

**INVITATION OF BIDS FOR COMPREHENSIVE AMC OF IT SYSTEM HARDWARE OF OFFICE OF  
THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-II, MADHYA PRADESH, GWALIOR**

**Tender Enquiry No EDP/AMC/2021-22/D – 504 dated 08 Feb 2021**

1. Bids in sealed cover are invited for annual maintenance of IT System Hardware (Server/Computers/Laser Printers/UPS) of Office of the Principal Accountant General (A&E) - II, Madhya Pradesh, Gwalior as per **Scope of Work** placed at **Enclosure II** to this Tender Enquiry. Please super scribe the above mentioned Title, Tender Enquiry number and date of opening of the bids on the sealed cover to avoid the bid being declared invalid.

2. The address and contact numbers for sending bids or seeking clarifications regarding this Tender Enquiry are given below –

(a) Bids/queries to be addressed to.

**The Senior Account Officer  
(EDP/ IT Support Cell)**

(b) Postal address for sending/submitting the Bids.

**O/o Principal Accountant General  
(Accounts & Entitlement) – II  
EDP Section, 2<sup>nd</sup> Floor (A block)  
Lekha Bhavan, Jhansi road  
Gwalior – 474002**

(c) Name/designation of the contact person.

**Shri Mohan Singh, Sr. AO  
(EDP/ IT Support Cell)**

(d) Telephone numbers of the contact personnel.

**9893725140**

(e) Last date for Submission of bids.

**03.00 pm on date 25/02/2021**

3. This Notice Inviting Tender (NIT) is divided into following five Parts and all the Parts are placed at Enclosure **I** to this Tender Enquiry: -

- |     |          |   |  |
|-----|----------|---|--|
| (a) | Part I   | - | General Information                          |
| (b) | Part II  | - | Essential Details of Items/Services required |
| (c) | Part III | - | Standard condition of Tender Enquiry         |
| (d) | Part IV  | - | Special conditions of Tender Enquiry         |
| (e) | Part V   | - | Evaluation criteria and price bid issues.    |

The Technical details /Scope of Work of individual items are placed at **Enclosure II** to this Tender Enquiry.

-Sd-

**(Mohan Singh)  
Senior Account Officer  
EDP/ IT Support Cell**

**Encls:**

- I – Part I, II, III, IV & V of Tender Enquiry**
- II – Technical details /Scope of Work**

**Part I – General information**

1. **Last date and time for depositing the Bids.** The tenders are to be submitted in **Two Bid format** containing separate Technical and Financial bids. The sealed Bids (both Technical and Commercial) should be deposited/reach by **03.00 pm on date 25/02/2021**. The responsibility to ensure this lies with the Bidder. ***Technical and Price bids sealed in separate covers (with clear superscription of the individual bids on each envelope), shall be kept in another common cover (bearing the Tender details) should be given for submission.***

2. **Manner of depositing the Bids.** Sealed Bids should either be dropped in Tender box or sent by Registered Post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.

3. **Time and date for opening of Bids.** The Technical bids shall be opened at **04.00 pm on date 25/02/2021**. If due to any exigency, the due date for opening of the Bids is declared closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the O/o Principal Accountant General (Accounts & Entitlement) - II. The date of opening of Commercial bids will be informed to firms who have been qualified in Technical bids.

4. **Location of the Tender Box:** O/o Principal Accountant General (Accounts & Entitlement) – II, EDP Section, 2<sup>nd</sup> Floor (A Block), Lekha Bhavan.

5. **Place of opening of the Bids.** The bids will be opened at **EDP Section, 2<sup>nd</sup> Floor, O/o Principal Accountant General (Accounts & Entitlement) – II, Lekha Bhavan, Gwalior**. The Bidders to depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6. **Two-Bid system.** Tender shall be submitted in two bids i.e. Technical and Financial bid in the attached proforma in Enclosure -III. Technical and Financial bid should be in two separate sealed envelopes. Technical bid envelope should be titled as ***“Technical bid for maintenance of Servers/PCs/Laptops, Printers and UPS for year 2021-22”*** and Financial bid envelope should be titled as ***“Financial Bid for maintenance of Servers/PCs/Laptops, Printers and UPS for year 2021-22”***. Both these envelopes should be kept in third sealed envelope titled as ***“Tender for Annual Maintenance of Servers/PCs/Laptops, Printers and UPS for year 2021-22”***.

Bids should be forwarded by Bidders under their original memo / letter head furnishing details like

- Copy of the Registration Certificate of the firm clearly indicating the Proprietors name.
- Tax registration details.
- GST number.
- Bank Account details.
- Complete postal & e-mail address of their office.
- Past experience of the firm in the related field.
- Copies of previous work orders for similar jobs undertaken in other Companies/ Institution.
- Proof of trained qualified manpower.

Only the Technical Bid would be opened on the time and date mentioned above. Date of opening of the Financial Bids will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by this office. It is compulsory for all the firms to attend the Technical Bid opening as per date and time mentioned at SI 3 above. ***In case of noncompliance to any of the Term and conditions/Scope of Work, deviation from Tender Enquiry is must be specified in unambiguous terms.***

7. **Clarification regarding contents of the Tender Enquiry.** All the hardware installed at various sites in this office as per Part - II are in working condition. However, the vendor may check/inspect it to their

satisfaction during working hours of the office before the quoting the rates. Any changes in rates shall not be permissible to firms after submission of bids. Quantities of the items tabulated at Part - II are approximate and liable to change during the period of AMC.

The financial bid should indicate the maintenance rate in the prescribed format provided in Enclosure – III considering all the terms and conditions listed in the tender notice.

During evaluation and comparison of bids, O/o Principal Accountant General (Accounts & Entitlement) – II may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. **No post-bid clarification on the initiative of the bidder will be entertained.**

8. **Modification and Withdrawal of Bids.** No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified.

9. **Rejection of Bids.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. **Conditional tenders will be rejected.**

10. **Validity of Bids.** The Bids should remain valid for **06 months** from the date of opening of the Bids.

**Part II – Essential Details of Items/Services required**

1. **Schedule of Requirements.** The case pertains towards AMC of following equipments of O/o Principal Accountant General (Accounts & Entitlement) – II, Gwalior (MP) located at Gwalior and branch office at Bhopal.

**List of Items proposed to be covered under AMC (Gwalior Office)**

<b>Servers</b>				
<b>SI</b>	<b>Configuration</b>	<b>Quantity</b>	<b>Operating System</b>	<b>Month of Purchase</b>
1	ACER R920/ XMP High End Server	01	Win 2003 SB Server	Jun 2009
<b>Desktop PCs</b>				
<b>SI</b>	<b>Configuration</b>	<b>Quantity</b>	<b>Operating System</b>	<b>Month of Purchase</b>
1	Desktop HP i5	02	Windows 7	Jan 2012
2	Desktop HP i3	08	Windows 7	Mar 2012
3	Desktop Wipro i5	35	Windows 7	Aug 2013
4	Desktop HP i3	38	Windows 7	July 2014
5	Desktop HP i5	15	Windows7	July 2014
6	Desktop HP i3	47	Win7/Win 8	-
7	Desktop HP i5	15	Win7/Win 8	-
<b>Laser Printers</b>				
<b>SI</b>	<b>Configuration</b>	<b>Quantity</b>	<b>Month of Purchase</b>	
1	Laser Printer HP M 1005	02	Sep 2012	
2	Laser Printer HP 1020	02	Sep 2012	
3	Laser Printer HP 1020	20	July 2013	
4	Laser Printer HP M202DW	01	Dec 2016	
5	Laser Printer HP M202DW	03	Mar 2016	
6	Laser Printer HP 5100 TN	01	Mar 2003	
7	Laser Printer HP 1606 DN	07	Nov 2014	
8	Laser Printer Canon MF 4150	01	Nov 2011	
9	Laser Printer Canon LBP 6230 DN	04	Jan 2017	
10	Sharp AR 5320	01	-	
11	Canon IR 3225	01	Mar 2011	
12	HP 377 DW	01	Oct 2017	
<b>Uninterruptible Power Supply</b>				
<b>SI</b>	<b>Configuration</b>	<b>Quantity</b>	<b>Month of Purchase</b>	
1	NPS Make 10 KVA UPS	03	Oct 2016	
2	NPS Make 10 KVA UPS	02	Oct 2012	
3	Uniline make 05 KVA UPS	02	2017	

