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OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT) JHARKHAND,
RANCHI- 834002

No.-E.D.P(Au)/57/ 111

Dated: 15/02/2021

TENDER NOTICE

Sealed quotations are invited from reputed firms for ***Annual Maintenance Contract of Desktops, Laptops, Projector & IT peripherals*** as listed in the annexure for a period of one year from 01.04.2021 to 31.03.2022. Bidding documents can either be downloaded from our website <http://agjh.cag.gov.in> or can be collected personally from the "E.D.P." section of this office between 10:00 AM to 5:00 PM on all working days.

"Quotation for AMC for IT Peripherals / 2021-22" should be superscribed on the sealed envelope. Tenders may be submitted to the undersigned till **26/02/2021, 5:00 PM.**

Date and time of opening of tender: **01/03/2021, 3:00 PM.**

Sd/-

Senior Audit Officer (E.D.P.)
O/o the Principal Accountant General (Audit), Jharkhand, Ranchi
Phone: 0651-2411345

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प्रधान महालेखाकार (लेखापरीक्षा) झारखण्ड का कार्यालय,
राँची - 834002

सं: - EDP(AU)/57/110

दिनांक:- 15.02.2021

सेवा में,

इच्छुक वेंडर

विषय: - *Annual Maintenance Contract of Desktops, Laptops, Projector & IT peripherals*

महोदय,

प्रधान महालेखाकार (लेखापरीक्षा) झारखण्ड के कार्यालय द्वारा दिनांक 01.04.2021 से 31.03.2022 तक IT Peripherals के रख रखाव के संबंध में Annual Maintenance Contract (A. M. C.) के लिए संलग्न विवरण के अनुसार उपरोक्त विषयांतर्गत कोटेशन आमंत्रित किया जा रहा है।

इस संबंध में इच्छुक वेंडर दिनांक 26.02.2021 (5:00 PM) तक अधोहस्ताक्षरी के पास पूर्ण रूप से भरा हुआ कोटेशन जमा करा सकते हैं।

प्रति
15.2.21

व. लेखापरीक्षा अधिकारी /ई.डी.पी.

प्रधान महालेखाकार (लेखापरीक्षा) झारखण्ड का कार्यालय, राँची

फोन: 0651-2411345

ANNEXURE X**Items proposed for AMC:**

Sl	Particulars	Units	Purchase Cost	Date of Purchase	AMC due From	AMC Up to
1	Desktop Dell	2	91770	23.06.2016	01.04.2021	31.03.2022
2	Desktop Lenovo	13	597187	03.11.2016	01.04.2021	31.03.2022
3	Desktop Dell	26	958100	07.02.2017	01.04.2021	31.03.2022
4	Desktop DELL Optiplex	14	720762	07.11.2017	01.04.2021	31.03.2022
5	Desktop Acer	2	150000	26.02.2018	01.04.2021	31.03.2022
6	Desktop Dell	27	1212300	29.10.2018	01.11.2021	31.03.2022
7	Laptop HP i3	7	295470	29.04.2016	01.04.2021	31.03.2022
8	Laptop Lenovo V310	7	386750	18.07.2017	01.04.2021	31.03.2022
9	Laptop HP 348 G4	14	769692	07.11.2017	01.04.2021	31.03.2022
10	Laptop HP 450G5	1	98500	22.02.2018	01.04.2021	31.03.2022
11	Laptop HP 348 G4	26	1310400	18.10.2018	01.11.2021	31.03.2022
12	Laptop Apple MacBook Air	2	177200	31.08.2019	01.04.2021	31.03.2022
13	Scanner HP Scanjet pro 3000	1	26650	24.11.2016	01.04.2021	31.03.2022
14	Scanner Canon Lide 220	10	48190	07.11.2017	01.04.2021	31.03.2022
15	Scanner Overhead	1	41300	25.10.2018	01.04.2021	31.03.2022
16	Scanner Epson Flatbed	3	54570	19.11.2019	01.04.2021	31.03.2022
17	Printer HP Laserjet Pro M202DW	14	121010	31.03.2016	01.04.2021	31.03.2022
18	Printer HP Laserjet Pro MFP M226dn	1	25500	01.06.2016	01.04.2021	31.03.2022
19	Printer HP Laserjet Pro M202DW	7	99470	13.12.2016	01.04.2021	31.03.2022
20	Printer HP LJ PRO MFPM126nw	3	47400	08.11.2017	01.04.2021	31.03.2022
21	Printer HP Laserjet Pro M202DW	5	61500	21.11.2019	01.04.2021	31.03.2022
22	Printer HP Laserjet Pro M202DW	6	73800	23.11.2019	01.04.2021	31.03.2022

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23	Projector EPSO EB1980WU	1	138900	28.11.2016	01.04.2021	31.03.2022
24	Networking Device	3	60000	30.05.2006	01.04.2021	31.03.2022

Note: None of the items listed above except Networking Switch is more than six years old.

