



सत्यमेव जयते

**Office of
The Principal Accountant General (Audit-I),
West Bengal**

**Notice Inviting Tender for
Comprehensive Annual Maintenance Contract
of Computer Hardware and IT items, including
Networking**

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. THE COMPETENT AUTHORITY OF THE OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT-I), WEST BENGAL RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BOUND TO ACCEPT THE LOWEST TENDER. FURTHER COMPETENT AUTHORITY WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATION TO THE AGENCIES WHO'S BIDS ARE REJECTED.


बिस्वजीत साहा / Biswajit Saha
वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer
कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-I), प.ब.
O/o. the Pr. A. G. (Audit-I), W.B.
ट्रेजरी बिल्डिंग्स, 2, गवर्नमेंट प्लेस (पश्चिम)
Treasury Buildings, 2, Govt. Place (West)
कलकत्ता / Kolkata-700 001

भारतीय लेखापरीक्षा और लेखा विभाग
कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-I)
पश्चिम बंगाल
2, गवर्नमेंट प्लेस (पश्चिम), ट्रेजरी बिल्डिंग्स,
कोलकाता - 700 001



INDIAN AUDIT AND ACCOUNTS DEPARTMENT
OFFICE OF THE PRINCIPAL
ACCOUNTANT GENERAL (AUDIT-I),
WEST BENGAL
2, GOVT. PLACE (WEST), TREASURY BUILDINGS,
KOLKATA-700 001
Ph. (033) 2213-3151/52, Fax (033) 2213-3174
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NOTICE INVITING TENDER

EDP SECTION

Tender Notice No. EDP/24/AMC/2023-24/02

Date: 28.04.2023

To
All prospective Vendors


Sub: Annual Maintenance Contract (AMC) for IT Hardware and Peripherals including networking

Sir/Madam,

Office of the Principal Accountant General (Audit-I), West Bengal (The Purchaser), invites sealed quotations for providing Comprehensive AMC of Computer Hardware and IT items, including networking from reputed Vendors (Agencies/Firms/Individuals, etc.) having sufficient expertise in that field to participate in a **Two-Bid System i.e. Technical bids and Financial bids**. The Contract period shall commence from 1st June 2023 (FY 2023-24) or from the date of awarding the contract.

Vendors are requested to follow all the instructions/guidelines carefully while participating in the Bidding process.

- 1) A complete list of items for which AMC is to be provided is enclosed in **Annexure-III & IV**.
- 2) Bidders should quote for all the items, failing which the bid will be rejected in the Technical Evaluation stage.
- 3) The contract shall be for complete comprehensive maintenance, covering all Hardware items except for the printer cartridges/toners, fuser assembly unit in case of Laser Jet Printer but including batteries in case of UPS and Laptop.
- 4) Opening and evaluation of financial bids will be carried out only for those bidders who have qualified in the technical evaluation stage.
- 5) The bidder is required to have a qualified engineer for carrying out repair/rectification/replacement of parts.
- 6) The terms and conditions of the contract are enclosed in the tender notice.
- 7) Intended vendors may quote the rates as per enclosed proforma i.e. in Annexure-III & IV separately.
- 8) This office reserves the right to accept or reject the lowest rate without assigning any reason for non-acceptance.


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कोलकाता / Kolkata-700 001

- 9) The vendor taking part in the tender should have its Office and service setup in/around the area of operation of this Office. Permanent Office address along with the name(s) of the contact person(s) (Escalation Matrix) are to be attached in the bid documents.
- 10) **Bid Security (EMD):** Bidders are required to submit an amount of Rs.7,000/- (Rupees Seven thousand only) as Earnest Money Deposit (EMD) in the form of **Demand Draft (DD)** from any of the Nationalised/Commercial Banks drawn in favour of **“Pay & Accounts Officer (Audit), Office of the Principal Accountant General (A&E), West Bengal payable at Kolkata”**. Scanned copy of the DD is to be uploaded along with tender documents.


