

कार्यालय महालेखाकार (लेखा एवं हकदारी), द्वितीय उत्तर प्रदेश, प्रयागराज

20 सरोजिनी नायडू मार्ग, प्रयागराज

एजी-II/05/क०प्र०/मुप-II/112/2019/Vol-III/973

दिनांक: 27.02.2023

**वित्तीय 2023-24 के लिए कंप्यूटर, सर्वर, लैपटॉप,
प्रिंटर, यूपीएस एवं बाह्य उपकरणों हेतु वार्षिक
अनुरक्षण अनुबंध हेतु निविदा**

निविदा जमा करने की नियत तिथि और समय:

22-03-2023, पूर्वाह्न 11:00 बजे

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, U.P.
20 SAROJINI NAIDU MARG, PRAYAGRAJ-211001

AE-II/05/CC/Grp.II/112/2019/Vol.II/973

Date: 27.02.2023

Notice Inviting Tender
for
Comprehensive Annual Maintenance
Contract of Computers, Servers,
Laptops, Printers, UPS and Peripherals
for FY 2023-24

Due date and time for submission of tender:

On 22-03-2023 till 11:00AM

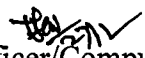
OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, U.P.
20 SAROJINI NAIDU MARG, PRAYAGRAJ-211001

Subject: Sealed Tenders are invited from interested and eligible firms for Comprehensive Annual Maintenance Contract of Servers, PC's, Laptops, In-house developed software's, Printers, UPS and other computer peripherals installed/running at Prayagraj Head Office & Lucknow Branch Office for the period from 01.04.2023 to 31.03.2024.

The office of the AG (A&E) –II, U.P., Prayagraj intend to obtain Sealed tender for the comprehensive Annual Maintenance Contract of Servers, PCs, Laptops, Software, Printers, UPS and other peripherals installed at Prayagraj Head Office & Lucknow Branch Office as per list given in Annexure-I with the following additional information: -

1. All the hardware installed at various sites in this office (Including Branch office Lucknow) as per Annexure-I are in working condition. However, the vendor may check/inspect it to their satisfaction during **01.03.2023 to 03.03.2023** from 10:00AM to 01:30PM before quoting the rates. Any change in rates shall not be permissible to firms after submission of bids.
2. Quantities of the items tabulated at Annexure-I are approximate and liable to change during the period of AMC. Therefore, rates for all the items should necessarily be quoted in the tender document, in both **unit rate & total amount**. The unit rates will be used, if there is a change in the quantities indicated in the Annexure-I during the contract period.
3. Tender shall be submitted in two bids i.e., **Technical and Financial bid** in the attached proforma (Annexure II & III) respectively. Technical and Financial bid should be in two separate sealed envelopes. Technical bid envelope should be titled as **“Technical bid for maintenance of Servers/PCs/Laptop, Printers and UPS”** for 2023-24 and Financial bid envelope should be titled as **“Financial bid for maintenance of Servers/PCs/Laptop, Printers and UPS”** for 2023-24. These two envelopes should be kept in third sealed envelope titled as **“Tender for maintenance of Servers/PCs/Laptop, Printers and UPS”** for 2023-24.
4. **Firms should produce all supporting documents in support of their eligibility as per the eligibility criteria given in Annexure-II.**
5. **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions listed in this tender notice. The bids should be for comprehensive AMC and indicate rates for each item separately.
6. The tenders may please be addressed and sent to **Sr. DAG (Admn), Third floor, O/o the AG (A&E)-II, 20, Sarojini Naidu Marg, U.P., and Prayagraj-211001**. Tender should reach to addressee **on or before 22.03.2023 by 11:00 AM**. Tenders received, will be kept in the box under the custody of **Sr. DAG (Admn)** placed in his chamber for this purpose.
7. The successful bidder has to enter an agreement on the terms & conditions as mentioned in this tender notice.

