

महालेखाकार (लेखापरीक्षा) झारखण्ड का कार्यालय, राँची – 834002

सं:- EDP/AU/26

दिनांक:- 14/03/2024

सेवा में,

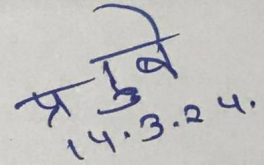
इच्छुक वेंडरविषय: - *Annual Maintenance Contract of Desktops, Laptops, Projector & IT peripherals*

महोदय,

महालेखाकार (लेखापरीक्षा) झारखण्ड के कार्यालय द्वारा दिनांक 01.04.2024 से 31.03.2025 तक IT Hardware & Peripherals के रख रखाव के संबंध में Annual Maintenance Contract (A. M. C.) के लिए संलग्न विवरण के अनुसार उपरोक्त विषयांतर्गत कोटेशन आमंत्रित किया जा रहा है।

इस संबंध में इच्छुक वेंडर दिनांक 27.03.2024 (5:00 PM) तक अधोहस्ताक्षरी के पास पूर्ण रूप से भरा हुआ कोटेशन जमा करा सकते हैं।

निविदा खोलने की तिथि और समय: 28/03/2024, अपराह्न 3:00 बजे।



व. लेखापरीक्षा अधिकारी /ई.डी.पी.

प्रधान महालेखाकार (लेखापरीक्षा) झारखण्ड का कार्यालय, राँची

फोन: 0651-2411345

OFFICE OF THE ACCOUNTANT GENERAL (AUDIT) JHARKHAND, RANCHI- 834002**No.-E.D.P(Au)/26**

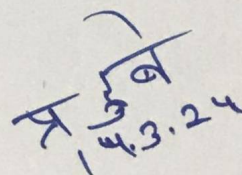
Dated: 14/8/2024

TENDER NOTICE

Sealed quotations are invited from reputed firms for **Annual Maintenance Contract of Desktops, Laptops, Projector & IT Hardware & peripherals** as listed in the annexure for a period of one year from 01.04.2024 to 31.03.2025. Bidding documents can either be downloaded from our website **<http://agjh.cag.gov.in>** or can be collected personally from the "E.D.P." section of this office between 10:00 AM to 5:00 PM on all working days.

"Quotation for AMC for IT Hardware & Peripherals 2024-25 " should be super scribed on the sealed envelope. Tenders may be submitted to the undersigned till **27/03/2024, 5:00 PM.**

Date and time of opening of tender: **28/03/24, 3:00 PM.**



Senior Audit Officer (E.D.P.)
O/o The Accountant General (Audit), Jharkhand, Ranchi
Phone: 0651-2411345

OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), JHARKHAND, RANCHI**Tender form for Annual Maintenance Contract for Computers, laptops, printers, and other peripherals**

1.	Name of the firm	
2.	Name of the owner of the firm	
3.	Full address of the firm (see Eligibility Criteria no. 2)	
4.	Phone No.	
5.	Mobile no.	
6.	Fax	
7.	Email id	
8.	PAN for Income tax*	
9.	Service Tax Registration no. and the authority to whom registered*	
10.	Details of Govt. Organizations/ PSUs etc. in which the firm has been given AMC during last three years, if any*	
11.	Proposed total consolidated AMC amount (in Rupees) as per enclosed hardware list	
12.	Additional charges for deploying a resident service technician in our office premises, if charged separately	
13.	Applicable Taxes (with particulars)	
14.	Total amount proposed (amount in row11 + row12 + row13)	

*Documentary proof must be submitted in support

I/we (name of the bidding party), have gone through all the terms and conditions enlisted and fully agree to comply with the same to participate in the bidding. **I have signed all pages of the tender document including the terms and conditions in token of understanding.**

I/we, do hereby declare solemnly that my name/the name of our firm has not been blacklisted by any of the Government organizations, PSU's, Co-operative societies etc. In case it is proved otherwise, the office of the Accountant General (Audit) Jharkhand, Ranchi will have the liberty to cancel the tender/contract instantly without issuing any notice to me/us and can also proceed with other administrative/legal actions as deemed fit.