Sd/-

Sr. Audit Officer (E.D.P.)

(18)

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT) JHARKHAND, RANCHI

Eligibility Criteria:

1. The vendor should be registered as a firm with a proper competent authority.
2. The firm should have a permanent office at Ranchi with its dedicated technical workforce.
3. The vendor should have good reputation in the market and their clients should be preferably from Govt. Offices / Undertakings, Banks and other reputed concerns (enclose document).
4. The vendor should have the capabilities to handle AMC for all brands and makes of computer systems and peripherals as listed in the Annexure.
5. The bidder should have undertaken minimum two orders of AMC (of different reputed organisations) of Rs. Three Lakhs or more for each AMC, during last three years. (Enclose relevant work order).

Other terms and conditions:

1. The vendor shall bear all the costs associated with the preparation and submission of the quotation.
2. All the information sought in the tender form must be clearly filled up and no column should be left blank. Documentary proof, wherever required, should be enclosed.
3. All the pages of this document including those with the terms and conditions must be self-attested in token of understanding.
4. The quotation for AMC **should not exceed 6% of the total cost** of items as per Annexure.
5. An "Earnest Money Deposit (EMD)" to the tune of Rs. 7,000/- (Rs. Seven Thousands only) in the form of crossed Demand Draft drawn in favour of "PAO(Audit), O/o the Pr. Accountant General (A&E) Jharkhand, Ranchi" must be enclosed with the quotation.
6. **AMC for the list of items given in bid document is on a consolidated basis and not item wise.** Single consolidated rate must be quoted for all the listed items. The rates must mention all types of taxes and should not exclude any item of bid document.
7. The AMC shall be effective and valid for a period of one year from 01.04.2021 to 31.03.2022. It may be renewed by written mutual consent of both parties.
8. The vendor shall provide proper maintenance services for all the hardware listed in the Annexure and shall cover both preventive as well as corrective maintenance.
9. Preventive maintenance, which must be done at least once in a quarter (3 months) for every system shall include thorough external and internal cleaning, checking of hardware & software, removal of virus, add-wares, spywares etc.
10. The vendor shall be responsible for repair of any equipment or for part of the equipment which has been reported as non-functioning by this office and found to be non-functioning by the vendor after inspection. The vendor should assure a minimum downtime and attend to all breakdown calls in the hardware and operating software within one working day.
11. The maintenance of computers and other items in the list includes replacement of parts. The parts that need to be replaced must be new and equivalent/better in performance to the existing parts. The cost of spare parts will be borne by the vendor except that of stationary / consumables such as keyboard, mouse, cartridges, printer head and printer drums.
12. The company shall load/reload and configure operating systems and/or any other specific software such as Microsoft Office, printer drivers, antivirus etc. as the case may be in the computers and laptops covered under AMC at no extra cost to the office whenever the need arises. The software will be provided by the office.
13. The vendor shall repair/ replace parts at our office premises only. If the fault is of serious nature and requires the support of repair centre of the vendor, thereby necessities shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both system software and application software) at no additional cost to this office.

