



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

Date 16/04/2024

To,

Subject: Comprehensive Annual Maintenance Contract of UPS for 11 months from 01/05/2024
to 31/03/2025

Sir,

This office is desired to award Comprehensive Annual Maintenance Contract (AMC) for
UPS/Batteries installed in this office for the year 2024-25 from the date of signing Contract.

1. The details of various UPS and Batteries for which AMC for the year 2024-25 is required to be taken as per Annexure-A
2. Further, the vendors should submit their offers in the prescribed format in Annexure-B duly considering the terms and conditions as per Annexure-C
3. Experience Certificate in respect of AMC of UPS should be attached with the bid/quotation.
4. Rates should be quoted per items inclusive of GST and any other taxes or charges and GST Number should invariably be mentioned on the bid document.
5. The Bid offer should be submitted on or before 25/04/2024, 3.30 PM.
6. The bid documents are also available on <https://cag.gov.in/ae/gujarat/en/tenders>

Yours faithfully,

Encl : Annexure A,B & C.


Sr. Accounts Officer/Committee

ANNEXURE-A

The details of various UPS and Batteries for which AMC required to be given for the year 2024-2025 is as under:

SR NO	ITEMS	AMC PERIOD FROM	AMC PERIOD TO	QTY UNDER AMC 2024-25	QTY UNDER WARRANTY FOR THE YEAR 2024-25	TOTAL UPS 2024-25
A	UPS					
	600 VA OFFLINE UPS	01-05-2024	31-03-2025	37	NIL	37
	600 VA OFFLINE UPS	03-03-2025	31-03-2025	NIL	87	87
	TOTAL 600 VA UPS			37	87	124
	Note: 87 UNILINE 600 VA UPS will be added from 03-03-2025					
	1 KVA OFFLINE UPS	01-05-2024	31-03-2025	08	NIL	08
	1 KVA OFFLINE UPS *	01-05-2024	31-03-2025	01	NIL	01
	1 KVA OFFLINE UPS	25-07-2024	31-03-2025	NIL	06	06
	TOTAL 1 KVA UPS			09	06	15
	Note: 6 EATON 1 KVA UPS will be added from 25-07-2024					
	*GOVT OF GUJARAT					
	2 KVA ONLINE UPS	01-05-2024	31-03-2025	01	NIL	01
	2 KVA ONLINE UPS **	01-05-2024	31-03-2025	01	NIL	01
	TOTAL 2 KVA UPS			02	NIL	02
	**National Informatics Centre					
	5 KVA ONLINE UPS	01-05-2024	31-03-2025	02	NIL	02
	TOTAL 5 KVA UPS			02	NIL	02
	7.5 KVA ONLINE UPS	01-05-2024	31-03-2025	02	NIL	02
	TOTAL 7.5 KVA UPS			02	NIL	02
	10 KVA ONLINE UPS	01-05-2024	31-03-2025	02	NIL	02
	TOTAL 10 KVA UPS			02	NIL	02

Quantity mentioned in the Annexure-A may be increase or decrease on final agreement.

Annexure-B

Name of the firm.....

Registered/Postal Address

.....

Telephone No.....

E-mail.....

PAN No.....

GST/VAT/TIN No. (If applicable)

.....

Service Tax Registration (If applicable)

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Sr. No.	UPS Rating	Qty	AMC From	AMC To	AMC Charges per pc	Total Amount
1	10 KVA Online UPS	02	01-05-2024	31-03-2025		
2	7.5 KVA Online UPS	02	01-05-2024	31-03-2025		
3	5 KVA Online UPS	02	01-05-2024	31-03-2025		
4	2 KVA Online UPS	02	01-05-2024	31-03-2025		
5	1 KVA Online UPS	09	01-05-2024	31-03-2025		
6	1 KVA OFFLINE UPS (@)	06	25-07-2024	31-03-2025		
7	600 VA Offline UPS	37	01-05-2024	31-03-2025		
8	600 VA Offline UPS (@)	87	03-03-2025	31-03-2025		

Note: (@) UPS will be added between the year.

Quantity mentioned in the Annexure-3 may be increased or decreased on final agreement.

Annexure-C

Comprehensive Annual Maintenance Contract of various UPS installed in this office for the Year 2024-25

Invitation to bid:

1. Quotations/Bids are invited for providing Comprehensive maintenance services for various UPS installed at the Office of the Accountant General (A&E), Gujarat, Rajkot. The details of the various capacities of UPS 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. The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit their quotation in a sealed cover, superscripted "Quotations for Comprehensive AMC of various UPS for the year 2024-2025". Quotation/bid should reach Sr. Accounts Officer/DC-4, 2nd Floor, Office of the Accountant General (A&E), Gujarat, Racecourse road, Rajkot-360001" latest by **25.04.2024 at 3:30 pm**
3. Bid will be opened on the **26.04.2024, 11.00 AM** in the presence of Committee Members and IT Officials in the Chamber of Dy. Accountant General (Admn).
4. The decision of the Head of this office will be final on awarding Annual Maintenance Contract on Comprehensive basis and shall be final and binding to the agency.

Scope of the work

1. The comprehensive maintenance services will consists 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) The maintenance contract will include necessary repairs to the existing installed UPS as well as replacement of defective/damaged parts, components and other accessories at free of cost.
 - c) Complete first time battery replacement of old batteries with new batteries purchased through GeM portal at free of cost.
2. 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.
3. The agency shall also carryout periodic preventive maintenance including external cleaning of equipment on quarterly basis during days and timings convenient to this office.
4. This Comprehensive Annual Maintenance Contract is for 11 months i.e. from 01.05.2024 to 31.03.2025.

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. No transportation charges, whatsoever shall be paid by this office for any type of services.
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 UPS.
5. The UPS 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.

Bank Guarantee:

1. Performance Security @10% on the total amount of the annual maintenance contract as per General Financial Rules.

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
O/o the Accountant General (A&E), Gujarat
Race course Road, RAJKOT-360 001