

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), U.P.,**  
**PRAYAGRAJ**

# **NOTICE INVITING TENDER**

**For**

**Comprehensive Annual Maintenance Contract of  
Computers, Servers, Laptops, Printers and Peripherals for  
FY 2022-23 i.e. 01/04/2022 to 31/03/2023.**

Due date and time for submission of tender:

**30/03/2022 till 3:00 pm**

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), U.P.,**  
**PRAYAGRAJ**

No. : PAG (Audit-I)/ISW/F No. 86 (Vol. x)/2021-22/220

Dated : 15/03/2022

To

All Interested/Eligible Bidders,

**Subject: -Notice Inviting Tender for Comprehensive Annual Maintenance Contract of Computers, Servers, Laptops, Printer and Peripherals for FY 2022-2023 i.e. 01.04.2022 to 31.03.2023.**

Sir/Madam,

This is to state that tenders for above mentioned work has been uploaded on Central Public Procurement Portal i.e. <https://eprocure.gov.in> as well as on office website (<https://cag.gov.in/ag1/uttar-pradesh/en>). Hence interested bidder may download the tender notice from the said websites and submit their bids within due date/time as per this tender notice.

Sd/-

**Senior Audit Officer/ISW**

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), U.P.,**  
**PRAYAGRAJ**

No. : PAG (Audit-I)/ISW/F No. 86 (Vol. x)/2021-22/221

Dated : 15/03/2022

**Subject: Sealed Tenders for Comprehensive Annual Maintenance contract of Servers, Desktop Computers, Laptops, Printers and other computer peripherals installed in this Office for the period from 01.04.2022 to 31.03.2023.**

The office of the PRINCIPAL ACCOUNTANT GENERAL(AUDIT-I),U.P.,PRAYAGRAJ Invites Open Tender for the comprehensive Annual Maintenance Contract for Servers, Desktop/Laptop Computers, Printers and other peripherals installed in this office as per list given in Annexure-I with the following additional information:-

1. All the hardware items installed at various sites in this office are in working condition. However, the vendor may check/inspect it to their satisfaction on any working day between 10 AM to 5 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. It may be noted that the quantities of the items tabulated at Annexure-I are approximate and we are in the process to replace old systems with new ones, leading to change in the quantity of items during the period of AMC. Therefore, rates for all the items should necessarily be quoted (inclusive of all taxes) in the tender document, in both unit rate and 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. The vendors must enclose an EMD of Rs. 15000/- in form of DD of any nationalized bank in favour of Pay and Accounts Officer ,O/o the AG(A&E)-I,U.P., Prayagraj with its tender.
4. The Tenders should be in two parts i.e., Technical and Financial in the attached prescribed form (annexed as Annexure II & III) for maintenance of Desktop, laptops, Printers and other Peripherals.
5. The Vendor should clearly mention its Eligibility as per the eligibility criteria in Annexure-II.
6. The Financial bid should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions listed in the tender enquiry. The bids should be for comprehensive AMC and indicate rates for each item separately.

7. The tenders may please be addressed and sent to **SENIOR DEPUTY ACCOUNTANT GENERAL (ADMINISTRATION), O/o PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), U.P., 15-A, Dayanand Marg, PRAYAGRAJ-211001**. The technical and financial bid should be in separate sealed covers and the envelope should indicate clearly the nature of bid contained in the envelope viz. Technical bid or Financial bid for maintenance of Servers/Desktop Computers/laptops/Printers and Other Peripherals on the top of the envelope. Both envelopes should be kept in a single envelope addressed to authorized recipient. Envelop should reach on or before **30/03/2022 ( 3:00 PM)**. All the tenders received, will be kept in the box under the custody of Senior Deputy Accountant General (Administration), placed in the chamber **of SENIOR DEPUTY ACCOUNTANT GENERAL (ADMINISTRATION), IIND FLOOR, O/o PAG (AUDIT-I), U.P., PRAYAGRAJ** for the purpose.
8. The successful bidder has to enter an agreement on the standard terms and conditions of this department.
9. No tenders will be entertained which is received after due date i.e **30/03/2022 ( 03:00 PM)**. The technical bids will be opened in the presence of the interested bidders or authorized representative on **30/03/2022 ( 04:00 PM)**. Financial bids of only successful bidders successful in technical bid will be opened on a subsequent date after due intimation to all the bidders.
10. Payment will be on prorate/proportional basis for all hardware items which come under the purview of AMC after lapse of warranty period during the financial year 2022-23.
11. The decision of the **PRINCIPAL ACCOUNTANT GENERAL** will be final in case of any dispute.

**Sr Audit Officer/ISW**

**TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF Desktop Computers, Laptops, Printers, Servers and other Computer Peripherals etc.**

***1. SCOPE OF THE CONTRACT:***

This contract will cover Preventive and break down Maintenance of Desktop/Laptop Computers, Servers, Printers and other Computer peripherals as per Annexure-I and satisfactory working of LAN. **The contract shall also include shifting/reinstallation of system along with required software, if corrupted and to update the installed software.**

**1.1** The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts and sub-assemblies and connecting electrical wires. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. **All the consumable articles/parts such as material required for cleaning of equipment and machinery, repairs and maintenance will be provided by the service provider at no extra charge to the buyer. The repairs/replacement of spare parts (except consumables) and maintenance will be provided by the service provider at no extra charge to the buyer.**

**1.2 (a)** Complaint must be resolved within 4 hours when no change of spare part is involved, however, in case it requires change of spare part, the complaint should be resolved within 48 hours of its receipt.

**(b)** In case the system is not repaired, or an alternative system of similar specification not provided as standby within the period of 48 hours from the time of failure reported, then the buyer may choose to get the same repaired or part replaced by other authorized/suitable service agency and the cost/expenditure incurred therein shall be recoverable from the service provider.

**(c)** The annual maintenance shall be carried out during office hours, primarily at the premises of the office. In case, the service provider feels that the equipment cannot be repaired at site, they should carry themselves to their designated workshop for repair and deliver the functional equipment back to user at their own cost and risk after getting it repaired promptly. The original unit shall in any case be repaired/returned within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per peripheral which will be limited upto 10% of the total contract value.

1.3 It will be the responsibility of the firm to ensure error free performance of existing peripherals as mentioned under Annexure-I from 9.30 AM to 6.30 PM on all working days except Sundays and other Gazetted/National holidays (or as mutually decided between both the parties concerned).

1.4 For this purpose the firm shall provide minimum one resident service engineer at this office on all working days from 9.30 AM to 6.30 PM. The engineers should have their own mobile phones to ensure their availability.

## **2.0 PERIOD OF THE CONTRACT**

2.1 This contract shall remain valid for a period from 01.04.2022 to 31.03.2023, which will be specified in the Letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may **be terminated before completion of AMC period by giving one month notice to the firm. The decision of office will be final.**

2.3 **The contract of the successful vendor shall be continued upto two year, if vendor follow all ibid terms and conditions and provide satisfactory services.**

## **3.0 RATES FOR AMC**

3.1 *The firms should quote their rates in words as well as in figures on the tender form issued to all the vendors.* The rates shall be inclusive of all taxes and duties.

3.2 If AMC rates exceeds 6% of purchase value of each item negotiation with the firm quoting lowest rates will be held to reduce the rates upto 6 percent of the purchase value.

3.3 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.

## **4.0 PAYMENT TERMS**

4.1 The Annual Maintenance charges would be paid in four installments at an interval of three months each. First installment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills

separately by the contractor to Asstt. Audit officer/ Sr. Audit Officer, ISW, O/o the PAG (Audit-I), 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 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; GST. as per rules.

## **5.0 OTHER TERMS**

5.1 A log register shall be maintained in the designated section (ISW Section) 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 representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register. This will then be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representatives of the firm and this office would record it in the log register and the complaint would be treated as resolved.

5.2 Preventive maintenance with virus detection and special cleaning of the peripherals etc. from outside with liquid cleaner and inside with vacuum cleaner etc. will be carried out on monthly basis. Failure to clean external and internal parts of peripherals etc, an amount of ₹ **25/- per peripherals per quarter** will be deducted from the AMC amount payable to the firm. The report of preventive maintenance shall be sent quarterly by 5<sup>th</sup> day of expiry of the quarters to Sr .Audit Officer/ISW, Office of the PAG (Audit-I), UP, Prayagraj in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO/ISW in the call register and preventive maintenance register/file.

5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipment for service/maintenance will be brought/ kept by the Service Engineer while attending the

failures of Peripherals, LAN. Necessary space for doing the job, electricity point etc. will be made available by the office. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the user. The firm should ensure that original devices may be returned within the prescribed period of two months otherwise deduction of amount as penalty would be done in accordance to the provisions mentioned in clause 1.2 above.

5.4 All the Annexures should be undersigned (on each page) by authorized representative of firm with Seal.

## **6.0 SECURITY DEPOSIT**

6 (a) Security Deposit for the work shall be 10% of the contract value. First quarterly payment of AMC will be released only after submission of Bank Guarantee/FDR equal to 10% of total AMC amount otherwise an amount equal to 10% of the contract value as performance guarantee will be deducted from the first quarter payment of AMC.

6 (b) Security Deposit (SD) shall be returned to the contractor after approval of Dy. Accountant General (Admin) of the office.

6 (c) 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 this office 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. Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law.

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 be required to execute an agreement with the President of India acting through Deputy Accountant General, (Admn), O/o the PAG (Audit-I), U.P. Prayagraj-211001 or its authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

**Senior Audit Officer/ISW**

**ANNEXURE-II**

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(AUDIT-I),U.P.,PRAYAGRAJ**  
**(FORMAT FOR TECHNICAL BID)**

<b>Sl.No.</b>	<b>Required Information</b>	<b>Details of Information</b>	<b>Annexure Nos showing details</b>
1.	List of customers indicating major value of AMC completed satisfactorily against each in the past 03 years.(Copy for work order from the existing Govt. organization must be enclosed.)		
2.	The vendor should have AMC turnover cost between Rs. 10 lakh to 15 lakh per year in case of AMC of computers, Servers, Laptops and other peripherals.		
3.	The location of nearest service center of the firm from which services would be provided.		
4.	The service infrastructure available at service center especially in-house repair lab, inventory of spares.		
5.	Calls response and follows up etc. reports in respect of 03 major contracts performed during the previous 03 years be submitted.		
6.	Technically qualified personnel available with the service centre along with name and professional qualification, profile of service engineer.		
7.	Proof of engineer's capability of extending on-site software support for Window, Oracle, Linux and other software.		
8.	Copy of latest Income Tax & GST Returns of the firm must be enclosed.		
9.	Are you in a position to deploy 02 Resident service engineers at this Office i.e., O/o the PAG(Audit-I), U.P., Prayagraj. Resident engineers having three years diploma and at least one year experience requires to be posted.		
10.	Recognition or certificate from any major PC/Server/Peripheral vendor for undertaking AMC on their behalf.(certificate to be enclosed).		
11.	EMD of Rs. 15000/- to be enclosed in form of a Bank Draft in favour of "Pay and Accounts Officer, O/o the AG(A&E)-I, U.P., Prayagraj along with technical bid.		
12.	The firm should enclose evidence for its existence for over three years in the maintenance business.		
13.	The firm must have previous experience in		

