

# PAG TENDER NOTICE

<b>Tender Title</b>	<b>AMC for IT- Assets 2023-24</b>
<b>CPPP Tender Reference No.</b>	<b>PAGAE2/NAGPUR/EIS/AMC2023-24/2</b>
<b>Tender ID.</b>	<b>2023_CAG_752156_1</b>
<b>Tender Dt.</b>	<b>08/05/2023</b>
<b>Work Description</b>	<b>CAMC for IT Assets in PAG(A&amp;E)-II Nagpur Office.</b>



कार्यालय प्रधान महालेखाकार (लेव ह)-II, महाराष्ट्र

सिविल लाईन्स, नागपुर-४४०००१

OFFICE OF

**THE PRINCIPAL ACCOUNTANT GENERAL**

**(A&E) II MAHARASHTRA**

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No :P.A.G. (A&E)-II/AMC/23-24

Dated: 08/5/2023

### NOTICE INVITING TENDER

This office intends to enter into Annual Maintenance Contract for its IT Assets deployed at two office buildings situated in Civil Lines, Nagpur, for the period from 01-07-2023 to 31-03-2024. Interested parties are requested to go through the details as provided in the documents attached herewith. Interested parties are also required to submit the duly filled in along with required documents, on Centralized Public Procurement Portal (CPPP) only, on or before 19/05/2023.

Right to reject any or all tenders is reserved with The Principal Accountant General (A&E)-II, Maharashtra, Nagpur.

Sr. Dy. ACCOUNTANT GENERAL (ITSM)

## Terms and Conditions:

1. As the office is situated in Nagpur, the firms having registered office in Nagpur will only be considered for the purpose of this contract.
2. **As the office is situated in two different buildings and having a large local area network and many IT assets, it is expected that firms having sizeable establishment and requisite experience only can cater to the demand. Therefore, firms currently providing or having provided AMC services in Govt. sector or Govt undertakings etc, for not less than 100 desktops and 5 servers, and good exposure in network administration shall only apply. The firms are required to submit valid work orders of at least one AMC executed during last 3 years, i.e. 2020-21, 2021-22, and 2022-23 along with the quotation.**
3. The quotations received for amount exceeding **Rs.14,91,822/- (Excluding Taxes)**. will summarily be rejected.
4. Tenders not accompanied by required documents/certificates shall be summarily rejected.
5. Bid shall have a validation period of not less than 30 days.
6. **Earnest Money Deposit:** Bidders are required to submit earnest money deposit (EMD) for an amount of Rs. 25,000/- (Rupees Twenty Five thousands only). EMD may be submitted in the form of an account payee demand draft or bank guaranty in favour of Accountant General (A & E)-II, Maharashtra, Nagpur payable at Nagpur from any of the Public sector or Private sector banks authorised to conduct Govt. business. EMD shall have a validity of not less than 60 days. EMD of the unsuccessful bidders will be returned to them within 10 working days of declaration of successful bidder. The EMD of the successful bidder would be returned, after the receipt of performance security from them as called for in the contract. The EMD will be forfeited if the bidder withdraws or amends/ impairs or derogates from the tender in any respect within the validity period of their tender. Interest on EMD will not be paid on any account. All the bidders are required to submit the DD/ BG for EMD or required documents if seeking exemption, in the EIS section of this office in person alongwith the proof of submission of bid on CPPP Portal before end of bid submission date.
7. **Performance Guarantee: The successful bidder on award of the work order shall submit a bank guarantee of 5% of the total contract amount, within one week of issue of work order. The bank guarantee shall remain valid till 31-5-2024.**
8. Comprehensive Maintenance shall be for a period of nine months from 1<sup>st</sup> July, 2023 to 31<sup>st</sup> March 2024. This office reserves the right to rescind the contract at any point of time with 15 days of notice, if it is found that the service provided by the vendor is not up-to the mark or is deficient.
9. The vendor shall provide on-site comprehensive maintenance for repairs/replacement of defective parts and will not be allowed to take any IT asset out of the office.
10. The vendor shall make not only break-down maintenance, but also undertake preventive maintenance every quarter.
11. This office uses databases and applications running on with oracle 10g, oracle 11g and .NET platforms, various web services etc . The vendor shall have sufficient knowledge

base to provide support on all the servers (RHEL v5, v6 & v7) as well as Microsoft Server OS series. Vendor should also have proven experience in managing server-client infrastructure management (AD services). WSUS, IIS, FTP services, etc. The support shall include troubleshooting/reinstallation of OS and databases on server in case of requirement. On-site engineers shall also have expert troubleshooting skills for all networking devices including Cisco proprietary routers & switches with Cisco certification.

