



कार्यालय प्रधान महालेखाकार(लेखा व हकदारी)
हिमाचल प्रदेश, शिमला-171 003

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)
HIMACHAL PRADESH, SHIMLA-171 003

No. EDP/IT/AMC of SAI Servers/2022-23/120

Date:-05.01.2023

LIMITED TENDER ENQUIRY
ANNUAL MAINTENANCE CONTRACT (AMC) OF TWO DELL SERVERS.

Sealed quotations are invited for Comprehensive On-site Annual Maintenance Contract in respect of Servers as per mentioned in the financial Bid (Annexure B) in the office of the Principal Accountant General (A&E) Himachal Pradesh, Shimla for a period of one year commencing from 02/2023 to 31.03.2024.

The interested firms should submit their tenders in two-bid system i.e. **Technical Bid** and **Financial Bid** separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed with "Technical bid" with EMD of Rs. 5000/- in the shape of Bank Draft/Bank Cheque or FDR along with General Terms and conditions for AMC of Servers " and "Financial bid for AMC of Servers" respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with "Bids for AMC of Servers" for the Office of the Principal Accountant General (A&E) Himachal Pradesh, SHIMLA and sent to the undersigned at the earliest, but not later than on 20/01/2023 at 3.00 P.M. Technical Bid will be opened first and Financial Bid will be opened only of those firms, who fulfill the Technical terms & conditions.

DATE OF OPENING OF SEALED TECHNICAL BID:

The Technical Bids will be opened on the same day i.e. 20/01/2023 at 11.00 PM in the chamber of under signed officer at 2nd floor and interested party can present during the opening of bids.

DATE OF OPENING OF SEALED FINANCIAL BID:

The financial bids of the short-listed parties will be opened on 25/01/2023 at 11:00 am. The technical bid, financial bid and terms and conditions of the AMC of Servers are enclosed as Annexure A, Annexure B and Annexure C.

Sd/-
Dy. Accountant General(Admn.)

Annexure A

TECHNICAL BID: -

Name of the Organisation/Firm	
Name(s) of the Proprietors/ Partners / director	
Registered Address, Telephone (Landline/Mobile) & Fax No	
Other Address of any branches with their telephone No. and Faxes	
Whether firm is registered under Services Tax Act. If yes then Service Tax No.	
Permanent Account Number of the firm. Copy of Pan Card to be attached.	
Bank draft/FDR for EMD (Rs.5000/-)	
Acceptance of firm to provide onsite support for servers	
Whether firm is in the business of maintenance of Servers/Computers and its peripherals at least for the last 3 years.(Copy of firm registration should be attached)	
Whether firm has executed AMC of Servers in at least two Central Government organizations(Ministries, Government department, PSUs etc.) (Satisfactory performance certificate should be attached)	
Whether the firm is registered with service Tax Department (submit copy of Service Tax Registration Number and also GST Registration Certificate/Number)	
GST NO	

Only the firms meeting the above technical terms & conditions should submit their quotations in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

Signature of Tenderer

Annexure B

FINANCIAL BID: -

The amount of AMC should include Service Tax and other taxes to be borne by the vendor.

Sr. No.	Make	Model	Serial Number	Year of Manufacturing	Specifications	Rate of AMC/Warranty Inclusive of GST
1	Dell	Power Edge R740	BWWZGY2	2019	Intel Xeon Silver 4110 2.1G, RAM 8X4 32GB DDR4-2400, 1.2 TB X 4 10K RPM SAS 12 Gbps 512n 2.5in Hard Drive 4 No.s, Red Hat Enterprises Linux 8.0	
2	Dell	Power Edge R740	BWX1HY2	2019	-do-	

Signature of Tenderer

Annexure C

GENERAL TERMS AND CONDITIONS

1. **Scope of Work :-**

- 1.1 The scope of work covers annual maintenance of Server Hardware and Operating System installed on it.
- 1.2 To provide regular on-site Preventive maintenance.
- 1.3 To replace old & defective parts with genuine parts free of cost, whenever required.

2. **Service Assurance :-**

- 2.1 The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, Keyboard and Mouse should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency.
- 2.2 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
- 2.3 Where the items /parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
- 2.4 Being a contract, all liabilities arising out of any fault / replacement of any part, will be borne by the vendor, if not mentioned separately otherwise. Any damage or loss caused to the Computer Hardware or their parts due to negligence, mis-handling by user or resident engineer shall be made good by the company either by payment in cash at the prevailing market price of that items or by a new one (from OEM) of the same make and specifications.
- 2.5 The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
- 2.6 The Contract can be renewed on the basis of satisfactory performance of the AMC Vender.
- 2.7 The vendor shall check the Servers within 07 days of signing the contract and submit report to the Data Manager (EDP). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, 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 competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- 2.8 At the end of the AMC - contract period, both the user and AMC holder shall certify the computer systems and peripherals/electronic device are in satisfactory working condition and that no fault or complaints are pending.

- 2.9 It may also be noted that in case of contractor backing out without any explicit consent of the Department, he/she will be liable to pay the amount which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 2.10 The above act of backing out would automatically debar the firm from any further dealing with this Department.
- 2.11 This Office shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- 2.12 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 2.13 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 2.14 At the time of expiry of contract all the equipment's under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 07 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

3. Penalty:-

- 3.1 If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company, the penalty of Rs.500/-per day shall be levied w.e.f. time and date of complaint registered.
- 3.2 If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- 3.3 Penalty shall be deducted from the running payments.

4. Payment: -

- 4.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 4.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

5. Performance Security: -

- 5.1 Performance Security for the work shall be 5% of the contract value. First quarterly payment will be released after submission of Bank Guarantee/FDR equal to 5% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.

- 5.2 Performance security shall be returned to the contractor after approval of DAG(Admn.). Before releasing the Performance Security an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.
- 5.3 No interests will be payable upon the Performance Security or amounts payable to the contractor under the contract.

6. 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 Principal Accountant General(A&E) Himachal Pradesh Shimla 171 003 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

In case the selected firm fail to deliver satisfactory services, the contract will be terminated without any notice period.

Signature of Tenderer