



OFFICE OF THE ACCOUNTANT GENERAL (E & R S A)
AP & TS, HYDERABAD-500004

No.AG(E&RSA)/AP&TS-HYD/OE/E-1/2016-17/

Date: 15-03-2017

Notice Inviting Tender

Sub: Non Comprehensive Annual Maintenance Contract NCAMC of computer/printers/UPS, LAN etc.

Sealed quotations are invited for Non-Comprehensive Annual Maintenance Contract for computer/printer/ups and also networking & hardware and accessories installed in O/o AG (E&RSA), AP & TS, Hyderabad.

The general scope of work:

Maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/reformatting of software/discs with software like Windows 2012 (server version) Operating System/Windows 2000, 2003, XP, Window 7 etc. and also Mailing Software, Anti-virus software, Data retrieval and installation/removal of any other software purchased by this Office from time to time.

Terms & Conditions:

1. (a)The contract would be Non-Comprehensive.
(b)Upkeep and maintenance of the hardware installed.
(c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
(d)Repair to be carried out at the location of the equipment.
(e) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
(f) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

(g) Any other maintenance work to be undertaken related to the computer/peripherals.

2. The firm/ company should be in existence for over 3 years in the trade as on 31.3.2016 with maintenance.

3. The AMC firm must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 100 or more computers connected in LAN under Windows environment for three years. A performance Certificate to this effect from at least one Govt. Dept. /Public Sector Undertaking shall be furnished.

The firm / company also must have expertise in on-site maintenance and repair of computers, Laser jet printers, network components, peripherals and other hardware parts and accessories.

4. (i) The vendor will provide Two Qualified, with experience of at least three years in windows software and Linux software and maintaining computer equipment's in Govt/PSU Sector, Service engineers on all the working days from 9.15 AM to 5.45 PM for attending and redress of complaints on all workings The engineer shall also be available on holidays as per requirement, if needed.

(ii) The engineer(s) will work under the instructions of the Coordinator or IT Manager/SR.AO/EDP Cell or any person authorised in this regard.

(iii) The service engineers would take up any reported fault with one hour.

(iv) Repairs /rectification to the hardware items shall be carried out onsite only. In case of the necessity to take the equipment outside there shall be standby arrangement for uninterrupted service.

(v) Complaints on functioning of servers/switches, routers and the systems in the officer chambers shall be attended immediately.

(vi) Necessary backup shall be taken whenever attending to the repairs and restore the same after completion of the work.

(vii) Service Engineers shall have to attend the break-down calls expeditiously and report to the section head of IS Wing along with the complaints register maintained for the purpose.

5. The contractor would carry out preventive maintenance surface cleaning of each machine mentioned in the list once in every quarter.

Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e. Technical Bid (Annexure-A) and Financial Bid ((Annexure-B)

The list of computers, printers, ups, networking hardware's etc. is attached as annexure-B. However new equipment's purchased from time to time, after the expiry of warranty / guarantee period , will also have to be serviced / maintained at the same terms and conditions , and the Non-comprehensive AMC during the contract period.

TWO BID SYSTEM (Technical and Financial):

The two bid system will be followed for this tender. Bidder is advised to carefully read this tender document before submitted the bid. In this system bidder must submit offer in two separate sealed envelopes as explained below:

(a) Envelope No.1 : "Technical Bid" shall contain

- (i) The firm /company must be registered as a firm or as a company and existence for over 3 years in the trade with annual maintenance contracts worth more than Rs.1 lakh or executed satisfactorily Annual Maintenance of 100 or more computers connected in LAN under Windows environment for three years.
- (ii) The firm should have a previous maintenance contract for at least two years with Government Departments/Public Sector Undertakings/Autonomous Bodies.
- (iii) The firm/Company must submit the satisfactory performance certificate against latest contract completed.
- (iv) The firm also must have expertise and experience in LAN troubleshooting.
- (v) Firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax Number, copy of job orders pertaining to annual maintenance awarded in the immediate past.
- (vi) List of Engineer(s) to be deployed and their detailed bio-data showing their qualification, experience and mobile number.

If the firm/company meets the above technical requirements, may apply in sealed cover giving all the details.

(b) ENVELOPE NO.2: "Financial Bid" shall contain

The rate may be quoted for the computers, laptops, printers etc. (as per the list) in the proforma in a separate sealed cover with proper seal and signature of authorized person.

Other terms and conditions:

The bidder shall depute an adequate number or at least two well-qualified engineers who can maintain the equipments listed. Engineers should have at least two years' experience in repairing and maintenance. The engineers would be equipped with mobile phones to ensure their availability and shall be required to report on all working days, if and when required on Saturdays and Sundays also.

Alternate arrangement should be ensured by the AMC firm in the event of leave of regular service person under prior intimation.

The contract will be valid for a period of one year. The rates quoted will remain in force for the full period of contract and no revision of rate will be entertained.

No advance payment in any case would be made and only quarterly payment will be made after satisfactory completion of each quarter.

The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.

*Interested bidder may submit their documents satisfying the technical bid requirements in a sealed cover super scribed with "quotation for AMC of software/hardware and peripherals for technical bidding ". The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with " quotation for AMC of software/hardware and peripherals for financial bidding". Thereafter, both the envelopes may be placed in a third sealed cover super scribed with "quotation for AMC of software/hardware and peripherals for technical and financial bidding" addressed to **Sr.Audit Officer (Admn.), O/o. Accountant General (E&RSA), AP and Telangana, Hyderabad by 3.00 pm on 24.03.2017 (last date).** The technical quotations will first be opened on the same date at 4.00 pm in Sr.DAG (Admn.) Chambers. After scrutiny and satisfactory technical bidding specifications, the firms/companies will be shortlisted for opening of sealed "Financial Bid".*

Quotations received without separate sealed cover and rates not quoted will not be accepted.

Late submission of tenders will not be accepted. The tender is not transferable.

This office reserves the right to cancel the tender without assigning any reasons at any point of time later, restrict the quantities or to revise the specifications/requirements on reassessment, shortlist the firms due to administrative reasons. Further, this office also reserves the right to constitute a committee for finalizing the tenders and the decision of the Accountant General is final in this regard.

The Accountant General (E&RSA) AP & TS, Hyderabad or any of the nominee, reserves the right to accept or reject the lowest tender or any tender in part or in full for the administrative reasons, without assigning any reason whatsoever to the bidders.

Performance Guarantee:

The successful firm/company will be required to deposit an amount of Rs.10, 000/- as performance guarantee and which will be released to the contractor on successful completion of the contract.

Cancellation:

This Office reserves the right to cancel the agreement with one month notice, if the service provided by the firm/company is not up to the mark during the period of contract or non-satisfactory during the period. Further, on cancellation of the agreement, the firm/company should forego the performance guarantee. In this regard, the successful company/firm has to abide to give an undertaking in this regard.

Sd/-

Sr.Deputy Accountant General (Admn)