



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),  
ODISHA : BHUBANESWAR**

No.EDP Cell(177) / Comp AMC/ 2018-19/252

Date:12.02.2019

Tender No-23

Date: 12.02.2019

**NOTICE INVITING TENDER  
FOR  
“AMC for Computer Hardware & Peripherals”**

The Deputy Accountant General (Admn), Office of the Principal Accountant General (A&E), Odisha Bhubaneswar-1 invites sealed tenders from reputed eligible bidders for AMC for Computer Hardware & Peripherals for the year 2019-20 confirming to the terms and conditions mentioned in the tender document.

The documents (Instructions to Tenderers-Annexure-I, Terms & Conditions of contract-Annexure-II & Techno-commercial Bid Declaration by the Bidder- Annexure-III) will be available in our website [www.agodisha.gov.in](http://www.agodisha.gov.in) and can be downloaded and used as documents for submitting the offer. The due date of submission of tenders is 06.3.2019 (15.00 hrs) hours and opening of the tender shall be made on the same day at 16.00 hours.

Cost of Tender Document – Free and Bid Security Amount – Rs.10, 000/-

Sd/-  
**DEPUTY ACCOUNTANT GENERAL (ADMN)**



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),  
ODISHA : BHUBANESWAR**

No.EDP Cell(177) / Comp AMC / 2018-19/252

Date: 12.02.2019

Tender No-23

Date: 12.02.2019

**Instructions to tenderers**

1. Tenders are invited in two bid system (i) Techno-commercial Bid & (ii) Price Bid. The “Techno-commercial Bid” & “Price Bid” are to be put in two separate envelopes superscribed as “Techno-commercial Bid” & “Price-bid” respectively and sealed properly and both the envelopes are to be put in another envelop and sealed with superscription “AMC for Computer Hardware & Peripherals” and addressed to the “Deputy Accountant General (Admn), O/o the Principal Accountant General (A&E), Odisha, Bhubaneswar-1 which must reach this office on or before 06.3.2019 by 15.00 hrs. The tenders will be opened on the same date at 16.00 Hrs.
2. No Tenders will be received after the due date and time mentioned above.
3. The Pr. Accountant General reserves the rights to accept / reject any tender without assigning any reason. It may be noted that tenders incomplete in any respect or conditional tender are liable for rejection.

**4. EARNEST MONEY**

(A) Earnest Money amounting to ₹.10,000/- in shape of Account Payee Demand Draft payable to “Accounts Officer (Cash), O/of the Principal Accountant General (A&E), Odisha Bhubaneswar-1” drawn on any Nationalized/Scheduled/Commercial Bank payable at Bhubaneswar shall be enclosed with the tender failing which the tender shall be liable for rejection. In case of any exemption relevant and authentic certificate must be furnished. No other mode of payment towards earnest money is acceptable.

(B) EMD submitted in O/o the Principal Accountant General (A&E), Odisha, Bhubaneswar against any other tender shall not be adjusted against the current tender.

(C) In case of unsuccessful bidder, the same will be refunded after finalization of Tender and after final execution of the order in case of successful bidder.

**5. Eligibility Criteria**

- A. The firm should be a Registered firm under company Act (if not Public limited) or under any State Govt. and should be in existence over 5 years in the trade of maintenance & Service of systems as mentioned in Annexure-III of this notice and should be having a turnover of 20 lakhs or more per annum exclusively in the said maintenance trade.
- B. The firms must have previous experience in maintaining AMC for Computer Hardware & Peripherals in offices of Government of India / State Government / public sector organizations / Autonomous Bodies (documentary evidence in support of the same from offices / organizations – where the firm is presently holding AMC may be given).
6. The tenderer shall have to furnish Xerox copies of up to date GST & I.T. PAN issued by concerned authorities along with the tender failing which the tender is liable for rejection.
7. Letter of Authorisation from reputed company of manufacturer of various hardware and peripherals declaring the bidder to be an Authorised Service Provider / sales representative / re-selling agent.
8. Period of Contract:- The period of Contract shall be for one year from the date of commencement of the contract. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm did not render the services satisfactorily or parts / spares provided by the firm are found sub-standard or any other reasons as the office may deem proper.
9. The Computer Hardware & Peripherals proposed to be under AMC may be inspected during 18.2.2019 to 22.2.2019 between 11.00 hrs to 16.00 hrs with the permission of the Deputy Accountant General (Admn).
10. Scope of Work:- The firm has to provide Comprehensive on-site AMC for Computer Hardware & Peripherals installed in this office and its Branch office at Puri.

Sd/-

**Deputy Accountant General (Admn)**



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),  
ODISHA : BHUBANESWAR**

No.EDP Cell(177) / AMC Hardware/ 2018-19/252

Date: 12.02.2019

Tender No-23

Date: 12.02.2019

**Terms and Conditions:-**

- a) The rates quoted will remain in force for the full contract period. No demand for revision of rate on any account shall be entertained during the contract period. GST shall be extra as per Govt of India orders.
- b) The period of Contract shall be for one year from the date of commencement of the contract and can be extended for another one year if the service is found to be satisfactory with same rate, terms & conditions.
- c) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
- d) Customer shall not be liable to make payment over and above the comprehensive maintenance cost, in any case. All types of repair/replacement of spare parts (as per scope of AMC) shall be covered under the comprehensive maintenance contract.
- e) The contractor has to specify what consumables are included and excluded in the quoted AMC price.
- f) The contractor has to provide the stand by unit for the unit taking outside the office premises for repairs after approval of the Head of the Office.
- g) No advance payment shall be made. Payment of maintenance charges shall be made quarterly after completion of every quarter subject to satisfactory performance.
- h) Pr. Accountant General shall have the right to inspect company's site to assess infrastructure facilities before awarding the AMC and it may reject in the event of dissatisfaction about company's infrastructure or otherwise.
- i) Pr. Accountant General reserves the right to increase or decrease quantities at any time. Accordingly, the charges will be increased / decreased on pro-rata basis.

