



महालेखाकार का कार्यालय,
OFFICE OF THE ACCOUNTANT GENERAL (A&E),
TRIPURA, AGARTALA
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No .Rec/A&E/AMC/Computer Hardware/2022-2023 / 23476

Date: -22/04/2022

Subject :- Notice Inviting Tender for Comprehensive Annual Maintenance Contract (CAMC) for Server, Desktops, Laptops, Printers, Photocopier, UPSs etc

The Senior Accounts Officer (IT) on behalf of the office of the Accountant General(A&E), Tripura, Agartala, P.O. Kunjavan, Agartala-799006 under Indian Audit and Accounts Department headed by the Comptroller and Auditor General of India, New Delhi, invites sealed bid quotations from reputed and experienced Indian firms/companies/organizations located in Agartala, Tripura for furnishing their quotations/item-wise rates for the Comprehensive Annual Maintenance Contract (CAMC) for Server, Desktops, Laptops, Printers, Photocopier, UPS etc installed in the above mentioned office.

The interested bidders (firms/companies/organizations) shall apply in the prescribed application form (**Annexure-I**) duly complete in all respect and signed by the authorized signatory subject to the adherence of the Terms & Conditions as specified in **Annexure-II**. They shall furnish the bid documents as per Annexure-III & IV respectively. The entire set of documents must be submitted in a separate sealed cover envelope alongwith **Annexure-III**, **Annexure-IV** should be submitted in a separate envelope. Both the envelopes will be put into a third envelope and superscribed "Quotation for Comprehensive Annual Maintenance Contract (CAMC) for Server, Desktops, Laptops, Printers, Photocopier, UPS etc" and sent by registered post/courier/speed post/in person at the above address to ensure receipt in this office **before 05:00 PM on 16/05/2022(Monday)**. The Bid document/quotations sent by fax/email will not be accepted. The quotation received after due date will not be accepted in any circumstances.

The Bid document will be opened in presence or Senior Accounts Officer (IT), at 3 P.M on **17/05/2022**, For any query, may contact Senior Accounts Officer (IT) at 0381- 2997388

Sr. Accounts Officer (IT)
O/o- Accountant General(A&E),
Agartala, Tripura-799006

Annexure-I
APPLICATION LETTER
(Specimen)

To
Senior Accounts Officer (IT),
Office of the Accountant General(A&E),
Tripura, Agartala
P.O. Kunjavan, Agartala,
PIN-799006

Subject:-	Comprehensive Annual Maintenance Contract(CAMC) for Server Desktops, Laptops, Printers, Photocopier, UPS etc.,
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Sir,

In response to your Notice Inviting Quotation vide No.-Rec/A&E/AMC/Computer Hardware/2022-2023/23476 dated 26/04/2022 on the subject cited above.. I/We, the undersigned Bidder(s): has/have submitted the bid documents as per **Annexure-II, III & IV** having acquired the requisite information related to the above stated maintenance contract after visit of the site and examining the form of contract, nature, quantum of works affecting the tender invited by the Senior Accounts Officer(Admin.) on behalf of the Office of the Accountant General(A&E), Tripura, Agartala, I/We the undersigned **hereby** accept the offer of Comprehensive Annual Maintenance Contract (CAMC) for Server, Desktops, Laptops, Printers, Photocopier UPS etc., installed in your office strictly in accordance with the terms and conditions as indicated by you in the said document.

I/we do hereby declare that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I/We also agree to submit the bill on **quarterly/half-yearly basis after completion of each quarter** as per agreed terms and conditions.

I/We hereby declare that our firm/company/agency is not blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute/ Body or any other Govt. organization.

I/We understand that the competent authority reserved the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons.

I/We also understand that the competent authority reserved the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking You,

Yours faithfully

Signature:

Name in Block letters:

Seal of the company/Agency/Firm

Date:

Place:

Terms and conditions for Comprehensive Annual Maintenance Contract (CAMC) for Server Desktop, Laptops, Printers, Photocopier, UPS etc.

