



प्रधान महालेखाकार (लेखा एवं हकदारी), झारखण्ड का कार्यालय
पो. डोरण्डा, राँची – 834002 (झारखण्ड)
OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E),
JHARKHAND
P.O Doranda, Ranchi – 834002 (JHARKHAND)

No. EDP (A&E)/AMC/2022-23/05
Dated: - 18/04/2022

TENDER NOTICE

Sealed tenders are invited from reputed firms for Annual Maintenance Contract (AMC) of Desktop, Printers, LAN & IT peripherals as listed in the **Annexure-III** for the financial year 2022-2023. Bidding documents can either be downloaded from our website <https://cag.gov.in/ac/jharkhand/en> or can be collected personally from the EDP Section of this office between 10.00 AM to 5:00 PM on all working days.

The last date of submission of bid is **25.04.2022 (till 11 AM)** . The Technical bid will be opened on **25/04/2022 at 3 PM**. The Financial bids of the technically qualified bidders will be opened on **28.04.2022 at 3 PM**. Both the bids will be opened in the Conference Hall, located at 2nd Floor of this office. **Bidders or their authorised representatives (authorisation letters with ID proof are required) may attend the bid opening meeting.**

The bids shall be submitted in sealed envelope and **“Quotation for AMC for Desktop Computers, Printers, LAN, and Peripherals”** should be superscribed on the face of the envelope”

The bidders can send the bids either by post or courier or by hand. The bidders should send the bids well in advance so as to reach this office before closure of the bid/time. The bids received late will not be entertained.

Sd/-
Sr. Accounts Officer/EDP

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OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E), JHARKHAND, RANCHI

Terms and Conditions of the Contract

Part-I: General Terms

1. Eligibility Criteria:

- 1.1 The vendor should be a registered firm, sole proprietor or a Company.
- 1.2 The Vendor should not have been black listed by the Central/State Government or any authorities/bodies functioning under them.
- 1.3 The vendor should have a permanent office at Ranchi with its own dedicated technical workforce. Technical qualifications/Certificate of experience of the technical persons may be enclosed.
- 1.4 The vendor should have good reputation in the market and their clientele should preferably include banks, financial institutions, Universities, Government Undertakings and other reputed concerns.
- 1.5 The vendor should have the capabilities to handle AMC for all brands and makes of computer systems, Servers, Scanner and Peripherals as listed in the **Annexure I**. The AMC will not be awarded in parts.
- 1.6 The Vendor should have executed at least three Work Orders from different organisations as referred in **Para-1.4** during the last three years upto 31.03.2021, with work value of **Rs. 2.5 lakh or more for each financial year**. Photocopies of the relevant work orders from their clients with satisfactory performance certificates are to be attached in the Technical Bid.
- 1.7 The Vendor shall deposit an Earnest Money Deposit (EMD) of **Rs. 20,000/-** in the form of Demand Draft (DD) to be enclosed with Technical Bid, which will be refunded to unsuccessful bidders after award of work and commencement of AMC and submission of Performance Bank Guarantee (**refer Para-6.9**) in case of successful vendor. Interest will not be paid on the EMD. Bids submitted without EMD are liable to be rejected.
- 1.8 The DD for EMD shall be drawn in favour of the **"Pay and Accounts Officer (Audit), Ranchi"**, payable at Ranchi. Any claim for exemption of EMD shall be submitted with documentary evidences. The relaxation will be considered as per the provisions of GFR Rule 2017.
- 1.9 All the information sought for in the tender form must be clearly filled up and documentary proof, wherever required, should be enclosed.
- 1.10 All the pages of this document including those with the terms and conditions must be self-attested as a token of understanding/acceptance.
- 1.11 Incomplete bids, conditional bids and bids submitted after due date and time are

liable to be rejected.

2. Scope of Work

The scope of work are as under:-

- 2.1 The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all computer hardwares, Servers, Scanner and Peripherals as listed in the **Annexure-I** and covered under AMC.
- 2.2 Preventive maintenance, which must be done at least once in a quarter (3 months) for every system shall include thorough external and internal cleaning, checking of hardware & software, removal of virus, adware, spywares etc.
- 2.3 Under corrective maintenance the vendor shall rectify any defects, faults and failures in the equipment and shall repair, replace any worn out, defective parts of the equipment, free of cost to this office. All the components of the equipment, excluding consumables and non-functional parts such as plastic casings and covers, shall be covered under this agreement.
- 2.4 The vendor shall be responsible for repair of any equipment or for part of the equipment which has been reported as non-functioning by this office and found to be non-functioning by the vendor after inspection. The vendor should assure a minimum downtime and attend to all breakdown calls in the hardware and operating software within one working day.
- 2.5 The maintenance of computers and other items in the list includes replacement of parts. The parts that need to be replaced must be new and equivalent/better in performance to the existing parts. The cost of spare parts will be borne by the vendor.
- 2.6 Maintenance charges under the AMC shall not include cost of consumable items such as cartridges, toners, printer heads and printer drums.
- 2.7 The company shall load/reload and configure operating systems and/or any other specific software such as Microsoft Office, printer drivers, antivirus etc. as the case may be in the computers covered under AMC at no extra cost to the office whenever the need arises. The software will be provided by the office.
- 2.8 The vendor shall repair/ replace parts at our office premises only. If the fault is of serious nature and requires the support of the repair centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both system software and application software) at no additional cost to this office.
- 2.9 All the necessary repair / replacement of critical parts, if any, required for making defective component operational, shall be arranged by the vendor. No extra

