

**Office of the Principal Accountant General (A&E), Andhra Pradesh,  
Hyderabad-500 004**

Tender No.PAG (A&E) AP/CEDP/AMC/2021-22/2

Dated: 21.04.2021

**NOTICE INVITING TENDER**

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of Servers.**


Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for Servers installed in the Office of the Principal Accountant General (A&E) Andhra Pradesh, Hyderabad. **The AMC services in general are needed to be rendered for the Office presently located in Hyderabad and in Vijayawada in case of relocation. The vendors who offer services at both the locations only need apply.**

The tender documents may also be downloaded from this office website <https://cag.gov.in/ae/andhra-pradesh/en/tenders> or <http://ag.ap.nic.in/tenders.html>. The firms are requested to visit the Office and inspect the Servers before submission of tenders.

**1. The general scope of work includes:**

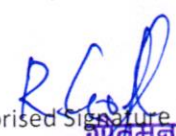
The contract would be comprehensive i.e., including replacement of parts of Original Equipment Manufacturer (OEM). AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the Server active and free from any defects/disturbance. The replacement of all defective parts with unused, good quality and OEM branded parts will be done by the service provider without any extra charge. Used/Repaired/refurbished parts of any other brand from any other source are not acceptable. If any part is removed for upgradation and item is provided by this Office for replacement such item will be treated as asset of this Office and should be returned to Central EDP section. If defective parts are replaced by the AMC provider, the defective parts will be returned to the providers only after a certificate is issued by Central EDP.

**The following will be broadly covered under AMC:**

  
Authorised Signatory & Seal of the firm  
गोव्थमन आर  
**GWTHAMAN R**  
उप महालेखाकार (हकदारी)  
Deputy Accountant General (Entitlements)  
महालेखाकार (ले.एवं ह) का कार्यालय  
O/o. The Accountant General (A & E)  
आंध्र प्रदेश/Andhra Pradesh

- I. **Hardware:** This would include the actual components /assemblies/sub-assemblies of the Servers i.e., the hard disk, monitor, mouse, keyboard, DVD/CD – ROM etc. other accessories, connectors/cords and any other physical appliances required for running the Servers.
- II. **Software:** This would include all the software related to Operating Systems, System Software and any other unspecified software required to run the components /peripherals /applications etc. This would also include the application software installed in the Servers.
- III. **Services:** This would include back-up and file recovery solution. Cleaning of the Server systems and peripherals, disaster recovery solution, general antivirus checks and regular maintenance like running diagnostic tests to ensure if all the components are working fine/efficiently. Further services like,
- Upkeep and maintenance of the Servers installed.
  - To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
  - Repair to be carried out at the location of the equipment.
  - Standby arrangement to be made in case the equipment is to be taken to workshop for repairs. The service engineer would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. Standby system should be replaced with the original Server after repairs within 30 days. Failure to do so will attract penalty which shall be imposed as per orders of competent authority.
  - Support for troubleshooting of installed OS/Software packages and removal of virus and re-installation of software, if corrupted. Necessary anti virus will be provided by this Office.
  - Coordination with OEMs for troubleshooting of the Server.
  - Any other maintenance work to be undertaken related to the Servers.


2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e., Technical Bid (Annexure-I) along with Downtime Statement (Annexure III) and Financial Bid (Annexure-II).

  
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**GOWTHAMAN R**  
उप महालेखाकार (हकदारी)  
Deputy Accountant General (Entitlement)  
महालेखाकार (ले.एवं ह) का कार्यालय  
O/o. The Accountant General (A.G.)  
आंध्र प्रदेश/Andhra Pradesh

3. The list of Servers is attached at Annexure-IV. However, new equipments purchased from time to time after the expiry of their warranty/guarantee period, shall also be serviced/ maintained at the same terms and conditions. PAG (A&E) reserves the right to add/remove any item from AMC during the contract period.

4. **The Technical and financial terms and conditions of AMC shall be as follows:**

- (i) The firm/company must be registered as a firm or company with the Registrar of Firms or Registrar of Companies.
- (ii) The firm/company should be in existence for over 3 years in the trade as on 31.03.2021 with maintenance turnover of more than Rs. 25 lakh per annum during the last 3 years ending 31<sup>st</sup> March 2021.
- (iii) The firm/company should have previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Andhra Pradesh/Telangana of maintaining not less than 25 Servers per year including accessories in each Department/PSU. Supporting documents must be enclosed with technical bid. The company should furnish satisfactory completion certificate and Downtime Statement of previous maintenance work in a Govt. Office/PSU for the last three years detailed in the annexure-III.
- (iv) The firm/company must have expertise in on-site maintenance and repair of Servers and other hardware parts and accessories.
- (v) The Bid shall be written in English Only.
- (vi) The Bidders are required to submit technical bid enclosing therewith photocopies of the following documents, failing which their bids will be rejected and will not be considered any further:
  - a) Registration Certificate of the firm.
  - b) Copy of GST Certificate.
  - c) PAN/GIR Card copy.
  - d) Copies of Income Tax Return filed for the last three financial years.
  - e) Copies of Audited A/c statement of Balance Sheets and Profit & Loss Account for the last three financial years.
  - f) Proof of AMC contract agreement for Servers to Government Department/PSUs for last Five years.

  
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