



Notice Inviting Tender

No: ISW/AMC/2018-19/2020-21/1143

Date: 25/06/2020

Sealed Tenders are invited from the registered, experienced, resourceful and reputed service providers/firms/companies for the following work/contract at O/o the Accountant General (Audit), Assam, Maidamgaon, Beltola, Guwahati-781029.

Sl No	Item of Work	Remarks
1	Comprehensive Annual Maintenance Contract in respect of Computer Hardware like Computers, UPS, Printers, Server Network Switch etc. for the FY 2020-21 and FY 2021-22 (2 years period).	Advertised Tender Enquiry

Tender document can be obtained from the Central Public Procurement Portal (CPPP). The Tender documents can also be downloaded from the Office website: www.agasm.cag.gov.in. The Bids may be dropped in the Tender Box up to 17/07/2020 and tender will be opened on the 20/07/2020 at 11:00 AM before the participating parties.

The bid validity is 21 days. Tenders are to be accompanied with Earnest Money Deposit of Rs. 5000/- in the form of Demand Draft in favor of the PAO, O/o the A.G. (A&E), Assam.

The Office reserves the right to accept or reject any or all tenders without assigning any reason thereof.

Sd/-

Deputy Accountant General (Administration)
O/o the Accountant General (Audit), Assam,
Maidamgaon, Beltola, Guwahati-781029

No. ISW/AMC/2018-19/2020-21/1143

Dated: 25/06/2020

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE, PRINTERS, UPS, SERVER AND NETWORKING SWITCH FOR FY 2020-21 and FY 2021-22.

TENDER DOCUMENT

SCHEDULE OF TENDER

Tender Schedule for Comprehensive Annual Maintenance Contract for Computer Hardware, Printers/ UPS/Server / and Networking Equipment, of tender Notice

File No. ISW/AMC/2018-19/2020-21/1143

Dated: 25/06/2020

1. Tender No. : ISW/AMC/2018-19/2020-21/1143
2. Cost of Tender Document : Nil
3. Earnest Money Deposit : Rs. 5000/- DD TO BE DRAWN IN FAVOR OF PAY & ACCOUNTS OFFICER, O/o THE A.G.(A&E), ASSAM
4. Last date for getting tender document : 17/07/2020 (3:00 PM)
5. Last date for receipt of Bids : 17/07/2020 (3:00 PM)
6. Date of opening of technical Bids : 20/07/2020 (11:00 AM)

(I) SCOPE OF WORK

1. The scope of work covers annual maintenance of Hardware (such as Computers, Laptops, Printers, Scanners, and UPS etc. of different make & model) and Operating System installed at various Sections/ branches in this office.
2. To provide regular on-site Preventive maintenance.
3. To provide service for replacement of old & defective parts with genuine/fully compatible parts whenever required.

(II) ELIGIBILITY CRITERIA FOR EVALUATION OF TECHNICAL BID

1. The Bidder must be registered with the office of the Registrar of Companies or office of Registrar of Firms.
2. The Bidder must have an office and a Repair Centre at Guwahati duly equipped with adequate technical staff and equipment for repair work to ensure 100% uptime for IT Hardware & peripherals.
3. The firm/proprietary firm/Company must be willing to provide onsite support for Servers, PCs, Laptops, Printers, Network, Scanners and UPSs of different makes and models.
4. The firm/proprietary firm/Company should be in the business of maintenance/servicing of Computers and its peripherals for last 10 years.
5. The firm/proprietary firm/Company must have three years' experience of successfully execution of AMC work in any Central/ State Government department /organizations /Ministries / PSUs etc. situated in Assam having at least 50 Computers in each year during 2017-18, 2018-19 and 2019-20. (Copy of three year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form)
6. The firm/proprietary firm/Company should be registered with Authorized Govt. Departments such as Goods and Service Tax Department, EPFO and ESIC.
7. The firm/proprietary firm/Company should submit a copy of GST Registration and past GST returns and income tax clearance certificate (ITCC) for last two years.
8. The firm/proprietary firm/ Company should have total Annual Turnover/ Professional Income of Rs. 1 Crore or above during the preceding three financial

years.

9. The firm should be profit making during the past three years. The audited copy of Annual Financial statements (Balance Sheet and Income Statement) should be provided in the support of the same.
10. The firm/proprietary firm/Company should not be barred or blacklisted by any Govt. Organization. A certificate of undertaking duly notarized must be submitted.
11. The Resident Engineer must be a B.Tech/CCNA and must be capable of extending onsite software support for Windows, Oracle, Linux and other software.
12. The Engineers should be Paid minimum wage as per labour law and their PF and ESI/Med claim must be in proper order.
13. The Start-ups would be exempted from the criteria pertaining to Annual Turnover/ Professional Income and experience as per the Govt. rules and regulation. However, it should give a list of three existing AMC work contract with any Central/State Govt. department/Organization/Ministries/PSUs etc. situated in Assam having at least 50 computers with performance certificate from them.

(III) GENERAL TERMS AND CONDITIONS

1. Accountant General (Audit), Assam reserves the right to reject any or all the tenders at his sole discretion without assigning any reason and further reference to tender terms and conditions.
2. Maintenance service shall be made available to the Customer by the vendor on five days a week during working hours of this office in normal course, which can be extended as per requirement of the office on special occasions.
3. Cost of all spares that are replaced in the equipment will be covered under the comprehensive AMC except consumable items i.e. Monitor LCD/LED display panel, Teflon Paper for LJ Printer, Fuser Assembly for Printer, Printer Gear sets etc.
4. Bank Guarantee of the total amount equal to 10% of AMC value, as Performance Guarantee to be submitted within seven days after award of work order. The B.G. should have validity period of 2-years w.e.f. a date to be informed after finalization of the bidding process. The same will be released 1 month after successful completion of AMC period.

5. The detail of AMC service rendered by the Firm during the period covered by AMC would be maintained by Accountant General (Audit), Assam.
6. In the event of any question, dispute or difference arising under the conditions or in connection with the contract, the same shall be referred to the sole arbitration of a Gazetted officer appointed as Arbitrator by this office. The Gazetted Officer to be appointed as Arbitrator, however, shall not be one of those who had an opportunity to deal with the matters under this dispute or differences. The award of the Arbitrator shall be final and binding on the parties to this contract.
7. The amount of AMC will include all statutory increases during the period of AMC.
8. In the event of incomplete solution on a particular day, the visiting Engineer of the Firm should provide feedback to the customer as well as higher authority of the Firm, if he fails to render his service on the following day.
9. The vendor shall not sub-contract the whole or part of the works, except where otherwise provided in the order, without the prior written consent of the competent authority of this office. Such consent, if given, shall not relieve the principal contractor from any liability or obligation under the contract and he shall be responsible for the acts, defaults and neglects of his and any of his agents' servants or workmen.
10. The contractor shall at all times, during the currency of contract, conform to and comply with the regulations and bye laws of the Government of Assam or Central Government or of this office and of all other local authorities, the provisions contained in the various labor acts enacted by the State Legislature and Parliament in force and the rules made there under including those under Minimum Wages Act, Workmen Compensation Act, Provident Fund Regulation etc., for welfare and protection of workers or for the safety of the public and other insurance provisions.
11. The contractor shall indemnify this office against any liability for compensation due to injury to his own workmen/engineer or to other persons inside the office premises while executing the contract and for any damage to the property.
12. All the IT hardware its peripherals & on-line UPSs should be cleaned and checked thoroughly once in a month. Materials required for cleaning and checking should be provided by the Vendor. No payment will be made for the extra visits which shall be unlimited, made by the Vendor based on users' requirement.
13. The performance of the AMC will be linked to the payment. 100% uptime is

expected for on-line UPS. In case, the downtime exceeds more than 60 minutes, 1% of the AMC cost will be deducted for every 30 minutes.

14. The contract of the successful vendor shall be extendable on annual basis, if vendor follows all bid terms & condition and provide satisfactory services or depending on the evaluation of their service by this office on mutually agreed terms.

(IV) DEPLOYMENT OF ENGINEER:

1. The vendor shall provide One Experienced Resident Engineer in working hours on all working days (Monday to Friday).
2. The engineers should be qualified with an experience of not less than three years in Computer Hardware as well as Software maintenance. The Resident Service Engineer provided by the successful bidder shall not be changed frequently. However, if found incompetent by this office, the Resident service engineer should be changed by the successful bidder immediately.
3. The engineers should be equipped with mobile phones to ensure their availability.
4. The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.
5. During preventive maintenance, check-up of the visiting Engineer of the Firm will put a record in writing regarding performance of the machine checked as well as any preventive measures including virus threat, if any should also be recorded in the Log Book to be maintained at the customer's site.
6. Apart from the periodic preventive maintenance visits, any call from the customer during working hours in case of machine breakdown or emergencies shall be attended to by the Resident Engineer of the Firm.

(V) PERIOD OF AMC CONTRACT:

1. The contract will be valid for a period of Two Years and the date of commencement of AMC will be informed after finalization of the bidding process. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
2. The Contract could be renewed for Two More years based on satisfactory

performance of the successful Vendor.

3. The Office will have right to review the performance of services rendered during first six month of commencement of AMC, If the performance of the firm is found unsatisfactory, the AMC of the firm will be terminated forthwith.

(VI) PENALTY:

1. If any defect in the behest is not remedied within two weeks and alternate backup is not provided for that, the customer shall have the right to carry out the necessary work at their own cost and the same would be deducted from the AMC value of the Firm. However, in case of external cyber attack, time will not be applicable.
2. Penalty @2% on total AMC value for each day for the period beyond 24 hours would be imposed during the period of AMC if satisfactory service is not received within 24 hours of lodging the complaint, Performance will be reviewed and unsatisfactory service may lead to forfeiture of the amount held as Bank Guarantee or proportionate extension of period of AMC as may be decided by the customer.

(VII) PAYMENT:

1. No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
2. The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

(VIII) DATE AND TIME OF FILING AND OPENING OF BIDS:

1. The interested firms/proprietary firm/company should submit their tenders in sealed cover duly super scribed with "Bid for AMC of Server, Computers, Laptops, Network, Printers, UPSs and peripherals" for the Office of The Accountant General (Audit), Assam and sent to the Office address at the earliest, but not later than 1500 hrs on 17/07/2020.
2. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The Office reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.

3. The rates quoted should be final and no discount, free services/offers quoted in the quotation will be considered.
4. The sealed bids will be opened at 11.00 A.M on 20/07/2020 in the premises of Office of the Accountant General (Audit) Assam, Beltola Guwahati-781029.

(IX) IMPORTANT INSTRUCTIONS FOR BIDDERS:

1. Tender Document is nontransferable.
2. Tender without Earnest Money Deposit (EMD) will be rejected outrightly.
3. Offer should be submitted in two parts viz. (i)“Technical Bid AMC - Computer Hardware Printers, Networking Equipment, Servers, etc.” and (ii)“Financial Bid AMC Computer Hardware Printers, Networking Equipment, Servers, etc.”
4. The original tender document must be duly signed and stamped by the authorized signatory on each page of the tender documents.
5. Technical bid shall not have the price portion but must include all the required technical particulars/commercial details about experience, infrastructure etc.
6. The tender should be completed in all respects. Full particulars and descriptive literature should be forwarded with the technical bid.
7. The price quoted should be firm and final. Price must be shown in figures and words. In case of difference in amounts mentioned in words and figures, the lower of the two will be taken as the rate quoted.
8. No tender shall be allowed to revise its original price, after its submission.
9. The bidder will have to submit the Technical Bid and Financial Bid separately in sealed envelopes, duly super scribing (I)“TECHNICAL BID - AMC Computer Hardware Printers, Networking Equipment, Servers, etc. ” and (II)“FINANCIAL BID - AMC Computer Hardware Printers, Networking Equipment, Servers, etc. ” as the case may be. Both the tender offer should be submitted in one sealed envelope super-scribed ‘Tender for AMC Computer Hardware Printers, Networking Equipment, Servers, etc.’, which in turn should contain two sealed covers super scribed as Technical bid and Commercial bid as mentioned above.
10. Postal delay or loss of tender in transit will not be the responsibility of O/o the Accountant General (Audit), Maidamgaon, Beltola, Guwahati 781029, Assam.
11. Offers sent by Fax/ Email will not be considered.

12. Customer shall ensure the proper electrical power supply.

15. Performance Guarantee:

The successful tenderer/firm will be required to furnish Performance Guarantee in the name of Bank Guarantee from any Nationalized Bank/ SBI for an amount equal to 10% of the contract value with a validity of two years which will be released to the contractor after one month of successful completion of the contract.

(X) Technical Bid

(FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTER HARDWARE, PRINTERS, UPS, SERVER, NETWORKING SWITCH, etc. FOR FY 2020-21 and FY 2021-22)

1. Name of the Firm :
2. Address of Firm :
Name of Contact person (s) :
Active Mobile/& Land Line No. :
3. Address of Registered Office under
Company's Act, 1956/MSME Act,2006:
Name of Contact person (s) :
Active Mobile/& Land Line No. :
4. Details of payment of EMD :
 - a) Amount : Rs. 5000/-
 - b) Mode of Payment : DD [DD TO BE DRAWN IN FAVOR OF
PAY & ACCOUNTS OFFICER, O/o THE
A.G.(A&E), ASSAM]
 - c) Details of DD :
Name of the Bank :
DD. No. :
Date :
5. GST REGISTRATION No. :

6. PAN :

7. The firm must also furnish income tax clearance certificate (ITCC) for last two years.

8. Document(s) address proof :

(COPY OF SL. NO. 5 TO 8 SHOULD BE SUBMITTED)

9. Available Manpower Fill details:

Details of Technical Manpower		
Total Strength	Qualification	Experience

10. Past experience (Similar work done in Government department/Government autonomous bodies, please attach copy of experience)

Detail of AMC				
Name of the Organization	Period of AMC	Amount of AMC	Details of Hardware handled	Remarks

11. Litigation, Yes/No (specify.....). If yes, a list of litigation history to be furnished.

12. All other documents in support of the eligibility criteria mentioned in part-II of this tender must be submitted.

(XI) Financial Bid

Tender Form for Annual Maintenance contract for COMPUTER HARDWARE, PRINTERS, UPS, SERVER, NETWORKING SWITCH, etc. FOR FY 2020-21 and FY 2021-22)Total of Financial quote for all items is Rs.....(In figures) Rs.....(In words) for list of items as in Annexure – A.

List of items with financial quote inclusive of all statutory dues/taxes:

Annexure - I - Letter of Undertaking on Company Letter head

To,

The Accountant General (Audit), Assam
Maidamgaon, Beltola, Guwahati-781029.

Reg.: Comprehensive Annual Maintenance Contract for Computer Hardware, Printers/
UPS/Server and Networking Equipment, etc.

We understand that you are not bound to accept any bid received by you, and you may reject all or any bid.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by your office to do so, a contract in the prescribed form in a Non-Judicial stamp of value Rs. 100/- . Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

If our bid is accepted, we are responsible for the due performance of the contract. We will submit the bank guarantee in favor of PAY & ACCOUNTS OFFICER, O/o The A. G. (A&E), Assam, of amount equal to 10% value of AMC amount in the form prescribed by the Bank. We undertake that we do not have any franchise arrangement for the services and will provide direct company service support to your office under AMC.

Vendor means the bidder who has been decided and declared so after examination of bids. We undertake that we have not been black listed by any of the Govt. Authority or PSUs as on date of submission of the tender.

Yours faithfully,

Date:

Signature_____

Seal of company/firm Name_____

ANNEXURE – A**LIST OF EQUIPMENTS TO COVER UNDER COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT FOR THE PERIOD OF TWO YEARS****Category – I**

Sl. No	Item	Make	Description	Qty.	Rate of AMC in Rs.	Rate of AMC in words	Remarks
1	Laptop	HCL	CORE 2 DUO	1			
		HCL	i3	37			
		Dell	i7	1			
		HP	i5	17			
		Lenovo	i7	1			
		HP	i7	1			
		Apple	i5	1			
		Acer	CORE 2 DUO	1			
2	Scanner	HP	Flatbed	4			
		Epson	Portable	3			
		Portronics	Hand held Portable	40			
3	Printer	HP	Ink Jet	14			
		Canon	Laser jet	3			
		Lexmark	Laser jet	19			
4	Server	HP	Mid Range	1			
		HP	Mid Range	1			
5	I/O Ports	HCL	Cables & Ports Related to LAN I/O	132			

6	UPS	Cyberpower	600VA	20			
		Frontech	600VA	15			
		Intex	600VA	2			
		Better Power	5 KVA	2			
		Better Power	10 KVA	2			
7	Desktop	HP	i3	1			
		Acer	i3	34			
		Acer	i3	17			
		HP	i5	34			
8	Network Switch	HCL/ DAX Networking	24 Port	8			
		DAX Networking	16 Port	6			
		Digisol	8 Port	13			
		D link/ TP link	5 Port	11			
9	Projector	BenQ		1			
		Sharp		1			
Total Rs.							

End of ANNEXURE - A