



भारतीय लेखापरीक्षा और लेखा विभाग  
क्षेत्रीय प्रशिक्षण संस्थान, हैदराबाद  
INDIAN AUDIT AND ACCOUNTS DEPARTMENT  
REGIONAL TRAINING INSTITUTE  
HYDERABAD

No.DG/RTI/L&S/AMC/IT Hardware/2019/II-22/2022-23/ 94  
Dated 21/12/2022

Sir/Madam

Sub: Limited Tender Notice for maintenance of it hardware items.

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Office of the Director General, Regional Training Institute, Hyderabad is inviting sealed quotation for Annual Maintenance Contract of the IT Hardware items listed in the attachment for the period 01.02.2023 to 31.01.2024 (12 Months).

Sealed quotation should reach the undersigned on or before 13/01/2023 by 03.00 P.M. A copy of the tender document along with terms and conditions of contract is also available in the office website [rtihyderabad@cag.gov.in](mailto:rtihyderabad@cag.gov.in).

  
Senior Audit Officer/Admn

**LIMITED TENDER NOTICE FOR MAINTENANCE OF IT HARDWARE ITEMS**

Office of the Director General, Regional Training Institute, Hyderabad is inviting sealed quotation for Annual Maintenance Contract of the following IT Hardware items for the period 01.02.2023 to 31.01.2024 (12 Months)

| Sl No | Item of Hardware with brief configuration                          | Quantity | Period for which AMC required |            |
|-------|--------------------------------------------------------------------|----------|-------------------------------|------------|
|       |                                                                    |          | From                          | To         |
| 1.    | Core i3 desktops                                                   | 07       | 01.02.2023                    | 31.01.2024 |
| 2.    | Intel Core i3 8100 HP Desktops                                     | 07       | 01.02.2023                    | 31.01.2024 |
| 3.    | Intel Core i7 7700T HP desktop                                     | 01       | 01.02.2023                    | 31.01.2024 |
| 4.    | Core i3 desktops                                                   | 08       | 01.02.2023                    | 31.01.2024 |
| 5.    | Epson M200 Printer                                                 | 02       | 01.02.2023                    | 31.01.2024 |
| 6.    | HP LaserJet Printer                                                | 01       | 01.02.2023                    | 31.01.2024 |
| 7.    | HP Office jet Pro Printer                                          | 01       | 01.02.2023                    | 31.01.2024 |
| 8.    | 24 Port Switch                                                     | 01       | 01.02.2023                    | 31.01.2024 |
| 9.    | 6 KVA UPS                                                          | 02       | 01.02.2023                    | 31.01.2024 |
| 10.   | EPSON LED Projector                                                | 01       | 01.02.2023                    | 31.01.2024 |
| 11.   | Core i5 Laptops                                                    | 02       | 01.02.2023                    | 31.01.2024 |
| 12.   | Core i5 desktops                                                   | 09       | 01.02.2023                    | 31.01.2024 |
| 13.   | Server                                                             | 01       | 01.02.2023                    | 31.01.2024 |
| 14.   | SONY Projectors                                                    | 02       | 01.02.2023                    | 31.01.2024 |
| 15.   | Core i5 Laptops (DELL)                                             | 02       | 01.02.2023                    | 31.01.2024 |
| 16.   | Multi-function MF 635cx Colour Canon Printer (HP)                  | 01       | 01.02.2023                    | 31.01.2024 |
| 17.   | Canon DR- C225II Scanner                                           | 01       | 01.02.2023                    | 31.01.2024 |
| 18.   | HP LaserJet Pro MFP M227 (Mono) Printer                            | 3        | 01.02.2023                    | 31.01.2024 |
| 19.   | Canon 19 Scanner Windows 8.1.32 bit Model DR-C230 Document Scanner | 1        | 01.02.2023                    | 31.01.2024 |
| 20.   | Canon Image Class LBP226dw Mono Laserjet Duplex Printer            | 2        | 01.02.2023                    | 31.01.2024 |
| 21.   | 5 KVA BPE UPS                                                      | 1        | 01.02.2023                    | 31.01.2024 |
| 22.   | "Scan snap Make: fujitsu Model:SV 600 Scanner"                     | 1        | 01.02.2023                    | 31.01.2024 |

## Terms and Conditions of the Annual Maintenance Contract service:

1. The Maintenance Contract period would be for the items as indicated above and for the period as indicated against each.
2. The total contract value inclusive of GST 18% for the Contract period from 01.02.2023 to 31.01.2024
3. Periodical preventive maintenance, surface cleaning of the computer monitor, cabinets, keyboard, printers, etc., will be included among other things. The Contractor must do the preventive maintenance job quarterly once and should give certificate along with the assets for which the Contractor did preventive maintenance.
4. The Contractor shall take corrective and remedial maintenance services to set right the malfunctioning of the equipment/IT Hardware items.
5. This Maintenance Contract amount covers replacement of all the unserviceable parts/spare parts of the IT Asset items as indicated in the table. However, the Department will procure the cartridges/toners for the printers and batteries for UPS. The repairs/replacement of spare parts (except consumables) and maintenance will be provided by the Contractor at no extra charge to the User/the Department.
6. The following will be the duty charter for attending to the maintenance works.
  - a) Complaints received should be attended on the same day itself, when no change of spare part is involved, however, in case of requirement of change of spare part, the complaint should be resolved within 24 hours of its receipt. Majority of faults should be rectified in the first response itself. Liquidated damages shall be charged @ 2% of the contract amount earmarked for the item for delay in execution of work per day. Decision of the Competent Authority is final to determine the circumstances that caused delay for the reasons beyond the control of the Contractor and exempt from payment of liquidated damages.
  - b) In case the system is not repaired, or an alternative system not provided within the period of 24 hours from the time of failure reported, then the User/the Department may choose to get the same repaired or part replaced by other authorised / suitable service agency and the cost/expenditure incurred therein shall be recoverable from the Contractor.
  - c) The Contractor shall be liable to replace the damaged equipments due to mishandling during repairs/maintenance.
  - d) Repairs/rectifications to the hardware items shall be carried out onsite only. In case of the necessity to take the equipment outside, there shall be standby arrangement for uninterrupted service.
  - e) Minimum stock of important spares shall be maintained in the Department premises.
  - f) Complaints on functioning of switches, printers, laptops and the systems in the officer chambers shall be attended on priority basis.
  - g) Necessary backup shall be taken whenever attending to the repairs and restore the same after completion of the work.
7. **Service Engineer shall have to attend the break-down expeditiously and report to the IS Core Faculty of the Department along with the complaints register maintained for the purpose. Complaints received to be attended on the same day itself. Maximum response time attended to the general complaints shall not be more than 24 hours and shall not be more than One Hour in case of Network- issues.**
8. Any defective part of the equipment must be repaired /replaced by the Contractor at his own cost. Parts so replaced should be new and genuine Original Equipment Manufacturer (OEM)

