

कार्यालय महालेखाकार (लेखा एवं हकदारी)- उत्तर प्रदेश, प्रयागराज

वार्षिक रखरखाव अनुबंध निविदा आमंत्रण

No. ITCG/AMC/IT-Hardware/2026-27/ 68866

Dated- 03.03.2026

विषय: वित्तीय वर्ष 2026-27 के लिए आईटी हार्डवेयर, सॉफ्टवेयर और उनके पेरिफेरल्स यूपीएस सहित स्ट्रक्चर्ड लैन एवं बायोमेट्रिक मशीन तथा सी.सी.टी.वी. कैमरे के व्यापक वार्षिक रखरखाव अनुबंध के संबंध में।

कार्यालय महालेखाकार (लेखा एवं हकदारी)-उ० प्र०, 20, सरोजनी नायडू मार्ग, प्रयागराज- 211001 द्वारा आईटी हार्डवेयर, सॉफ्टवेयर और उनके पेरिफेरल्स (यूपीएस सहित) स्ट्रक्चर्ड लैन एवं बायोमेट्रिक मशीन तथा सी.सी.टी.वी. कैमरे के वार्षिक रखरखाव अनुबंध के संबंध में एक मुहरबंद निविदा का आमंत्रण योग्य व्यापारिक प्रतिष्ठान, एजेंसी, विक्रेता, कंपनी से किया जा रहा है। निविदा जमा करने की आखिरी तारीख 24.03.2026 (03:00 PM) है। तकनीकी निविदा दिनांक 25.03.2026 (11:30 AM) को वरिष्ठ उपमहालेखाकार (प्रशासन), कार्यालय महालेखाकार (लेखा एवं हकदारी)- उत्तर प्रदेश, 20, सरोजनी नायडू मार्ग, प्रयागराज के कक्ष में खोली जाएगी।

उक्त निविदा प्रपत्र कार्यालय की वेबसाइट <https://cag.gov.in/ae/allahabad/en> अथवा CPPP पोर्टल से डाउनलोड किया जा सकता है।

sd/-

वरिष्ठ लेखाधिकारी/आईटीसीजी

OFFICE OF THE ACCOUNTANT GENERAL (A&E)- UTTAR PRADESH,
PRAYAGRAJ

Tender Inviting Annual Maintenance contract (AMC)

No. ITCG/AMC/IT-Hardware/2026-27/68866

Dated- 03.03.2026

Subject: Comprehensive Annual Maintenance Contract for the financial year 2026-27 for IT Hardware, Software, and its peripherals including UPS, structured Local Area Network, CCTV Camera and Biometric machines regarding.

O/o The Accountant General (A&E)- UP, Prayagraj is inviting sealed tenders from eligible and willing agencies / companies / organizations / vendors for Comprehensive Annual Maintenance Contract (AMC) of IT Hardware and Software and its peripherals including UPS, structured Local Area Network, CCTV Camera and Biometric Machines. Last date of submission of tender is 24.03.2026 (03:00 PM). Technical Bids will be opened on 25.03.2026 (11:30 AM) in the chamber of Sr. Dy. Accountant General (Admin.), O/o the Accountant General (A&E)- UP, 20, Sarojini Naidu Marg, Prayagraj.

The tender document may be downloaded from office website <https://cag.gov.in/ae/allahabad/en> or CPPP portal.

sd/-

Sr. Accounts Officer/ITCG

Tender Notice

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR
IT HARDWARE, SOFTWARE AND ITS PERIPHERALS INCLUDING UPS,
STRUCTURED LOCAL AREA NETWORK, CCTV CAMERA AND BIOMETRIC
MACHINES IN OFFICE OF THE ACCOUNTANT GENERAL (A&E)- UP, 20, SAROJANI
NAIDU MARG, PRAYAGRAJ-211001**

O/o THE ACCOUNTANT GENERAL (A&E)- UP, Prayagraj under administrative control of the O/o the Comptroller & Auditor General of India, New Delhi invites sealed Tenders from reputed Agencies/Companies/Organizations/ Vendors for Comprehensive Annual Maintenance Contract (AMC) of IT Hardware, Software and its peripherals including UPS, **Structured Local Area Network**, CCTV Camera and Biometric Machines for the period one year (01 April 2026 to 31 March 2027). Willing Agencies/ Companies/ Organizations/ Vendors are required to submit the bid in the format prescribed format. The last date of Submission of bid is 24.03.2026 (03:00 PM).

This tender document consists of following-

- A. Tender Notice
- B. Instructions to Tenderers-Section-I
- C. Eligibility Criteria- Section II
- D. Terms & Conditions Section-III
- E. Scope of work, Annexure I & II

The tender document may be downloaded from office website <https://cag.gov.in/ae/allahabad/en> or CPPP portal.

