFFICE MUMBAI**

Pratishtha Bhavan, Gr. Floor, 101, M.K. road, Mumbai- 400 020. दूरभाष नं./Telephone no.: 22054022 or 22057360 फ़ैक्स  
नं./Fax No.: 22092326 ईमेल/Email: [agcommamMaharashtra@cag.gov.in](mailto:agcommamMaharashtra@cag.gov.in)

**Advertisement**

Bids are invited from reputed parties having experience of at least one year for Maintenance Contract of Computers/Scanner/Laptops/Server/Printers/Projector.

The specifications of the computer hardware are available in the IT Support Cell Section of this office and also uploaded on our **website <https://cag.gov.in/ag/nagpur/en>**. The quotations in double sealed envelopes addressed to DAG/AMG-V should reach this office, on or before **28<sup>th</sup> February 2024 (2:00 pm)**.

This office reserves the right to reject any offers without assigning any reason.

For further details, contact Sr.Audit Officer/IT Support Cell Section- 2205 4022

हस्ता /-

( जिन्सी जोसेफ )

वरिष्ठ लेखापरीक्षा अधिकारी/सू.प्रौ.स.क

**Confidentiality Statement**

**To be obtained from outside parties engaged for Annual Maintenance Contract  
of Computers/Printers/Laptops/Server for the Year 2024-2025**

**(to be obtained on stamp paper of Rs. 100/- attested by oath commissioner/Notary  
Public)**

I....., S/o/D/o .....  
..... resident of .....  
..... solemnly affirm on .....  
Day of .....(month) of 2024-2025 that:

- (i) I / my organisation will not divulge any information/content of computers/laptops/hard disks handed over to me / us for the purpose of maintenance/repairing. I / We will keep the information contained in computers/laptops/hard disks confidential.
  
- (ii) I / We understand that any breach of confidentiality will attract suitable action against me / us under the applicable laws and deemed fit by Indian Audit & Accounts Department.

**Date:**

**Place: Mumbai**

## Annexure-I (Comprehensive AMC)

### List of Desktop Computers

<b>Sr. No.</b>	<b>Brand Name Desktop</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
1.	Dell Vostro i3 (1 desktop is Mumbai Central office LAP MSRTC)	24	20.12.2014	
2.	Dell Vostro i5	6	14.01.2015	
3.	HP i3 (1 desktop is at Bandra LAP/MSPGCL)	4	31.03.2016	
4.	Dell Vostro i3	6	19.10.2016	
5.	Dell Optiplex 3050MT i5	3	29.06.2017	
6.	Acer Veriton M200 i7	2	25.01.2018	
7.	Lenovo ThinkCentre M910z i5	1	07.09.2018	

### List of Laptops

<b>Sr. No.</b>	<b>Brand Name Laptop</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
2	HP 2330 i3	2	29.03.2012	
3	HP pavilion 15p077tx i5	2	10.09.2014	
4	HP 14R053TU i3	2	11.12.2014	
5	HP 348 i5	3	28.06.2017	
6	Lenovo Ideapad 520 i7	1	09.01.2018	
7	HP 250 G4 i5	3	14.12.2018	

### List of Servers

Sr. No.	Brand Name	Qty	Date of purchase	Rate of AMC including taxes (Rs.)
1	HP Pro ML350	1	04.10.2011	
2	HP Pro ML350G6	1	10.12.2014	
3	Dell Power Edge R730	1	04.01.2018	

### List of Scanners

Sr. No	Brand Name	Qty	Date of purchase	Rate of AMC including taxes (Rs.)
1	Skypix Scanner	1	30.03.2015	
2	HP Scanjet 5590	1	23.03.2015	
3	HP Scanjet Pro 2000S1	1	20.03.2018	

### List of Projectors

SL NO.	Brand Name	Qty	Date of purchase	Rate of AMC including taxes (Rs.)
1	Epson X41 XGA	1	21.01.2020	
2	Epson X41 XGA	1	24.02.2020	

### List of Printers

SL.NO.	Brand Name	Qty	Date of purchase	Rate of AMC including taxes (Rs.)
1	HP LaserJet 1020	2	04.04.2006	
2	Canon MF4350 LaserJet	1	02.04.2006	
3	HP LaserJet Pro 1108	2	02.04.2006	
4	Canon Laser Shot LBP6200d (One printer is Mumbai Central)	1	10.12.2014	
5	HP LaserJet Pro 1108	2	10.12.2014	
6	Samsung Pro Xpress M-3320ND Mono printer	4	08.11.2016	

7	Canon LBP7100CN Colour	1	08.11.2016	
8	Epson L- 565	2	28.06.2017	
9	Canon MF 241D	2	19.12.2017	
10	Canon LBP 2900B	3	19.12.2017	
11	Brother DCP-B7535DW	1	30.12.2019	
12	Canon Image class MF 249DW	2	17.02.2020	
13	Canon Image class MF 269DW	1	05.06.2020	

