


Office of the Pr. Accountant General (Economic & Revenue Sector Audit), West Bengal
3rd MSO Building, CGO Complex, DF Block, 5th Floor, Sector-I,
Salt Lake City, Kolkata - 700 064

No. EDP SC/AMC/Vol-V/454

Date: 01.04.2019

NOTICE INVITING QUOTATION
for Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers,
Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN System

1. The Sr. Deputy Accountant General (Administration) on behalf of the office of the Principal Accountant General (Economic & Revenue Sector Audit), West Bengal, 3rd MSO Building, CGO Complex, DF Block, 5th Floor, Sector-I, Salt Lake City, Kolkata - 700 064, under Indian Audit & Accounts Department headed by the Comptroller & Auditor General of India, New Delhi, invites sealed bid quotations in two-Bids viz., (i) '**Technical Bid**' and (ii) '**Financial Bid**' from reputed and experienced Indian firms/companies/organisations located in Kolkata, West Bengal for furnishing their quotations/item-wise rates for the Comprehensive Annual Maintenance Contract (AMC) services for Desktop Computers, Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN System installed in the above mentioned office.
2. The interested bidders (firms/companies/organisations) shall apply in the prescribed application form (**Annexure I**) duly completed in all respect and signed by the authorised signatory subject to the adherence of the Terms and Conditions as specified in '**Annexure II**'. They shall furnish the Technical and Financial Bid documents as per **Annexure III & IV**, respectively, in two separate sealed covers superscribing "**Financial Bid**" and "**Technical Bid**" on the envelopes along with EMD as mentioned in the Terms and Conditions. The entire set of documents may be submitted in a separate sealed cover envelope superscribing '**Quotation for Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN System**' and sent either by Registered Post or by Courier Service or in person at the above address on or before **22.04.2019** positively. The bidders may submit the quotations in the Tender Box placed in front of the chamber of Sr. Audit Officer (Record) of this office up to 1500 hrs. on **22.04.2019**.
3. The quotation received after due date and time will not be accepted in any circumstances. The bid documents will be opened at 1530 hrs. on **22.04.2019** before Sr. Deputy Accountant General (Administration). The Bid documents/quotations sent by 'Fax/ E-mail will not be accepted.
4. For any query, one may contact Sr. Audit Officer (EDP SC) (033-2358-6886, Extension - 213) or Assistant Audit Officer (EDP SC) (033-2358-6886, Extension -223)
5. The details of this NIQ is available in composite official website at www.agwb.cag.gov.in and <https://eprocure.gov.in/epublish/app>.


Sr. Deputy Accountant General (Administration)
Office of the Pr. Accountant General
(Economic & Revenue Sector Audit), West Bengal,
3rd MSO Building, CGO Complex, DF Block, 5th Floor,
Sector-I, Salt Lake City, Kolkata-700 064
Telephone No. 033-23347856, Fax: 033- 2334 7854
E-mail: aglbawestbengal@cag.gov.in

APPLICATION LETTER

(Specimen)

To

The Sr. Deputy Accountant General (Administration),
Office of the Pr. Accountant General (Economic & Revenue Sector Audit), West Bengal,
3rd MSO Building, CGO Complex, DF Block, 5th Floor,
Sector-I, Salt Lake City, Kolkata-700 064.

**Subject: Comprehensive Annual Maintenance Contract (AMC) for Desktop
Computers, Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN
System**

Dear Sir,

In response to your Notice Inviting Quotation vide No. EDP SC/AMC/Vol-V/454 dated 01.04.2019 on the subject cited above, I/We, the undersigned Bidder(s), has/have submitted both the Bid documents (Technical and Financial) as per Annexure III & IV, having acquired the requisite information related to the above stated maintenance contract after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender invited by the Sr. Deputy Accountant General (Administration) on behalf of the Pr. Accountant General (Economic & Revenue Sector Audit), West Bengal, 3rd MSO Building, CGO Complex, DF Block, 5th Floor, Sector-I, Salt Lake City, Kolkata - 700 064. I/We, the undersigned hereby accept the offer of **Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN System** installed in your office strictly in accordance with the terms and conditions as indicated by you in the said document.

I/We do hereby declare that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I/We also agree to submit the bill on quarterly basis as per agreed terms and conditions.

I/We do hereby declare that Our Firm / Company / Agency is not blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or any other Govt. Organization.

I/We understand that the competent authority reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons.

I/We also understand that the competent authority reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking you,

Yours faithfully,

Date :

Place :

Signature :

Name (in Block Letters) :

Seal of the Firm/Company/Agency :

Terms and Conditions for Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Printers, UPSs, Scanners, Projectors, Server and LAN System:

1. Scope of Works: -

(i) The general scope of work includes the maintenance of hardware and software, and is also applicable to Linux/Windows operating systems. The software maintenance includes loading/reformatting of software/discs with software like Windows, LINUX, Microsoft Office, Internet Explorer, Google Chrome, Mozilla Firefox, Opera, Outlook Express, data retrieval and installation / removal of any other software purchased by this office from time to time. It also includes removal of virus and re-installation of software, if corrupted and support for users and troubleshooting of commercial software packages mentioned above.

(ii) The successful bidder shall be responsible for providing maintenance support of the Antivirus supplied by the office and its regular updation to ensure a virus free IT environment in the office.

(iii) The bidder will depute full time experienced and qualified Resident Engineer holding diploma with 03 years' experience or engineering degree in IT field with 01 years' experience in the field of maintenance of IT hardware and peripherals. The Resident Engineer engaged by the successful bidder should have valid photo Identity Card of the employer and he shall be responsible to take up any reported fault promptly as and when necessary on all working days from 10:00 a.m. to 6:30 p.m. (Monday to Friday) or beyond office hours as per requirement. Provision for availability of Service Engineers on Saturdays, Sundays or other holidays should also to be made in case of emergency. In case of absence of regular Resident Engineer for any reason, suitable replacement should be provided by the successful bidder for the particular day.

(iv) The Resident Engineer deployed, shall be responsible for preventive and corrective maintenance of all the IT hardware & peripherals and accessories mentioned under schedule of quantities (Annexure V). **In addition to these, minor problems (except hardware replacement) of warranty items shall be sorted out by the Resident Engineer himself. If there is any major complaint/defect on any warranty items, then only the warranty engineer will attend the problem. Follow-up action shall be taken up with the "OEM (Original Equipment Manufacturer) warranty" engineers so as to ensure the call closure at the earliest.**

(v) The Resident Engineer has to carry out the repairing works on the spot within two working days, to the satisfaction of the user. If he fails to get it repaired on spot, the item may take to the workshop of his company after arranging a replacement. The same has to be repaired and brought back to the office within seven days from the date of taking over of the equipment. If the company fails to bring back the said equipment within scheduled date, a penalty of Rs 100/- (Rupees One Hundred only) will be imposed for each day of delay. The Complaint Register maintained at EDP-SC duly signed by the user(s) should be submitted to the competent officer at EDP-SC at the end of each day showing the number of calls received, call closed and call pending etc.

2. The list of IT hardware, peripherals, accessories and any other related items along with summary of items is attached in **Annexure V**. However new equipments, purchased from time to time, after the expiry of warranty/ guarantee period, will also come under services of AMC at the same rate, terms and conditions.
3. The AMC will be comprehensive maintenance in nature which includes preventive maintenance and/or replacement of any parts of Original Equipment's Manufacturers excluding Printer Heads, UPS Batteries, Laptop Batteries, Adapters for Laptops, Printer Toner & Cartridges, LCD/LED panel for Laptops, physical damage or damages effected by rodents or insects only without extra payment for keeping the IT hardware & peripherals active and free from any defect or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/ steps to set right the malfunctioning of the systems.
4. A copy of the Notice Inviting Quotation (NIQ) should also be submitted duly signed in each page by the tenderer in token or having understood and agreed to the same.
5. **Resident engineer's salary should not be less than the minimum wages prescribed by the Department of Labour, Govt. of W.B.**
6. The bidder (firm/company/ organization) must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
7. The Bidder (firm/company/ organization) must be registered with the GST authorities.
8. The Bidder (firm/company/ organization) should have valid trade license for working in Kolkata, West Bengal.
9. The bidder (firm/company/ organization) should produce the self-attested photocopies of documents related to allocation of Registration and Trade license of the firm/company/ organization, PAN, and registration under GST authorities.
10. The Bidder (firm/company/organization) should have at least 3 years' (three) previous experience in maintenance contract of IT hardware & peripheral items with Central or State Government (Departments/Organizations/Public Sector Undertakings in Kolkata). The Bidder shall furnish necessary self-attested copies of documents in support of each qualifying criteria.
11. An undertaking to the effect that the firm/company/organisation has not been blacklisted by any government/semi government organization/statutory body/public sector undertakings, is required to be submitted with tender documents. Details of any litigation, current or during the last three years ending 31.03.2019 in which the bidder is involved, shall also be provided.
12. The Bidder must have expertise in on-site maintenance and repairing job for the listed IT hardware & peripherals & other accessories and experience in LAN troubleshooting. The repairing work will have to be carried out at the location of the equipment. In any exceptional case, where the equipment or any component is required to be taken outside the office for repairing works, an intimation/gate pass is required to be obtained from the competent authority and the firm must provide a standby arrangement for the same. Returning of the IT Assets in unserviceable conditions on the ground that parts are not available for repair will not be entertained by this office. The vendor must have to provide suitable replacement against any such irreparable item which are accepted by the bidder and put under AMC.