BID SCHEDULE & VENUE

Sl. No.	Activity	Schedule Date, Time & Venue
1.	Publication of Tender document	03.03.2026
2.	Issue of Clarification	Terms & conditions and specifications of items stipulated in tender may be got clarified from Sr. AO/ITCG, O/o the Accountant General (A&E), UP (Email ID- lokeshnatht.up1.ae@cag.gov.in or pratikr.up1.ae@cag.gov.in) on or before 17.03.2026 at any time during office hours.
3.	Last date of submission of Tender document	24.03.2026 (3:00 PM)
4.	Date of opening of Technical Bid	25.03.2026 (11:30 AM)
5.	Venue of Opening of Technical Bid	Sr. DAG/Admin. Chamber, O/o THE ACCOUNTANT GENERAL (A&E)- UP, 20, Sarojini Naidu Marg, Prayagraj.
	Address for submission of Bid Document	Sr. DAG/Admin Cell., O/o THE ACCOUNTANT GENERAL (A&E)- UP, 20, Sarojini Naidu Marg, Prayagraj.
6.	Date of Opening of Financial Bid	26.03.2026 (3:30 PM)
7.	EMD (Earnest Money Deposit) Refundable	Rs. 50,000/- (except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME).
<p>Note- The bidders should enclose the EMD along with the Technical Bid in the form of Banker's Cheque / Demand Draft issued from any scheduled commercial bank, in favour of "Pay and Accounts Officer", O/o THE ACCOUNTANT GENERAL (A&E)- UP, Prayagraj.</p>		

sd/-

Sr. Accounts Officer/ITCG

Section – I

Instruction to Tenderers

1. Tenders are invited in two bid system i.e. (i) Technical Bid and (ii) Financial Bid. Both bids should be put in the third envelop which should be prominently super-scribed as “TENDER FOR COMPREHENSIVE AMC of IT Hardware, Software and its peripherals including UPS, Structured Local Area Network, CCTV Camera and Biometric Machines” and addressed to “Sr. Deputy Accountant General/Admin., O/o the Accountant General (A&E), U.P., Prayagraj” and should reach on or before 24.03.2026 (03:00 PM)
2. Tenders received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.
3. This Office reserves the rights to reject any tender without assigning any reason.
4. It may be noted that incomplete tender in any respect or conditional tender will not be accepted.
5. All the vendors should also give a brief resume about their firm/company.
6. The firms should note that the rates quoted in their Financial Bids are inclusive of all applicable taxes and are valid for a period of minimum 06 months from the date of opening of the Tender. Quoting of abnormally low price in Financial Bids may lead to disqualification.
7. Tenderers are requested to adhere to the terms & conditions as mentioned in the tender document. Offers not complying with such terms & conditions shall be ignored/ rejected at the discretion of this office.
8. While submitting the tender for this work, the tenderer will be deemed to have read, understood, and accepted all the terms & conditions stated in the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions, specification of items stipulated in this tender, may be got clarified from Sr. Accounts Officer/ITCG, O/o the Accountant General (A&E), UP (Email ID-lokeshnatht.up1.ae@cag.gov.in or pratikr.up1.ae@cag.gov.in on or before 17.03.2026 at any time during office hours.

9. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the financial bid of the tender at the time and date as specified in the Tender Notice. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of financial bid of the tender. The name and address of permanent representative of the firm, if any, should also be indicated in the letter. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the tenderer or outsiders shall not be allowed to attend the tender opening.
10. The bidder is required to examine all instructions, forms, terms and specifications in the Bid documents. Failure to furnish all or any of the information required as bid document or submission of the bids not substantially responsive to the bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.
11. Document required for submission of tender must be serially numbered and strictly as per prescribed format.
12. The list of Network Hardware and IT Hardware & its peripherals including UPS, CCTV Camera and Biometric Machines to be given under AMC has been mentioned at Annexure II.
13. This contract will cover preventive and breakdown maintenance of computers, printers and other peripherals including UPS, CCTV Camera and Biometric machine as mentioned above and satisfactory working of LAN including server and other items. **The contract shall also include shifting / re-installation of computers.**
14. The firm should also submit a list of their clients/ customers (with complete name and address of the organization along with technical bid).
15. The bidder shall quote the price on per unit basis (Including taxes, if applicable).
16. Canvassing in any form will be viewed seriously and if any tenderer is found to be resorting to such practice, the tender of such Firm will be rejected. Any approach to Higher Authorities by the firm regarding clarification/award of the tender will lead to disqualification of the firm.
17. Bids shall remain valid for the minimum period of 06 months after the date of opening technical bid. The Accountant General (A&E), U.P., Prayagraj, shall reject a bid valid for a short period.

18. Tenders are invited in two bid system:

(i) Technical Bid & (ii) Financial Bid.

The '**Technical Bid**' will be duly filled and put in the **first envelope** containing the title '**Technical Bid for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS, CCTV Cameras and Biometric Machine**'. It should contain full information as required in Annexure—I and all other necessary information required to be submitted with technical bid. The documents submitted along with technical bid will be final and office will not ask to produce any such document after opening of technical bid.

The 'Financial Bid' will be made and put in the **second envelope** containing the title "**Financial Bid for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS, CCTV Cameras and Biometric Machine**". It shall include full information as required in Annexure—II.

Both bids should be put in the **third big envelope** which should be prominently super-scribed as "**Tenders for Annual Maintenance Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS, CCTV Cameras and Biometric Machine**" and addressed to "Sr. Deputy Accountant General/Admin., O/o the Accountant General (A&E), U.P., Prayagraj".

