

OFFICE OF THE ACCOUNTANT GENERAL (Audit-II), JAIPUR,
RAJASTHAN

Tender Documents

The quotations/bids are invited in Sealed envelopes in two bid system (Technical and Financial) from the experienced and eligible contractors for Annual Maintenance Contract (AMC) in respect of computers/ printers UPS and other hardware items (as per the Annexure I) in the Office of the Accountant General (Audit-II), Rajasthan, Jaipur for a period of one year with effect from 01.04.2022 to 31.03.2023.

Sealed quotations may be submitted by the firms, fulfilling the terms and conditions as mentioned in Tender Document in two separate envelopes superscripted “**Technical Bid for AMC of computers and peripherals**” & “**Financial Bid for AMC of computers and peripherals**” and both these sealed envelopes to be put in a bigger envelope which should also be sealed and duly superscribed with “**Bids for AMC of Computers, Printers and Peripherals**”. The Bids should reach (Offline/Physically) the undersigned not later than **16.00 Hrs. on 07.03.2022** Technical Bids will be opened first on **07.03.2022** and thereafter the Financial Bids of qualified firms i.e. who qualify the Technical Terms & Conditions will be opened on the same day.

The technical and financial terms and conditions of the AMC shall be as follows:

1. TECHNICAL TERMS & CONDITIONS

- I. The company/firm must have a previous maintenance contract for at least 2 years with Government Deptt./Public Undertaking/Autonomous Body/Corporate / Private Sector. Where one order should have minimum 25 computers, 20 printers and 30 laptops (Requisite documents to support this claim will have to be produced for verification).
- II. The firm has to attach copy of satisfactory performance report from the existing/earlier deptt./organization whose AMC is going on/completed.
- III. The firm must have expertise and experience in LAN troubleshooting.

IV. **The firm should submit the complete list of the Hardware & Network engineers on rolls of the firm with qualification & experience as well as list of engineers whom they will be provide to this office.**

V. The firm should produce the self-attested photocopies of documents related to PAN number, Service tax number, GSTN.

Only the firms meeting the above technical terms and conditions should submit their quotation in the enclosed proforma (**Annexure I, II & III**) in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

2. Financial Terms & Conditions.

I. The rates must be quoted on comprehensive basis for the computers, printers, scanners and UPSs in the enclosed proforma (**Annexure-I**) in sealed cover. The Contract shall be on an annual maintenance service basis and the Office will make no extra payment for any general wear and tear/spare parts etc. (except in case of damage occurred to the part on account of mishandling etc.).

II. The rate quoted for AMC should be in absolute figures.

III. The amount of AMC should include GST and other taxes to be borne by the vendor.

IV. The successful tender/firm will be required to furnish Performance Bank Guarantee in the name of **PAO (IA&AD)** for an amount of 10% of Tender / contract Value.

V. This tender is not transferable.

3. Others Terms and Conditions

I. The bidder must have owned/rented support office in Jaipur with adequate numbers of engineers, spare parts and infrastructure like office Telephone, Fax etc.

II. **The Networking of this office will also be covered under AMC.**

III. The contractor has to provide services in this office as well as branch office of this office in Jaipur and no TA/DA will be paid by this office.

IV. The Jurisdictions will be Jaipur.

V. An agreement on Rs. 500/- stamp papers will be executed with the successful bidder.

- VI. The contractor will attend the system and will provide support to operating system in single/multi user environment on all the system covered under this contract. Any problem related with operating system maintenance and reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and Network configuration will be attended by the vendor/contractor or vendor/contractor would also provide all required device drivers. This office will provide a set of OS upgrade software.
- VII. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted.
- VIII. **The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC.** In case contract is given for higher number of equipment than number as per the Annexure, than proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.
- IX. Anti-virus Software (AVS) support will be covered under AMC. Any problem related with systems virus will be attended by contractor. Anti-virus Software will be provided by this office.
- X. The contract will cover problem arising out of normal functioning and will not include break down due to Fire, Theft and Accident.
- XI. **The complaints of hardware items i.e desktop computers, laptops, heavy duty printers, projector, printer, UPS, scanner and mobile hard disk will have to be resolved within 2 working days after complaint is registered.**
- XII. **The complaints of Server, Networking and Network switches will have to be resolved on the same day after complaint is registered.**
- XIII. System maintenance charge will not include the cost of consumables and supply item such as Ribbon, Tapes and Cartridge etc.
- XIV. The contractor will maintain record regarding call Registration/Booking and maintenance of equipment.
- XV. At the time of completion of the AMC, the contractor will hand over the equipment in good working condition.

- XVI. The equipment is to be attended for fault in the office itself. Only in exceptional cases, if the equipment is to be taken out to the workshop for repair the same will be with proper permission of the competent officer and would be at the firm's own risk and expenses.
- XVII. Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system. Parts to be replaced will be new parts and loss if any caused due to replacement will be borne by the contractor.
- XVIII. **All damage or defective keyboard and mouse will be replaced by the firm.**
- XIX. The firm shall be responsible for taking back up data and program available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.

4. DEPLOYMENT OF ENGINEER

- I. The contractor will provide one Resident Engineers on all working days (Monday to Fridays) from 9.30 AM to 6.00 PM.
- II. The engineers should be qualified Diploma Engineer with an experience of not less than two years in Computer Hardware and sound knowledge of Windows/Unix/Linux/Multi-user printing systems & Oracle 10i or Oracle 11g as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance of respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- III. **The resident service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by this office, the Resident Service Engineer shall be changed by the contractor immediately.**
- IV. The engineer must be equipped with mobile phone provided by the company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.
- V. The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet emergency situation, the

contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

5. PAYMENT

- I. No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- II. The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. PENALTY

- I. If the firm does not attend the complaint and rectify/solve the faults within the time specified in clause no.3 (XI and XII) the penalty of Rs. 500/- per day shall be levied after specified time limit.
- II. If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be recovered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- III. The Service Engineers will have to make attendance in the attendance sheet placed at EDP section of this office. In the event of Service Engineer remained absent/on leave, without substitute thereof, deduction will be made @Rs.500/- for each day of absence, from the contracted amount.
- IV. If the equipment cannot be repaired within the specified time then replacement is to be provided.

7. Period of Contract

The contract shall be valid for a period of 1 (ONE) year from the date of signing of Agreement with the terms and conditions mentioned herein. The contract may be extended for another term of one year on the same terms and conditions with mutual consent of the parties and recommendation of office committee.

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Sr. AO/EDP

Annexure 1

List of Hardware for AMC 2022-23

Sl. No.	Particular	Qty.	Period to be covered in AMC	Type	Type of AMC
	Printer				
1.	HP Laserjet 1020 Plus Printer	13	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
2	HP Laserjet 1606 DN Printer	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
3	HP Laserjet Pro MFP 425DN	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
4	HP Laserjet Pro 400 m 401 DN	03	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
5	HP Laserjet 202 DN/DW Printer	02	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
6	Canon MFP MF 229 DW Printer	01	01.04.2022 to 31.03.2023	LASER PRINTER/FAX	With parts and Teflon
7	Samsung Laserjet M 3320 ND Priner	04	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
8	HP 403 DN Heavy duty Printer	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
9	HP Laserjet 203 dn Printer	04	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
10	HP Laserjet 227 S DN printer	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
11	Canon 244 DW (Multifunctional)	01	01.04.2022 to 31.03.2023	LASER PRINTER/FAX	With parts and Teflon
12	HP pro M501 dn	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
13	Samsung CLP680ND	02	07.01.2023 to 31.03.2023	LASER PRINTER	With parts and Teflon
14	Brother Laser Printer	02	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
15	HP laserjet 427 dw printer	01	01.04.2022 to 31.03.2023	LASER PRINTER	With parts and Teflon
	Scanner				
1	Scanjet Pro 2500 F1	02	01.04.2022 to 31.03.2023	Scanner	With parts
2	Epson Scanner	01	17.10.2022 to 31.03.2023	Scanner	With parts
3	Canon Scanner DR-C230	03	01.04.2022 to 31.03.2023	Scanner	With parts
4	Avision Scanner	04	01.03.2023 to 31.03.2023	Scanner	With parts
	Server				

1	HP Proliant ML10 Tower Server	01	01.04.2022 to 31.03.2023	Server	With parts
2	HP Proliant DL 380e Gen 8/1 Intel Server	01	01.04.2022 to 31.03.2023	Server	With parts
3	HP Server Intel Xeon Server	01	01.04.2022 to 31.03.2023	Server	With parts
	Desktop				
1	HP i3 Desktop	41	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
2	HP i5 Desktop	11	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
3	Lenovo i5 Desktop	16	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
4	Acer i3 Desktop	27	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
5	Acer i5 Desktop	13	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
6	Acer i7 Desktop	03	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
7	Dell i5 Desktop	25	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
8	HP i5 Desktop	07	01.04.2022 to 31.03.2023	Desktop Computer	With Parts
9	HP i3 Desktop	11	23.08.2022 to 31.03.2023	Desktop Computer	With Parts
	Laptop				
1	Dell i7 Laptop	01	01.04.2022 to 31.03.2023	Laptop	Without Parts
2	HP i5 Laptop	54	01.04.2022 to 31.03.2023	Laptop	Without Parts
3	Dell i3 Laptop	39	17.09.2022 to 31.03.2023	Laptop	Without Parts.
	UPS				
1	2 KVA Online UPS	02	01.04.2022 to 31.03.2023	UPS	With Parts & Without Battery
2	Numeric 600 VA UPS	99	01.04.2022 to 31.03.2023	UPS	With Parts & Without Battery
3	UPS iball	27	01.04.2022 to 31.03.2023	UPS	With Parts & Without Battery

ANNEXURE-II

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

To
The Accountant General (Audit-II)
Rajasthan, Jaipur.

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice No. _____ dated _____ regarding on site Annual Maintenance Contract of Computers and Peripherals in the Headquarter Offices/Branches under jurisdiction of the Accountant General (Audit-II), Rajasthan, Jaipur situated at various locations at Jaipur.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my firm/Company. My firm/Company does not have any terms and conditions of its own in respect of quotation being submitted for Annual Maintenance Contract. I further certify that I am an authorized signatory of my firm/company and am, therefore, competent to make this declaration.

Yours Truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Annexure-III (Technical Bid Format)

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope superscribed with Technical Bid for AMC of Computer & peripherals)

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Partners/Directors	
3.	Registered Address, Telephone & Fax No.	
4.	Address of any branches with their telephone No. and Faxes	
5.	Whether firm is registered under Services Tax Act, if yes give registration no.(copy to be attached).	
6.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
7.	Details of Engineers working in the firm and their qualifications.	
8.	a) Name and number of the equipments maintained and the details of the maintenance service provided. b) AMCs in hand.	
9.	Name of the website, email ID etc, if available	

Signature of authorized signatory with date:

Name:

Designation: