

## Bid Document

<b>Bid Details</b>	
<b>Bid End Date/Time</b>	28-04-2022 19:00:00
<b>Bid Opening Date/Time</b>	28-04-2022 19:30:00
<b>Bid Life Cycle (From Publish Date)</b>	90 (Days)
<b>Bid Offer Validity (From End Date)</b>	60 (Days)
<b>Ministry/State Name</b>	Comptroller And Auditor General (cag) Of India
<b>Department Name</b>	Na
<b>Organisation Name</b>	Accountants General, West Bengal
<b>Office Name</b>	Pr.accountant General (g&ssa)
<b>Item Category</b>	Customized AMC/CMC for Pre-owned Products - --; --; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes; 1 Year
<b>Contract Period</b>	1 Year(s)
<b>Years of Past Experience required</b>	3 Year (s)
<b>Past Experience of Similar Services required</b>	Yes
<b>MSE Exemption for Years Of Experience and Turnover</b>	Yes
<b>Startup Exemption for Years Of Experience</b>	Yes
<b>Document required from seller</b>	Experience Criteria,Bidder Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled</b>	No
<b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>Estimated Bid Value</b>	500001
<b>Evaluation Method</b>	Total value wise evaluation

### EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	3.00
EMD Amount	15000

### ePBG Detail

Required	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**Beneficiary:**

Sr. Audit Officer

Pr.accountant General (g&ssa), NA, Accountants General, West Bengal, Comptroller and Auditor General (CAG) of India

(Biswajit Saha)

**Splitting**

Bid splitting not applied.

**MSE Purchase Preference**

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

**Additional Qualification/Data Required****Scope of Work:**[1650283060.pdf](#)**Special Terms and Conditions/Penalty/Payment Terms pertaining to the Bid/Contract:**[1650283077.pdf](#)**Details of manpower requirement for CMC service:**[1650283109.pdf](#)**Product/Equipment Details:**[1650283261.pdf](#)**Financial Breakup Required:**[1650283292.pdf](#)**Customized AMC/CMC For Pre-owned Products - ---; ---; Comprehensive Maintenance Contract (CMC); Not Applicable; Yes; 1 Year ( 1 )****Technical Specifications**

Specification	Values
<b>Core</b>	
Product category	--
Product Brand	--
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Not Applicable
Manpower Required	Yes
Total Number of Years for which AMC is required	1 Year
<b>Addon(s)</b>	

**Additional Specification Documents****Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Additional Requirement
1	BISWAJIT SAHA	700001,Office of Pr Accountant General, Treasury Building Kolkata	1	N/A

**Buyer Added Bid Specific Terms and Conditions****1. Buyer Added Bid Specific SLA**File Attachment [Click here to view the file.](#)**2. Buyer Added Bid Specific Scope Of Work(SOW)**File Attachment [Click here to view the file.](#)

## Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**



सत्यमेव जयते

**Comprehensive Annual Maintenance Contract  
for Computer Systems (Servers/Desktops/Laptops),  
Computer Peripherals,  
Network and Network Peripherals,  
Printers, Scanners, UPS,  
Software/OS/Antivirus, etc.**

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

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**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.

विश्वजीत साहा / Biswajit Saha  
वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer  
कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.बं.  
O/o. the Pr. A. G. (Audit-I), W.B.  
ट्रेजरी बिल्डिंग्स, 2, गवर्नमेंट प्लेस (पश्चिम)  
Treasury Buildings, 2, Govt. Place (West)  
कोलकाता / 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  
e-mail : agauwestbengal1@cag.gov.in

## NOTICE INVITING TENDER

### EDP SECTION

Tender Notice No. EDP/24/AMC/2022-23/05

Date: 18.04.2022

To

All prospective Vendors


**Sub: Comprehensive Annual Maintenance Contract (AMC) for Computer Hardware and Peripherals including networking for the financial year 2022-23 (1<sup>st</sup> May 2022 to 30<sup>th</sup> April 2023) – regarding.**

Sir/Madam,

Vendors (Agencies/Firms/Individuals, etc.) having sufficient expertise in the field of maintenance of computer hardware and peripherals (including networking) and those who fulfil all the terms & conditions governing the tender notice, are invited to participate in a **two-bid system i.e. Technical/Pre-qualification and Financial** for Comprehensive Annual Maintenance Contract (CAMC) for hardware and peripherals belonging to the Office of the Principal Accountant General (Audit-I), West Bengal (the Purchaser) for one year from 1<sup>st</sup> May 2022 (FY 2022-23) or from the date of awarding the contract.

