

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)- I  
MADHYA PRADESH, GWALIOR**

No./ VLC/ AMC/ HW/ NIQ/ F-106/ 2021-22/D- 115

Date: 16.02.2021

**Notice Inviting Quotation**

Sealed covered quotations are invited for Annual Maintenance Contract of 160 Desktop Computers (out of which 20 Desktops from 07.12.2021), 05 Laptops, 45 printers, 10 network switches, 04 Scanners, 01 60inch LED Display and 01 Conference camera with speaker cum microphone as are detailed in the Annexure-I enclosed along with this letter. The quotations shall be submitted in a drop-box placed in the chamber of Sr. Accounts Officer/Welfare, Room No.239, 1st floor, Annexi Block, Office of the Principal Accountant General (A&E)- I, Madhya Pradesh, Lekha Bhavan, Jhansi Road, Gwalior, on or before 2:00 P.M. of 10.03.2021 as is mentioned below. In the event of the specified date for the submission of quotations being declared a holiday, the offers will be received upto the appointed time on the next working day.

Sl. No.	Bid Events	Date
1	Bid Publication	16.02.2021
2	Documents Download	16.02.2021
3	Clarification Seeking Start	18.02.2021
4	Clarification Seeking Ending	05.03.2021
5	Bid Submission Start	18.02.2021
6	Bid Submission Closing	10.03.2021
7	Bid Opening	12.03.2021

The quotations submitted will be opened by committee at 3:00 P.M. on the working day following the last day of submission of quotations. The envelope should be super-scripted in bold letters with **"QUOTATION FOR AMC OF COMPUTER HARDWARE AND PERIPHERALS"**.

Terms and conditions for AMC will be as mentioned below:

1. The rates should be quoted without any conditions and should be inclusive of all actual taxes (for one year). The rates must be filled in completely, without any error, erasers or alterations.
2. Vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The selected bidder shall indicate the authorized signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. To assist in the scrutiny, evaluation and comparison of offer, this office may, at its discretion, ask some or all of the bidders for clarification of their offer. In



- such cases, original copy of the document describing the clarification must be sent to this office by means of courier/ in person.
5. The contract will be awarded to the bidder whose offer has been determined to be the lowest evaluated offer. The scrutiny for evaluation of the bid will be based on the Grand Total of rates for all items indicated in the Annexure. No demand for revision of rate on any account shall be entertained during the contract period. The contract may be awarded even if, only one bidder qualifies the offer. However, this office reserves the right to take appropriate decision in such a case and it shall not be binding on this office to award the contract. This office shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
  6. This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of the contract will be increased or decreased accordingly.
  7. This office reserves the right to make any changes in the terms and conditions of this Notice inviting Quotation and will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.
  8. Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favour of the "Pay and Accounts Officer, Office of the Principal Accountant General (A&E)- I, Madhya Pradesh, Jhansi Road, Gwalior" shall be submitted within fifteen days from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
  9. The contract period shall initially be for a period from 1<sup>st</sup> April 2021 or the date of execution of an agreement, to 31<sup>st</sup> March, 2022. The contract may be renewed for a further one year, at the discretion of this office and based on satisfactory services provided by the firm. The agreement should necessarily be executed within one week from the date of acceptance of the work order. The contract is liable to be terminated at any time by giving notice of one month in advance by this office.
  10. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, this office reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same.
  11. This office reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
  12. This office shall be entitled and it shall be lawful on its part to forfeit the amount of security deposit in whole or in part in the event of any default, failure or neglect on the part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction of this office. This office shall be entitled to deduct from the amount of security deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.
  13. Systems average uptime should not be less than 98%. Maximum allowable time of any system is 3 hours in case of minor problems and 24 hours for major problems.



14. Any verification, clarification regarding deployment of computers and other peripherals may be undertaken by visiting this office on any working day (Monday to Friday) between 02:00 pm and 06:00 pm, after prior appointment with the undersigned.
15. Qualification criteria:
  - a. The firm may be a Partnership firm or a Company under Indian Laws and must be registered with the Registrar of Firms or Registrar of Companies. The firm should submit attested copy of registered deed of Partnership/ Memorandum and Articles of Association/ By-laws/ Certificate of Registration etc. as applicable.
  - b. The firm should be registered with Goods & Services Tax Department and should submit a copy of a GST Registration Number. Also, self-attested photocopies of documents related to registration Number, Income Tax return/ PAN Card, EPF Code Number, Proof of Deposit of EPF for the relevant experience period, if applicable, should be submitted along with the quotation.
  - c. The firm should be in existence for minimum three years. The bidder shall provide the total monetary value of providing services of maintenance of computers and peripherals for each year of the last 3 years.
  - d. The bidder should have satisfactorily completed as a prime contractor at least three similar works in the last three years in Government or Private sector, where each order should have minimum 100 computers and 30 printers. The firm should have achieved in at least two financial years, a minimum annual financial turnover of Rs. 50 lakhs. Self-attested copies of annual turnover shall be submitted along with the quotation.
  - e. It should be profit making firm/company/organisation. Report on the financial standing of the firm, i.e. certified by chartered accountant/ income tax clearance certificate shall be provided. The firm should submit duly audited P&L account and Balance Sheet of relevant completed years for which experience certificate has been submitted by the bidder.
  - f. An affidavit to the effect that the firm or any of its Partner, Director, Board Member of any firm has not been blacklisted by any Government / Semi Government Organization/ Statutory body. Details of any litigation, current or during the last three years in which the bidder is involved, the party concerned and disputed amount in each case shall be provided.
  - g. The Service Provider should have their own helpdesk software, capable for call logging, call completion, escalation and reporting.
  - h. The bidder should be an authorized dealer / distributor/ original equipment manufacturer/ service provider of minimum one of the leading National/ International brands of computers (e.g. IBM, Lenovo, HP, Acer, HCL, Panasonic, and Epson etc). For this purpose, the bidder should produce Certificates from the above mentioned hardware companies.
  - i. The bidder should have a support network at Gwalior and should be having at least three years experience and expertise in providing AMC of computers, laptops, other peripherals and accessories including complete hardware and software support and maintenance of LAN and



WAN to various Governments or large private companies/ organizations. Self-attested copies of experience certificate received from Government or large private companies/ organization in the last three years is to be enclosed along with the quotation.

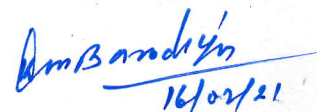
- j. The bidder should have qualified team of Hardware and Software professionals holding diploma/ degree and having three years experience in dealing/ maintenance of computer hardware as well as software. The firm should submit a list of such professionals, along with their qualifications and experience, whom they will provide to this office in case they are awarded the contract.
- k. Immediately on the award of the contract, the contractor would give a report taking over all equipment (giving their configuration) in working condition. It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to this office in working condition on the expiry of the contract. In case any damage to the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm

16. Maintenance and Support:

- a. The AMC shall cover the comprehensive on-site residential support contract for all services and parts of the computers and other peripherals as specified in the Annexure enclosed. The vendor will provide two qualified resident engineers, with experience of at least 3 years in Government/PSU Sector, on all working days from 09:30 am to 06:00 pm for attending and redress of complaints. The engineers should be equipped with mobile phones to ensure their availability. Their services may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situations. The contractor shall ensure that on such occasions additional personnel are deputed with no extra cost.
- b. The service engineers provided by the firm shall not be changed frequently. However, if this office finds the engineer/personnel incompetent, the firm shall change the service engineer immediately. If the resident engineer is not available for any reason, the firm shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity of services. An amount of Rs. 500/- will be deducted if any service engineer remains absent/on leave without providing a proper substitute.
- c. Maintenance shall include installation and updating of all kinds of software, including operating system, office applications and anti-virus.
- d. Preventive maintenance service is to be carried out every 60 days period for all the computers and peripherals covered under the contract. A preventive maintenance report from the user would be submitted to the undersigned failing which an amount of Rs. 1000/- as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not and it would include:
  - Defragmentation of hard disk drives and scanning for disk errors.



- Checking and cleaning from outside and inside of all the computers and its peripherals as well
  - Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them.
  - Special cleaning of the Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner.
- e. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment has to be taken out for repair, a standby equipment of similar configuration will be provided by the firm.
- f. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- g. The resident engineer should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
- h. In case it is absolutely essential to format the hard disk of a computer, the resident engineer should take a proper backup of the data and only after the user is satisfied, the resident engineer should proceed with formatting the hard disk.
- i. No replacement and repairing charges for the parts covered under the AMC shall be made. AMC will not include computer stationery like paper/ ribbons/ laser printer toners/ inkjet cartridges. However, comprehensive AMC includes all the plastic items, knobs, movable/ rotational parts necessary operation of the original equipment, excluding only the stationery items like tapes, ribbons, toners etc.
- j. Competent staff of the bidder will attend each and every call within 3-4 hours of its notification. Delay in attending the call and delay in the rectification of the fault will lead to consequential financial damages to the bidder.
17. Payment will be made on quarterly basis against bills only after satisfactory completion of assigned jobs, subject to availability of funds.
18. In case of any dispute, the settlement will be made in the Courts of Gwalior.

  
16/02/21

**Sr. Accounts Officer/Welfare**



## LIST OF ITEMS COVERED UNDER AMC

## Desktops:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	Wipro Super Genius Core i5	11LFYS06700088	To be covered from 01.04.2021
2.	-do-	11LFYS06700061	-do-
3.	Wipro Core i3	12CFYS12300191	-do-
4.	-do-	12CFYS12300173	-do-
5.	HCL Infiniti MA 375 Core i5	A123AA470720	-do-
6.	-do-	A123AA470720	-do-
7.	-do-	6133AA635551	-do-
8.	-do-	6133AA642757	-do-
9.	HP-8300 Core i5	INA431QGJS	-do-
10.	-do-	INA431QGKF	-do-
11.	-do-	INA431QGKM	-do-
12.	-do-	INA431QGKP	-do-
13.	-do-	INA431QGKS	-do-
14.	-do-	INA431QGKV	-do-
15.	-do-	INA431QGNB	-do-
16.	-do-	INA431QGNC	-do-
17.	-do-	INA431QGNT	-do-
18.	-do-	INA431QGNV	-do-
19.	-do-	INA431QGNX	-do-
20.	-do-	INA431QGNL	-do-
21.	-do-	INA431QGPD	-do-
22.	-do-	INA431QGPF	-do-
23.	-do-	INA431QGPX	-do-
24.	-do-	INA431QGQH	-do-
25.	-do-	INA431QGQS	-do-
26.	HP-3300 Core i3	INA423Z7CQ	-do-
27.	-do-	INA423Z7C8	-do-
28.	-do-	INA423Z7D0	-do-
29.	-do-	INA423Z7D1	-do-
30.	-do-	INA423Z7F5	-do-
31.	-do-	INA423Z7G9	-do-
32.	-do-	INA423Z7HZ	-do-
33.	-do-	INA423Z7JW	-do-
34.	-do-	INA423Z7KY	-do-
35.	-do-	INA423Z7LL	-do-
36.	-do-	INA423Z7M4	-do-
37.	-do-	INA423Z7TV	-do-
38.	-do-	INA423Z7W9	-do-
39.	-do-	INA423Z76W	-do-
40.	-do-	INA423Z77B	-do-
41.	-do-	INA423Z77D	-do-
42.	-do-	INA423Z774	-do-
43.	-do-	INA423Z776	-do-



44.	HP Core i3	SGH439RFCC	To be covered from 01.04.2021
45.	-do-	SGH439RFBX	-do-
46.	-do-	SGH439RFCB	-do-
47.	-do-	SGH440SOMS	-do-
48.	-do-	SGH440SONO	-do-
49.	Acer veriton M-200 i3	UDVHGS1198F4670492	-do-
50.	-do-	UDVHGS1198F4670508	-do-
51.	-do-	UDVHGS1198F4670515	-do-
52.	-do-	UDVHGS1198F4670517	-do-
53.	-do-	UDVHGS1198F4670528	-do-
54.	-do-	UDVHGS1198F4670556	-do-
55.	-do-	UDVHGS1198F4670557	-do-
56.	-do-	UDVHGS1198F4670559	-do-
57.	-do-	UDVHGS1198F4670614	-do-
58.	-do-	UDVHGS1198F4670623	-do-
59.	Acer Veriton Core i5	UXVJKSI547G3879183	-do-
60.	-do-	UXVJKSI547G3879192	-do-
61.	-do-	UXVJKSI547G3879200	-do-
62.	-do-	UXVJKSI547G3879312	-do-
63.	-do-	UXVJKSI547G3879345	-do-
64.	-do-	UXVJKSI547G3879359	-do-
65.	-do-	UXVJKSI547G3879376	-do-
66.	-do-	UXVJKSI547G3879384	-do-
67.	-do-	UXVJKSI547G3879387	-do-
68.	-do-	UXVJKSI547G3879389	-do-
69.	-do-	UXVJKSI547G3879390	-do-
70.	-do-	UXVJKSI547G3879395	-do-
71.	Acer Veriton Core i3	UXVJKSI086G2266640	-do-
72.	-do-	UXVJKSI086G2266641	-do-
73.	-do-	UXVJKSI086G2266642	-do-
74.	-do-	UXVJKSI086G2266643	-do-
75.	-do-	UXVJKSI086G2266644	-do-
76.	-do-	UXVJKSI086G2266645	-do-
77.	-do-	UXVJKSI086G2266646	-do-
78.	-do-	UXVJKSI086G2266647	-do-
79.	-do-	UXVJKSI086G2266650	-do-
80.	-do-	UXVJKSI086G2266651	-do-
81.	-do-	UXVJKSI086G2266652	-do-
82.	-do-	UXVJKSI086G2266653	-do-
83.	-do-	UXVJKSI086G2266654	-do-
84.	-do-	UXVJKSI086G2266655	-do-
85.	-do-	UXVJKSI086G2266656	-do-
86.	-do-	UXVJKSI086G2266657	-do-
87.	-do-	UXVJKSI086G2266658	-do-
88.	-do-	UXVJKSI086G2266659	-do-
89.	-do-	UXVJKSI086G2266662	-do-
90.	-do-	UXVJKSI086G2266663	-do-



91.	Acer Veriton Core i3	UXVJKSI086G2266664	To be covered from 01.04.2021
92.	-do-	UXVJKSI086G2266666	-do-
93.	-do-	UXVJKSI086G2266667	-do-
94.	-do-	UXVJKSI086G2266668	-do-
95.	-do-	UXVJKSI086G2266669	-do-
96.	-do-	UXVJKSI086G2266671	-do-
97.	-do-	UXVJKSI086G2266672	-do-
98.	-do-	UXVJKSI086G2266673	-do-
99.	-do-	UXVJKSI086G2266674	-do-
100.	-do-	UXVJKSI086G2266675	-do-
101.	-do-	UXVJKSI086G2266678	-do-
102.	-do-	UXVJKSI086G2266679	-do-
103.	-do-	UXVJKSI086G2266680	-do-
104.	-do-	UXVJKSI086G2266681	-do-
105.	-do-	UXVJKSI086G2266682	-do-
106.	-do-	UXVJKSI086G2266683	-do-
107.	-do-	UXVJKSI086G2266684	-do-
108.	-do-	UXVJKSI086G2266686	-do-
109.	Lenovo Core i5	PG0159FZ	To be covered from 01.04.2021
110.	-do-	PG0159FV	-do-
111.	-do-	PG0159GN	-do-
112.	-do-	PG0159GJ	-do-
113.	-do-	PG0159GA	-do-
114.	-do-	PG0159G3	-do-
115.	-do-	PG0159GF	-do-
116.	-do-	PG0159G7	-do-
117.	-do-	PG0159GG	-do-
118.	-do-	PG0159GH	-do-
119.	-do-	PG0159FW	-do-
120.	-do-	PG0159GP	-do-
121.	-do-	PG0159GM	-do-
122.	-do-	PG0159G5	-do-
123.	-do-	PG0159GD	-do-
124.	-do-	PG0159G1	-do-
125.	-do-	PG0159GQ	-do-
126.	-do-	PG0159G4	-do-
127.	-do-	PG0159GL	-do-
128.	-do-	PG0159G6	-do-
129.	-do-	PG0159GK	-do-
130.	-do-	PG0159GC	-do-
131.	-do-	PG0159G9	-do-
132.	-do-	PG0159FX	-do-
133.	-do-	PG0159FU	-do-
134.	-do-	PG0159G2	-do-
135.	-do-	PG0159GB	-do-
136.	-do-	PG0159GE	-do-
137.	-do-	PG0159G8	-do-
138.	-do-	PG0159FY	-do-
139.	-do-	PG0159FT	-do-



140.	Lenovo Core i5	PG0159G0	To be covered from 01.04.2021
141.	Lenovo M910 SFF Core i5	PG01AGRT	To be covered from 07.12.2021 (115 days)
142.	-do-	PG01AGSW	-do-
143.	-do-	PG01AGT7	-do-
144.	-do-	PG01AK8V	-do-
145.	-do-	PG01AK8W	-do-
146.	-do-	PG01AK8X	-do-
147.	-do-	PG01AK93	-do-
148.	-do-	PG01AK9T	-do-
149.	-do-	PG01AK9W	-do-
150.	-do-	PG01AKA5	-do-
151.	-do-	PG01AKAB	-do-
152.	-do-	PG01AKAE	-do-
153.	-do-	PG01AKAN	-do-
154.	-do-	PG01AKB9	-do-
155.	-do-	PG01AKBB	-do-
156.	-do-	PG01AKBH	-do-
157.	-do-	PG01AKBK	-do-
158.	-do-	PG01AKBR	-do-
159.	-do-	PG01AKCS	-do-
160.	-do-	PG01AKCC	-do-

### Laptops:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	Lenovo G-560	CBQ1773659	To be covered from 01.04.2021
2.	HP 430-2330M Core i3	5CB20988YK	-do-
3.	HP Pro Book 440 G-1 Computer Notebook INTEL Core i3	INA43855V4	-do-
4.	-do-	INA43855TW	-do-
5.	Apple Macbook A1466	FVFWKSZ3J1WL	-do-



## Printers:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	Wep P-7-1000 LMP	9C71000868	To be covered from 01.04.2021
2.	Lipi 6312 LMP	6312NEFDH/2648	-do-
3.	Lipi 6312 LMP	6312NEFDH/2654	-do-
4.	Lipi 6312LMP	6312OV0H2890	-do-
5.	Lipi 6610 LMP	6610QKVMH1124	-do-
6.	Lipi 6810 LMP	6810TOPWH1030	-do-
7.	HP LJ P-1007	VNF5120503	-do-
8.	-do-	VNF5100579	-do-
9.	-do-	VNF8P30465	-do-
10.	-do-	VNF8P30466	-do-
11.	-do-	VNF8P30474	-do-
12.	-do-	VNF8P30476	-do-
13.	-do-	VNF8M29333	-do-
14.	-do-	VNFNX27078	-do-
15.	-do-	VNFNX27068	-do-
16.	-do-	VNFNP50668	-do-
17.	-do-	VNFNS63625	-do-
18.	-do-	VNFNS50966	-do-
19.	-do-	VNFNS62429	-do-
20.	HP LJ P 1606dn	VNF3CO8258	-do-
21.	HP LJ P 1606dn	VNF3C34971	-do-
22.	HP LJ 1108	VNF5N23347	-do-
23.	HP Laser Jet Pro M706N	CNBXHSI2H3	-do-
24.	-do-	CNBXJ4W92Q	-do-
25.	-do-	CNBKL29DKB	-do-
26.	HP LJ 1020 Plus	CNCH700078	-do-
27.	-do-	CNC2119822	-do-
28.	Lexmark MS 310dn laser printer	LM0M45B	-do-
29.	-do-	LM18GB6	-do-
30.	HP OfficeJet Pro 8620e All-in-One Printer	CN473C61QX	-do-
31.	TVSE MSP 455 DMP	JAQ2HD029529	-do-
32.	HP LaserJet Pro M12w	VNCW504588	-do-
33.	-do-	VNCW504601	-do-
34.	-do-	VNCW801843	-do-
35.	-do-	VNCW801852	-do-
36.	-do-	VNCW801857	-do-
37.	-do-	VNCW801863	-do-
38.	-do-	VNCW801864	-do-
39.	-do-	VNCW801868	-do-
40.	-do-	VNCW801871	-do-
41.	-do-	VNCW801878	-do-



42.	HP LaserJet Pro M12w	VNCW712464	To be covered from 01.04.2021
43.	-do-	VNCW712471	-do-
44.	-do-	VNCW712501	-do-
45.	HP OfficeJet Pro 8720 All-in-One	CN883C60BN	-do-

### Network Switches:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	D-Link make 24-Port Switch	PL35187012630	To be covered from 01.04.2021
2.	D-Link make DES 1026 G 24-Port Switch	DES 1026 G (Server room)	-do-
3.	D-Link DES 1210-28P 24-Port Web Smart-III POE Switch	QB3L4F5001753	-do-
4.	-do-	QB3L4F1000592	-do-
5.	-do-	QB3L4F1000593	-do-
6.	-do-	QB3L4F1000594	-do-
7.	D-Link 24-Port 1 Gbps Switch	S30Q1F5000176	-do-
8.	Tenda 24-Port 1Gbps Switch	TE-TEG1024G	-do-
9.	D-Link DGS-1210 24-Port 1Gbps Switch	S30Q2H9001026	-do-
10.	-do-	S30Q2H9001832	-do-

### Scanners:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	Canon Scanner	KDMD38844	To be covered from 01.04.2021
2.	Canon Lide 220 Scanner	KJKV02581	-do-
3.	-do-	KJKV02853	-do-
4.	-do-	KJKV02595	-do-

### Others:

S. No.	Item	Machine S. No.	Date of Maintenance
1.	LG-60LX540 60inch LED Display	611KCEA28316	To be covered from 01.04.2021
2.	Logitech Conference Cam CC3000e Integrated USB based full HD PTZ camera with speaker cum microphone	1612LZ0BCXY8	-do-