- j) It shall be the responsibility of the firm entering into the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to this office in working condition on expiry of the contract.
- k) The equipment being taken to the workshop for repair would be at company's own risk and expenses till return of the equipment to the customer.
- l) The firm would be required to rectify the defects within 8 hours time from the time of report in the office or time of receipt of complaint whichever is later. In cases where spare parts are required, the Contractor has to provide standby unit first before taking out the unit outside office premises and the same be resolved within 48 hrs. In case he failed to resolve, the AMC amount for the specific unit for the entire year will be deducted.
- m) The contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services or spares cost, arising out of damages caused due to fire, theft, riots, accidents, earthquakes, storms and other natural calamities.
- n) **Deployment of Resident Engineer:-** At least one well trained / qualified resident hardware engineer (preferably Diploma holder or above on Hardware / Software) will be deployed onsite, exclusively for this office to resolve the hardware problems, between 9:30 AM to 6:00 PM on all working days and his services will not be utilised for any other organisation. The onsite engineer shall not be changed during the period of AMC. If situation warrants, the firm should replace him with suitable substitute with prior intimation to this office.
- o) Quarterly preventive maintenance service must be provided to each equipment and a logbook shall be maintained showing the maintenance of each equipment and shall be produced to the concerned officer for verification, after the job is completed.
- p) The firm will be responsible for ensuring backup of data, programmes and application available on the computer before attending to the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.
- q) While providing AMC service, it must be ensured that there should be no loss of organization IT assets like data and equipments. It must also be ensured that there should not be any disclosure of organisation data.

- r) In case of any dispute or differences arising at any time between this department and the firm holding the contract, these shall be resolved in accordance with the Provisions of the Arbitration and Conciliation Act 1996 and only courts of Bhubaneswar shall alone have jurisdiction to decide any dispute arising out or in respect of these terms and conditions / contract.
- s) Limitations or minor deviations if any may please be included / specified in your quotation.
- t) The Pr. Accountant General (A&E), Odisha, Bhubaneswar reserves the right to reject the tender in whole or in part and his decision in this regard shall be final and binding.
- u) Tax as applicable will be deducted at source at the extant rate.

Sd/-  
**Deputy Accountant General (Admn)**



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E),  
ODISHA : BHUBANESWAR**

No.EDP Cell / Comp AMC/ 2018-19/252

Date: 12.02.2019

Tender No-23

Date: 12.02.2019

The quotation is invited for comprehensive maintenance for the below listed items and its quantity.

<b>LIST OF HARDWARE ITEMS TO BE COVERED UNDER AMC FOR 2019-20.</b>			
<b>SL_NO</b>	<b>ITEM_NAME</b>	<b>Make</b>	<b>Total Quantity</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
1	Desktop PC Core 2 Duo	HCL & Zenith	16
2	Desktop PC i3	HCL/LENOVO/HP	161
3	Desktop PC i5	HCL/ACER/HP	139
4	All-in-One PC	HP	88
5	Thin Client	HP	87
6	Dot Matrix Printer	Wipro/TVS	15
7	Laser jet printer	HP/Brother/Canon	61
9	Multi Function Device	Ricoh/HP	6
10	Laptop	HCL/ HP/Dell	9
11	Projector	Tosiba/Ricoh	4
12	Scanner	HP/Canon/Kodak/Epson	16
13	Server	Infinity/HP/HCL	17
14	24 Port Switch	3COM/Dlink/NETGE	39
15	16 Port Switch	Dlink	1

Techno-commercial Bid Declaration by the Bidder

<b>SI No</b>	<b>Description</b>	<b>Indicate page number where attached</b>
	Name, address & telephone number of the agency / firm	
	Name, Designation, Address and telephone of authorized person	
	Please specify as to whether Tenderer is sole Proprietor / Partnership firm / Private or Limited Company	
	Copy of PAN card issued by Income Tax Department and Copy of previous financial years Income Tax Return	
	Letter of Authorization from reputed manufacturer(s) declaring the bidder to be an Authorized Service Provider (please attach copy).	
	Valid ISO Certificate, if any (please attach copy)	
	GST Registration (please attach copy) & latest GST Return (please attach copy)	
	Annual Turnover during last 2 years	

	Experience Certificate of 5 years in providing services in Central Government / Public Sector undertakings /State Govt	
	Details of Bid Security / Earnest Money Deposit a) Demand Draft / Pay Order / Banker's Cheque No b) Amount c) Name of issuing Bank	
	Banker account details and Solvency certificate	

This is to certify that I / We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself / ourselves to strictly abide by them.

Signature of the Tenderer with Seal & Designation

*Note: Please indicate the page numbers where documents attached. The entire document should be serially page numbered including enclosures.*

*Sd/-*  
**Deputy Accountant General (Admn)**