Bidders are requested to follow the instructions/guidelines while participating in the tender process.

- 1) **Bid Security (EMD):** 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) are to be mentioned in the bid documents.
  - a) Bidders are required to submit an amount of **Rs.15,000/-** (Rupees fifteen thousand only) as 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”.

  
Biswajit Saha Page  
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)  
कोलकाता / Kolkata-700 001



- i. 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), 1<sup>st</sup> Floor, Treasury Buildings, Kolkata - 700 001.
  - ii. Scanned copy of the DD is to be uploaded along with tender notice, along with the tender documents.
- b) Vendors registered with Ministry of Micro Small and Medium Enterprise (MSME)/National Small Scale Industries Corporation (NSIC) are only exempted from payment of EMD. (Important: A copy of the valid registration certificate should be submitted along with the technical bid in support of claim.)
  - c) Bid submitted without EMD will be summarily rejected citing as “*non-responsive*”.
  - d) Bid security of the unsuccessful bidders will be released as early as possible after finalisation of the tender process.
- 2) **Performance Security (PS):** Performance Security of **8% (eight percent)** of the total AMC contract 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.
  - 3) The Purchaser reserves the right to cancel the process of tender at any point of time without assigning any further reason thereof.
  - 4) Intended vendors may quote the rates as per enclosed proforma (Annexure-III & IV).  
Vendors are requested to please go through the tender notice before participating in the tender process.

**Sr. Audit Officer (EDP),**

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

Contact: 033-2213-3090

Email: [edpaul.wbl.au@cag.gov.in](mailto:edpaul.wbl.au@cag.gov.in)

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बिस्वजित साहा / Biswajit Saha

वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer

कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.ब.

O/o. the Pr. A. G. (Audit-I), W.B.


ट्रेजरी बिल्डिंग्स, 2, गवर्नमेंट प्लेस (पश्चिम)

Treasury Buildings, 2, Govt. Place (West)

कालकता / Kolkata-700 001

## Terms & Conditions

1. The Vendor (Company/Firm/Bidder etc.) should be either based in Kolkata or have a branch office in Kolkata for offering seamless service.
2. The period of the annual contract will commence from 1<sup>st</sup> May 2022 or from the date of awarding the contract, subject to fulfilment of the terms & conditions of the contract. The Office, however, reserve the right to terminate the contract at any time without assigning any reason whatsoever.
3. The Vendor quoting the rates should be registered with the Sales Tax/ Service Tax/ GST authorities. (Copy to be enclosed.)
4. If the work of the Vendor is found unsatisfactory or if the Vendor dishonours the contract, the contract will be terminated summarily by the Competent Authority at any time and the job will be entrusted to any other Vendor at the risk and expenses of the defaulting Vendor. In this connection, the decision of the Competent Authority shall be final and binding on the Vendor.
5. 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.
6. 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.
7. The intending vendors must have at **least three years'** experience in undertaking AMC of computers/peripherals with at least two reputed govt. / quasi govt. organizations.
8. 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.
9. Conditional/customised tender submitted, will not be entertained.
10. The Competent Authority of this office reserves the right to accept or to reject any quotation(s) in full or in part without assigning any reason thereof.
11. The Vendors may also indicate whether they belong to Micro & Small Enterprise Category..
12. **Penalty:**
  - i) If the Vendor does not attend to the complaint within 4 hours from the time of logging the complaint, a penalty @ 0.5% of the value of AMC charges of the equipment, not available for use, shall be levied.

  
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कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.ब.  
O/o. the Pr. A. G. (Audit-1), W.B.  
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- ii) Penalty shall be levied @ 1% 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.
- iii) Penalty shall be levied for the absence of Resident Engineer at rate of Rs.200/- (Rupees Two hundred) only for every working day.

**13. Payment:**

- i) No advance payment will be made in any case.
- ii) Payment shall be made pro-rata basis on monthly/quarterly basis on satisfactory rendering of services during the billing period.
- iii) The Net amount will be paid after deduction of TDS as applicable from time to time.
- iv) Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.
- v) Penalty, if any, imposed during the period shall be deducted from the latest bill.
- vi) 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.]

