



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/3670789
Dated/दिनांक : 10-07-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-07-2023 20:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-07-2023 20:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Accountant General, Bihar
Office Name/कार्यालय का नाम	Accountant General (a&e), Patna

Bid Details/बिड विवरण

Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Dell , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Colour, Laser, Composite Cartridge); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Brother , Annual Maintenance Service - Desktops, Laptops and Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Kodak , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); other , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); other , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 10 KVA); other , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Offline 600-650 VA); Uniline , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 5 KVA); other , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Network Management Software; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - ATEN; KVM-Switch; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE - DATA CENTER ASSETS - Network Devices; IO Box; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Layer-3-Distribution-Switch; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 12 Port Loaded Fiber LIU wllith LC Type Adapter; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 24 Port LIU wllith LC Type Adapter; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Server Rack; 42U Server Rack With All Accessories; Neither OEM nor ASP , ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Patch Cord; Cat 6 Patch Cord 5 Mtr; Neither OEM nor ASP , Annual Maintenance Service - Desktops, Laptops and Peripherals - Fax; hp , ANNUAL MAINTENANCE SERVICE - AUDIO CONFERENCING SYSTEM - Projector; GLOBUS; Neither OEM nor ASP
Contract Period/अनुबंध अवधि	1 Year(s) 1 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	10 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)

Bid Details/बिड विवरण	
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	504800
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	25000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	10.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	12

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the

relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

DEO Gr. G

Accountant General (A&E), Patna, Accountant General, Bihar, Comptroller and Auditor General (CAG) of India (Manish Kumar)

Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and

for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:Two dedicated qualified resident engineer (one for structured local area network and one for IT hardware and its peripherals) to be provided by the bidder for onsite support during all working days round the year in official timing on all weekdays except Sunday. The resident engineers will report to nominated official i.e. ITS Cell directly & work as per their instructions as well as come to office on special circumstances as and when required. The Contract will end on 31-03-2024.

Other Information:

- a. Resident Engineer must have IT certification (Degree/Diploma etc. in IT).
- b. Bidder must have & upload GST, MSME, ISO, IT return, EPF/CPF, Professional tax etc. certificate of respective category.
- c. Bidder must have 3 years past experience in Govt. sector. or pubic undertakings.
- d. Bidder must have positive net worth.
- e. The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload notary affidavit to this effect with bid.
- f. Bidder must have HQ's/ Branch office/ Service Centre at Patna, Bihar as per GST registration.
- g. No representation will be accepted hence Bidder must accept , fill, sign & upload all requisite tender documents carefully.
- h. The Contract will end on 31-03-2024.

Asset Details and its Distribution across the consignee /user locations:[1688995236.pdf](https://www.itscell.com/1688995236.pdf)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (67)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	Acer
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.

Specification	Values
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	67	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Hp (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	<ul style="list-style-type: none">• Number of Resident engineers : 2• Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Dell (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Canon (15)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	15	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Hp (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Colour, Laser, Composite Cartridge); Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Colour, Laser, Composite Cartridge)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Brother (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	Brother
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	4	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Composite Cartridge); Brother (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Composite Cartridge)
Make/Brand of Assets	Brother
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	5	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower Range; Hp (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Multifunction Printer (Monochrome , Laser , Composite Cartridge, Lower range
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Kodak (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Scanner
Make/Brand of Assets	Kodak
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001, Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Other (70)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	70	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1 KVA); Other (20)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	20	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 10 KVA); Other (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Online 10 KVA)
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Offline 600-650 VA); Uniline (242)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Offline 600-650 VA)
Make/Brand of Assets	Uniline
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	242	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 5 KVA); Other (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Online 5 KVA)
Make/Brand of Assets	other
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	3	<ul style="list-style-type: none"> Number of Resident engineers : 2 Number of technicians : 0

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM Nor ASP (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-

Servers; Neither OEM Nor ASP (2)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Network Management Software; Neither OEM Nor ASP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	Network Management Software
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - ATEN; KVM-Switch; Neither OEM Nor ASP (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	ATEN
Type Of Asset	KVM-Switch
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	ATEN
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	2	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; IO Box; Neither OEM Nor ASP (470)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	IO Box
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	470	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; Layer-3-Distribution-Switch; Neither OEM Nor ASP (5)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	Layer-3-Distribution-Switch
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	5	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 12 Port Loaded Fiber LIU Wlith LC Type Adapter; Neither OEM Nor ASP (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	12 Port Loaded Fiber LIU wliith LC Type Adapter
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	6	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Network Devices; 24 Port LIU Wliith LC Type Adapter; Neither OEM Nor ASP (8)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Network Devices
Type Of Asset	24 Port LIU wliith LC Type Adapter
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	8	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Server Rack; 42U Server Rack With All Accessories; Neither OEM Nor ASP (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Server Rack
Type Of Asset	42U Server Rack With All Accessories
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	3	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Patch Cord; Cat 6 Patch Cord 5 Mtr; Neither OEM Nor ASP (470)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Patch Cord
Type Of Asset	Cat 6 Patch Cord 5 Mtr
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	Dlink
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	470	N/A

Annual Maintenance Service - Desktops, Laptops And Peripherals - Fax; Hp (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Fax
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	
Requirement of Resident Engineer	Yes
Requirement of Technicians	No

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	<ul style="list-style-type: none"> Number of technicians : 0 Number of Resident engineers : 2

ANNUAL MAINTENANCE SERVICE - AUDIO CONFERENCING SYSTEM - Projector;

GLOBUS; Neither OEM Nor ASP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Audio conferencing equipment Asset	Projector
Make/Brand Of Assets	GLOBUS
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client Audio conferencing equipment	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM Nor ASP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	fujitsu

Specification	Values
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM Nor ASP (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	N/A

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Computer-Servers; Neither OEM Nor ASP (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Computer-Servers
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Make/Brand Of Assets	DELL
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Bi-Monthly
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar	800001,Office of the Accountant General (A&E), Mahalekakar Bhavan, Bir Chand Patel Path,	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

Consortium: In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.

4. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

6. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

8. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

9. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

PAO (Audit) Bihar
payable at
Patna

.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

10. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

PAO (Audit) Bihar
payable at
Patna

.
Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

PAO (Audit) Bihar
payable at
Patna

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

12. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

The Annual Maintenance Contract (AMC) shall be for a period from date of award of contract to 31-March-2024) for Structured Local Area Network and IT Hardware and its peripherals.

During the period of AMC, the tenderer shall carryout preventive check at periodic intervals.

The fault reported by the office during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. However, in exceptional circumstances, the delay in rectification for reasons beyond the control of the tenderer shall be condoned by the office.

In case of major repair/breakdown of any systems, the supplier should have facility for providing a standby system within 24 hours.

The rates quoted will remain in force for the full period of AMC. No demand for revision of rates on any account shall be entertained during the contract period.

The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may le

ad to cancellation of the contract and any other legal action may be taken against the firm.

It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the institute in working condition on expiry of the contract.

Payment will be made on completion of each quarter against submission of invoice in duplicate with a proof of payment to dedicated resident engineer as per prevailing laws.

Security deposit at 10% of the contract value has to be submitted in the form of bank guarantee of as mentioned above under the caption "performance security" within 15 days of award of work.

The office reserves the right to reject the tender in whole or part and its decision in this regard shall not be called upon in question under any circumstances.

Measurements of defective/unsatisfactory work during service period, any kind of delay in service, delay and / or absence of service or residential engineer, failure to do preventive maintenance or breakdown calls, any other type of failure which may feel so by this office be treated as unsatisfactory performance and a penalty of Rs 500/- will be levied for each such incident and repeated failure may lead to termination of contract and forfeit the performance security deposit completely.

