

**Office of the Principal Accountant General (A&E),
Telangana, Saifabad, Hyderabad-500 004**

Tender No.AG (A&E) AP & TS/CEDP/AMC-COMP HW/07-2017

Dt: 04.07.2017.

NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC)
of computers/printers/laptops/network.**

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computers, printers, network including hardware and accessories installed in the Office of the Principal Accountant General (A&E), Telangana, Hyderabad. The tender documents may also be downloaded from this office website <http://agap.cag.gov.in/tenders.html> or <http://ag.ap.nic.in/tenders.html>

1. The general scope of work includes.

The contract would be comprehensive i.e. including repairs and replacement of parts of Original Equipments Manufacturer (OEM) except replacement of cartridges for printers. AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the equipment active and free from any defects/disturbance. The replacement of all defective parts with good quality and OEM branded parts will be done by the service provider without any extra charge. Used/Repaired/refurbished parts are not acceptable. If any part is removed for up-gradation and item is provided by this Office for replacement, such item will be treated as asset of this Office and should be returned to this Office. If defective parts are replaced by the AMC provider, the defective parts will be returned to the providers only after a certificate is issued by the C-EDP of this Office.

The following should be taken into consideration:

- I. **Hardware:** This would include the actual components /assemblies/sub-assemblies of the PC i.e. the hard disk, mother board, SMPS, Network Interface Card, RAM, monitor, mouse, keyboard, DVD/CD – ROM, CMOS batteries, other accessories, connectors/cords and any other physical appliances required for running the equipment.

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- II. **Peripherals:** This would include printer (LaserJet, Desk Inkjet and Dot matrix) including Teflon sheets, pressure rollers, pick-up rollers etc. DVD/CD-writer, Network Interface Card, scanners, Speakers, printer knobs, printer heads, fuse, adapters, networking cables and any other unspecified but existing item in the computer system and all other components of hardware shall be included in the AMC.
- III. **Software:** This would include all the software related to Operating Systems, System Software and any other unspecified software required to run the components / peripherals / applications etc. This would also include the application software installed in the computers.
- IV. **Services:** This would include back-up and file recovery solution, cleaning of the computer systems and peripherals, disaster recovery solution, general antivirus checks and regular maintenance like
- a) Running diagnostic tests to ensure if all the components are working fine/efficiently.
 - b) Upkeep, Cleaning and maintenance of the hardware installed.
 - c) To provide and maintain the required drivers, additional peripherals and hardware for maintaining the equipments.
 - d) Repair to be carried out at the location of the equipment.
 - e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs or repair cannot be completed within 24 hours (non-critical items) / 4 hours (critical items). List of critical items mentioned in annexure IV.
 - f) Support for users and troubleshooting of commercial software packages, network trouble shooting and removal of virus and re-installation of software, if corrupted. (Necessary anti virus will be provided by this office), bringing the system into the domain of the network and Mac-binding of I.P. address.
 - g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
 - h) Maintenance of network, replacement of component/s in case of failure. Any other maintenance work to be undertaken related to the computer/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e., Technical Bid (Annexure-I) along with Downtime Statement (Annexure III) and Financial Bid (Annexure-II) with details of computer hardware and network switches.
3. The No. of computers, printers, laptops, network hardware etc. as detailed in Annexure-V. However, new equipments 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 AMC has also to be done at the same terms and conditions for these new equipments. PAG (A&E) reserves the rights to add/remove any item from AMC during the contract period, prices will be calculated in pro-rata basis.

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4. **The Technical and Financial terms and conditions of AMC shall be as follows:**

- (i) The firm/company must be registered as a firm or as a company with the Registrar of Companies and should be based in Hyderabad or Secunderabad.
- (ii) The firm/company must be having annual turnover of a minimum Rs.30.00 lakhs(Rupees thirty lakhs only) or more in AMC service only, during each of the year 2014-15, 2015-16 and 2016-17. Copy of the balance sheet duly certified by C.A is to be enclosed.
- (iii) The firm/company should have previous experience in maintenance of such equipments with Government Departments/Public Sector Undertakings in Andhra Pradesh or Telangana for maintaining not less than 500 computers/equipment per year, printers, network and other equipment. Necessary documents shall accompany the technical bid. The company should furnish satisfactory completion certificate and self-declaration of Downtime Statement of previous maintenance work in Govt. office/PSU for the last three years detailed in the annexure-III.
- (iv) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, desk jet printers, inkjet printers, dot-matrix printers, network components, peripherals, other hardware parts and accessories.
- (v) The firm/company also must have expertise and experience in network troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 500 or more computers connected in network under Windows environment, for at least three years. A performance Certificate to this effect from at least one Govt. Dept/Public Sector Undertaking shall be furnished.
- (vi) The firm/company applying for this tender should produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other taxes applicable.
- (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine OEM part of same specification, same brand, model and period of warranty. If the same model is unavailable, replacement should be done with next higher quality/model of the same brand.

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- (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written orders of the PAG (A&E) are conveyed, the original specifications/characteristics/features shall not be changed. All equipments and its parts provided, when the equipment was purchased shall be under AMC, like printer adapters etc.
- (ix) The firm/company should produce the self attested photocopies of documents such as registration numbers of VAT, TIN, PAN and Service Tax, GST etc.
- (x) List of hardware and network engineers on the rolls of the firm with qualification and experience should be given.
- (xi) Tender documents/annexures should be numbered page-wise and arranged systematically.

5. **The other terms and conditions for awarding the AMC shall be as under:**

- (i) The vendor shall provide a qualified service engineer/s, with experience of at least three years in PC based operating system, drivers, hardware and networking equipments. The service engineer should be present on all the working days from 9.00 AM to 6.00 PM for attending and redressal of complaints. The engineer shall also be available on holidays and beyond working hours as per requirement of this Office, if needed. Service engineer shall be equipped with mobile phone to ensure their availability. Penalty will be levied as per 5(xiv) for absence.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contractor will be required to keep virus-free computer environment in accordance with the guidelines prescribed by this Office. The AMC can be extended, if so desired by the AG (A&E) based on the performance of the service provider.
- (iii) The Resident Service Engineer/s provided by the firm shall not be changed without prior permission of this Office. However, if found incompetent by the PAG(A&E), the Resident Engineer/s shall be changed by the firm immediately.
- (iv) Additional Engineer/s may be deputed in addition to Resident Engineer/s whenever there is more workload/complaints/emergency to rectify the equipment within stipulated time. No extra charges will be paid for deputing additional service engineer/s.

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- (v) Payment for any inclusion/deletion of computers, laptops and network nodes during the AMC period will be calculated on pro-rata basis. No advance payment would be made in any case. All payments are done on quarterly basis after submitting bill and certificate of satisfactory completion of work from all EDPs. This is only a tentative schedule of payment and does not confer any legal or other right on the firm to proceed against the office in the event of payment gets delayed due to any reason. The payment will be made after proper deduction of TDS as per existing / applicable rates, rules and penalty, if any.
- (vi) The machines are normally required to be repaired in AG Office premises only. In exceptional cases, when the machine cannot be repaired in the office premises and required to be taken to the workshop, AG office will not make any payment towards cartage and the expenses for *to and fro* transportation of the machines will be borne by the firm concerned. The equipment being taken to the workshop for repair would be at company's own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence and mishandling shall be made good by the company either by payment in cash as per the prevailing market price of those items or by a new one of the same make & specifications. If same model is unavailable in the market, the next higher model will be considered.
- (vii) The firm/company shall be responsible for taking backup data and programme(s) available in PC before attending to the fault and shall also be responsible for reloading the same. The backup copies to be returned to the users, under acknowledgement. In case system is to be formatted, complete backup of the system should be taken and it should be attended with the permission of the user. A certificate of completion of task to the satisfaction of the user to be taken from the user.
- (viii) It shall be the responsibility of the firm/company to make all the computers, laptops and network nodes work satisfactorily throughout the contract period and hand over the systems in good working condition to the office after the expiry of the contract. In case any damage is found, the firm/company is liable to rectify it even after contract period.

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- (ix) The firm/company will prepare log books for each of the machines to be taken under the AMC. Preventive maintenance with virus scanning, virus removal and special cleaning of the monitor, printer, keyboard and mouse etc. from outside with liquid cleaner and inside with vacuum cleaner will be carried out on monthly basis. A Preventive Maintenance Report would be submitted to Central EDP on monthly basis failing which an amount of Rs. 10,000/- (Rupees Ten Thousand Only) as a penalty would be imposed.
- (x) The firm/company will prepare and submit a group-wise monthly statement mentioning repairs/replacements taken up during the month with the description of fault and corrective actions taken by the firm/company failing which an amount of Rs. 10,000/- (Rupees Ten Thousand Only) per month would be imposed as penalty.
- (xi) Lodging of hardware complaints by users, closing of the complaint by AMC service engineer, Generation of reports in respect of complaint status, monitoring the performance of the AMC service engineer etc., should be monitored through in-house package only.
- (xii) If the firm fails to carry out repairs within 24 hours (non –critical) and 4 hours (critical) to the satisfaction of the user, a penalty of Rs.200/- (Rupees Two hundred only) per day per PC/accessories or part thereof will be charged for delay beyond 24 hours/4 hours, respectively, till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the CEDP section concerned after successfully attending the call.
- (xiii) If the company fails to repair/replace the system for one week, the system may be got repaired from other company/firm and made functional and the expenditure incurred thereon shall be recovered from the AMC vendor, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract and forfeiture of security deposit.
- (xiv) Penalty shall also be levied for the absence of the resident engineer at the rate of Rs.100/- per hour for each hour of absence till 4 hours, and at the rate of Rs.200/- per hour for more than 4 hours.
- (xv) Standby inventory of monitor, CPU, Deskjet/LaserJet printers, HDD, RAM, mouse, key board, CMOS batteries etc., should be kept in the office.
- (xvi) After the contract period starts, no equipment will be declared obsolete/unrepairable by the vendor.
- (xvii) The schedule of preventive maintenance shall be as follows:
The below mentioned points of (a) to (e) should to be carried out monthly.