**14. Performance security:**

- (a) Performance Security amounting **8% (eight 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. [*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.*]
- (b) The Performance Security shall remain valid for the entire service period plus sixty days from the date of commencement of work contract.

**15. Premature curtailment:** This office is in the process of revamping the existing network (LAN) infrastructure which may be completed within the financial year 2022-23. After commissioning of the new network infrastructure, the onus of maintaining the LAN infrastructure will be borne by the vendor of the LAN infrastructure. In that case, the Service Level Agreement (SLA) on network components only 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.

- 16. Jurisdiction of courts in case of dispute:** These terms and conditions/contract are governed by laws of India for the time being in force. Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been at the place from which the acceptance of tenders have been received i.e. Kolkata. Courts of Kolkata shall alone have jurisdiction to decide any dispute arising out of or in respect of these terms and conditions/ contract.
- 17.** The successful Vendor of the Tender shall be required to execute one "Service Level Agreement (SLA) for Annual Maintenance Contract for Computer System and Peripherals" with the Competent Authority of this office. The tender notice shall form a part of contract document.
- 18.** Vendor will not sub-contract or permit anyone other than the company personnel to perform any of the work services or other performance required under this Service Level Agreement (SLA) without the prior written consent of the Competent Authority of this office.
- 19.** 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 pending.
- 20.** Only Vendors who qualify in the pre-qualification and other eligibility criteria would be shortlisted for financial evaluation.



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कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.बं.  
O/o. the Pr. A. G. (Audit-1), W.B.  
ट्रेजरी बिल्डिंग्स, 2, गवर्नमेंट प्लेस (पश्चिम)  
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## Scope of Work

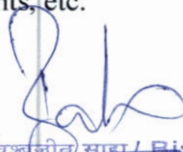
1. The scope of work covers comprehensive maintenance of PC, Laptops, Servers, Projects, all types of Printers, Scanners, CD/DVD writers and UPS etc. (all spare including Laptop, UPS batteries, Computer and Printer parts except cartridge) of the Office of the Principal Accountant General (Audit-I), West Bengal, 2, Govt. Place (W), Treasury Buildings, Kolkata – 700 001.
2. The number of items to be covered under AMC and coverage period of each items, has detailed in **Annexure-III & IV**.
3. The scope of work also includes maintenance of software procured by this office/in-built into the system and installed in computers and peripherals.
4. **Resident Service Engineer (RSE):** At least two RSEs with sufficient knowledge and expertise in the field of trouble-shooting of computer hardware & peripherals and networking etc. shall be posted in this office for prompt service during normal office hours and even beyond normal office hours, in case of exigency.
5. The Vendor shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. The process of cleaning shall be preferably carried out on monthly basis.
6. The engineers (RSEs) deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of softwares.
7. The Vendor shall maintain the equipments as per manufacturer's guidelines and shall use genuine components/spare parts for replacement/repairing work.
8. The Vendor must provide necessary support for maintaining Malware/VIRUS free computer environment.
9. The Vendor must be specialized in network (LAN, WAN etc.) troubleshooting.
10. Any reported fault would be rectified by the service engineer immediately. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to workshop, the Vendor would provide a standby for the same.
11. For Server, PC, Laptop, Laser Printer, DMP, Line Printer, Flatbed Scanner etc. - free replacement of all defective/failed components is to be provided during the AMC period. 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. If the vendor fails to repair a faulty device, the same may be replaced at the expenses of the vendor within fortnight.

**12. Maintenance of Log Book:** A logbook shall be maintained in which the RSE shall record all the complaints made. RSE(s) shall attend all the complaints received in following manner:-

- a) Minor faults immediately.
- b) Major faults within 3-4 hours by replacement method, with the available spares.
- c) Major faults within 24 hours, except for the Laser Printers, which are to be got serviced from authorized service centers of manufactures.
- d) The Vendor shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- e) If the equipment is required to be transported to the Vendor's/manufacturer's service centre/workshop for repairs, the same shall be undertaken at the risk, cost and transportation of the Vendor.
- f) Repair and servicing of equipments can be carried out at site or at the Vendor's workshop after attending the complaint by replacement method and the same shall be done within 02 days of the receipt of complaint. The replacement of components shall be free of charge.
- g) The replacement also involves all items of equipments:- (i) including major parts such as monitor tubes, print heads of printers, Laptop battery, SMF batteries of UPS, HDD, SMPS, CPU, motherboards but (ii) excluding, consumables such as computer stationery ribbons ink cartridges and physically damaged parts etc.
- h) Replacement of mouse and keyboards of the computers under AMC are also covered under this contract.

