लोकहितार्थ सत्यनिष्ठा
Dedicated to Truth in Public Interest

भारतीय लेखा परीक्षा एवं लेखा विभाग
कार्यालय - महानिदेशक, लेखा परीक्षा (केंद्रीय), कोलकाता
8, किरण शंकर रॉय रोड, कोलकाता - 700001

सत्यमेव जयते
Goverment Of India

Indian Audit and Accounts Department

Office of the Director General of Audit (Central), Kolkata

G. I. Press Building, 8, Kiran Shankar Roy Road, Kolkata ï 700001

Bid Document for Comprehensive Annual Maintenance Contract for Computer / Server / Laptop / Printer / Scanner / LAN etc. from 15th February 2021 to 14th January 2022

Limited Tender No.	ITCell/AMC/41/2020-21 and 21-22/35
Tender Issue Date	03rd February 2021
Last Date for submission of Tender Form	12TH February 2021 at 13:00 pm. **Extended up to 19th February at 13:00 PM**
Tender Opening Date	**19th February ,2021 at 14:00 pm.**

Contact us

The Deputy Director (Administration)
O/o the Director General of Audit (Central), Kolkata
Govt. of India Press Building
8, Kiran Shankar Ray Road, Kolkata ï 700001

Phone No - 033-2254 0221 (extn: 221 & 330), 033-22135422

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TABLE OF CONTENTS

Section	Title	Page No.
	Cover	1
	Table of Contents	2
Section-I	Notice Inviting Tender	3
Section-II	Instructions to Bidders	4
Section-III	General Commercial Conditions of the Contract	12
Section-IV	Schedule of requirements	13
Section-V	List of computers and its peripherals etc	enclosed
Annexure-I	BID APPLICATION CUM DECLARATION FORM	enclosed
Annexure-II	LETTER OF AUTHORISATION FOR ATTENDING BID OPENING	enclosed
Annexure-III	Financial Bid	enclosed
Annexure-IV	Check list for Technical Bid	enclosed
Annexure-V	Check list for Financial Bid	enclosed

F. No. -ITCell/AMC/41 /2020-21 and 21-22/35Date- 03/02/2021

INDIAN AUDIT & ACCOUNTS DEPARTMENT

Office of the Director General of Audit, (Central), Kolkata

8, Kiran Shankar Roy Road, Kolkata- 700001

Phone: 033-2254 0221 (extn: 208 or 330)

SECTION-I

NOTICE INVITING TENDER

Office of the Director General of Audit (Central), Kolkata invites sealed quotations in the enclosed format for Comprehensive Annual Maintenance Contract for Computer Desktop / Server / Laptop / Printer / Scanner / UPS-5KVA / UPS-600VA / LAN etc. from 15th February 2021 to 14th January 2022. **The term "Comprehensive" means repair and replacement of all parts including damaged/broken part i.e. no payment will be made towards repair or replacement of any part excluding consumables like battery, ribbon, cartridge, toners, and adaptor etc.**

The Quotations should be accompanied with an EMD of Rs. 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft issued by any Scheduled Commercial Bank drawn in favor of "Dy.Director (Administration), Office of the Director General of Audit (Central), Kolkata" payable at "Kolkata" without which the quotations will not be considered. The Bid security (without interest) will be returned to all but the successful tender after the award of the contract.

Interested parties/firms may submit their quotations duly completed in the prescribed manner as per Annexure and signed in sealed cover and superscripted as "QUOTATION FOR AMC FOR COMPUTERS and Peripherals' addressed to the **Dy.Director (Administration), Office of the Director General of Audit (Central), G.I. Press Building, 8, Kiran Shankar Roy Road, Kolkata – 700001**, and send by post/hand so as to reach latest by **12th February 2021at 13.00 pm**. The quotations will be opened at **14.00 pm.**on the same day. Authorized representative of the participating firms may be present at the time of opening of quotations.

3/2/21

Senior Audit Officer / I.T.Cell

Ph. 033-2254 0221 (extn: 208 or330)

SECTION – II

INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. Definitions

(a) "O/o DGA(C) Kolkata" means Office of the Director General of Audit (Central),Kolkata.

(b) "The Bidder" or "The Intending Bidder" means the individual or firm who participates in this tender and submits its bid.

(c) "The Supplier" means the individual or firm or AMC Vendor providing the services under the contract.

