

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	03-05-2025 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	03-05-2025 11:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Accountant General, Madhya Pradesh
Office Name/कार्यालय का नाम	Accountant General (economic & Revenue Sector Audit), Bhopal
क्रेता ईमेल/Buyer Email	manishs.mp2.au@cag.gov.in
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Laptop; Asus , Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer (Monochrome , Laser , Separate Drum and Tonner); hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Scanner; Canon , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 6 KVA); Emerson , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS (Online 2 KVA); keptron , Annual Maintenance Service - Desktops, Laptops and Peripherals - UPS(Offline 1 KVA); eaton , Annual Maintenance Service - Desktops, Laptops and Peripherals - web cam; logitech , Annual Maintenance Service - Desktops, Laptops and Peripherals - server; hpe
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	15 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes

Bid Details/बिड विवरण	
MSE Exemption for Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	401000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन

जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Pay and Accounts Officer
O/o Principal Accountant General (A&E-I), Gwalior
(Pao)

UIN Number NCTGC2415P

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March

prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:ANNUAL COMPREHENSIVE MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS

Asset Details and its Distribution across the consignee /user locations:[1745237368.pdf](#)

Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp (107)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	107	<ul style="list-style-type: none">• Number of Resident engineers : 1• Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Laptop; Asus (32)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Laptop
Make/Brand of Assets	Asus
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	32	<ul style="list-style-type: none">Number of Resident engineers : 1Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer (Monochrome , Laser , Separate Drum And Tonner); Hp (61)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	Printer (Monochrome , Laser , Separate Drum and Tonner)
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	61	<ul style="list-style-type: none"> Number of Resident engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Scanner; Canon (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	Scanner
Make/Brand of Assets	Canon
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	8	<ul style="list-style-type: none">Number of Resident engineers : 1Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 6 KVA); Emerson (2)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	UPS (Online 6 KVA)
Make/Brand of Assets	Emerson
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	2	<ul style="list-style-type: none"> Number of Resident engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS (Online 2 KVA); Keptron (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	UPS (Online 2 KVA)
Make/Brand of Assets	keptron
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	1	<ul style="list-style-type: none"> Number of Resident engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - UPS(Offline 1

KVA); Eaton (3)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	UPS(Offline 1 KVA)
Make/Brand of Assets	eaton
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	3	<ul style="list-style-type: none">Number of Resident engineers : 1Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Web Cam; Logitech (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Type of Asset	web cam
Make/Brand of Assets	logitech
Status of Annual Maintenance Service Provider	Neither OEM nor ASP

Specification	Values
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	1	<ul style="list-style-type: none"> Number of Resident engineers : 1 Number of technicians : 0

Annual Maintenance Service - Desktops, Laptops And Peripherals - Server; Hpe (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Asset	server
Make/Brand of Assets	hpe
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Bi-Monthly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Manish Kumar Shukla	462011,53, Arera Hills, Hoshangabad Road	1	<ul style="list-style-type: none">• Number of Resident engineers : 1• Number of technicians : 0

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without

specifying equivalent Indian Certification / standards.

10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

**Office of the Accountant General (Audit-II) M.P.
53, Arera Hills, Narmadapuram Road, Bhopal 462011**

This document is here only for information purpose. The AMC of Computer Hardware and other peripherals is going to be done through GeM only.


SAO/IT CELL

OFFICE OF THE ACCOUNTANT GENERAL, (AUDIT-II), M.P.
53, ARERA HILLS, NARMADAPURAM ROAD, BHOPAL

TERMS & CONDITIONS OF THE AGREEMENT FOR
ANNUAL MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS(Comprehensive) (2025-26)

कंप्यूटर हार्डवेयर एवं पेरिफेरल्स की वार्षिक रखरखाव अनुबंध(विस्तृत) (2025-26) के अनुबंध की नियम एवं शर्तें

Agreement no.

dated:

An agreement is made on thisday of....(Year 2025) between O/o the Accountant General (Audit-II), MP, Bhopal and M/s(Hereafter called the Contractor) on the other part.

