



**महालेखाकार का कार्यालय (लेखा व हकदारी)-I, महाराष्ट्र**  
**OFFICE OF THE ACCOUNTANT GENERAL (ACCOUNTS & ENTITLEMENT)-I, MAHARASHTRA**

2री मंजिल, प्रतिष्ठा भवन, न्यु मरीन लाईन्स, 2<sup>nd</sup> Floor, PRATISHTHA BHAVAN, NEW MARINE LINES,

101 महर्षि कर्वे मार्ग मुंबई - 400 020. 101, MAHARSHI KARVE ROAD, MUMBAI 400 020.

लोकहितार्थ सत्यनिष्ठा

Dedicated to Truth in Public Interest

Telephone: (022)-22039680. FAX: 22086984. E-mail: [agaeMaharashtra1@cag.gov.in](mailto:agaeMaharashtra1@cag.gov.in) Website: <http://agmaha.cag.gov.in>

**No. EDP/UPS AMC/Tender/113.**

**Date :- 13/03/2020.**

**Tender Invitation notice for Annual Maintenance Contract of 2 UPSs.**

The Office of the Accountant General (A&E)-I, Maharashtra, Mumbai having address at 2<sup>nd</sup> floor, EDP Support, Pratishtha Bhavan, 101 M.K. Road, New Marine Lines, Mumbai-20, invites quotations for the Comprehensive Annual Maintenance Contract of 2 Online UPSs located at the above address for the period from 01/04/2020 to 31/03/2021.

Details of UPSs are as follows:

#	Sr.No.	Brand	KVA	Date of Purchase	AMC for	Amount
1	201609230	Enertech	25	24/10/2016	1 year	
2	201707209	Enertech	35	19/08/2017	1 year	

The quotations in sealed envelopes should reach this office on or before 20<sup>th</sup> March, 2020 by 4.30 pm.

**Terms and condition:**

1. The vendor should have been in the business of UPS sales, service, implementation & integration related activities for at least 5 years.
2. Vendor must have previous experience of successfully executing works of Annual Maintenance Contract [AMC] in the state of Maharashtra to Government Institutions/ undertakings/ affiliated bodies/PSUs either directly or through nationally reputed IT OEMs and System Integrators. Quotation from any UPS OEM vendor will be preferred. The vendor shall provide the list of clients with their contact numbers and certificate of such experience from the said organizations.
3. The Vendor should have an established office and team of experienced engineers who should be able to render efficient and speedy services.
4. The Vendor shall have obtained the valid appropriate license of competent authority for carrying out the said job, as applicable by National/State level/Local as per Administration authorities relevant Acts/Codes/Standards. The GST registration is mandatory.
5. The selected vendor will have to provide a Performance Bank Guarantee of 10% of the contract value towards due performance of the contract in accordance with the specifications, terms and conditions of TENDER document, within 15 days from the date of AMC order. The Performance Guarantee shall be kept valid up to 30 days beyond the AMC period.
6. The vendor will respond to complaint calls within 24 hrs. of it being logged. A penalty of ₹ 500 per day will be charged to the vendor for delay/deficiency in services, which will be deducted from his payment due or/against his Performance Bank Guarantee.
7. Vendor should maintain adequate spare parts to comply with the minimum stipulated downtime. The Vendor should immediately provide with an equivalent standby system in case of failures which needs time to be repaired.
8. Vendor has to provide details of single point of contact viz. designation, address, email also be provided with full details.
9. Payment will be made on half yearly basis. 50% of the half yearly AMC amount will be paid in advance and the remaining 50% will be paid at the end of the Term of Contract on providing satisfactory service.
10. Maintenance services shall be available on all working days of the office except on Saturdays and Sundays; however, if required, it will be provided on Saturdays and Sundays as per work contingencies. The services should be available from 9.00 AM to 6 PM.

11. Preventive maintenance will be carried out once in every quarter in consultation with the EDP team, during the AMC period. Preventive Maintenance will include cleaning and servicing of the peripherals, replacement of worn-out parts, checking the UPS systems.
12. Replacement of UPS: In case any UPS is not repairable, Vendor should replace the same model / equivalent model / higher model after consultation with the EDP wing of this office.
13. If any UPS is removed from the scope of contract, *pro rata* adjustment of charges will be made to the amount of the contract.
14. In case, any equipment is required to be taken away for repairs, standby equipment is to be provided so that the Office work is not affected.
15. Maintenance will be comprehensive which will cover all parts except batteries.
16. In case of relocation of UPS, it will be done with the permission of the vendor and vendor will assist to uninstall and reinstall at new place without any charge.
17. If there is delay in performance or other failures by the vendor to perform its obligation under its contract due to event of a Force Majeure, the vendor shall promptly notify the Office in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the Office in writing, the vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
18. This office reserves the right to accept or reject all or any of the quotations received and will assign no reason for such acceptance or non-acceptance.

For further details, please contact on 📞: 22039680 Extn: 425

Yours faithfully,

Sd/-

Sr. Dy. Accountant General (Admin)