Section – II

Eligibility Criterion

1. The firm should be 'registered' and should be in existence for at least 3 years in the field of maintenance of Structured Local Area Network, IT Hardware, Software, Servers and its peripherals including UPS, CCTV Cameras and should be having a turnover of at least 40 Lakhs per annum for last three consecutive years exclusively in said maintenance trade only. The firm should have a field office/ service center in Prayagraj.
2. The firm quoting should possess sufficient experience in the field of AMC of the equipment given in the tender preferably in Central/ State government offices/ PSUs/ Autonomous Bodies (certificates in this regard from at least 03 organizations may be attached). This office may verify such certificates from the concerned office/organization, if necessary.
3. The firm must have expertise in preventive on-site maintenance and repair of servers, stand-alone computers, laser and Line Matrix printers, scanners, laptops, projectors, associated peripherals, network components and other hardware parts and accessories. The firm also must have expertise in LAN trouble shooting.
4. The firm should also be registered with CGST/SGST authorities/ Department of Commercial Taxes (certificates of registration have to be provided). The bidder must possess a valid ISO 9001:2015 certification for Quality Management System. ISO/IEC 27001:2022 certification for Information Security Management System will be desirable, considering the maintenance of servers containing Accounts and GPF data. The ISO certificates must be **valid and issued prior to the date of publication of the tender**.
5. The firm must have duly allotted PAN and GST Registration numbers. These numbers must be provided on the bills/tenders submitted by the firm for payment.
6. The bidder should have registered itself under EPF Act and ESI Act. The certificate in this regard is required to be enclosed along with technical bid.
7. Escalation Matrix Valid and recommended for service contracts.
8. The Bidder shall not be under the Declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
9. Copies of the following documents should be submitted along with Technical bid:
 - a. Company Profile
 - b. Certification of registration of company/firm (should be in existence for at least five years on 01.01.2026)
 - c. Complete address with telephone numbers of the field office / service centre at Prayagraj

- d. ISO certification, if any Desirable
- e. List of clients/ customers with address
- f. Audited Profit & Loss Account of three financial years i.e. 2022-23, 2023-24 and 2024-25 for proving turnover of lakh or above per annum.
- g. Copy of Permanent Account Number
- h. Copy of Income Tax return of last three financial years i.e. 2022-23, 2023-24 and 2024-25 (Assessment year would be 2023-24,2024-25 & 2025-26)
- i. GST registration certificate
- j. Copy of Latest GST Return
- k. Experience Certificate of at least 3 years in providing services in Central Government/ State Government/ Public sector undertakings/ Autonomous Bodies.
- l. Undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies
- m. The Earnest Money Deposit (EMD) of ₹ 50,000/- in form of Banker's cheque/ Demand Draft / FDR issued from any scheduled commercial bank in favor “*Pay and Accounts Officer*”, *O/o the Accountant General (A&E)- U.P. Prayagraj*” only.

A firm filling tenders does not fulfill all or any of the above eligibility criteria mentioned above, will not be considered for qualification in the technical bid.

Period of Contract

The period of Contract shall be for one year (01 April, 2026 to 31 March, 2027) for structured Local Area Network, IT Hardware, Software and its peripherals including UPS, CCTV Cameras and Biometric Machines.

Extension of Contract

If the service of the vendor is found satisfactory during the period of contract and if the vendor is willing to continue this contract at the rate quoted and finalized during the year 2026-27, this office may extend the period of contract for part of the next year or full year.

Performance Security (Security Deposit)

The successful bidder shall have to give performance security in the form of, PBG, Fixed Deposit Receipt made out or pledged from a Nationalized /schedule bank, amounting to 10% of the total Contractual value in favor of “*Pay and Accounts Officer*”, *O/o the Accountant General (A&E)- U.P. Prayagraj*”. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier. This Deposit is liable to be forfeited, if during the period of contract, the services of the contractor are found unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/ breached by the firm/ or his employees. The forfeiture will be in addition to any action by the

organization that the contractor firm may invite upon themselves due to any of the reasons specified above.

Section – III

Terms & Conditions

1. The Comprehensive Annual Maintenance Contract (CAMC) shall be for a period of one year (1-April-2026 to 31-March-2027) for Structured Local Area Network, IT Hardware, Software and its peripherals including UPS, CCTV Cameras and Biometric Machines.
2. This contract will cover preventive and break down maintenance of Servers, computers including Monitor/ TFT, Keyboard & Mouse etc., Laptops, Printers, CCTV Cameras, Biometric Machines and other peripherals as per Annexure-II and satisfactory working LAN including Server (installed at VLC, DBA & ITCG section) and other computers with installed software viz. operating systems, MS Office, internet explorer, Netscape, Outlook Express, Oracle application software and database software support, Antivirus Software etc. The contract shall also include shifting/ reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus software.
3. During the period of AMC, the tenderer shall carryout preventive check at periodic intervals.
4. The fault reported by the office during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. However, in exceptional circumstances, the delay in rectification for reasons beyond the control of the tenderer shall be condoned by the office.
5. In case of major repair/ breakdown of any systems, the supplier should have facility for providing a standby system within 24 hours.
6. The rates quoted will remain in force for the full period of AMC. No demand for revision of rates on any account shall be entertained during the contract period.
7. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/ of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
8. It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the organization in working condition on expiry of the contract.

