

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

Tender No.AG (A&E)TS/CEDP/AMC/2021-22/1

Dt: 17.03.2021

NOTICE INVITING TENDER

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

The Office of the Accountant General (A&E), Telangana, Hyderabad invites sealed quotations for Comprehensive Annual Maintenance Contract for computers, printers, network including hardware components as mentioned in Annexure V of this tender notice along with their peripherals and any OS/App SW etc.,

Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from <http://ag.ap.nic.in/tenders.html>. Separate technical and Financial Bids in the prescribed format (as annexed) in sealed envelopes super-scribing with “Technical Bid” and “Financial Bid” should be put in a single cover which should be super-scribed as “Tender Documents for AMC of computers, printers, laptops and networking hardware and related accessories” and submit the same personally or through post/courier along with required documents to the Deputy Accountant General (Acts & IT), O/o Accountant General (A&E), Telangana, Hyderabad, Pin-500004, so as to reach this office on or before **24.03.2021 up to 2.00 PM**. **Technical Bids** will be opened at **3.00 PM same day** first and after the acceptance of the technical bids by this office, the **Financial Bids** of the qualified vendors will be opened on **26.03.2021 at 11.00 AM**. For further enquiries please contact Sr Data Processor/CEDP, Phone – 040-22331519.

The cost of bid document is nil. The bid security would be Rs.30,000/- and should be submitted along with the Financial Bid in the form of DD or banker’s cheque.

Sd/-

Deputy Accountant General (Acts & IT)

Office of the Accountant General (A&E)

Telangana, Hyderabad.

1. General scope of work includes:

O/o AG(A&E) TS, Hyderabad (called Purchaser here after) requires service provider (called AMC vendor here after) for maintaining and keeping in running condition all the equipment mentioned in Annexure V. 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 shall 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,

a) Desktop Computers- the hard disk, mother board, SMPS, Network Interface Cord, RAM, monitor, mouse, keyboard, DVD/CD – ROM, CMOS batteries, other accessories, connectors/cords and any other physical appliances required for running the equipment.

b) Laptop Computers- the hard disk, mother board, SMPS, Network Interface Cord, RAM, monitor, touchpad, keyboard, DVD/CD – ROM, CMOS batteries, other accessories, connectors/cords and any other physical appliances required for running the equipment.

c) Others- components of printer (LaserJet, Desk/Inkjet, Ink Tank and Dot matrix) including Teflon sheets, pressure rollers, pick-up rollers etc. DVD/CD-writer, Network Interface Cord, scanner and projectors all their hardware peripherals, Speakers, printer knobs, printer heads, fuse, adapters, Switches, networking equipment and Peripherals.

II. **Peripherals:** This would include Keyboards, Mouse, Monitor, VGA cables, Printer-power cords and USB cords, networking cables and any other unspecified but existing items in Desktop system/Printers/Laptops/Switches/Projector/Scanner and all other components of hardware that are required for running the equipment shall be included in the AMC.

III. **Software:** This would include all the software related to Operating Systems, System Software, Antivirus, Vspace 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 activities like

- a) Preventive Maintenance, 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 equipment.
- d) Repairs 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 if repairs cannot be completed within 24 hours (non-critical items) / 4 hours (critical items). List of critical items are mentioned in annexure IV.
- f) Support for users, bringing the system into the domain of the network, Mac-binding of IP address, troubleshooting of commercial software packages, network trouble shooting, removal of virus (Necessary anti-virus will be provided by this office) and re-installation of software, if corrupted.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Maintenance of network and replacement of network component/s in case of failure.
- i) 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 system i.e., Technical Bid (Annexure-I) along with self-declaration of downtime statement (Annexure III) and Financial Bid (Annexure-II).
3. The total no. of computers, printers, laptops, network hardware etc. covered under AMC are as detailed in Annexure-V. However, equipment which are under warranty/guarantee at present, will also have to be serviced/ maintained at the same terms and conditions after expiry of such warranty/guarantee for these new equipment. AG (A&E) reserves the rights to add/remove any item from AMC during the contract period, prices will be calculated on pro-rata basis.
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 or more in AMC service only, during last three financial years i.e., 2017-18, 2018-19 and 2019-20. 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 including printers, network components per year. Necessary PO's from govt/PSU to this effect documents shall accompany the technical bid. The company should furnish satisfactory completion certificate from respective Government department/PSU, self-declaration of Downtime/statement of previous maintenance works in Govt. office/PSU for the last three years must be detailed in the annexure-III.
- iv.** The firm/company must have expertise in on-site maintenance and repair of all the equipment mentioned in Annexure-V and along with all their accessories and peripherals.
- 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 must produce Tax returns of previous three financial years certifying the payment of service tax, income 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 must be done with next higher quality/model of the same brand.
- 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 AG (A&E) are conveyed, the original specifications/characteristics/ features shall not be changed. All equipment and its parts provided, when the equipment was purchased shall be under AMC, like printer adapters etc.
- ix.** The firm/company must produce the self-attested photocopies of documents such as registration numbers of GST, Certificate of registration etc.
- x.** List of hardware and network engineers on the rolls of the firm with their qualification and years of experience (in years) 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 AMC vendor shall provide *two qualified service engineers*, with experience of at least three years in PC based operating system, drivers, hardware and networking equipment. The service engineers 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(xv) for the absence of service engineers.
- ii. The initial period of contract will be for one-year i.e, from 01.04.2021 to 31.03.2022. 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 vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The AMC vendor will be required to keep virus-free computer environment in accordance with the guidelines prescribed by this Office. The AMC can be extended beyond 31.03.2022, if so desired by the AG (A&E) TS based on the performance of the service provider.
- iii. The Resident Service Engineers provided by the AMC vendor shall not be changed without prior permission of this Office. However, if found incompetent by the AG(A&E), the Resident Engineers shall be changed by the firm immediately.
- iv. Additional Engineer/s may be deputed in addition to two 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 engineer/s.
- 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. The expenses for to and fro transportation of the machines shall 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 a new one of the same make & specifications or by payment in cash as per the prevailing market price of those items. If same model is unavailable in the market, replacement with the next higher model shall be made.
- vii.** The AMC vendor shall be responsible for taking backup data and programme(s) available in PC before attending to the fault rectification and shall also be responsible for restoring the same. The backup copies shall be returned to the users, under acknowledgement. In case system is to be formatted, complete backup of the system shall 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 should be taken from the user.
- viii.** It shall be the responsibility of the AMC vendor 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.
- ix.** The AMC vendor shall prepare logbooks 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. with liquid cleaner externally and with vacuum cleaner internally shall 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 AMC vendor shall 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 AMC vendor 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 AMC vendor fails to carry out repairs within 24 hours for non-critical equipment and 4 hours for critical equipment to the satisfaction of the user, a penalty of Rs.200/- (Rupees Two hundred only) per day per equipment or part thereof will be charged for delay beyond 24 hours/4 hours, respectively, till such time the equipment is made fully functional again.
- xiii.** A call sheet duly signed by user should be submitted to the CEDP section concerned after successfully attending the call.
- xiv.** If the AMC vendor fails to repair/replace the system for one week, the system will 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.
- 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 at 1% of stock of monitors, CPU's, Deskjet/LaserJet printers, HDD, RAM, mouse, keyboard, CMOS batteries etc., should be kept ready in the office for emergency.
- xvii.** After the contract period starts, no equipment shall be declared obsolete/irreparable by the vendor.
- xviii.** The schedule of preventive maintenance shall be as follows:
 - a)** The below mentioned points of (a) to (e) should be carried out **monthly**.
 - b)** Cleaning of all equipment including Network Racks and Switches by using dry vacuum air, brush and soft muslin clothes.
 - c)** Running the test programme to ensure quality print/data reliability.
 - d)** Checking of power supply source for proper grounding and safety of equipment.
 - e)** Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - f)** Scanning of all types of virus, elimination, and vaccination of the same.
- xix.** Shifting of equipment within the building shall be attended to as and when required.
- xx.** The AMC vendor shall follow asset number tagged for each of the system being maintained by them for all references.
- xxi.** 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 Accountant General (A&E), 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.