**List of Items proposed to be covered under AMC (Bhopal Office)**

Servers				
SI No	Configuration	Qty	Operating System	Month of Purchase
1	Server HCL Infinity Global 2700 BC	1	Oracle 11g on Linux	Aug-11
2	Server HCL Infinity Global 2701 BC	1	Oracle 11g on Linux	Jul-12
Desktop computers				
SI No	Configuration	Qty	Operating System	Month of Purchase
1	Desktop HP i3	4	Windows 7	Aug-14
2	Desktop HP i5	6	Windows 7	Aug-14
3	Desktop HP i3	8	Windows 7	2016
4	Desktop HP i5	3	Windows 7	2016
5	Desktop Zenith	2	Windows	2009
Laser Printers				
SI No	Configuration	Qty	Month of Purchase	
1	HP Laser Printer M 202 DW	4	Dec-16	
2	Canon iR 2420L	1	Oct-13	
3	HP Laser Printer 1020	2	Feb-13	
4	HP Laser M 1005	1	Mar-12	
5	HP MFP 128fn	1	Feb-15	
UPS				
SI No	Configuration	Qty	Month of Purchase	
1	UPS Uniline 05 KVA	2	Oct - 2019	

2. **Period of AMC:** The AMC concluded by this order will be valid for a period **up to 31 March 2022**, effective from the date of signing of the contract. The same may be extended for a further period of one year, subject to satisfactory performance of the firm and requirements of this office, at the sole discretion of this office.

3. **Technical Details / Scope of Work.** The Technical details /Scope of work for the contract are placed at **Enclosure - II** to this Tender Enquiry. All the works /jobs as listed out in the SOW are to be undertaken as scheduled.

(a) The contractor shall provide maintenance service to keep the said Hardware/equipment covered under this contract, as specified in Sl. No 1 - Schedule of Requirement, in good condition and efficient working order. In addition to this, the contractor should provide periodic service consisting of preventive and corrective maintenance as per 'Scope of Work' for each items and should get verified from this office.

(b) **He should also carry out necessary repairs and provide suitable replacement (equivalent or higher configuration) of defective part(s) / equipments as may be required, when the downtime of equipment exceeds 24 hrs.** Title of the released parts (Except Hard disk Drive) shall pass on to the contractor i.e. released part due to replacement becomes the property of the Contractor. In case of Hard disk drive the defective drive will be property of this office.

(c) It will be contractor's responsibility that after repair of defective PC, the data should be restored to its previous state and the same will be verified by EDP and designated owner of the machine. No PC Should be formatted without prior consent of Sr.AO/EDP.

(d) The scope of the work also includes installation of Operating System, System software, essential drivers etc. on the computers.

(e) The contractor shall also ensure proper maintenance and smooth functioning of network and its components including Cable, Crimping, I/O box, Switches, Hubs etc.

(f) O/o Principal Accountant General (Accounts & Entitlement) – II shall have the right to associate its personnel with the entire work in all its phases with a view to develop their skills and understanding of

systems. The contractor shall provide such personnel with all necessary information and facilities. The fact that some staff of this office is associated with the contractor shall in no way reduce the responsibility of the contractor in any manner whatsoever.

(g) Details of equipments and other details are enclosed as in SI no 1- Schedule of Requirements. The exact list of items to be covered under the maintenance agreement may vary and the same will be considered on unit rate basis.

(h) Machine down time should not be more than 24 hours from the time of report of fault. Otherwise the contractor shall provide similar standby equipment along with their attached peripherals in the good working condition. If the contractor is not able to rectify the fault within the stipulated period of maximum seven days then this office can get it rectified from the other source and repair cost shall be deducted from the amount payable to contractor.

**(o) If any part gives repeated problems i.e., two repairs in a maximum period of one month time then it must be replaced immediately by the contractor with an original new one.**

(l) Spare parts supplied by contractor in lieu of non-repairable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. **Used/repared spare parts will not be accepted.**

(m) If systems/ Sub-systems are required to be taken out office for repairing, then a stand-by system/Sub-system of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair should be repaired and returned to the satisfaction of designated owner /IT Support Cell within a period of maximum **one week**.

