



प्रधानमहालेखाकार (ले०प) ० का कार्यालय
महाराष्ट्र, मुंबई.

OFFICE OF THE Pr. ACCOUNTANT GENERAL (AUDIT)-I, MUMBAI
101 MAHARSHI KARVE MARG, 1ST FLOOR, PRATISTHA BHAVAN,
NEW MARINE LINES, MAHARASHTRA, MUMBAI 400020

No. EDP Cell/AMC/2021-22

Date:-18/02/2021

Sir/Madam,

Quotations are invited for the Annual Maintenance Contract (AMC) of Desktops, Servers, Laptops, LaserJet printers, Networking & Virus solution along with 1 Resident Engineer with facility management, etc. for the period 01/04/2021 to 31/03/2022.

A complete list of the IT inventory and their specification is enclosed herewith, in Annexure I & II along with the Proforma in which the quotation is to be given.

- Annexure-I is the list of hardware which needs comprehensive maintenance.
- Annexure-II is the list of hardware which is under warranty but will need non comprehensive maintenance which includes software and networking support.

The list of other annexures pertaining to relevant details is given below:

1.	Annexure – III	Proforma for Financial Bid.
2.	Annexure – IV	Technical Bid
3.	Annexure – V	Terms & Conditions for Annual Maintenance Contract of Computer Hardware, Peripherals and Networking.
4.	Annexure-VI	Service & Technical Assurance
5.	Annexure-VII	Personal Requirements
6.	Annexure-VIII	Tendering Procedure



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NEW MARINE LINES, MAHARASHTRA, MUMBAI 400020

Subject: Notice for inviting tender for Annual Maintenance Contract for IT Hardware and Consumables for the year 2021-2022.

Annexure I

List of Hardware for which Comprehensive AMC required							
S.No	Item of Hardware with brief configuration	Qty.	Dt of Purchase	Hardware Support	Software support	Warranty status	AMC
1.	Desktop - Dell Optiplex 980	23	23/06/2011	Yes	Yes	No	Yes
2.	Desktop - Dell Optiplex 980	32	10/03/2012	Yes	Yes	No	Yes
3.	Desktop - Dell 3020	1	21/12/2015	Yes	Yes	No	Yes
4.	Desktop - HP i3	20	9/07/2015	Yes	Yes	No	Yes
5.	Desktop - HP i5	10	9/07/2015	Yes	Yes	No	Yes
6.	Desktop - Dell Vostro i3	27	19/10/2016	Yes	Yes	No	Yes
7.	Desktop - Lenovo i5	13	18/11/2016	Yes	Yes	No	Yes
8.	Desktop - HP All in one	2	13/10/2016	Yes	Yes	No	Yes
9.	Desktop - Dell Optiplex 3050 MT i5	28	24/02/2018	From 24.02.2021 onwards	Yes	Hardware from 3 rd qtr.	Yes
10.	Desktop - Dell Vostro 3470	31	14/09/2018	From 14.09.2021 onwards	Yes		Yes
11.	Desktop - Dell Vostro 7050	2	02/09/2017	Yes	Yes	No	Yes
12.	Laptop - Dell Latitude 5410	3	25/01/2011	Yes	Yes	No	Yes
13.	Laptop - HP Pro Book	1	04/09/2013	Yes	Yes	No	Yes
14.	Laptop - Apple Ipad (AIR 2)	3	1/06/2016	Yes	Yes	No	Yes
15.	Laptop - HP Pavilion X360	1	31/10/2019	Yes	Yes	No	Yes
16.	Laptop - Dell Inspiron 3558	2	04/01/2017	Yes	Yes	No	Yes
17.	Laptop - Dell Inspiron 5378	1	23/09/2017	Yes	Yes	No	Yes
18.	Laptop - Dell Latitude 3480	1	09/11/2017	Yes	Yes	No	Yes
19.	Laptop - Dell Vostro 3568	7	24/02/2018	Yes	Yes	No	Yes
20.	Printer - HP Laserjet 1606 DN	3	7/11/2012	Yes	Yes	No	Yes
21.	Printer - HP LJ Pro 430D	1	13/10/2016	Yes	Yes	No	Yes
22.	Printer - HP LJ Pro 430D	1	09/12/2019	Yes	Yes	No	Yes
23.	Printer - HP Laserjet 1108	5	15/07/2015	Yes	Yes	No	Yes
24.	Printer - Laserjet M202DW	5	12/2/2016	Yes	Yes	No	Yes
25.	Printer - Laserjet M202DW	2	15/07/2015	Yes	Yes	No	Yes
26.	Printer - Laserjet M203DW	7	24/02/2018	Yes	Yes	No	Yes

