

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

No. : PAG (Audit-I)/ISW/F No. 86 (Vol. IX)/2023-24/585
Dated : 28/03/2024

NOTICE INVITING TENDER

For

**Comprehensive Annual Maintenance Contract of Online
UPS for FY 2024-25 i.e. 10/04/2024 to 10/04/2025.**

Due date and time for submission of tender:

08/04/2025 till 3:00 pm

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

No. : PAG (Audit-I)/ISW/F No. 86 (Vol. IX)/2023-24/585
Dated : 28/03/2024

To

All Interested/Eligible Bidders,

Subject: -Notice Inviting Tender for Comprehensive Annual Maintenance Contract of Online UPS for FY 2024-25 i.e. 10.04.2024 to 10.04.2025

Sir/Madam,

Sealed tenders are invited from reputed and experienced service providers with local service setup and office in Prayagraj District for carrying out the under mentioned work so as to reach the office on or before 05/04/2023 by 3:00 PM. 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**

1	Notice No. & Date	
2	Name of work	Annual Maintenance Contract for Online UPS for one year.
3	Earnest Money to be deposited	Rs. 5000 /-
4	Last date and time of receipt of tender	08/04/2024 (3:00 pm)
5	Date and time of opening of Technical bid.	08/04/2024 (4:00 pm)
6	Price Bid opening (PART II)	Same day or next day, will be informed to bidders.
7	Period of contract	From 10/04/2024 to 10/04/2025
8	Short description of work	Annual Maintenance of Online UPS for one year as per the details, at Annexure I.

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.

Sr Audit Officer/ISW

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

No. : PAG (Audit-I)/ISW/F No. 86 (Vol. IX)/2023-24/585

Dated : 28/03/2024

Subject: Sealed Tenders for comprehensive Annual Maintenance contract of Online UPS installed in this Office for the period from 10.04.2024 to 10.04.2025.

The office of the PRINCIPAL ACCOUNTANT GENERAL(AUDIT-I), U.P.,PRAYAGRAJ invites sealed tenders for the comprehensive Annual Maintenance Contract for Online UPS installed in this office as per list given in *Annexure-I* with the following additional information:-

1. All the Online UPS 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 firm must enclose an EMD of Rs. 5000/- in form of DD of any nationalized bank in favour of PAO,O/o the AG(A&E)-I,U.P., Prayagraj alongwith the tender.
4. The bid should be in two parts i.e., Technical and Financial bid in the attached prescribed form (annexed as *Annexure II & III*) for maintenance of Online UPS. Technical and Financial bids should be in two separate sealed envelopes.
5. The Firms should clearly mention their 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 two 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 Online UPS 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 **08.04.2024 (03:00 PM)**. All the tenders received, will be kept in the box under the custody of **SENIOR DEPUTY ACCOUNTANT GENERAL (ADMINISTRATION), IInd floor, O/o PAG (Audit-I), U.P., Prayagraj** placed in his chamber for this 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. **08.04.2024 (03:00 PM)**. The technical bids will be opened in the presence of the interested bidders or authorized representative on **08.04.2024 (04:00 PM)**. Financial bids of only technically successful bidders will be opened on same date or subsequent date after due intimation to all the bidders.
10. Payment will be on prorata/proportional basis for all hardware items which come under the purview of AMC after lapse of warranty period during the financial year 2023-24.
11. The decision of the **PRINCIPAL ACCOUNTANT GENERAL** will be final in case of any dispute.

Sd/-
Sr Audit Officer/ISW

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF Online UPS

Eligibility criteria for the bidders:

- i) The bidder should have minimum three years experience of executing AMC of UPS in any Government organization.
- ii) The bidder should have AMC turnover cost between ₹ 5.00 lakh to ₹ 10.00 lakh per year.
- iii) The bidder should have service centre of UPS at Prayagraj with all necessary equipment and infrastructure. 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 contact person having basic and mobile phone at Prayagraj within 15 days of issue of letter of acceptance.
- iv) The bidder should be registered with the Registrar of Companies or Registrar of Firms
- v) The bidder should submit its PAN no. and GST no. with the bid and enclose latest Income tax returns and GST returns.
- vi) The bidder should submit Recognition or certificate from any major OEM firm/vendor for undertaking AMC on their behalf.
- vii) The bidder should submit an EMD of ₹ 5,000.00 in form of a bank draft in favour of “Pay and Accounts Officer, O/o the Accountant General (A&E)-I, UP, Prayagraj”.
- viii) The bidder should have sufficient number of technical and experienced staff in well-equipped in maintenance of UPS having minimum of two years experience.
- ix) The bidder should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship in case of a propriety firm or Registration certificate if registered under Companies Act alongwith the tender documents.
- x) The bidder should never have been blacklisted from any Government office/Agency and should submit a certificate of declaration regarding the same.