I. GENERAL

1. The contract will be effective from the date 1st June 2025 (up to 31st May 2026).
2. Performance deposit of (5% of the value of AMC which will be awarded to the firm) in form of Bank Guarantee/FDR issued by any National/Scheduled Bank in favor of the Accountant General (Audit-II), Madhya Pradesh, Bhopal shall have to be deposited by successful bidder at the time of contract and the same will be refunded on expiry of terms of contract/agreement.
3. Accountant General (Audit-II), Madhya Pradesh, Bhopal shall have the right to terminate Annual Maintenance Contract Agreement at any time as and when occasion arises without assigning any reason(s).
4. The contractor alone shall be responsible to comply with all statutory provisions of all the relevant Labor and Taxation Laws in connection with the staff employed by him for performance of his obligations under the contract agreement.
5. The contractor alone shall also be responsible for all the acts of omissions and commissions of his staff deployed for performance of his obligations under the contract agreement.
6. The contract period shall initially be for one year only after the execution of the agreement for the contract. The contract may be renewed for a further year, at the discretion of this office and based on satisfactory services provided by the contractor. However, the firm must provide services at the same rate for the period up to finalization of the new agreement.
7. This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of the contract will be increased or decreased, accordingly.
8. If the contractor does not perform satisfactorily, this office reserves the right to get the balance contract executed by another party of its choice by giving one- month notice for the same.
9. This office reserves the right to recover any dues payable by the contractor from any amount outstanding to his credit, including the pending bills and/or invoking Bank Guarantee/FDR, if any, under this contract or any other contract/order.
10. This office shall be entitled, and it shall be lawful on its part to forfeit the amount of Performance deposit in whole or in part in the event of any default, failure, or neglect on part of the contractor in fulfilment or performance of the contract under reference in all respects satisfaction to this office. This office shall be entitled to deduct amount from Performance deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.

11. Qualification criterion

The Vendor should confirm that:-

- a. The firm may be a Partnership firm or a Company under Indian Laws and must be registered with the Registrar of Firms or Registrar of Companies. The firm should submit attested copy of registered deed of partnership / memorandum and articles of Association / By-laws/ Certificate of Registration etc. as applicable.
- b. The firm should be registered with Goods & Service Tax Department and should submit a copy of GST Registration Certificate / Number. Also, self-attested photocopies of documents related to registration number, PAN number, Income Tax Return / PAN Card etc. should be submitted.
- c. The firm should be in existence for minimum three years. The bidder shall provide the total monetary value of providing services of maintenance of computers and peripherals for each year of the last 3 years.
- d. The bidder should have satisfactorily completed as a prime contractor at least three similar works in the last three years in Government or Private Sector. The firm should have achieved in at least two financial years, a minimum annual financial turnover of Rs. 15 Lakhs. Self-attested copies of annual turnover shall be submitted along with the quotation.
- e. An affidavit to the effect that the firm or any of its partner, director, Board member of the firm has not been black listed by any Government / Semi Government Organization / Statutory body.
- f. Should have qualified team of Hardware and Software professionals. The firm should submit the list of hardware and software engineers along with their qualifications and experience whom they will be able to provide to this office in case they are awarded the contract.
- g. Immediately on award of the contract, the contractor should submit a report of taking over all equipment (consisting of their working status and configuration). It shall be the responsibility of the firm/company to make all the hardware work satisfactorily throughout the contract period and also to hand over the systems to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.
- h. Vendor should have their office in Bhopal.

II SCOPE OF AMC

- 1. The AMC shall be comprehensive and maintenance service shall consist of preventive and corrective maintenance of machines as mentioned in **Annexure-I** and will include replacement of all the spares parts except the parts which are not covered under AMC mentioned in the **Annexure-A**. The