**13. The scope of software maintenance covers:** - Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.

**14.** The rate quoted should also cover the maintenance of operating system, software installation, and installation of patches, data recovery and pre-emptive action against virus spread, detection/removal of virus. Configuration of internet, configuration of applications (client/server), and client applications, connection of computers to projector for presentation, setting-up of video conference equipments, etc.

  
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कार्यालय प्रधान महानिरीक्षक (लेखापरीक्षा-1), प.ब.  
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**15. Preventive Terms and Conditions:** The Vendor shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment **twice in a quarter**.

The schedule of preventive maintenance shall be as follows:-

- a) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- b) Running of test programme to ensure quality print/data reliability.
- c) Checking of power supply source for proper grounding and safety of equipment.
- d) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each machine.
- e) Shifting of equipment as and when required.
- f) Running of diagnostic software for system performance.
- g) Minimum 10 key boards & mouse and 5 SMPS power supply etc. of reputed manufacturer, should be kept in the custody of Sr. Audit Officer (EDP) for replacement purpose as and when required to avoid the delay in work.

**16.** It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract 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.

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

## 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 two Resident Service Engineer to the 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



बिस्वजीत साहा / Biswajit Saha  
 वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer  
 कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.ब.  
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 कोलकाता / Kolkata-700 001

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. A single price, inclusive of all taxes, duties, levies, GST, freight, transit insurance, loading-unloading, etc. has been quoted against each item. **We declare that the prices contain all types of mandatory/obligatory taxes/duties in force.** During the AMC period, we will provide free updates replacement of all defective components / failed components including spare parts of all types of printers will be provided during the AMC period.
- 2) We also undertake that if we fail to repair any device covered under AMC the same will be replaced with equivalent or higher configuration of the device at the expenses of own cost.
- 3) **We agree to comply with and abide by the terms and conditions stipulated in the enquiry letter regarding terms of payment, service delivery period, validity period, etc.**
- 4) We agree to execute an 'AMC Agreement' with the Office of the Principal Accountant General (Audit-I), West Bengal and to abide by the terms and conditions stipulated in the Agreement.

Name of the Vendor:


Date: -

Place:

(SIGNATURE OF BIDDER)

(Official Seal)

Full Name and Designation

  
 विश्वजीत साहा / Biswajit Saha  
 वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Accounts Officer  
 कार्यालय प्रधान महालेखाकार (लेखापरीक्षा) /  
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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	01.05.22	30.04.23		
2.		DELL, Power Edge R730 2X Xeon E5-2620V4, 64 GB RAM, 10X1.2 TB HDD	01	01.05.22	30.04.23		
3.	PC	Dell, Intel core i5, 4 GB RAM, 500 GB HDD	13	01.05.22	24.01.23		
4.		Dell, Intel core i3, 4 GB RAM, 500 GB HDD	27	01.05.22	24.01.23		
5.		Lenovo, Intel core i7, 32 GB RAM, 2 TB HDD	03	01.05.22	30.04.23		
6.		Acer, Intel core i5, 8 GB RAM, 1 TB HDD	09	01.05.22	30.04.23		
7.	Laptop	Acer, Intel core i5, 8 GB RAM, 1 TB HDD	25	01.05.22	30.04.23		
8.	Printer Colour LJ	HP 252 N	02	01.05.22	07.03.23		
9.	Printer Inkjet	HP 8730 All in one	01	01.05.22	30.04.23		
10.	Printer LaserJet	HP-P 1108	10	01.05.22	24.01.23		
11.	Printer DMP	LIPI 2250	01	01.05.22	23.02.23		
12.	Scanner (Flat Bed)	HP Scanjet 200 (Flat Bed)	04	01.05.22	23.02.23		
13.	Scanner (ADF)	Canon DR C230	04	01.05.22	30.04.23		
14.	Projector	DELL 1450	01	01.05.22	28.03.23		
15.	UPS	Microtek 625 VA	48	01.05.22	24.01.23		
16.		BPE 650 VA	76	01.05.22	30.04.23		
17.		Microtek 01 KVA (Online)	01	01.05.22	23.02.23		
18.	NAS Drive	Seagate	01	01.05.22	31.03.23		
19.	LAN (Nodes)		180	01.05.22	31.03.23		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
<b>Grand Total for Comprehensive AMC charges (in Rs.)</b>							

