



OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A. & E.),
GUJARAT,
Race Course Road, Rajkot-360001
Phone No: 0281-2441600-06(PBX) Fax No: 0281-2456238

Date: 15/04/2024

**Subject: Comprehensive Annual Maintenance Contract and Rate Contract for IT Assets
from 01/05/2024 to 31/03/2025 (11 Months)**

Sir,

This office is desired to award a comprehensive Annual Maintenance Contract (AMC) and Rate Contract for IT Assets for the year 2024-25 from the date of signing the Contract.

- (s) The details of various IT Assets like Desktop Computers, Laptops, various Printers and other IT peripherals for which AMC for the year 2024-25 is required as per Annexure- "A"
- (t) The Rates of charges for refilling cartridges and replacement of PC Rolls and Drums as per Annexure- "B".

Further, the vendors should submit their quotations considering the terms and conditions as per Annexure- "C". The offer should be submitted in a sealed cover, so as to reach the undersigned on or before 25/04/2024 at 1.30 PM.

The bid documents are also available on <https://cag.gov.in/ae/gujarat/en/tenders>

Thanking you.

Encl.: As above

Yours Faithfully,

Sr. Accounts Officer

Annexure – ‘A’

List of all IT Hardware items under Comprehensive Annual Maintenance Contract for the year 2024-25

Comprehensive Rate per item should be quoted against each hardware as detailed below:

Sr. No.	Particulars	Quantity under AMC for whole year i.e. 2024-25	Quantity under AMC on pro-rata basis, as warranty will be expired during the year 2024-25	Total Quantities under AMC for 2024-25	Rate of AMC for each IT Assets per year	Charge of Resident Engineer per item per year
1.	Desktop Computers	122	1	123		
2.	Servers	11	NIL	11		
3.	LaserJet B/W Printers	56	NIL	56		
4.	LaserJet Colour Printers	02	NIL	02		
5.	LaserJet All-in-one Printers	07	NIL	07		
6.	Inkjet Colour Printers	01	NIL	01		
7.	Dot Matrix Printers	02	NIL	02		
8.	Line Printers	03	NIL	03		
9.	Multifunction Network Colour Printer	01	NIL	01		
10.	Multifunction Network Printer	03	NIL	03		
11.	Multifunction Photo Copier	01	NIL	01		
12.	Scanners	03	NIL	03		
13.	Laptops	10	NIL	10		
14.	Network Switches	22	NIL	22		
15.	Projector	01	NIL	01		
	Total Quantities	245	1	246		

Annexure – ‘B’

List of various cartridges which will be required to be refilled in various printers installed in our office.

Rates for cartridge refilling charges and drum replacement charges of the following cartridges for the year 2024-25

Sr. No	Cartridge Name	Refilling charges per unit	Drum replacement charges per unit
1.	HP 88/A		
2.	HP 12/A		
3.	HP 53/A		
4.	HP 78/A		
5.	HP 36/A		
6.	HP COLOR 126/A		
7.	CANON 328		
8.	WEP RIBBON		
9.	TN-1020		
10	TN-2365		
11.	TN-3448		
12.	SP 200HS Ricoh		

Purchase price of

1. All types of Drums Rs. _____
2. All types of PCR Roll Rs. _____

Annexure – ‘C’

BID DOCUMENT

Comprehensive Annual Maintenance Contract of various IT Hardware i.e. Desktop Computers, Servers, Printers and other IT Peripherals and Networking Device etc. for the Year 2024-25& Rate Contract for refilling cartridges and replacement of PC Rolls and Drums

Invitation to bid:

1. Bids are invited for providing Comprehensive maintenance services for Computers, peripheral and Networking installed at the Office of the Accountant General (A&E), Gujarat, Rajkot.
The details of the IT Hardware (Desktop Computers, IT Peripherals, Networking Devices etc.) are as given in Annexure-‘A’ attached to this document. The actual number may either increase or decrease at the time of commencement of contract or at any time during the contract period. Any of the above hardware systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be payable at *pro rata* basis. Similarly, equipment can be added during the period of Annual Maintenance Contract and maintenance charges will be paid at pro-data basis.
2. Bids are also invited for Rate Contract for refilling of various cartridges and replacement of Drum as given in Annexure-B.
3. The maintenance support agency (hereafter referred to as “agency” in this document is required to submit their quote latest by 12.00 Noon, 25.04.2024.
4. Bids will be opened on the 25.04.2024 at 04.00PM in the presence of Committee Members and IT Officials in the Chamber of Dy. Accountant General (Admn). As a token of acceptance of all the terms and conditions mentioned in this document, the bidder is required to sign all the pages of this document and forward the same along with their bid. The Quotations with unsigned documents will be rejected.
5. The decision of the Head of this office will be final on awarding Annual Maintenance Contract on Comprehensive basis and binding to the agency.
6. Bidders must have registered office in Rajkot, Gujarat as services of service engineers may be required before and after office hours, on Saturdays, Sundays or other holidays in case of requirement by this office.
7. Bidder has to submit one cover containing two bids separately in sealed cover namely 1) Technical Bid and 2) Financial Bid.

Scope of the work

1. The comprehensive maintenance services will consist of:
 - a) Attending to complaints raised by various departments/sections/individuals of this Office (details will be provided by IT Support Cell of this Office) on daily basis.
 - b) Onsite preventive and corrective maintenance of computers and peripherals connected in LAN of this office as indicated from time to time.
 - c) The maintenance contract will include necessary repairs to the existing installed systems as well as replacement of defective/damaged parts, components and other accessories at free of cost.