(n) All complaints / problems reported shall be rectified by the contractor to the satisfaction of users. The Contractor shall ensure 95% up time of Servers/Computers and other peripherals. **The penalty for not meeting the up time commitment shall be 1% of AMC charge per day subject to maximum of 20% of contract value.** In this regard the decision of O/o Principal Accountant General (A & E) -II shall be final.

**(o) The dusting and cleaning shall be performed with a vacuum cleaner and Cleaning solution like Isopropyl Alcohol 99% which shall be provided and maintained by the vendor himself. The Firm shall bear the cost of the spares consumed, labour charges and overheads for maintenance/ defect identification and repair. This includes the cost of all special tools, cleaning material and test equipment, which may be utilized.**

(p) All preventive and safety measures shall be taken by Contractor to ensure that no damage to material and equipment takes place during the course of performing their duties. Damages, if any, caused by the contractor shall be recovered from the security deposit or deducted from the bills raised by the contractor.

(q) The Contractor shall not, at any stage, cause or permit any nuisance at the premises of EDP or do anything which may cause unnecessary/disturbance or inconvenience to others.

(r) At the end of the duration of AMC, the contractor shall hand over complete hardware in good working condition and shall replace the damage parts if any.

**4. Deputation of Resident Engineer:** The firm should be in position to depute a qualified Resident engineer to present in this office during working hours for the duration of the contract. He will report to Sr.AO/EDP for any matter pertaining to maintenance, welfare and discipline. In the absence the residence engineer during working hours (such as leave) and if any urgent situation arises, the firm should be in position to send a replacement to attend the defect in this office.

**5. Comprehensive Annual Maintenance Contract (AMC) Clause** - The following AMC clause will form part of the contract placed on successful Bidder –

**a)** The AMC is '**Comprehensive**' i.e. no cost of parts replaced by contractor will be borne by O/o Principal Accountant General (Accounts & Entitlement) – II, these parts also include printer head and other parts. **No parts excluded in the contract except Ribbon Cartridges of line printers, Toner**

**Cartridges of laser printers and Batteries of UPS.** The cost of Electronic Cleaning solution/Contact Cleaner/Isopropyl Alcohol 99% to be used for cleaning electronic internals (if any) will be borne by the contractor.

The firm would provide comprehensive AMC for a period of **one year**. The AMC services should cover the repair and maintenance of all the equipment and systems mentioned under the present Contract. The AMC services would be provided in two distinct ways:

**i. Preventive Maintenance Service:** The firm will provide preventive maintenance Service visits, periodically, during a year as per scope of work to this office to carry out functional checkups and minor adjustments/ tuning as may be required.

**ii. Breakdown Maintenance Service:** In case of any breakdown of the equipment/ system on call from the customer, the defect is to be attended within **2 hours** on call from the customer. The firm is to provide the necessary maintenance service to make the equipment/ system serviceable on priority.

Contractor should also provide the following type of services on as required basis

- Software services for system operations
- Assistance in Hardware & Software Up gradation

**b) Serviceability of equipment/ system to 100% is to be ensured.**

**6. Time Frame to Complete Work:** The Firm shall attend the defects within **2 hours from the time of reporting the defect including Sunday & holiday**. In extreme circumstances the maximum time frame for any job to complete will be based on quantum of work, work load and other priority jobs etc, post discussion with the Sr. AO/EDP.

**7. Mandatory Requirement for the AMC Firm.** The following are the pre requirement for undertaking the AMC: -

(a) **Manpower.** Interested bidders must be in a position to depute skilled technicians/Engineers with sufficient technical knowledge to perform the maintenance jobs as opposed to unskilled laborers employed for mere cleaning work.

(b) **Workshop.** Interested firms should have established service centre at Gwalior and Bhopal in terms of Infrastructure, manpower, test equipment etc.

(c) **Experience in the Field.** The firm should be established and should have sufficient experience in and around Gwalior/Bhopal in similar field. Certificate/work orders/work completion certificates to this effect should be included in the technical bid.

**8. Point Of Service:** The contractor shall provide their services at O/o Principal Accountant General (Account and Entitlement) – II, Lekha Bhavan, Jhansi Road, Gwalior and O/o Principal Accountant General (Account and Entitlement) – II (MP), 53, Arera Hills, Hoshangabad Road, Bhopal.