Date:

Signature of Bidder:

Place:

Full Name of Bidder:

Seal of the Firm:

OFFICE OF THE ACCOUNTANT GENERAL (AUDIT) JHARKHAND, RANCHI

Eligibility Criteria:

1. The vendor should be registered as a firm with a proper competent authority.
2. The firm should have a permanent office at Ranchi with its dedicated technical workforce.
3. The vendor should have good reputation in the market and their clients should be preferably from Govt. Offices / Undertakings, Banks, and other reputed concerns (enclose document).
4. The vendor should have the capabilities to handle AMC for all brands and makes of computer systems and peripherals as listed in the Annexure.
5. The bidder should have undertaken minimum two orders of AMC (of different reputed organisations) of Rs. Three Lakhs or more for each AMC, during last three years. (Enclose relevant work order)

Other terms and conditions:

1. The vendor shall bear all the costs associated with the preparation and submission of the quotation.
2. All the information sought in the tender form must be clearly filled up and no column should be left blank. Documentary proof, wherever required, should be enclosed.
3. All the pages of this document including those with the terms and conditions must be self-attested in token of understanding.
4. **The quotation for AMC should not exceed 6% of the total cost of items as per Annexure.**
5. An "Earnest Money Deposit (EMD)" to the tune of Rs. 7,000/- (Rs. Seven Thousand only) in the form of crossed Demand Draft drawn in favour of "PAO(Audit), O/o the Pr. Accountant General (A&E) Jharkhand, Ranchi" must be enclosed with the quotation.
6. **AMC for the list of items given in bid document is on consolidated basis and not item wise.** Single consolidated rate must be quoted for all the listed items. The rates must mention all types of taxes and should not exclude any item of bid document.
7. The AMC shall be effective and valid for a period of one year from 01.04.2024 to 31.03.2025.
8. The vendor shall provide proper maintenance services for all the hardware listed in the Annexure and shall cover both preventive as well as corrective maintenance.
9. Preventive maintenance, which must be done at least once in a quarter (3 months) for every system shall include thorough external and internal cleaning, checking of hardware & software, removal of virus, add-wares, spywares etc.
10. The vendor shall be responsible for repair of any equipment or for part of the equipment which has been reported as non-functioning by this office and found to be non-functioning by the vendor after inspection. The vendor should ensure a minimum downtime and attend to all breakdown calls in the hardware and operating software within one working day.
11. The maintenance of computers and other items in the list includes replacement of parts. The parts that need to be replaced must be new and equivalent/better in performance to the existing parts. The cost of spare parts will be borne by the vendor except that of stationary / consumables such as keyboard, mouse, cartridges, printer head and printer drums.
12. The company shall load/reload and configure operating systems and/or any other specific software such as Microsoft Office, printer drivers, antivirus etc. as the case may be in the computers and laptops covered under AMC at no extra cost to the office whenever the need arises. The software will be provided by the office.
13. The vendor shall repair/ replace parts at our office premises only. If the fault is of serious nature and requires the support of repair centre of the vendor, thereby

- necessities shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both system software and application software) at no additional cost to this office.
14. Some companies (e.g., Samsung) don't make the spare parts available in the open market as per company policy. The spare parts are made available only after registering complaints online or by telephone and after inspection of the damaged hardware by its own registered service engineer for which it charges a fee. In case of complaints regarding such hardware (e.g., Samsung printers) under AMC, the online/telephonic registration of the complaint will be done by the vendor and all charges of the company will be borne by the vendor.
 15. Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered regarding hardware, operating system, system software and various application software on the computer systems, etc. covered under AMC.
 16. The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC, whenever the need arises.
 17. The vendor shall be responsible for recovery of data, free of cost, in case of Hard Disk crash of any computer systems under its AMC.
 18. **The vendor must provide one competent resident service technician, having at least two years' experience as a computer technician, in this office premises on all working days**, i.e. Monday to Friday (except holidays) from 9.30 AM to 6.00 PM. In case of absence of the regular technician due to some unavoidable reasons, the vendor must provide an alternate technician to our office, else a penalty of ₹ 500/- per day would be deducted.
 19. If the service of the technician will be required on non-working days or beyond office hours on working days on some occasions to meet emergency, the vendor shall provide services of the technician to attend the said work.
 20. The resident technician of the firm should maintain logbook-cum-attendance book. All complaints lodged should be entered in the logbook with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the technician with details of maintenance job done to restore the machine in working condition to the satisfaction of the office. Records of preventive maintenance done should also be entered in the logbook. The logbook shall be kept in the custody of the E.D.P. Section in charge, who shall countersign all entries made with remarks, if any.
 21. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government of Jharkhand or Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
 22. Contractor shall abide by the provisions of IT Act 2008.
 23. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen/engineer or to other persons inside the office premises while executing the contract and for any damage to the property.
 24. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the order, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he shall be responsible for the acts, faults, and neglects of his and any of his agents' servants or workmen.
 25. The rates quoted by the firm and accepted by this office shall remain in force for the full period of contract. No demand for revision of rates on any account shall be entertained during the contract period.
 26. The firm to whom the AMC would be granted shall be required to submit a Performance Security in the form of a Bank Guarantee/Fixed Deposit of an amount of at least 10% of