8. No tenders will be entertained received after due date and time. The technical bid will be opened in the presence of the interested bidders or their authorized representative on 22-03-2022 at 11:30AM. Financial bid of technically successful bidders only will be opened on a subsequent date as prescribed by the competent authority.
9. Hardware items of which warranty will lapse during the financial year 2023-24 and the items which come under the purview of AMC, payment of such hardware items will be made on the pro-rata basis of unit AMC rate of that particular hardware.
10. Annexure-II and III (on each page) shall be signed with seal of the authorized representative of the firm as token of accepting terms and conditions.
11. **Incomplete or Conditional bids either on technical or financial stage shall not be entertained.**
12. **Only onsite support bid should be entertained and support by mean of remote in bid shall not be entertained.**
13. Decision of the competent authority shall be final in case of any dispute.
14. **This office reserves the right to reject any tender without assigning any reason.**
15. **If Successful bidder is not having a local service centre, He shall have to establish one service center within 15 days of award of contract.**


Sr. Accounts Officer/Computer Cell

Terms and Conditions of Annual Maintenance Contract for Maintenance of Computers, Servers, Laptops, Printers, Ups and Peripherals etc.

1. SCOPE OF THE CONTRACT

The contract shall cover preventive and break down maintenance of Servers, Computers, Laptops Printers and other peripherals as per Annexure-I and satisfactory working of LAN and NIC network including **Server and other computers with installed software viz. operating systems, MS office, internet explorer, Netscape, Outlook Express, Oracle application software and database software support, Antivirus Software and modification of in-house built software applications as per requirements etc. The contract shall also include shifting/reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus software. AMC shall also cover network cable and fiber optic patch cord cable as per the actual requirement of the office.**

- 1.1 The maintenance contract is for comprehensive maintenance and shall include repair/replacement of all spare parts and sub- assemblies which require repair/replacement. The firm shall use good quality spare parts, preferably of same brand/make as of the original system. ***Consumable items viz. ink cartridges, toner, printer ribbon and UPS batteries shall not be covered under AMC.***
- 1.2 The computers/printer/peripherals shall be repaired or provided a stand-by of similar configuration against any specific complaint within 24 Hrs. from the time of reporting, failing which, the penalty shall be imposed as under: -
 - (a) If complaint relating to hardware failures is resolved (either providing stand-by or setting original hardware unit right) within 24 Hrs., no penalty will be levied.
 - (b) If stand-by is provided after the 24 Hrs, penalty of 10% of the per unit AMC charge, per day per item shall be levied after 7 days till the original hardware unit is set right.
 - (c) If stand-by not provided after the 24 Hrs, penalty of 10% of the per unit AMC charge, per day per item shall be levied till the original hardware unit is set right.
 - (d) If original hardware unit becomes beyond repair, it shall in any case be replaced within a month, failing which a penalty of 50% of the book value of the hardware unit shall be levied.
 - (e) If original hardware unit lost in the custody of firm, it shall be considered as serious concern of carelessness and the loss will be compensated by levying penalty as competent authority may think fit.
 - (f) A log register shall be maintained in the designated section for registration of error/fault occurred in the systems installed at various locations on the office. This register shall be used for tracking and disposal of complaints and also applicable for execution of penal clause.
- 1.3 It shall be the responsibility of the firm to ensure error free performance of existing LAN and network of the office and maintenance of PCs and Printers/peripherals as mentioned in Annexure-I from 9.30 AM to 6.30 PM on all working days except Sundays and other Gazette/National holidays (or as decided by this office).

