

**OFFICE OF THE PRINCIPAL DIRECTOR OF AUDIT (CENTRAL), BENGALURU**

**No. PDAC/EDP/E/2020-21/AMC/1-12**

**Dated: -01.04.2021**

Sir,

Sub: Quotations for Comprehensive AMC for PCs/Peripherals for the year 2021-2022.

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The office of the Principal Director of Audit (Central), Bengaluru proposes to entrust the Comprehensive Annual Maintenance Contract for all the PCs/Peripherals and invites your offers for the same.

The details of the configuration of each item proposed to be under AMC are given in Annexure "A". The terms and conditions are mentioned in Annexure "B".

The details of the previous experience of your firm with regard to Comprehensive Annual Maintenance Contract for similar items as mentioned in Annexure "A" along with a copy of the Performance Report issued in this regard by such firms may be enclosed with the quotation.

You may please send in your quotation for taking up the AMC. The sealed covers should be super scribed "**Quotation for AMC of IT Systems 2021-22**".

Your **Sealed Quotation** should be addressed to "THE DIRECTOR (ADMIN, DT & CUSTOMS), OFFICE OF THE PRINCIPAL DIRECTOR OF AUDIT (CENTRAL), BENGALURU AUDIT BHAVAN, NEAR VIDHAN SOUDHA, KARNATAKA, BENGALURU- 560001." and should reach the undersigned on or before 16<sup>th</sup> April 2021. The same will be opened at 1500 hrs on 16<sup>th</sup> April 2021 in the presence of representatives from the firms, If any.

Yours sincerely,

-Sd-

DIRECOR/ADMIN

**OFFICE OF THE PRINCIPAL DIRECTOR OF AUDIT (CENTRAL), BENGALURU**

**ANNEXURE “A”**

**Items to be taken up under Comprehensive Annual Maintenance Contract.**

<b>Sl. No</b>	<b>Item of Hardware with brief configuration</b>	<b>Qty</b>	<b>Date of Purchase</b>	<b>AMC Rate</b>	<b>Total</b>
1	Laptop-HP-240-G4	4	11.01.2016		
2	Laptop-HP-348-G3	10	18.11.2016		
3	Laptop-HP-348-G3	17	15.12.2016		
4	Laptop-HP-348-G4	11	20.09.2017		
	Laptop-HP-348-G4	01	03.10.2017		
5	Laptop-HP-348-G4	01	02.11.2017		
6	Laptop-HP-348-G4	05	31.01.2018		
7	Laptop-HP-348-G4	31	07.03.2018		
8	Laptop-HP-348-G4	30	01.10.2018		
9	Laptop-HP-348-G4	6	21.02.2019		
7	Desktop Lenova H50-50	04	11.01.2016		
8	Desktop Dell Optiplex	08	10.03.2016		
9	Desktop HP Monitor LED Lite	07	14.11.2017		
10	Server HP e DL380	01	21.08.2017		
11	Projectors	01	18.08.2016		
12	Projectors	03	28.03.2017		
13	Projectors	02	18.08.2017		
14	Projectors	04	29.08.2019		
15	Scanner Hp Scanjet	01	11.01.2016		
16	Scanner Portable Scanner 6	06	14.03.2017		
17	Scanner Canon wide 220	01	06.09.2017		
18	Printer Canon Image LBP	01	01.02.2016		
19	Printer Canon Image LBP	03	14.03.2016		
20	Printer Canon MF 4750	01	27.08.2016		
21	Printer Canon MF 4750	01	14.03.2017		
22	Printer Canon 6230	03	14.03.2017		
23	Printer Canon MF 229 DW	01	28.03.2017		
24	Printer Canon MF 4750	02	28.03.2017		
25	Printer Canon Image Class MF 249 dw	03	18.08.2017		

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26	Printer HP Laser Jet M 227s dn	02	24.08.2019		
27	Printer Brother DCP L3551 CDW	04	27.01.2020		
28	Printer Lexmark B2236 DW	03	17.01.2020		
29	Networking Nods	144			
30	Networking Access points	17			
31	Networking Switchs	06			