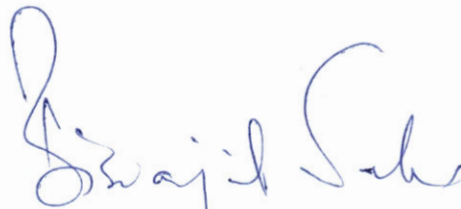
Date: -

**(SIGNATURE OF BIDDER)**

Place:

(Official Seal)

Full Name and Designation



विश्वजीत साहा / **Biswajit Saha**  
 बरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer  
 कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.ब.  
 O/o. the Pr. A. G. (Audit-I), W.B.  
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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.	PC	Acer, Intel core i3, 4 GB RAM, 500 GB HDD	10	01.05.22	21.12.22		
2.		Acer, Intel core i5, 4 GB RAM, 500 GB HDD	05	01.05.22	21.12.22		
3.		HP, Intel core i7, 32 GB RAM, 2 TB HDD	02	01.05.22	06.04.23		
4.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	23	01.05.22	30.04.23		
5.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	05	01.05.22	30.04.23		
6.	Laptop	Acer, Intel core i3, 4 GB RAM, 500 GB HDD	08	01.05.22	02.01.23		
7.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	05	01.05.22	30.04.23		
8.		Dell, Intel core i5, 8 GB RAM, 1 TB HDD	01	01.05.22	30.04.23		
9.	Printer	HP LaserJet Pro M203dw	09	01.05.22	30.04.23		
10.		HP LaserJet Pro M227dw	02	01.05.22	30.04.23		
11.	Scanner	Brother ADS 3200N	13	01.05.22	30.04.23		
12.	UPS	Cyber Power 600 VA	24	01.05.22	30.04.23		
13.		Cyber Power 1500 VA	02	01.05.22	30.04.23		
14.	NAS Drive	Western Digital 16 TB	01	01.05.22	30.04.23		
Total quoted price for Comprehensive AMC charges (in Rs.)							
Taxes @....., if any (in Rs.)							
<b>Grand Total for Comprehensive AMC charges (in Rs.)</b>							

Date: -

(SIGNATURE OF BIDDER)

Place:

(Official Seal)

Full Name and Designation



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भारतीय लेखापरीक्षा और लेखा विभाग  
कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1)  
पश्चिम बंगाल  
2, गवर्नमेंट प्लेस (पश्चिम), ट्रेजरी बिल्डिंग्स,  
कोलकाता - 700 001



INDIAN AUDIT AND ACCOUNTS DEPARTMENT  
OFFICE OF THE PRINCIPAL  
ACCOUNTANT GENERAL (AUDIT-1),  
WEST BENGAL  
2, GOVT. PLACE (WEST), TREASURY BUILDINGS,  
KOLKATA-700 001  
Ph. (033) 2213-3151/52, Fax (033) 2213-3174  
e-mail : agauwestbengal1@cag.gov.in

Tender Notice No. EDP/24/AMC/2022-23/05

Date: 18.04.2022

## Service Level Agreement

**PREAMBLE:** Comprehensive AMC contracts shall be governed by following set of Terms and Conditions:

- i) General terms and conditions for Goods and Services;
- ii) Service Specific STC of AMC Services - as defined in Service Catalogue which includes SLA for the Service or Service for a product;
- iii) BID / Reverse Auction specific ATC

### Important Note:


- Operation of the above terms and conditions are in reverse order of precedence i.e. ATC supplement Service Specific STC and GTC, however, Service Specific STC prevails or supersede over the GTC.
- The above set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract.
- This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline the scope of work, Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder

### 1) Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Annual Comprehensive Maintenance Service Provider Agency. This Agreement outlines the Scope of Work, Stakeholder's Obligation and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

### 2) Objective and Goals

The objective of this Agreement is to ensure that the proper elements and commitments are

  
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in place to provide consistent delivery of maintenance service to buyer by service provider.

The goals of this Agreement are to:

- i) Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- ii) Present a clear, concise and measurable description of service provision to the customer.
- iii) Depict Terms and Conditions for all the involved stakeholders.
- iv) To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
- v) The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply the same.

