



महानिदेशक लेखापरीक्षा (केंद्रीय), चेन्नै का कार्यालय
OFFICE OF THE DIRECTOR GENERAL OF AUDIT (CENTRAL), CHENNAI
लेखापरीक्षा भवन, 361, अण्णा सालै, चेन्नै- 600 018
Lekha Pariksha Bhavan, 361, ANNA SALAI, CHENNAI – 600 018



No.DGAC/EDP/07-08/2023-24/167

06-03-2024

**NOTICE INVITING QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT FOR
SERVERS / DESKTOPS/ LAPTOPS/ PRINTERS/ SCANNERS AND NETWORKING 2024-25**

Quotations in sealed covers are invited for Comprehensive Annual Maintenance of the following hardware devices (Servers, Desktops, Laptops, Printers, Scanners, UPSs, Network IO ports and cables) available in Chennai Main Office and at Madurai Branch Office: -

DEVICE	FULL AMC	PART AMC	TOTAL
(1)	(2)	(3)	(4)
SERVER	4	0	4
DESKTOP	77	3	80
LAPTOP	40	8	48
PRINTER	39	13	52
SCANNER	12	0	12
TOTAL	172	24	196
NETWORKING*			

*For the existing I/O ports and related services for the complete setup at Chennai and Madurai

2. Location of the devices are as follows: -

DEVICE	CHENNAI	MADURAI	TOTAL
(1)	(2)	(3)	(4)
SERVER	4	0	4
DESKTOP	76	4	80
LAPTOP	48	0	48
PRINTER	49	3	52
SCANNER	11	1	12
TOTAL	188	8	196

3. The coverage (FULL / PARTIAL) period is indicated below: -

DEVICE	COUNT	FROM	TO	MONTHS	COVERAGE
(1)	(2)	(3)	(4)	(5)	(6)
SERVER	4	01-04-2024	31-03-2025	12	FULL
DESKTOP	77	01-04-2024	31-03-2025	12	FULL
	3	01-09-2024	31-03-2025	7	PART
LAPTOP	40	01-04-2024	31-03-2025	12	FULL
	8	01-08-2024	31-03-2025	8	PART
PRINTER	39	01-04-2024	31-03-2025	12	FULL
	13	01-11-2024	31-03-2025	5	PART
SCANNER	12	01-04-2024	31-03-2025	12	FULL

4. Quotations should be furnished in the following format: -


DEVICE	COUNT	RATE (₹) INCL OF TAXES PER DEVICE PER ANNUM	MONTHS	TOTAL (₹)
(1)	(2)	(3)	(4)	(5)=[(2)x(3)x(4)]/12
SERVER	4		12	
DESKTOP	77		12	
	3		7	
LAPTOP	40		12	
	8		8	
PRINTER	39		12	
	13		5	
SCANNER	12		12	
NETWORKING NON-COMPREHENSIVE				
GRAND TOTAL				

5. The general terms and conditions, list of devices are indicated in Annexures enclosed.

6. The quotations should be submitted in sealed cover addressed to **The Director (Admn)** who may be contacted for any other details. This office reserves the right to accept or reject any quote without assigning any reasons therefor.

7. The last date for receipt of quotations will be 17.00 hrs. on 18-03-2024

(Approved by Director General of Audit)


DIRECTOR(ADMN)