(d) "The Goods" means the services which the vendor is required to provide all the equipment, machinery, Computer Hardware/Software and/ or other materials which the Supplier is required to supply to O/o the DGA(C), Kolkata under the contract.

(e) "The Work Order" means the order placed by O/o DGA(C) Kolkata on the Supplier approved by O/o the DGA(C), Kolkata including all attachments and appendices thereto and all documents incorporated by reference therein. The Work Order shall be deemed as "Contract" appearing in the document.

(f) "The Contract Price" means the price payable to the Supplier under the Work Order for the full and proper performance of its contractual obligations.

(g) The Comprehensive Maintenance Contract, herein after called Annual Maintenance contract or AMC in short, shall be for the diagnosis and rectification of faults in the Computer systems, peripherals etc. The vendor shall assist the user in taking back-ups if Hard Disk needs to be formatted along with preventive maintenance of computer systems/peripherals and shall also include repair/replacement of faulty components in Computer Systems **and no payment towards repair or replacement in lieu of that.**

(h) The selected bidder herein after called as "AMC vendor" will undertake to provide service/ maintenance of the Computer Systems, peripherals to O/o DGA(C) Kolkata in the presence of users at the locations of Hardware and Software products, subject to the terms and conditions contained in the contract for which an agreement prescribed by O/o DGA(C) Kolkata has to be signed.

2. Vendor Eligibility Criteria:-

a) The bidder should possess valid GST Number. Attested copies of the same must be submitted with the bid;

b) The intending bidders should have minimum of two years' experience in the field of maintenance of I.T Systems and LAN as stated above in Central

Government Departments / Ministries / Govt. undertakings and must enclose documentary evidence in support of their competence and goodwill for the last three year.

c) The company should be providing similar Services to at least 2(two) other Govt. Deptt. /PSU of same capacity in the current financial year. Copy of Current work order issued to them should be enclosed as proof.

d) The company should have at least Rs. 5 (Five) Lakh of annual turnover from its AMC of IT assets services business only, in last two financial years. Turn over certificate from Charted Accountant to be enclosed.

e) The bidder **shall not have been blacklisted** by any of the Departments/Ministries/organization of the Government of India. A duly signed undertaking to this effect must be submitted with the technical bid.

f) **Corrupt or Fraudulent Practices**:-

i. It is expected that the bidders who wish to bid for this tender have highest **standards of ethics;**

ii. O/o DGA(C) shall **reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;**

iii. O/o DGA(C) may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

g) **Data Privacy, Confidentiality & Security**: The bidder should strictly ensure privacy, confidentiality and security of this office.

h) Vendor will bear its **own travel cost** required for providing training & software installation etc. if any

i) Vendor will clearly **state compliance** to above points and/or submit documents wherever applicable

3. **COST OF BIDDING-** The bidder shall bear all costs associated with the preparation and submission of the bid. O/o DGA(C) Kolkata, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid at the technical bid opening stage.

B. PREPARATION OFBIDS

5. DOCUMENTS COMPRISING THE BID:

The bid prepared by the bidder shall comprise of

I. The Technical bid

II. Financial bid

(I) The Technical Bid shall contain the following documents. The documents shall be arranged in the same order as mentioned below with the checklist being on the top

(a) The check list (as per annexure-IV).

(b) Authorization letter for attending the bid opening (format-Annexure-II)

(c) Bid Security in the form of bank draft for Rs. 10000/- (As per Section I)

Clause by clause Compliance in the form of signing & stamping all the pages of the Tender Notice F. No. - F. No. –IT Cell/AMC/41 /2020-21 and 21-22/Date- 20/01/2021 by Bidder or Authorized person/persons

(d) Certificate from CA Regarding Annual Turnover of more than 5 Lakh from AMC/ IT assets service business for last two years. (as per Para 2 (d) of Section II)

(e) Valid Income Tax Clearance Certificate/ Income Tax Return with PAN.

(f) Copies of GST Registration

(g) Certificate of Incorporation / Firm Registration Certificate as the case maybe

(h) Article of Memorandum of Association / proprietorship deed certificate as the case maybe.

(i) Experience of maintaining at least 100 PCs & Peripherals for more than two years in Central/state Department/ministries or government undertaking (as per Para 2 (b) of Section II)

(j) Current work order copy of providing similar services to at least 2 Govt./PSUs of same capacity (as per Para 2 (c) of Section II)

(k) List of certified Engineers (as per Para 9 of Section IV)

(l) ISO Certification related to AMC Services.

