

Notice - Inviting Quotations for Annual Maintenance of I.T. Assets (Comprehensive) for the year 2018-19.

Sealed quotations are invited from reputed vendors for Annual Maintenance of I.T. Assets (Comprehensive) for the year 2018-19 in the Office of Principal Accountant General (Audit), Andhra Pradesh, AGs Office complex, Saifabad, Hyderabad – 500004 or at any other place if office relocates.

- a) Details of Hardware items are given in **Annexure-A**.
- b) Detailed terms and conditions of the AMC are given in **Annexure-B**. A signed copy adhering to the terms and conditions is to be enclosed with the quotation.
- c) Financial Bids may be submitted in the **Annexures I to V**.

Quotations in sealed cover with superscript "Quotation for AMC of IT hardware" addressed to the Senior Audit Officer (IS), Office of Principal Accountant General (Audit), Andhra Pradesh, AGs Office complex, Saifabad, Hyderabad - 500004 at 'D' Block, Ground floor of this office may be submitted in person on or before _22.06.18_ by 4:00 pm or may be sent by speed/registered post and should reach before the time/date mentioned above.

Phone Nos.: **040-23236811 (ext. 391)**.

Annexure A

Proforma showing details of requirement of funds for Annual Maintenance Contract during 01/04/2018 - 31/03/2019 (Financial Year)

Name of Office: Office of the prl. Accountant General (Audit),AP, Hyderabad.

Item of Hardware with brief configuration	Description	Qty.	Year of Purchase	Unit Cost (Rs.)	Total Purchase Cost (Rs.)
Desktop	i3	3	2012	34534	103602
Desktop	i5	4	2012	49000	196000
Desktop	i5	37	2013	37467	1386279
Desktop	i5	19	2014	46804	889276
<u>TOTAL</u>	-	<u>63</u>	-	<u>167805</u>	<u>2575157</u>
Laptop	i3	67	2012	30000	2010000
Laptop	i3	6	2014	42455	254730
Laptop	i5	3	2012	37368	112104
Laptop	i5	1	2013	46000	46000
Laptop	i5	2	2017	91368	182736
Laptop	i5	2	2018	58720	117440
Laptop	i7	1	2017	99750	99750
<u>TOTAL</u>	-	<u>82</u>	-	<u>405661</u>	<u>2822760</u>
Printer	CANON	1	2012	13250	13250
Printer	HP	8	2012	6250	50000
Printer	WEP	3	2012	11200	33600
Printer	CANON	2	2013	54800	109600
Printer	HP	2	2013	5857	11714
Printer	HP P 1108	8	2013	5857	46856
Printer	TVS	1	2013	11200	11200
Printer	TVSE	1	2013	11200	11200
Printer	TVSE MSP445 XLC	4	2013	11200	44800
Printer	HP LJM128MFP All in one	1	2015	15981	15981
Printer	PRN HP 202DW	3	2015	13900	41700
Printer	CANON LBP 7100 CN	1	2016	17606	17606
Printer	HP	1	2017	17700	17700
Printer	HP	1	2017	17700	17700
Printer	HP 1020	1	2017	8613	8613
Printer	HP PRO M1136	3	2017	12600	37800
Printer	tvS hd dmp 945	1	2017	30550	30550
Printer	HP COLOR LASERJET	1	2017	60950	60950

Printer	EPSON L565	1	2018	16900	16900
Printer	HP PRO M1136	3	2018	12750	38250
<u>TOTAL</u>	-	<u>47</u>	-	<u>356064</u>	<u>635970</u>
Scanner	HP	5	2013	22890	114450
Scanner	Portronics	1	2015	5200	5200
Scanner	HP SCANJET	4	2016	3142	12568
Scanner	PORTRONICS	22	2016	4550	100100
<u>TOTAL</u>		<u>32</u>		<u>35782</u>	<u>232318</u>
Projector	HITACHI	1	2016	63548	63548
<u>TOTAL</u>		<u>1</u>		<u>63548</u>	<u>63548</u>
Webcam	LOGITEK	1	2015	13000	13000
<u>TOTAL</u>		<u>1</u>		<u>13000</u>	<u>13000</u>
Network Switch	24 PORT	2	2013	13500	27000
Network Switch	WIFI-R	10	2014	2950	29500
Network Switch	24 PORT	6	2014	13500	81000
Network Switch	16 PORT	1	2014	2700	2700
Network Switch	8 PORT	1	2015	1050	1050
Network Switch	24 PORT	2	2015	11950	23900
Network Switch	WiFi-R	1	2016	3000	3000
Network Switch	8 PORT	2	2016	900	1800
<u>TOTAL</u>	-	<u>25</u>	-	<u>49550</u>	<u>169950</u>
UPS	600 VA	10	2012	1550	15500
UPS	800 VA	1	2012	1980	1980
UPS	1 KV	1	2013	10750	10750
UPS	600 VA	35	2013	1476	51660
UPS	725 VA	20	2013	1476	29520
UPS	600 VA	45	2014	2000	90000
UPS	600 VA	1	2014	2000	2000
UPS	5 KV	1	2016	78152	78152
UPS	600 VA	1	2016	1800	1800
UPS	625 VA	23	2016	1800	41400
UPS	600VA	2	2017	1700	3400
UPS	625 VA	1	2017	1800	1800
<u>TOTAL</u>	-	<u>141</u>	-	<u>106484</u>	<u>327962</u>
G.TOTAL		392			6840665

Notes: 1. AMC due starts from the date of agreement and will be valid upto 31st March 2019.
2. EMD of Rupees 30,000 by way of Demand Draft shall be enclosed along with the Tender application.

Annexure - B

The general scope of work includes:

1. The contract would be comprehensive i.e. including repairs and replacement of parts of Original Equipment 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 EDP of this Office. In respect of items which are more than six years old annual maintenance contract will only be for surface/software maintenance.

The following should be taken into consideration:

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.

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.

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.

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 – C.**
- 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 antivirus will be provided by this office.
- 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.

The Number of computers, printers, laptops, network hardware etc., are detailed in Annexure-A. 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 and where price of AMC for asset could not be determined on pro-rata basis, it may be determined on mutual consent of the both the parties.

The other terms & conditions for awarding the AMC shall be as under:

- (i) The Contractor is to provide **(02) Two** qualified service engineers, with experience of at least three years in PC based operating system, drivers, hardware and networking equipments. The service engineers should present on all the working days from 9.00 AM to 6.00 PM for attending and redressal of complaints. The engineers shall also be available on holidays and beyond working hours as per requirement of this Office, if needed. Service engineers 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 11 months from the date of award of contract i.e. from -05-2018 to 31-03-2019. 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 service provider should be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The service provider would 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 O/o the PAG (Audit) based on the performance of the service provider.
- (iii) The Resident Service Engineers provided should not be changed without prior permission of this Office. However, if found incompetent by O/o the PAG (Audit), the firm would need to change the Resident Engineers immediately.
- (iv) Additional Engineers may be deputed in addition to Resident Engineers whenever there is more workload/complaints/emergency to rectify the equipment within stipulated time. No extra charges will be paid for deputing additional service engineers.
- (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 processed on quarterly basis after submitting bill by the service provider and certificate of satisfactory completion of work from EDP unit of this office.
- 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 O/o the PAG (AUDIT) premises. In exceptional cases, when the machine cannot be repaired in the office premises and required to be taken to the workshop, O/o the PAG(Audit) will not make any payment towards cartage and the expenses for *to and fro* transportation of the machines. Cartage as well as to and fro transportation will be borne by the firm concerned. The equipment being taken to the workshop for repair would be at firm'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 firm 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 may be provided with prior approval of this office.