The original copy of the DD is required to be submitted (either through Registered post or in person) to the *Sr. Audit Officer (EDP), O/o the Principal Accountant General (Audit-I), West Bengal, 2, Govt. Place (West), 1st Floor, Treasury Buildings, Kolkata - 700 001.*

- a) Vendors registered with Ministry of Micro Small and Medium Enterprise (MSME)/National Small Scale Industries Corporation (NSIC) are only exempted from payment of EMD. (N.B: A copy of the valid registration certificate should be submitted along with the technical bid in support of claim.)
- b) Bid submitted without EMD will be summarily rejected citing as **“non-responsive”**.
- c) Bid security of the unsuccessful bidders will be released as early as possible after finalisation of the tender process.

(The value is subject to modification once the actual data is received from AMG-III/LAD. However, as per GFR-2017 rule 170 the value will be 2 to 5 percent of the total estimated value)

- 11) **Performance Security:** Performance Security of **5% (five percent)** of the total contractual value is to be submitted by the successful vendor in the form of **Bank Guarantee** using standard format *within 7 working days* from the date of receipt of notification of Work Order.
- 12) The Purchaser reserves the right to cancel the entire tender process at any time without assigning any reason.

Yours faithfully



28.04.2023

Sr. Audit Officer (EDP),

O/o the Principal Accountant General (Audit-I), West Bengal,
2, Govt. Place (W), 1st floor, Treasury Buildings, Kolkata – 700 001

Contact: 033-2213-3090, 033-2213-3151-53, Ext.: 206

Email: edpau1.wbl.au@cag.gov.in


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Terms & Conditions

1. The Vendor (Company/Firm/Bidder etc.) should be either based in Kolkata or have a branch Office in and around Kolkata for offering seamless service.
2. The intending vendors must have at least three years' experience in undertaking AMC of Computer hardware and peripherals.
3. The period of the annual contract shall commence from 1st June 2023 or from the date of awarding the contract, subject to acceptance by the selected vendor and fulfilment of all the terms & conditions of the tender ibid. The Purchaser, however, reserve the right to terminate the contract at any time without assigning any reason whatsoever.
4. The vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee.
5. The Vendor quoting the rates should be registered with the GST authorities.
6. No person below the age of 18 years shall be deputed/posted to this office by the Vendor.
7. The contract will be for a completely comprehensive maintenance, covering repair and/or replacement of all parts of computers and printers except for the printer cartridge/toners, fuser assembly unit in case of Laser Jet Printer but should include batteries in case of UPS and Laptop.
8. The vendor shall replace faulty parts of all computer peripherals with the same or higher configurations/components without any additional cost during the contract validity period.
9. Frequently required spare parts for at least 2 PCs/Laptops must be kept at the premises of this office for immediate replacement of the components of the faulty PCs so that non-functional PCs can be rectified within two hours.
10. The contract is subject to review after each quarter and the Purchaser reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
11. In case the AMC is cancelled on the aforesaid ground, future payment due if any, shall lapse and the firm shall have no right to claim such dues.
12. The vendor shall also be responsible for maintenance and trouble-shooting such networking issues, system software issues etc.
13. The AMC shall include complete Networking trouble-shooting, facility management and preventive maintenance. Software support and technical guidance is also to be provided as and when requested.
14. If any equipment is added or removed from the scope of contract, pro-rata adjustment of charges will be made to the amount of the contract.
15. Authorised Executive of the company/firm shall meet quarterly with the Sr. Audit Officer (EDP) to assess quality of the service provided.
16. The vendor shall depute a qualified engineer to attend to the maintenance call full time at our site on all working days and if required on closed holidays also if required and requested and any overtime pay due to such engineer shall be borne by the firm and not by the Purchaser.
17. In the event of non-satisfactory performance of particular support personnel, he/she should be immediately replaced.
18. The vendor will at all times adhere to the IT security and confidentiality policies of the Office and the Government of India issued from time to time.