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payment on any account shall be made by this office.

- 2.10 Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software and various application software on the computer systems, etc., covered under AMC.
- 2.11 The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC, whenever the need arises.
- 2.12 The vendor shall be responsible for recovery of data, free of cost, in case of Hard Disk crash of any computer systems under its AMC.
- 2.13 The vendor will have to provide DBA Services during the period of AMC. Further all the complaints will be undertaken within 6 hours from the time of complaint made.

3. Contract Period

The AMC shall effective and valid for a period of one year commencing from 01 April 2022 to March 2023. In case of any delay in award of work/commencement of work, the vendor will be paid proportional amount. The contract may be extended with mutual written consent for another period of one year with same terms and conditions. Proportional charges shall be paid for the extended period, if the period of AMC is shortened by any reason.

4. Payment terms

The contract price for AMC will be made in **one or two instalments** as per administrative exigencies. TDS as applicable under IT Act or any other Act shall be deducted from the bill.

5. Submission of Bids

- 5.1 The Bids shall be submitted in two parts. i.e. Technical Bid (**Annexure-II**) and Financial Bid (**Annexure-III**). The documents in support of the Technical Bid and Financial Bid shall be placed in two separate sealed covers.
- 5.2 The Technical Bid duly filled in Annexure-II should accompany the following documents/papers:-
 - (i) Certified copies of registration/incorporation;
 - (ii) Proof of experience (certified copies of work orders and completion of the same satisfactorily);
 - (iii) Self declaration for not being black-listed;
 - (iv) Certified copies of PAN/TAN/GST number;
 - (v) Certificate of Acceptance to all terms and conditions of this bid documents;
 - (vi) Technical qualifications/Certificate of experience of the technical persons;
 - (vii) Demand Draft for EMD; and

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- (viii) Signed copy of this bid document and any other matter mentioned in Annexure-II
- 5.3 Price Bid shall be as per the format prescribed in **Annexure-III**. The price quoted by the bidders for *AMC should not exceed 6% of the total cost of items* as mentioned in **Annexure I**.
- 5.4 The bidder should quote a single consolidated rate for all the items mentioned in bid documents (Annexure-I). Additional charges for deploying a resident service technician in our office premises, if charged separately may also be mentioned in the price bid. The rate quoted by the bidders shall be inclusive of all taxes and duties.
- 5.5 The Price Bid submitted by the bidders should be valid for **60 days** from the date of opening of the tender (price bid). The validity of the offer should be indicated in the Technical Bid.
- 5.6 The Financial bids of those bidders will be opened who ever satisfies all of the conditions mentioned in Technical bids (**Annexure-II**).
- 5.7 The rates quoted by the bidders and accepted by this office shall remain in force for the full period of contract. No demand for revision of rates on any account shall be entertained during the contract period.
- 5.8 The vendor shall bear all the costs associated with the preparation and submission of the bid.
- 5.9 Each page of the technical and financial bid should be numbered, signed and stamped with the seal.
- 5.10 Incomplete bid or bid submitted after due date and time are liable to be rejected.
- 5.11 Where there is a discrepancy between the amounts in figure and in words, the amount in words shall govern.
- 5.12 This office is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender.
- 5.13 The Bid documents submitted by the bidders are the property of this office and shall not be returned to the bidders. The information provided by the bidder(s) will be used for the sole purpose of evaluation of Bids only.
- 5.14 Interested parties may inspect the items before quoting rates **between 3 p.m. to 4 p.m. on any working day**.
- 5.15 The sealed covers containing the Technical bid (Envelope-I) and Price bid (Envelope-II) with the superscription "**Annual Maintenance Contract for Computer Hardware and other Peripherals-2022-23**" should be addressed to **thebDy. Accountant General (A/Cs), O/o the Pr. Accountant General (A&E), Jharkhand, Ranchi-834002. Phone: Phone:0651-2411043**

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Part-II: Other terms & Conditions

