

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (G&SSA)

No. PAG (GSSA)/OE/EA-I/AMC/2017-18/

16.03.2017.

Limited Tender Notice for Maintenance of Computer Hardware

Office of the Principal Accountant General (G&SSA), Andhra Pradesh & Telangana, Hyderabad is inviting sealed quotations for Maintenance Contract for the Computer Hardware of the Main Office and Regional Training Center for the period from 01-04-2017 to 31-03-2018 (12 Months). The following are the details of hardware items required maintenance and the terms and conditions prescribed.

1) Computer Hardware items existing in the main office required maintenance

<i>Sl. No.</i>	<i>Item</i>	<i>Qty.</i>	<i>Period of AMC</i>	<i>Value of each Asset in Rs.</i>	<i>Value of Asset in Rs.</i>
1	Acer Mid Range Server	01	1-4-17 to 31-3-18	180548	180548
2	HP Pro ML350 Gen 8 Server	01	1-4-17 to 31-3-18	303749	303749
3	Core2Duo computers (Wipro) (35500*18, 34750*16)	34	1-4-17 to 31-3-18	35500 34750	1195000
4	Core 2 Duo computers (Zenith) (27100*34)	34	1-4-17 to 31-3-18	27100	921400
5	I-3 Wipro (34866*3,34876*9)	12	1-4-17 to 31-3-18	34866 34876	418482
6	I-3 Wipro (34866*13)	13	1-4-17 to 31-3-18	34867	453271
7	I-3(Wipro)(34866*5)	5	1-4-17 to 31-3-18	34866	174330
8	I-3 HP (33652*15)	15	1-4-17 to 31-3-18	33652	504780
9	I-7(HP)(41160*2)	02	1-9-17 to 31-3-18 Proportionately	41160	82320
10	I-3(HP)(45100*2)	02	1-3-18 to 31-3-18 Proportionately	45100	90200
11	Laptops I-3 (HP 430) (28571*74)	74	1-4-17 to 31-3-18	28571	2114254
12	Laptops (i-3 HP)	22	1-10-17 to 31-3-18 Proportionately	42455	934010
13	Laptops Sony(28571 *2)	02	1-4-17 to 31-3-18	28571	57142
14	Laptops ACER	01	1-4-17 to 31-3-18	28571	28571

15	Laptops HP i5	03	1-4-17 to 31-3-18	35588	106764
16	Laptops HP Pavilion	01	1-4-17 to 31-3-18	35000	35000
17	Laptops HP I-7	01	1-3-18 to 31-3-18 Proportionately	62240	62240
18	HP PSC Laser 1010	01	1-4-17 to 31-3-18	9100	9100
19	HP LASER pro 1010	01	1-4-17 to 31-3-18	6000	6000
20	HP Laser jet 1007	04	1-4-17 to 31-3-18	5475	21900
21	HP Laser jet 1007	10	1-4-17 to 31-3-18	5850	58500
22	HP Series Color Printer	03	1-4-17 to 31-3-18	35280	105840
23	HP Laser Jet 1108	05	1-4-17 to 31-3-18	5480	27400
24	HP Laser Jet 3525	01	1-4-17 to 31-3-18	35280	35280
25	HP LaserJet P 1020	06	1-4-17 to 31-3-18	7300	43800
26	HP LaserJet 3015 dn	02	1-4-17 to 31-3-18	58100	116200
27	HP LaserJet 551 dn	01	1-4-17 to 31-3-18	67650	67650
28	HP LaserJet 1007	01	1-4-17 to 31-3-18	5850	5850
29	HP LaserJet Pro 400	04	1-4-17 to 31-3-18	45397	181588
30	HP LaserJet M476dw	02	1-4-17 to 31-3-18	71280	142560
31	HP LaserJet 1020 plus	01	1-9-17 to 31-3-18 Proportionately	9000	9000
32	TVS MSP 245	01	1-4-17 to 31-3-18	11000	11000
33	TVS MSP	01	1-4-17 to 31-3-18	22750	22750
34	TVS MSP 355	01	1-9-17 to 31-3-18 Proportionately	11025	11025
35	HP DeskJet Color	01	1-4-17 to 31-3-18	2000	2000
36	EPSON M200	05	1-4-17 to 31-3-18	11800	59000
37	EPSON M200	01	1-4-17 to 31-3-18	12250	12250
38	EPSON M100	06	1-9-17 to 31-3-18 Proportionately	8768	52608
39	EPSON M200	02	1-9-17 to 31-3-18 Proportionately	12789	25578
40	EPSON L655	01	1-1-18 to 31-3-18 Proportionately	22069	22069
41	3KVA UPS (83000)	01	1-4-17 to 31-3-18	83000	83000
42	6 KVA UPS (69059*2 & 75026*1)	03	1-4-17 to 31-3-18	69059 75026	213144
43	6 KVA UPS (102158*2)	02	1-4-17 to 31-3-18	10215 8	204316
44	10 KVA	01	1-10-17 to 31-3-18 Proportionately	14757 3	147573
45	6 KVA	02	1-10-17 to 31-3-18 Proportionately	83524	167048

46	3 KVA	01	1-10-17 to 31-3-18 Proportionately	46857	46857
47	Scanners (24209*2)	02	1-4-17 to 31-3-18	24209	48418
48	Scanners (22292*1)	01	1-4-17 to 31-3-18	22292	22292
49	Scan Snap SV 600	01	1-6-17 to 31-3-18	44100	44100
50	Network - 3COM Switches (211647)	14	1-4-17 to 31-3-18	21164 7	211647
51	Sharp LCD Projectors (42760*1)	01	1-4-17 to 31-3-18 To be taken into account only from the date of replacement of the projector lamp	42760	42760