- replacement of defective spares with original spares or spares equivalent specification will be done by the firm, without any extra charge of any kind.
2. The contractor shall maintain the sufficient spares for maintaining the required uptime guarantee.
 3. The contractor would submit a report at the start of the contract on taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers, printers and peripherals work satisfactorily throughout the contract period and to hand over the system to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.
 4. Faulty parts shall be replaced with new working parts of the same type/capacity. The new parts replaced by the contractor shall be the property of this office and the faulty part shall be the property of the contractor. Systems average uptime should not be less than 98%. The maximum allowable time of any system is three hours in case of minor problems and 24 hours for major problems.
 5. The AMC shall cover the comprehensive on-site residential support contract for all service and parts of the computers and other peripherals as specified in the **Annexure-I**.
 6. The vendor will provide at least 01 resident engineer for all working days for attending and redressal of complaints in normal working hours of the office- 9.30 am to 6.00 pm-but in case emergency the Company must undertake the work beyond office hours also. Their services may also be required on non-working days on some occasions to meet crisis. The contractor shall ensure that on such occasions additional personnel are deputed at no extra cost. The engineers should be equipped with mobile phones to ensure their availability.

The resident engineer would be interviewed by the competent authority and will be deployed only if found suitable by the competent authority. In case the resident engineers are not found suitable by the competent authority, the firm will have to appoint other efficient resident engineers.

7. The service engineer provided by the contractor shall not be changed frequently (minimum six months). However, if this office finds the engineer/personnel incompetent, the contractor shall change the service engineer immediately. If the resident engineer is not available for any reason, the contractor shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services.
 - (a) Maintenance shall include installation and updating of all kinds of software including operating system, office application, antivirus etc. The firm is responsible to take care of the Computers, Printers, Peripherals, and UPSs, laptop and networking and its equipment etc.
 - (b) Preventive maintenance service is to be carried out every 60-day period for all the computers and peripherals covered under the contract. Preventive maintenance report from the user would be submitted to the competent authority. Preventive maintenance means bi-monthly servicing of equipment irrespective of whether the equipment has undergone a breakdown or not and it would include: -
 - Defragmentation of hard disk drives and scanning for disk errors.
 - Checking and cleaning from inside and outside of all the computers and their peripherals as well.
 - Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them inspection of cables and switches installed in the office. Further, new network points wherever are required may be fixed by the vendor.

- Special cleaning of monitor, keyboard mouse etc.
 - Cleaning and examining interior and exterior of printers for smudges, dust etc. Accumulation of paper lint should be carefully removed. Paper dust should be cleaned off with the help of vacuum cleaner.
- (c) AMC shall include the repair /replacement of defective parts with the parts of equivalent or higher specification and details of replacements should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment must be taken out of repair, standby equipment of similar configuration will be provided by the contractor. Carriage charges for taking away/bringing back the equipment will be borne by the company.
 - (d) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. The withdrawal of such systems shall be communicated to the firm and equivalent maintenance charges shall be deducted accordingly.
 - (e) The resident engineer should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
 - (f) In case, if it is absolutely essential to format the hard disk of a computer, the resident engineer should take proper backup of the data and only after the user is satisfied, the resident engineer should proceed with formatting of the Hard Disk.
 - (g) No replacement and repair charges for the parts covered under the AMC shall be made. Comprehensive AMC includes all those parts which are necessary for the operation of the original equipment.
 - (h) Competent staff of the vendor will attend to each call within two hours of its notification.
 - (i) AMC holder is also responsible for works like installation/upgradation of software etc. in newly purchased hardware items during the warranty period.
 - (j) AMC holder is also accountable for co-ordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
7. If during the currency of the contract the representative/contractor of the contract comes across confidential information, he will never disclose it to anybody else.
 8. Replacement of consumable parts which are not covered in the scope of this agreement should be made available by the Company on charge basis as and when required by the office, but this office would be free to procure these items from any sources and the replacement will be done by contractor.

IIA. Penalty

1. After maximum allowable time of any system i.e. three hours in case of minor problems and 24 hours for major problems; in failure of the agency to repair the item or providing equivalent standby equipment within the response time as above, a penalty Rs.100/- per item/per day may be imposed.
2. The amount of Rs. 500.00 per day will be deducted if any service engineer remains absent/on leave without providing a proper substitute.
3. Failing in Preventive maintenance an amount of Rs.1,000/- (Rupees one thousand only) as a penalty may be imposed.
4. Delay in attending any call and delay in the rectification of the fault will lead to consequential financial damages to the contractor i.e. Rs. 50 per call.

III. DURATION OF CONTRACT

Subject to the right of the Accountant General (Audit-II), M.P., Bhopal to terminate, the period of the contract shall be for 12Months.