19. Rate of AMC should be inclusive of all taxes. AMC payment will be made at the end of each quarter against submission of vendor's invoice/bill to the Purchaser. No advance payment will be made.
20. Any dispute arising out of or in relation to the contract shall be resolved by way of Arbitration. This number of Arbitrators shall be one. The Principal Accountant General (Audit-I), West Bengal shall appoint the Arbitrator. The seat of Arbitration shall be Kolkata, West Bengal. The Arbitration shall be subject to the Indian Laws and applicable laws, if any.
21. The work is to be carried out in the Office premises itself. However, only such work as cannot be done in the Office premises will be allowed to be done outside with written permission of the Sr. Audit Officer, EDP Section and no extra payment would be made on this account.
22. No increase in amount shall be considered at all during the currency of the Annual Contract. No other charges like transportation fare etc. will be payable for execution of work.
23. The Vendor should not have been blacklisted by any Ministry/Department of Central/State Govt. A self-declaration in this regard may be submitted along with tender notice.
24. Any Conditional/customised tender submitted by a Vendor, will not be entertained.
25. Penalty:
- If the Vendor does not attend to the complaint within 4 hours from the time of logging the complaint, a penalty @ 0.25% of the value of AMC charges of the equipment, not available for use, shall be levied.
 - Penalty shall be levied @ 0.5 % of the value of AMC charges for that equipment for each subsequent day after 48 hours from the date and time of registering the complaint.
 - Penalty shall be levied for the absence of Resident Engineer at rate of Rs.200/- (Rupees Two hundred) only for every working day.
26. Payment:
- Request for advance payment will not be entertained in any case.
 - Payment shall be made on pro-rata basis quarterly, on satisfactory rendering of maintenance services during the billing period.*
 - The Net amount will be paid after deduction of TDS as applicable from time to time.
 - Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.
 - Penalty, if any, imposed during the billing period shall be deducted from the latest bill.
 - Increase/decrease in taxes, duties or prices of components, etc., will not affect the rate of AMC (agreed amount) during the entire period of AMC. [N.B. No difference shall be paid or claimed as a result of the above.]
27. Performance security:
- (a) Performance Security amounting 5% (five percent) of the total AMC value is to be submitted by the successful vendor in the form of Bank Guarantee using standard format, *within 7 working days* of the receipt of notification of award from the Purchaser (Office of the Principal Accountant General (Audit-I), West Bengal).

- (b) Failure to submit the performance security within the stipulated time-frame will be construed as 'non-compliance' and the Purchaser shall have the rights to terminate the contract and offer the service to the other qualified vendor.
- (c) The Performance Security shall remain valid for the entire service period plus sixty days from the date of commencement of work contract.
- (d) The Performance Security will be released only after successful completion/expiry of the contract. Penalties and other amounts due, if any, shall also be deducted from the Performance Security Deposit.
28. Premature curtailment: This Office is in the process of revamping the existing network (LAN) infrastructure which likely to start within the contractual period. After commissioning of the new network infrastructure, the onus of maintaining the LAN infrastructure will be borne by the vendor who have constructed the LAN. In that case, the Service Level Agreement (SLA) on network components will cease to operate after serving prior notice to that effect. All the Vendors are, therefore, may take note that in such case price quoted for maintenance of LAN would be restricted up to the month preceding the month of commissioning of new LAN.
29. At the end of the AMC contract period, both the Purchaser and the Vendor shall certify separately that the Computer systems/Electronic devices are in satisfactory working condition and that no faults or complaints is lying pending.


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Scope of Work

1. The scope of work covers – comprehensive maintenance of Servers, Desktop PCs, Laptops, HDD, all types of Printers, Scanners, CD/DVD writers and UPS etc. (as stated in Annexure-III & IV) belonging to the Office of the Principal Accountant General (Audit-I), West Bengal. All spares including Motherboard, Laptop and UPS battery, except cartridge and printer heads shall also be covered by the scope of work.
2. The AMC shall include installation and updating of all kinds of software on the Servers/Computers including Operating System, Office Applications and Anti-Virus. All the PCs, printers etc. should be configured for its optimal use.
3. **Resident Service Engineer (RSE):** One RSEs with sufficient knowledge and expertise in the field of trouble-shooting of computer hardware & peripherals including networking etc. shall be posted in this Office for prompt service during the normal Office hours and even beyond normal Office hours, in case of exigency.
4. Preventive maintenance service is to be carried out for all the systems covered under the contract. Preventive maintenance means bi-monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not. Even, it would include
 - Defragmentation of hard disk drives and scanning for disk errors.
 - Checking and cleaning from outside and inside of all the PC's, Laptops, Printers 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 monitors, printers, keyboards, mouse, etc. from outside with liquid cleaners.
5. AMC shall include the repair replacement of defective parts with the 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 / part has to be taken out for repair, standby equipment/part of similar configuration will be provided by the firm.
6. The items that are not serviceable by the agency due to obsolesce 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 items shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