**9. The Principal Accountant General (A & E)- II, Madhya Pradesh, Gwalior will have the right to award contracts to different Bidders for being lowest in particular items. The Items under AMC have been grouped into 04 broad categories. Vendors are encouraged to quote for any or all groups of items in prescribed price bid format provided in Enclosure III. However, in this case vendors should provide services for the quoted groups of items in both Gwalior and Bhopal office. Office of the Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior also reserves the right to do Apportionment of Quantity.**

### **Part III – Standard Conditions of Tender Enquiry**

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Tender Enquiry mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by the Office of the Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Operation of Contract.** The powers and functions of the CUSTOMER under this Contract shall be exercised by **The Sr. Deputy Accountant General (Admin & Pension), O/o Principal Accountant General (A&E) - II, Madhya Pradesh, Gwalior.** In addition, the contract may also be operated on the same terms and conditions by the branch office located at Bhopal.
2. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
3. **Effective Date of the Contract.** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
4. **Dispute/Arbitration.** In case of any dispute the decision of the Principal Accountant General (Accounts and Entitlement) – II would be final and binding upon both the parties. The cause of disputes must be presented before him/her within 15 days of occurring of such dispute. For the purpose of adjudication, if occasion arises, the jurisdiction of appropriate court will be at Gwalior.
5. **Non-disclosure of Contract documents.** Except with the written consent of Office of the Principal Accountant General (A&E) - II, Madhya Pradesh, Gwalior / Firm, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
6. **Liquidated Damages.** In the event of the Firm's failure to submit the documents, supply the stores/goods, provide the services and conduct trials, installation of equipment, etc as specified in this contract, Office of the Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior may, at his discretion, withhold any payment until the completion of the contract.
7. **Termination of Contract.** O/o The Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior shall have the right to terminate this Contract in part or in full at any stage without assigning any reason. The contract will also be terminated under following circumstances: -
  - (a) If the contractor fails to perform the assigned job for 3 – 4 times even after extension of the agreed time frame of does a poor/ substandard job repeatedly.
  - (b) If the firm is under any legal or other disputes.
8. **Notices.** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.
9. **Transfer and Sub-letting.** The firm has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present contract or any part thereof.
10. **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
11. **Taxes and Duties** (i) If Bidder desires to ask for excise duty/Service Tax/Sales Tax extra, the **same must be specifically stated.** In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must **specifically say so**. In the absence of any such stipulation it will be presumed that the **prices quoted by firm are final and no claim on account of such duty/tax will be entreated after the opening of tenders**.

(iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

#### **Part IV – SPECIAL CONDITIONS OF TENDER ENQUIRY**

**The Bidder is required to give confirmation of their acceptance of ‘Special Conditions of the Tender Enquiry’ mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by O/o The Principal Accountant General (A&E) - II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of Bid submitted by the Bidder.**

1. **Earnest Money Deposit:** EMD Deposit of Rs **5000/-** in the form of Bank Guarantee/FDR issued by National/ Scheduled Bank in favour of "**Pay and Accounts Officer, Office of the Principal Accountant General (A&E) - I, Madhya Pradesh, Gwalior**" shall have to be deposited by the firm at the time of submission of tender and the same will be refunded on finalization after contract /agreement.

2. **Forfeiture of EMD.** EMD will be forfeited, if the bidder withdraws or derogates from the tender in any respect within the period of validity of his tender. Also if the successful bidder fails to furnish the required security deposit, the EMD furnished will be forfeited.

3. **Performance Security Deposit:** Security deposit equal to **10%** of the total contract value in the form of Bank Guarantee/T.D.R./F.D.R drawn in favour of "**Pay and Accounts Officer, Office of the Principal Accountant General (A&E) - I, Madhya Pradesh, Gwalior**" Shall be submitted within fifteen days from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.

4. **Payment Terms.** Maintenance charges will be commencing from the effective date i.e. the date of agreement and shall be payable in four equal instalments subject to availability of fund, at the end of three months following the month in which the contract is signed. No advance payment will be made.