IV. PAYMENT TERMS

Maintenance charges shall be for the total value of Rs./- (inclusive of applicable taxes) and maintenance charges will commence from the date 01.06.2025 i.e. Maintenance charges shall be payable on a quarterly basis subject to availability of funds. In the case of a fractional period (i.e. not a complete quarter), the proportionate amount will be paid for that period.

V. FORCE MAJEURE

- (a) The first or the second party, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lockouts, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.
- (b) Has delayed the performance of its work as it was beyond its reasonable control, and it has not occurred due to negligence or default on its part.
- (c) Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

VI. TERMINATION

If the company commits any breach of terms of contract including failure in providing the services of repair and maintenance and fails to rectify the complaint, the contract would be terminated, and any pecuniary loss caused due to such termination would be recovered from the company. The security deposited would also be confiscated on the termination of such a contract.

VII. CANCELLATION

The contract can be revoked at any time during the period of the contract without assigning any reasons.

VIII. EXTENSION

The contract may be extended annually upto two years, on same terms and conditions, if performance is found satisfactory. However, this office reserves the right to introduce additional clauses to the contract any time during the contract, if deemed fit or modify existing clauses, with prior intimation to, and acceptance by, the Bidder.

IX. TAXES

Service tax (GST) at the prevailing rate will be paid to the contractor and Income Tax, GST and other taxes will be deducted from the bill produced by firm as per office norms.

X. DISPUTE/ (ARBITRATION)

In case of any dispute the decision of the Accountant General (Audit-II), Madhya Pradesh, Bhopal of this office would be final and binding on both the parties. The cause of dispute in writing must be presented before him within 15 days of occurring of such dispute.

It is clearly understood that for the purpose of adjudication, if the occasion arises, the jurisdiction of the appropriate court will be at Bhopal (M.P.).

Signed and consented by

Signature of the Authorized Signatory

With Rubber Seal of the firm

**Deputy Accountant General
office of the Accountant General (Audit-II),
M.P., Bhopal**

Annexure-I (List of IT Hardware which are to be covered under AMC 2025-26)										
SN	Description of items	Item of Hardware with brief configuration	Qty.	Purchase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) (on Annual basis)	Actual AMC Amount (in Rs.)	Period of AMC	Remarks
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
1	COMPUTER	Hp core i3 Ram4GB HDD 500GB	7	08-06-2015	42392	296744			12 Months	
2		Hp core i3 Ram4GB HDD 500GB	20	02-09-2015	40704	814080			12 Months	
3		Hp core i3 Ram4GB HDD 500GB	14	24-11-2016	40704	569856			12 Months	
4		Hp core i5 Ram4GB HDD 500GB	9	13-12-2016	48054	432486			12 Months	
5		HP pavelion AIO i7 16GB RAM/2TB HDD	1	15-05-2017	99900	99900			12 Months	
6		HP prodesk i5 8GB RAM/1TB HDD	2	24-10-2017	53074	106148			12 Months	
7		Lenovo i5 8GB RAM/1TB HDD	5	04-01-2019	49500	247500			12 Months	
8		Acer Veriton i3 8GB RAM/1TB HDD	42	25-09-2019	33610	1411620			12 Months	
9		Dell AIO 7480 i5 8GB RAM/1TB HDD	3	15-12-2020	69984	209952			12 Months	
10		Hp 280 GSMT i5 8GB RAM/1TB HDD	3	16-02-2021	48050	144150			12 Months	
11		Hp 400G6 AIO i5 8GB RAM/512 HDD	1	27-08-2021	74787	74787			12 Months	
12	LAPTOP	Lenovo Thinkpad i7 16GB RAM/2TB HDD	3	30-08-2017	93700	281100			12 Months	
13		ASUS P1440FA- i3 8GB RAM/1TB HDD	29	09-09-2019	38966	1130014			12 Months	
14	PRINTER	HP Laserjet 1018	1	15-05-2007	6000	6000			12 Months	
15		HP Laserjet 1007	2	02-02-2010	3453	6906			12 Months	
16		Hp Laserjet M1136	1	26-03-2012	9000	9000			12 Months	
17		HP Laserjet P1007	4	31-03-2012	5967	23868			12 Months	
18		HP Laserjet P1108	2	10-10-2012	8014	16028			12 Months	
19		HP Laserjet 1606dn	2	10-10-2012	8014	16028			12 Months	
20		HP Laserjet pro MFP M128FW	1	24-11-2012	18000	18000			12 Months	
21		Canon 11121E	4	14-07-2014	8000	32000			12 Months	
22		HP Laserjet 1007	2	14-07-2014	7500	15000			12 Months	
23		HP Laserjet P1108	1	15-06-2015	8650	8650			12 Months	
24		Hp Laserjet M1136	1	15-06-2015	8650	8650			12 Months	
25		HP Laserjet pro MFP M202 DW	9	24-11-2015	18000	162000			12 Months	
26		HP color Laserjet MFP M252 dw	2	24-11-2015	29900	59800			12 Months	
27		HP Laserjet pro MFP M126 nw	1	21-12-2015	18000	18000			12 Months	
28		HP Laserjet color cp1025	1	14-12-2016	17000	17000			12 Months	
29		Hp Laserjet pro MFP M26-A	3	03-10-2017	12200	36600			12 Months	
30		HP Laserjet 1020 Plus	6	03-10-2017	9500	57000			12 Months	

