

No. GES/IT/AMC of Computers & Peripherals/2017-18/621-628

Date: 06.03.2018

To

Limited Sealed Tenders

Annual Maintenance contracts of PC's, Laptops, Software, Printers, UPS (Small), Scanners, LAN & Networking Switches and other computer peripherals

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contracts of PC's, Laptops, Software, Printers, UPS (Small), Scanners, LAN & Networking Switches and other computer peripherals installed in the office for the period from 01.04.2018 to 31.3.2019.

The office of the Accountant General (A&E) Himachal Pradesh Shimla intends to obtain Limited Sealed Tenders for the comprehensive Annual Maintenance Contract for PCs, Laptops, Software, Printers, UPS(Small), Scanners, LAN & Networking Switches and other peripherals installed in this office as per list given in Annexure with the following additional information:-

1. All the hardware installed in this office is in working condition. However the vendor may check/inspect it to their satisfaction on any working day between 10 AM and 5 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. It may be noted that the quantities of the items tabulated at Annexure-I are approximate and we remain in the process to replace old systems with new ones, leading to change in the quantity of items during the period of AMC. Therefore, rates for all the items should necessarily be quoted in the tender document, in both unit rate & total rate. The unit rates will be used, if there is a change in the quantities indicated in the Annexure during the contract period.
3. The Tenders should be in two parts i.e., Technical and Financial bid in the attached prescribed form (annexed as Annexure II) for Maintenance of PCs, Printers and UPS as the case may be. Technical and Financial bid should be in two separate sealed envelopes.
4. The Firms should clearly mention their Eligibility as per the eligibility criteria in Annexure-II.

5. The Financial bid should indicate the maintenance rate in the prescribed format provided in Annexure-I considering all the terms and conditions listed in the tender enquiry. The bids should be for comprehensive AMC and indicate rates for each item separately.
6. The tenders may please be addressed and sent to **Dy. Accountant General(Admin), O/o the Accountant General (A&E) Himachal Pradesh Shimla-171003.** The technical & financial bid should be in two separate sealed covers and the envelop should indicate clearly the nature of bid contained in the envelop viz Technical bid or Financial bid for maintenance of PCs/Laptop, Printers and UPS(Small) & Scanners etc. on the top of envelop so as to reach on or before **19th March, 2018 (3.00 PM).**
7. EMD of Rs. 10,000/- to be enclosed in form of a Bank Draft in favor of **“Pay and Accounts Officer”** O/O the Accountant General (A&E) H.P Shimla along with technical bid.
8. The successful bidder has to enter an agreement on the standard terms & conditions of this department.
9. No tenders will be entertained which is received after due date i.e. **19th March, 2018 (3.00 PM).** The technical bids will be opened by a committee to be constituted for the purpose. The Financial bids of only technically successful bidders will be opened by the same committee.
10. The decision of the Accountant General (A&E) HP Shimla will be final in case of any dispute.

Sr. Accounts Officer (GES)

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF COMPUTERS, LAPTOPS, PRINTERS, UPS (Offline) AND PERIPHERALS etc.

1. SCOPE OF THE CONTRACT

This contract will cover Preventive and break down Maintenance of, Computers, Laptops, Printers (other than Line Printer), Scanners, Small UPS and other peripherals as per Annexure-I and satisfactory working of LAN and other computers with installed software viz operating systems, MS office, internet explorer, Outlook Express and Antivirus Software etc. The contract shall also include shifting/reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus software.

1.1 The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts and sub- assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz ink cartridges, toner, printer ribbon and UPS batteries shall not be covered under AMC.

1.2 The Computers/Printer/peripherals shall be repaired against any specific complaint within 06 Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:-

(a) For complaint attended after the 24 Hrs. free time a penalty of 10% of the unit AMC charge per day per Computer/ Printer/Peripheral shall be levied till the Computer/Printer/Peripheral is set right.

(b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired / replaced within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per computer / printer / peripheral.

(c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.