TERMS AND CONDITIONS

- (i) **One Resident Service Engineer should be provided at our Chennai office**, who must be well versed in Hardware and must be competent enough to attend to any emergency work. The Engineer should have knowledge of installation of Windows OS, frequently used utility applications and other software that are used in this office. He should possess adequate skill to troubleshoot hardware and software issues. **Additional technical personnel** shall be sent **within 24 hrs** to attend to and resolve emergency issues or when pending issues are more or when the Resident Service Engineer is unable to attend to it in time. The resident engineer must strictly adhere to the office timings 09.15 am to 5.45 pm and he may be required to stay back after office hours and even on holidays, if required, as instructed by this office.
- (ii) The Resident Engineer shall maintain the following logs: -
- (a) Log of work done indicating details of all calls attended/pending issues/preventive maintenance records.
- (b) Log of spares supplied by the Service Provider which should be kept in our office premises (Hard Disks, SMPS, Keyboard, Monitor, Mouse, RAM, BIOS Battery, etc.).
- (iii) The resident engineer must be raise call/register complaints to HP/DELL/EPSON/ETC for hardware items under warranty as when required.
- (iv) The resident engineer must be able to attend to server, intranet, LAN related requirements.
- (v) Monitor, Keyboard and Mouse connected to CPU (as listed in the Annexure) irrespective of Stock number are to be covered under the AMC.
- (vi) AMC for the above items should comprehensively include preventive maintenance, day to day troubleshooting and replacement of spares as and when necessary at the cost of AMC provider.
- (vii) Some of the items, like printers, desktops **which are not covered under AMC shall be quoted for on Call Basis** only.
- (viii) Payment for AMC shall be made **on completion of each Quarter through ECS** and the amount would be released **on receipt of invoices with the advanced stamped receipt** which may be produced in the first week of the month subsequent to the Quarter ended.
- (ix) The service provider shall execute a Bank Guarantee equal to the 25% value of the contract for the entire period. The bank guarantee shall be valid for a period of 12 months beginning from the first day of commencement of the contract. **The undersigned may, at his discretion, waive this guarantee.**
- (x) Maintenance shall include installation of all kinds of software including Operating System, Application Software and Anti-Virus Software and its periodic updation etc., which will be provided by this office.
- (xi) AMC contract includes Networking services and Server support: Maintenance of Local Area Network, CISCO, IO Ports, 10 NETWORK SWITCHES, one broadband connection (ACT), network related cabling and maintenance and fixing server/network related issues. The server support includes fixing issues related to the operating system, applications running in the server i.e. exchange server, SQL server, etc. and troubleshooting problems like outdated drivers causing system crashes.
- (xii) There 150 UPS (600 VA) connected to desktops and switches in this office. Though UPS is not covered under AMC, basic troubleshooting/service and changing batteries has to be done by the service engineer.
- (xiii) All spares for printers are covered under the contract except Teflon rollers, Fuser Assembly and image drum kit.

- (xiv) No component(s)/spare(s)/hardware shall be **removed / replaced** without informing the competent authority in **writing**.
- (xv) The AMC agreement shall be in force till **31.03.2025 from the date of entering into agreement or from 01.04.2024 or the date specified whichever is later** and is liable to be terminated at any time giving a notice of one month.
- (xvi) The AMC service provider shall be able to rectify the problems within the **maximum period of 24 hours**. In the event of the problem not being solved in time, **alternate arrangements (Stand-by)** shall be made by the service provider to ensure continuity in work.
- (xvii) In case **no alternate arrangement is made within 48 hours**, the delay time will be worked out and the **proportionate amount deducted from the bill**.
- (xviii) You are requested to furnish past experience in this field, staff strength and escalation matrix
- (xix) Preventive Maintenance must be taken up by the tenderer in respect of all hardware once in a quarter prior to payment.
- (xx) During the period of contract, any item may be included or withdrawn with proper notice of 15 days.
- (xxi) Acceptance of all terms and conditions should be specifically mentioned in the quotation itself and any quotation without specific acceptance of terms and conditions will be rejected.
- (xxii) Before submitting the quotation, you may visit the premises of this office during office working hours to physically inspect the items and ensure that functional status of all the equipment. This office would not be responsible for omissions and commissions, if the service provider does not make a physical verification of items listed in the annexure. Otherwise, it shall be deemed that the service provider has unequivocally accepted the items mentioned.
- (xxiii) Actual items may increase or decrease by 5 %. Pro rata AMC amount will be paid on this variation.
- (xxiv) Subject to satisfactory completion of the Annual Maintenance Contract for the year ending 31.03.2025, the successful bidder shall upon written confirmation from this Office, extend the AMC for a further period of one year, ending 31.03.2026, at the same unit rates quoted for this tender, with the number of IT assets either increasing or decreasing, which will be intimated during communication of the extension of AMC for 2025-26.
- (xxv) A separate agreement will have to be entered into by the successful service provider on awarding the contract.