	maintaining Hardware and Network Systems (Servers, standalone computers and printers. Network components, scanners, peripherals and other hardware parts and accessories etc.) in Central/State Govt. organizations/Public Sector Units.(Copy of work order from the existing Govt. clients(organizations) must be enclosed along with their offer).		
<b>14.</b>	The firm also must have expertise and experience in taking trouble shooting of LAN and have executed successfully and satisfactorily at least one AMC of more than 100 computers on Network.		
<b>15.</b>	The firm should ensure presence of their office at Prayagraj. In case the contract is awarded to a firm not having its office at Prayagraj, then the firm will have to set up their local office at Prayagraj with a contract person having basic/mobile phone at Prayagraj within 15 days of issue of Letter of Acceptance.		
<b>16.</b>	The bidders should have sufficient number of technical and experienced staff having minimum of two years experience in the relevant field. Detailed particulars of technical/non-technical staff to assist the company in the works should be enclosed.		
<b>17.</b>	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.		

**Signature of authorized representative of firm with Seal(on each page)**

**ANNEXURE-III**  
**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (Audit-I), U.P., PRAYAGRAJ.**  
**(LIST OF COMPUTER HARDWARE TO BE PLACED UNDER AMC FOR THE YEAR 2022-23 i.e.**  
**FROM 01.04.2022 to 31.03.2023)**

Sl No.	Description of Items	Quantity	Date of Purchase	Rate per Unit	Amount
<b>DESKTOPS</b>					
1	HP Core i5 4GB RAM 1 TB HDD	20	01/09/2015		
2	HP Core i3, 4 GB RAM, 500 GB HDD	03	26/12/2016		
3	Lenovo Intel Core i5, 4 GB RAM, 1 TB HDD	10	28/12/2016		
4	HP i7 6 <sup>th</sup> Generation, 32 GB RAM, 2 TB HDD	03	06/03/2017		
5	Lenovo Core i5, 8 GB RAM, 1 TB HDD	16	30/10/2017		
6	Acer Verition 200-H110 i5-7400, 8 GB RAM, 1 TB HDD	29	01/10/2018		
<b>LAPTOPS</b>					
1.	HP Pavilion Core-i7, intel core i7-7500U, 16 GB RAM, 2 TB ROM	01	02/11/2017		
2.	Lenovo Core-i5 (7th Gen), intel core i5-7200U, 8 GB RAM, 1 TB ROM	11	06/12/2017		
3.	HP Core-i5 Model - HP348G4, intel core i5-7200U, 8 GB RAM, 1 TB ROM	47	01/10/2018		
4.	MAC BOOK AIRMQ32HN/A Core-i5, 8 GB RAM, 128 GB ROM	2	19/03/2019		
5.	Dell Vostro P63F i5-8250, 8 GB RAM, 1 TB ROM	1	08/10/2018		
6.	HP Intel Core i5 TP7 LS C1U 8 GB RAM 512 GB ROM	7	13/10/2021 (warranty expires on 10/10/2022)		
<b>PRINTERS</b>					
1	HP Laserjet 1020+	12	Purchase during period (11/04/2008 to 16/04/2012)		
2	HP Laserjet M1005	13	01/09/2015		
3	HP Laserjet M1005	4	24/10/2016		
4	HP Laserjet PRO 104nw	21	20/01/2018		
5	HP Laserjet Pro 1108	7	28/11/2018		
6	Brother MFC-L3735CDN Network	1	25/10/2019		

	Colour Led Printer				
7	Lexmark B2236dw	5	22/10/2019		
8	Xerox B215	5	22/10/2019		
9	Brother HL-L3270CDW wireless colour LED Printer	1	29/11/2019		
10	Brother Printer	1	14/01/2021		
<b>PROJECTORS</b>					
1.	Panasonic	01	01/04/2006		
2	NECP401WG	02	31/07/2014		
<b>SERVERS</b>					
1	HP INTEL(R)XEON(R) (Mid Range) 2 GB RAM	01	24/11/2010		
2	Intel Xeon E5-2620V4 (Mid Range) 64 GB RAM	01	04/03/2017		
<b>LAN NETWORK</b>					
1.	Maintenance of total networking with all their components and Intranet	1 Job			

**Sr Audit Officer/ISW**