- 1.4 The firm shall **provide not less than two resident service engineers** at this office on all working days from 9.30 AM to 6.30 PM. The firm shall ensure that all service engineers are equipped with mobile phones to ensure their availability in the office. **The educational and technical certificates of the resident engineers must be enclosed with the technical bid of the tender.**

2.0 PERIOD OF THE CONTRACT

- 2.1 The contract shall remain valid for a period of one year i.e., from the date of effect of AMC i.e. 01.04.2023 to 31.03.2024, which will be specified in the letter of award of contract.
- 2.2 If the office is not satisfied with the performance of the firm, the contract shall **be terminated before completion of AMC period by giving one-month notice to the firm. The decision of competent authority shall be final.**
- 2.3 **In special case, AMC awardee for 2023-24 may be asked to provide services for the period beyond 2023-24. The firm shall be paid pro rata basis for services provided in this situation.**

3.0 RATES FOR AMC

- 3.1 *The firms should quote their rates in words as well as in figures in the tender form issued. The rates shall be inclusive of all taxes and duties.*
- 3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
- 3.3 If AMC rates exceeds 6% of purchase value of any item specified in Annexure-I, the awardee firm shall have to accept AMC rates limited to 6% of purchase value.

4.0 PAYMENT TERMS

- 4.1 The AMC charges shall be paid on quarterly basis. First installment shall become due for payment after expiry of three months from the date of commencement of the contract. Payment shall be made on submission of bills for each quarter separately by the firm to Sr. Accounts officer, Computer Cell, O/O the AG (A&E)-II, U.P., Prayagraj who shall certify, based on User's call register maintained in Computer Cell, after ensuring that the work has been executed satisfactorily as per terms and conditions of the agreement. **The last quarter payment will be released after all the machines under AMC are checked.** No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.
- 4.2 Deduction of Tax at source will be made by the office, whenever applicable for Income Tax; Works contract Tax etc. as per rules.

5.0 OTHER TERMS

- 5.1 A log register shall be maintained in the designated section (Computer Cell) for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's service engineer shall record there the date and time of rectification of the error with their name and signature, provision of standby etc. in this register. This will then be checked and authenticated by a designated officer of the office and the complaint would then be considered as resolved.
- 5.2 Firm shall carry out preventive maintenance by cleaning of the Monitor, Printer, key Board, mouse etc. from outside with liquid cleaner and inside with vacuum cleaner etc. on quarterly basis, failing which an amount of **Rs. 25/- per PC (PC includes Monitor, CPU, Key Board, Mouse along with attached UPS)/Printer/Server per quarter** shall be deducted from the AMC charges payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of each quarter to Sr. Dy. Accountant General/Admin, office of the AG(A&E)-II U.P. Prayagraj. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/Computer Cell based in the call register and preventive maintenance register/file.
- 5.3 As far as possible, the repairs shall be carried out on-site itself. Necessary tools/equipment for service/maintenance shall be brought/kept by the Service Engineer while attending the complaints of PCs, Printers, Peripherals, LAN. However, all necessary assistance for providing electricity point needed in connection with testing/repairing etc. and also space for the keeping their tools shall be provided. In case the equipment is required to be taken to workshop, all necessary arrangements shall have to be made by the firm. Gate Pass for taking the equipment outside the office building shall be provided by the office.
- 5.4 Service Call Report shall be submitted quarterly by the firm indicating the status of attending of various complaints along with date and time of repair.
- 6.0 EMD & SECURITY DEPOSIT**
- 6.1 Vender/firm should enclose DD of Rs. 20,000/- (Rs. Twenty Thousand only) As EMD drawn in favour of Pay & Accounts Officer, O/o the AG (A&E)-I, UP, Prayagraj in technical bid envelope. In absence of EMD, bid shall be rejected.
- 6.2 Security Deposit for the AMC shall be 10% of the contract value. First quarterly payment will be released after submission of BG/FDR/TDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.
- 6.3 Security Deposit (SD) shall be returned to the contractor after approval of Sr. DAG (Admin), office of the AG(A&E)-II, UP, Prayagraj. Before releasing the SD, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 6.4 No interests will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & DAMAGES

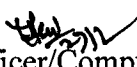
- 7.1 All costs and damages or expenses which these offices may incur due to default by the firm may be deducted by the administration at its discretion either from any money due or to become due or refundable to him. The Administration reserves the right and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.
- 7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law.