Sd/-

Asst. Audit Officer/EDP

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**ANNEXURE “B”**

**Terms and Conditions for AMC 2021-22.**

1. The Sealed quotations shall be in conformity with the specifications in Annexure: “A” for AMC for Hardware Peripherals.
2. Vendor will be responsible to ensure that the quotation reaches the above address on or before the due date and time.(at 2.00 PM on 16.04.2021 at O/o Principal Director of Audit (Central), Bengaluru
3. Quotations received after the due date / not submitted in the prescribed formats / in the prescribed manner / incomplete in any respect / not accompanied by prescribed documents are liable to be rejected.
4. THIS OFFICE reserves the right to accept or reject any quotation or alter the terms and conditions without assigning any reason.
5. All the prices quoted by the vendor shall be in Indian Rupees and not be subject to any price escalation. The prices quoted should **be inclusive** of all Central/ State Government taxes, cess etc.
6. In respect of all the prices quoted for AMC of computer systems & other accessories, terms and conditions proposed by the vendor shall be valid for a minimum period of 15 months from the date of closing of the bids.
7. The Annual Maintenance Contract shall cover comprehensive maintenance of all the items mentioned in the Annexure-‘A’.
8. All parts of Computer systems, Laser Printers, Desk Jet Printers, Dot Matrix Printers, (excluding consumables like ribbons and toner cartridges) shall be covered under the Annual Maintenance Contract.
9. Decision of THIS OFFICE in respect of evaluation of bids and/ or award of contract will be final.
10. THIS OFFICE reserves the right to discontinue the Annual Maintenance contract for maintenance of scheduled equipment’s at one-month notice.
11. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable. The scheduled equipment will be relocated within Bangalore.
12. In case within the contract period, for any reasons, the systems under maintenance are disposed off by this office, the contract amount for that particular system shall be repaid by the vendor, or deducted from the amount payable by THIS OFFICE, on a pro rata basis.
13. In case of any up-gradation of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period without any extra cost.

14. As part of the Annual Maintenance Contract, the vendor shall arrange to depute one (01) Resident Engineer for this office on full day basis on all working days. between 9.30 AM to 6.00 PM The deputed Resident Engineer should capable of doing the following systems related activities:
  - a) Update of the software/drivers required for the networking components during the contract period.
  - b) Provide able support with respect to LAN systems.
  - c) Provide technical assistance with regard to installation of OS, configuration of Servers.
  - d) Provide support in managing internet facilities over LAN systems.
  - e) Should be readily willing to attend to service calls at different locations of this office.
15. The Rates quoted shall include the AMC of the equipment's listed along with compensation of one Resident Engineer.
16. As part of the maintenance contract, the Call Report (calls attended and action taken with signature of the complainant) should be submitted on monthly basis by the Resident Engineer.
17. The preventive maintenance should be completed during the first week of every quarter and report to that effect be submitted to competent authority.
18. In case of major break down or occurrence of any major obstacle in functioning of the scheduled equipment, the vendor shall ensure that the same is repaired within 24 hours. In case of failure to repair the same within stipulated time the vendor shall provide an equivalent stand by equipment in terms of configuration, without any additional charges.
19. The vendor shall not divulge to any person including his other divisions, subsidiaries or groups, any information obtained by him about this office in the course of his execution of work and shall treat such information as professional communication with confidentiality.
20. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor/ Resident Engineer during the contract period. The vendor shall make good the loss or damage to the scheduled equipment caused due to negligence.
21. The vendor shall arrange to transport equipment and hardware at his own cost and responsibility in case the same is to be sent for repairs at their service center outside this office premises.
22. There shall be no items of spares which are not covered for replacement under the contract.
23. The vendor shall provide a list of existing customers and their references.
24. The prospect bidders may check/inspect the computers/peripherals in the office premises on 9<sup>th</sup> April 2021 between 11.00 AM to 1.30 PM.
25. All complaints to be solved within 2 hrs from call, Major complaint within 24 hours and for replacement more than 24 hours, failure to do so, penalty of Rs. 50/hr will be levied.

Sd/

Asst. Audit Officer/EDP Cell.