6. Other terms & conditions of the contract are as under:-
 - 6.1 The selected bidder shall acknowledge in writing, the receipt of Work Order (WO) and will send his acceptance **within three (3) days** of the receipt of the WO to the Deputy Accountant General (A/Cs) of this office for entering into the agreement. Agreement has to be signed by the selected bidder **within fifteen (15) days** from the date of acceptance of WO.
 - 6.2 The bidder should start the work immediately after receipt and acceptance of the WO and should not wait till the agreement is executed.
 - 6.3 If the selected bidder does not accept WO or after accepting WO does not enter into the agreement, within specified period, this office reserves the right to cancel the WO issued to him and forfeit the "EMD". Besides, *the bidder may also be blacklisted.*
 - 6.4 The work has to be performed as per the instructions of this office and as per the terms and condition of this bid documents. Time is the essence for this work.
 - 6.5 One qualified and experienced Service Engineer has to be deputed to this office, exclusively to attend our day to day complaints, from 09.30 AM to 6.00 PM on all working days i.e., from Monday to Friday (except holidays). The vendor must provide an alternate service technician for the days when the regular technician assigned to the office is unable to attend work due to situations like leave, illness, personal matters etc. The salary of the resident technician(s) will be responsibility of vendor. If no technician is provided by the vendor on any working day, a penalty of **Rs. 500/- per day** would be charged and deducted from the bills.
 - 6.6 The services of the technician(s) of the vendor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The vendor shall ensure that on such occasions also the technician(s) are deputed to attend the said work.
 - 6.7 The resident technician(s) of the firm should maintain a log book-cum-attendance book. All complaints lodged should be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the technician with details of maintenance job done to restore the machine in working condition to the satisfaction of the office. Records of preventive maintenance done should also be entered in the log book. The log book shall be kept in the custody of the EDP Section in charge of the office who shall countersign all entries made with remarks, if any.
 - 6.8 The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee. If, at any time, it comes to the notice of the office that such sub-letting has been done, the office at its discretion may terminate the contract without referring the matter further to the vendor. The office will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the vendor or through other means.

- 6.9 The firm to whom the AMC would be granted shall be required to submit a **Performance Security** in the form of a Bank Guarantee (BG) for an amount **equivalent to 3% of the total contract price** with the office at the time of accepting the contract. The BG should be in favour of the **“Pay and Accounts Officer (Audit), Ranchi”**, payable at Ranchi and should remain valid at least for a period of **60 (sixty) days** beyond the date of expiry of the contractual period. The contract shall not be valid unless the Performance BG is submitted. In case of non-performance/unsatisfactory service, the BG will be revoked as penalty and the AMC will be nullified.
- 6.10 The office reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
- 6.11 The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to this office will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
- 6.12 The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify this office from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- 6.13 This office reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered under the AMC or to any property of the this office even if it is not covered by the AMC.

It shall be the responsibility of the firm to handover back to this office, all the equipment under AMC in working conditions at the end of the contract period, failing which any dues to the vendor shall be withheld till such time, it is fully accomplished.
- 6.14 The office reserves the right to reject the tenders without assigning any reasons thereof.
- 6.15 The decision of the office will be final and binding on the vendor.
- 6.16 No demand for revision of any terms and conditions shall be entertained.
- 6.17 Contractor shall abide by the safety rules.
- 6.18 Contractor will undertake and ensure that the information acquired as a result of

contract services pertaining to O/o the Pr. A.G. (A&E) Jharkhand, Ranchi will be treated strictly as confidential and will not be disclosed to anybody without the specific written permission / authorization from DAG (A/Cs).

- 6.19 All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the courts in Ranchi only.