(II) The Financial Bid shall contain:

(a) The check list [as per annexure-V]

(b) BID APPLICATION CUM DECLARATION FORM as per Annexure-I

(c) Price Schedule [as per Annexure-III]

Note: All the documents submitted (whether original or photocopy) in the bid must be legible, otherwise the bid is likely to be rejected.

6. **BID FORM:** The bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the Bid Documents (vide Annexure I to Annexure V).

7. **BID PRICES**

I. The bidder shall give the total composite price inclusive of all taxes & levies and the price need to be individually indicated against each item it proposed to maintain under the contract as per price schedule given in annexure-III. The offer shall be firm in Indian Rupees.

II. The Rates quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non-responsive and rejected.

III. The price approved by the O/o DGA(C) Kolkata for award of AMC will be inclusive of all taxes and levies.

8. **DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATIONS:** The bidder shall furnish, as part of his bid documents establishing the bidder's eligibility, all the following documents or whichever is required as per terms and conditions of bid documents.

   i) Certificate of incorporation/ Registration of Firm Certificate.

   ii) Articles of Memorandum of Association or proprietorship deed of the company.

   iii) Valid Income Tax Clearance Certificate / Income Tax return with PAN.

   iv) Certificate of Annual Turnover of more than Rs. 5 Lakh from AMC / IT Assets Service Business (for last 2 years) duly certified by Company Secretary/Chartered Accountant.

   v) Currentworkordercopyofprovidingsimilarservicesto at least 2otherGovt. /PSUs of same capacity.

   vi) ISO Certification related to AMC Services.

9. **DOCUMENTS ESTABLISHING GOODS CONFORMITY TO BID DOCUMENTS:** The documentary evidence of services in conformity with the Bid Documents may be in the form of literature and data. The bidder shall furnish a clause-by-clause compliance of Technical specifications and commercial conditions demonstrating substantial responsiveness to these in the form of signing & stamping of all the pages of the original bid. In Case of deviations a statement of deviations and exceptions to the provision of the Technical Specifications and commercial conditions shall be given by the bidder. A bid without clause-by-clause compliance of Technical specification (Section-II) and commercial Conditions (Section-III) and Schedule of requirements (Section-IV) shall not beconsidered.

10. **BID SECURITY:** The Quotations should be accompanied with an EMD of Rs. 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft issued by any Scheduled Commercial Bank drawn in favor of "Deputy Director (Administration), Office of the Director General of Audit (Central), Kolkata" payable at "Kolkata" without which the quotations will not be considered. The Bid security (without interest) will be returned to all but the successful tender after the award of the contract.

    The bid security may be forfeited:

    (a) If a bidder withdraws his bid during the period of bid validity specified by the bidder on the Bid form

    Or

    (b) In the case of a successful bidder, if the bidder fails, (i) to sign the contract (ii) to furnish performance security or (iii) if the bidder is found to have given false/incorrect certificates.

11. **PERIOD OF VALIDITY OF BIDS:** Bid shall remain valid for 90 days after the date of opening of Technical Bid. A bid valid for a shorter period shall be rejected by this office as non-responsive.

12. **FORMAT AND SIGNING OF BID**: The bidder shall prepare the Technical and Financial bids separately. The copy of the Bid shall be typed or printed and shall be numbered consecutively and signed by the bidder or a person or persons duly authorized by the bidder. The letter of authorization shall be submitted in written power-of-attorney accompanying the bid. All pages of the bid shall be signed & stamped by the person or persons authorized for signing the bid. The bids submitted shall be sealed properly. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person(s) authorized for signing the bid.

C. SUBMISSION OF BIDS

13. SEALING AND MARKING OFBIDS:

i) The bidders shall seal the technical and financial bids in separate envelopes and keep them in a bigger sealed envelope. The Technical Bid shall bear the name "TECHNICAL Bid of Tender No.IT Cell/AMC/41 /2020-21 and 21-22/" on the envelope, while the financial Bid shall bear the name "FINANCIAL Bid of Tender No. IT Cell/AMC/41 /2020-21 and 21-22/"on the envelope for avoiding any mismatch. The Technical and Financial bid should contain documents as laid down in clause 5 of section II.

ii) The bigger sealed envelope, containing Technical and Financial bids in separate sealed envelopes, shall be addressed to: **Dy.Director (Administration), Office of the Director General of Audit (Central), G.I. Press Building, 8, Kiran Shankar Roy Road, Kolkata – 700001** and send by post/hand so as to reach latest by **12/02/2021**at **13.00 pm**.

iii) If the envelope is not sealed and marked as required at Para 13 (i) & (ii) the bid shall likely be rejected.

iv) Bids must be received by this office at the address specified under Para 13 (ii) not later than the prescribed time on due date.

v) This office may, at its discretion, extend the deadline for the submission of the bids.

