



Annexure-II

**OFFICE OF THE ACCOUNTANT GENERAL (Audit-I),
ODISHA : BHUBANESWAR**

No.OE Section /AMC/2021-22/ 128-B/102

Date: 30.08.2021

**NOTICE INVITING
TENDER FOR
“AMC for Computer Hardware &
Peripherals”**

The Deputy Accountant General (Admn), Office of the Accountant General (Audit-I), Odisha, Bhubaneswar-1 invites sealed tenders from reputed eligible bidders for AMC for Computer Hardware & Peripherals confirming to the terms and conditions mentioned in the tender document.

The documents (Instructions to Tenderers-Annexure-I, Terms & Conditions of contract- Annexure-II & Techno-commercial Bid Declaration by the Bidder- Annexure-III) will be available in our website www.agodi.cag.gov.in and can be downloaded and used as documents for submitting the offer. The due date of submission of tenders is 01.10.21, 15.00 hours and opening of the tender shall be made on the same day at 16.00 hours.

Cost of Tender Document – Rs.100/- . Amount will be deposited separately in shape of DD of any Nationalized Bank favoring “The Sr. AO/Cash, O/o the AG (Audit-I), Odisha, Bhubaneswar” payable at Bhubaneswar

Sd/-
DEPUTY ACCOUNTANT GENERAL (ADMN)



**OFFICE OF THE ACCOUNTANT GENERAL (Audit-I)
ODISHA:BHUBANESWAR**

No.OE Section /AMC/ 2021-22/128/102

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Instructions to tenderers

1. Tenders are invited in two bid system (i) Techno-commercial Bid & (ii) Price Bid. The “Techno-commercial Bid” & “Price Bid” are to be put in two separate envelopes superscribed as “Techno-commercial Bid” & “Price-bid” respectively and sealed properly and both the envelopes are to be put in another envelop and sealed with superscription “AMC for Computer Hardware & Peripherals” and addressed to “Deputy Accountant General (Admn), O/o the Accountant General (Audit-I), Odisha, Bhubaneswar-1 which must reach this office on or before 01.10.2021 by 15.00 hrs. The tenders will be opened on the same date at 16.00 Hrs.
2. No Tenders will be received after the due date and time mentioned above.
3. The Accountant General reserves the rights to accept / reject any tender without assigning any reason. It may be noted that tenders’ incomplete in any respect or conditional tender are liable for rejection.
4. **EARNEST MONEY**
(A) Instead of Bid Security money ,Bid security declaration is to be submitted as annexure-III

Contd... P/2

Eligibility Criteria

5. The firm should be a Registered firm (if not Public limited) and must have previous experience in undertaking AMC for Computer Hardware & Peripherals in offices of Government of India / State Government / Public Sector organizations / Autonomous Bodies (documentary evidence in support of the same from offices / organizations – where the firm is presently holding AMC is to be given).
6. The tenderer shall have to furnish Xerox copies of up to date GST & I.T. PAN issued by concerned authorities along with the tender document failing which the tender is liable for rejection.
7. Letter of Authorisation/OEM from reputed company or manufacturer of various hardware and peripherals declaring the bidder to be an Authorised Service Provider / sales representative / re-selling agent.
8. Period of Contract:- The period of Contract shall be for one year from the date of commencement of the contract and can be extended for next years with same rate and terms & conditions. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm does not render the services satisfactorily or parts / spares provided by the firm are found to be sub-standard or any other reasons as the office may deem proper.
9. The Computer Hardware & Peripherals proposed to be under AMC may be inspected during 01.09.2021 to 01.10.2021 between 11.00 hrs to 16.00 hrs with the permission of the Deputy Accountant General (Admn).
10. Scope of Work:- The firm has to provide Comprehensive on-site AMC for Computer Hardware & Peripherals installed in this office.

Sd/-

Deputy Accountant General (Admn)



**OFFICE OF THE ACCOUNTANT GENERAL (Audit-I)
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Terms and Conditions:-

- a) The rates quoted will remain in force for the full contract period. No demand for revision of rate on any account shall be entertained during the contract period. Service Taxes shall be extra as per Govt. of India orders.
- b) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
- c) The Accountant General shall not be liable to make payment over and above the comprehensive maintenance cost, in any case. All types of repair/replacement of spare parts (as per scope of AMC) shall be covered under the comprehensive maintenance contract.
- d) The firm has to specify what consumables are included in the quoted AMC price.
- e) The firm has to provide the stand by unit for the unit taking outside the office premises for repairs after approval of the concerned officials.
- f) No advance payment shall be made. Payment of maintenance charges shall be made in six monthly periods after completion of every six month subject to satisfactory performance.
- g) The Accountant General shall have the right to inspect company's site to asses infrastructure facilities before awarding the AMC and it may reject in the event of dissatisfaction about company's infrastructure or otherwise.
- h) The Accountant General reserves the right to increase or decrease quantities any time. Accordingly, the charges will be increased / decreased on pro-rata basis.
- i) It shall be the responsibility of the firm entering into the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to this office in working condition on expiry of the contract.
- j) The equipment being taken to the workshop for repair would be at company's own risk and expenses till return of the equipment to the customer & vendor has to respond within one hour of receipt of the complaint.