8.0 AGREEMENT

The successful bidders shall have to execute an agreement with the President of India acting through Sr. Deputy Accountant General/Admin, O/o the AG (A&E)-II, U.P. Prayagraj-211001 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

9.0 JURISDICTION


All the disputes and differences arising out of or in connection with this contract/agreement shall be subject to the exclusive jurisdiction of Court of Law at Prayagraj only.


Sr. Accounts Officer/Computer Cell

List of hardware items to be covered under AMC during FY 2023-24

S. No	ITEM	Total Number of items (Description of AMC)	Remarks, if any.
Desktop:-			
1.	Core i3	202 (Full AMC)	01.04.2023 to 31.03.2024
2.	Core i5	171 (Full AMC)	01.04.2023 to 31.03.2024
3.	Core i5	03 (Part AMC)	15.03.2024 to 31.03.2024 (17 Days)
4.	Core i5	20 (Part AMC)	22.03.2024 to 31.03.2024 (10 Days)
5.	60 inch LED (TV)	01 (Full)	01.04.2023 to 31.03.2024
Laptop:			
1.	Apple Mac-book i5	01 (AMC)	01-04-2022 to 30.06.2023 (91 days)
2.	Apple Mac-Book	01 Full	01.04.2023 to 31.03.2024
3.	Dell	08 (Full AMC)	01-04-2023 to 31.03.2024
Printers:			
1.	Deskjet Printer 2645 All In One	01(Full AMC)	01.04.2023 to 31.03.2024
2.	HP All in one 2135 Deskjet	01(Full AMC)	01.04.2023 to 31.03.2024
3.	HP 706 Laserjet A-3 size	01(Full AMC)	01.04.2023 to 31.03.2024
4.	Laserjet Pro-200 M251-Color	01(Full AMC)	01.04.2023 to 31.03.2024
5.	HP Laserjet PRO 1566	14(Full AMC)	01.04.2023 to 31.03.2024
6.	HP Laserjet Printer 1606	15(Full AMC)	01.04.2023 to 31.03.2024
7.	Laserjet Printer	03 (Full AMC)	01.04.2023 to 31.03.2024
8.	HP Laserjet Printer MFP M-177 (All-in- one) Color	01(Full AMC)	01.04.2023 to 31.03.2024
9.	LMP HD	05 (Full AMC)	01.04.2023 to 31.03.2024
10.	LMP Non HD	03 (Full AMC)	01.04.2023 to 31.03.2024
11.	Laserjet 2361 DN(Brother)	04 (Full AMC)	01.04.2023 to 31.03.2024
12.	TVSE Dot Matrix Printer MSP 455XI Classic	11 (Full AMC)	01.04.2023 to 31.03.2024
13.	Ricoh SP 212 SNW	02 (Full AMC)	01.04.2023 to 31.03.2024
14.	Laserjet (Duplex) HP (Pro)	04 (Full AMC)	01.04.2023 to 31.03.2024
15.	HP Laser Jet Printer (Simplex)	08 (Full AMC)	01.04.2023 to 31.03.2024
16.	All in One Color laser Jet	01 (FullAMC)	01.04.2023 to 31.03.2024
18.	Colour Laser Printers MFP M277 (All in one)	03 (FullAMC)	01.04.2023 to 31.03.2024
19.	Pantum	05 (Full AMC)	01.04.2023 to 31.03.2024
20.	Brother	09 (Full AMC)	01.04.2023 to 31.03.2024
21.	Multi Function Machine (MFM)	02 (Part AMC)	23-02-2024 to 31-03-2024 (37 Days)
Scanners:			
1.	HP Scanner	07 (Full AMC)	01.04.2023 to 31.03.2024