27.	Printer - Laserjet PRO202DW	9	09/12/2019	Yes	Yes	No	Yes
28.	Printer - Color Laserjet CLJ 451	1	7/7/2015	Yes	Yes	No	Yes
29.	Printer - Color Laserjet CLJ 1025	2	09/02/2018	Yes	Yes	No	Yes
30.	Printer- Color Laserjet CLJ M452DW	1	15/09/2018	Yes	Yes	No	Yes
31.	Printer-Color Laserjet PRO M254 DW	5	13/12/2019	Yes	Yes	No	Yes
32.	Printer - Color Laserjet MFP M180N	3	9/12/2019	Yes	Yes	No	Yes
33.	Printer - Canon Laserjet 2900B	2	9/03/2018	Yes	Yes	No	Yes
34.	Printer - OfficeJet 8710	1	23/11/2016	Yes	Yes	No	Yes
35.	Printer - Color Laserjet 1215	1	4/2/2011	Yes	Yes	No	Yes
36.	Printer - Epson L565 Inktank	2	13/10/2016	Yes	Yes	No	Yes
37.	Printer - Epson L565 Inktank	6	24/02/2018	Yes	Yes	No	Yes
38.	Scanner - ADF Fujitsui	2	4/3/2012	Yes	Yes	No	Yes
39.	Scanner - ADF Fujitsui	1	13/10/2016	Yes	Yes	No	Yes
40.	Scanner - Scanjet 8270	1	7/7/2015	Yes	Yes	No	Yes
41.	Scanner - HP ADF	2	9/12/2019	Yes	Yes	No	Yes
42.	Scanner cum printer	3	10/03/2011	Yes	Yes	No	Yes
43.	Scanner cum printer	3	13/10/2014	Yes	Yes	No	Yes
44.	Projector Panasonic	1	24/02/2018	Yes	Yes	No	Yes
45.	Projector Panasonic	1	15/07/2015	Yes	Yes	No	No
46.	Server - EDP	1	18/06/2015	Yes	Yes	No	Yes
47.	Server- CompDDo (Paybill)	1	17/12/2014	Yes	Yes	No	Yes
48.	Server - Dell power Edge R730	1	06/09/2017	Yes	Yes	No	Yes


Sr.Audit Officer/EDP Cell

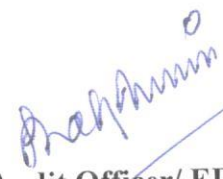
Annexure II

List of Hardware for which Non-Comprehensive AMC required							
S.No.	Item of Hardware with brief configuration	Qty.	Dt of Purchase	Hardware Support	Software support	Warranty status	AMC
1	Desktop-Lenovo V530T	49	18/10/2019	No	Yes	Yes	Yes
2	Laptop- Acer	30	18/10/2019	No	Yes	Yes	Yes
3	Total Warranty Computers AMC charges only software support						
	Taxes						
	Total AMC						

Note: Hardware under warranty are only for software support as it is not included in warranty.

Note: The contract will be completely comprehensive for non- warranty machines and non-comprehensive for warranty machines covering all parts of computers and printers except for the printer cartridge/toners in case of DeskJet/Officejet/laser printers.

One resident engineer and one assistant resident engineer at the main office to attend the complaints relating virus issues, software and immediate troubleshooting. Hardware and network related problems and at branch offices at Bandra, Parel and also at Pune. A separate engineer will visit the branch office as and when required. Rates mentioned should be inclusive of engineer charges.