2) Computer Hardware items existing in the Regional Training Centre in the office

<i>S.No.</i>	<i>Item description</i>	<i>Quantity</i>	<i>Period of AMC</i>	<i>Value in Rs.</i>
1	Core2Duo Computers	12	1-4-17 to 31-3-18	4,26,000
2	Core i3	7	1-4-17 to 31-3-18	2,94,000
3	5 KVA UPS	1	1-4-17 to 31-3-18	98,000
4	3 KVA UPS	1	1-4-17 to 31-3-18	83,000
5	All-in-One Printer	1	1-4-17 to 31-3-18	1,91,250

Terms and Conditions of the Maintenance Contract service:

1. Maintenance Contract period for all the items is from 01-04-2017 to 31-03-2018. However, the maintenance required for the items mentioned at sl.nos. 09, 10, 12, 17, 31, 34, 38-39, 40 and 44 to 46 will be for part of the year/period and the same may be kept in view while quoting the rates for these items.
2. Estimated contract value is Rs.4,00,000/- (approx.). In this context, the vendor shall have achieved the turnover of Rs.1,20,000/- (30%) during the last financial year i.e., 2016-17. In addition, the vendor shall have executed (i) three similar works valued at Rs.1,60,000 or (ii) two similar works valued at Rs.2,00,000/- or (iii) one similar work valued at Rs.3,20,000/- during the last 7 years ending 31-03-2016.
3. Periodical preventive maintenance, surface cleaning of the computer monitor, cabinets, keyboard, printers etc., will include among other things.

4. Vendor shall take corrective and remedial maintenance services to set right the malfunctioning of the equipment.
5. This Maintenance Contract amount covers replacement of all the unserviceable parts/spare parts. However, this office will procure the cartridges/toners/ribbons for the printers and batteries for UPS.
6. The two resident service engineers deputed shall be present in the office on all working days for full time i.e., 9:15 AM to 5:45 PM. Further, any one of the service engineers shall be available to attend the emergency rectification works during the holidays in exigencies. The following will be the duty charter for attending to the maintenance works.
 - a) Complaints received upto 3:00 PM shall be attended on the same day and complaints received after that shall be attended by 11:00 AM of next day.
 - b) Maximum response time to attend to the complaints shall not be more than 24 hours. Liquidated damages shall be charged @ 2% of the contract amount earmarked for the item for delay in execution of work per day. Decision of the SAO/IS wing is final to determine the circumstances that caused delay for the reasons beyond the control of the vendor and exempt from payment of liquidated damages.
 - c) Vendor shall be liable to replace the damaged equipments due to mishandling during repairs/maintenance.
 - d) Repairs/rectifications 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.
 - e) Minimum stock of important spares shall be maintained in the office premises.
 - f) Complaints on functioning of server, switches, routers and the systems in the officer chambers shall be attended immediately.
 - g) Necessary backup shall be taken whenever attending to the repairs and restore the same after completion of the work.
7. Service engineers shall have to attend the break-down calls expeditiously and report to the Assistant Audit Officer, IS/Wing along with the complaints register maintained for the purpose

8. Maintenance Contract amount will be paid in four equal installments i.e., of three months period to the end of June, 2017, September, 2017, December 2017 and March, 2018.
9. Firm should be willing to take-up all the hardware items listed above under MC in toto.
10. Rate quoted should be inclusive of all the charges and taxes applicable. Payment will be released after deduction towards income tax at source.
11. The undersigned reserves the right to constitute a technical evaluation committee for recommendation and advice in finalization of the contract.
12. The undersigned reserves the right to accept or reject any tender for the reasons as it may deem fit.
13. The undersigned reserves the right to cancel the tender notice at any subsequent date without assigning the reasons therefore.
14. This office reserves the right to terminate the contract prior to expiry of the contract agreement by giving one month written notice. However, if the performance of the vendor is not satisfactory, the contract would be terminated by giving a notice of 03 (three) days.
15. In case of any dispute or any differences arising between the parties in respect of this agreement, the same shall be resolved by mutual discussion. The agreement is subject to laws of India and Jurisdiction of courts at Hyderabad only in all matters arising out of or connected to this agreement.
16. The Maintenance Contract firm must return organizations assets on termination of agreement.
17. Integrity of security of network services and security of IT assets may be maintained.
18. Sharing of unauthorized access of network resource will be viewed seriously.
19. Maintenance Contract personal must abide to IT security policy of IA&AD.
20. The staff of Maintenance Contract personal must abide IT security policy of IA&AD i.e. maintaining confidentiality of usernames and passwords of domains, routers, switches, PC's and Laptops.
21. Using organization assets for fraudulent activities will be viewed seriously.
22. Unauthorized disclosure, modification of data, sending messages/mails for fraudulent activities will be punishable and attract termination of agreement.

23. The selected vendor should enter into non-disclosure agreement in terms of IA&AD security policy.

The sealed quotations should reach the undersigned on or before **23.03.2017** by **3:00 PM** and the quotations will be opened immediately in the chambers of the Deputy Accountant General (Admn.), first floor, D-block of the office building. The prospective vendors responded to the notice may present themselves/authorize a representative at the time of opening the sealed quotations.

**Sd/-
Deputy Accountant General (Admn.)**

Place: Hyderabad

Date: .03.2017

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