14. Some companies (e.g., Samsung) don't make the spare parts available in the open market as per company policy. The spare parts are made available only after registering complaints online or by telephone and after inspection of the damaged hardware by its own registered service engineer for which it charges a fee. In case of complaints regarding such hardware (e.g., Samsung printers) under AMC, the online/telephonic registration of the complaint will be done by the vendor and all charges of the company will be borne by the vendor.
15. Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software and various application software on the computer systems, etc. covered under AMC.
16. The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC, whenever the need arises.
17. The vendor shall be responsible for recovery of data, free of cost, in case of Hard Disk crash of any computer systems under its AMC.
18. The vendor must provide one competent resident service technician, having at least two years experience as a computer technician, in this office premises on all working days, i.e. Monday to Friday (except holidays) from 9.30 AM to 6.00 PM. In case of absence of the regular technician due to some unavoidable reasons, the vendor must provide an alternate technician to our office, else a penalty of ₹ 500/- per day would be deducted.
19. If the service of the technician will be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation, the vendor shall provide services of the technician to attend the said work.
20. The resident technician of the firm should maintain log book-cum-attendance book. All complaints lodged should be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the technician with details of maintenance job done to restore the machine in working condition to the satisfaction of the office. Records of preventive maintenance done should also be entered in the log book. The log book shall be kept in the custody of the E.D.P. Section in charge, who shall countersign all entries made with remarks, if any.
21. The contractor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government of Jharkhand or Central Government or of this office and of all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
22. Contractor shall abide by the provisions of IT Act 2008.
23. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen/engineer or to other persons inside the office premises while executing the contract and for any damage to the property.
24. The vendor shall not sublet the whole or part of the works, except where otherwise provided in the order, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the contractor from any liability or obligation under the contract and he shall be responsible for the acts, faults and neglects of his and any of his agents' servants or workmen.
25. The rates quoted by the firm and accepted by this office shall remain in force for the full period of contract. No demand for revision of rates on any account shall be entertained during the contract period.
26. The firm to whom the AMC would be granted shall be required to submit a Performance Security in the form of a Bank Guarantee/Fixed Deposit of an amount of at least 10% of the total contractual amount with the office at the time of accepting the contract. The Bank Guarantee/Fixed Deposit should be in favour of **"PAO(Audit), Office of the Pr. Accountant General (A&E), Jharkhand, Ranchi"** and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The contract shall not be valid unless the

- Performance Guarantee is submitted. In case of non-performance/unsatisfactory service, Bank Guarantee/Fixed Deposit will be forfeited as penalty and the AMC will be nullified.
27. The payment of AMC will be made in two instalments. TDS at the rate applicable as per provisions of the Income Tax Act may be deducted from the bill.
 28. The office reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
 29. It shall be the responsibility of the firm to handover back to this office, all the equipment under AMC in working condition at the end of the contract period, failing which any dues to the vendor shall be withheld till such time it is fully accomplished.
 30. Interested parties may inspect the items before quoting rates between 3:00 PM to 4:00 PM on any working day.
 31. The office reserves the right to reject any or all tenders without assigning any reason thereof.
 32. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Inadequate or incomplete tenders in any respect, or the prescribed conditions are not fulfilled, such tenders are liable to be rejected. Canvassing in any form by the tenderers/vendor will result in rejection of their tenders.
 33. Limitations, if any, may be specified in the quotation.
 34. The decision of the office will be final and binding on the vendor.
 35. No demand for revision of any terms and conditions shall be entertained.
 36. Non-disclosure: - Contractor will undertake and ensure that the information acquired as a result of contract services pertaining to O/o the Principal Accountant General (Audit) Jharkhand, Ranchi will be treated strictly as confidential and will not be disclosed to anybody without the specific written permission / authorisation from Sr. DAG (Admin.).

DEED OF AGREEMENT

THIS DEED OF AGREEMENT SHALL COME INTO FORCE WITH EFFECT FROM 1ST DAY OF APRIL TWO THOUSAND TWENTY ONE

P/1

BETWEEN

_____, through its authorized signatory
_____, S/O _____, Partner of the Firm,
Hereinafter called and referred to as the FIRST PARTY (Which shall mean and include, wherever necessary his heirs, successors, legal representatives and assigns).

AND

Sr. Audit Officer (EDP), O/o of the Principal Accountant General (Audit) Jharkhand, Ranchi hereinafter called and referred to as the SECOND PARTY (Which shall mean and include, wherever necessary its successors in Office, representatives, executors and assigns).

WHEREBY IT IS AGREED AND DECLARED AS FOLLOWS:

- A. That for the contract work for AMC of Desktops, Laptops, Printers, Projectors & other IT Peripherals, the second Party issued a Public Notice through official website (<http://agjh.cag.gov.in>) for tender from the parties desirous of entering into an agreement in pursuance of the said Public notice.
- B. That the First Party submitted his tender.
- C. That on finalization of tender, the First Party agreed for the work of AMC of Desktops, Laptops, Printers, Projectors & other IT Peripherals, in the office of the Second Party.

- D. That the first party will accomplish the work as per the agreement for the period of one year effective from 1st April, 2021 to 31st March, 2022 on the following term and conditions.