 Sr.Audit Officer/ EDP Cell

Annexure III

Proforma for Financial Bid (Comprehensive)

Sl.No	Item of Hardware with brief configuration	Qty.	Dt Of Purchase	AMC Charges per item	Taxes	Total
1	Desktop - Dell Optiplex 980	23	23/06/2011			
2	Desktop - Dell Optiplex 980	32	10/03/2012			
3	Desktop - Dell 3020	1	21/12/2015			
4	Desktop - HP i3	20	9/07/2015			
5	Desktop - HP i5	10	9/07/2015			
6	Desktop - Dell Vostro i3	27	19/10/2016			
7	Desktop - Lenovo i5	13	18/11/2016			
8	Desktop - HP All in one	2	13/10/2016			
9	Desktop - Dell Optiplex 3050 MT i5	28	24/02/2018			
10	Desktop - Dell Vostro 3470	31	14/09/2018			
11	Desktop - Dell Vostro 7050	2	02/09/2017			
12	Laptop - Dell Latitude 5410	3	25/01/2011			
13	Laptop - HP Pro Book	1	04/09/2013			
14	Laptop - Apple Ipad (AIR 2)	3	1/6/2016			
15	Laptop - HP Pavilion X360	1	31/10/2019			
16	Laptop - Dell Inspiron 3558	2	04/01/2017			
17	Laptop - Dell Inspiron 5378	1	09/11/2017			
18	Laptop - Dell Latitude 3480	1	24/02/2018			
19	Laptop - Dell Vostro 3568	7	24/02/2018			
20	Printer - HP Laserjet 1606 DN	3	7/11/2012			
21	Printer - HP LJ Pro 430D	1	13/10/2016			
22	Printer - HP LJ Pro 430D	1	09/12/2019			
23	Printer - HP Laserjet 1108	5	15/07/2015			
24	Printer - Laserjet M202DW	5	12/2/2016			
25	Printer - Laserjet M202DW	2	15/07/2015			
26	Printer - Laserjet M203DW	7	24/02/2018			
27	Printer - Laserjet PRO202DW	9	09/12/2019			
28	Printer - Color Laserjet CLJ 451	1	7/7/2015			
29	Printer - Color Laserjet CLJ 1025	2	09/02/2018			
30	Printer - Color Laserjet CLJ M452DW	1	15/09/2018			
31	Printer - Color Laserjet PRO M254 DW	5	13/12/2019			
32	Printer - Color Laserjet MFP M180N	3	9/12/2019			

33	Printer - Canon Laserjet 2900B	2	9/03/2018			
34	Printer - OfficeJet 8710	1	23/11/2016			
35	Printer - Color Laserjet 1215	1	4/2/2011			
36	Printer - Epson L565 Inktank	2	13/10/2016			
37	Printer - Epson L565 Inktank	6	24/02/2018			
38	Scanner - ADF Fujitsui	2	4/3/2012			
39	Scanner - ADF Fujitsui	1	13/10/2016			
40	Scanner - Scanjet 8270	1	7/7/2015			
41	Scanner - HP ADF	2	9/12/2019			
42	Scanner cum printer	3	10/3/2011			
43	Scanner cum printer	3	13/10/2014			
44	Projector Panasonic	1	15/07/2015			
45	Projector Panasonic	1	24/02/2018			
46	Server - EDP	1	18/06/2015			
47	Server- CompDDo (Paybill)	1	17/12/2014			
48	Server - Dell power Edge R730	1	06/09/2017			
	Total for Non-Warranty					

Non- Comprehensive

S.No.	Item of Hardware with brief configuration	Qty.	Dt of Purchase	AMC charges per item	Total	Total
1	Desktop-Lenovo V530T	49	18/10/2019			
2	Laptop- Acer	30	18/10/2019			
3	Total Warranty Computers AMC charges only software support					
	Taxes					
	Total AMC					
	Rates inclusive of Technical & non-Technical staff.					

Branch office locations:

1. Grihanirman Bhavan, Kalanagar, Bandra (East), Mumbai-400050
2. Resident Audit Office, Ground Floor, Puravtha Bhavan, Civil Supply Audit Division, General Nagesh Marg, Near Mahatma Gandhi Hospital, Parel, Mumbai-400012
3. New Central Building, Opposite Saint Helen School, Pune- 411001
4. RAO/PAO, BKC, Bandra East, Mumbai 400050.

(Signature of the Authorised Vendor with Name & Date)

Annexure-IV

Technical Bid

The technical bid should necessarily contain the following documents.

1.	Name of Tenderer/ Concern.	
2.	Address (with Tel. & Mob. No.).	
3.	Statements indicating name and address of organizations where this job was performed as well as the duration of such experience (minimum 5yrs) along with self-certified copy of the Tender issuance letter. Also, separately mention the list of at least such Government Organizations/ ISO 9001:2008 certified Private Organizations.	
4.	Undertaking that the vendor should not enter into sub-tender with third party or Franchisee for which he/she should submit an undertaking along with the bid.	
5.	Copy of PAN Card & IT returns for last 3 years in the name of the company.	
6.	Copy of GST Registration.	
7.	Declaration stating that all the Terms, conditions and scope of work mentioned in Annexures of the tender are acceptable.	
8.	No. of Engineers and Asstt Engineer.	
9.	Whether the vendor is debarred/ terminated/ blacklisted from any previous service, if Yes, provide details.	

Declaration: I hereby declare that details furnished above are true and correct. I have read the terms and conditions of the tender document and agree to abide by the same.

(Signature of the Authorised Vendor with Name & Date)

Annexure-V

Terms & Conditions for Annual Maintenance Contract of Computer Hardware, Peripherals and Networking

The vendor shall be required to provide:

1. Scheduled preventive maintenance at least once in three months. Preventive maintenance can be clubbed with corrective maintenance. The vendor will submit these call sheets / preventive maintenance reports to the AAO/EDP Cell.
2. Unscheduled and remedial maintenance service to set right the malfunctions of the system including Networking. This includes replacement and / or repair of parts with either new parts or parts equivalent in performance to the new parts with the approval of the AAO/EDP Cell.
3. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
4. The bid is comprehensive and includes the operative system support on all the systems at main office and branch offices. Any problem related to Operating System (OS), Device Drivers or Network configuration will be attended by the vendor as and when required. The Operating system includes loading of OS with all devices Drivers, configuration of all the peripherals, network and related with all configuration and service assurance.
5. The vendor will take over all the equipment on "as is where is basis" from 01.04.2021. All the equipment's will be handed over back to this office in good working condition at the end of the completion of AMC period i.e. 31.03.2022.
6. The vendor should have a Service / Repair center in Mumbai with technically qualified service engineers.
7. The vendor should provide complete escalation matrix elaborating their organization details.

TERMS OF THE BID:

1. The contract will be a complete comprehensive contract for non-warranty machines and non-comprehensive contract for warranty machines which will cover the specific terms and conditions. The list of terms and conditions is enclosed herewith.
2. The system maintenance charges shall not include the cost of items consumables and supply as listed in the Annexure I & II. However Laser Printer maintenance charges include all parts including Fuser Assemblies and Teflon excluding toner cartridge only.
3. In case of failure of any peripheral, the AMC should replace parts with same or higher configuration, without any additional cost.
4. If any equipment is added or removed from the scope of contract, pro rata adjustment of charges will be made to the amount of the contract.
5. At least 10 keyboards and 10 USB mouse of standard quality with other required spares will be provided as standby by the vendor.
6. The AMC vendor should give specifications and other details of spare parts required to be replaced and seek prior approval before replacing any parts of hardware, etc.

ANTI-VIRUS SUPPORT:

1. The vendor has to provide periodical preventive maintenance (PPM) services to all the systems at least once in 15 days during the period of AMC. The latest virus definition shall be updated in all systems in every 15 days. Reports shall be submitted to the office every 15 days after PPM is undertaken.

Annexure-VI

SERVICE & TECHNICAL ASSURANCE

1. For attending any call and setting right any malfunction, a down time of more than 6 hours shall not be allowed and time taken beyond this permissible down time of 6 hours shall be liable for a penalty of Rs. 500/- per working day per call.
2. Maximum down time for a Desktop/Printer & Laptop will be one day. Vendor should provide stand by system of an equivalent configuration as an immediate replacement of any faulty Machine and Printers. They should also stock adequate number of Spares / Components at the site (at least two sets of Stand by Computers and Printers and also 10 keyboards & Mouse).
3. If for any reason the vendor is not able to attend the complaint / problem, the job shall be outsourced to some other firm or from the open market at the cost of the vendor and the expenditure incurred shall be recovered from the vendor. Non availability of parts in the market will not be accepted as an excuse for inability to do repairs. The compatible parts have to be procured from open market for repair purpose, failing which this may also entail termination of the contract.
4. The vendor would also be responsible for maintenance and trouble-shooting of the office network related issues such as network-clogging and network-failure. Support should be provided for all network devices viz. switches, wireless routers, cable connectivity (line testing devices to be provided), etc.
5. Maximum acceptable down time will be 5 hrs for software, Local Network and other related issues.
6. Maintenance services will be rendered by the vendor during working hours on working days as applicable to the respective site. Maintenance services may be needed outside working hours or on non-working days in certain cases.
7. Apart from preventive maintenance visits, all break down calls in between, emanating from the user will also be attended to.
8. The Register regarding the calls reported & the calls attended will be maintained in the EDP Cell of this Office
9. The Sr.DAG/Admn will review the performances of the contractor on monthly basis.

Annexure-VII

PERSONAL REQUIREMENTS

1. The vendor will provide **One (1) AMC Engineer** who shall be at least BCA or Diploma holder in Computer Hardware and Software maintenance from recognized institutions and should be available in this office from 9.30 a.m. to 6.30 p.m. on all working days. The Engineer should possess skills to look into malfunctioning of Printers and fix the issues at the office premises itself.
2. The vendor shall also provide One (1) Assistant for assisting the AMC engineer and also for cleaning and dusting of servers, computers as well as printers on all working days (Monday to Friday) during 9.30 AM to 6.00 PM.
3. The AMC engineer and Assistant should also be made available at office or any other site as decided by this office outside working hours on non-working days also for the purpose of maintenance, recovery back up etc. This office has branch offices in Bandra, Parel and Pune. AMC services are also included in these offices (details of machines are already included in the Annexures) – A separate engineer will visit the branch office as and when required. The resident engineer should be proficient in working on different platforms viz. Windows 2003/2008/2012, server and also in maintenance of networking infrastructure. Installation, configuration and upgradation of Microsoft Windows 7/8/10, anti-virus software and printer maintenance.
4. The Register regarding the attendance of the above personnel shall be maintained at the EDP Cell at this Office.
5. The resident engineer and Asstt. Resident Engineer will at all times adhere to the IT Security and Confidentiality policies of the office.
6. In the event of unsatisfactory performance of the resident engineer/ Asstt Resident Engineer, he/she should be immediately replaced.
7. The vendor should record the Stock No. and Serial No. of desktops/printers in advance so as to ensure call logging/resolution of complaints of all such stock. Refusal to attend to complaints stating Serial No. mis-match of stocks, at any later stage will not be entertained.

Annexure-VIII

Tendering Procedure

1. Submission of Documents: The vendor shall submit bids as per formats given in Annexures along with application form duly filled and signed on or before 4 PM on 1st March, 2021.
2. The bids shall be scrutinized by the Evaluation Committee of this office and Financial Bids will be opened of only those who qualify in the Technical Bid. Technical Bids will be opened on 05th March 2021 at 2:30 PM by the Evaluation Committee in the presence of bidders in the Conference Hall of this office.
3. Incomplete bid documents shall be rejected. Submission of bids after the due date shall not be accepted.
4. The person attending the tender opening on behalf of the vendor should bring a letter from the vendor authorizing him/her to represent the vendor company/ firm.
5. The bidders desiring to bid are allowed to inspect the Hardware from 22nd February 2021 to 24th February 2021 between 11:00 AM & 4:30PM. They can contact the EDP Cell for the same (Sr.AO/EDP Cell Ph: 022190572, AAO/EDP Cell Ph: 022190545). This is done to allow the prospective vendors to appraise the Hardware / Peripherals on 'as is where basis is'.
6. The payment will be released quarterly at the end of each quarter.
7. This office reserves the right to cancel the bid at any stage without specifying any reasons.
8. The Engineer & the non-technical support staff should be provided with a valid ID card by the vendor. They may be asked to present the same at any given time during the working hours.
9. The Technical & Non-Technical staff deputed by the firm to this office needs to submit the copy of following documents:
 - i. Valid Photo Proof
 - ii. Valid Address Proof.
10. Once finalized, the selected vendor may enter into an agreement on a Rs. 100/- stamp paper duly signed and stamped with the company/ firm seal.

Sd/-
Sr. Deputy Accountant General/ Admn

LIST OF ANNEXURES

1.	Annexure – I	List of Hardware for which Comprehensive AMC is required.
2.	Annexure – II	List of Hardware for which Non-Comprehensive AMC is required.
3.	Annexure – III	Proforma for Financial Bid.
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