Emergency Service Support

For special cases, emergency service is required in holidays/bandh and even after office hours, no additional payment will be made for the type of service.

Replacement of defective spare Parts

Defective spare/equipment should be replaced by original/genuine spare/equipment of the manufacturer within seven days.

Stand by

All breakdown calls should be resolved within next working day after user has informed about a breakdown/problem beyond which standby equipment/s should be installed immediately, till such time the original equipment/spares are rectified/replaced by original parts, failing which the vendor may hire/arrange the equipment for standby & the total charges incurred for hire/arrange will be levied for each such incident as penalty and also this type of failure will be treated as unsatisfactory performance and penalize as per condition. The Hire/Arranged equipment will remain in possession of this office till the original equipment is rectified.

Prior Permission

Any changes in Hardware/software/parts/etc. shifting of any equipment, change of places of the equipments in the same office, etc done by the deputed engineer of the vendor should take prior permission from the ITS Cell/nominated staff of this office.

Resident Engineer

Two dedicated qualified resident engineer (one for structured local area network and one for IT hardware and its peripherals) to be provided by the bidder for onsite support during all working days round the year in official timing on all weekdays except Sunday. The resident engineers will report to nominated official i.e. ITS Cell directly & work as per their instructions as well as come to office on special circumstances as and when required.

Other Engineer

Service Engineer/s apart from residential engineers has to be provided by the vendor on call basis as & when required during the contract. The company is also bounded to provide engineer on call basis for the equ

ipment not under AMC as per rate approved without any delay, otherwise penalty will be imposed @ Rs. 5 00/-per day for delay.

Resolution of Disputes

The Customer and the Bidder shall make every effort to resolve disagreement or dispute arising between them or in connection with the Contract amicably by direct informal negotiation during service period. In case of any disputes arising out of interpretation of any of the provisions of this contract, will be settled under the jurisdiction of O/o The Comptroller & Auditor General of India, New Delhi. The Addressing authority will be Director General (HQRS.).The decision taken by him/her shall be binding over both parties.

Addition to/withdrawal of Equipment

The similar equipments currently covered under warranty/AMC/Otherwise may be included in the maintenance contract on expiry of such period and equipment under this maintenance contract, those are replaced/otherwise during the contract period will be withdrawn from the maintenance contract. Any addition to/withdrawn from, would involve proportionate increase or decrease in the maintenance charges (Charges of similar equipments of this contract will be calculated proportionately for remaining period of the contract) at any time during the contract.

Preventive Maintenance

Preventive Maintenance for the whole computer system shall be done on Quarterly basis which shall include external/internal cleaning of the system, running the diagnostics /utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between this office and Vendor. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its Peripherals as specified in the inventory of equipment (Annexure III) to be covered under AMC. AMC shall cover Labour charges, required spares and consumables except Floppies, CDs, Tapes and Ribbons/Cartridges/Toners/Fuser and Imaging Units for LaserJet Printer, batteries for UPS & Stationery. Maintenance also includes Software Installation, un-installation, and Virus Removal and Integrity maintenance to make the system/equipment/network functional.

The taxes may be deducted at source as per prevailing laws

Additional T&C

- a. Resident Engineer must have IT certification (Degree/Diploma etc. in IT).
- b. Bidder must have & upload GST, MSME, ISO, IT return, EPF/CPF, Professional tax etc. certificate of respective category.
- c. Bidder must have 3 years past experience in Govt. sector. or public undertakings.
- d. Bidder must have positive net worth.
- e. The bidder should not be under liquidation, court receivership or similar

proceedings, should not be bankrupt. Bidder to upload notary affidavit to this effect with bid.

f. Bidder must have HQ's/ Branch office/ Service Centre at Patna, Bihar as per GST registration.

g. No representation will be accepted hence Bidder must accept, fill, sign & upload all requisite tender documents carefully

h. The Contract will end on 31-03-2024.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद

पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---