



भारतीय लेखा तथा लेखा परीक्षा विभाग
महानिदेशक, लेखा-परीक्षा का कार्यालय, केंद्रीय, कोलकाता
INDIAN AUDIT & ACCOUNTS DEPARTMENT
Office of the Director General of Audit, (Central), Kolkata
8, Kiran Shankar Roy Road, Kolkata- 700001



No.- IT Cell/AMC/41/14-15/84

Date- 24/03/2015

NOTICE INVITING TENDER

Subject: - Comprehensive Annual Maintenance Contract for Computer / Server / Laptop / Printer / Scanner / LAN (including HUB, Switch etc.) for the year 2015-16.

1. Office of the Director General of Audit (Central), Kolkata invites sealed quotations in the enclosed annexure for **Comprehensive Annual Maintenance Contract** for Computer / Server / Laptop / Printer / Scanner / LAN (including HUB, Switch etc.) for the year 2015-16 i.e. [01/05/2015 to 31/03/2016](#). The term "Comprehensive" means repair and replacement of all parts and no payment towards repair or replacement of any part excluding body of the equipments will be paid.
2. 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 will be returned to all but the successful tenderer after the award of the contract.
3. The intending bidders should have minimum of three years experience in IT related Hardware Sales and AMC field, duly supported by documentary evidence in support of their competence and goodwill (**must enclose last three year performance and goodwill certificate**). The firm should have adequate qualified manpower having experience in the field.
4. The intending bidder should be registered with the Income Tax, Service Tax Department. Supporting documents viz. copies of VAT Registration, Income Tax Registration (PAN) and Service Tax Registration shall be required to be submitted with the bid.

5. **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 contract period**)
6. The AMC includes formatting of computer, note book, data recovery and re-installation including the software used in the office and covers repair and replacement of all spare parts of the Computer / Laptop / Printer / Scanner / LAN (including HUB, Switch etc.) excluding body of the equipments and consumables like ribbon, cartridge, tonners.
7. For preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis. Failure of this will lead to deduction of 25% of the performance guarantee which will be kept with this office.
8. Two resident service engineers and a Printer Experts having suitable qualifications and adequate experience to repair Computers/Laptop/Printer/Scanner etc will have to be deployed by the firm. The engineer should have a Diploma/Degree/BCA in Computer Science/Information Technology and a minimum working experience of three years in his field. The scope of work covers deployment of maintenance engineer at the Department from 9:30 AM to 6:30 PM on all working days. In case of exigencies, Service Engineers/Technicians must be available on call throughout the week and also on weekend and beyond office hours. The resident engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals and accessories. 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.
9. The competent authority of this office reserves all rights to reject any bids/contract including of those bidders who fail to comply with instruction without assigning any reason whatsoever and does not bind itself to accept the LOWEST or any specific bids.
10. **Payment:** The payment will be released on a quarterly basis after satisfactory completion of service rendered by AMC Vendor.
11. The competent authority of this office reserves the right to terminate the maintenance contract at any time without assigning any reason. 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.

12. Interested parties/firms may submit their quotations duly complete in the prescribed manner as per Annexure and signed in sealed cover and superscripted as "QUOTATION FOR AMC FOR COMPUTERS" addressed to the Deputy Director (Administration), Office of the DGA (Central), G.I.P. Press Building, 8, Kiran Shankar Ray Road, Kolkata - 700001, and send by post/hand so as to reach latest by **16/04/2015** at **14.00 Hours**. The quotations will be opened at **15.00 Hours** on the same day. Authorized representative of the participating firms may be present at the time of opening of quotation, if so desired.
13. 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.



(P. Satish Kumar)
Senior Audit Officer (IT Cell)

Annexure

S. No.	Items	Present System for AMC	Rate per annum per unit (inclusive of all taxes and salary of Resident Engineers/Technician)
1	<u>COMPUTER</u> Core 2 Duo-8 Core i3-49 Core i5-11	68	
2	Mid Range Server	1	
3	<u>LAPTOP</u> Core i3-67 Intel Dual Core-33	100	
4	<u>PRINTER</u> Laser Jet-21 Desk Jet-02 TVSC-01 Business Label-01	25	
5	<u>SCANNER</u> HP ADF5590-12 HP G3110-01 HP 2410-02	15	
6	<u>LAN</u> (including HUB, Switch etc.) & Software Maintenance	250 points	
Aggregate Total			

Note: Rates lowest in aggregate will only be considered lowest for consideration for AMC.

[O N B I D D E R ' S L E T T E R H E A D]

BID APPLICATION CUM DECLARATION FORM

To

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

Sir,

With reference to your tender notice No- í í í í í í í í í ..**Dated-** í í í í í ,
I am to submit my tender documents for **Comprehensive Annual Maintenance Contract for Computer / Server / Laptop / Printer / Scanner / LAN (including HUB, Switch etc.) for the year 2015-16 along with annexure of Tender Notice.**

Declaration: I, the undersigned affirm and certify that I have gone through 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. The rates quoted by me/us are valid 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. I hereby undertake to execute the work/supply order as per direction given in the tender document within stipulated period. In case, I fail to abide by the 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.

Yours Faithfully

Signature of Bidder (s)

Name of the Firm-í í í í í í í í í í í í

Name of the Proprietor-í í í í í í í í í í í í

Enclosures:

1. Annexure
2. Copy of PAN Card/VAT/CST/Service Tax Certificate etc.