9. Payment will be made on completion of each quarter against submission of invoice in duplicate.
10. Security deposit at 10% of the contract value has to be submitted in the form of bank guarantee as mentioned above under the caption "Performance Security" within 15 days of award of work.
11. The office reserves the right to reject the tender in whole or part and the decision in this regard shall not be called upon in question under any circumstances.
12. Measurements of defective/ unsatisfactory work during service period, any kind of delay in service, delay and/or absence of service or residential engineer, failure to do preventive maintenance or breakdown calls, any other type of failure which may feel so by this office be treated as unsatisfactory performance. The computers, printers, UPS and its peripherals shall be repaired against any specific complaint within 06 hours from the time of reporting. If the system/ equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:
 - (a) The service provider shall attend and resolve all complaints within 24 hours of registration. In case the complaint is not resolved within 24 hours, the service provider shall provide a standby unit of similar configuration.
 - (b) For delays beyond 24 hours, a penalty of 5% of the unit AMC charge per day per computer/printer/UPS/Peripheral shall be levied till the equipment is made functional.
 - (c) In the case of Software and Networking complaints, a penalty shall be levied on a daily basis, calculated proportionately on the total AMC Value quoted by the vendor.
 - (d) If the original unit cannot be repaired, the service provider shall replace it with a similar or higher configuration within 24 hours. The defective unit must be repaired/replaced permanently within two months, failing which the above penalty shall continue to be levied.
 - (e) The total penalty during the contract period shall not exceed 20 percent of the Annual AMC contract value. Once this limit is reached, the department shall have the right to terminate the contract and forfeit the Performance Security, as per contract conditions.

13. Emergency Service Support

For special cases, when emergency service is required in holidays/ bandh and even after office hours, no additional payment will be made.

14. Prior Permission

Any changes in Hardware/ software/ parts etc. shifting of any equipment, change of places of the equipment in the same office etc. done by the deputed engineer of the vendor should take prior permission from the ITCG Section/ nominated staff of this office.

15. Resident Engineer

Two dedicated qualified experienced and skilled resident engineers (one for structured local area network and one for IT hardware and its peripherals including UPS) to be provided by the successful bidder for on-site support during all working days round the year from 09:30 AM to 6:30 PM on all weekdays including Saturday and Sunday if called for. The resident engineers will report to nominated official i.e. ITCG Section directly & work as per their instructions. The Qualifications of the Resident Engineers deployed should meet the following criteria:

Qualifications	Work Experience	Requirement
Minimum-Diploma in Computer Engineering (Hardware & Software)	a) Work experience in the fields of Management of Systems & network administration. b) Having good knowledge of Microsoft Office, Windows Operating Systems, Java, etc., installing any OS/ Software as per the requirement of the office. c) Having good knowledge of installation on Linux version- 6.9 and its various applications. d) Having complete knowledge of installation Oracle 11g, database of Oracle 11g, web-logic etc. and efficient in creation of Oracle11g application development environment with all required connections in client server architecture. e) Management of LAN and Internet mailing system.	Experience of at least 02 years and having sound knowledge with certificate/diploma to troubleshoot any hardware, software related issues.

16. Other Engineer

Service Engineer/s apart from residential engineers has to be provided by the vendor on call basis as & when required during the contract. The company is also bounded to

provide engineer on call basis for the equipment not under AMC as per rate approved without any delay, otherwise it will affect the performance of the AMC vendor.

17. Resolution of Disputes

The agreement shall be governed by laws of India for the time being in force. All the disputes and differences arising out of or in connection with this tender shall be subject to the exclusive jurisdiction of Court of Law at Prayagraj only.

18. Addition to/withdrawal of Equipment

The similar equipment currently covered under warranty/ AMC/ otherwise may be included in the maintenance contract on expiry of such period and equipment under this maintenance contract, those are replaced/otherwise during the contract period will be withdrawn from the maintenance contract. Any addition to/ withdrawn from, would involve proportionate increase or decrease in the maintenance charges (Charges of similar equipment of this contract will be calculated proportionately for remaining period of the contract) at any time during the contract.

19. Preventive Maintenance

Preventive Maintenance for the whole computer system shall be done on Quarterly basis which shall include external/ internal cleaning of the system, running the diagnostics/utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between this office and Vendor. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its peripherals as specified in the inventory of equipment (Annexure II) to be covered under AMC. AMC shall cover Labour charges, required spares and consumables except Floppies, CDs, Tapes and Ribbons/ Cartridges/ Toners for Laser Jet Printer, batteries for UPS and Stationery. Maintenance also includes Software Installation, un-installation, and Virus Removal and Integrity maintenance to make the system/equipment/network functional.

20. The taxes may be deducted at source as per prevailing laws.

21. All disputes and differences arising out of /or in connection of this order shall be subject to the exclusive jurisdiction of Honorable Courts at Prayagraj.

Section – IV

Scope of Work

1. Five (two for structured local area network, two for IT hardware and its peripherals and one for movement of any IT hardware and its peripherals for repair) dedicated, qualified and skilled resident engineers to be provided by the bidder for onsite support during all working days round the year from 09:30 AM to 6:30 PM except Gazetted/National holidays. In case the services of the engineers are required on Saturdays/ Sundays & Holidays, the firm/service engineer deputed for this office will be informed and the engineer should be available in the office on that day. The resident engineer will report to ITCG Section directly & work as per their instructions. In the event of services required after the above hours or on holidays, the firm should be prepared to provide services with no extra charges. In case of any disaster/an unforeseen situation, the firm may be asked to depute other engineers from their organization to sort out the problem. The resident engineers should be well qualified. The engineers so deputed must have their mobile phones and necessary tools like cable testers, crimping/punching machines etc.
2. The bidder should maintain an adequate stock of essential spare parts and peripherals to ensure immediate replacement and minimum downtime of equipment. The following Minimum Closing Balance of spare parts shall be maintained at all times during the contract period.

Items	Minimum requirements
Hard Drive (256 GB SSD & 512 GB HDD)	20
RAM (4 GB & 8 GB)	10
SMPS	10
Monitor Adopter	25
Printer Cabil	10
HDMI Cabil	25
Keyboard	50
Mouse	50
Printer	6

3. Each complaint must be attended and resolved as per the Terms & conditions point number 12.
4. Where the parts/ components have failed/ damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call.

5. Where any items/ parts/ components need replacement. the same shall be replaced with same make, specification and brand of items/ component/ part. In case the brand/ model has become obsolete, the same shall be replaced with superior quality of the items/ parts/ components and must carry at least one year warranty.
6. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.
7. In case of pending/ high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/ network.
8. The details of resident engineers posted at this office should be provided to the ITCG Section. The vendor has to arrange a reliever with prior notice in case of engineer avails leave.
9. The resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter this office without proper identity cards as above.
10. An online register will be maintained by the resident engineer of the firm for booking the complaints and to keep a record of the uptime of the system. A complaint/ call register will be maintained by the vendor.
11. In case an equipment/machine is being taken for servicing to the service center, the firm will provide standby equipment and will take prior permission of the ITCG Section before taking the equipment out. The cost of transportation and insurance for equipment will be borne by the firm.
12. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated. All LAN equipment on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance/ repair/ replacement of existing fiber/ Network cable/ switches/ media converters/ UTP/ fiber patch cord/ UTP patch cord/ Printer drum etc. with same or equivalent brand located throughout the premises.
13. The vendor has to keep readily available in their stock at least following parts as standby: Media converters (1), 8-port switches (2), 16-port switches (1), 24-port switches (1), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (30), I/O box (5), I for RJ Connectors (10), mouse, keyboards etc.

14. The firm has to ensure uninterrupted connectivity of LAN in all floors of this office till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes. The list of Network Hardware and IT Hardware and peripherals are annexed as Annexure-II.
15. In addition to above points these problems should be attended on priority basis
 - Diagnosis of every problem related to hardware, software and connection with VLC Database of Live Server, Test Server – Application Server & Data Server, Web Server, Report Server.
 - Diagnosis of all problems related to VLC Network, IAAD Network, as well as Network Switch and Network Connection.
 - Work of installation and connection with VLC Database of Form builder – 11g, 6 i and Report builder – 11g, 6 i in Dashboard Laptop, Test Server Machine, another machine and if required, any other machine also.
 - Diagnosis of RMAN – ARCH Backup, RMAN Telangana Backup, RMAN – 0 Backup, RMAN – 1 Backup, RMAN Full Backup, Application Backup, Full Export Backup, Full Export Backup without rows, Cold Backup, Logical Backup, Automatic Daily Backup, and also diagnosing all the hardware, software and maintenance related problems of VLC/GPF/Diary Backup etc. kept in the building as well as any other Backup if required.
 - Diagnosis of all problems related to hardware, software and connection of VLC Database with SWAN Network Computer, Window 98 Computer, RMAN Telangana PC and Dashboard Laptop.
 - The work of set up, installation, connection, updation of all the software related to VLC like Toad for Oracle, Report builder, Run Report, Form Builder etc. along with the diagnosis of all the problems faced in it.
 - Database Restoration from, all types of backups and Data Recovery (In case of System failure), and diagnosis of all problems related to VLC Application.
 - Diagnosis of all problems related to LAN Cable and IP Address.
 - Diagnosis of all problems related to hardware, software and connections of Line Matrix Printer, Monthly Civil Account (MCA), A3 Printer and HP Printer connected to Window 98 and all UPS related problems.
 - All work related to Updation/Modification to be done from time to time as per requirement in the forms and reports already present in VLC and GPF Module.
 - Apart from the above points, resolution of all the problems related to IT hardware, software and networking encountered in the VLC-IFMS and DBA (Fund) section.

Annexure-I
Technical Bid

Sl. No.	Description	Mention page number where attached
1	Company Profile	
2	Name, address & telephone number of the agency/ firm	
3	Certification of registration of company/firm (should be in existence for at least five years as on 01.01.2026)	
4	Complete address with telephone numbers of the field office/service Centre in Allahabad	
5	ISO certification, if any (optional)	
6	Please specify as to whether Bidder is sole Proprietor/Partnership firm/ Private or Limited Company	
7	List of clients/customers with address	
8	Copy of PAN card issued by Income Tax Department	
9	Copy of Income Tax return of last three financial years i.e. 2022-23, 2023-24 and 2024-25 (Assessment year would be 2023-24,2024-25 & 2025-26)	
10	Copy of GST Registration	
11	Copy of latest GST Return	
12	Annual Turnover of Previous three Financial Years : 2022-23, 2023-24 and 2024-25 (Please attach proof in the form of Profit & Loss Account)	
13	The bidder should have a minimum of three consecutive years of experience in providing similar services in Central Government Departments / Public Sector Undertakings (PSUs) / Autonomous Bodies / Corporate Organizations. Relevant experience certificates/work orders must be enclosed with the Technical Bid as proof of experience.	
14	Copies of minimum 03 similar Annual Maintenance Contracts received from Government and reputed private organizations	
15	Undertaking that company has not been declared ineligible for corrupt or fraudulent practices or blacklisted with any of the Government agencies	
16	Details of Earnest Money Deposit: Issuing bank, DD/ Banker's cheque number, Date of issue	
17	List of Dedicated team of Engineers/ Technician with Telephone Nos. in Prayagraj.	

Annexure-II
Financial Bid

Sl.No		Description	Cost of Comprehensive AMC per year in INR (Inclusive all taxes)
1.	Technical Support for – <ul style="list-style-type: none"> • Oracle and SQL based software GPF (General Provident Fund) and VLC (Voucher Level Compilation) Software. • CCTV Camera and Biometric machines. • Operating Systems/ Application Packages. • <u>All the problems as mentioned in Point No. 14 of Scope of work.</u> 	Maintenance as per scope of Work including- <ul style="list-style-type: none"> • Windows 98. • Windows 7 and above. • Office 365/ office 7 & above and associated Microsoft applications. • System Antivirus. • Cisco net connect software. • Diary/ Dispatch Software. • Other Applications running in the Office. 	

IT Hardware & Peripherals

(A) COMPUTERS					
Sl. No	Make & configuration of Systems	Nos. of Hardware	Effective From	Rate s per Unit	Total Amount
1	Acer make intel core i5, i5 Veriton, 16 GB RAM, 1000 GB HDD, 19.5" TFT (2020-21)	70	01.04.2026		
2	HP make intel Corei5 All in One PC	3	01.04.2026		
3	INP make intel corei3, 8GB RAM, 256 GB SSD with 21.5" TFT along with Wireless keyboard and Mouse (2023-24)	256	01.01.2026		
4	HP make thin clients T430 with 18.5" TFT (2019-20)	4	01.04.2026		
5	HP make thin clients T430 with 18.5" TFT (2020-21)	8	01.04.2026		
6	Dell, Core i3, (2011-12-14)	01	01.04.2026		
7	HP, Core i3, 14-03-2014	01	01.04.2026		
8	HP, Core i3, 01-09-2014	87	01.04.2026		
9	HP, Core i3, 16-11-2015 & 09-1-2015 (01 System)	45	01.04.2026		
10	HP, Core i3, 05-12-2016	65	01.04.2026		
11	PLEXTEK, Core i3, 27-02-2023	125	01.04.2026		
12	HP, Core i5, 23-11-2013	09	01.04.2026		
13	HP, Core i5, 01-09-2014	15	01.04.2026		
14	HP, Core i5, 16-11-2015	15	01.04.2026		
15	HP, AMD, 27-12-2016	21	01.04.2026		
16	HP, Core i5, 04-10-2017	17	01.04.2026		
17	HP, Core i5, 26-11-2018	15	01.04.2026		
18	ACER, Core i5, 22-03-2021	20	01.04.2026		
19	LENOVO, Core i5, 15-03-2021	03	01.04.2026		
20	Dell AIO, Core i5, 04-01-2022	1	01.04.2026		
21	HP AIO, Core i5, 27-01-2022	3	01.04.2026		

			6		
22	Acer, AMD RYZEN 5, 02-03-2023	52 (Part AMC)	02-03-2027 to 31-03-2027 (30 Days)		
23	60 inch LED (TV)	01	01.04.2026		
24	Local Area Network & its related Hardware Maintenance of total Networking with cables	1 Job	01.04.2026		

(B) LAPTOPS

25	HP make AMD Ryzen 5 Laptops (2022-23)	114	01.04.2026		
26	HP Spectre 360 two in one Laptop (2023-24)	1	01.04.2026		
27	HP Probook 445 G10 Laptop (2023-24)	2	01.03.2027		
28	Apple M3 Laptop 2024-25	1	01.04.2026		
29	Dell, i3, 23-02-2022	08	01.04.2026		
30	Acer, i5, 29-12-2022	01	01.04.2026		
31	HP, i5, 02-09-2019	01	01.04.2026		
32	HP, i5, 13-09-2022	01	01.04.2026		
33	Acer, i3, 25-02-2021	02	01.04.2026		
34	HP, Ryzen 7	71 (Part AMC)	01-03-2027 to 31-03-2027 (31 Days)		
35	iPad Air M3, 1 TB, 11 inch	01 Part (AMC)	13-10-2026 to 31-03-2027 (170 Days)		

(C) SCANNER

36	Scanner HP-200 (2015-16)	4	01.04.2026		
37	HP 3545e PSC (2015-16)	1	01.04.2026		
38	i-ball make click scanner (2018-19)	4	01.04.2026		

			6		
39	HP Scanjet Pro 2500 F1 Flatbed (2020-21)	3	01.04.2026		
40	Canon DR-C225II Flatbed Scanner (2020-21)	3	01.04.2026		
41	HP Scanjet Pro 2600f1	4	01.04.2026		
42	TVS make Bar code Scanner (2016-2019)	11	01.04.2026		
43	HP Scanner	07	01.04.2026		
44	Epson Scanner	02	01.04.2026		
45	Canon Scanner	03	01.04.2026		
46	Avision Scanner	05	01.04.2026		
47	Avision Scanner	03	01.04.2026		
48	Epson Scanner	05	01.04.2026		