1.3 It will be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of PCs and Printers/peripherals as mentioned under Annexure from 9.00 AM to 6.00 PM on all working days except Sundays and other Gazetted/National holidays (or as mutually decided between both the parties concerned).

1.4 For this purpose the firm shall provide a resident service engineer at this office on all working days from 9.00 AM to 6.00 PM. The engineer would be equipped with mobile phones to ensure their availability.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period from 01.4.2018 to 31.03.2019, which will be specified in the Letter of acceptance.

2.2 If office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one month notice to the firm. The decision of office will be final.

3.0 RATES FOR AMC

3.1 The firms should quote their rates in words as well figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties (except service tax which should be quoted extra if applicable).

3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

4.1 The annual Maintenance charges would be paid in four installments at an interval of three months each. First installment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor firm to Sr. Accounts officer/ Accounts Officer, General Establishment Section, O/O the AG (A&E) Himachal Pradesh Shimla-171003 who shall certify, based on User's call register maintained in GE Section, after ensuring that the work has been executed satisfactorily as per terms of the agreement. The last quarter payment will be released after all the machines under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.

4.2 Deduction of Tax at source will be made by the office, whenever applicable for Income Tax; Works contract Tax etc. as per rules.

5.0 OTHER TERMS

5.1 A log register shall be maintained in the designated section (General Establishment Section) for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc in this register. This will then be checked and authenticated by a designated officer of the office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of the office. When the original equipment is returned after repair, the representatives of the firm and the office would record it in the log register and the complaint would be treated as resolved.

5.2 Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, key Board, mouse etc. from outside with liquid cleaner and inside with vacuum cleaner etc. will be carried out on monthly basis. Failure to clean external and internal parts of PC, Printer, Mouse, Monitor, Key Board etc, and an amount of Rs. 25/- per PC/Printer per quarter will be deducted from the AMC payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of the quarters to Dy. Accountant General/Admin, office of the AG (A&E) Himachal Pradesh Shimla-171003 in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO, GES in the call register and preventive maintenance register/file.

5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipments for service/maintenance will be brought/ kept by the Service Engineer while attending the failures of PCs, Printers, Peripherals, LAN. However all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. and also place for the men to, and keeping their tools shall be provided free of cost. In case the equipment is required to be taken to workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the user. The firm should ensure that original devices may be returned latest by one month failure of which would lead to a penalty of 10% of unit of the AMC's cost.

5.4 Service Call Report shall be submitted monthly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.

5.5 All the Annexure should be undersigned (on each page) by authorized representative of firm with Seal.

6.0 SECURITY DEPOSIT

6 (a) Security Deposit for the work shall be 10% of the contract value. First quarterly payment will be released after submission of Bank Guarantee/FDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.

6 (b) Security Deposit (SD) shall be returned to the contractor after approval of DAG (Admn.). Before releasing the SD, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.

6 (c) No interests will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

7.0 LIABILITY FOR COSTS & DAMAGES

7.1 All Costs and damages or expenses which the office may incur due to default by the firm may be deducted by the administration at his discretion either from any money due or to become due or refundable to him. The Administration reserves the right and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law.

8.0 AGREEMENT

The successful bidders shall be required to execute an agreement with the President of India acting through Deputy Accountant General (Admn) O/o the Accountant General (A&E) Himachal Pradesh Shimla-171003 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

ANNEXURE-II
OFFICE OF THE ACCOUNTANT GENERAL (A & E) HIMACHAL PRADESH,
SHIMLA
(FORMAT FOR TECHNICAL BID)

Sl. No.	Required Information	Details of Information	Annexure showing details	Nos
1.	List of customers indicating major value of AMC (completed satisfactorily against each in the past 02 years. (Copy of work order from the existing Govt. organization must be enclosed)			
2.	The vendor should have AMC turnover cost between Rs.10 Lakh to 15 Lakh per year in case of AMC of computer, Software's & Printers including networking)			
3.	The location of nearest service Centre of the firm from which services would be provided.			
4.	The service infrastructure available at service centre especially in-house repair lab, inventory of spares.			
5.	Calls response and follows up etc., reports in respect of 02 major contracts performed during the previous 02 years be submitted.			
6.	Technically qualified personnel available with the service centre along with name and professional qualification, profile of service engineer.			
7.	Proof of engineer's capability of extending on-site software support for Window, Oracle, Linux, Domain, DHCP, Firewall etc.			
8.	Copy of latest Income/Service Tax clearance certificate of the firm must be enclosed.			
9.	The firm must be registered with the Registrar of Companies or Registrar of Firms.(enclose copy of registration certificate)			
10.	Are you in a position to deploy a resident service engineer at this office i.e., O/O the A.G. (A&E) H.P SHIMLA. Resident engineer having at least three to five years experience are required to be posted.			
11.	Recognition or certificate from any major PC/peripheral vendor for undertaking AMC on their behalf. (Certificate to be enclosed).			
12.	EMD of Rs. 10,000/- to be enclosed in form of a Bank Draft in favor of "Pay and Accounts Officer" O/O the AG (A&E) H.P Shimla along with technical bid			
13.	The firm should enclose evidence for its existence for over three years in the maintenance business.			
14.	The firm must have previous experience in maintaining Hardware and Network systems			

	(stand alone computers and printers, Network components, scanners, peripherals and other hardware parts and accessories etc) in Central/State Govt. organization/Public sectors. Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.		
15.	The firm also must have expertise and experience in taking trouble shooting of LAN, switches, Routers, firewall, DHCP & Domain etc. and have executed successfully and satisfactorily at least one AMC of more than 100 computers on network.		
16.	The firm should ensure presence their office at Shimla. In case the contract is awarded to a firm not having its office at Shimla, then the firm will have to set up their local office at Shimla with a contact person having basic/mobile phone at Shimla within 15 days of issue of Letter of Acceptance.		
17.	The bidders should have sufficient number of technical and experienced staff having minimum of five years experience in the relevant field. Detailed particulars of technical/non technical staff to assist the company in the works should be enclosed.		
18.	The firms should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship if a proprietary firm or Registration certificate if registered under Companies Act along with the tender documents.		

**Signature of authorized representative
of firm with Seal (On each page).**

ANNEXURE-I

**OFFICE OF THE ACCOUNTANT GENERAL(A&E) HIMACHAL PRADESH, SHIMLA
(LIST OF COMPUTER HARDWARE FOR AMC DURING THE YEAR 2018-19)**

Sr. No.	(A) COMPUTER			
	Make & Configuration	No. of Hardware	Rate	Amount
1	HP & Dell i5	11		
2	Dell i3	85		
3	HCL & Zenith C2D	56		
	Total	152		
	(B) Laptop			
1	HP Laptop	04		
	(C) Scanners			
1	Canon Lide 100	01		
2	HP Scanjet 5590	01		
3	Canon Lide 110	04		
4	Bar Code Scanner TVS L100n-1D	01		
	Total	07		
	(D) Printers			
1	HP LZ 1018	10		
2	HP LZ P1007 & 1505	08		
3	Canon LBP 2900B	42		
4	Canon LBP 2900B wef 09/2018	05		
5	Canon LBP 3108	07		
6	Canon LBP 3300	04		
7	HP Color Laserjet 1025nw	03		
8	DMP Epson FX2175	02		
9	Wep LQ80/ Canon Pixma E510	02		
10	Bar Code Printer	01		
	Total	84		
	(E) Multifunction Printers(Print, Scan, Copy)			
1	Canon MFP 4122/4350D/4820D	03		
2	HP MFP M126nw & HP MFP M128fn	03		
3	HP Colour MFP M176n	01		
	Total	07		
	(F) Small UPS offline			
1	600VA to 700VA	147		
	Grand Total			
		GST/other Taxes		
	Grand Total including All Taxes			