



भारतीय लेखापरीक्षा एवं लेखा विभाग
कार्यालय महालेखाकार (लेखापरीक्षा-II), राजस्थान, जयपुर
Indian Audit and Accounts Department
Office of the Accountant General (Audit-II), Rajasthan, Janpath, Jaipur-
302005
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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 UPS (as per the Annexure I) in the Office of the Accountant General (Audit-II), Rajasthan, Jaipur from 01.06.2023 to 31.03.2024.

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 UPS**” & “**Financial Bid for AMC of UPS**” 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 UPS**”. The Bids should reach (Offline/Physically) the undersigned not later than **12.00 Hrs. on 15.05.2023** Technical Bids will be opened first on **15.05.2023** and thereafter the Financial Bids of qualified firms i.e. who qualify the Technical Terms & Conditions will be opened.

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.
- 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 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 UPSs in the enclosed proforma (**Annexure-I**) in sealed cover. The Contract shall be on a 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 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.
- III. The Jurisdictions will be Jaipur.
- IV. An agreement on Rs. 500/- stamp papers will be executed with the successful bidder.
- V. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted.
- VI. **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.
- VII. The contract will cover problem arising out of normal functioning and will not include break down due to Fire, Theft and Accident.
- VIII. The complaints of UPS will have to be resolved within 2 working days after complaint is registered.
- IX. The contractor will maintain record regarding call Registration/Booking and maintenance of equipment.
- X. At the time of completion of the AMC, the contractor will hand over the equipment in good working condition.

- XI. 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.
- XII. 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.

4. 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.

5. PENALTY

- I. If the firm does not attend the complaint and rectify/solve the faults within the time specified in clause no.3 (VIII) 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. 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 01.06.2023 to 31.03.2024 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 2023-24

Sl. No.	Particular	Qty.	Period to be covered in AMC	Type	Type of AMC
	UPS (Model)				
1.	Online UPS 6KVA (Eaton & 9E6KS-IN)	1	01.06.2023 TO 31.03.2024	Online UPS	With Parts & Without Battery
2.	Online UPS 1KVA (Eaton 9E-IN 1000XL)	5	01.06.2023 TO 31.03.2024	Online UPS	With Parts & Without Battery

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

To

The Accountant General (E&RSA)

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 UPS 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: