

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

Tender No.PAG (A&E) AP/CEDP/AMC/2020-21/2

Dated: 18.03.2020

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of Servers.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for Servers installed in the Office of the Principal Accountant General (A&E) Andhra Pradesh, Hyderabad. **The AMC services in general are needed to be rendered for the Office located in Hyderabad and Vijayawada. The vendors who have offices located at both the places and can offer services at both the locations can “only” apply.**

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>. The firms are requested to visit the Office and inspect the Servers before submission of tenders.

1. The general scope of work includes:

The contract would be comprehensive i.e., including replacement of parts of Original Equipment Manufacturer (OEM). AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the Server active and free from any defects/disturbance. The replacement of all defective parts with unused, good quality and OEM branded parts will be done by the service provider without any extra charge. Used/Repaired/refurbished parts of any other brand from any other source are not acceptable. If any part is removed for upgradation and item is provided by this Office for replacement such item will be treated as asset of this Office and should be returned to Central EDP section. 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 Central EDP.

The following will be broadly covered under AMC:

- I. **Hardware:** This would include the actual components /assemblies/sub-assemblies of the Servers i.e., the hard disk, monitor, mouse, keyboard, DVD/CD – ROM etc. other accessories, connectors/cords and any other physical appliances required for running the Servers.
- II. **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 Servers.
- III. **Services:** This would include back-up and file recovery solution. Cleaning of the Server systems and peripherals, disaster recovery solution, general antivirus checks and regular maintenance like running diagnostic tests to ensure if all the components are working fine/efficiently. Further services like,
 - a) Upkeep and maintenance of the Servers installed.
 - b) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
 - c) Repair to be carried out at the location of the equipment.
 - d) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs. The service engineer would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. Standby system should be replaced with the original Server after repairs within 30 days. Failure to do so will attract penalty which shall be imposed as per orders of competent authority.
 - e) Support for troubleshooting of installed OS/Software packages and removal of virus and re-installation of software, if corrupted. Necessary anti virus will be provided by this Office.
 - f) Coordination with OEMs for troubleshooting of the Server.
 - g) Any other maintenance work to be undertaken related to the Servers.

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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).
3. The list of Servers is attached at Annexure-IV. However, new equipments purchased from time to time after the expiry of their warranty/guarantee period, shall also be serviced/ maintained at the same terms and conditions. PAG (A&E) reserves the right to add/remove any item from AMC during the contract period.

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 under company Act and should be based in Telangana/Andhra pradesh.
- (ii) The firm/company should be in existence for over 3 years in the trade as on 31.03.2020 with maintenance turnover of more than Rs. 25 lakh per annum during the last 3 years ending 31st March 2020.
- (iii) The firm/company should have previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Andhra Pradesh/Telangana of maintaining not less than 25 Servers per year including accessories in each Department/PSU. Supporting documents must be enclosed with technical bid. The company should furnish satisfactory completion certificate and Downtime Statement of previous maintenance work in a 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 Servers and other hardware parts and accessories.
- (v) The Bid shall be written in English Only.
- (vi) The Bidders are required to submit technical bid enclosing therewith photocopies of the following documents, failing which their bids will be rejected and will not be consider any further:
 - a) Registration Certificate of the firm.
 - b) Copy of GST Certificate.
 - c) PAN/GIR Card copy.
 - d) Copies of Income Tax Return filed for the last three financial years.

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- e) Copies of Audited A/c statement of Balance Sheets and Profit & Loss Account for the last three financial years.
 - f) Proof of AMC contract agreement for Servers to Government Department/PSUs for last Five years.
 - g) Declaration regarding Blacklisting or otherwise on legal stamp paper of Rs.10/-
- (vi) The financial bid of only the technically qualified bidders will be opened in the presence of their authorized representative if any, on specified date and time.
- (vii) The rates/price including GST should be quoted in Indian rupees only in words as well as figures.
- (ix) In case of decrease in prices, the benefits shall be passed on to the O/o The Principal Accountant General (A&E) AP, Hyderabad. No claim for compensation or loss due to fluctuation in currency rate or any other reasons/cause shall be entertained.
- (x) The replacement of any part of the Servers and other hardware, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (xi) 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 specification/characteristics/features shall not be changed.
- (xii) Vendor should have own service / repair station with adequate stock of spares in Hyderabad and Vijayawada.
- (xiii) Vendor should not have been blacklisted in any of the Government Departments and shall provide an affidavit sworn to that effect.

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

- (i) The vendor shall provide a qualified service engineer, with experience of at least three years in Servers-based operating system, drivers, hardware & networking equipments in Govt/PSU Sector. The service engineer should be available on all working days from 9am to 6pm for attending and redress of complaints within 45 minutes from the time of lodging the complaint. The service engineer shall also be available on holidays and Sundays as per

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requirement of PAG (A&E) if needed. Service engineer shall be equipped with mobile phones to ensure their availability.

- (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 AMC can be extended, if so desired by the PAG (A&E), based on the performance of the service provider.
- (iii)** Preventive maintenance like virus scanning and virus removal and special cleaning of the Server and its peripherals externally and internally with vacuum cleaner shall be carried out on quarterly basis. A Preventive Maintenance Report would be submitted to Central EDP wing, failing which an amount of Rs. 5000/- as a penalty would be imposed.
- (iv)** The firm/company will prepare logbooks for the Server to be taken under the AMC.
- (v)** The firm shall generate a complaint number with date and time whenever lodged by this Office's users through e-mail or over phone for further follow up action.
- (vi)** The firm/company will prepare and submit quarterly statement mentioning repairs/replacements taken up during the quarter with description of fault and corrective actions taken by the firm/company.
- (vii)** The response time for service of Servers should be Two hours and the downtime should not be more than 24 hours.
- (viii)** The service engineer would take up any reported fault within 45 minutes from the time of lodging the complaint. However, in case the equipment is taken to the workshop, the firm would provide a suitable standby for the same. The standby provided should be approved by Central EDP.
- (ix)** L1 vendor shall make arrangement to move the equipment or any part thereof from the place of original installation to a different place or location if so desired by the customer after a written notice in advance is given in this respect by the customer to L1 vendor.
- (x)** The replacement of any part of the Server/Peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.

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- (xi)** The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the PAG (A&E) is conveyed, the original specification/characteristics/features shall not be changed.
- (xii)** If the firm fails to carry out repairs within 24 hours or to provide standby, to the satisfaction of the user, a penalty of Rs.500/- (Rupees five hundred only) per day per Server will be charged for a delay up to three days. Beyond three days the total annual AMC charges of the corresponding Server will be deducted from payment as penalty. A call sheet duly signed by service provider should be submitted to the Central EDP section after successfully attending the call.
- (xiii)** Servers should be in working condition on due date of expiry of AMC period. Failure to such, penalty would be imposed as per orders of competent authority.
- (xiv)** It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to handover the Server to the department in working conditions on the expiry of the contract. In case, any damage on the Server of the department is found, compensation which would be determined by the competent authority shall have to be paid by the firm. The contractor shall be responsible for any loss/damage caused to the machine owing to negligence on his part.
- (xv)** The contract will be comprehensive basis inclusive repairs and replacement of spare parts with out extra payment.
- (xvi)** Immediately on award of the contract, the contractor should give a report taking over all equipment (giving their configuration in working condition also).
- (xvii)** An Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten 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), Andhra Pradesh, Hyderabad, payable at Hyderabad must accompany the quotation. Quotations received without EMD will not be considered. Earnest money received from other unsuccessful bidders will be returned without interest.

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- (xviii) The successful bidder shall submit a performance guarantee of 10% of the contract value that is valid for 3 months beyond the contract period (i.e., for 15 Months).
 - (xix) If the firm backing out during AMC period without giving one-month notice, this Office reserves right to recover the expenditure incurred towards repairs of AMC system.
 - (xx) The above act of backing out would automatically debar the firm from any further dealing with the PAG (A&E) and performance guarantee amount would also be forfeited.
 - (xxi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis would be made on satisfactorily rendering of service, which is needed to be certified by Central EDP
 - (xxii) Bidders are advised to inspect the systems before submitting the tender. The bidders can visit site on 23.03.2019.
 - (xxiii) 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 be enough.
- 6 The interested firms may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of Servers" addressed to the Sr. Accountant General (Admn) O/o The Principal Accountant General (A&E), Andhra Pradesh, Hyderabad – 500 004, by **11.00 AM on 26.03.2020**. 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 **27.03.2020 at 03:00 PM**.
- 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 the 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 and rates not quoted in specified proforma will not be accepted.
- 9 PAG (A&E) reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

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- 10 Technical and Financial bid should be in clear words, categorically mentioning each and every item specifying the rates etc. Any kind of ambiguous/ obscure/ unclear terms would lead to disqualification of the bid. Incomplete, ambiguous and conditional tenders will be rejected.
- 11 All the envelopes shall indicate the name and address of the bidder to enable the bid to be returned, if required.
- 12 No other method/means of submission of bid except as stated above shall be accepted. All the documents submitted in the bid must be legible and self-attested. Otherwise the bid will be rejected.
- 13 The tender is not transferable. No sub-contracting is allowed.
- 14 AMC will be terminated at any time with 1-month notice, if the services of firm are not found to be satisfactory.
- 15 PAG (A&E) reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason. Further Addendum/Corrigendum, if any, will be uploaded onto website of Principal Accountant General, Hyderabad (<https://agap.cag.gov.in/tenders.html>) only. The decision of competent authority in this regard, shall be final and binding on all.
- 16 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 and is not more than eight years old. Equipment which are more than eight years old may be brought under contract by mutual agreement.
- 17 All disputes, differences and questions whatsoever which may arise between the parties hereto during the continuance of the agreement or afterwards, touching any clause or anything herein contained, or the rights, duties and liabilities, of the either party in connection therewith, shall be referred to Arbitration council (local) and the Arbitration shall be as per the rules of Indian Council of Arbitration, and the settlement will be made in the Courts of Hyderabad.
- 18 The maximum down time for Servers should be 4hrs in respect of Software and 8hrs in respect of Hardware.

Sd/-
Dy. Accountant General (Admn),
O/o The Principal Accountant General (A&E),
Andhra Pradesh, Hyderabad.

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TECHNICAL BID**ANNEXURE-I**

Tender No.PAG (A&E) AP/CEDP/AMC/2020-21/2

Dated

S.no	Category	Particulars		Page no of the document
1	Name of firm			
2	Address of Firm			
3	Registration No.			
4	GST Certificate			
5	PAN Card			
4	Name of the authorized signatory			
5	Specimen Signature of the Authorized signatory.			
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.			
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay Order No., date, amount and Bank			
8	Documents showing turnover during the last 3 years for each year (IT Certificates & Audited Balance Sheets to be enclosed)	Year	Enclosed	
			Yes/no	
		2016-17		
		2017-18		
		2018-19		
9	List of employees having experience of 2 years and above.			
10	Details of the Government Ministries /Department /Organization/PSUs etc. in which	Year	Enclosed	
			Yes/no	

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	the firm is engaged in AMC of Server's activities from the F.Y 2016-17, 2017-18, 2018-19. Copies of work orders in which they have been given AMC of at least 20 Servers systems in one single order in any Govt. /Min. /Deptt. /Org. may be enclosed.	2016-17		
		2017-18		
		2018-19		
12	Whether proof/copies of work order on the above items enclosed (Yes/No)			
13	List of copies of documents enclosed			
14	Call Escalation Matrix			
15	Declaration on Rs.10/- legal stamp paper regarding blacklisting (Annexure I(A))			

Annexure – I (A)

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

Authorised Signature & Seal of the firm

FINANCIAL BID**ANNEXURE-II**

Tender No.PAG (A&E) AP/CEDP/AMC/2020-21/2

Dated:

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	

Authorised Signature & Seal of the firm

Annexure-III

Tender No.PAG (A&E) AP/CEDP/AMC/2020-21/2

Dated:

Downtime statement for Servers maintained in Govt. Offices/PSUs

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

Place:

Signature of the owner

Date:

Name of the Owner with Seal of the firm

Authorised Signature & Seal of the firm

Annexure - IV

DETAILS OF SERVERS FOR AMC W.E.F 01.04.2020

S.No	Make	Processor	RAM	HDD	Hw_number
1	DELL POWER EDGE R710	3.33 GHZ	32 GB(8*4)	300GB*8	HW HT 7 BS
2	DELL POWER EDGE R610	2.4 GHZ	8 GB (4*2)	3*146 GB	89K1MN1
3	DELL POWER EDGE R720	6 CORE PROCR	32 GB	4*900 GB	1HNN622
4	DELL POWER EDGE R720	6 CORE PROCR	32 GB	4*900 GB	6FNN622
5	DELL POWER EDGE R720	6 CORE PROCR	32 GB	4*900 GB	JOJG622
6	HP PROLIANT DL580G7	1.87GHZ	32 GB	1.2 TB	SGH2216JY2
7	DELL POWEREDGER430	E 5 2620 V3 1.9 GHZ 6CORE	2*8 DDR4 GB	2*300 GB	8B92N62
8	DELL T20	E3 1225 V3 3.2 GHZ 84W	4 GB	1 TB	HHYYZZ1
9	DELL T20	E3 1225 V3 3.2 GHZ 84W	4 GB	1 TB	8DZYZZ1
10	DELL T20	E3 1225 V3 3.2 GHZ 84W	4 GB	1 TB	2KZYZZ1
11	DELL T20	INTEL XEON E3 1225 V3 3.2 GHz	4 GB	1 TB	6Z8T772
12	DELL POWER EDGE R 730	2.4 GHZ (Vijayawada)	32 GB	4.8 TB	3ZDL882
13	DELL POWER EDGE R 730	2.4GHZ	32 GB	4.8 TB	3ZFH882
14	DELL T30	Intel Xeon processor E3-1225 v5	8 GB	1 TB	DV0Y172
15	DELL T30	Intel Xeon processor E3-1225 v5	8 GB	1 TB	J81Y172

*Both the T30 Servers (Sl.No 14 &15) will enter in to the AMC from 16/10/2020.

Sd/-
Dy. Accountant General (Admn),
O/o The Principal Accountant General (A&E),
Andhra Pradesh, Hyderabad.

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