**Note: All items are at present at Ground Floor, Pratishtha Bhavan, 101, M.K. Marg, Mumbai-20 and other locations as mentioned in the Annexure I**

**Annexure-2 (Non-Comprehensive AMC)**

**List of Desktop Computers**

<b>Sr. No.</b>	<b>Brand Name Desktop</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
1	Acer Veriton –M200 B560) AMD Ryzen 5 (Only Software maintenance and network support. On site OEM Warranty 5 year)	19	17.03.2022	
2	HP Pro Tower 280 G9 (i3 12th Gen 8GB, 1TB, 256SSD) (Only Software maintenance and network support. On site OEM Warranty 3 year)	03	23.12.2022	

**List of Laptops**

<b>Sr. No.</b>	<b>Brand Name Laptop</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
1	Acer i5 TMP214-53 (Only Software maintenance and network support. On site OEM Warranty 5 year )	25	24.02.2022	
2	HP 240 G8 i3 11th gen 8GB, 512 GB SSD (Only Software maintenance and network support. On site OEM Warranty 3 year)	08	17.12.2022	
3	HP 240 G8 R5 11 <sup>th</sup> gen 16 GB, 512 GB SSD (Only Software maintenance and network support. On site OEM Warranty 3 year)	04	17.12.2022	

**List of Printers**

<b>Sr. No.</b>	<b>Brand Name Printer</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
1	HP Color LaserJet pro M255DW  (On site OEM Warranty upto 18.01.2026)	01	16.01.2023	

**List of Scanners**

<b>Sr. No.</b>	<b>Brand Name Scanner</b>	<b>Qty</b>	<b>Date of purchase</b>	<b>Rate of AMC including taxes (Rs.)</b>
1	CANNON Sheet Fed, DR-C230  (On site OEM Warranty upto 29.03.2025 )	05	21.07.2022	

**Technical Bid :**

The technical bid should necessarily contain the following documents.

1.	Name of Tenderer/ Concern.	
2.	Address (with Tel. & Mob. No.).	
3.	Statements indicating name and address of organizations where this job was performed as well as the duration of such experience (minimum 5yrs) along with self-certified copy of the Tender issuance letter. Also, separately mention the list of at least such Government Organizations/ ISO 9001:2008 certified Private Organizations.	
4.	Undertaking that the vendor should not enter into sub-tender with third party or Franchisee for which he/she should submit an undertaking along with the bid.	
5.	Copy of PAN Card & IT returns for last 3 years in the name of the company.	
6.	Copy of GST Registration.	
7.	Declaration stating that all the Terms, conditions and scope of work mentioned in Annexures of the tender are acceptable.	
8.	No. of Engineers and Asstt Engineer.	
9.	Whether the vendor is debarred/ terminated/ blacklisted from any previous service, if Yes, provide details.	

**Declaration:** I hereby declare that details furnished above are true and correct. I have read the terms and conditions of the tender document and agree to abide by the same.

**(Signature of the Authorised Vendor with Name & Date)**



## Annexure 2

### Terms and Conditions.

1. Duration of contract - **12 months from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025** {Based on the review of performance, **O/o The Accountant General (Audit)-II, Maharashtra Branch Mumbai** reserves the right to terminate the contract at any point of time}
2. Hardware Covered - All hardware specified in the list is enclosed at the locations specified.
3. **The contract will be comprehensive/non-comprehensive as per Annexures 1 and 2 attached.**
4. In case of comprehensive AMC, spares for the proper functioning of the systems and sub systems will be provided by the contractor. Printer cables, SMPS, Motherboard, hard disk, RAM and other components of Hardware shall be included in the AMC. Consumable items like printer cartridges, toners, refills etc will not be included in the AMC.
5. The contract is subject to review after each quarter and 'the office' reserves the right to terminate the contract with a week's notice if the service provided is found unsatisfactory.
6. **One Qualified, experienced, and exclusive Resident Engineer having knowledge of Server Management, Networking, etc. will be present regularly in this office (9.30 am to 6.00 pm)** and from/till such time as may be required during work exigencies. The Engineer should be proficient in working on different platforms viz. Windows 2003/2008/2012 Server and in the maintenance of networking infrastructure, installation, configuration, and updation of Microsoft Windows 7/8/10/10 Pro, Anti-Virus Software, and Printer maintenance.
7. The Contractor would also be responsible for maintenance and troubleshooting of the office network-related issues such as Network-clogging, Network failure, etc. Support should be provided for all Network devices viz. Switches, Wireless Routers, cable connectivity (line testing devices to be provided), etc.
8. The AMC will include complete Networking, Troubleshooting, Facility Management, and Preventive maintenance. Software support and technical guidance are to be provided as and when required.
9. The contractor should give specifications and other details of spare parts required to be replaced and seek prior approval before replacing any parts of hardware, etc
10. The contractor will maintain a database with IP details of all the devices connected on the Network and maintain an inventory of all the Hardware devices including Keyboard, Mouse, Monitor, etc.
11. The Engineer deputed by the contractor will at all times adhere to the IT Security and Confidentiality policies of the office.
12. In the event of unsatisfactory performance of particular support personnel, he/she should be immediately replaced.
13. The Contractor should inspect the entire Hardware and its configuration details before entering into the contract and record the details of the configuration.
14. AMC payments will be made on quarterly basis at the end of each quarter against contractor invoice.

