

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)
JAMMU & KASHMIR, SRINAGAR**

Tender Notice No. ICT/ PAG (A&E)/AMC/2022-23/

Dated: 28.03.2022

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

On behalf of the Principal Accountant General A&E, Jammu & Kashmir, Sealed Tenders for Comprehensive Annual Maintenance Contract (CAMC) for Computers/Laptops, Printers, Scanners, Servers, etc. at this Office are invited from reputed vendors dealing with IT Asset Maintenance. The terms and conditions of this contract applicable for technical/pre-qualification and price schedule are given in the tender document (uploaded on our web-site – agaejk@cag.gov.in.) and are also available in ICT Section of this office. Interested vendors who intend to quote for CAMC in accordance with the requirements stated, may please submit their tender with the prescribed Tender Acceptance letter (downloaded from web-site or can collect in person from ICT section of this office), in original, on or before 18th of April, 2022 (12.00 PM). The tender documents should be accompanied with a Demand Draft of Rs. 25,000/- as Earnest Money Deposit, payable in favour of Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Jammu & Kashmir, Srinagar. The tender documents shall be opened on 19^h of April (04.00PM) in the chamber of Sr. Dy. Accountant General (Admn.).

Sr. Deputy Accountant General (Admn.)

TENDER DOCUMENT

for

**Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers,
Scanners, Servers, etc.**

at

Office of the Principal Accountant General (A&E), Jammu and Kashmir, Srinagar

190001

Last Date for receipt of Tender: 18th April 2022 (12:00 PM)

Date of opening the Tender: 19th April 2022 (04:00 PM)

Name and address of Tenderer

M/s _____

TENDER FORM

From: _____

To
The Deputy Accountant General (Admin),
O/o The Principal Accountant General (A&E)
Jammu & Kashmir, Srinagar

Sub: Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers,
Scanners, Servers, etc.

Dear Sir,

I/We offer to supply the items/services detailed in the schedule and agree to hold this letter open up to 30 days from the date of opening of the tender. I/We shall be bound by a communication of acceptance dispatched within the aforesaid period. I/We have understood the instructions and conditions for the contract pertaining to the above mentioned tender and have thoroughly examined the specifications patterns quoted in the schedule and are aware of the store/services required and my/our offer is strictly in accordance with requirement. Copies of the necessary certificate as asked for in the terms and conditions have also been enclosed with the tender.

SIGNATURE:

NAME

ADDRESS

PHONE NO

FAX NO

Office seal

**Tender for Comprehensive Annual Maintenance Contract (CAMC) for
Desktops, Laptops, Printers, Scanners, Servers, Projector, video conferencing etc. at
0/o the Principal Accountant General (A&E), Jammu & Kashmir, Srinagar.**

PRICE SCHEDULE (PART A)

SI- No	Items	Qty	Date of purchase	Rate (To be filled by the Vendor) (per unit)
01	Desktops	110	More than 3 years and less than 6 years	
02	Laptops	03		
03	Servers	02		
04	Printers	25		
05	UPS	26		
06	Networking(Points)	190		

Sr. Accounts Officer (ICT)

Tender for Comprehensive Annual Maintenance Contract (CAMC) for Desktops, Laptops, Printers, Scanners, Servers, Projector, video conferencing etc. at 0/o the Principal Accountant General (A&E), Jammu & Kashmir, Srinagar.

PRICE SCHEDULE (PART B)

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available. use separate sheets)

SCHEDULE:

Last Date of Receipt of Tender: 18th April 2022 (12:00PM)
Date of Opening of Tender: 19th April 2022 (04:00 PM)

1.	Company Name & Address				
2.	Company Profile				
3.	GST Registration				
4.	Income Tax PAN Number				
5.	Company Status (Prop/Pvt./Ltd.)				
6.	Registration details in State/Central Govt.				
7.	No. of Engineers & Technicians in the firm				
8.	Any other Information				
9.	Price for AMC of Computer hardware & Peripherals				
	Total Amount of CAMC (Total from Price Schedule Part A) (a)	Applicable GST (b)	Total Amount for Resident Engineer as per Minimum Wages by the Govt. of UT of J&K (c)	Amount of Tax (d)	Total Amount (a+b+c+d)

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

SIGNATURE:

NAME

ADDRESS

PHONE NO

FAX

Office seal

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL A&E,
JAMMU AND KASHMIR, SRINAGAR**

GENERAL TERMS AND CONDITIONS

1. The period of the award of the contract will be initially for one year (01.04.2022 to 31.03.2023). However, the same may be extended for the next one year based on satisfactory services provided by the firm.
2. Copy of PAN/TIN/GST and Income Tax clearance certificate for the last one year must be attached.
3. This office reserves the right to accept or reject any or all the quotations. Moreover, this office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled without assigning any reason whatsoever.
4. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
5. The rates are to be quoted both in words and figures. No figure or word should be overwritten.
6. The work order will be issued to Successful bidder only after verification of the original documents.
7. At any point of time, contract may be terminated without assigning any reason thereof.
8. All typographical errors are subject to corrections.
9. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
10. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
11. After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. He will obtain a certificate to this effect from the Sr. AO (ICT) at the completion of contract, otherwise this Office reserves the right to get faulty machines repaired by any other firm at the cost of CAMC firm.
12. Any due amount shall have to be paid by the firm (holding CAMC before handover) for which this Office shall adjust from the Security Deposit or from the running bills of CAMC
13. One qualified and experienced Resident Engineer (RE) shall be provided by the vendor for the period covering AMC. RE should attend the office from 9.00 AM to 5.30 PM on all working days and service of RE can be taken beyond office hours in emergent situation. In

- such situation, the company shall provide services on holidays at no extra cost. If RE goes on leave or be absent, it shall be intimated to this office in advance and a suitable substitute would be provided by the Vendor immediately. Rates must be quoted including all charges.
14. Number of items for AMC can be increased or decreased during the Contract period.
 15. The firm/company shall ensure payment of minimum wages and other statutory dues payable to the Resident Engineer. The wage payment proof of Resident Engineer should be provided to this office on monthly basis. The price quoted in the bid should include any declaration regarding future increase in the minimum wages.
 16. **Security Deposit:** - The vendor shall provide a Bank Guarantee of 10 per cent of the Contract amount or Rs 25,000/= (Rupees Twenty-Five Thousand), whichever is higher, in favour of the Office of the Principal Accountant General (A&E), Jammu and Kashmir, Srinagar. This Bank Guarantee will be refunded after successful completion of the contract.
 17. The firm should have on its payroll, an engineer having at least three years of experience and expertise in PFMS account software and doing hardware and software maintenance work of desktop computers, laptops and its peripherals, laser printers, dot matrix printers and Local Area Network (LAN) etc., trouble shooting for office.
 18. Engineer deputed to this office will not be replaced without prior permission of the head of IT group of this office and the engineer taking his place should be equally qualified and experienced.
 19. In case the contractor's services are found unsatisfactory, this Office will terminate the contract on its own and accordingly the contractor will be informed. The work shall be got done from the open market at the contractor's risk and cost. This may also entail forfeiture of the Bank Guarantee furnished by the vendor.
 20. The contractor shall be responsible for the loss of any Government property (Computers/Server/Laptops/Printers. projector and scanner, video etc.) due to negligence on his/her representative's part and shall reimburse the cost of such property.
 21. Repair work shall be carried out within the office premises. In case any item of work is to be carried out in their workshop the standby arrangement will be provided by the vendor immediately and it may also be assured that if any printer other than the model in our office was provided by the firm as standby, the cost of cartridge/toners is to be borne by the firm.
 22. As far as possible, the repair would be carried out on site itself. In case the equipment is required to be taken to the workshop the contractor will have to provide standby equipment, if the repair is anticipated to take more than the specified period, in such case penal clause will not operate provided the original equipment is returned within a stipulated time from the date of breakdown of computer peripherals.
 23. Penalty shall be levied for complaints, which are not attended with the stipulated time, as indicated below.