12. Complaints should be attended and rectified on the same day, and in no case, beyond the next working day. If repairs could not be completed within the stipulated time, vendor shall provide standby hardware. Any delay beyond the next working day in rectifying the complaints shall invite a penalty of Rs. 300/- per day in each case.
13. If hardware equipment could not be finally repaired, vendor shall replace the same with new equivalent hardware which should be of same or higher capacity/quality.
14. Commonly required hardware replacements like keyboard, mouse, CMOS battery etc. may be stocked on-site sufficiently.
15. Payments shall be made on quarterly basis, i.e. after completion of each quarter, on production of valid tax invoice. GST at applicable rates, shall be payable separately on invoice amount. Standard TDS may apply on the payments made.
16. Vendor shall make arrangement for providing **Four** on-site engineers having requisite qualification along with at least one mandatory certification of those technologies as mentioned in point no. 11 above, with good skill sets. they will work as per timings and requirement of this office.
17. Vendor should be conversant with OS (including Linux and MS Windows server edition) and basic applications and should take steps required to keep IT systems free from viruses/malwares etc.
18. For UPS maintenance, replacement of batteries will not be covered under AMC.
19. As regards printers, all the components shall have comprehensive maintenance with exception of consumables like Printer Head and Ribbon/Cartridges/Toner etc. The replacement of these items, if required, should be carried out on chargeable basis.
20. The contract agreement between bidder and this office must be drawn on stamp paper.
21. Bidder must submit separate envelopes for technical bid and financial bid.
22. In response to the call given by Hon. Prime Minister and implementation of action plan of "**Swachh Bharat Mission**", vendor should ensure and will be responsible for the proper cleaning and dusting of all the computers and peripherals.
23. **All rights to reject the quotations at any stage are reserved by the Competent Authority of this office.**

**CONDITIONAL BIDS WILL SUMMARILY BE REJECTED.**

<b>Category</b>	<b>Quantity</b>
<b>Servers</b>	<b>9</b>
<b>Desktops</b>	<b>483</b>
<b>Laptop</b>	<b>6</b>
<b>Printers</b>	
Line Matrix Printers	<b>08</b>
Dot Matrix Printers	<b>19</b>
Laser Printers	<b>108</b>
Multi-Function Printers	<b>10</b>
<b>Scanners</b>	<b>08</b>
<b>UPS</b>	<b>10</b>
<b>Switches</b>	<b>46</b>
<b>Projector</b>	<b>3</b>

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-II, MAHARSHTRA, NAGPUR**

**TENDER FORM**

The Principal Accountant General (A&E)-II, Maharashtra, Nagpur has invited Tenders for outsourcing the work of Annual Maintenance Contract of IT assets in their offices situated at Civil Lines, Nagpur for the period **01/07/2023 to 31/03/2024**. I/We hereby tender rate as below, for providing maintenance services of IT assets, as per the attached terms and conditions:

1. Name of the Organization:-
2. Type of organization & PAN No:-
3. Name of Proprietor/ Director with contact details:-
  - i. Name:-
  - ii. Full Postal address of Registered Office:-
  - iii. Full Postal address of Registered Office in Nagpur:-
  - iv. Phone/Mobile No:-
  - v. E-mail address of Registered Office:-
  - vi. E-mail address of local Office in Nagpur:-
  - vii. No. of Employees with the Organization:-
4. Documents/ Registration details as below (shall be supported by photocopies of the documents. The office may ask to submit original documents for verification purpose at a later day):-
  - i. Valid Gumasta License :-
  - ii. GST Registration Number:-
  - iii. PAN Card Number:-
  - iv. Bank Account No:-
  - v. Last 3 years Income Tax Return certificate
5. Experience Details: (Shall be supported by copies of valid work orders/contracts)

No.	Name of the Office/ Organization	Year	IT Assets Serviced	On-Site manpower Deployed
1.				

6. Lump sum rates for providing AMC services for the following IT assets for the period **01/07/2023 to 31/03/2024**. (Excluding Taxes)

IT Assets	Quantity	Amount (Excluding Taxes)
<b>Servers</b>	9	
<b>Desktops</b>	483	
<b>Laptop</b>	6	
<b>Line Matrix Printers</b>	8	

<b>Dot Matrix Printers</b>	19	
<b>Laser Printers</b>	108	
<b>Multi-Function Printers</b>	10	
<b>Scanners</b>	08	
<b>UPS</b>	10	
<b>Switches</b>	46	
<b>Projector</b>	3	

**Note:**

1. The amounts tendered shall be **exclusive** of any taxes.
2. Above cost should be **inclusive** of the deployment of 4 on-site qualified engineers having requisite skill-sets.

I/We, do hereby, abide to undertake this work, as per attached Terms and Conditions.

**Place:**

**Date:**

**Full signature of the tenderer with Seal.**