(D) PRINTERS

(a) Laser Printers

S. No.	Item Description	Qty	From		
49	HP Laser M1536dnf (Multi-Function Printer) (2011-12)	1	01.04.2026		
50	HP Laser 1020 & 1020+ (2010-11, 2011-12, 2014-15 & 2015-16)	26	01.04.2026		
51	HP Laser 1008 (2010-11)	9	01.04.2026		
52	HP Laser 1505 (2010-11)	3	01.04.2026		
53	HP Laser P2055dn (2011-12)	1	01.04.2026		
54	HP Laser P1606dn (2013-14)	4	01.04.2026		
55	HP Laser M177fw (Multi-Function Printer) (2014-15)	1	01.04.2026		
56	HP Laser 600 M604 (2015-16)	1	01.04.2026		
57	Brother Laser Printer (2016-17 & 2017-18)	25	01.04.2026		
58	HP LaserJet Pro M706N A3 Size Printer (2017-18)	1	01.04.2026		
59	HP LaserJet Pro M1136 Printer (2018-19)	2	01.04.2026		
60	HP LaserJet M203DN (2019-20)	4	01.04.2026		
61	HP LaserJet M403DN (2019-20)	3	01.04.2026		
62	HP LaserJet M403DW (2019-20)	1	01.04.2026		
63	Kyocera Ecosys M2640idw Heavy-duty Printer (2020-21)	3	01.04.2026		
64	HP LaserJet Pro M405dw Printer (2020-21)	5	01.04.2026		
65	Deskjet Printer 2645 All In One, 27-12-2015	01	01.04.2026		

66	HP All in one 2135 Deskjet, 08-01-2016	01	01.04.2026		
67	HP 706 Laserjet A-3 size, 07-01-2016	01	01.04.2026		
68	Laserjet Pro-200 M251-Color, 14-03-2014	01	01.04.2026		
69	HP Laserjet PRO 1566, 19-10-2013	14	01.04.2026		
70	HP Laserjet Printer 1606 , 02-09-2014	15	01.04.2026		
71	Laserjet Printer, 31-03-2011	03	01.04.2026		
72	HP Laserjet Printer MFP M-177 (All-in-one) Color, 28-12-2016	01	01.04.2026		
73	Laserjet 2361 DN(Brother), 27-10-2016	04	01.04.2026		
74	Ricoh SP 212 SNW 29.11.2017	02	01.04.2026		
75	Laserjet (Duplex) HP (Pro), 27-09-2017	04	01.04.2026		
76	HP Laser Jet Printer (Simplex), 11-10-2017	08	01.04.2026		
77	All in One Color laser Jet, 07-12-2018	01	01.04.2026		
78	Colour Laser Printers MFP M277 (All in one), 09-1-2017	03	01.04.2026		
79	Pantum, 30-01-2020	05	01.04.2026		
80	Brother, 01-11-2018	09	01.04.2026		
81	Multi Function Machine (MFM), 23-02-2021	02	01.04.2026		
82	HP Officejet Pro 9130 Colour Printer, 18-03-2025	04	01.04.2026		
83	Kyucera Colour Lejer Jet Printer (MFP) 2022	4	01.04.2026		

(c) Line Matrix Printers

S. No.	Item	Qty	From		
84	Printronix HD Printer (2016-17, 2017-18 & 2019-20)	4	01.04.2026		
85	LMP HD, 12-04-2013	01	01.04.2026		
86	LMP HD, 08-01-2016	01	01.04.2026		
87	LMP HD, 20-09-2017	01	01.04.2026		
88	LMP HD, 24-02-2021	01	01.04.2026		
89	LMP HD, 31-10-2019	01	01.04.2026		
90	LMP Non HD, 3103-2010	02	01.04.2026		
91	LMP Non HD, 26-04-2012	01	01.04.2026		

(E) SERVERS

S.	Item	Qty	From		
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No.					
92	HP Proliant DL360 (2017-18)	1	01.04.2026		
93	HCL Mid-Range Server (2007-08)	1	01.04.2026		
94	HP Make Intel Xeon E3-1200 Mid-Range Server (2015-16)	1	01.04.2026		
95	HP DL320eGe Mid-Range Server (2016-17)	1	01.04.2026		
96	HP Make Intel Xeon Type II Server , Model - ML350G6 (2011-12)	1	01.04.2026		
97	HP Intel Xeon Type-II Server, Model - ML330G6 (2012-13)	1	01.04.2026		
98	HCL Type-II Server, Model - IGL 2700 (2012-13)	2	01.04.2026		
99	HP Intel Xeon Type-II Server, Model – DL180G6 (2012-13)	1	01.04.2026		
100	HP Proliant D1360 (2017-18)	1	01.04.2026		
101	Dell EMC Poweredge T640 Server (2020)	6	01.04.2026		
102	Server HP	3	01.04.2026		
103	Server HCL	1	01.04.2026		

(F) UPS

(a) UPS ONLINE

S. No.	Item	Qty	From		
104	10 KVA Eaton UPS (2021-22)	1	01.04.2026		
105	10 KVA Numax UPS (2022-23)	1	01.04.2026		
106	06 KVA Eaton UPS (2021-22)	1	01.04.2026		
107	06 KVA BPE UPS (2022-23)	1	01.04.2026		
108	05 KVA Neo Power UPS (2013-14)	1	01.04.2026		
109	05 KVA HI SHINE UPS (2016-17)	7	01.04.2026		
110	05 KVA NPS UPS (2017-18)	5	01.04.2026		
111	05 KVA BPE UPS (2022-23)	5	01.04.2026		
112	02 KVA Eaton UPS (2021-22)	1	01.04.2026		
113	02 KVA UTL UPS (2016-17)	7	01.04.2026		
114	02 KVA Keptron UPS (2015-16)	1	01.04.2026		
115	02 KVA BPE UPS (2019-20)	2	01.04.2026		
116	01 KVA HI SHINE UPS (2016-17)	2	01.04.2026		
117	06 KVA UPS	07	01.04.2026		
118	05 KVA UPS	04	01.04.2026		
119	02 KVA UPS	11	01.04.2026		