Scope of Works: -

1. The general scope of work includes the maintenance of hardware and software and is also applicable to Linux/Windows operating systems etc. The software maintenance includes loading/reformatting of software/discs with software and installation/removal of any other software purchased by this office from time to time. It also includes removal of virus and re-installation software packages mentioned above. The successful bidder shall be responsible for providing maintenance support of the Antivirus supplied by the office and its regular updation to ensure a virus free IT environment in the office.
2. The list of IT hardware, peripherals, accessories and any other related items along with summary of items is attached in **Annexure V**. *However new equipments purchased from time to time, after the expiry of warranty/ guarantee period, will also come under services of AMC at the same rate & terms and conditions.*
3. The AMC will be comprehensive maintenance in nature which includes preventive maintenance and/ or replacement of any parts of Original Equipment's Manufacturers *excluding Printer Heads, UPS Batteries, Laptop Batteries, Adapters for Laptops, Toner & Cartridges of printer, LCD/LED panel for Laptops*, physical damage or damages effected by rodents or insects only without extra payment for keeping the IT hardware & peripherals active and free from any defect or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/ steps to set right malfunctioning of the systems.
4. A copy of the Notice Inviting Quotation (NIQ) should also be submitted duly signed in each page by the tenderer in token or having understood and agreed to the same.
5. The Bidder (firm/company/organization) must be registered as firm or as a company with the Registrar of Firms or Registrar of Companies.
6. The Bidder (firm/company/organization) must be registered with the GST authorities.
7. The Bidder (firm/company/organization) should have **valid trade license for working in Agartala, Tripura.**

8. The Bidder (firm/company/organization) should produce the **self-attested photocopies of documents** related to allocation of Registration and Trade license of the firm/company/organization, PAN, and registration under GST authorities.

9. The Bidder (firm/company/organization) should have at least 5(five) years' previous experience in maintenance contract of IT hardware & peripheral items specially maintenance in Server with Central or State Government (Departments/Organizations/ Public Sectors Undertakings in Agartala/**Tripura**). The Bidder shall furnish necessary self-attested copies of documents in support of each qualifying criteria.

10. An undertaking to the effect that the firm/company/organisation has not been blacklisted by any government/semi government organization/statutory body/public sector undertakings, is required to be submitted with tender documents. Details of any litigation, current or during the last five years ending 31.03.2022 in which the bidder is involved, shall also be provided.

11. The Bidder must have expertise in on-site maintenance and repairing job for the listed IT hardware & peripherals & other accessories and **experience in LAN troubleshooting**. The repairing work will have to be carried out at the location of the equipment. In an exceptional case, where the equipment or any component is required to be taken outside the office for repairing works, an intimation/gate pass is required to be taken outside the office for repairing works, an intimation/gate pass is required to obtain from the competent authority and the firm must provide a standby arrangement for the same. Returning of the IT Assets in unserviceable conditions in the ground that parts are not available for repair will not be entertained by this office. The vendor must have to provide suitable replacement against any such irreparable item which are accepted by the bidder and put under AMC.

12. If the tenderer fails to give proper maintenance support in any case and this office is compelled to get the work done by any open external agency/market the total expenditure in this regard shall be recovered from the tenderer. Further, this may also entail the termination if the contract and encashment of the Performance Security furnished by the tenderer.

13. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the bidder with genuine part of same specification. All types of Keyboards, Mouse, Hard Disks, SMPSs etc, should be kept in sufficient numbers as standby by the AMC agency for supply to this office free of cost as a replacement against faulty ones.

14. The quoted rate should cover cost of all components of AMC. No hidden cost or extra charge will be involved in the rate of any circumstances. Component wise per unit rate for AMC

server, computers, laptops, printers, Photocopier, UPS etc, Service Engineer etc. should be mentioned in the tender. **It is to be ensured that AMC rate of each item should not be more than 6% of the cost of the item.** The format of rate will be **Annexure-V**.

15. Any request or demand for variation in quoted rate and withdrawal of tender on any ground by any bidder shall not be entertained in any circumstances.

16. The initial period of contract will be for twelve (12) months from 01/06/2022 to 31/05/2023. The rates quoted will remain in force for the full period of contract. The AMC can be extended, if so desired by the competent authority subject to the performance of the successful bidder and upon mutual agreement.

17. Each bidder shall submit one quotation only.

18. The quotation should be neatly typed.

19. The rate should be quoted for each item separately in Indian Rupees only as per **Annexure-IV** and both in words and figures in Net amount (inclusive of all the applicable taxes). For comparing quotation of different parties, the total annual value will be considered for the fixed number of equipments taken together. TDS if applicable will be deducted from the Bill.

20. The competent authority reserves the right to terminate the contract at any time without assigning of equipments taken together.

21. The competent authority reserves the right to terminate the contract at any time without assigning any reason thereof by giving one month's notice in writing.

22. The competent authority reserves the right to reduce or increase the number of items offered for maintenance contract during the period of the AMC.

23. Conditional quotation will not be accepted. Any erasure or overwriting, if found anywhere in the quotation papers, will not be entertained.

24. The tender is not transferable.

25. Quotation received late (may be due to postal delay) and/or in open condition or not meeting the terms and condition and/ or incomplete in any respect are liable to be rejected.

26. No advance payment, in any case, would be made. However, quarterly/half yearly payment on Pro-rata basis on satisfactorily rendering of service for the period would be made. Penalty, imposed if any, will be deducted from payments of the following quarter's bill.

27. The successful bidder shall be responsible for any loss or damage caused to any of the equipment owing to negligence or otherwise on his part and compensation will have to be paid by him as would be determined by competent authority.

28. The Bidder shall not refuse maintenance services of any equipment offered in working hours during the currency of AMC period under any circumstances.
29. The Bidder will not be allowed to sublet any service work (partially or entirely) to any other vendor without permission of this office.
30. The successful bidder, whose tender will be accepted, will have to submit Performance Security Deposit equal to 5 (*five*) percent of the annual contract value (refundable without interest after two months of termination of contract) in the form of Pay Order or Account Payee Demand Draft or *Fixed Deposit Receipt/ Bank Guarantee* from any scheduled nationalized Bank Branch in Agartala in an acceptable form for a minimum period of one plus 60 days thereafter, hypothecated in favour of the 'Pay & Accounts Officer, Office of the Accountant General (A & E), Tripura, Agartala payable at Agartala at the time of awarding of such AMC. The same may be forfeited in case of breach of contract.
31. The firm /company will prepare Logbooks for each of the equipment to be taken under the AMC and preventive maintenance with virus scanning and virus removal and special cleaning (both inside and outside) of the Server, desktop computers including CPUs, Monitors, Laptops, Printers, Photocopier, Keyboards, Mouse etc, with vacuum cleaner and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc., will be carried out during the last month of each quarter. Additional personnel should be deployed for cleaning and dusting of hardware items. A preventive Maintenance Report must be submitted to IT Cell of this office by 10th of every quarter, failing which the competent authority reserves the right to impose an amount of Rs. 100(Rupees One Hundred only) as a penalty for each day of delay.
32. In case the successful bidder is found in breach of any condition(s) of the tender at any stage legal action as per rules/ laws shall be initiated against him.
33. Immediately on award of the contract, the successful bidder would give a report taking over all equipment (given their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract.
34. In case of bunking out in the middle of the contract by the successful without any explicit consent of the competent authority, the successful bidder will be liable to pay amount as determined by the competent authority.
35. The competent authority will award the contract to the bidder who has been recommended by the Committee constituted for this purpose of this office after scrutinising the bid document thoroughly.

36. The Bidder shall submit his price bid/offer in Indian Rupees and payments under this contract will be made in Indian rupees. The successful bidder shall be submitting 'Mandate Form' for E-payment.

37. The relatives/near relatives of employees (including outsourced staff) of this office are prohibited from participation in this bid.

38. Bid shall remain valid and open for acceptance for a period of 60 days from the last date of submission of bids.

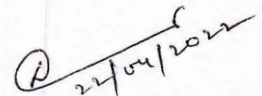
39. Service Engineer should have sufficient and requisite knowledge on maintenance and trouble shooting in Windows or any other environment and should be capable to diagnose and to provide quick solutions.

40. In the case of deployment of Service Engineers, he/ she shall not be changed frequently. Only two changes in respect of the service engineer will be permitted during the year. For any subsequent change a penalty of Rs.1,000/- would be charged. However, if found incompetent by the Office of the Accountant General (A&E), Tripura, Agartala, the resident service engineer shall be changed by the firm.

41. The Service engineer deployed shall be responsible for preventive and corrective maintenance of all Servers, PCs, peripherals and accessories mentioned under schedule of quantities and carry out all the activities under the control and technical supervision of IT Cell of the Office of the Accountant General(A&E), Tripura, Agartala

42. This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Agartala.

43. TDS if applicable will be deducted from the Bill.

A handwritten signature in black ink, followed by the date '24/04/2022' written in the same ink.

Sr. Accounts Officer (IT)
O/o-Accountant General(A&E),
Tripura, Agartala

Sl. No	Description	Particulars
1	Name of the Firm/Company/Agency	
2	Year of Establishment	
3	Name and Address of the Sole Proprietor or Director of the Company/Agency/Firm with contact details	
4	Details of the Registration/Trade License of the Company/Firm/Agency (Copy of Registration Certificate/Trade License to be enclosed)	
5	Full address of the Registered office of the Firm/Company with telephone Nos/Fax/Email/Website address, if any	
6	Name, address and contact details of the partners, in case of partnership firm.	
7	Name, Designation, Address, contact details and specimen signature of the authorized signatory	
8	Details of the previous experience with Government/Ministries/Department/Organization/PSU etc. where the firm/company/organization has undertaken computer related AMC activities during the last five years ending 01.04.2018 (supporting document to be enclosed)	
A	Name and address of the Government/Ministries/Department/Organization/PSU etc. with telephone numbers	
B	Scope and nature of the contract	
C	Details of work executed mentioning numbers of IT hardware and peripherals	
D	Period of contract	
E	Contract Value	
9	Contact Details of the Service Centre(s)/workshop of the company/firm/agency at Kolkata	
10	List of copies of the documents enclosed	

Signature of the authorized signatory with seal

Name in block letter

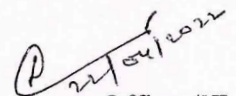
Date

Annexure-IV

List of Computers/Servers/Printers etc for Comprehensive Annual Maintenance Contract (CAMC) for 1(one) year from 01/06/2022 which may be included in AMC(the items/quantity may be increased or decreased at the time of giving final order)

