



भारतीय लेखा तथा लेखापरीक्षा विभाग
प्रधान महालेखाकार (लेखापरीक्षा), हिमाचल प्रदेश, शिमला- 171 003

INDIAN AUDIT AND ACCOUNTS DEPARTMENT
PRINCIPAL ACCOUNTANT GENERAL (AUDIT),
HIMACHAL PRADESH, SHIMLA – 171 003

संख्या: आई.टी./ई.डी.पी./ले.प./ए.एम.सी./45/2018-19/1172-1190

दिनांक 19.02.2019

सेवा में,

Office Website

विषय: संगणक हार्डवेयर के व्यापक वार्षिक रखरखाव अनुबंध (**Comprehensive Annual Maintenance Contract**) हेतु निविदा आमंत्रित करने बारे।

संलग्न सूची में वर्णित संगणक हार्डवेयर मदों के व्यापक वार्षिक रखरखाव अनुबंध (CAMC) हेतु मोहर बंद निविदाएं उप महालेखाकार (प्रशासन), कार्यालय प्रधान महालेखाकार (लेखापरीक्षा), हिमाचल प्रदेश, शिमला के नाम दिनांक 05.03.2019 (11 बजे) तक वांछित है। अपनी निविदा लिफाफे के बाहर "Quotation for CAMC of Computer Hardware" लिख कर संलग्न नियम व शर्तों के अनुसार प्रेषित करें। निविदा समिति द्वारा खोली जाएंगी। अन्य नियम व शर्तें संलग्न है।

संलग्न: उपरोक्त

वरिष्ठ लेखापरीक्षा अधिकारी
(आई.टी./ई.डी.पी.)

Terms & Conditions

TECHNICAL TERMS AND CONDITIONS

1. The firm must be authorized service provider of at least one reputed manufacturers of PCs & Laptops like HP, Lenovo, Sony, IBM, Dell etc. Valid certificate also need to be attached.
2. The firm should be in the business of maintenance of computers and laptops at least for the last 5 years (upto 2019) – (Requisite documents to support this claim will have to be produced in original for verification, if required).
3. The firm should have experience in CAMC of not less than 100 computers systems in each year during the last three preceding years.
4. The firm must have at least 3 years' experience of successful completion of CAMC of computers and laptops of at least two Central/State Government Organizations (Ministries government/ departments, PSUs etc.) in each year during the last three years.
5. The firm should be registered with GST.
6. The firm should submit the copies of PAN and GST numbers.
7. The address of the workshop with telephone numbers and Fax Nos. in Shimla should be given.
8. Security deposit i.e. 10% of Contracted amount is required to be furnished after award of the contract.

FINANCIAL TERMS AND CONDITIONS:-

1. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/ removal of virus, configuration of internet, Networking including I/O etc.
2. The rates should be inclusive of all taxes (GST).

The other terms and conditions for awarding the AMC shall be as under: -

Terms and conditions:

1. **The contract will be on comprehensive basis inclusive of repairs and replacement of all spare parts without extra payment.** The contract will be effective for a period of one year from the date of issue of letter awarding contract. No demand for revision of rates on any account shall be entertained during the contract period. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contractor will be required to keep virus – free computer environment in the Department in accordance with the guidelines prescribed by NIC.
2. All the computers hardware shall be thoroughly inspected by the firm within 7 days of the award of the contract and estimates for pre-maintenance / repairs, if any, submitted within 7 days of the award of the contract. This Office shall not bear any cost on repairs of equipments after the contract has been awarded.
3. One expert full time resident engineer/ Technical Specialist will be deputed to the Office on every working day (working hours: 9:00 a.m. to 6.00 p.m.if required by this Department even on Holidays / beyond working hours. He will report to IT/EDP Section on every day morning and will be available there throughout the working hours. **He will not attend the service calls from any other office during the working hours of this office.**
4. A register will be maintained with the IT/EDP Section for recording the complaints. The engineer will maintain a daily record of complaints received/ attended / not attended. In Case, the deputed engineer is not available on specific day a suitable replacement would have to be provided with immediate effect.

4.1 The Resident Service Engineer/Technical person provided by the firm shall not be changed frequently. However, if found incompetent by the Office then the Resident Engineer/Technical person shall be changed by the firm immediately.

4.2 The Resident Engineer/Technical person will mark his attendance in a register available in IT/EDP Cell.

4.3 The Resident Engineer/ Technical person will take care/make all the service calls in respect of hardware under warranty.

5. Additional Engineer/Technical person may be deputed at Office in addition to Resident Engineer/Technical person whenever there is more workload/complaints/ emergency to rectify the equipment within stipulated time.

6. The machines are normally required to be repaired in Gorton Castle Building, Railway Board Building and RAO (Kumar House) only. In exceptional cases when the machine cannot be repaired in the office premises and required to be taken to the workshop, the office will not make any payment towards carriage and to and fro expenses for transportation of the machines will be borne by the firm concerned. The equipment being taken to the workshop for repair would be at company's own risk and expenses. Any damage or loss caused to the computer hardware or their part due to negligence, mishandling shall be made good by the company either by payment in cash the prevailing market price of that items or by a new one of the same make specifications.

7. It shall be the responsibility of the firm to make all the computers hardware work satisfactorily throughout the contract period and to hand over the systems in working conditions to the office after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

8. Only genuine spare parts will be used.

9. In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do any work/ undertaken contract after accepting the contract, such firm will be liable to pay the damage to the Office including the cost, which the Office will have to incur for getting such work done.

10. The above act of backing out would automatically debar the contractor from any further dealing with this Office. Action for blacklisting the contractor for Government contract will also be initiated.

11. The payments will be made quarterly. The firm shall submit post quarterly bill along with the satisfactory performance report of all the Computer Hardware. The bill for CAMC in respect of 4th quarter must be submitted in one month advance before the completion of the quarter i.e. last working day of February. The Officer in charge will reconcile this and release payment. The service tax as levied by Govt. instructions over and above the unit rate/ total amount as admissible, will be payable by the firm. This is only a tentative schedule of payment and does not confer any legal or other right on the firm to proceed against the office in the event of payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.

12. Bid would be in clear words. Any kind of ambiguous/ obscure/ unclear terms would lead to dismissal of firm's bid .

13. In case the firm fails to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled and the payments due to them shall be forfeited. The contract can be terminated summarily by this Office 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 the decision of the Head of Department shall be final and binding on the firm.

14. The tender is not transferable.

15. The Office reserves the right to reject any or all the tenders. Other terms and conditions may be included in agreement, if any.

16. Comprehensive AMC also includes maintenance services for MS office, Anti- virus and any other application software. The office will provide these softwares and their upgrades. Comprehensive AMC includes replacement of **all spare parts** (excluding toner cartridge).

17. Service Assurance:

17.1 A logbook shall be maintained in which the resident engineer shall record all the complaints made. They shall attend to all the complaints received immediately as follows:

(i) Minor faults immediately (within two hours)

(ii) Major faults with 24 hrs by replacement method, with the available spares, on explicit and clear orders of HOD.

(iii) The replacement of components, assemblies shall be as per manufacturer's instructions and under the orders of HOD.

(iv) The firm shall be responsible for taking back up data and programme available in PC and server (On daily basis) before attending the fault and shall also be responsible for reloading the same. The back up copies to be returned to the users, under acknowledgement.

(v) The firm shall maintain the equipments and shall use genuine/ original components for replacement wherever needed. Until and unless written order of the HOD are conveyed, the original specification/ characteristics / features shall not be changed or modified under any circumstances.

(vi) The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned **once in three months positively**. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Section (IT/EDP) for verification, after the job.

(vii) The schedule of preventive maintenance shall be as follows:

- Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes
- Running the test programme to ensure quality print/ date reliability.
- Checking of power supply source for proper grounding and safety of equipment.
- Ensuring the covers, screws, switches etc are firmly fastened in respect of each equipment.
- Scanning of all types of virus and elimination and vaccination of the same.
- Shifting of equipment within the building as and when required.

17.2 The CAMC is awarded initially for a period of one year and may be further extended up to three years, renewed on year to year basis, in accordance with the requirement of the Office with the same terms and conditions and same rates, provided Office is satisfied with the services.

17.3 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/ assemblies/ components will be withdrawn from the contract. The decision of HOD regarding unavailability and obsolescence of Technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

17.4 This office reserves the right to increase or decrease quantities any time. Accordingly the charges will be increase/ decrease on pro rata basis.

17.5 The Comprehensive CAMC can be terminated by awardee firm at any time by giving three months advance notice in writing.

18. **Arbitration:** In case of any dispute arising between the contract holders any constituents being party to the contract, the sole authority for such disputes will rest with the arbitrator appointed by the Office.

19. **Jurisdiction:** Failing arbitration in solving the dispute, the courts at Shimla alone shall the jurisdiction for all aggrieved parties i.e. the office, the company or any constituent being party to the contract directly or indirectly.

20. Penalty:-

20.1 Penalty shall be levied @ 1% of the annual CAMC charges of that equipment per day, if the equipment is not set right for minor faults within 3 hours from the time of complaint registered to the engineer.

20.2 Penalty shall be levied at the rate of 2% of the annual CAMC charges for that equipment for each day (excluding first 24 hrs), if the equipment is not set right within the stipulated time mentioned in Para 17.1 (ii).

20.3 In the case mentioned under Para 6 of the same equipment should be reinstalled after servicing within 7 days (If 7th day falls on holiday then next working day). In case of default, the penalty shall be levied at the rate of 2% of the value of the annual CAMC charges for those items per day.

20.4 If the company fails to repair/ replace the Computer hardware for one week, the hardware may be got repaired from other company/ firm and made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding Para. This may even entail termination of the contract.

20.5 Penalty shall also be levied for the absence of resident engineer at the rate of Rs.100/- per hour for each absence of one hour or more but less than 4 hours, and at the rate of Rs200/- per hour for more than 4 hours for every working day.

You are requested to read carefully and understand the terms and conditions of maintenance contract in the foregoing paragraphs before sending your quotations. No violation of the aforesaid terms and conditions shall be permitted once this office accepts your quotations. In case of any doubt, Assistant Audit Officer (IT/EDP), in room No. 84, Gorton Castle Building, Shimla may be consulted at Phone number 2800459.

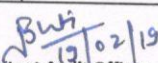
20.6 The final contract may contain some additional terms and conditons also.

NOTE: CAMC (Comprehensive Annual Maintenance Contract) is comprehensive in nature and includes all parts of the computers /servers /printers/Scanners/Laptops/UPS/Projectors and screen/Network Switch/Video conference equipments. Excluding toner & cartridges of the printers. Any defective part of the hardware has to be repaired/replaced by the vendor at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computer hardware which are essential for running the item are covered under CAMC. All the items cover in CAMC are to be repaired/replaced by the bidder, irrespective of the cause of the fault development.

Bladh
19/02/19
Assistant Audit Officer
(IT/EDP)

List of Computer Hardware

Sr. No.	Name of item	Quantity	Under AMC from
Laptops			
1	i3 Laptops (HP,Sony)	14	01.04.2019
2	i5 Laptops (Acer)	1	01.04.2019
3	i7 Laptops (Dell)	2	01.04.2019
Desktops			
4	i3Desktops (HP, Lenovo)	53	01.04.2019
5	i3Desktops (Lenovo)	8	01.07.2019
6	i5 Desktops (Lenovo)	74	01.04.2019
7	i5 Desktops (Lenovo)	4	01.07.2019
Scanners			
8	HP Scanjet Flatbed Scanners	2	01.04.2019
9	Scanny Pro 6 Pencil Scanner	74	01.04.2019
10	HP SCANJET Pro 3000 S3 Sheet feed duplex scanner	6	
Printers			
11	Printer HP LJ 1600 Colour	2	01.04.2019
12	Printer Line Printer(lipi tally 2250)	1	01.04.2019
13	Printer DMP EPSON-2175	7	01.04.2019
14	Printer HP LJ P1007	4	01.04.2019
15	Printer HP LJ 1010	1	01.04.2019
16	Printer HP LJ 1020 and 1020 Plus	26	01.04.2019
17	Printer SAMSUNG ML-1610	1	01.04.2019
18	Printer CANON LBP 5050	2	01.04.2019
19	Printer HP LJ 1025 Colour	3	01.04.2019
20	Printer HP LJ P1106	5	01.04.2019
21	Printer HP LJ P1108	1	01.04.2019
22	Printer MFP HP LJ M1005	8	01.04.2019
23	Printer CANON LBP 3500	1	01.04.2019
24	Printer HP LJ MFP 128	2	01.04.2019
25	Printer EPSON LX 310	4	01.04.2019
26	Printer HP LJ MFP M1136	9	01.04.2019
27	Printer Laser Pro M202dw	1	01.11.2019
UPS			
28	UPS 600/650 VA(APC,Elent, ECM, ITON)	125	01.04.2019
29	UPS APC1KVA Online	1	01.04.2019
30	UPS 1/1.1 KVA APC	11	01.04.2019
31	UPS Elent 5 KVA	2	01.04.2019
Projectos and screen			
32	EPSON Projector EBX18	1	01.04.2019
33	EPSON Projector EB 1960	1	01.04.2019
34	Inlight Imported motorized projector screen 8'x6'	1	01.04.2019
35	Inlight Imported motorized projector screen 10'x6'	1	01.04.2019
Switches			
36	Network Switches (Layer II)	4	01.04.2019
37	Network Switches (Layer III)	1	01.04.2019
Servers			
38	HP Proliant ML350	1	01.04.2019
39	HP/DL 360p Gen Server	1	01.04.2019
Video conference equipement			
40	Logitech BCC 950 Conference Cam (Camera and Speaker Combo)	1	01.04.2019


 Assistant Audit Officer