

Office of the Principal Accountant General (A&E),
Andhra Pradesh, Vijayawada – 520 002.

Tender No. PAG (A&E) AP/CEDP/AMC/2021-22/1

Date: 18.03.2022

NOTICE INVITING TENDER

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

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computers, printers, network including hardware and accessories installed in the Office of the Principal Accountant General (A&E), Andhra Pradesh. The AMC services in general are needed to be rendered for the Office located in Vijayawada. The vendors who offer services at Vijayawada need to 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 Computer systems and peripherals before submission of tenders.

1. The general scope of work includes:

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 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.

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Sr. Accounts Officer
प्रति लेखा अधिकारी
K. MURALI KRISHNA
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O/o the Principal Accountant General (A&E)
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Authorised Signature & Seal of the firm
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- II. **Peripherals:** This would include printer (LaserJet, Desk jet/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.
- III. **Software:** This would include all the software related to Operating Systems, System Software, Antivirus 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 like
- Running diagnostic tests to ensure if all the components are working fine/efficiently.
 - Upkeep, Cleaning and maintenance of the hardware installed.
 - To provide and maintain the required drivers, additional peripherals and hardware for maintaining the equipment.
 - Repair to be carried out at the location of the equipment.
 - 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 IV.
 - Support for users and troubleshooting of commercial software packages, network trouble shooting and removal of virus and re-installation of software, if corrupted. (Necessary anti-virus will be provided by this office), bringing the system into the domain of the network and Mac-binding of IP address.
 - Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
 - Maintenance of network, replacement of component/s in case of failure. 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 systems i.e., Technical Bid (Annexure-I) along with Downtime Statement (Annexure-III) and Financial Bid (Annexure-II) with details of computer hardware and network switches.

3. The total no. of computers, printers, laptops, network hardware etc. covered under AMC are as detailed in Annexure-V. However, new equipment purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same rates/ terms and conditions for these new equipment's. PAG (A&E) reserves the rights to add/remove any item from AMC during the contract period, prices will be calculated on pro-rata basis.

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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 Vijayawada.
- (ii) The firm/company must be having annual turnover of a minimum Rs.30.00 lakhs or more in AMC service only, during each of the year 2019-20, 2020-21 and 2021-22. 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 equipment with Government Departments/Public Sector Undertakings in Andhra Pradesh for maintaining not less than 500 computers/equipment per year, printers, network and other equipment. Necessary documents shall accompany the technical bid. The company should furnish satisfactory completion certificate and self-declaration of Downtime Statement of previous maintenance work in 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 all the hardware items mentioned in Annexure-V and their accessories.
- (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 should 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 should be done with next higher quality/model of the same brand.

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