14. **LATE BIDS:** Any bid received by this office after the deadline for submission of bids prescribed by this office, shall be rejected and returned unopened to the bidder.

D. BID OPENING AND EVALUATION

15. **OPENING OF BIDS:** The Technical bid shall be opened by Purchase Committee in the presence of bidders or his authorized representatives who choose to attend on opening date and time. A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.

16. **TECHNICAL EVALUATION / TECHNICAL BIDOPENING:**

i) Purchase Committee shall evaluate the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order as per the checklist given at the last.

ii) Prior to the financial Bid opening, pursuant to clause 17, Purchase Committee will determine technical qualification of each technical bid to the Bid documents. For purposes of these clauses, a technically qualified bid is one, which conforms, to all the terms and conditions of the Bid Documents without requirement deviations. Purchase Committee's determination of bid's technical qualification is to be based on the contents of the bid itself without recourse to extrinsic evidence.

iii) A bid determined as technically non-qualified, will be rejected by Purchase Committee and shall not subsequently qualify for the financial bid opening.

17. **FINANCIAL EVALUATION/ FINANCIAL BID OPENING OF TECHNICALLY QUALIFIED BIDDERS:**

i) Purchase Committee shall open financial bids and evaluate the bids previously determined to be technically qualified pursuant to clause 16. Only technically qualified successful bidders or his authorized representatives would be called to attend opening of financial bids. The financial bids of non qualified technical bidders shall not be opened.

ii) Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by Purchase Committee. If there is a discrepancy between words and figures, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.

iii) The evaluation shall be done on L-1 vendor of total package cost of all the items/services. The comparison for evaluation shall be of price of the goods offered inclusive of all Taxes and levies.

18. **AWARD OF CONTRACT:** Purchase Committee shall consider placement of orders for the AMC on that bidder whose offers have been found technically, commercially and financially acceptable.

19. **PERFORMANCE SECURITY DEPOSIT**: The successful bidder (whose tender is accepted) shall furnish a Performance Security Deposit in form of Bank Guarantee from an Indian Nationalized Bank within 15 days from the award of AMC Contract, which shall be equal to 10% of the contract value. No claim shall lie against the Government/Department/Office in respect of erosion in value of interest on the amount of Security Deposit. (Valid up to ***31.05.2022***). EMD will not be refunded and payment will not be made till the firm deposits Performance Security.

20. **RIGHT TO VARY QUANTITIES AT TIME OF AWARD:** This Office reserves the right at the time of award of contract or during the continuance of the contract to decrease or increase the quantity of items offered for AMC on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and services specified in the schedule of requirement without any change in unit price for similar configured items on the same terms and conditions.

21. **RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:** This Office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the this office's action.

23/12/21

Senior Audit Officer / I.T.Cell
Ph. 033-2254 0221 (extn: 208 or330)

SECTION – III

GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT

1. The General Conditions shall apply in contracts made by this office for the AMC services rendered by the bidder. The services provided under this contract shall conform to the standards prescribed in the schedule of requirements as mentioned in **Section-IV**.

2. **PERFORMANCE SECURITY DEPOSIT**: The successful bidder (whose tender is accepted) shall furnish a Performance Security Deposit in form of Bank Guarantee from an Indian Nationalized Bank within 15 days from the award of AMC Contract, which shall be equal to 10% of the contract value. No claim shall lie against the Government/Department/Office in respect of erosion in value of interest on the amount of Security Deposit. ***(Valid up to 31.05.2022)***.

3. **INSPECTION & WARRANTY:** If any spares/ equipment or any part thereof supplied by the AMC vendor is found defective the same shall be got replaced from an outside source and the cost of any such replacement shall be paid by AMC Vendor. The contractor shall provide the warranty for one year that items supplied/replaced shall be new and free from all defects and faults in material.