2.	Epson Scanner	02 (Full AMC)	01.04.2023 to 31.03.2024
3.	Canon Scanner	03 (Full AMC)	01.04.2023 to 31.03.2024
4.	Avision Scanner	05 (Full AMC)	01.04.2023 to 31.03.2024
UPS Online:			
1.	06 KVA UPS	07 (Full AMC)	01.04.2023 to 31.03.2024
2.	05 KVA UPS	08 (Full AMC)	01.04.2023 to 31.03.2024
3.	02 KVA UPS	11 (Full AMC)	01.04.2023 to 31.03.2024
UPS Offline:			
1.	600VA (Numeric)	157 (Full AMC)	01.04.2023 to 31.03.2024
2.	650 VA (Microtech)	52 (Part AMC)	28.12.2023 to 31.03.2024 (94 Days)
3.	01 KVA UPS	03 (Full AMC)	01.04.2023 to 31.03.2024
Servers:			
1	SERVER-High Range	04 (Full AMC)	01.04.2023 to 31.03.2024
Projector:			
1	Projector	01 (Full AMC)	01.04.2023 to 31.03.2024
Networking & In-house developed software:			
1.	All support required for smooth functioning of networking, switches ectc. with cables, and Intranet including In-House developed software maintenance.	1 Job(Full AMC)	01.04.2023 to 31.03.2024


 Sr. Accounts Officer/Computer Cell

(FORMAT FOR TECHNICAL BID)

Sl. No.	Required Information	Information furnished	Please mention page no. of the tender document
1.	Major work experience in the field of AMC of Computer Hardware and networking in Government organizations in 03 years (Must enclose documents in support)		
2.	The firm shall have annual turnover of Rs.25.00 Lakh and above in the field of AMC (Only AMC) of computer, Servers, Software's & Printers including networking. (Must enclose documents in support)		
3.	Will there be local service Centre of the firm from which services would be provided ?		
4.	Firm must have service infrastructure at service center especially in-house repair lab, inventory of spares parts. (This can also be physically verified)		
5.	Calls response and follow up etc., reports in respect of 03 major contracts performed in past 03 years must be submitted.		
6.	Technically qualified personnel available with the service center along with name and professional qualification, profile of service engineer. (Must Enclose necessary document)		
7.	Proof of engineer's capability of extending on-site software support for Window, Oracle, Linux and UnixWare.		
8.	Copy of latest <i>Income/Service Tax clearance</i> certificate of the firm must be enclosed.		
9.	The firm must be registered with the Registrar of Companies or Registrar of Firms.(enclose copy of registration certificate)		
10.	Are you in a position to deploy 02 resident service engineers at this office i.e., O/o the A.G. (A&E) –II, U.P., Prayagraj. Resident engineers must have at least 02 year degree/diploma in Information Technology and at least 02 year experience in the field of IT Solutions.(Please enclose documents in support)		
11.	EMD of Rs. 20000/- to be enclosed in form of a Demand Draft in favor of "Pay and Accounts Officer" O/o the AG (A&E)-I, U.P., Prayagraj along with technical bid.		
12.	The firm should ensure their presence at Prayagraj. In case the contract is awarded to a firm not having its office at Prayagraj, firm must have to set up their local office with support infrastructure at Prayagraj within 15 days of issue of Award of Contract.		
13.	The firms should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship if a proprietary firm or Registration certificate if registered under Companies Act along with the tender documents.		
14.	The firm should be ISO Certified and to ensure the enclose the photo copy of ISO certificate along with tender documents.		

Signature of authorized representative
of firm with Seal (On each page).

Sr. Accounts Officer/Computer Cell

(Proforma for Financial Bid)