7. The vendor should maintain a record of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
8. In case, it is absolutely essential to format the hard disk of any Laptop/PC, the service engineer should ensure taking proper backup of the data in presence of the User and only with the permission of the administrator, the service engineer should proceed with formatting the hard disk.
9. No replacement and repairing charges for the parts covered under the AMC shall be made.
10. For Server, PC, Laptop, Laser Printer, Scanner etc. - free replacement of all defective/failed components is to be provided during the AMC period.
11. The replacement also involves all items of equipment: - (i) including major parts such as LCD/LED panels, Laptop batteries, SMF batteries of UPS, CMOS batteries, HDD/SSD, SMPS, CPU, motherboards but (ii) excluding, consumables such as computer stationery ribbons ink cartridges and physically damaged parts etc.
12. Any worn out or defective parts withdrawn from the IT equipment/Systems and replaced by the vendor, shall become the property of the vendor, and the parts replacing the withdrawn parts shall become the property of O/o of the Pr. Accountant General (Audit-I), West Bengal.
13. Retention of HDD: as per this office (the purchaser) IS security policy, faulty Hard Disk of any kind of servers, Desktop PCs, Laptops and NAS Drives etc. will not be return that against replacement.
14. It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contractual period and to hand over the systems in working condition to the Office of the Principal Accountant General (Audit-I), West Bengal after expiry of the contract.



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TENDER APPLICATION FORM

1.	Name of the Bidder/Agency	
2.	Full Postal Address	
3.	Telephone Nos./	
	Mobile Nos/	
	Fax Nos.	
4.	Email	
6.	Date of Establishment of Firm	
7.	Nature of the Concern (Partnership / Limited Co./ Government Co./PSU/ Proprietorship)	Please provide documents in support of your claim
8.	Registration No. (attested / self-attested copy of registration / partnership deed / ownership deed should be attached)	Please provide documents in support of your claim
9.	Whether the Bidder possess minimum three year's continuous experience in the similar field in Government/Quasi-Government Department. (Documentary evidence should	Please provide documents in support of your claim
10.	Details of Government Contracts executed during the last three years. (List of such contracts should be attached)	Please provide documents in support of your claim
11.	PAN Account No. (attested/self-attested copy of PAN should be attached)	Please provide documents in support of your claim
12.	GST No. /Service Tax No. (Attested/self-attested copy of GST/Service Tax should be attached)	Please provide documents in support of your claim

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/We give the rights to the competent authority of the Office of the Principal Accountant General (Audit-I), West Bengal to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.
4. I hereby undertake to provide the AMC services and shall post one Resident Service Engineer in this Office, if selected, as per direction given in the tender document/work order within stipulated period.


Date: -

(SIGNATURE OF BIDDER)

Place: -

(Official Seal)

Full Name and Designation


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Name of the Vendor: _____

Financial Terms & Conditions
For AMC of Computer Systems and Peripherals

- 1) The price quoted includes the cost of spare parts, replacements, servicing charges, transportation charges, travelling expenses etc. as described in the Tender Notice.
- 2) A single price, inclusive of all taxes has been quoted against each item. **We declare that the prices contain all types of mandatory/obligatory taxes/duties in force.**
- 3) During the AMC period, we will provide free updates replacement of all defective components / faulty components as described in the tender notice during the AMC period.
- 4) **We agree to comply with and abide by all the terms and conditions stipulated in the tender documents regarding terms of payment, service delivery period, validity period, etc.**

Name of the Vendor:

Date: -

Place:

(SIGNATURE OF BIDDER)

(Official Seal)

Full Name and Designation


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ANNEXURE-III (MAIN OFFICE)

Financial Bidding

Sl. No.	Item of Hardware with brief configuration		Qty.	AMC Period		Quoted rate for each for the coverage items (in Rs.)	Total Quoted rate for each for the coverage items (in Rs.)
	Item	Make/Model		From	To		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (col- 4x7)
1.	Server	IBM, Intel Xeon Processor E5-2620, 16 GB RAM, 600 GB HDD	01	01.06.23	31.05.24		
2.		DELL, Power Edge R730 2X Xeon E5-2620V4, 64 GB RAM, 10X1.2 TB HDD	01	01.06.23	31.05.24		
3.	Desktop	Acer, Intel core i5, 8 GB RAM, 1 TB HDD	09	01.06.23	31.05.24		
4.	Laptop	Acer, Intel core i5, 8 GB RAM, 1 TB HDD	25	01.06.23	31.05.24		
5.	Printer Inkjet	HP 8730 All in one	01	01.06.23	31.05.24		
6.	Multi-Function Machine	Brother	02	01.12.23	31.05.24		
7.			01	20.02.24	31.05.24		
8.	Scanner (ADF)	Canon DR C230	04	01.06.23	31.05.24		
9.	UPS	BPE 650 VA	76	01.06.23	31.05.24		
10.		BPE 2 KVA	01	06.01.24	31.05.24		
11.		Cyber Power 600 VA	56	13.12.23	31.05.24		
12.	Internal HDD	Western Digital	03	01.06.23	31.05.24		
13.	NAS Drive	Seagate	01	01.06.23	31.05.24		
14.	LAN (Nodes)		220	01.06.23	31.05.24		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
Grand Total for Comprehensive AMC charges (in Rs.)							


Date: -

(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation


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 Treasury Buildings, 2, Govt. Place (West)
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Financial Bidding

Sl. No.	Item of Hardware with brief configuration		Qty.	AMC Period		Quoted rate for each for the coverage items (in Rs.)	Total Quoted rate for each for the coverage items (in Rs.)
	Item	Make/Model		From	To		
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8) (col- 4x7)
1.	Desktop	Dell, Intel core i5, 8 GB RAM, 1 TB HDD	23	01.06.23	08.02.24		
2.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	05	01.06.23	31.05.24		
3.	Laptop	Dell, Intel core i5, 8 GB RAM, 1 TB HDD	05	01.06.23	09.02.24		
4.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	01	01.06.23	23.03.24		
5.		Apple Mac Book Air, Intel core i5, 8 GB RAM, 256 GB SSD	01	01.06.23	31.05.24		
6.	Printer	HP	11	01.06.23	29.01.24		
7.		Brother MFC-L3735CDN	01	01.06.23	31.05.24		
8.		HP Colour Laser Jet Pro	02	01.02.24	31.05.24		
9.		HP LJ Pro MFP M429FDW	01	02.02.24	31.05.24		
10.	Scanner	Brother	13	01.06.23	03.01.24		
11.		Canon	02	04.01.24	31.05.24		
12.	UPS	Cyber Power 600 VA	24	01.06.23	08.02.24		
13.		Cyber Power 1500 VA	02	01.06.23	08.02.24		
14.		Frontech 650 VA	50	01.06.23	31.05.24		
15.	NAS Drive	Western Digital	01	01.06.23	12.04.24		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
Grand Total for Comprehensive AMC charges (in Rs.)							

Date: -


(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation

(To be replaced with the rectified list once the same is received from concerned wing)


 विश्वजीत साहा / Biswajit Saha
 बरिष्ठ लेखापरीक्षा अधिकारी / Sf. Audit Officer
 कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.बं.
 O/o. the Pr. A. G. (Audit-1), W.B.
 ट्रेजरी बिल्डिंग्स, 2, गवर्नमेंट प्लेस (पश्चिम)
 Treasury Buildings, 2, Govt. Place (West)
 कोलकाता / Kolkata-700 001