4. **PAYMENT TERMS:** The payment will be made through E-payment on completion of each quarter after receipt of bills.

5. **DELAYS IN THE AMC VENDOR'S PERFORMANCE**: Delay in performance of services shall attract penalty for the AMC vendor in accordance with clause 23 of section-IV.

6. **TERMINATION FOR DEFAULT**: The competent authority of this office reserves the right to terminate the maintenance contract in full or part of the contract at any time, if service is found unsatisfactory or without assigning any reason by serving one month's notice. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contract or for maintenance service already performed in terms of the contract, the same would be paid to him as per the contract terms on pro-rata basis. This office also reserves the right to deduct the amount from contractor's payment if any negligence of works occur or found.

7. All disputes and differences arising out or in connection with this tender/contract shall be subject to the exclusive jurisdiction of courts at Kolkata and will be interpreted under Indian Law.

Sd/- _____
Senior Audit Officer / I.T.Cell

Ph. 033-2254 0221 (extn: 208 or330)

SECTION – IV

SCHEDULE OF REQUIREMENTS

1. This Schedule of requirement shall supplement the 'Instruction to the Bidder' as contained in section II & General (Commercial) Condition of the Contract as contained in Section III and wherever there is a conflict, the provision herein shall prevail over those in Section II and Section III.

2. Systems have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and software (including power cords with plugs and printer cables, 9 to 25 pin converter, speakers, power adaptors/converters, internal PCI cards), and other equipment, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.

3. The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp and Section Name. Further, the firm should install their own software in this office for call logging.

4. The AMC vendor shall do the comprehensive maintenance of all the items as specified in section V. The consumable items like CD/Floppies, Ribbons, toner, Cartridges; Cassettes, batteries, adaptor shall not be covered under this contract. Consumable items listed herein and antivirus packages for removal of virus shall be provided by this office. **In addition to these, the AMC provider will arrange to repair (without any extra cost) the items installed in the office of the DGA(C), Kolkata and which are not covered under Section V due to any reason, however spares for such items, if any, shall be provided by this office**.

5. The AMC includes removal of virus, software patch updating, HDD crash recovery, data backups, system administration (software installation and other system maintenance), network administration (maintenance of servers) software support/troubleshooting to keep the system fully operational. **The AMC includes providing virus free computer environment in DGA(C).**

6. AMC includes maintenance of Intranet/Internet/Anti-Virus Servers/Domain Servers (Active Directory/Wireless Networks/UTMs (Cyberoam)/Switches/Routers/Network Attached Storage (NAS)/data backup devices and Network etc.

7. On-site preventive and break-down maintenance of PCs and peripherals at Main Office Building , Kolkata and at places in Kolkata (Custom House , Ayakar Bhawan Poorva , Ayakar Bhawan-Esplanade and other places as situation arises (in Kolkata)) is to be done where the above equipment are installed from time to time. Adequate inventory of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (excluding Network Cables), etc. must be kept in stock in advance by the contractor at CCI.

8. Maintenance includes Maintenance of Conference / Training Room devices like Projector, Speaker and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, also Antivirus Security Software support.

9. The service provider will replace necessary parts, with equivalent or updated / branded parts and deviation, if any, from terms and conditions will not be entertained.

10. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of the firm.

11. **Server & Network Management Services**- Hardware / Software servicing / maintenance of Server and LAN (Network): The AMC vendor shall provide comprehensive maintenance services, including labor, repair and replacement of the faulty parts, for Servers in order to keep the equipments in good working condition and also provide Hardware / Software servicing.

12. **The DGA(C) will be free to relocate the service engineers between its offices.**

13. Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine, the same shall be replaced with Hard Disks of SEAGATE/ HP make of the same or higher capacity. Similarly if any motherboard goes faulty / burnt/damaged by any other reason it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, Modem, mouse and Ethernet Cards, PC Switches etc. should be kept in sufficient numbers as standby by the AMC vendor for supply to this office free of cost as a replacement against faulty ones.

14. Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub-assemblies of the whole unit on a like-by-like or later version basis will be

permissible and the replacement of such assemblies should be done with the written approval of maintenance In-charge of this office. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

15. Routine cleaning of all the PCs and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc. This shall not be necessary in last month of the quarter, because routine cleaning of PCs shall be carried out under the preventive maintenance schedule to be executed as detailed in Para 14 above.