### 3) Stakeholders

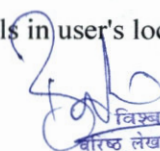
Following are the stakeholders associated with this agreement:

- Annual Maintenance Service Provider
- Buyer / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA/before bidding.


### 4) Scope of the AMC Services

- i) The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts (excluding consumables) without any extra payments.
- ii) The AMC Vendor shall carry out maintenance Services as per schedule indicated in bid document.
- iii) If nothing indicated Preventive Maintenance Service (PMS) of equipments may be done once in month during currency of the contract.
- iv) The scope of Annual Comprehensive Maintenance Service covers upkeep & smooth working of the equipment within the premises of user department as per laid down SLA and other provisions contained in the agreement document.
- v) Service provider should deploy at least two trained, experienced and competent resident service engineer for carrying out necessary maintenance services for the equipment as per bench marked maintenance practices/OEM manuals in user's location.

  
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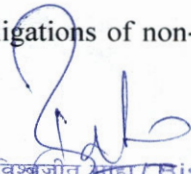
- vi) Continuous efforts should be made by Service Provider Agency (SPA) to minimize the down time of the equipment as a part of the duties of the service provider agency.
- vii) The SPA shall ensure that all equipment are maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried by the Service Providers.
- viii) For maintenance services all the necessary & adequate tools/instruments will be provided by the service provider itself to the engineers responsible for upkeep of equipment at user's premises.
- 5) Comprehensive Annual Maintenance Contract Services for Laptop/UPS etc.**
- i) Comprehensive AMC includes all spare parts of the equipment, including UPS batteries but excluding battery of laptop.
- This would include:-
- a) Preventive Maintenance Service (PMS)
- b) Annual Maintenance Services (AMS)
- c) Break Down Services/Repair (BDS)
- ii) Any defective part of the equipment must be repaired/replaced by the Service Provider at his own cost.
- iii) Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.
- iv) Any worn out or defective parts withdrawn from the IT equipment/Systems and replaced by the vendor shall become the property of the Service Provider, and the parts replacing the withdrawn parts shall become the property of the O/o of the Pr. Accountant General (Audit-I), West Bengal (the Purchaser).
- 6) Buyer Obligations**
- i) Buyer Department shall ensure that the Service Provider gets the required access to location/ areas/rooms for providing the services as per installation of equipment.
- ii) Buyer should mention the correct specifications of the equipment to the service provider for effective service rendering.
- iii) Buyer should also mention any previous break downs and repairs to the service provider.

  
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7) **Service Provider Obligations**

- i) The SPA would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/location where these assets are installed. If there is shifting of the equipment/s under this AMC, the SPA will have to make changes in record accordingly. Designated Officer(s) of EDP Section would assist the firm in accomplishing this task and ensure this to be done under his supervision.
- ii) **Resident Service Engineer (RSE):** At least two RSEs with prudent knowledge and expertise in the field of trouble-shooting computer hardware & peripherals, networking etc. shall invariably be posted in this office for prompt troubleshooting during normal office hours and even beyond normal office hours in case of exigency.
- iii) **Maintenance of Log Book:** A logbook shall be maintained in which the RSE shall record all the complaints made. Complaint can be registered either telephonically or by e-mail or in person.
- iv) The Service Provider should use suitable instruments/tools to examine and repair the equipment. The AMC Vendor should have the required drivers/software for maintaining the compute devices and peripherals and for configuring them. If required in bid document, service provider should also do the update/maintenance of operating system, software installation provided by user, installation of patches, configuration of applications (client's side) and updating of drivers etc.
- v) "The Service Provider is required to maintain the log sheet (details have been given in scope of work) which will include number of services provided during the contract period with dates and part of the equipment got repaired or replaced, with its proper model number and necessary details. Bidder shall provide quarterly call logged and resolution data on pdf/excel format.
- vi) The Service Provider must fulfil the requirement of number of preventive maintenance services if required as per bid document.
- vii) The contractor will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information. Bidder's personnel shall ensure the obligations of non-use and non-disclosure of confidential information."