S. No	ITEM	Total Number of items (Description of AMC)	AMC Cost Per Unit	Total AMC Cost	Remarks, if any.
Desktop:-					
1.	Core i3	202 (Full AMC)			01.04.2023 to 31.03.2024
	Core i5	171 (Full AMC)			01.04.2023 to 31.03.2024
	Core i5	03 (Part AMC)			15.03.2024 to 31.03.2024 (17 Days)
2.	Core i5	20 (Part AMC)			22.03.2024 to 31.03.2024 (10 Days)
4.	60 inch LED (TV)	01 (Full)			01.04.2023 to 31.03.2024
Laptop:					
1.	Apple Mac-book i5	01 (Part AMC)			01-04-2022 to 30.06.2023 (91 days)
2.	Apple Mac-Book	01 (Full AMC)			01.04.2023 to 31.03.2024
3.	Dell	08 (Full AMC)			01-04-2023 to 31.03.2024
Printers:					
1.	Deskjet Printer 2645 All In One	01(Full AMC)			01.04.2023 to 31.03.2024
2.	HP All in one 2135 Deskjet	01(Full AMC)			01.04.2023 to 31.03.2024
3.	HP 706 Laserjet A-3 size	01(Full AMC)			01.04.2023 to 31.03.2024
4.	Laserjet Pro-200 M251-Color	01(Full AMC)			01.04.2023 to 31.03.2024
5.	HP Laserjet PRO 1566	14(Full AMC)			01.04.2023 to 31.03.2024
6.	HP Laserjet Printer 1606	15(Full AMC)			01.04.2023 to 31.03.2024
7.	Laserjet Printer	03 (Full AMC)			01.04.2023 to 31.03.2024
8.	HP Laserjet Printer MFP M-177 (All-in-one) Color	01(Full AMC)			01.04.2023 to 31.03.2024
9.	LMP HD	05 (Full AMC)			01.04.2023 to 31.03.2024
10.	LMP Non HD	03 (Full AMC)			01.04.2023 to 31.03.2024
11.	Laserjet 2361 DN(Brother)	04 (Full AMC)			01.04.2023 to 31.03.2024
12.	TVSE Dot Matrix Printer MSP 455XI Classic	11 (Full AMC)			01.04.2023 to 31.03.2024
13.	Ricoh SP 212 SNW	02 (Full AMC)			01.04.2023 to 31.03.2024
14.	Laserjet (Duplex) HP (Pro)	04 (Full AMC)			01.04.2023 to 31.03.2024
15.	HP Laser Jet	08 (Full AMC)			01.04.2023 to 31.03.2024

	Printer (Simplex)				
16.	All in One Color laser Jet	01 (FullAMC)			01.04.2023 to 31.03.2024
18.	Colour Laser Printers MFP M277 (All in one)	03 (FullAMC)			01.04.2023 to 31.03.2024
19.	Pantum	05 (Full AMC)			01.04.2023 to 31.03.2024
20.	Brother	09 (Full AMC)			01.04.2023 to 31.03.2024
21.	Multi Function Machine (MFM)	02 (Part AMC)			23-02-2024 to 31-03-2024 (37 Days)
Scanners:					
1.	HP Scanner	07 (Full AMC)			01.04.2023 to 31.03.2024
2.	Epson Scanner	02 (Full AMC)			01.04.2023 to 31.03.2024
3.	Canon Scanner	03 (Full AMC)			01.04.2023 to 31.03.2024
4.	Avision Scanner	05 (Full AMC)			01.04.2023 to 31.03.2024
UPS Online:					
1.	06 KVA UPS	07 (Full AMC)			01.04.2023 to 31.03.2024
2.	05 KVA UPS	08 (Full AMC)			01.04.2023 to 31.03.2024
3.	02 KVA UPS	11 (Full AMC)			01.04.2023 to 31.03.2024
UPS Offline:					
1.	600VA (Numeric)	157 (Full AMC)			01.04.2023 to 31.03.2024
2.	650 VA (Microtech)	52 (Part AMC)			28.12.2023 to 31.03.2024 (94 Days)
3.	01 KVA UPS	03 (Full AMC)			01.04.2023 to 31.03.2024
Servers:					
1	SERVER-High Range	04 (Full AMC)			01.04.2023 to 31.03.2024
Projector:					
1	Projector	01 (Full AMC)			01.04.2023 to 31.03.2024
Networking & In-house developed software:					
1.	All support required for smooth functioning of networking, switches etc. with cables, and Intranet including In-House developed software maintenance.	1 Job(Full AMC)			01.04.2023 to 31.03.2024

Signature of authorized representative of firm with Seal (On each page).

Sr. Accounts Officer/Computer Cell