(b) UPS OFFLINE

S.	Item	Qty	From		
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No.					
120	600 VA BPE (2013-14)	26	01.04.2026		
121	650 VA Numeric (2015-16)	24	01.04.2026		
122	650 VA Luminous (2019-20)	10	01.04.2026		
123	650 VA Microtek (2022-23)	244	01.04.2026		
124	600VA (Numeric)	109	01.04.2026		
125	650 VA (Microtech)	52	01.04.2026		
126	650 VA (Intex)	125	01.04.2026		
127	01 KVA UPS	03	01.04.2026		

(G) Projector

128	Projector	01	01.04.2026		
129	Projector	01	01.04.2026		
130	View sonic make, model-PJD5253, Projector (2015-16)	2	01.04.2026		

(H) CCTV Camera, Biometric Machines & Gate Pass Management Software

13 1	ESSL Finger Recognition Device	1	01.04.202 6		
13 2	Gate Pass Management Software	1	01.04.202 6		
13 3	Sony LCD TV 32"	1	01.04.202 6		
13 4	Dome Cameras : 2 MP Day/Night functionality Camera with Smart IR, up to 30 mtr(98 ft) IR distance Optical glass window with higher light Transmittance, IR anti-reflection window to increase the infrared transmittance 3D DNR (Digital Noise Reduction) H.264/MJPEG Triple streams 9:16 corridor format ONVIF	16	01.04.202 6		
13 5	Bullet Cameras : 2 MP Day/Night functionality Camera with Smart IR, upto 50-80mtr IR distance Optical glass window with higher light Transmittance, IR anti-reflection window to increase the infrared transmittance 3D DNR (Digital Noise Reduction) H.264/MJPEG Triple streams 9:16 corridor format ONVIF	17	01.04.202 6		

13 6	PTZ Camera :- 30X IP PTZ Camera 2 MP 1/3"CMOS,ICR,1920X1080;30fps,(H.265/) H.264/MJPEG, Triple streams, AC24V & DC24V, PoE Optimal (P), SD card slot, Alarm in/out 1/1,Audio,IP66,30X optical zoom (4.5~135mm), DWDR, Digital Defog, 3D DNR, ROI, IR range: upto 100m	5	01.04.202 6		
13 7	IP PTZ Controller – For All PTZs	1	01.04.202 6		
13 8	32 Channel NVR Support H.265,320 Mbps, Synchronous Playback, 8 SATA HDD Port, upto 6TB for each disk RAID 1, 5, 2-HDMI/1-VGA Output (with 06 Nos. of 6TB HDD)	2	01.04.202 6		
13 9	4 Channel NVR Support H.265,320 Mbps, Synchronous Playback, 8 SATA HDD Port, upto 6TB for each disk RAID 1, 5, 2-HDMI/1-VGA Output (with 02 Nos. of 6TB HDD)	1	01.04.202 6		
14 0	Samsung LED TV 40"	1	01.04.202 6		
14 1	UPS 1 KVA	1	01.04.202 6		
14 2	Network Attached Storage (NAS) with 02 Nos. of 6TB HDD	1	01.04.202 6		
14 3	PTZ Camera (Conference Hall)	2	01.04.202 6		
14 4	CCTV Camera Samsung (Dome) (at Prayagraj)	15	01.04.2026		
14 5	CCTV Camera Samsung (Dome) (at Lucknow Branch Office)	4	01.04.202 6		
14 6	CCTV camera Samsung (Bullet) (at Prayagraj)	8	01.04.202 6		
14 7	16 Channel NVR-Samsung (at Prayagraj)	1	01.04.202 6		
14 8	4 Channel NVR-Samsung (at Prayagraj)	2	01.04.202 6		
14 9	4 Channel NVR-Samsung/HikVision (at Lucknow Branch Office)	1	01.04.202 6		
15 0	CP PLUS 4 Channel DVR (at Prayagraj)	2	01.04.202 6		
15 1	CCTV Camera CP Make (Dome) (at Prayagraj)	2	01.04.202 6		
15 2	CCTV Camera Hikvision/ (Analog Bullet) (at Prayagraj)	4	01.04.202 6		
15 3	Wall Mounted Display Unit (Samsung 20 inch)	4	01.04.202 6		
15 4	Maintenance of total Networking with cables and all their components. (at Prayagraj and Lucknow Locations)	01 JOB	01.04.202 6		

TOTAL (H)				
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GRAND TOTAL PART (A+B+C+D+E+F+G+H)	
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UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract.
3. I certify and give undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
4. I/We give the rights to the competent authority of the office of the Accountant General (A&E) 20, S.N. Marg. Prayagraj 211001 to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
5. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document/ work within stipulated period.

Note- The hardware which is shown with effective date other than Date of AMC comes in AMC from such dates automatically. I/We undertake to execute the AMC on the rate quoted above. I/We also declare that the items will be supplied by me/us on the rate furnished.

Date:

Place:

(SIGNATURE OF BIDDER)

(Official Seal)
Full Name and Designation