- k) The firm would be required to rectify the defects within 8 hours time from the time of report in the office or time of receipt of complaint whichever is later, in cases where spare parts are required.
- l) The contract extends only to problems arising out of normal functioning of equipments and does not cover breakdown or services or spare cost, arising out of damages caused due to fire, theft, riots, accident, earthquake, storm and other natural calamities.
- m) Quarterly preventive maintenance service must be provided to each equipment and a logbook shall be maintained showing the cleaning of each equipment and shall be produced to the concerned officer for verification, after the job.
- n) The firm will be responsible for ensuring backup of data, programmes and application available on the computer before attending to the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.
- o) While providing AMC service, it must be ensured that there should be no loss of organization IT assets like data and equipments. It must also be ensured that there should not be any disclosure of organisation data.
- p) In case of any dispute or differences arising at any time between this department and the firm holding the contract, these shall be resolved in accordance with the Provisions of the Arbitration and Conciliation Act 1996 and only courts of Bhubaneswar shall alone have jurisdiction to decide any dispute arising out or in respect of these terms and conditions / contract.
- q) Limitations or minor deviations if any may please be included / specified in your quotation.
- r) The Accountant General (Audit-I), Odisha, Bhubaneswar reserves the right to reject the quotation in whole or in part and his decision in this regard shall be final and binding.
- s) **Performance Security:** The successful bidder has to submit a bank guarantee of value equals to 5% of the total value of the items for the period as fixed by the Deputy Accountant General/Admn. If the bidder fails to provide service as per terms and conditions, then this office has every right to forefeet the performance guarantee amount.

Sd/-

Deputy Accountant General (Admn)

**OFFICE OF THE ACCOUNTANT GENERAL (Audit-I)
ODISHA : BHUBANESWAR**

No.OE Section / AMC/ 2021-22/128/102

Date: 30.08.2021

The quotation is invited for comprehensive maintenance for the below listed items and its quantity.

LIST OF HARDWARE ITEMS TO BE COVERED UNDER AMC FOR 2015-16.			
SL_NO	ITEM_NAME	Make & Model	Total Quantity
1	2	3	4
1	Desktop:Core i3,4gb RAM	ACER Veriton	26
2	AIO: Core i3, 1TB HDD	HP All in One	01
3	AIO:-Core i3 ,Think centre	Lenovo All in ONe	15
4	AIO:-Core i5	ACER: Veriton M200	07
5	AIO:- Core i3	Lenovo thinkcentre	03
6	Desktop:- i7/6700	HP elitedesk 800 G2	03
7	Desktop:-Core-i5	ACER Veriton M6650 G	14
8	Desktops-i5 8GB RAM	Dell	01
9	Desktops-i3 ,4GB RAM	HP Ci3	02
10	Laptop:- Ci5,1TB,8GB RAM	ACER-Temp 249	10
11	Laptop:-Core i5	HP-348 G4	19
12	Laptop:- Core i3 8145 8 th gen	Lenovo-E490	38
13	Laptop:-i7 10510 U	HP Pavilion X3	1
14	Laptop:- i5,8GB,1TB	HP	04
15	Laptop:-i5,8GB,1TB	ASUS	01
16	Printer:- Laserjet	HP 1020	02
17	Printer:- All in One	Canon MF 229DW	10
18	Printer :- All in One	Canon MPF-621 CN	01
19	Printer:- Colour printer , Network	HP M252dw/M128fw	02
20	Inkjet printer	Epson L655/M2170	04
21	Printer:- LaserJet	Canon Imageclass LBP 6230 dn/ LBP 151 dw	10
22	LaserJet printer	Canon MFP E560	01
23	Lasetjet printer	Brother HL-L5100DN	05
24	Laserjet Printer	HP M202DW	05
25	Printer Black & white laserjet	Brother	02
26	Scanner:- Flatbed	HP	01
27	Scanner:- Handheld scanner	Click scan 404	05
28	Scanner: Sheet fed	HP Shuffed scanner pro	03
29	Online UPS	15 KVA ,Brand-RS power	01

Techno-commercial Bid Declaration by the Bidder

SI No	Description	Indicate page number where attached
1	Name, address & telephone number of the agency / firm	
2	Name, Designation, Address and telephone of authorized person	
3	Please specify as to whether Tenderer is sole Proprietor / Partnership firm / Private or Limited Company	
4	Copy of PAN card issued by Income Tax Department and Copy of previous financial years Income Tax Return	
5	Letter of Authorization from reputed manufacturer(s) if any declaring the bidder to be an Authorized Service Provider for Odisha/Bhubaneswar (please attach copy).	
6	Valid ISO Certificate, if any (please attach copy)	
7	Service Tax Registration (please attach copy) & latest Service Tax Return (please attach copy)	
8	Annual Turnover during last 2 years	
9	Experience Certificate in providing services in Central Government / Public Sector undertakings /State Govt	
10	Details of Document cost/ Bid Security / Earnest Money Deposit a) Demand Draft / Pay Order / Banker's Cheque No b) Amount c) Name	
11	Bank account details and Solvency Certificate	

This is to certify that I/ We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself / ourselves to strictly abide by them.

Signature of the Tenderer with Seal & Designation

Note: Please indicate the page numbers where documents attached. The entire document should be serially page numbered including enclosures.