**The firm will be paid on quarterly basis on submission of Work completion / User clearance certificate issued by designated owners of Items proposed to be covered under AMC.**

5. **Advance Payments.** No advance payment(s) will be made.

6. **Force Majeure clause**

(a) Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

7. **OEM Certificate.** In case the Bidder is not the OEM, the agreement certificate with the OEM for sourcing the spares shall be mandatory. However, where OEMs do not exist, minor aggregates and spares can be sourced from authorized vendors subject to quality certification.

8. **In case of dispute and if the contract is short closed, notice is sent to the firm and if the firm does not reply within 10 (Ten) days it will be concluded that the notice is accepted.**

### **Part V – Evaluation Criteria & Price Bid issues**

1. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows.

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the Tender Enquiry, both technically and commercially.

(b) The technical Bids forwarded by the Bidders will be evaluated by this office with reference to the technical characteristics / services of the equipment / item as mentioned in the Tender Enquiry. The compliance of Technical Bids would be determined on the basis of the parameters specified in the Tender Enquiry. **The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.**

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format. All taxes and duties quoted by the Bidders will be considered. The ultimate cost to Office of the Principal Accountant General (A&E) - II, Madhya Pradesh, Gwalior would be the deciding factor for ranking of Bids.

(d) The Bidders are required to spell out the rates of all duties and taxes in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices.

(g) **The Lowest Acceptable Bid will be considered further for placement of contract after complete clarification and price negotiations as decided by O/o The Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior. This office will have the right to award contracts to different Bidders for being lowest in particular items. Office of the Principal Accountant General (A&E)-II, Madhya Pradesh, Gwalior also reserves the right to do Apportionment of Quantity.**

(h) L1 will be decided based on total price quoted by firms in all the serials. In case a particular serial is not quoted, **the highest value quoted by other firm** will be added to determine the total contract value & hence the L1 firm.

i) Refer Part II- SI no 11. The 04 broad categories of items under the proposed AMC are as follows. Price bid format is placed at Enclosure III.

<b>SI No</b>	<b>Description</b>
1	AMC of Servers
2	AMC of Desktop Computers/Network devices / Peripherals
3	AMC of 04 Laser Printers
4	AMC of 10 KVA/05 KVA Power UPS

**SCOPE OF WORK**

**(SERVER/ COMPUTERS/ LASER PRINTERS/NETWORK DEVICES / PERIPHERALS)**

**Maintenance record book:** Technicians should maintain a Hardware maintenance record book with the IT Support Cell. Essential information in this book includes details of items with location and name of designated owners, maintenance schedules and records of maintenance issues or associated repairs, and a complete record of maintenance history.

Frequency	Task	Description and Steps
<b>Weekly Routines</b>	Install downloaded Windows Updates	If computers are not connected to internet install critical and recommended updates from Windows Update manually. <b>Care must be taken to see that in GPF computers Internet Explorer and Java are NOT to be updated beyond the base versions.</b>
	Run a complete virus scan on the GPF computer	As GPF computers are not supposed to connect to internet, automatic updates are not possible. Therefore, you must manually download and install MSE updates on GPF computers and perform a complete scan once in a week.
	Update virus definitions on PCs where NIC based internet has been provided.	In NIC provided internet PCs the status of NIC provided McAfee antivirus must be monitored reported to IT Support Cell once in a week.
	Back up data.	In cases where operating system is crashed and full re-installation of OS is required, you perform recovery of data from crashed HDD and copy back after reinstallation of OS.
	Cleaning Outside	Clean the outside of the case using a damp cloth.
	Cleaning the Screen	Clean the screen using a damp cloth and mild detergent.
	Cleaning Peripheral Devices	Inspect all peripheral devices and vacuum.
	Clean the inside of any printers.	Clean outside of Printer using a damp cloth. Inside of printer to be vacuumed.