1. SCOPE OF THE CONTRACT:

Comprehensive annual maintenance contract of ONLINE UPS for a period of one year for maintaining the items in good working conditions for providing business continuity and uptime of IT facilities in the office.

1.1 The contract is comprehensive and covers free replacement of all defective parts except battery. Replacement of any component should be done in consultation with

the Sr. AO/ISW and should be done after getting the approval. All the replaced components should be of OEM make or the make present in the UPS at the time of maintenance. If both these makes are NOT available in the open market, replacement should be done with superior/equivalent makes, only after getting approval from the Sr. AO/ISW.

1.2 (a) Ordinarily a complaint must be resolved within 4 hours when no change of spare part is involved, however, in case of requirement of 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 72 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, after making arrangement of standby, 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 fifteen days 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.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period of one year i.e. from the date of signing of MoU/Contract.

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 this office shall be final.

2.3 The contract of the successful vendor may be extended mutually at the existing rates for further two years in addition to the current year after approval of competent authority, if vendor follow all ibid terms and conditions and provide satisfactory services.

3.0 RATES FOR AMC

3.1 *The Vendors should quote their rates in words as well as in figures in the financial bid.*

The rates shall be inclusive of GST and all other charges.

3.2 If AMC rates exceed 6% of purchase value of each item negotiation with the firm quoting lowest rates will be held to reduce the rates upto 6 per cent 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 or during the extended period of contract.

4.0 PAYMENT TERMS

4.1 The Annual Maintenance charges would be paid quarterly during the year. First instalment 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 ISW section, 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 TDS will be made by the office, whenever applicable for Income Tax 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 the 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 will be carried out on monthly basis. Failure to clean external and internal parts of Online UPS shall amount to imposition of penalty of ₹ 25/- per system per quarter from the AMC amount payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th 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 the equipment. However all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. and also place for the men to, and keeping their tools shall be provided free of cost . 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 fifteen days 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 signed (on each page) by authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

6.1 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.

6.2 Security Deposit (SD) shall be returned to the contractor after approval of Sr Dy. Accountant General (Admin) of the office after completion of the contract period.

6.3 No interests will be payable upon the Security Deposit to the contractor under this tender.

7.0 LIABILITY FOR COSTS & DAMAGES

7.1 All Costs and damages or expenses which this office may incur due to default by the vendor may be deducted by the administration at his 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 vendor 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.

8.0 AGREEMENT

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

Sd/-
Sr Audit Officer/ISW

ANNEXURE-I

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

**(LIST OF UPS TO BE PLACED UNDER AMC FOR THE YEAR
2024-25**

ONLINE UPS and Stand Alone UPS			
Sl No .	Description of ONLINE UPS and Stand Alone UPS	Quantity	Date of Purchase
1	5 KVA APC Make	02	14/12/2012
2	6 KVA APC Make	02	30/09/2013
3	5 KVA APC MAKE	01	16/12/2014
4	6 KVA APC Make	03	01/10/2015
6	10 KVA Luminous Make	01	20/11/2018
7	Luminous LB 600 PRO, 600 VA	32	24/02/2021
8	Luminous LB 600 PRO, 600 VA	100	07/03/2022

ANNEXURE-II

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

Sl.No.	Required Information	Details of Information	Annexure Nos showing details
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 ₹ 5.00 lakh to 10.00 lakh per year. Copy of balance sheets of last three years to be enclosed.		
3.	The location of nearest service center with address of the firm from which services would be provided.		
4.	Whether 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 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.	Copy of latest Income Tax & GST Returns of the firm must be enclosed.		
8.	The Vendor firm must be registered with the Registrar of Companies or Registrar of Firms (enclose copy of registration certificate).		
9.	Recognition or certificate from any major OEM Firm/ Vendor for undertaking AMC on their behalf.(certificate to be enclosed).		
10.	EMD of Rs. 5000/- 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.		
11.	The vendor should enclose evidence for its existence for over three years in the maintenance business of UPS.		
12.	The vendor must have previous experience in maintaining Online UPS systems.		
13.	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 contact person having basic/mobile phone at		

	Prayagraj within 15 days of issue of Letter of Acceptance.		
14.	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.		
15.	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.		
16.	Certificate of declaration that the bidder has never been blacklisted by any Government Agency/firm.		

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

ANNEXURE-III

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

FINANCIAL BID

ONLINE UPS and Stand Alone UPS					
SI No .	Description of ONLINE UPS and Stand Alone UPS	Quantity	Rate (in whole ₹) (inclusive of all taxes) (in figures)	Amount (inclusive of all taxes)	
				In figures (₹)	In words
1	5 KVA APC Make	02			
2	6 KVA APC Make	02			
3	5 KVA APC MAKE	01			
4	6 KVA APC Make	03			
6	10 KVA Luminous Make	01			
7	Luminous LB 600 PRO, 600 VA	32			
8	Luminous LB 600 PRO, 600 VA	100			
Total					
Amount in words					

(Signature and seal)