



कार्यालय प्रधान महालेखाकार (लेखा एवं हकदार), तमिलनाडु
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (ACCOUNTS & ENTITLEMENTS), TAMIL NADU
361, Anna Salai, Teynampet, Chennai – 600018
Website: <https://cag.gov.in/ae/tamil-nadu/en> e-mail: agae@tamilnadu@cag.gov.in
IVRS Phone: 044-24325050, Phone: 044-24324500, Fax: 044-24320562



AG(A&E)/ITSC/VI/AMC_IT/2023-24/

Dt. 16.02.2024

NOTICE INVITING TENDER

Sub: Annual Maintenance contract for network components– Reg.

Sealed quotations are invited for maintenance contract for network components available in this office.

Components	Make & Model	Qty
Core Switch	Nortel 8310	2
CPU MODULE	Nortel 8393SF	4
10/100/1000 MODULE	Nortel 8348GTX	2
48 PORT SFP	Nortel 8348GB MODULE	2
AC, 1770W AC POWERSUPPLY	Nortel 8301	4
1 port 1000 base - SX SFP (LC)	Nortel	94
Cisco Router	Cisco	1
Cisco WIC – IT	Cisco	1
24 port Edge Switch	Nortel 4526T	3
48 port Edge Switch	Nortel 4550T	7
KVM with extension switch	Aten KH-1208	1 each
24 port Edge Switch	HP/Cisco/3Com/Dlink/Nortel	15
48 port Edge Switch	Avaya/Dlink/Nortel/Cisco	7

The AMC period is **01/04/2024 to 31/03/2025**. The terms and conditions of the maintenance contract are as per **Annexure - Network** enclosed.

The quotation should be sent in a wax sealed cover superscribed, “**MAINTENANCE CONTRACT OF NETWORK COMPONENTS**” and addressed to :

Senior Deputy Accountant General (Administration)
Office of the Pr.Accountant General (A&E)
361, Anna Salai, Teynampet, Chennai – 600 018.

so as to reach this office before **01.03.2024 (5.45PM)**.

No notice will be taken of the tenders received after the prescribed time. This office reserves the right to accept or reject any or all the offers in part or in full without assigning any reason.

Yours faithfully,

Sd/-

Sr.Accounts Officer/ITSC

Annexure – Network

General Terms and Conditions

1. The bidder must have successfully completed /executed at least one supply order/contract for IT assets AMC/similar services in **last three years from the date of issue of this RFP/tender enquiry with any Govt. organization/PSUs/Semi- Govt. organization/ reputed organization**. Documentary evidence alongwith satisfactory contract order execution report(s) issued by the concerned organization should be enclosed by the bidder
2. **The rates quoted should be valid till 31/03/2025.**
3. The **Bidder must have an office with own workshop at Chennai**, mandatorily to support the AMC work.
4. A Security Deposit of 10% of entire value of the AMC in the form of Demand Draft in favour of “PAO (IAD), Chennai” should be furnished by the successful bidder within 30 days of receipt of contract. The same shall be retained during the entire period of AMC. The Security Deposit will not bear any interest during the period it is retained by this office. In case of any failure in maintenance on the part of the bidder, the same shall be forfeited.
5. The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
6. **Arbitration:** All disputes or differences arising out of, or, in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration.
7. **Termination of Contract:** The Office shall have the right to terminate this Contract in part or in full in any of the following cases:
 - i) Repeated delay/poor response in handling Preventive/ Breakdown Maintenance.

- ii) The Vendor is declared bankrupt or becomes insolvent.
- iii) Breach of Contractual Obligations.
- iv) Breach of security by the employees of the firm.
- v) Misbehaviour/Indiscipline by the employees of the firm.
- vi) As per decision of the Arbitration Tribunal
- vii) Non furnishing of Security Deposit within stipulated time period
- viii) Upon Office's discretion after giving a notice of 30 days.

8. The successful vendor will be decided upon rate quoted by the lowest bidder. The consideration of taxes and duties in evaluation process will be based on all taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders. The ultimate cost of expenditure to the Office would be the deciding factor for ranking of Bids. Unreasonably inflated or deflated bids may be avoided. This office reserves the absolute right to reject the bids which is freakishly low or high and, Cutting/alteration made in the tender shall render it invalid.
9. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
10. If in case, any miscalculation of price comes in commercial bid, on part of addition/subtraction/multiplication/division of any tax/duty/levies or any else, whatever the case may be for the purpose to determine L1, the calculation will be corrected without changing unit price and quantity at all.
11. The Lowest Acceptable Bid will be considered further for placement of contract/Supply Order after complete clarification and price negotiations as decided by the Office.
12. The rates approved are inclusive of all taxes/ duties and levies and no enhancement in rates will be admissible under any circumstances during the currency of this contract.

13. Any fictitious quote or quotes that are unreasonably low will be rejected.
14. Any non-adherence of terms and conditions of the contract or failure in maintenance or in any unforeseen circumstances including insolvency of the firm, the contract will be cancelled and the security deposit shall be forfeited. The additional cost of AMC if any with another vendor due to cancellation of the AMC should be borne by the firm.
15. In case of any dispute, the decision of the Pr.Accountant General (A&E) shall be final and binding

Additional Terms and Conditions

1. **The Annual Maintenance contract will be onsite comprehensive hardware support, which should include replacement and repair of equipment. The AMC should cover all components.**
2. The bidder should be **direct vendor / authorised partner / service partner of any of the Original Equipment Manufacturer (OEM) brand of the** network components for which AMC is invited. The certificate of authorisation from OEM should be enclosed with the bid.
3. Any configuration in the network components as required by this office should be undertaken by the vendor. The spare replacement shall be of the same available in this office. For any item, which is not available due to non-availability with the manufacturers / principal, an equivalent or higher part compatible with the defective part should be used for replacement. **The equivalent or higher part of the replacement should support the existing components and also the passive components available in this office.**
4. The service personnel should be available on call and when the call is logged for a complaint, the work should be attended to within 4 hours of the call log. Any service call requiring replacement should be resolved within 1day and a maximum of 2days from the time of call.

5. If any of the network components are replaced by this office, the AMC charges will be reduced proportionately for the remaining period. The payment for AMC will be made quarterly. The amount payable for a quarter will be made in the beginning of next quarter only.

Yours faithfully,

Sd/-

Sr.Accounts Officer/ITSC