Contd. P/2

P/2

AGREEMENT

1. That the First Party agrees to provide the service as per the terms and conditions mentioned in Annexure-A regarding IT Peripherals mentioned in Annexure-X.
2. That the period of Contract for AMC is valid for a period of one year w.e.f. 01-04-2021 to 31-03-2022 is having total value of AMC of Rs. _____(including GST). The contract may be renewed further for one year on agreed terms and conditions between the parties, which is solely at the discretion of Second Party.
3. That the office normally functions five days in a week. Hence service of first party will be required from Monday to Friday, in special circumstances, service shall be provided on holidays for which prior intimation will be given to the concerned agency.
4. That the payment will be made in advance half yearly. If payment is delayed due to absence of fund, no interest can be claimed by the First Party.
5. That the First Party after receipt of the half yearly payment in advance shall duty bound to execute the work for period for which payments are made without any further condition.
6. That the contract can be terminated by either parties after giving one month advance notice in writing without assigning any reason. Termination of contract will not be open to challenge by either parties in any Court of Law/Authority.

7. That Second Party reserves the right to terminate the contract without assigning any reason in the event of failure of/unsatisfactory services on the part of First Party and the Second Party shall not be responsible for any payment thereafter. The decision of the Second Party to what constitutes failure of the services shall be final and binding on First Party and shall not to be questioned by First Party in Any manner under any Forum/Judiciary/Authority

Contd. P/3

P/3

8. That Performance Guarantee of Rs. _____/- (10% of contractual value of Rs. _____/- of Agreement Dated 1st April, 2021) furnished by the First Party in the form of FD vide Receipt No.: _____ Dated _____ pledged to PAO (Audit) O/o the Pr. Accountant General (A & E), Jharkhand, Ranchi should remain valid for a period of 60 days beyond the date of expiry of the contract i.e. 31/05/2022.
9. That all questions relating to the performance of the obligations under this agreement and all the disputes and differences which shall arise either during or after the agreement period or other matter arising out of, or related to this agreement or payment to be made in pursuance thereof, shall be referred to the Principal Accountant General (Audit) Jharkhand, Ranchi whose decision shall be final, conclusive and binding on the both parties to this agreement.
10. That First Party shall comply with all statutory provisions of the labour laws and Second Party shall not be responsible for non-compliance to any rule/order/law regarding engagement of labour or service conditions by the First Party.
11. That Second Party will not be responsible, financially or otherwise, for any injury to the personnel in course of performing duties under the contract with the First Party, it is also made clear that any accident occurred during

course of duty or otherwise to resident service technicians would be dealt by First Party and Second Party would not be responsible for the same.

12. That First Party shall accept and bear full and exclusive liability for the payment of any or all taxes etc. now in force or hereinafter imposed increased and revised from time-to-time by the Central or State Government or by any other authority.

Contd. P/4

P/4

13. That First Party shall fully comply with all the applicable laws, rules and regulations of the IT Act, applicable from time to time.
14. That First Party shall be responsible for any loss due to theft/pilferage /damage to the office property of Second Party if it has been caused due to negligence or any fault on First Party's part in the opinion of the Second Party.
15. That First Party shall be liable to pay either in form of cash/cheque to the office such amount in respect of such damages as may be assessed by the designated official of second party.

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Witness:

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15.2.21
(Sr. Audit Officer/EDP)

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT), JHARKHAND, RANCHI

Tender form for Annual Maintenance Contract for Computers, laptops, printers, and other IT peripherals

1.	Name of the firm	
2.	Name of the owner of the firm	
3.	Full address of the firm (see Eligibility Criteria no. 2)	
4.	Phone No.	
5.	Mobile no.	
6.	Fax	
7.	Email id	
8.	PAN for Income tax*	
9.	GST Registration no. and the authority to whom registered*	
10.	Details of Govt. Organizations/ PSUs etc. in which the firm has been given AMC during last three years, if any*	
11.	Proposed total consolidated AMC amount(in Rupees)as per enclosed hardware list	
12.	Additional charges for deploying a resident service technician in our office premises, if charged separately	
13.	Applicable Taxes (with particulars)	
14.	Total amount proposed (amount in row11 + row12 + row13)	

*Documentary proof must be submitted in support

I/we (name of the bidding party), have gone through all the terms and conditions enlisted and fully agree to comply with the same to participate in the bidding. **I have signed all pages of the tender document including the terms and conditions in token of understanding.**

I/we, do hereby declare solemnly that my name/the name of our firm has not been blacklisted by any of the Government organizations, PSU's, Co-operative societies etc. In case it is proved otherwise, the office of the Pr. Accountant General (Audit) Jharkhand, Ranchi will have the liberty to cancel the tender/contract instantly without issuing any notice to me/us and also can proceed with other administrative/legal actions as deemed fit.

Date:

Signature of Bidder:

Place:

Full Name of Bidder:

Seal of the Firm: