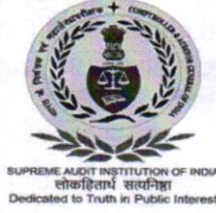


भारतीय लेखा परीक्षा और लेखा विभाग
प्रधान निदेशक लेखापरीक्षा का कार्यालय
रेलवे उत्पादन इकाईयाँ एवं मेट्रो रेलवे,
14, स्ट्रैंड रोड, न्यू कोइलाघाट बिल्डिंग,
(5 वीं मंजिल), कोलकाता-700001



INDIAN AUDIT AND ACCOUNTS DEPARTMENT
OFFICE OF THE PRINCIPAL DIRECTOR OF AUDIT
RAILWAY PRODUCTION UNITS & METRO RAILWAY
14, STRAND ROAD, NEW KOILAGHAT BUILDING
(5th FLOOR), KOLKATA-700001

संख्या: RPU/EDP/AMC/2020/ 2692

दिनांक : 04th March 2025

NOTICE INVITING TENDER

Sealed tenders as per tender format are invited for 'Annual Maintenance Contract of Information Technology Assets/Computers' for the period commencing from 1st April 2025 to 31st March 2026 at O/O the Principal Director of Audit, Railway Production Unit & Metro Railway, 14, Strand Road, New Koilaghat Building (5th Floor), Kolkata-700001.

Intending bidders should fulfill the following terms and conditions:

1. The intended bidders should have a minimum of five years' experience in the Annual Maintenance Contract field, duly supported by documentary evidence as regards competence and goodwill. The firm should have adequate qualified manpower having experience in the field.
2. The intended bidders may please send a bid for **providing a permanent Resident Technician** exclusively for this office for the entire office hours (10:00 to 18:30 hrs) on all working days as well as for emergency calls on weekends/holidays for maintenance works for all hardware installed at O/o the Principal Director of Audit, Railway Production Unit & Metro Railway, 14, Strand Road, New Koilaghat Building (5th Floor), Kolkata-700 001
3. Sealed quotations should be duly superscripted 'Quotation for AMC of IT Assets' and addressed to the Sr. Audit Officer/EDP, O/o the Principal Director of Audit, Railway Production Unit & Metro Railway, 14, Strand Road, New Koilaghat Building (5th Floor), Kolkata-1. The quotation may be sent by post/hand to be reached by **13th March 2025 at 17.00 hrs.** Quotation received after stipulated date and time shall not be entertained.
4. The successful tenderer will have to deposit security money @ 10% of tender value in the form of Bank guarantee for minimum of one year with any nationalized bank if the contract value is five lakh or more. The same may be forfeited in case of breach of contract, if any.
5. The AMC rates mentioned in this contract will be valid for the financial year 2025-2026 commencing from 01.04.2025 or from the date of awarding the contract, whichever is later. Bid price should be inclusive of all taxes, GST, Levies etc. and will be certified as such by bidder. The Principal Director of Audit can terminate the contract at any time by giving formal notice in writing.

H

6. The AMC includes formatting of computer, laptop, data recovery and reinstallation including software used in the office and covers repair and replacement of all spare parts of the Computer/ Server/ Laptop/ Printer/ Scanner/ Projector/ LAN (inclusive of HUB, Switch etc.) excluding body of the equipment.
7. System maintenance charges shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, printer hands, computer stationery, battery for UPS and CDs. Laser Printer maintenance charges include all parts including Fuser Assemblies, Fuser Units and Teflon Sheets.
8. For preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis.
9. For down time calculation, the day on which the call is lodged will be taken as part of down time. Also, if the user is not able to handover the system to the Company Technician for maintenance purposes such time will not be considered for the down time penalty.
10. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
11. This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services for spares cost arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.
12. Each location of the Office of the Principal Director of Audit will keep a record of machine failure including the nature of failure, date and time of booking the complaint (at mutually agreed location), when the machine is made up and the total down time. This record will be signed by the company resident Technician daily in the case of deployment of a Resident Technician exclusively for this office.
13. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to the workshop premises, with prior approval, and provide alternate equipment of matching specification. This office equipment in any case will have to be repaired/set right within 10 days and returned to the office. The firm will arrange their own transport for which no extra payment will be made.
14. The personnel of the Company will comply with all the security regulations on Railway premises.
15. Resident Technician should have sufficient and requisite knowledge on maintenance and trouble shooting in Windows/LAN or any other environment and should be capable to diagnose and to provide quick solutions.
16. In the case of deployment of Resident Technicians, he/she shall not be changed frequently. Only two changes in respect of the resident Technician will be permitted during the year. For any subsequent change a penalty of ₹1,000/- would be charged.

However, if found incompetent by the Principal Director of Audit, the resident Technician shall be changed by the firm.

17. The resident Technician deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories mentioned under schedule of quantities and carry out all the activities under the control and technical supervision of EDP Section of the Office of the Principal Director of Audit. As soon as this office logs a call, the resident Technician shall respond to troubleshoot the issues immediately.
18. Service Assurance for all PCs, Printers, Scanners Laptops, etc:- Maximum acceptable downtime will be one day including holidays from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as provided in Para--16 will apply.
19. **Penalty**
 - i. Penalty for not attending the calls Service Assurance will be ₹100/- per working day for system, Printer, Laptop, Scanners etc..
 - ii. Penalty on failure of doing scheduled Periodic Maintenance (PM) and submission Reports in time will be ₹175 per month.
20. **AMC CHARGES:**

AMC Charges for the systems would be applicable after finalizing the Tender.
21. **PAYMENT TERMS:**
 - a. The total value of the contract will be paid at the end of each quarter with equal installment on pro-rata basis.
 - b. The Payment will be made after full satisfaction of service in July 2025, October 2025, January 2026 and April 2026.
22. The Principal Director of Audit reserves the right to cancel any or all the tenders without assigning any reason.
23. In case the successful bidder(s) found in breach of any condition(s) of the tender at any stage, the legal action as per rules/laws shall be initiated against the agency concerned.
24. The firm should have extensive and long Experience of providing AMC in Government Departments and especially in IAAD. The firm will have to attach supporting documents in this regard.
25. The tendering firm must be registered with the Goods & Service Tax Department, and they must submit the latest Goods & Service Tax Clearance Certificate. In the absence of these documents, the tender will not be entertained.
26. All the firms participating in the tender must submit a list of their owners/partners etc. alongwith their contact Telephone numbers and a Certificate/undertaking to the effect that the firm is neither blacklisted by any Government Department nor any criminal cases registered against the firm.

27. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along with the tender.
28. All disputes and differences arising out or in connection with this tender/ contract shall be subject to the exclusive jurisdiction of courts at Kolkata and will be interpreted under Indian Law.
29. Conditional Quotation will not be accepted. The Committee reserves the right to negotiate the rate of L-1 bidders, in case of multiple L-1 bidders.
30. The quotation should be neatly typed. No erasure or overwriting will be accepted.
31. A copy of terms and conditions duly signed by the Tenderer in token of having understood and agreed to the same may be attached along with the tender.

Enclosure: Tender Format & Annexure I


**Sr. Audit Officer, EDP
RPU & MR, Kolkata**

NOTE:

The following documents should be submitted for technical analysis failing which the tender shall be rejected:

- i. Copies of PAN, GST Registration Number, Income Tax Clearance Certificate of Firms of last three years
- ii. Proof of having successfully executed minimum of one AMC of more than 50 computers, 50 Printers and 10 UPSs connected under LAN
- iii. Proof of past experience at least 5 years of doing Annual Maintenance Contract.
- iv. Certificate from three existing clients from Government of India or PSU or PSE having AMC.
- v. The address of the service centres with contract person name.
- vi. Telephone and fax numbers at Kolkata.
- vii. Details of manpower to be deployed by the firm.
- viii. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.

[Handwritten mark]

TENDER FORMAT

To,
The Sr. Audit Officer/EDP
O/O the Principal Director of Audit,
Railway Production Unit & Metro Railway,
New Koilaghat Building, (5th floor)
14 Strand Road, Kolkata-700001.

Sir,

With reference to your tender notice No. _____ dated _____ I am to submit my tender document for 'Annual Maintenance Contract for Information Technology /Computer'.

I further affirm that I have read and fully understood the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case, I fail to abide by the terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.

Enclosure:

1. Statement of quoted value of tender
2. Copy of trade License
3. Experience Certificate for at least 3 years in similar services.

