



कार्यालय, महालेखाकार (लेखा व हकदारी) – II, महाराष्ट्र, नागपुर – 440 001
OFFICE OF THE ACCOUNTANT GENERAL (Accounts & Entitlement) - II, Maharashtra, Nagpur-440 001

निवृत्ती वेतन शाखा कार्यालय Pension Branch Office
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भ.नि.नि. व लेखा GPF & Accounts
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तार – पत्ता : Telegraphic Address : हिसाब नागपुर HISAB NAGPUR Website : <http://agmaha.cag.gov.in>

DIAL - 0712-1938 / 0712-2562175-79 FOR
GPF BALANCE ENQUIRY THROUGH IVRS

NOTICE INVITING TENDER

Sealed Tenders are invited by the Office of Accountant General (A&E)-II, Maharashtra, Civil Lines, Nagpur in the prescribed tender forms available on the office website: <http://agmaha.cag.gov.in> for the IT assets of the office on terms and conditions as mentioned therein, for providing following services for a period of nine months i.e. from 01/07/2020 till 31/03/2021.

Sealed quotations super scribed with 'QUOTATIONS FOR AMC-DESKTOPS/COMPUTER PERIPHERALS' on top of envelope addressed to:

'Dy. Accountant General (A/Cs, VLC & ITSM)'
Office of The Accountant General (A&E)-II, Maharashtra, Nagpur.

shall be submitted on or before 19.06.2020 by 4.00 pm.

Right to reject any or all tenders is reserved with the Accountant General (A&E)-II, Maharashtra, Nagpur.

Sd/-

DY. ACCOUNTANT GENERAL (ADMN.)

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II MAHARASHTRA, NAGPUR.

TENDER FORM

The Accountant General (A&E)-II, Maharashtra, Nagpur has invited Tenders for outsourcing the work of Annual Maintenance Contract of IT assets in the office for the period from 01/07/2020 to 31/03/2021 (9 months). I/We hereby submit tender for providing above services at the rates mentioned below:

1. Name of the Organization:-
2. Type of Organization & PAN No. :-
3. Name of proprietor/ Director with Contact details:-
 - i) Name :-
 - ii) Full Postal Address of registered office:-
 - iii) Full postal address of the registered office in Nagpur:-
 - iv) Phone/Mobile No:-
 - v) E-mail address of registered office:-
 - vi) E-mail address of the local office in Nagpur
 - vii) No. of employees with the organization:
4. Documents /Registration Details as below (shall be supported by photocopies of the documents. The office may ask to submit original documents for verification purpose at a later date):-
 - (a) Valid Gumasta License:-
 - (b) GST Registration No:-
 - (c) PAN Card No:-
 - (d) Bank Account No:-
5. Experience Details:

No.	Name of the Office/Org.	Year	IT Assets serviced	On-Site manpower Deployed

6. Lumpsum rates for providing AMC services for the following IT Assets for the period 01.07.2020 to 31.03.2021. (excluding taxes)

IT Assets	Amount (excluding taxes)
Servers	17
Laptops	1
Desktops	432
Scanners	7
Switches/Networking Issues	46
Dot Matrix Printers	29
Laser Printers	73
Inkjet /All in one printer HP2600 Printer	5

Note: Above cost should be inclusive of the cost of services to be provided by deployment of 2 on-site engineers having requisite skill-sets.		
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Place:

Date:

Full signature of the tenderer with Seal.



OFFICE OF THE
ACCOUNTANT GENERAL (A&E) II
MAHARASHTRA
CIVIL LINES, NAGPUR 440 001
Ph: 0712-2565161-67 / Fax: 0712 – 2560484
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Web: <http://agmaha.cag.gov.in>

No. EIS/AMC /IT Hardware/2020-21/

Dated: 11/06/2020

Terms & Conditions of the Annual maintenance contract of IT Assets for FY 2020-21.

This office proposes to award AMC for the following items for a period of 9 months from 01-07-2020 to 31-03-2021.

