

कार्यालय महालेखाकार(लेखापरीक्षा-II), तमिलनाडु एवं पुदुचेरी,
लेखापरीक्षा भवन, 361, अण्णा सालई, चेन्नई-600 018.
**OFFICE OF THE ACCOUNTANT GENERAL (Audit - II), Tamil Nadu and
Puducherry, 361, Anna Salai, Chennai – 600 018.**

सं.मले(लेखापरीक्षा-II)/आई.एस.टी.सी./2020-21/60
No.AG(Audit-II)/ISTC/2020-21/ 60

दिनांक/Dated: 24.07.2020

TENDER NOTICE

Office of the Accountant General (Audit-II) Chennai, invites sealed quotations for the Annual Maintenance Contract (AMC) of hardware items in this office for a period of one year from 01.09.2020 to 31.08.2021.

The sealed quotations in the prescribed format addressed to “Sr. Deputy Accountant General/Admin, O/o the Accountant General (Audit-II) TamilNadu & Puducherry, Lekha Pariksha Bhavan, 361, Anna Salai, Chennai- 600018” should reach on or before 13.08.2020, 17:00 Hrs. The details of items to be covered under AMC are given below along with the terms and conditions.

Sd/-
Sr. Deputy Accountant General / ISTC

Terms and Conditions

1. Items to be covered under AMC are listed as separate annexure which contains item type, date of purchase, our Item ID No (OM No) and the period to be covered.

Note : AMC Type –

Full : Entire period of AMC.

Part: For a part of period. i.e. items shall come under AMC from the next day of expiry of warranty or items will be withdrawn from AMC when they become six years old.

2. Actual items may increase or decrease by 5 %. Pro-rata AMC amount will be paid on this variation.

3. One Resident Service Engineer should be provided at our office who must be well versed in Hardware and networking and to attend to any emergency work. The Engineer should have the knowledge of installation of applications like Oracle (up to latest version), Windows applications and other software that are used in this office. He should possess adequate skills to troubleshoot hardware and software issues. He will be required to stay back after office hours and even on holidays too, if required.
4. AMC for the above items should comprehensively include preventive maintenance, day to day troubleshooting and replacement of spares as and when necessary.
5. The rate for UPS should be quoted on the basis of non-replacement of batteries, partial number of replacement (number of free batteries to be specified) and total replacement of batteries, separately in the same tender.
6. The rate for Dot Matrix Printers should be quoted on the basis of non-replacement of printer head/spares partial number of replacement of printer heads/spares (number of printer heads to be specified) and total number of printer heads/spares separately in the same tender.
7. Payment for AMC shall be done on completion of each quarter and the amount would be released on receipt of invoices which may be produced in the first week of the month subsequent to the quarter ended.
8. The service provider shall execute a bank guarantee equal to the 25% of the total value of the contract for the entire period. The bank guarantee shall be valid for a period of 13 months beginning from the first day of commencement of the contract.
9. Maintenance shall include installation of all kinds of software including Operating System, Application Software and Anti Virus scanning etc., which will be provided by this office.
10. Resident Service Engineers shall maintain log registers of all call attended/ pending issues/ preventive maintenance records and details of all replacement of spares.
11. No component(s)/spare(s)/computer(s) shall be removed without informing the competent authority.
12. The agreement shall be in force from 01.09.2020 to 31.08.2021 for a period of one year and is liable to be terminated at any time giving notice of one month.
13. The AMC provider shall be able to rectify the problems within the maximum period of two days. In the event of the problem not being solved, alternate arrangements may be provided by the service provider to ensure continuity. Delay over that will be viewed as lapse on the part of the AMC service provider.
14. You are requested to give your previous experience in this field and briefly narrate your staff strength.
15. Preventive Maintenance must be taken up by the service provider in respect of all Systems & Peripherals once in three months and report should be submitted.
16. During the period of contract, any item may be included or withdrawn with proper notice of 15 days.
17. **Acceptance of all terms and conditions should be specifically mentioned in the quotation itself and any quotation without specific acceptance of terms and**

conditions will not be accepted.

18. Before submitting the quotation, you are requested to visit the premises housed in different locations namely **Main office (Teynampet), Office of the AG(A&E) building (Teynampet), Branch Office-TNEB Building, Chennai 2 (opposite to LIC), Branch office, TWAD Board, Chepauk, Chennai-5 and Branch Office, Greater Chennai Corporation, Behind Ribbon Bldg, Chennai-3**, during office hours on working days to physically inspect the items and ensure their functional status. This office would not be responsible for omissions and commissions, if the service provider does not make any visit/inspection. Otherwise, it will be deemed that the service provider has unequivocally accepted the items listed under the contract.
19. An item wise quote for AMC for the listed items may be submitted, in person/post/ courier in a 'sealed cover' addressed to **the Sr. Deputy Accountant General/Admin , O/o the Accountant General (Audit-II) TamilNadu & Puducherry, Lekha Pariksha Bhavan, 361, Anna Salai, Chennai —600018** of this office so as to reach on or before 13.08.2020 17:00 Hrs. Quotations received without inspecting the hardware is deemed to be considered as inspected. Quotations reaching after the due date and time will not be accepted. This office will not be responsible for postal delays.
20. On the sealed cover, it should be legibly marked as **"Quotation for AMC Computer Hardware Items – 2020-21"**

Sd/-

Sr. Audit Officer /
Information System and Technology Centre.