Sl. No	Name of the particulars	Name of Manufacturer & Specification	No of items	Year of purchase	Cost of the items	CAMC rate (including Tax)	Remarks
1A	Server with Monitor	HCL Infiniti Global Line 2700BC Intel 5500 XEON 55XX SERIES XEON E5504, 2G, 4M, 800 MHZ 1 CONCORDE EATX(2x5,25,4x3.5) NON HOT-SWAP 1 650W 1+1 RP 4GB REG DDR-3 DIMM ECC 133NS 4 300GB SAS 3.5" 15K RPM 4 DVDWRIT SATA HP 72GB USB DAT PCI EXS, LS18708EM2., 8P, 256 MB 104K+14BUT USB BLK W/O TUCHCZ 2 BUTT. OPTICAL, USB, BLACK WIN 2K8 SERVER X64BIT-TUCHING 47CM(18.5")HCL LED WIDE W/SPKR TC05. SI. No. 5111AG839774	1	25/06/2011	202190.00		Renew after expiry of AMC
1B		HP DL1180G6, E5606 1P SP1154 IN SVR-2nos HP 8GB 2Rx4 PC3-10600R-9 kit-2nos HP 300GB 6G SAS 10K 2.5 IN DP ENT HDD 6 nos, HP SLIM 12.7mm DVDRW Optical Kit 2 nos, HP LL763AA Compac 20" LE2002 x LED monitor-1 no. SI. No of server SGH2226PHR	1	23/07/2012	105899.00		-do-
2A	Desktop with Monitor	Model HP Elite Desk 800GI Processor- Intel® Core™ i5-4570 CPU @ 3.20GHz, RAM 4GB, Hard disk-80GB, System=64 bit Os, x64-based processor, Windows 8.1Pro, 47CM(18.5") HP Monitor SI. No. of CPU SGH439R5L2, SGH439R5LR, SGH439R5LK, SGH439R5L9, SGH439R5LP, SGH439R5KX, SGH439R5LV, SGH439R5LM, SGH439R5LF, SGH439R5KQ, SGH439R5K8, SGH439R5LS, SGH439R5KC, SGH439R5KR, SGH439R5KZ, SGH439R5LG, SGH439R5LQ, SGH439R5KK, SGH439R5LW, SGH439R5L6, SGH439R5LH, SGH439R5KL, SGH439R5LI, SGH439R5RQ, SGH439R5KG, SGH439R5KP, SGH439R5LJ, SGH439R5LC, SGH439R5L8, SGH439R5LT, SGH439R5KF, SGH439R5L3, SGH439R5KY, SGH439R5LO, SGH439R5KN, SGH439R5L5, SGH439R5L4, SGH439R5KV, SGH439R5KJ, SGH439R5LL,	40	05/11/2014	1965800.00		-do-
2B		Model HP-406-GI Intel Core i3-4130, Q8 Series, 3.4GHz, 3MB Cache, 4GB DDR3, 500GB, 7200 RPM, Win-8 Professional SI. No. INA609YS20, INA609YS3C, INA609YS3L, INA609YS37, INA609YS4R, INA609YS46, INA609YS47, INA609YS49	8	30/03/2016	325632.00		-do-
2C		Model HP-406-GI Intel Core i5-4570, Q8 Series, 3.2GHz, 6MB Cache, 4GB, DDR3, 500GB, 7200 RPM, Win-8 Professional. SI. No. INA601WYTC, INA601WYTK	2	30/03/2016	96108.00		-do-
2D		Model HP Pavillion 510-P053 1N Intel Core i5, 6 th Gen, 6400T processor, 4GB = 4GB, DDR4 RAM, 1TB HDD SI. No. CNV71904R2, CNV71904RY, CNV71904SO, CNV71904SZ, CNV7190473	5	16/07/2017	262535.00		-do-
2E		Acer Veriton M4660G B 360 Chipset, 8GB DDR4, 2400 Mhz, 1TB, Win 10 preload, 19.5 led display SI no. UXVQVSI281J0936491, 492, 493, 494, 495, 496, 498, 499, 500	9	18/03/2019	423738.00		Fresh AMC after expiry of warranty
3A	Laptop	Dell Vostro 3468(Z52250IC1N9) Intel Core i7, 5the Gen, 16GB RAM, 2TB Harddisk, 2 TB Harddisk, 4 GB graphics card, Win 8.1 original OS, 15.6 full HD Wled. SI. No. 54TJ1F2	1	06/03/2017	52076.00		-do-
3B		Dell Inspiron 3501 Intel core i5, 11 th gen, 16GB, 1TB hdd, 256 sd, win 10 professional, 15.6 fhd display integrated intel vhd grafices+nvidea 2GB graphics integrated webcam SI no BK6FHB3	1	23/03/2022	72720		Fresh AMC after expiry of warranty
4A	Laser Printer	HP Laserjet Printer P1606dn SI. No. VNC3D14040, 14808, 15013, 15014 & 15123	5	13/07/2011	57750.00		Renew after expiry of AMC
4B		HP Laserjet Printer P1108 Batch No. VNF5N01439, 4800883, 3228558, 3N30999, 3228543 & 5N09259 VNF3230853, 4827764, 3N36506	2 4 3	22/03/2013 05/12/2013 05/11/2014	13199.00 27996.00 free		-do-
4C		HP laserjet printer 1020 plus SI. NO CNCH294975	1	26/03/2014	8400.00		-do-
4D		HP Laserjet Printer Pro M202dw, SI. No. VNC3J02375, 3J02549, 3J02539, 3J02545, 3J02369, 3501230, 3501273, 3501282, 3501280, 3501268, VNC3J19490, 9320, VNCJ26886, VNC3523186	10 2 2	27/02/2015 30/3/2016 12/05/2016	86132.00 17287.00 17287.20		-do-
4E		HP LASERJET Printer P1106, SL. NO. VNF4H07189	1	22/04/2016	10000.00		-do-
4F		HP Colour Laserjet printer CP125(colour) Batch No. CNC1x12846	1	22/03/2013	15000.00		-do-
4G		Multifunctional color laser printer Canon Image Class MF-729Cx SI. No. TWY03617	1	29/11/2016	66990.00		-do-
4H		Canon MF 3010 SI. No. WCM54429	1	29/12/2015	9227.00		-do-
4I		Canon MF 226DM Multifunctional printer with Fax. SI. No. RVJ121153	1	09/03/2016	19950.00		-do-

4J		Canon Laser Printer (Canon LBP 6230 DN) SI No. NCCA123777, NCCA126260, NCCA123779, NCCA126057, NCCA122013, NCCA126038, NCCA123778	3 4	01/10/2017 13/12/2017	36150.00 48200.00		-do-	
4K		Canon MF 3010 printer SI. No. YDE47439	1	09/09/2019	13220.00		Fresh AMC after expiry of warranty	
4L		HP laserjet Pro M202DW VNC4128196, 27458, 28158, 29640, 27459	5	22/11/2019	74730.00		-do-	
4M		Canon Image class LBP 226DW	2	20/03/2021	61198.00		-do-	
6B	Scanner	Canon Lide 120, SI. No. KKGE35095, KKGE 35096	2	16/02/2017	9000.00		-do-	
6C		Canon lide 300, SI. No. KLUY46782, KLUY46515	2	09/09/2019	8200.00		-do-	
6D		Epson DSI630, SI. No. X2W313	1	13/9/2019	20500.00		-do-	
6E		Canon portable P208II, SI. No. GZU01864, 01865	2	09/03/2021	19950.70		Fresh AMC after expiry of warranty	
6F		Canon DRC230, SI. No. JAU15822, 15824, 15827	3	10/06/2021	65490.00		-do-	
7A		UPS	Numeric 2.0 KVA, sl. No. III30604729	1	28/10/2013	32607.00		Renew after expiry of AMC
7B	Numeric 2.0 KVA, sl. No. L007968		1	14/06/2001	52000.00		-do-	
7C	Numeric 2.0 KVA, sl. No. L007969		1	14/06/2001	52000.00		-do-	
7D	Numeric 5.0 KV, sl. No. I030700920		1	05/08/2003	109000.00		-do-	
7E	Numeric 5.0 KVA, sl. No. I065207444		1	10/05/2007	68295.00		-do-	
7F	Nuemrc 5.0 KVA, sl. No. I065207445		1	10/05/2007	68295.00		-do-	
7G	Numeric 5.0 KVA, sl. No. L007966(estt)		1	13/06/2002	115000.00		-do-	
7H	Numeric 5.0 KVA, sl. No. I045107168		1	30/06/2005	135000.00		-do-	
7I	Numeric 10.0 KVA, sl. No. II091213647		1	02/05/2010	180646.00		-do-	
7J	Numeric 2KVA, SI. No. 1151111119		1	17/03/2016	47250.00		-do-	
7K	Kepron 2KVA SI. No.		1	02/02/2017	-			
8A	Photocopier		Canon iR-2202N, SI. No. OXS10746	1	5/11/2015	74550.00		-do-
8B			Canon iR-ADV-4225, SI. No. RXX01881	1	11/08/2015	152250.00		-do-
8C		Canon iR-ADV-4225, SI. No. RXX06333	1	20/07/2017	209475.00		-do-	


 Sr. Accounts Officer/IT