  
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कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1), प.बं.  
O/o. the Pr. A. G. (Audit-1), W.B.  
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**8) Special Terms and Conditions**

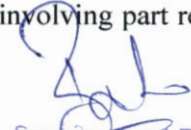
- i) Immediately on award of the service order, the service provider would give a report regarding taking over of the equipment for maintenance purpose. It shall be the responsibility of the service provider to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of the contract. In case any damage in the equipment is found, penalty would be applied at the time of payment and the amount as per the defined, penalty would be deducted.
- ii) It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract 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.
- iii) In case the Service Provider fails meeting maintenance requirements in time, then Buyer may make its own alternative arrangements for the servicing/repair/maintenance of the equipment to avoid loss of productivity. Under such circumstances Service Provider would reimburse the cost of such arrangements incurred by the buyer/consignee. Alternatively buyer is free to deduct from scheduled payment of SPA.

**9) Payment Terms**

- i) No advance payment will be made in any case.
- ii) Payment shall be made pro-rata on quarterly basis at the end of each quarter on satisfactory rendering of services during the covering period.
- iii) The Net amount will be paid after deduction of TDS as applicable from time to time.
- iv) Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.
- v) Penalty, if any, imposed during the period shall be deducted from the running quarterly payments.
- vi) Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC. No difference shall be paid or claimed as a result of the above.

**10) Breach of Contract**

- i) A penalty to be imposed if the resolution/maintenance involving part replacement

  
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is delayed above 48Hrs or as per described resolution time in the bid/SOW

- ii) If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other suitable authorized service centre or SPA / competent technician and the amount so spent can be deducted from the bill of Service Provider / from his due amount A penalty will be imposed in case of failure to meet the defined System Uptime.
- iii) The cumulative penalty cannot exceed 10% of the contract value. The contract may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy.

**11) Penalties**

- i) If the Vendor does not attend to the complaint within 4 hours from the time of registration of complaints with the resident engineer deployed by the Vendor, a penalty @ 0.5% of the value of AMC charges of the equipments not available for the use shall be levied.
- ii) Penalty shall be levied @ 1% of the value of AMC chargers for that equipment for each day.
- iii) Penalty shall be levied for the absence of resident engineer at rate of Rs.200/- (Rupees Two hundred) only for every working day.

**Sr. Audit Officer (EDP),**

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

Contact: 033-2213-3090

Email: [edpaul.wbl.au@cag.gov.in](mailto:edpaul.wbl.au@cag.gov.in)

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कार्यालय प्रधान महालेखाकार (लेखापरीक्षा-1)  
पश्चिम बंगाल  
2, गवर्नमेंट प्लेस (पश्चिम), ट्रेजरी बिल्डिंग्स,  
कोलकाता - 700 001



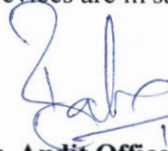
INDIAN AUDIT AND ACCOUNTS DEPARTMENT  
OFFICE OF THE PRINCIPAL  
ACCOUNTANT GENERAL (AUDIT-I),  
WEST BENGAL  
2, GOVT. PLACE (WEST), TREASURY BUILDINGS,  
KOLKATA-700 001  
Ph. (033) 2213-3151/52, Fax (033) 2213-3174  
e-mail : agauwestbengal1@cag.gov.in

Tender Notice No. EDP/24/AMC/2022-23/05

Date: 18.04.2022

### Special Terms & Conditions (STC)

- 1. Premature curtailment:** This office is in the process of revamping the existing network (LAN) infrastructure which may be completed within the financial year 202-23. After commissioning of the new network infrastructure, the onus of maintaining the LAN infrastructure will be borne by the vendor who would develop the LAN infrastructure. In that case, the Service Level Agreement (SLA) on network components only 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.
- 2. Jurisdiction of courts in case of dispute:** These terms and conditions/contract are governed by laws of India for the time being in force. Irrespective of the place of delivery, the place of performance or place of payment under the contract, the contract shall be deemed to have been at the place from which the acceptance of tenders have been received i.e. Kolkata. Courts of Kolkata shall alone have jurisdiction to decide any dispute arising out of or in respect of these
- 3. Vendor will not sub-contract or permit anyone other than the company personnel to perform any of the work services or other performance required under this Service Level Agreement (SLA) without the prior written consent of the Competent Authority of this office.**
- 4. 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 pending.**

  
18.04.2022

**Sr. Audit Officer (EDP),**

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

Contact: 033-2213-3090

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

\*\*\*\*\*

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