Dated:

Yours faithfully,

Signature _____

Name of the tenderer _____

M/S. _____

Details of IT Assets (age life is less than or equal to six years as on 01.04.2025) for RPU & MR only

Sl. No.	Items	No. of Items	Make	Hardware No.	Item ID No.	Date of purchase	Cost of Assets	Total Cost
1	Desktops	5	ACER	UXVTUSI248M0873196	RPU/CPU/21-22/45	24-03-2022	₹ 60,359	₹ 3,01,795
2			ACER	UXVTUSI248M0871973	RPU/CPU/21-22/46	24-03-2022	₹ 60,359	
3			ACER	UXVTUSI248M0873151	RPU/CPU/21-22/47	24-03-2022	₹ 60,359	
4			ACER	UXVTUSI248M0872907	RPU/CPU/21-22/48	24-03-2022	₹ 60,359	
5			ACER	UXVTUSI248M0876928	RPU/CPU/21-22/49	24-03-2022	₹ 60,359	
6	AIO	1	HP AIO	8CC048149D	RPU/CPU/20-21/44	09-02-2021	₹ 81,700	₹ 81,700
7	Laptops	16	HP	5CG1047KVY	RPU/Laptop/20-21/34	24-02-2021	₹ 47,966	₹ 8,12,928
8			HP	5CG104912D	RPU/Laptop/20-21/35	24-02-2021	₹ 47,966	
9			HP	5CG1050BK0	RPU/Laptop/20-21/36	24-02-2021	₹ 47,966	
10			HP	5CG1047QZX	RPU/Laptop/20-21/37	24-02-2021	₹ 47,966	
11			HP	5CG1047WV5	RPU/Laptop/20-21/38	24-02-2021	₹ 47,966	
12			HP	5CG1048YV8	RPU/Laptop/20-21/39	24-02-2021	₹ 47,966	
13			HP	5CG1050BJH	RPU/Laptop/20-21/40	24-02-2021	₹ 47,966	
14			HP	5CG10491YK	RPU/Laptop/20-21/41	24-02-2021	₹ 47,966	
15			HP	CND1243RMC	RPU/Laptop/21-22/51	25-08-2021	₹ 53,650	
16			HP	CND1243SFB	RPU/Laptop/21-22/52	25-08-2021	₹ 53,650	
17			HP	CND1243RPJ	RPU/Laptop/21-22/53	25-08-2021	₹ 53,650	
18			HP	CND1243SCT	RPU/Laptop/21-22/54	25-08-2021	₹ 53,650	
19			HP	CND1243S0H	RPU/Laptop/21-22/55	25-08-2021	₹ 53,650	
20			HP	CND1243SDV	RPU/Laptop/21-22/56	25-08-2021	₹ 53,650	
21			HP	CND1243SD0	RPU/Laptop/21-22/57	25-08-2021	₹ 53,650	
22			HP	CND1243S22	RPU/Laptop/21-22/58	25-08-2021	₹ 53,650	
23	B/W Printer	6	HP	PHF3D00314	RPU/Printer/21-22/33	21-10-2021	₹ 24,780	₹ 1,43,465
24			Brother	E83453D4N698892	RPU/Printer/24-25/35	05-08-2024	₹ 23,737	
25			Brother	E83453D4N698892	RPU/Printer/24-25/36	05-08-2024	₹ 23,737	
26			Brother	E83453D4N719405	RPU/Printer/24-25/37	05-08-2024	₹ 23,737	
27			Brother	E83453D4N719546	RPU/Printer/24-25/38	05-08-2024	₹ 23,737	
28			Brother	E83453D4N699037	RPU/Printer/24-25/39	05-08-2024	₹ 23,737	
29	Colour Printer	1	HP	VNC4600819	RPU/Printer/21-22/32	22-10-2021	₹ 43,070	₹ 43,070
30	Scanner	3	Canon	JAU14834	RPU/Scanner/20-21/10	08-03-2021	₹ 21,098	₹ 63,294
31			Canon	JAU14834	RPU/Scanner/20-21/11	08-03-2021	₹ 21,098	
32			Canon	JAU14834	RPU/Scanner/20-21/12	08-03-2021	₹ 21,098	
Total Cost								₹ 14,46,252
AMC Limit (6% on total cost of Assets)								₹ 86,775.12