Items	Quantity
Servers	17
Laptops	01
Desktops	432
Scanners	07
Switches/Networking Issues	46
Dot Matrix Printers	29
Laser Printers	73
Inkjet /All in one printerHP2600 Printer	05

The Annual Maintenance Contract will be subject to the following terms and conditions

1. As our office is located in Nagpur, only those firms having registered office in Nagpur will only be considered for the purpose of allotting AMC.
2. As the office is located in two different buildings and having a huge network and many IT assets, it is **expected** that firms having large establishment only can cater to the demand. Therefore, firms providing AMCs in the Government sector, Government undertakings, etc for not less than 100 desktops and good exposure in servers/network maintenance shall only apply. The firms are also required to submit valid work orders of AMC service provided in such offices/ institutions during the last three years (i.e. 2017-18, 2018-19, and 2019-20) along with quotations. (at least one work order is necessary)
3. The quotations received for an amount exceeding Rs. 11,37,000/- (exclusive of GST) will be summarily rejected.

4. Earnest Money Deposit. Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs. 25000/- (Rupees Twenty Five Thousand Only) along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft or Bank Guarantee in favour of Accountant General (A&E)-II, Maharashtra, Nagpur payable at Nagpur from any of the public sector banks or a private sector bank authorized to conduct government business. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after the expiry of the final bid validity. The EMD of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC). The EMD will be forfeited if the bidder withdraws or amends/ impairs or derogates from the tender in any respect within the validity period of their tender.
5. The successful vendor is required to furnish performance surety in the form of bank guarantee for the amount equal to 5% of the contract amount. The bank guarantee should be valid till two months after the completion date of contract i.e. bank guarantee should be valid till 31-5-2021.
6. The quotes offered shall be exclusive of GST. GST as applicable from time to time shall be paid separately by this office on the invoice amount.
7. Vendor shall arrange for providing two on-site engineers having requisite qualifications with good skillset who will work as per timings of this office.
8. Comprehensive Maintenance shall be for a period of nine months from 1st July, 2020 to 31st March, 2021. This office reserves the right to rescind the contract at any point of time with 15 days of notice if it is found that the service provided by the vendor is not up to the mark or is deficient.
9. The vendor should be conversant with OS (including Linux and MS Windows server edition) and basic applications and should ensure that IT systems remain free from viruses/Trojans, etc.
10. The vendor shall provide on-site comprehensive maintenance for repairs/replacement of defective parts and will not be allowed to take machines out of the office.
11. The vendor shall make not only break-down maintenance but also undertake preventive maintenance every quarter.
12. This office is having databases with oracle 10g, oracle 11g and .NET software, running on Linux and Windows server OS. The vendor shall have sufficient knowledge base to provide software and OS support in case of requirement on all the servers. The support shall include even reinstallation of these OS/ software on a server in case of requirement.
13. Complaints should be attended and rectified on the same day, and in no case, beyond the next working day. If repairs could not be completed within the stipulated time, the vendor shall provide standby hardware. Any delay beyond the next working day in rectifying the complaints shall invite a penalty of Rs. 300/- per day in each case which shall be adjustable from the bills raised by the vendor to this office.

14. If hardware equipment could not be finally repaired, the vendor shall replace the same with new equivalent hardware which should be of same or higher capacity/quality.
15. Payments shall be made every quarter, i.e. after the completion of each quarter. Part-payment may be done through the State government of Maharashtra if a grant is received from them. In that case, bills should be given as per requirements communicated in that regard. The applicable statutory deductions, as in force from time to time, shall be deducted from the amount payable.
16. As regards printers, all the components shall have comprehensive maintenance except Printer Head, Ribbon/Cartridges and plastic parts.
17. In response to the call given by Hon. Prime Minister and implementation of the action plan of "**Swachh Bharat Mission**", the vendor should ensure and will be responsible for the proper cleaning and dusting of all the computers and peripherals.
18. All rights to reject the quotations are reserved at any stage if the cost of AMC is found to be beyond acceptable financial limits or for any other reason rests with the competent authority of this office.

CONDITIONAL BIDS WILL BE SUMMARILY REJECTED.

Sd/-

Sr. Accounts Officer/EIS.