

**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT II) M.P.
53, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL**

Subject:- Notice Inviting Quotation for Annual Maintenance Contract of Computer Hardware and other peripherals – Reg.

Sealed quotations are invited for Annual Maintenance Contract of the Computer Hardware and other peripherals available in Office of the Accountant General (Audit II) M.P., Bhopal. The details of hardware available for AMC is enclosed with this letter (Annexure A).

The quotation shall be sent to Senior Audit Officer, IT Cell, O/o the Accountant General (Audit II), M.P. Bhopal, on or before 29.03.2021 by 06:00 PM. The envelope should be superscripted in bold letters with "**QUOTATION FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AND OTHE PERIPHERALS**".

Contact Persons:-

1. Shri Anand Shrivastava, Sr. Audit Office, IT Cell (94254 54652)
2. Shri Arun Shrivastava, Sr. Auditor, IT Cell (78699 88383)
3. Shri Ankit Khandal, Sr. Auditor, IT Cell (70143 23428)

Terms and Conditions for AMC of Computer Hardware

The terms and conditions for AMC of computer hardware are as mentioned below:-

1. The rates quoted by the vendor are final and are inclusive of all taxes.
2. Vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The vendor shall indicate the authorized signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. No demand for revision of rate on any account shall be entertained during the contract period.
5. 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 contract will be increased or decreased accordingly.
6. This office reserves the right to make any changes in the terms and conditions.
7. Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favour of the **“Senior Deputy Accountant General (Admin.), Office of the Accountant General (Audit-II), Madhya Pradesh, 53, Arera Hills, Hoshangabad Road, Bhopal”** shall be submitted within one month from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
8. The contract period shall initially be for a period of 12 months from the date of execution of an agreement for the contract. The contract may be renewed for a further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the firm. The agreement should necessarily be executed within fifteen days 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.
9. After the award of the contract, if the selected bidder (Vendor) 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.
10. This office reserves the right to recover any dues payable by the selected bidder (Vendor) 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.
11. 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 part of the contractor in fulfillment 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.
12. Systems average uptime should not be less than 98%. Maximum allowable time of any system is 24 hrs. in case of minor problems and 72 hrs. for major problems.
13. Any verification, clarification regarding deployment of Computer Hardware may be undertaken by visiting this office on any working day (Monday to Friday) between 11:00 am to 05:00 pm, after prior appointment with the undersigned.

14. **Qualification criterion**

The Vendor should confirm that:-

- a. The firm may be a Partnership firm or a Company under Indian Laws and must have a legally valid registration.
- b. The firm should be registered with Service Tax Department and should submit a copy of Service Tax Registration Number and also GST Registration Certificate / Number. Also, self-attested photocopies of documents related to registration number, PAN number etc. should be submitted.
- c. The firm should be in existence for minimum three years.
- d. The firm should have a minimum turnover of at least Rs. 5 Lakhs per year in the past three years for Indian operations.
- e. It should be a profit making firm / company /organization.
- f. An affidavit to the effect that the firm or any of its partner, director, Board member of the firm has not been black listed by any Government / Semi Government Organization / Statutory body.
- g. The firm should have executed at least 3 orders in the last 2 years where each order should have maintenance of computer hardware.
- h. Should have executed similar project, preferably in Government sector
- i. Should have support network at Bhopal. Preference will be given to firms located in Bhopal.
- j. Should have qualified team of Hardware and Software professionals. The firm should submit the list of hardware and software engineers along with their qualifications and experience whom they will be able to provide to this office in case they are awarded the contract.
- k. Immediately on award of the contract, the contractor should submit a report of taking over all equipment (consisting of their working status and configuration). It shall be the responsibility of the firm/company to make all the hardware work satisfactorily throughout the contract period and also to hand over the systems to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.

15. **Maintenance and Support:**

- a. The AMC shall cover a **non-comprehensive on-site support** for all services excluding all the parts of all hardware under AMC.
- b. 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. The firm shall also have to provide training to the officials/staff, wherever necessary.
- c. Preventive maintenance service is to be carried out every 6 months for all the systems covered under the contract. A preventive maintenance report from the administrator would be submitted

to the undersigned failing which an adequate amount, as decided by the Head of the Department, 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. Even, it would include

- * Defragmentation of hard disk drives and scanning for disk errors.
 - * Checking and cleaning from outside and inside of all the PCs, 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
- d. 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 / part has to be taken out for repair, a standby equipment / part of similar configuration will be provided by the firm.
- e. The items 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 items shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- f. The vendor should maintain a record of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
- g. 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 and only with the permission of the administrator the service engineer should proceed with formatting the hard disk.
- h. No replacement and repairing charges for the parts covered under the AMC shall be made. The non-comprehensive AMC doesn't include the plastic items, knobs, movable / rotational parts necessary for operation of the original equipment. Parts excluded from the AMC should be mentioned clearly.
16. Payment will be made on quarterly basis against bills only after satisfactory completion of assigned jobs, subject to availability of funds.
17. In case of any dispute, the settlement will be made in the Courts of Bhopal.
18. AMC period is 01.04.2021 to 31.03.2022.

Signed and consented by,

Senior Dy. Accountant General (Admin)

Annexure-A

AMC of IT Hardware for the period 01.04.2021 to 31.03.2022

S. No.	Item of Hardware with brief configuration	Qty	Date of Purchase	Period of AMC (in months)	Total Purchase Cost in Rs.
DESKTOP					
1.	HP Core i3	8	June-15	03 Months	325634
2.	HP Core i3	30	Sep-15	06 Months	1221129
3.	HP Core i3	17	Nov-16	12 Months	691968
4.	HP Core i5	10	Dec-16	12 Months	480540
5.	HP Core i7 ALL IN ONE Desktop	1	May-17	12 Months	99000
6.	HP Core i5 PRODESK 600 G3	2	Oct-17	12 Months	106148
7.	Lenovo Desktop i5 V530s	5	Dec-18	03 Months	247500
PRINTER					
8.	Epson DMP	1	Jun-15	03 Months	13500
9.	HP Laser Jet	2	Jun-15	03 Months	17300
10.	HP Color LaserJet Pro MFP M252dw	2	Nov-15	08 Months	70800
11.	HP Color LaserJet Pro MFP M126nw	1	Dec-15	09 Months	10000
12.	HP Color LaserJet MFP 202dw	10	Nov-15	08 Months	169000
13.	HP Color Printer CP1025	1	Dec-16	12 Months	17000
14.	EPSON LQ 1310	1	Sep-17	12 Months	10844
		1	Nov-17	12 Months	10844
15.	HP LaserJet Pro MFP M26a	3	Oct-17	12 Months	36600
16.	HP LaserJet 1020	1	Feb-19	12 Months	10200
17.	Laser jet PRO M26a	1	Mar-19	12 Months	11500
18.	HP LaserJet 1020	5	Oct-17	12 Months	47500
19.	HP LaserJet Pro MFP M26a	6	Jul-19	12 Months	85800
20.	HP LaserJet Pro M202dw	1	Sep-19	12 Months	14300
LAPTOP					
21.	Laptop HP Core i3	7	Dec-15	09 Months	246750
22.	HP 348 G4 Business Notebook i5	1	Jan-17	12 Months	54045
23.	LENOVO THINKPAD E470 i7	3	Aug-17	12 Months	281100
24.	HP 250 G6 i5	3	Nov-17	12 Months	164997
25.	LENOVO V310	6	Jan-18	12 Months	330600
26.	Lenovo V330 i5 Laptop	15	Dec-18	03 Months	741000