



Office of the Accountant General (A&E)-1, M.P.
Bhopal Branch, 53, Arera Hills, Hoshangabad Road, Bhopal-462011
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No. Comp.VLC/Desktop/Tender/2025-26/D-78

Dated: 27.03.2025

To,

Notice Inviting Quotation

Sealed Tenders are invited for Annual Maintenance Contract for Computer Servers, Hardware Items, Networking, Lipi Line Printer and Online UPS. The Quotation may be submitted to Sr. Accounts officer/Purchase committee, O/o the Accountant General (A&E)-I, MP, 53, Arera Hills, Hoshangabad Road, Bhopal upto 2.00 PM on **07.04.2025**. The envelope should be superscripted in bold letters with **“QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR SERVERS, COMPUTER HARDWARE ITEMS, LINE MATRIX PRINTER AND ONLINE UPS”** as applicable. The opening of tenders shall be done at 4.00 pm on **07.04.2025**.

Servers

Sr No	Item Hardware with brief configuration	Year of Purchase	Quantity	Required Period of AMC
1	HP Servers (Production and Standby)	2017	02	From date of agreement to 31.03.2026

Computer Hardware Itmes

Sr No	Item Hardware with brief configuration	Year of Purchase	Quantity	Required Period of AMC
1	Desktop (Wipro-i5)	2011	02	From date of agreement to 31.03.2026
2	Desktop (HP-i5)	2014	06	From date of agreement to 31.03.2026
3	Desktop (HP-i3)	2014	08	From date of agreement to 31.03.2026
4	Desktop (ACER -i5)	2016	03	From date of agreement to 31.03.2026
5	Desktop (ACER -i3)	2016	12	From date of agreement to 31.03.2026
6	Desktop (HP-i5 7 th Gen)	2017	10	From date of agreement to 31.03.2026
7	Desktop (HP-i3)	2020	04	From date of agreement to 31.03.2026

8	Desktop (HP-i5)	2021	02	From date of agreement to 31.03.2026
9	Desktop (Dell All in one)	2021	01	From date of agreement to 31.03.2026
10	Laptop (HP – i5)	2021	02	From date of agreement to 31.03.2026
11	Laser Jet Printer-M1005-MFP	2012	01	From date of agreement to 31.03.2026
12	Laser Jet-HP-1020 Plus	2012	02	From date of agreement to 31.03.2026
13	Laser Jet-HP-1020 Plus	2013	02	From date of agreement to 31.03.2026
14	Laser Jet-HP-L J 1020 Plus	2015	08	From date of agreement to 31.03.2026
15	Laser Jet-HP-L J 1020 Plus	2020	02	From date of agreement to 31.03.2026
16	Laser Jet-HP -1025 (Colour)	2015	01	From date of agreement to 31.03.2026
17	Laser Jet HP-PRO-MFP M126NW	2015	01	From date of agreement to 31.03.2026
18	HP MF INKJET ADV-2135	2019	01	From date of agreement to 31.03.2026
19	Brother DCP-L3551CDW	2021	01	From date of agreement to 31.03.2026
20	Brother DCP-L3551CDW	2022	01	From January-2026 to 31.03.2026
21	HP PRO MFP M329DW	2021	02	From date of agreement to 31.03.2026
22	Scanner-Canon DRC-225-11	2019	01	From date of agreement to 31.03.2026
23	Scanner-Canon DRC-225-11	2021	01	From date of agreement to 31.03.2026
24	Scanner-Canon DRC-225-11	2022	01	From date of agreement to 31.03.2026
25	Scanner-Canon DRF-120	2019	01	From date of agreement to 31.03.2026
26	Scanner-CANON DR-M1060	2022	01	From date of agreement to 31.03.2026
Total			77	

Lipi Line Printer

Sr No	Item Hardware with brief configuration	Year of Purchase	Quantity	Required Period of AMC
1	Lipi Line Printer	2016	01	From date of agreement to 31.03.2026

Online UPS

Sr No	Item Hardware with brief configuration	Year of Purchase	Quantity	Required Period of AMC
1	Online UPS 6 KVA (EMERSON)	2015	02	From date of agreement to 31.03.2026
2	Online UPS 2 KVA (EMERSON)	2015	01	From date of agreement to 31.03.2026
Total			03	

Terms and conditions will be as mentioned below:

1. The rates should be quoted without any conditions and should be inclusive of all actual taxes (for one year). The rates must be filled in completely, without any error, erasers or alterations.
2. The vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The selected bidder shall indicate the authorized signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. To assist in the scrutiny, evaluation and comparison of offer, this office may, at its discretion, ask some or all the bidders for clarification of their offer. In such cases, the original copy of the document describing the clarification must be sent to this office by means of courier/ in person.
5. The contract will be awarded to the bidder whose offer is determined to be the lowest evaluated offer. The scrutiny for evaluation of the bid will be based on the Grand Total rates for all items indicated in the Annexure. No demand for revision of rate on any account shall be entertained during the contract period. The contract may be awarded

even if, only one bidder qualifies the offer. However, this office reserves the right to take an appropriate decision in such case and it shall not be binding on this office to award the contract. This office shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.

6. This office reserves the right to increase or reduce the number of items offered for maintenance contracts during the currency of AMC. The proportionate amount of the contract will be increased or decreased accordingly.
7. This office reserves the right to make any changes in the terms and conditions of this Notice inviting Quotation and will not be obliged to meet and have discussions with any bidder, or to listen to any representations.
8. Bid Security equal to 5% of the estimated total contract value in the form of Bank Guarantee/T.D.R. drawn in favor of the "Pay and Accounts Officer, Office of the Accountant General (A&E)- I, Madhya Pradesh, Jhansi Road, Gwalior" shall be submitted. The validity period of the aforesaid instrument shall be 45 days beyond final bid validity. Bid Security of unsuccessful bidder may be returned to them and bid security may be refunded to the successful bidder on receipt of performance security.
9. Performance Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favor of the "Pay and Accounts Officer, Office of the Accountant General (A&E)- I, Madhya Pradesh, Jhansi Road, Gwalior" shall be submitted within fifteen days from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
10. The contract period shall initially be for a period from 1st April,2025 or the date of execution of an agreement, to 31st March,2026. The contract may be renewed for a further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the firm. The agreement should necessarily be executed within one week from the date of acceptance of the work order. The contract is liable to be terminated at any time by giving notice of one month in advance by this office.
11. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, this office reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same.
12. This office reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
13. This office shall be entitled, and it shall be lawful on its part to forfeit the amount of security deposit in whole or in part in the event of any default, failure or neglect on

the part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction of this office. This office shall be entitled to deduct from the amount of security deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.

14. Systems average uptime should not be less than 98%. The maximum allowable time of any system is 3 hours in case of minor problems and 24 hours for major problems.
15. Any verification, clarification regarding deployment of computers and other peripherals may be undertaken by visiting this office on any working day (Monday to Friday) between 02:00 pm and 06:00 pm, after prior appointment with the undersigned.
16. Qualification criteria:
 - a. The firm may be a Partnership firm or a Company under Indian Laws and must be registered with the Registrar of Firms or Registrar of Companies.
 - b. The firm should be registered with the Goods & Services Tax Department and should submit a copy of a GST Registration Number. Also, self-attested photocopies of documents related to registration Number, Income Tax return/ PAN Card. if applicable, should be submitted along with the quotation.
 - c. The bidder should have satisfactorily completed as a prime contractor at least three similar works in the last three years in Government or Private sector.
 - d. The firm or any of its Partner, Director, Board Member of any firm has not been blacklisted by any Government/Semi Government Organization/ Statutory body. Details of any litigation, current or during the last three years in which the bidder is involved, the party concerned and disputed amount in each case shall be provided.
 - e. The bidder should have a support network at Bhopal and should have at least three years' experience and expertise in providing AMC of Servers/UPS/computers/laptops, other peripherals and accessories including complete hardware and software support and maintenance of LAN and WAN to various Governments or large private companies/ organizations.
 - f. The bidder should have a qualified team of Hardware and Software professionals holding diploma/degree and having three years' experience in dealing/ maintenance of computer hardware as well as software.
 - g. Immediately on the award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and also to

hand over the systems to this office in working conditions on the expiry of the contract. In case any damage to the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.

17. Maintenance and Support:

- a. The AMC shall cover the comprehensive on-site residential support contract for all services and parts of the Servers/UPS/computers/laptops and other peripherals as applicable as specified in the Annexure enclosed.
- b. Maintenance shall include installation and updating of all kinds of software, including operating system, office applications and anti-virus.
- c. Preventive maintenance service is to be carried out every 60 days period for all the Servers/UPS/computers/laptops and peripherals covered under the contract. A preventive maintenance report from the user would be submitted to the undersigned failing which an amount of Rs. 1000/- as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not and it would include:
 - Defragmentation of hard disk drives and scanning for disk errors.
 - Checking and cleaning from outside and inside of all the computers and its peripherals as well
 - Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them.
 - Special cleaning of the Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner.
- d. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment has to be taken out for repair, a standby equipment of similar configuration will be provided by the firm.
- e. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- f. In case it is absolutely essential to format the hard disk of a computer, the engineer should take a proper backup of the data and only after the user is satisfied, the engineer should proceed with formatting the hard disk.

- g. No replacement and repairing charges for the parts covered under the AMC shall be made. AMC will not include computer stationery like paper/ ribbons/laser printer toners/ inkjet cartridges. However, comprehensive AMC includes all the plastic items, knobs, movable/ rotational parts necessary operation of the original equipment, excluding only the stationery items like tapes, ribbons, toners etc.
- h. Competent staff of the bidder will attend each and every call within 3-4 hours of its notification. Delay in attending the call and delay in the rectification of the fault will lead to consequential financial damages to the bidder.
- 18. Payment will be made on a quarterly basis against bills only after satisfactory completion of assigned jobs, subject to availability of funds.
- 19. In case of any dispute, the settlement will be made in the Courts of Bhopal.



Senior Accounts Officer/Purchase Committee