- a) If the successful bidder refuse/fails to accept work order within seven days, EMD will be forfeited.
- b) If the successful 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.

xxii. The successful bidder 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).

xxiii. It may also be noted that in case of AMC Vendor backing out in midterms without any explicit consent of the AG (A&E), the AMC Vendor shall be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by the AG (A&E) on maintenance of machines for the balance period of contract through alternative means.

xxiv. The above act of backing out would automatically debar the AMC Vendor 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.

xxv. Bidders are advised to inspect the systems on 22.03.2021 at 11:00 AM.

xxvi. The AMC Vendor'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 AMC Vendor 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 (Acts & IT) O/o the Accountant General (A&E), Telangana, Hyderabad – 500 004, by 2.00 PM on 24.03.2021. 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 26.03.2021 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/rates not quoted in specified pro-forma will not be accepted.
9. 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.
10. 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.
11. In case the AMC Vendor 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 AG(A&E) shall be final and binding on the firm.
12. The tender is not transferable.
13. AG (A&E) reserves the right to accept or reject any or all tenders without assigning any reason. AG 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.,
14. It will not be open for the AMC vendor to refuse maintenance of any equipment which on the date of entering in contract is in working condition.
15. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
16. **Jurisdiction:** In case of any dispute, the settlement will be made in the courts of Hyderabad.
17. **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.
18. The quote should be inclusive of the taxes (GST) applicable and should be quoted separately.
19. **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 AG 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.

Sd/-
**Dy. Accountant General (Acts & IT),
O/o the Accountant General (A&E),
Telangana, Hyderabad.**

Authorised signature & Seal of the firm

TECHNICAL BID

ANNEXURE-I

Tender No.AG (A&E)TS/CEDP/AMC/2021-22/1

Dated :

SL.NO		Particulars		Page No of the document
1	Name of firm			
2	Address of Firm			
3	Registration No.			
4	PAN			
5	GST 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	
		2017-18		
		2018-19		
		2019-20		
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	
		2017-18		
		2018-19		
		2019-20		
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

Tender No.AG (A&E)TS/CEDP/AMC/2021-22/1**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

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

Sl.no	Hardware items	Quantity**	Charges per unit Rs.	Total price Rs.
1	P-IV and above systems	84		
2	I3 Systems	44		
3	I5 systems	86		
4	N-Computing systems	92		
5	Laptops	8		
6	Dot Matrix printers	4		
7	Laser jet printers	47		
8	Network Switches	18		
9	Network Points	305		
10	Scanners	10		
11	Projector	2		

** the actual quantity may be increased or decreased as per their warranty/guarantee period

Signature of the owner

Name of the owner
With seal of firm

Place:

Date:

Tender No.AG (A&E)TS/CEDP/AMC/2021-22/1

Dated :

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)TS/CEDP/AMC/2021-22/1

Dated :

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	35
2	Laser jet Printers	Admn, Bills, PAO, FM, PM, TM, Book	8
3	Dot matrix Printers	Admn, Pension, VLC & A/cs, and Funds	4
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	18

Place:

Signature of the owner

Date:

Name of the Owner

with Seal of firm

Tender No.AG (A&E)TS/CEDP/AMC/2021-22/1

Dated :

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

Sl.no	Hardware items	Quantity **
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3	I5 systems	86
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5	Laptops	8
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8	Network Switches	18
9	Network Points	305
10	Scanners	10
11	Projector	2

** the actual quantity may be increased or decreased as per their warranty/guarantee period