

**OFFICE OF THE ACCOUNTANT GENERAL, (AUDIT-II), M.P.
53, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL**

No. AG (Audit-II)/IT Cell/2023-24/D-01

Date:-16.05.2023

Sealed covered quotations are invited for Annual Maintenance Contract of Online UPS systems as detailed in “**Annexure – A**” enclosed herewith. The quotations shall be addressed to the Senior Audit Officer (IT Cell), O/o Accountant General (Audit-II), 53, Arera Hills, Hoshangabad Road, Bhopal, and shall reach the office on or before 26.05.2023 by 06:00PM. The quotations submitted by the vendors will be opened by the departmental committee on the working day following the last day of submission of quotations. The envelope should be super-scripted in bold letter with “**QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT OF ONLINE UPS SYSTEMS**”.

The terms and conditions for AMC of computer hardware are as mentioned below:-

1. Sealed covered quotations are invited for Annual Maintenance of Online UPS systems available in the Office of the Accountant General (Audit-II), M.P., Bhopal for the period is 18.06.2023 to 31.03.2024. The rates quoted by the vendor should be final inclusive of all taxes.
2. Vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The vendor shall indicate the authorized signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. No demand for revision of rate on any account shall be entertained during the contract period.
5. This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of contract will be increased or decreased accordingly.
6. This office reserves the right to make any changes in the terms and conditions.
7. Performance Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favour of the “Pay and Accounts Officer, Office of the Principal Accountant General (A&E-I), M.P. Gwalior shall be submitted within one month from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
8. The contract period shall initially be for the dates as mentioned in S.No. (1). 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 fifteen days 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.

9. After the award of the contract, if the selected bidder (Vendor) 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.
10. This office reserves the right to recover any dues payable by the selected bidder (Vendor) 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.
11. 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 part of the contractor in fulfillment 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.
12. Maximum allowable time of any system is 24 hrs. in case of minor problems and 72 hrs. for major problems.
13. Any verification, clarification regarding deployment of the items under AMC may be undertaken by visiting this office on any working day (Monday to Friday) between 11:00 am to 05:00 pm, after prior appointment with the undersigned.

14. Qualification criterion

The Vendor should confirm that:-

- 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. The firm should submit attested copy of registered deed of partnership / memorandum and articles of Association / By-laws/ Certificate of Registration etc. as applicable.
- b. The firm should be registered with Goods & Service Tax Department and should submit a copy of GST Registration Certificate / Number. Also, self-attested photocopies of documents related to registration number, PAN number, Income Tax Return / PAN Card etc. should be submitted.
- c. The firm should be in existence for minimum three years. The bidder shall provide the total monetary value of providing services of maintenance of computers and peripherals for each year of the last 3 years.
- d. 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.
- e. It should be a profit making firm / company /organization. Self- attested copies of annual turnover shall be submitted along with the quotation.

- f. An affidavit to the effect that the firm or any of its partner, director, Board member of the firm has not been black listed by any Government / Semi Government Organization / Statutory body.
- g. The firm should have executed at least 3 orders in the last 2 years where each order should have maintenance of computer hardware.
- h. Should have executed similar project, preferably in Government sector
- i. Should have support network at Bhopal. Preference will be given to firms located in Bhopal.
- j. Should have qualified team of Hardware and Software professionals. The firm should submit the list of hardware and software engineers along with their qualifications and experience whom they will be able to provide to this office in case they are awarded the contract.
- k. Immediately on award of the contract, the contractor should submit a report of taking over all equipment (consisting of their working status and configuration). It shall be the responsibility of the firm/company to make all the hardware 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 on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.

15. Maintenance and Support:

- a. The AMC shall cover a **non-comprehensive on-site support contract** for all services of upkeep and maintenance, cleaning and checking of UPS, batteries and its peripherals.
- b. Preventive maintenance service is to be carried out every 6 months for all the UPS systems covered under the contract. A preventive maintenance report from the administrator would be submitted to the undersigned failing which an adequate amount, as decided by the Head of the Department, as a penalty would be imposed.
- c. 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 / part has to be taken out for repair, a standby equipment / part of similar configuration will be provided by the firm.
- d. The items 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 items shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

- e. The vendor should maintain a record of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
- 16. Payment will be made on quarterly basis against bills only after satisfactory completion of assigned jobs, subject to availability of funds.
- 17. In case of any dispute, the settlement will be made in the Courts of Bhopal.

 16/5/2023
Senior Audit Officer (IT Cell)

Annexure-A

List of Online UPS Systems for AMC for the period from 18.06.2023 to 31.03.2024

S. No.	Make (Model) and Capacity of the UPS and Batteries	Qty.	Month and Year of Purchase	Period of AMC	Unit Rate quoted by the vendor	Total AMC Cost for FY 2023-24
1.	EATON 9E6KS-IN (6 KVA) <i>S.No. 210218-85090006</i> 16 Batteries Make LEOCH 12V/100AH	01	Invoice Date 06.04.2021 (Installed on 17.06.2021)	18.06.2023 to 31.03.2024		
2.	EATON 9E-IN 1K XL (1 KVA) <i>S.No. 210104-24350041</i> <i>S.No. 210226-42590254</i> <i>S.No. 210104-24350038</i> 9 Batteries (3 Batteries in each UPS) Make LEOCH 12V/26AH	03	Invoice Date 06.04.2021 (Installed on 17.06.2021)			
3.	KEPTRON 440-G02 (2KVA) <i>S.No. 01182662</i> 8 Batteries Make Amaron Quanta 12V/18 AH	01	17.03.2017 (08 Batteries replaced on 06.10.2021)			
4.	EMERSON (6 KVA) <i>S.No. 160906AS7340</i> 16 Batteries Make Exide Powersafe Plus 12V/42AH	01	18.04.2018 (03 batteries replaced on 19.07.2017 and remaining 13 batteries replaced on 18.01.2018)			
Total		06				


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