SN	Description of items	Item of Hardware with brief configuration	Qty.	Purchase Year	Cost (per unit) of Item (in Rs.)	Total Cost (in Rs.)	Rate of AMC (Per Unit) (in Rs.) (on Annual basis)	Actual AMC Amount (in Rs.)	Period of AMC	Remarks	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)		
31		Hp Laserjet pro MFP M26-A	1	14-03-2019	11500	11500			12 Months		
32		HP Laserjet pro MFP M202 DW	7	16-07-2019	14300	100100			12 Months		
33		Brother DCP-L3551 CDW (Color)	3	26-11-2020	31485	94455			12 Months		
34		Brother MFC-I5900DW (Mono Black)	4	09-02-2021	39995	159980			12 Months		
35		Canon IR-2006N duplex printer	2	10-02-2021	84570	169140			12 Months		
36		Brother DCP-L3551 CDW (Color)	1	26-08-2021	38940	38940			12 Months		
37		SCANNER	Canon DR-C225 II Heavy Duty Scanner	6	09-12-2020	26496	158976			12 Months	
38	Kodak Alaris E1025 Heavy Duty Scanner		2	04-02-2021	24804	49608			12 Months		
39	UPS	Emerson 6KVA	1	22-03-2017	59700	59700			12 Months		
40		Keptron 2KVA	1	18-04-2018	35000	35000			12 Months		
41		Eaton 6KVA UPS	1	06-04-2021	70000	70000			12 Months		
42		Eaton 1KVA UPS	3	06-04-2021	25000	75000			12 Months		
43	OTHERS	Logitech conference WebCam	1	02-03-2017	100000	100000			12 Months		
44		HPE ML350 Gen 9 mid range server	1	09-12-2016	283000	283000			12 Months		
					GRAND TOTAL=	7734266					
	Notes:				Net Amount						
(i)	The AMC vendor will depute full time experienced and qualified resident engineer in the O/o the AG(Audit-II) M.P., Bhopal to rectify the faults instantly.										
(ii)	The rates of AMC for above-mentioned items are inclusive of GST.										
<div>Senior Audit Officer (IT CELL)</div>											

**OFFICE OF THE ACCOUNTANT GENERAL, (AUDIT-II), M.P.
53, ARERA HILLS, NARMADAPURAM ROAD, BHOPAL**

ANNEXURE-A

List of devices not covered under AMC 2025-26

- 1- Lamp of Projector.
- 2- Any natural damage caused by rat biting/natural calamities.
- 3- Printer heads, UPS Batteries, Laptop batteries, Printer Ribbon and Toner cartridge

Note: -

The keyboards of desktops & laptops will not be considered physically damaged if its' keys are not working and keys come outside from keyboard while working. Such types of keyboards will have to be replaced/repared by the firm to whom AMC is awarded.

व.ले.प.अ./आई.टी. सेल