- d) *The maintenance contract also includes removal of virus, software/patch updation, in-house HDD crash recovery, system administration, network administration, software support /troubleshooting to keep the system fully operational. The agency will be responsible for providing virus free computing environment at this Office.*
 - e) The maintenance contract also includes repair, maintenance and troubleshooting of all LAN components.
 - f) Complete first-time installation of the software on all Servers, Desktops Computers, and Notebook/Laptops.
 - g) Complete first-time installation of all hardware/ software, if purchased during the contract.
2. All computers, peripherals network switches and their components/parts as mentioned in Annexure-‘A’ attached to this document will be covered under this maintenance contract.
 3. The maintenance services will be provided on all working days from 10:00 hour to 18:30 hour (Monday to Friday). The agency shall make provide the services of service engineers on Saturdays, Sundays or other holidays in case of requirement by this office.
 4. The agency shall also carryout periodic preventive maintenance including external cleaning of equipment on quarterly basis during days and timings convenient to this office.
 5. Replacement of drum should be originally manufactured.
 6. This Comprehensive Annual Maintenance Contract is for Eleven Months i.e. from **01.05.2024 to 31.03.2025**.

Technical Qualification/ Evaluation:

Bidder must submit the technical qualification/ evaluation form in prescribed format below with all supporting documents.

1. Years of experience: *(Minimum three years required in similar type of project):*

2. GST *(mandatory):* _____
3. PAN Number *(mandatory):* _____
4. Address of registered office *(mandatory in Rajkot):* _____
5. Number of engineers employed in agency: _____
6. Annual Turnover *(for last 3 years):* 2023-2024 _____
2022-2023 _____
2021-2022 _____
7. Bidders must submit EMD of ₹25,000/- with Account Payee Demand Draft in favour of PAY AND ACCOUNTS OFFICER, RAJKOT. The agency registered with MSME are exempted from submitting EMD.
8. MSME Registration Number: _____

9. Successful bidder has to submit the **performance Security (10% of contract)** in the form of fixed deposit should be made in favour of PAY AND ACCOUNTS OFFICER, RAJKOT.
10. Agency having knowledge of Oracle 11g and SQL Server is preferable. _____
11. The bidder is required to forward all supporting documents, along with the bid such as experience certificate, GST document, PAN, Annual turnover, Demand Draft (for EMD) etc.

Financial Qualification/ Evaluation:

Financial bid will be opened only who qualifies technical evaluation.

General Conditions:

1. We reserve the right to increase or decrease quantities of any item of the work and the agency shall maintain the same at the rate quoted for similar hardware item.
2. Transportation charges for any type of services, whatsoever, shall not be paid by this office.
3. It shall be the responsibility of the agency to ensure that sufficient number of standby equipment/components shall be kept at this office to meet the stipulated response time.
4. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, floppies, CDs, cables and batteries of Laptops the contractor will arrange all other parts/components/subassemblies including fuser assembly of laser printer free of cost.
5. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Head of this Office regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
6. The agency shall maintain adequate standby equipment of equivalent configuration for handling major repairs and requiring shifting of such equipment to their test and repair center.
7. Resident Service Engineer should report to the Sr. Accounts Officer/IT Support Cell of this office on daily basis (Monday to Friday) for review of pending complaints. An Attendance Register should be kept at ITS Cell of this office to record the presence.
8. Undertaking for maintaining the conformity of data in all devices.

Penalty:

1. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of this Office, the maintenance contract may be terminated by this office and the charges shall be payable only up to the period, till which the

agency has rendered satisfactory services. The decision of Head of this Office in this regard shall be final and binding to the agency.

2. In case of non-compliance with the contract, we reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to the damages.
3. The maximum response time for repairing the system shall not be more than one day. After continuous three days of time, if agency fails to repair system/providing equivalent standby equipment, an amount of ₹ 300.00 per system/sub-system per day as penalty will be applicable.
4. If the service engineer is not available for any reason, the agency should report IT Support Cell of this office, with prior permission by this office, the agency shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. If the agency fails to do so, a penalty of ₹1,000.00 per day will be imposed for the period of absence of each service personnel.

Payment Terms and condition:

1. The payment to the contractor will be made on quarterly basis on successful completion of each quarter against invoice with GST Number PAN number. TDS, Service tax and any other applicable taxes as per prevailing rates, will be deducted before making the payment. An amount of 2 per cent as GST will be debited from the quarterly payment.
2. The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and charges applicable. No price escalation of prices shall be permitted on any ground.



Sr. Accounts Officer
Committee Member

Technical Qualification/ Evaluation

1. Years of experience: (*Minimum three years required in similar type of project*):

2. GST (*mandatory*): _____
3. PAN Number (*mandatory*): _____
4. Address of registered office (*mandatory in Rajkot*): _____
5. Number of engineers employed in agency: _____
6. Annual Turnover (*for last 3 years*): 2023-2024 _____
2022-2023 _____
2021-2022 _____
7. Bidders must submit EMD of ₹25,000/- with Account Payee Demand Draft in favour of PAY AND ACCOUNTS OFFICER, RAJKOT. The agency registered with MSME are exempted from submitting EMD.
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10. Agency having knowledge of Oracle 11g and SQL Server is preferable. _____
11. The bidder is required to upload all supporting documents, along with the bid such as experience certificate, GST document, PAN, Annual turnover, scanned copy of DD (for EMD) etc.