- parts or as prescribed by OEM in their Service Manual and depending on the item under contract.
9. The maintenance shall be carried out during office hours, primarily in the Department premises. In case, the Contractor feels that the equipment cannot be repaired at site, then with prior written approval of the Department, they should carry them to their designated workshop for quick prompt/repair & deliver the functional equipment back to the User/the Department.
  10. For maintenance services all the necessary & adequate tools / instruments will be provided by the Contractor itself to the service engineer responsible for upkeep of equipment at user's premises.
  11. The parts/components/sub-assemblies used for repair/replacement by the Contractor will be of the preferably of same make and functional capability as originally available in the system. Alternatively OEM authorized parts/components/sub-assemblies may be used for repair/replacement by the Contractor.
  12. Maintenance Contract amount will be paid quarterly at the agreed rate per quarter or proportionate as applicable.
  13. The Contractor should be willing to take-up all the hardware items listed above under Comprehensive Maintenance Contract in toto.
  14. This Department reserves the right to terminate the contract prior to expiry of the contract agreement by giving one month written notice. However, if the performance of the Contractor is not satisfactory, the contract would be terminated by giving a notice of 03 (three) days.
  15. In case of any dispute or any differences arising between the parties in respect of this agreement, the same shall be resolved by mutual discussion. The agreement is subject to laws of India and Jurisdiction of courts at Hyderabad only in all matters arising out of or connected to this agreement.
  16. Immediately on award of the Contract Service order, the Contractor would give a report regarding taking over of the equipment/IT Hardware items for maintenance purpose. It shall be the responsibility of the Contractor to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of the contract. In case any damage in the equipment is found, penalty would be applied at the time of payment as decided by the Competent Authority of this office. The Contractor must return organizations assets on termination of agreement.
  17. Integrity of security of network services and security of IT assets may be maintained.
  18. Sharing of unauthorized access of network resource will be viewed seriously.
  19. Maintenance Contract personnel must abide to IT security policy of Indian Audit & Accounts Department (IA&AD).
  20. The staff of Maintenance Contract personnel must abide IT security policy of IA&AD *i.e.*, maintaining confidentiality of usernames and passwords of domains, routers, switches, PC's and Laptops.
  21. Using organization assets for fraudulent activities will be viewed seriously and liable for termination of contract agreement.
  22. Unauthorized disclosure, modification of data, sending messages/mails for fraudulent activities will be punishable and attract termination of agreement.
  23. The Contractor should abide by non-disclosure agreement in terms of IA&AD security policy.
  24. The Department will maintain a complaint register with Assistant Audit Officer (Admn) and all the complaints will be recorded in the register.

25. The Contractor should provide a facility to communicate the complaints such as mobile number, WhatsApp number to communicate the complaint to the Contractor.
26. If the complaint is raised, unless otherwise demanded by the Department for early closure of the complaint, the Contractor should resolve the issues within 24 Hours of complaint. The fact of completion of the complaint should be recorded by the Contractor in the complaint register with the date and time.
27. If for any reason the issue is not resolved within 24 Hours as mentioned above, the Contractor should give proper justification for the delay in writing. If there is no proper justification for the delay, a penalty clause may be invoked for the delay in service.
28. The Contractor will assist the Department in undertaking the installation/un-installation of software, Anti-virus etc as and when requested. The software will be provided by the Department.
29. The Contractor should use suitable instruments/tools to examine and repair the equipment. The Contractor should have the required drivers/software for maintaining the compute devices and peripherals and for configuring them. If required, The Contractor should also do the update / maintenance of operating system, software installation provided by user, installation of patches, configuration of applications (User's side) and updating of drivers etc.
30. The Contractor will make sure that all the hardware assets are in working conditions in Users' premises. The Contractor shall provide service support as and when required during the AMC period without any extra cost to the Department/User. Post contract award, the Contractor should provide the structure of escalation matrix and call logging mechanism for prompt response and repair within stipulated time frame.

The sealed quotations should reach the undersigned on or before **13.01.2023 by 3.00 PM** and the quotations will be opened immediately in the office of the Director General, RTI, Hyderabad "C" Block, AG Office Complex, Hyderabad; 500 004. A copy of the Tender document is available in the Office website [rti@hyderabad@cag.gov.in](mailto:rti@hyderabad.cag.gov.in).

  
 21.12.2022  
 Sr.Audit Officer (Admn)

**Place: Hyderabad**

**Date: 21 .12.2022.**

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