16. Provision of Resident Engineers (Software & Hardware)/ Helpers/ Help Desk for AMC and cleaning/ preventive maintenance of Computers Systems:-

Sl.No.	Engineers	No.	Minimum Qualification	Job Profile
1	IT - Software Development	1	B-Tech (4 Years) or Post Graduate Degree in Computer Science / Information Technology / Computer Application **or** Graduate having passed DOEACC 'B' level	MS-Access / Oracle based Computer Programming, Maintenance of NAS Device, OMR Software, LAN and Servers etc.
2.	Hardware Engineer cum Printer Expert	3	Bachelor's degree in any disciplines with NIELIT CHM-A level / CCNA / MCSE / A+ (50% marks in aggregate) **Or** B-Tech (4 Years) or Post Graduate / Master Degree in Computer Science / Computer Application / Electronics & Communication	Maintaining and operating LAN and WAN, all Computer Hardware & Peripheral including installation of System and Application software etc.

I. All the Engineers shall be deputed specifically for AMC of Computer Systems and Printers. The duty hours for the System Engineers shall be from 9:30 Hrs to 18:30 Hrs (Monday to Friday). The Engineers may be required to stay beyond office hours occasionally without any allowances/ overtime from this office.

II. Attendance of all the engineers shall be done in the office premises in the prescribed format by the IT CELL

III. No outsiders will be allowed to visit the office premises without prior permission if competent authority and to sign the register for their purpose of visit

IV. No intrusion with camera and data theft through mail in the office premises

V. Video conferencing – One personal shall be booked for the entire conference and no hindrance from the vendor on the pre scheduled conference

17. **Periodic change of engineers by the firm will not be permitted**. However, the resident service engineer shall have to be replaced by the firm immediately without any extra charges if found incompetent by this office. In case, the deployed Resident Engineers could not attend the office, suitable replacement may be arranged well in advance with prior intimation to the undersigned.

18. The Service Engineers provided by the Contractor shall not be changed frequently. Only one change will be permitted during the year. For any subsequent changes a penalty of Rs. 5000/- would be payable, However if found incompetent by DGA(C), the service engineer will be changed by the Contractor.

19. The Contractor and the resident personnel shall follow the system of monitoring the work and attendance of the service personnel as stipulated by DGA(C).

20. In the absence of any engineer/personnel, it shall be the responsibility of the Contractor to depute another competent and experienced engineer during the period of absence of the designated engineer/personnel.

21. Additional engineer may be deputed at DGA (C) whenever there are more complaints to rectify the equipment within the stipulated response time.

22. The Comprehensive AMC includes formatting of computer, note book, data recovery and re-installation of drivers including the software used in the office and covers repair and free replacement of all spare parts of the Computer / Laptop / Printer / Scanner / LAN (including HUB, Switch etc. and Software Maintenance)/UPS etc. including damage/broken parts excluding consumables like ribbon, cartridge, tonners, adaptor etc.

23. The resident engineers deployed shall be responsible for preventive and corrective maintenance of all peripherals, accessories and existing LAN setup. Any complaint will

have to be attended within one (1) hour of logging time. If any faulty system is not repairable within 48 hours from the time of reporting of fault, a stand-by/back-up support of the faulty system shall be provided immediately. If the firm fails to make the system working by any of the two options, penalty of Rs. 100/- (Rupees One Hundred only) will be imposed per working day per system (i.e. Desktop, Laptop, Printer etc. alone) after the next two working days (i.e. 48 hours) of the booking of the fault. Fault booked will be treated as rectified only if the AMC Contractor gets satisfactory report from the user on the date of rectification.

24. In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.

25. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and/ or penalty in accordance with 23 above shall be imposed from the first date of the fault booking.

26. It should be ensured by the AMC contractor before installing any software in the PCs that it is a licensed version of the original software. Unauthorized/ unlicensed software should not be installed in the PCs.

27. After expiry of the contract all the machines are to be handed over by the outgoing AMC vendor to the new AMC vendor within 7 working days of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the maintenance and to be produced along with the final claim of the AMC charges. The faults pointed out by new AMC vendor during the inspection before takeover of the Computer systems are to be rectified within next one working day by the outgoing AMC vendor, and any further delay in rectification of faults thus pointed out shall make him liable for imposition of penalty as per Tender terms and conditions applicable to outgoing AMC vendor. Failure to handover all the machines after 7 days will attract penalty at the rate of Rs. 100 per day per machine not handed over. In that case final payment due to the contractor will be released only after satisfactory handing over the machines.

28. This Office reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with this office. This Office also reserves the right to blacklist a bidder for a suitable period in case if he fails to honor his bid without sufficient grounds.

29. Bids shall be evaluated as per package AMC cost given by bidder in price schedule. Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.

30. Bidders may inspect this office, if feels necessary before applying for tender.

3/2/21

Senior Audit Officer / I.T. Cell
Ph. 033-2254 0221 (extn:330)

LIST OF COMPUTER AND Its PERIPHERALS Etc			
SL.NO.	**Equipment**	**Make & Model**	**No of Devices**
1	**DESKTOP**	Dell- Vostro 230-Core 2 Duo	8
		Dell- 390 OS-CORE i3	49
		Dell- Inspiron-Core i5	11
		HP- HP 8300	94
		HP- 406-G1	41
		HP- ProDesk 600 G2 MT	11
		TOTAL DESKTOP	**214**
2	**LAPTOP**	ACER-Eachine	37
		HP-430	67
		HP-240	24
		ACER-TravelMate P249-G2-M	72
		TOTAL LAPTOP	**200**
3	**PRINTER**	HP Pro M 202 DW	26
		HP CP 1025	3
		HP LaserJet- 1007	23
		HP LaserJet-DND 2055 N	4
		HP LaserJet- 1136	1
		HP LaserJet-1020	3
		HP LaserJet- CP 2025 DN	1
		HP LaserJet- 2014	2
		HP LaserJet- M 252	4
		HP LaserJet- M 128FN	6
		HP LaserJet-M 202 N	6
		TVS- PR 45	1
		TOTAL PRINTER	**80**
4	**SCANNER**	HP-ADF 5590	5
		HP- 2410	1
		HP-G3110	1
		CANON- P 201	61
		CANON- LiDE 120 IN	12
		TOTAL SCANNER	**80**
5	**UPS**		
		BETTER POWER 5KVA Online	1
		BETTER POWER/ MICROTECH/APC/ FRONTECH/HCL/BITEC	119
		TOTAL UPS	**120**
6	**SERVER**	DELL-Mid Range- Power Edge-T410	1
		TOTAL SERVER	**1**
7	**PROJECTOR**	SONY- VPL EW 246	1
		SONY- VP LEX 175	1
		TOTAL PROJECTOR	**2**
8	**LAN**	HUB/SWITCH/SOFTWARE MAINTENANCE	250
		TOTAL LAN	**250**

ANNEXURE-I

BID APPLICATION CUM DECLARATION FORM

(on bidder's letter head)

To,
The Deputy Director (Administration)
Office of the Director General of Audit (Central)
G.I. Press Building,
8, Kiran Shankar Ray Road, Kolkata – 700001

Dear Sir,

With reference to your tender notice No- ……..**Dated.....** , I am to submit my tender documents for **Comprehensive Annual Maintenance Contract for Computer / Server / Laptop / Printer / Scanner / LAN (including HUB, Switch etc.)/UPS from 15th February 2021 to 14th January 2022 along with annexure of Tender Notice.**

Declaration:

1. I/We, the undersigned affirm and certify that I have examined the terms & conditions mentioned in the Tender Notice and agree to abide by all the terms and conditions laid therein; which are being signed in token of my acceptance.
2. The rates quoted by me/us are valid for 90 (Ninety) days from bid opening and binding upon me for the entire validity period and it is certified that the rates quoted are minimum and rational as per existing market rate.
3. If our Bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the Contract.
4. Until a format Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us
5. I/We hereby undertake to execute the work as per direction given in the tender document within stipulated period. In case, I fail to abide by any terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.
6. I/We understand that you are not bound to accept the lowest or any bid, you may receive.

Date- Signature of Bidder (s)

Telephone No.-

Fax No.-

Email Address-

ANNEXURE-II

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Subject: Authorization for attending bid opening on ---------- (date) in the tender of ----------.

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of ---------- (Bidder) in order of preference given below.