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ANNEXURE-I

Items proposed for AMC from 01/04/2022 to 31/03/2023

Sl. No.	Item of Hardware with brief configuration	Qty.	Date of purchase	Purchase cost	AMC due	
					From (date)	To (date)
1	HP Desktop Core i5	19	27/09/16	8,86,540	01/04/22	31/03/23
2	HP Desktop Core i5	39	13/10/17	17,51,685	01/04/22	31/03/23
3	HP Desktop Core i5	02	26/11/18	77,796	01/04/22	31/03/23
4	HP Desktop Core i3	57	27/09/16	23,56,893	01/04/22	31/03/23
5	HP Laser Jet 9040 DN	1	12/06/09	1,51,124	01/04/22	31/03/23
6	HP Laser Jet 9040 DN	1	29/06/12	1,56,568	01/04/22	31/03/23
7	HP Laser Jet 700M 712	1	03/04/17	1,28,324	01/04/22	31/03/23
8	HP Laser Jet Pro M12a	8	20/04/17	61,750	01/04/22	31/03/23
9	HP Laser Jet Managed MFP E72525	2	13/10/17	2,87,882	01/04/22	31/03/23
10	HP Laser Jet Pro M12a	20	27/11/17	1,29,140	01/04/22	31/03/23
11	HP CLJ CP 1025	1	31/03/16	15,435	01/04/22	31/03/23
12	Brother CLJ HL-3150 CDN	1	01/10/18	17,397	01/04/22	31/03/23
13	TVSE DMP 455XL CLASSIC	1	30/11/18	12,997	01/04/22	31/03/23
14	EPSON LQ - 2090II	01	12/02/20	22,450	01/04/22	31/03/23
15	KVM Switch & LED Monitor	1	20/11/18	79,980	01/04/22	31/03/23
16	Server: HCL Infiniti Global Line 2700 HN 3043A1045737	1	01/01/04	3,07,942	01/04/22	31/03/23
17	Server: HCL Infinity Global Line 2700 BD 5063A1164948, 5063A1164942, 5063A1164946	3	13/06/06	5,55,000	01/04/22	31/03/23
18	Server: HCL Infinity Global Line 2700 SO 5083A1440689, 5083A1440688	2	20/06/08	3,73,000	01/04/22	31/03/23
19	Server: HCL Infiniti Global Line 2700 SO 9101A173264	1	01/10/10	1,83,459	01/04/22	31/03/23
20	Server: HCL Infiniti Global Line 2700 BC 5111AG839776	1	07/07/11	1,41,946	01/04/22	31/03/23
21	Server: HP Proliant DL 180G6-HSTNS-2118 SGH2247FOX	1	24/07/12	1,00,856/-	01/04/22	31/03/23
22	Server: HCL Infiniti Global Line 2701BC	1	24/07/12	1,18,968	01/04/22	31/03/23

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23	Server: HP ML 350P 24GEN 8 SG25H440WW1A	1	09/12/14	2,41,790	01/04/22	31/03/23
24	Serve26r: Proliant DL 360 Gen 9 CN76010B8J	1	29/01/16	2,13,239	01/04/22	31/03/23
25	DELL EMC POWEREDGE R540, Intel Xeon Bronze 3106	2	24/07/18	9,52,372	01/04/22	31/03/23
26	Maintenance of LAN	250 Ports (Approx)	04/12/13	9,22,177	01/04/22	31/03/23
Total				1,01,45,854		

Sr. Accounts Officer



ANNEXURE-II

Sl No.	Description	Information to be furnished by Bidder
1.	Name of the Bidder	
2.	Year of establishment/incorporation	
3.	(a) Whether Proprietorship or Partnership or Limited Company etc.	
4.	(b) Name(s) of the Proprietor, Partner or Managing Director etc.	
5.	Address for correspondence, Contact number, Fax, e-mail etc.	
6.	The Bidder is required to furnish the following details with proof: PAN number: GSTIN:	
7.	Number of similar nature of works executed in Government/PSUs/ and/or Autonomous bodies	
8.	Copy of Income Tax returns filed for the last three years ended 31 March 2020.	
9.	Whether the firm has been black listed by any Central/State Government or its Undertakings/Autonomous Bodies? Self-declaration in this regard may be given.	
10.	Details of Government Ministries/ Departments/ Organizations/ PSUs etc. in which the firm has been given AMC during the last three years, if any*	
11.	A self-declaration from the bidder to the effect that no criminal case is pending against the Bidder/their Partners/Directors/Agents before any Court of Law which may have an impact of affecting or compromising the delivery of services as required under the contract has to be furnished.	
12.	Copy of Power of Attorney/Board resolution authorising the person for signing the Bid documents	
13.	Any other information which the Bidder considers appropriate is required to be furnished for the purpose of this bid.	

Date:

Signature of Bidder/Authorised representative:

Place:

(Name in Full)

Official Seal

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ANNEXURE-III

Sl. No.	Description	Information to be furnished by Bidder
1.	Proposed total consolidated AMC amount (in Rupees) as per enclosed hardware list	Rs. _____ (in words) _____
2.	Additional charges for deploying a resident service technician in our office premises, if charged separately	Rs. _____ (in words) _____
3.	Total amount proposed (amount in row 1 + amount in row 2) including GST	Rs. _____ (in words) _____

I/we, _____ (name of the Bidder/Authorised representative) have gone through all the terms and conditions enlisted and fully agree to comply with the same to participate in the bidding. **I have signed all pages of the tender document including the terms and conditions in token of understanding.**

I/we do hereby declare solemnly that my name/the name of our firm has not been blacklisted by any of the Government organizations, PSU's, Co-operative societies etc. In case it is proved otherwise, the office of the Principal Accountant General (A&E), Jharkhand, Ranchi will have the liberty to cancel the tender/contract instantly. The rates quoted as above shall be valid for 60 days from the date of opening of price bid.

Date:

Signature of Bidder/Authorised representative:

Place:

(Name in Full)

Official Seal

NB. Bid must be in a separate sealed inner envelope marked 'Price bid'.