DIRECTOR (ADMN)

SERVERS

SLNO	DGNO	MAKE	MODEL
1	DG134	IBM	SYSTEMX3500M4
2	DG145	HP	PROLIANT ML350P
3	DG153	DELL	Poweredge T630
4	DG171	HP	HPE DL 380 GEN 10


DATA MANAGER

DESKTOPS

SL NO	DG NO	MAKE	MODEL
1	DG066	DELL	Optiplex MT
2	DG068	DELL	Optiplex MT
3	DG069	DELL	Optiplex MT
4	DG072	HP	HPCOMPAQ6200
5	DG076	HP	HPCOMPAQ6200
6	DG077	HP	HPCOMPAQ6200
7	DG078	HP	HPCOMPAQ6200
8	DG081	HP	HPCOMPAQ6200
9	DG085	HP	HPCOMPAQ6200
10	DG091	HP	HPCOMPAQ6200
11	DG093	HP	HPCOMPAQ6200
12	DG095	HP	HPCOMPAQ6200
13	DG096	HP	HPCOMPAQ6200
14	DG097	HP	HPCOMPAQ6200
15	DG098	HP	HPCOMPAQ6200
16	DG100	HP	HPCOMPAQ6200
17	DG103	DELL	OPTIPLEX 9010
18	DG104	DELL	OPTIPLEX 9010
19	DG106	DELL	OPTIPLEX 9010
20	DG108	DELL	OPTIPLEX 9010
21	DG109	DELL	OPTIPLEX 9010
22	DG110	DELL	OPTIPLEX 9010
23	DG111	DELL	OPTIPLEX 9010
24	DG112	DELL	OPTIPLEX 9010
25	DG113	DELL	OPTIPLEX 9010
26	DG115	DELL	OPTIPLEX 9010
27	DG118	DELL	OPTIPLEX 9010
28	DG119	DELL	OPTIPLEX 9010
29	DG120	DELL	OPTIPLEX 9010
30	DG121	DELL	OPTIPLEX 9010
31	DG123	DELL	OPTIPLEX 9010
32	DG124	DELL	OPTIPLEX 9010
33	DG125	DELL	OPTIPLEX 9010
34	DG126	DELL	OPTIPLEX 9010
35	DG127	DELL	OPTIPLEX 9010
36	DG128	DELL	OPTIPLEX 9010
37	DG129	DELL	OPTIPLEX 9010
38	DG130	DELL	OPTIPLEX 9010
39	DG131	DELL	OPTIPLEX 9010
40	DG133	DELL	OPTIPLEX 9010
41	DGAC135	HP	PRODESK400G2
42	DGAC136	HP	PRODESK400G2
43	DGAC137	HP	PRODESK400G2
44	DGAC138	HP	PRODESK400G2
45	DGAC139	HP	PRODESK400G2

46	DGAC140	HP	PRODESK400G2
47	DGAC141	HP	PRODESK400G2
48	DGAC143	HP	ELITEDESK800G1
49	DGAC144	HP	ELITEDESK800G1
50	DGAC146	HP	PRODESK280G1M
51	DGAC147	HP	PRODESK280G1M
52	DGAC148	HP	PRODESK280G1M
53	DGAC149	HP	PRODESK280G1M
54	DGAC150	HP	PRODESK280G1M
55	DGAC151	HP	PRODESK280G1M
56	DGAC152	HP	PRODESK280G1M
57	DGAC154	LENOVO	THINKCENTRE M710T
58	DGAC155	HP	280G3MT
59	DGAC156	HP	280G3MT
60	DGAC157	HP	280G3MT
61	DGAC158	HP	280G3MT
62	DGAC159	HP	280G3MT
63	DGAC160	HP	280G3MT
64	DGAC161	HP	280G3MT
65	DGAC162	HP	280G3MT
66	DGAC163	HP	280G3MT
67	DGAC164	HP	280G3MT
68	DGAC165	HP	280G3MT
69	DGAC166	HP	280G3MT
70	DGAC167	HP	280G3MT
71	DGAC168	HP	280G3MT
72	DGAC169	HP	280G3MT
73	DGAC170	HP	280G3MT
74	DGAC173	HP	ProOne 400 G4 AiO
75	DGAC174	HP	280 Pro G6
76	DGAC175	HP	280 Pro G6
77	DGAC176	HP	280 Pro G6
78	DGAC177	DELL	5480 AIO Series
79	DGAC178	DELL	5480 AIO Series
80	DGAC179	DELL	5480 AIO Series


