

**OFFICE OF THE ACCOUNTANT GENERAL (A&E) UTTARAKHAND,
MAHALEKHAKAR BHAWAN, KAULAGARH, DEHRADUN**

No. 56/GD/AMC/Comp./2020-21/ 1375

Date: 3.12.2020

Tender Notice

Sub: Comprehensive Annual Maintenance Contract for Desktop Computers.

The Accountant General (A&E) Uttarakhand, Mahalekhakar Bhawan, Kaulagarh, Dehradun invites tender from Dehradun based reputed firms for Comprehensive Annual Maintenance Contract of 61 Desktop Computers installed in this office for the period of one year.

Sealed tenders may be submitted by the firms fulfilling the terms and conditions for "Comprehensive Annual Maintenance Contract of Computers" at the Accountant General (A&E) Uttarakhand, Mahalekhakar Bhawan, Kaulagarh, Dehradun By hand or by Post till date 21.12.2020, 03:30 P.M.

The quotation will be opened on the same day at 03:30 P.M. Representatives of tenderer firms can witness the time of opening bid.

TERMS & CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS

In addition of the willingness to abide by the aforesaid terms and conditions the following points are mandatory for qualification. Relevant documents to substantiate claims should be provided along with the tender.

1. The firm must be a 'registered' and should have office in Dehradun district. The firm must have expertise manpower in preventive on-site maintenance and repair of Desktop computers and other hardware parts.
2. The firm must have valid PAN & GST Number and proof of the same should be attached.
3. The firm should have satisfactorily undertaken CAMC in any Government organization atleast for 01 year accordingly proof must be attached.
4. The CAMC for 61 Computers (Accer i3-02, Lenovo i3 - 14, Lenovo i5 -05, HP i5- 40) shall be valid for a period of One year. The total CAMC charges will be paid in quarterly basis on receipt of bill after completion of each quarter.
5. The firm has to submit 20% advance Bank Guarantee of the total CAMC amount as security which will return to firm after satisfactory completion of CAMC period.
6. This comprehensive AMC includes all physical components of all equipments under CAMC. The only exclusion would be consumables i.e. keyboard, mouse etc.
7. At least one engineer will visit every day in this office and attend the complaints in working days during the tenure of the contract; who would be competent enough to handle all issues pertaining to hardware/software/configurations that may arise.
8. The firm shall be liable to attend and repair the fault within 24 hours from the time at which the complaint had actually been registered. Otherwise the firm shall be liable to pay a penalty of Rs. 500/- For the elapse of each 24 hours.

P.T.O.

9. The Computers hardware is required to be repaired at the location at which it is installed in very rare 'cases', permission may be granted to take away the Computers hardware provided if it is absolutely necessary.
10. In case, the firm takes two-three days time for the repair of any IT Hardware, then it will be liable to provide stand by IT Hardware.
11. The CAMC rates quoted at the time of its commencement will remain effective for a period of one year. Subsequently, no further demand for the revision of contract rates will be entertained till its expiry. However extension to term of CAMC agreement, on the basic of same terms & conditions beyond contractual period, might be given for further one more year, if necessary.
12. Preventive maintenance should be done at least once in every month apart from any number of corrective maintenance.
13. If the CAMC services provided by the contractual service provider are not found to be satisfactory, one month advance notice shall be provided before the termination of the contract. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.
14. In case of any dispute or differences arising at any time between this office and the firm holding the contract, these shall be resolved in accordance with the provision of laws of India and jurisdiction of the courts in Dehradun.
15. This office reserves the right to cancel any bid or entire Bid process without assigning any reasons.




Dy. Accountant General/Admn.

Annexure-I

List of Desktops

Sl. No.	Items	Nos.	Date of Purchase
1.	Accer (i3)	02	09.12.2015
2.	Lenovo (i3)	14	05.10.2016
3.	Lenovo (i5)	05	28.10.2016
4.	HP (i5)	40	08.09.2017


3/12/2020
Sr. Accounts Officer/G.D.