SI. No.	Description	Maximum free period for repair (includes software problems)	Rate of penalty beyond free period/ for not providing standby
1.	Laptop/Desktop computer	5 days	Rs. 200 per working day/per computer/Laptop
2.	Laser printer	5 days	Rs. 300 per working day/per printer
3.	Projector/Scanner	5 days	Rs. 100 per working day/per scanner

*** Standby items should be provided in good working condition of equivalent or better configuration.**

24. No advance payment in any case would be made to the vendor. The firm shall be paid in four equated quarterly installments for the four quarters at the end of each quarter and last quarter installment would be paid on successful completion of the AMC.
25. The Sr. Accounts Officer (ICT) of this office would assess the quality of work.
26. RE should get prior permission of competent authority before doing any major work like formatting of hard disk, New LAN/Internet connection, installation/removal of any application/software, up gradation of RAM/HDD etc. in any PCs/Servers.
27. In case of any dispute or any difference arising at any time between the parties in respect of this contract, the same shall be resolved by mutual discussion and if not resolved then only Courts of UT of J&K, Srinagar only shall have jurisdiction in all matters arising out or connected with this contract.
28. Unrealistic rates quoted by the bidders shall not be considered by this Office. Therefore, bidders are required to quote realistic rates keeping in view the cost of deployment of Service Engineer and other staff including statutory compliance on the part of bidding firm on account of payment of latest notified Minimum Wages by the Govt. of UT of J&K applicable for skilled/ qualified persons.
29. The Firm must not be blacklisted/ debarred by any Govt. Department/Public sector Undertaking.
30. In case, the information provided by the Vendor is found incorrect/untrue or found violated. then this Office shall without giving any notice or reason, reject the bid or terminate the contract

Sr. Accounts Officer (ICT)

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL A&E, JAMMU AND
KASHMIR, SRINAGAR**

TECHNICAL TERMS AND CONDITIONS

1. The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
2. The vendor shall carry out preventive maintenance service every month for the Desktop Computers / peripherals which would include
 - (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired. The same has to be updated/installed with new one
 - (ii) Checking and cleaning of keyboard / mouse for proper operation.
 - (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.
3. The AMC being Comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires. Cables, Chords, Cards Mother Board, circuit board, all hardware parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
4. Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system will be borne by the vendor firm, if not mentioned separately otherwise.
5. The charges for repair and maintenance/replacement of defective parts/components of the computers, Printers, if any will have to be borne by the contractor except rat biting, burning of parts and consumables like cartridges/toners and batteries during the period of contract. No transportation charges towards cartage of any component for removal to workshop for repairs shall be payable.
6. AMC shall cover all parts i.e. including all plastic parts for smooth and continuous functioning of the equipment except Toner/cartridge of the printers. However, the notional cost of repair/service and that of parts replaced etc. may be communicated to this office for record purposes.
7. Spare parts supplied by the vendor in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts shall not be accepted.
8. The service provider will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In case of replacement, the defective spares covered under this contract shall remain the property of this Office.
9. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems. If any part gives

repeated problem i.e. two repairs in a maximum period of one-month time, then it must be replaced immediately by the vendor with original part.

10. The vendor shall provide all assistance in up-gradation of hardware on actual cost basis during the period of A.M.C. as per the requirement of this office.
11. The vendor shall not sub-contract / outsource the hardware maintenance jobs to any other agency.
12. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint. In case, the Service Provider does not rectify fault/defects pointed out to him till this time, the job will be got done from the open market at his risk and cost.
13. In case of Hard disk failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
14. The vendor should provide their own source of manpower at the time of shifting, relocating. Installation of the computer systems and its peripherals. No manpower will be provided by the Office.
15. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.
16. The total number of machines may increase or decrease subject to actual requirement at the time of issuing work order. There are few machines which are under warranty. In future, as and when the warranty of these machines is over, systems will come under CAMC as per approved rates for which intimation by this Office will be communicated to the firm.

Sr. Accounts Officer (ICT)

Checklist for Bidders

S.No.	Activity	Compliance (Yes/No/NA)
1.	Have you enclosed Price Schedule (Part A & B)?	
2	(i) Is PAN No. of bidding firm with proof attached	
	(ii) Is GST number with registration certificate attached	
3	Have you enclosed valid ISO 9001 Certificate	
4	Have you enclosed the EPF & ESIC Registration Certificate	
5	Is each page of Tender document signed and stamped with firm/company seal?	
6	Have you enclosed all supporting documents?	

Name & Signature with date
Firm/Company seal