the total contractual amount with the office at the time of accepting the contract. The Bank Guarantee/Fixed Deposit should be in favour of **"PAO(Audit), Office of the Pr. Accountant General (A&E), Jharkhand, Ranchi"** and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The contract shall not be valid unless the Performance Guarantee is submitted. In case of non-performance/unsatisfactory service, Bank Guarantee/Fixed Deposit will be forfeited as penalty and the AMC will be nullified.

27. ***The Office will make the payment at the end of every Quarter i.e. ending on 30th June, 30th September, 31st December & 31st March or after the submission of the bill/invoice for services agreed whichever is later.*** TDS at the rate applicable as per provisions of the relevant Act in force would be deducted from the bill.
28. The office reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
29. It shall be the responsibility of the firm to handover back to this office, all the equipment under AMC in working condition at the end of the contract period, failing which any dues to the vendor shall be withheld till such time it is fully accomplished.
30. Interested parties may inspect the items before quoting rates between 3:00 PM to 4:00 PM on any working days of the office.
31. The office reserves the right to reject any or all tenders without assigning any reason thereof.
32. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect, or the prescribed conditions are not fulfilled, such tenders are liable to be rejected. Canvassing in any form by the tenderers/vendor will result in rejection of their tenders.
33. Limitations, if any, may be specified in the quotation.
34. The decision of the office will be final and binding on the vendor.
35. No demand for revision of any terms and conditions shall be entertained.
36. Non-disclosure: - Contractor will undertake and ensure that the information acquired because of contract services pertaining to O/o the Accountant General (Audit) Jharkhand, Ranchi will be treated strictly as confidential and will not be disclosed to anybody without the specific written permission / authorisation from DAG (Admin.).

ANNEXURE**Items proposed for AMC**

Sl No.	Item of Hardware with brief configuration	Qt.	Date of Purchase	Total purchase cost (₹)	AMC From - To	Periodicity of Payment (Annual/Half yearly/Quarterly /Monthly)	Advance payment (Yes/No)	Remarks/ AMC period
1	Desktop Dell	27	29.10.2018	1212300	01.04.2024 to 31.03.2025	Quarterly	No	12 months
2	Laptop HP 348 G4	26	18.10.2018	1310400	01.04.2024 to 31.03.2025	Quarterly	No	12 months
3	Laptop Lenovo S154	9	20.02.2020	359100	01.04.2024 to 31.03.2025	Quarterly	No	12 month
4	Scanner Fujitsu Overhead	1	25.10.2018	41300	01.04.2024 to 31.03.2025	Quarterly	No	12 months
5	Scanner Epson Flatbed	3	19.11.2019	54570	01.04.2024 to 31.03.2025	Quarterly	No	12 months
6	CZUR Book Scanner	6	17.06.2022	264600	01.04.2024 to 31.03.2025	Quarterly	No	12 months
7	Printer HP Colour LJ PRO M254DW	3	11.11.2019	109800	01.04.2024 to 31.03.2025	Quarterly	No	12 months
8	Printer HP M202DW	5	21.11.2019	61500	01.04.2024 to 31.03.2025	Quarterly	No	12 months
9	Printer HP M202DW	5	21.11.2019	74500	01.04.2024 to 31.03.2025	Quarterly	No	12 months
10	Printer HP M202DW	6	23.11.2019	73800	01.04.2024 to 31.03.2025	Quarterly	No	12 months
11	Printer Canon MF 244 DW	1	17.03.2021	24500	01.04.2024 to 31.03.2025	Quarterly	No	12 months
12	Printer Kyocera LJ	14	16.06.2022	480200	01.04.2024 to 31.03.2025	Quarterly	No	12 months
			Total	4066570				

Note: None of the items listed above are more than six years old.

[Handwritten Signature]
14.3.24

Senior Audit Officer (E.D.P.)