- (vii) The service provider should 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 should be the responsibility of service provider to insure the data security and data integrity of available PC's in this office and also insure the network security. Data privacy should be the priority of the service provider as per IT Act 2000.

Penalty clauses (from ix to xv)

- (ix) It should be the responsibility of the service provider 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/firm is liable to rectify it even after contract period.
- (x) The service provider would 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 EDP unit on monthly basis failing which an amount of Rs. 10,000/- (Rupees Ten Thousand Only) as a penalty would be imposed.
- (xi) The service provider would 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/firm failing which an amount of Rs. 10,000/- (Rupees Ten Thousand Only) per month would be imposed as penalty.

- (xii)** 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 in EDP section.
- (xiii)** If the service provider 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 EDP section concerned after successfully attending the call.
- (xiv)** If the service provider fails to repair/replace the system for one week, the system may be got repaired from other firm/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.
- (xv)** 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.
- (xvi)** Standby inventory of monitor, CPU, Deskjet/LaserJet printers, HDD, RAM, mouse, key board, CMOS batteries etc., should be kept in the office.
- (xvii)** The schedule of preventive maintenance shall be as follows:
The below mentioned points of (a) to (e) should to be carried out monthly.

 - 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 service provider would follow asset number put on each of the system being maintained by them.

- (xix) A performance guarantee of 10% of the contract value in the form of bank guarantee from any nationalized bank (security deposit) valid for 4 months beyond the contract period (i.e. 15 months from date of award of contract) is to be submitted by the service provider while entering into the agreement.
- (xx) It may also be noted that in case of the service provider backing out in middle of contract period without any consent of O/o the PAG (Audit), recovery at higher rate vis-à-vis, those contracted with it and probable amount to be incurred by O/o the PAG (Audit) on maintenance of machines through alternative means for the balance period of contract will be charged to the service provider.
- (xxi) 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. The name of service provider will be recommended for blacklisting from any contract under Govt. of India.
- (xxii) The service provider'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.

TERMINATION:

- (xxiii) In case the service provider 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 service provider is found unsatisfactory during the currency of the contract. In this connection, the decision of the Head of the Department shall be final and binding on the firm.
4. The Tender is not transferable.
 5. O/o The PAG (Audit) reserves the right to accept or reject any or all Tenders without assigning any reason. O/o PAG(audit) 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.,

6. It will not be open for the service provider to refuse maintenance of any equipment which on the date of entering in contract is in working condition.
7. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
8. Jurisdiction: In case of any dispute, the settlement will be made in the courts of Hyderabad.
9. **The following Performance parameters should be followed for the critical equipment.**
 - (i) Performance Parameters for the critical equipment mentioned in Annexure- C 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 - c) and the downtime of the critical equipment should not be more than four hours.**
 - (iii) The downtime of the network should not be more than two hours.
10. Applicable Service tax shall be paid according to composition scheme under works contract i.e under Rule 2A (ii) (B) of Service Tax Act, according to which in case of Works Contract entered into for maintenance or repair or reconditioning or restoration or servicing of any goods, service tax shall be payable on seventy percent of the total amount charged for the Works Contract. Further, GST should be payable at the rate of on composite value i.e. the total amount received/receivable towards execution of the contract as per GST Act 2017.

Consideration/Payment Terms

In Consideration for the services to be provided and due observance of the terms and Conditions by the Service Provider, this office agrees to make

The Payment(s) as follows:

- In consideration of the services provided by the Service provider, this office shall pay to the Service Provider a consideration of (hereafter referred to as consideration). The office will make the payment at the end of Every Quarter (i.e.

ending 30th September, 31st December and 31stMarch) or after the submission of the invoice/bills for Services agreed whichever later.

- The Service Provider will submit bills/invoices at the end of every quarter for the services rendered to enable the office to verify and process the same. The office will make the payment within 15 days after receipt of valid, true and correct invoice.

VALIDITY

- That this agreement is valid from **Date of Agreement to 31.03.2019**. The performance guarantee will be paid @ 10% of the total Tender value and will be refunded after the successful completion of agreement.

TERMINATION

- 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 the office as laid down in clause (xxii).
 - c. The Contract can be terminated by AMC Service provider by giving 3 months prior written notice.
- If the service provider fails to repair/replace the system for one week, the system may be got repaired from other firm/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 clauses viii to xiv. This may even entail termination of the contract and forfeiture of security deposit.
 - 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.

Date:

Signature of owner with seal

**Sd/-
Audit Officer(IS)**

Annexure-I

Tender No. PAG (Audit)/AP/ISW/AMC/2018-19

Dt: 06.06.2018

S.NO	Particulars	Page No of the document	
1	Name of the firm		
2	Address of Firm		
3	Registration No.		
4	PAN		
5	Service Tax Registration No.		
6	Name of the authorized signatory		
7	Specimen Signature of the Authorised signatory		
8	Telephone Number of the authorised 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 thr 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/Organisation/PSUs etc., in which the firm is engaged in AMC of at least 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 not have been blacklisted/disqualified/debarred by any one of the Government/Semi Government department or any other agency.

Place :

Signature of the owner :

Date:

Name of the owner :
With seal of firm

ANNEXURE –II : FINACIAL BID

Tender No. PAG (Audit)/AP/ISW/AMC/2018-19

Dt: 06.06.2018

1	Name of the Firm	
2	Address of the Firm	
3	Name of the Authorised Signatory	
4	Specimen Signature of the Authorised Signatory	
5	Telephone No. of the Authorised Signatory And other Telephone Nos of the Firm	

Authorised Signatory's Signature & Seal of the Firm

Details of the Computer Hardware, Network Switches and points proposed under AMC:

S.NO	Hardware Items	Quantity under AMC	Charges per unit	Total Price
1	Desktop PCs			
2	Laptops			
3	Dot Matrix Printers			
4	Laser jet printers			
5	Network switches			
6	Network Points			

Note: For the details of above mentioned items Excel sheet (Annexure-A) may be referred.

Place :

Signature of the owner :

Date:

Name of the owner :
With seal of firm

Annexure-III

Tender No. PAG (Audit)/AP/ISW/AMC/2018-19

Dt: 06.06.2018

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

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

Place :

Signature of the owner :

Date:

Name of the owner :
With seal of firm

Annexure-IV

Tender No. PAG (Audit)/AP/ISW/AMC/2018-19

Dt: 06.06.2018

Details of critical equipment for AMC tender

Sl No.	Details of Hardware	Location	Quantity
1	Desktop systems	PAG & Group officers' Chambers and peshis, Reports cells, Headquarters' coordination (All groups), Administration, OE , Bills, APRC and EDP	40
2	Laserjet printers	PAG, Group officers, Reports cell and administration	15
3	Dot matrix Printers	Bills section	01
4	Network switches	07 locations from where connections lead to PAG & Group officers' Chambers and peshis, Reports cells, Headquarters' coordination (All groups), Administration, OE , Bills, APRC and EDP	07
5	Network points	PAG & Group officers' Chambers and peshis, Reports cells, Headquarters' coordination (All groups), Administration, OE , Bills, APRC and EDP	40

Place :

Signature of the owner :

Date:

Name of the owner :
With seal of firm

ANNEXURE –V

Tender No. PAG (Audit)/AP/ISW/AMC/2018-19

Dt: 06.06.2018

Details of computer hardware, Network switches and points proposed under AMC

Sl. No.	Hardware items	Quantity under AMC
1	P-IV and above systems	
2	N-computing systems	
3	Laptops	
4	Dot Matrix printers	
5	Laser jet printers	
6	Network Switches	
7	Network Points	

Place :

Signature of the owner :

Date:

Name of the owner :
With seal of firm