Order of Preference	Name	Specimen signature
I		
II		

Signatures of bidder (s) with seal

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In case where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative is not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Comprehensive Annual Maintenance Contract for Computer / Server / Laptop / Printer / Scanner / LAN etc. from 15th February 2021 to 14th January 2022 **ANNEXURE-III**

SL.NO.	Equipment	Make & Model	No of Devices	AMC CHARGES PER UNIT	Total Amount
1	**DESKTOP**	Dell- Vostro 230- Core 2 Duo	8		
		Dell- 390 OS-CORE i3	49		
		Dell- Inspiron-Core i5	11		
		HP- HP 8300	94		
		HP- 406-G1	41		
		HP- ProDesk 600 G2 MT	11		
		TOTAL DESKTOP	**214**		
2	**LAPTOP**	ACER-Eachine	37		
		HP-430	67		
		HP-240	24		
		ACER-TravelMate P249-G2-M	72		
		TOTAL LAPTOP	**200**		
3	**PRINTER**	HP Pro M 202 DW	26		
		HP CP 1025	3		
		HP LaserJet- 1007	23		
		HP LaserJet-DND 2055 N	4		
		HP LaserJet- 1136	1		
		HP LaserJet-1020	3		
		HP LaserJet- CP 2025 DN	1		
		HP LaserJet- 2014	2		
		HP LaserJet- M 252	4		
		HP LaserJet- M 128FN	6		
		HP LaserJet-M 202 N	6		
		TVS- PR 45	1		
		TOTAL PRINTER	**80**		
4	**SCANNER**	HP-ADF 5590	5		
		HP- 2410	1		
		HP-G3110	1		
		CANON- P 201	61		
		CANON- LiDE 120 IN	12		
		TOTAL SCANNER	**80**		
5	**UPS**				
		BETTER POWER 5KVA Online	1		
		BETTER POWER/ MICROTECH/APC/ FRONTECH/HCL/BITEC	119		
		TOTAL UPS	**120**		
6	**SERVER**	DELL-Mid Range- Power Edge-T410	1		

		TOTAL SERVER	**1**		
7	**PROJECTOR**	SONY- VPL EW 246	1		
		SONY- VP LEX 175	1		
		TOTAL PROJECTOR	**2**		
8	**LAN**	HUB/SWITCH/SOFTWARE MAINTENANCE	250		
		TOTAL LAN	**250**		
9	**GRAND TOTAL**		**944**		

ANNEXURE-IV

CHECK LIST and the order in which the documents are to be submitted for the Technical Bid

Please check whether all the below mentioned Documents have been enclosed along with tender documents. The documents to be submitted in descending order with item no. 1 on top of all. Please also mention the page no. of the Technical Bid where these documents are given.

Sl. No.	Documents (Please refer to clause 5.1 of Section II for filling this Checklist)	Page No.
1.	Authorization letter for attending the bid opening (format-Annexure II)	
2.	Bid Security in the form of bank draft for Rs. 10000/- (As per Section I)	
3.	Clause by clause Compliance in the form of signing & stamping all the pages of the Tender Notice F. No. -ITCell/AMC/41/2020-21 and 21-22/ Date- 22/01/2021 by Bidder or Authorized person/persons	
4.	Certificate from CA Regarding Annual Turnover of more than 5 Lakh from AMC/ IT assets service business for last two years. (as per Para 2 (d) of Section II)	
5.	Valid Income Tax Clearance Certificate/ Income Tax Return with PAN.	
6.	Copies of GST Registration	
7.	Certificate of Incorporation / Firm Registration Certificate as the case may be	
8.	Article of Memorandum of Association / proprietorship deed certificate as the case may be.	
9.	Experience of maintaining at least 100 PCs & Peripherals for more than two years in Central/state Department/ministries or government undertaking (as per Para 2 (b) of Section II)	
10.	Current work order copy of providing similar services to at least 2 other Govt./PSUs of same capacity (as per Para 2 (c) of Section II)	
11.	List of certified Engineers (as per Para 13 of Section IV)	
12.	Other Documents as per this NIT (Please Specify)	

Bidder to ensure:

A. That all pages have been stamped and signed by the authorized Person(s).

B. That all the pages submitted have been numbered.

C. That all the documents are legible.

ANNEXURE-V

CHECK LIST and the order in which the documents are to be submitted for the Financial Bid

Sl. No.	Documents (Please refer to clause 5.2 of Section II for filling this Checklist)	Page No.
1.	BID APPLICATION CUM DECLARATION FORM as per Annexure -I	
2.	Price Schedule as per Annexure-III	