Frequency	Task	Description and Steps
<b>Quarterly Routines</b>	Run CHKDSK or SCANDISK	Run CHKDSK or Scandisk on all hard disk drives. Can be scheduled and monitored to help accomplish this on a regular basis.
	Run the current Antivirus Program.	Run the current antivirus program and check all drives. These programs also come with scheduling features so this can be accomplished on a regular basis. They will also remind you when to update the virus list (usually done through the manufacturer's Web site).
	Check for and update drivers	Use the Hardware Update Wizard and manufacturer Web sites to find and install the latest hardware drivers.
	Use Disk Cleanup	Use Disk Cleanup to clear out unused and unnecessary files on the hard disk drive
	Clean the inside of the system.	The System to be opened. The motherboard and ram to be cleaned using approved antistatic solution or <b>Electronic Contact cleaner</b> . Recommended solution is <b>Isopropyl Alcohol, 99%</b> . Clean lint free rag or Spray to be used along with solution to clean all the components and care to be taken to not leave any residue. Computer to be shut down and Power supply to be isolated before this process.

**SCOPE OF WORK (NPS MAKE 10 KVA UPS)**

**Corrective and Preventive Maintenance:** Maintenance of the UPS consists of preventive and corrective maintenance. Preventive maintenance consists of a scheduled list of activities. Performing these activities keeps the UPS in good working order and helps to prevent failures. Corrective maintenance is performed as a result of a failure. Corrective maintenance fixes the problem and gets the unit working again.

**Maintenance record book:** Technicians should maintain a UPS maintenance record book kept with the IT Support Cell. Essential information in this book includes all records of UPS issues or associated repairs, and a complete record of maintenance history starting from date of commencement of AMC.

**Maintenance Tools:** To ensure safe and proper upkeep of UPS, technicians must possess required maintenance tools.

Frequency	Task/ Description and Steps
<b>Monthly Routines</b>	Resolve any previous outstanding problems, review operation with user personnel, and report any power enhancement or equipment operation recommended changes.
	Off-line load test the UPS system to ensure that the system is completely functional.
	Clean the inside of the UPS. The System to be opened. Electronic boards/contacts to be cleaned using approved antistatic solution or Electronic Contact cleaner. Recommended solution is Isopropyl Alcohol, 99%. Clean lint free rag or Spray to be used along with solution to clean all the components and care to be taken to not leave any residue. Power supply to UPS be isolated before this process.
	Visually check for liquid contamination from batteries and capacitors. Visual inspection, thermal image scans and comprehensive testing to check impedance, AC ripple and other tests to determine the health of battery system.
	Clean and vacuum UPS equipment enclosures.
	Check HVAC equipment and performance related to temperature and humidity.
	Test UPS transfer switches, circuit breakers and maintenance bypasses.
	Check and calibrate each system, to include switchgear and circuit breakers, meters, and alarm levels for frequency, voltage, current, transfer, trip, alarm, etc.
	Conduct thermal scans on electrical connections to ensure all are tight and not generating heat, which is the first and sometimes only indication of a problem. A non-evasive diagnostic tool helps technicians identify hot spots invisible to the human eye. Technicians should re torque if thermal scan provides evidence of a loose connection.
	A complete operational test of the system, including a monitored battery-rundown test to determine if any battery strings or cells are near the end of their useful lives.
	Clean and tighten all power connections at the input and output terminals, at all circuit breakers, and at the terminal posts and fuses on the rectifier and inverter legs. During the inspection, check all power cabling for abrasions and burn spots. Visually check components for signs of overheating, swelling, leaking, etc. Visually check printed circuit board alignments.
	Perform system and component functional tests on all UPS equipment to ensure proper functioning within specified parameters. Run all UPS system diagnostics, and correct all diagnosed problems.
	Open all doors, drawers, and covers. Perform a thorough inspection of all cabinets for foreign objects. Perform a thorough dusting and vacuuming of all cabinet interiors. The exterior panels to be cleaned with a mild cleaning solution. Transparent panels should be cleaned with a mild soap and water solution only. Restore all doors and covers to their secured condition.

**PRICE BID FORMATS**

**Price Bid Format - Servers**

Servers					
SI No	Configuration	Location	Quantity (A)	Unit Rate (B)	Total Rate (Ax B)
1	ACER Make High End Server R920/ XMP Server	Gwalior	01		
2	<i>Server HCL Infinity Global 2700 BC</i>	<i>Bhopal</i>	<i>01</i>		
3	<i>Server HCL Infinity Global 2701 BC</i>	<i>Bhopal</i>	<i>01</i>		
<b>Total</b>					
<b>Tax &amp; applicable charges</b>					
<b>Grand Total (inclusive of all taxes)</b>					
<b>Grand Total (in words) :</b>					

**Price Bid Format – Desktop PCs**

<b>Desktop PCs</b>					
<b>SI No</b>	<b>Configuration</b>	<b>Location</b>	<b>Quantity (A)</b>	<b>Unit Rate (B)</b>	<b>Total Rate (AxB)</b>
1	Desktop HP i5	Gwalior	02		
2	Desktop HP i3	Gwalior	08		
3	Desktop Wipro i5	Gwalior	35		
4	Desktop HP i3	Gwalior	38		
5	Desktop HP i5	Gwalior	15		
6	Desktop HP i3	Gwalior	47		
7	Desktop HP i5	Gwalior	15		
<b>8</b>	<b>Desktop HP i3</b>	<b>Bhopal</b>	<b>4</b>		
<b>9</b>	<b>Desktop HP i5</b>	<b>Bhopal</b>	<b>6</b>		
<b>10</b>	<b>Desktop HP i3</b>	<b>Bhopal</b>	<b>8</b>		
<b>11</b>	<b>Desktop HP i5</b>	<b>Bhopal</b>	<b>3</b>		
<b>12</b>	<b>Desktop Zenith</b>	<b>Bhopal</b>	<b>2</b>		
<b>Total</b>					
<b>Tax &amp; applicable charges</b>					
<b>Grand Total (inclusive of all taxes)</b>					
<b>Grand Total (in words) :</b>					

**Price Bid Format – Laser Printers**

<b>Laser Printers</b>					
<b>SI No</b>	<b>Configuration</b>	<b>Location</b>	<b>Quantity (A)</b>	<b>Unit Rate (B)</b>	<b>Total Rate (AxB)</b>
1	Laser Printer HP M 1005	Gwalior	02		
2	Laser Printer HP 1020	Gwalior	02		
3	Laser Printer HP 1020	Gwalior	20		
4	Laser Printer HP M202DW	Gwalior	01		
5	Laser Printer HP M202DW	Gwalior	03		
6	Laser Printer HP 5100 TN	Gwalior	01		
7	Laser Printer HP 1606 DN	Gwalior	07		
8	Laser Printer Canon MF 4150	Gwalior	01		
9	Laser Printer Canon LBP 6230 DN	Gwalior	04		
10	Sharp AR 5320	Gwalior	01		
11	Canon IR 3225	Gwalior	01		
12	HP 377 DW	Gwalior	01		
<b>13</b>	<b><i>HP Laser Printer M 202 DW</i></b>	<b><i>Bhopal</i></b>	<b><i>4</i></b>		
<b>14</b>	<b><i>Canon iR 2420L</i></b>	<b><i>Bhopal</i></b>	<b><i>1</i></b>		
<b>15</b>	<b><i>HP Laser Printer 1020</i></b>	<b><i>Bhopal</i></b>	<b><i>2</i></b>		
<b>16</b>	<b><i>HP Laser M 1005</i></b>	<b><i>Bhopal</i></b>	<b><i>1</i></b>		
<b>17</b>	<b><i>HP MFP 128fn</i></b>	<b><i>Bhopal</i></b>	<b><i>1</i></b>		
<b>Total</b>					
<b>Tax &amp; applicable charges</b>					
<b>Grand Total (inclusive of all taxes)</b>					
<b>Grand Total (in words) :</b>					

**Price Bid Format – UPS**

<b>Uninterruptible Power Supply</b>					
<b>SI No</b>	<b>Configuration</b>	<b>Location</b>	<b>Quantity (A)</b>	<b>Unit Rate (B)</b>	<b>Total Rate (AxB)</b>
1	NPS Make 10 KVA UPS	Gwalior	03		
2	NPS Make 10 KVA UPS	Gwalior	02		
3	Uniline make 05 KVA UPS	Gwalior	02		
<b>4</b>	<b>UPS Uniline 05 KVA</b>	<b>Bhopal</b>	<b>02</b>		
<b>Total</b>					
<b>Tax &amp; applicable charges</b>					
<b>Grand Total (inclusive of all taxes)</b>					
<b>Grand Total (in words) :</b>					