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- a. Cleaning of all equipment including Network Racks and Switches by using dry vacuum air, brush and soft muslin clothes.
- b. Running the test programme to ensure quality print/data reliability.
- c. Checking of power supply source for proper grounding and safety of equipment.
- d. Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- e. Scanning of all types of virus, elimination and vaccination of the same.
- f. Shifting of equipment within the building as and when required.

(xviii) The firm would follow asset number put on each of the system being maintained by them.

(xix) An Earnest Money Deposit (EMD) of Rs. 30,000/- (Rupees Thirty thousand only) through Demand Draft on any scheduled bank in Hyderabad drawn in favour of Sr. Accounts officer (Bills), O/o the Principal Accountant General (A&E), AP & Telangana payable at Hyderabad must accompany the financial bid. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand.

- a. If the successful bidder refuse/fails to accept work order within seven days, EMD will be forfeited.
- b. If the bidder withdraws tender after finalization of the tender, EMD will be forfeited.
- c. If the successful bidder abandons the contract, security deposit will be forfeited.
- d. If the contract is terminated by this office due to poor performance/variation of any clause of agreement or any bad act of selected bidder, security deposit will be forfeited.

(xx) The successful tenderer shall submit a performance guarantee of 10% of the contract value in the form of bank guarantee from any nationalized bank (security deposit) valid for 3 months beyond the contract period (i.e 15 months from date of award of contract).

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- (xxi) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of the PAG (A&E), the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by the PAG (A&E) on maintenance of machines for the balance period of contract through alternative means.
- (xxii) The above act of backing out would automatically debar the firm from any further dealing with this Office and performance guarantee amount would also be forfeited. Firm will be recommended for blacklisting from any contract under Govt. of India.
- (xxiii) Bidders are advised to inspect the systems from 10.07.2017 to 12.07.2017 at 11:00 AM.
- (xxiv) The contractor's Call Escalation Matrix shall be mentioned in the quote along with the Landline Telephone, Mobile and e-mail addresses. A simple Toll-free number will not serve the purpose.
6. The firm shall submit separate sealed envelopes for "Technical Bid" and "Financial Bid" and put in a single sealed cover super-scribed "Quotation for AMC of computers, printers, laptops and networking hardware and related accessories" and shall be addressed to the Dy. Accountant General (Admin) O/o the Principal Accountant General (A&E), Telangana, Hyderabad – 500 004, by 2.00 PM on 14.07.2017. The technical bids will be opened on the same day at 3.00 PM by the committee authorized by the competent authority and financial bids of vendors qualified in technical bids will be opened on 19.07.2017 at 11 AM.
7. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on account of delay by courier /post, shall not be accepted as reason for exception.
8. Quotation received after due date, those received without separate sealed cover for technical bid & financial bid and rates not quoted in specified pro-forma will not be accepted.
9. The rates quoted should be inclusive of taxes (shown separately).
10. Technical and Financial bids would be in clear words, categorically mentioning each and every term specifying the rates etc. Any kind of ambiguous/obscure/unclear terms would lead to disqualification of the bid.

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11. No prices are to be indicated in the Technical bid and if the price is mentioned in the “Technical Bid”, it may lead to rejection of the bid.
12. In case the firm fails to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and the payments due to them shall be forfeited. The contract can be terminated summarily by this office at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection, the decision of the Head of the Department shall be final and binding on the firm.
13. The tender is not transferable.
14. PAG (A&E) reserves the right to accept or reject any or all tenders without assigning any reason. PAG reserves the right to award the contract on the basis of quotations for each item of work separately or collectively like computers, laptops, printers, network, etc.,
15. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition.
16. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
17. Jurisdiction: In case of any dispute, the settlement will be made in the courts of Hyderabad.
18. **The following Performance parameters should be followed for the critical equipment.**
 - (i) Performance Parameters for the critical equipment mentioned in Annexure-IV should be followed scrupulously failing which attracts penalty as mentioned in clauses above.
 - (ii) The response time for service of printers, systems, network, should be one hour **for the *critical equipment (annexure - IV) and the downtime of the critical equipment should not be more than four hours.***
 - (iii) The downtime of the network complaints should not be more than two hours.

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19. The quote should be inclusive of the taxes (GST) applicable.

20. Termination of the contract:

- a. The contract stands terminated, if the AMC provider has been imposed penalty for a period of 3 months continuously.
- b. The contract can be terminated by PAG by giving one month written notice or by AMC vendor by giving 3 months' prior written notice.
- c. If the company fails to repair/replace the system for one week, the system may be got repaired from other company/firm and made functional and the expenditure incurred thereon shall be recovered from the AMC vendor, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract and forfeiture of security deposit.

**Dy. Accountant General (Admn),
O/o the Principal Accountant General (A&E),
Telangana,Hyderabad.**

Authorised signature & Seal of the firm

SL.NO		Particulars	Page No of the document
1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	PAN		
5	GST / Service Tax Registration No.		
6	Name of the authorized signatory		
7	Specimen Signature of the Authorized signatory.		
8	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
9	Whether the firm had enclosed EMD. If “Yes: then DD/Pay Order No., date, amount and Bank		
10	Documents showing turnover during the last 3 years for each year (IT Returns, Balance Sheet to be enclosed)	Year	Enclosed Yes/No
		2014-15	
		2015-16	
		2016-17	
11	List of employees with their qualification and experience		

12	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in AMC of computer hardware & network activities during the last 3 years. Copies of work orders in which they have been given AMC of at least 500 computer systems / network nodes in one single order in any Govt./Min./Dept./PSUs may be enclosed	Year	Enclosed Yes/No	
		2014-15		
		2015-16		
		2016-17		
13	Call Escalation Matrix			
14	Whether proof/copies of work order on the above items enclosed (Yes/No)			
15	List of copies of documents enclosed			

Certified that the above information is correct to the best of my knowledge. Further, my firm and I have not been blacklisted/disqualified/debarred by any of the Government/Semi Government department or any other agency.

Place:

Signature of the owner

Date:

Name of the Owner
with Seal of firm

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1	Name of firm	
2	Address of firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

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Details of computer hardware, Network Switches and Points proposed under AMC:

Sl.no	Hardware items	Quantity under AMC	Charges per unit Rs.	Total price Rs.
1	P-IV and above systems	210		
2	I3 Systems	42		
3	I5 systems	13		
4	N-Computing systems	249		
5	Laptops	13		
6	Dot Matrix printers	07		
7	Laser jet printers	51		
8	Network Switches	35		
9	Network Points	610		
10	Scanners	2		

Place:

Signature of the owner

Date:

Name of the Owner
with Seal of firm

Tender No.AG (A&E) AP&TS/CEDP/AMC-COMP HW/07-2017

Dated:04.07.2017

I.Self-Declaration of Downtime statement for computer hardware maintained in Govt. offices/PSUs.

Sl.NO.	Dept/Institution with Address	Year	No. of equipment under AMC	Average downtime considering all systems/printers under AMC	Maximum downtime considering all systems/printers under AMC	Remarks
1.						
2.						
3.						
4.						

II. Self- Declaration of Downtime statement for network switches / points maintained in Govt. offices/PSUs.

Sl.NO.	Dept/Institution with Address	Year	No. of equipment under AMC	Average downtime of network switches / points under AMC	Maximum downtime of network switches / points under AMC	Remarks
1.						
2.						
3.						
4.						

Place:

Signature of the owner

Date:

Name of the Owner
with Seal of firm

Tender No.AG (A&E) AP&TS/CEDP/AMC-COMP HW/07-2017 Dated:04.07.2017

Details of Critical Equipment:

Sl.No.	Details of the Hardware	Location	Quantity (Nos)
1	Computer Systems	Admn, Bills, PAO, Inward, Central EDP, Pension EDP, PM, VLC & A/cs. EDP, TM, Main A/cs, Books and Funds EDP, FM and All Peshis,	40
2	Laser jet Printers	Admn, Bills, PAO, FM, PM, TM, Book	10
3	Dot matrix Printers	Admn, Pension, VLC & A/cs, and Funds	05
4	Network Points	All AG & G.O. chambers, EDP Wings, Peshis, Inward, Outward, TM, PM, FM, Bills, ADMN, PAO & Book sections	100
5	Network Switches	All switches installed at four floors	35

Place:

Signature of the owner

Date:

Name of the Owner
with Seal of firm

Tender No.AG (A&E) AP&TS/CEDP/AMC-COMP HW/07-2017 Dated:04.07.2017

Details of computer hardware, Network Switches and points proposed under AMC:

Sl.no	Hardware items	Quantity under AMC
1	P-IV and above systems	210
2	I3 systems	42
3	I5 systems	13
4	N-Computing systems	249
5	Laptops	12
6	Dot Matrix printers	17
7	Laser jet printers	51
8	Network Switches	35
9	Network Points	610
10	Scanners	02

Place:

Signature of the owner

Date:

Name of the Owner
with Seal of firm