



कार्यालय महालेखाकार (लेव ह)-II, महाराष्ट्र

सिविल लाईन्स, नागपुर-४४०००१

OFFICE OF

THE ACCOUNTANT GENERAL (A&E) II

MAHARASHTRA

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No. EIS/AMC_R_22-23/100

Dated: 18/04/2022

NOTICE INVITING TENDER

This office intends to enter into **Annual Maintenance Contract** for its IT Assets deployed at two office buildings situated in Civil Lines, Nagpur, for the period from 16-05-2022 to 31-03-2023. Interested parties are requested to go through the details as provided in the documents attached herewith and also required to submit the duly filled tender along with required documents, on Centralized Public Procurement Portal (CPPP) only, on or **before 27/04/2022, 1 PM.**

Right to reject any or all tenders is reserved with The Accountant General (A&E)-II, Maharashtra, Nagpur.

-Sd/-

Sr. Dy. ACCOUNTANT GENERAL (ITSM)

Terms and Conditions:

1. As this office is situated in Nagpur, the firms having registered office in Nagpur will only be considered for purpose of this contract.
2. **As the office is situated in two different buildings and having a large local area network and plenty of IT assets, it is expected that firms having sizeable establishment and requisite experience of minimum 4 years only can cater to the demand. Therefore, firms currently providing or having provided AMC services in Govt. sector or Govt undertakings etc, for not less than 400 desktops and 5 servers, and good exposure in core network administration shall only apply. The firms are required to submit valid work orders of at least one AMC executed during last 3 years, i.e., 2019-20, 2020-21, and 2021-22 along with the quotation.**
3. The quotations received for amount exceeding **Rs. 20,21,452/-** will be summarily rejected.
4. Tenders not accompanied by required documents/certificates shall be summarily rejected.
5. Bid shall have a validation period of not less than 30 days.
6. **Earnest Money Deposit:** Bidders are required to submit earnest money deposit (EMD) for an amount of Rs. 25,000/- (Rupees Twenty-Five thousand only). EMD may be submitted in the form of an account payee demand draft or bank guaranty in favour of Accountant General (A & E)-II, Maharashtra, Nagpur payable at Nagpur from any of the Public Sector or Private Sector banks authorised to conduct Govt. business. EMD shall have a validity of not less than 60 days. EMD of the unsuccessful bidders will be returned to them within 10 working days of declaration of successful bidder. The EMD of the successful bidder would be returned, after the receipt of performance security from them as called for in the contract. The EMD will be forfeited if the bidder withdraws or amends/impairs or derogates from the tender in any respect within the validity period of their tender. Interest on EMD will not be paid on any account. All the bidders are required to submit the DD/ BG for EMD or required documents if seeking exemption, in the **EIS section** of this office in person along with the proof of submission of bid on CPPP Portal before end of bid submission date.
7. **Performance Guarantee: The successful bidder on award of the work order shall submit a bank guarantee of 5% of the total contract amount, within one week of issue of work order. The bank guarantee shall remain valid till 31-5-2023.**
8. Comprehensive Maintenance shall be for a period from 16th May 2022 to 31st March 2023. This office reserves the right to rescind the contract at any point of time with 15 days of notice, if it is found that the service provided by the vendor is not up-to the mark or is deficient.
9. The vendor shall provide on-site **comprehensive** maintenance for repairs/replacement of defective parts and will not be allowed to take any IT asset out of the office for any reasons.
10. The vendor shall carry out not only break-down maintenance, but also undertake preventive maintenance at least monthly, but not at a larger interval than this.
11. This office uses databases and applications running on Oracle 11g and .NET platforms, various web services, etc. The vendor shall have advanced knowledge base to provide

support on all the servers working on Linux server (RHEL v5, v6 & v7) as well as Microsoft Server OS series. Vendor should also have proven experience in managing server-client infrastructure, remote support techniques & practices, Microsoft server domain infrastructure management (AD services), WSUS, IIS, FTP services, etc. The support shall include troubleshooting/reinstallation of OS and databases on server in case of requirement. On-site engineers shall also have expert troubleshooting skills for all networking devices including Cisco proprietary routers & switches with Cisco certifications.

12. Complaints should be attended and rectified on the same day, and in no case, beyond the next working day. If repairs could not be completed within the 3 working days, vendor shall provide standby hardware of equivalent or above specifications of faulty hardware. Any delay beyond the next working day in rectifying the complaints of any nature shall invite a penalty of Rs. 200/- per day in each case.
13. If hardware equipment could not be finally repaired, vendor shall replace the same with new hardware which should be of equivalent or higher specifications within 3 working days of declaring the hardware unrepairable, i.e., after 3rd day of lodging complaint.
14. Payment for first half-quarter of 45 days shall be made after 30/06/2022, and rest of the payments shall be made on quarterly basis, i.e., after completion of remaining three quarters each. For payment process, vendor has to produce valid tax invoice. GST at applicable rates, shall be payable separately on invoice amount. Standard TDS may apply on the payments made.
15. Vendor shall make arrangement for providing **Three** on-site engineers having requisite qualifications along with at least **one** mandatory certification of those technologies as mentioned in point no. 11 above, with good skill sets. They will work as per timings and requirements of this office.
16. Vendor should be conversant with OS (including Linux and MS Windows server edition) and basic applications and should take steps required to keep IT systems free from any viruses/malwares, cyber security threats etc.
17. For UPS maintenance, replacement of batteries will not be covered under AMC.
18. With regard to printers, all the components shall have comprehensive maintenance with exception of consumables like Printer Head, Ribbon/Cartridges/Toners & Drum units. The replacement of these items, if required, should be carried out on chargeable basis.
19. In response to the call given by Hon. Prime Minister and implementation of action plan of "**Swachh Bharat Mission**", vendor should ensure and will be responsible for the proper cleaning and dusting of all the IT Assets.
20. **All rights to reject the quotations at any stage are reserved by the Competent Authority of this office.**

CONDITIONAL BIDS WILL BE SUMMARILY REJECTED.

-Sd/-

Sr. Accounts Officer/EIS