DATA MANAGER

LAPTOPS

SLNO	DGNO	MAKE	MODEL
1	DG75	DELL	PRECISION 7710
2	DG76	DELL	PRECISION 7710
3	DG77	HP	348G4
4	DG78	HP	348G4
5	DG79	HP	348G4
6	DG80	HP	348G4
7	DG81	HP	348G4
8	DG83	HP	348G4
9	DG84	HP	348G4
10	DG85	HP	348G4
11	DG86	HP	348G4
12	DG87	HP	348G4
13	DG88	HP	348G4
14	DG90	HP	348G4
15	DG91	HP	348G4
16	DG93	HP	348G4
17	DG94	HP	348G4
18	DG95	HP	348G4
19	DG96	HP	348G4
20	DG97	HP	348G4
21	DG99	HP	348G4
22	DG100	HP	348G4
23	DG102	HP	348G4
24	DG103	HP	348G4
25	DG107	HP	348G4
26	DG109	HP	348G4
27	DG110	HP	348G4
28	DG111	HP	348G4
29	DG112	HP	348G4
30	DG113	HP	348G4
31	DG114	HP	348G4
32	DG131	ASUS	P1410 NOTE BOOK
33	DG132	ASUS	P1410 NOTE BOOK
34	DG133	ASUS	P1410 NOTE BOOK
35	DG134	ASUS	P1410 NOTE BOOK
36	DG135	ASUS	P1410 NOTE BOOK
37	DG136	ASUS	P1410 NOTE BOOK
38	DG137	ASUS	P1410 NOTE BOOK
39	DG138	ASUS	P1410 NOTE BOOK
40	DG139	ASUS	P1410 NOTE BOOK
41	DG140	ASUS	PRO P1440FA-FQ2351R
42	DG141	ASUS	PRO P1440FA-FQ2351R
43	DG142	ASUS	PRO P1440FA-FQ2351R
44	DG143	ASUS	PRO P1440FA-FQ2351R
45	DG144	ASUS	PRO P1440FA-FQ2351R

46	DG145	ASUS	PRO P1440FA-FQ2351R
47	DG146	ASUS	PRO P1440FA-FQ2351R
48	DG147	ASUS	PRO P1440FA-FQ2351R


0603
DATA MANAGER

PRINTERS

SLNO	DGNO	MAKE
1	DG07	HP MONO1020
2	DG21	HP LJ1007
3	DG22	HP LJ1007
4	DG23	HP LJ1007
5	DG24	HP LJ1007
6	DG25	HP LJ1007
7	DG28	HP P1007
8	DG29	HP P1007
9	DG30	HP P1108
10	DG31	HP P1108
11	DG32	HP P1108
12	DG33	HP P1108
13	DG34	HP P1108
14	DG35	HP P1108
15	DG44	HP 1606DN
16	DG46	SAMSUNG
17	DG50	WIPRO HQ 4400
18	DG52	HP M128 FN
19	DG53	HP P1106
20	DG54	HP P1106
21	DG55	HP 202DW
22	DG56	HP 202DW
23	DG57	HP M706N A3
24	DG61	1020 PLUS
25	DG62	HPM1136
26	DG63	HPM1136
27	DG64	HPM1136
28	DG65	HPM1136
29	DG66	HP
30	DG67	HP MFP M72625
31	DG68	HP MFP M72625
32	DG69	HP MFP M72625
33	DG70	HP MFP M72625
34	DG71	CANON MF 643 CDW
35	DG72	CANON IR2006N
36	DG73	CANON IR2006N
37	DG74	HP PRO M230SDN
38	DG75	HP PRO M405DW
39	DG76	HP PRO M405DW
40	DG77	CANON LBP6030B
41	DG78	CANON LBP6030B
42	DG79	HP 208DW
43	DG80	HP 208DW
44	DG81	CANON LBP6030B
45	DG82	CANON LBP6030B
46	DG83	CANON LBP6030B
47	DG84	CANON LBP6030B
48	DG85	CANON LBP6030B
49	DG86	CANON LBP6030B
50	DG87	CANON LBP6030B
51	DG88	CANON LBP6030B
52	DG89	CANON LBP6030B

DATA MANAGER 

SCANNERS

S.NO	DG NO	make	MODEL
1	DG02	HP	ADF SCANJET 5590
2	DG03	HP	ADF SCANJET 5590
3	DG06	HP	ADF SCANJET 5590
4	DG09	HP	ADF SCANJET 5590
5	DG10	HP	ADF SCANJET 5590
6	DG11	PROTONICS	PORTABLE SCANNER
7	DG12	PROTONICS	PORTABLE SCANNER
8	DG13	PROTONICS	PORTABLE SCANNER
9	DG14	EPSON	FLATBED-Perfection V39
10	DG15	EPSON	DS-1630
11	DG16	EPSON	DS-1630
12	DG17	EPSON	DS-1630 .


DATA MANAGER