15. **Monthly Preventive Maintenance will have to be done for all systems and report in this regard should be submitted by 5th of each month.**
16. Services provided shall include first time installation of software on Desktops, workstations and notebook systems at the instance, of the purchase in respect of the newly purchased machines.
17. Detection and removal of virus shall be carried out by the contractor if the system is infected with virus. The office shall provide anti-virus software whereas updation will be done by the contractor from time to time.
18. In the event of an IT Asset under AMC becoming damaged and irreparable or in the event of replacement of an existing IT Asset under AMC by an IT Asset under warranty the amount payable towards AMC of IT Asset will stand revoked and non-payable.
19. The service provider would also provide assistance in any other matter relating to the computer hardware not specifically covered by the contract.
20. **Local conditions:** The computers and peripherals are located at **Ground Floor, Pratishtha Bhavan, 101, M. K. Marg, Mumbai - 400 020** and other locations as mentioned in the Annexure I. The contractor has to fully acquaint himself of all the local conditions and factors, which would have effect on the performance of the contract and its cost.
21. **Payment terms:** The amount of contract would be payable quarterly at the end of each quarter, on submission of bill by the contractor, subject to providing of satisfactory service in the corresponding previous quarter.
22. **Safety Measures:** The contractor shall take all precautionary measures in order to ensure the safety of their personnel (his representative engineers) working in the office while executing the work. The contractor shall ensure that his staff does not indulge in unauthorized, careless or inadvertent operation of installed equipment, which may result in accident/damage to the equipment. The contractor shall assure all liability for and give to the office complete indemnity against all actions, suits, claims, demands, cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss to the contractor irrespective of whether such liability arises under the Workmen Compensation Act or any other statute in force from time to time. The contractor shall assume all liability for and give to the purchaser a complete indemnity against all suits or actions arising out of or in connection with the carrying the works, whether such actions are brought by the members of public or neighbours or persons employed on the works. The contractor in carrying out the works shall conform to the statutory and other legal requirements.
23. **Trade Practice:** In the event the contractor's company or concerned division of the company is taken over/bought over by another company operated through a partner, all the obligations under the agreement with the office shall be passed on the new company/division/partner for compliance by the new company of negotiations. The contractor/supplier shall not assign or sub-let any portion of the contract without the written approval of the purchaser.
24. **Action where no specification:** In the case of any calls of specifications or class of work of which there is no mention in these terms and conditions, such work/specifications shall be carried out in accordance with the instructions and requirements of the office.
25. **Penalty:** In case the contractor fails to attend the call within the maximum period of seven days as specified in these Terms & Conditions, he shall be liable to pay as penalty of Rs.200/- per week for computer and switches & Rs.150/- per week for other computer

peripherals after expiry of maximum period. The office may waive the penalty at its discretion taking into account the extenuating circumstances.

26. **Termination Clause:** The office reserves the right to terminate the contract in the event of dissatisfactory services provided by the contractor or breach of any terms and conditions mentioned hereunder. The office may, if deemed fit, give notice to the contractor to this effect one month in advance to enable the contractor to resurrect the performance of the contractor. In any case, the office shall be at liberty to charge a fine of 50% of the quarterly payment due in addition to other penalties applicable as per the other clauses mentioned hereunder.
27. **Arbitration:** In the event of any dispute or differences between the parties during the execution of orders or thereafter whether by breach or in any manner in regard to:
- a. The construction of the terms and conditions.
  - b. The respective rights and liabilities of the parties hereto there under.
  - c. Any matter or this arising out or in relating to or in connection with these terms and conditions:  
  
Then either party shall give written notice to the other of the same and such dispute or differences shall be referred to the sole arbitrator of any persons appointed by the Purchaser. The decision of such arbitrator shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment that the person appointed is a Government servant.
28. **Contract Performance Guarantee:** The contractor shall give Contract Performance Guarantee equivalent to the amount of 10% of contracted price towards contract performance guarantee obligations. The validity of the guarantee in the form of Bank Guarantee of Nationalised/Scheduled Bank shall be for the period of the contract plus one month.
29. **Confidentiality:** The contractor shall not divulge the content of the computers/laptops/hard disks to anybody and shall maintain its confidentiality so as to maintain the privileges of the O/o The Accountant General (Audit) – II, Maharashtra Branch Mumbai at all costs. The contractor is required to submit a Confidentiality Statement (format enclosed) on stamp paper of Rs.100/- attested by oath commissioner/Notary public.

**For O/o the Accountant General (Audit)-II, Maharashtra, Branch Mumbai**