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13. If the tenderer fails to give proper maintenance support in any case and this office is compelled to get the work done by any open external agency / market, the total expenditure in this regard shall be recovered from the tenderer. Further, this may also entail the termination of the contract and encashment of the Performance Security furnished by the tenderer.
14. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the bidder with genuine part of same specification. All types of Keyboards, Mouse, Hard Disks, SMPSs etc. should be kept in sufficient numbers as standby by the AMC agency for supply to this office free of cost as a replacement against faulty ones.
15. The quoted rate should cover cost of all components of AMC. No hidden cost or extra charge will be involved in the rate in any circumstances. Component wise per unit rate for AMC of computers, laptops, scanners, printers, Service Engineer etc. should be mentioned in the tender. The format of rate will be as per '**Financial Bid**' (**Annexure-IV**).
16. Any request or demand for variation in quoted rates and withdrawal of tender on any ground by any bidder shall not be entertained in any circumstances.
17. The initial period of contract will be for eleven (11) months from 01.05.2019 to 31.05.2020. The rates quoted will remain in force for the full period of contract. The AMC can be extended, if so desired by the competent authority subject to the performance of the successful bidder.
18. Each bidder shall submit one quotation only.
19. The quotation should be neatly typed.
20. The rate should be quoted for each item separately in Indian Rupees only as per Annexure-IV and both in words and figures in Net amount (inclusive of all the applicable taxes). For comparing quotation of different parties, the total annual value will be considered for the fixed number of equipments taken together.
21. The competent authority reserves the right to terminate the contract at any time without assigning any reason thereof by giving one month's notice in writing.
22. The competent authority reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
23. Conditional quotation will not be accepted. Any erasure or overwriting, if found anywhere in the quotation papers, will not be entertained.
24. The tender is not transferable.
25. Quotation received late (may be due to postal delay) and/or in open condition or not meeting the terms and condition and/or incomplete in any respect are liable to be rejected.
26. No advance payment, in any case, would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made. Penalty, imposed if any, will be deducted from payments of the following quarter's bill.
27. The successful bidder shall be responsible for any loss or damage caused to any of the equipment owing to negligence or otherwise on his part and compensation will have to be paid by him as would be determined by the competent authority.
28. The Bidder shall not refuse maintenance services of any equipment offered in working hours during the currency of AMC period under any circumstances.

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29. The Bidder will not be allowed to sublet any service work (partially or entirely) to any other vendor without permission of this office.

30. An Earnest Money Deposit (EMD) at the rate of 2 (two) per cent of quoted annual rate (per item) in the form of Demand Draft on any scheduled Bank in Kolkata drawn in favour of the 'Pay & Accounts Officer (Audit), Office of the Pr. Accountant General (A &E), West Bengal, payable at Kolkata must accompany the bid documents/quotations. The bid documents/quotations received without EMD at the said rate shall not be entertained or considered in any circumstance.

31. The EMD received from other unsuccessful bidders will be refunded/ returned without interest on demand within 30 days after awarding the contract to the successful bidder. The EMD(s) so received from the unsuccessful bidders, if not claimed within the said period of 30 days, the determination of the subsequent date(s)/period for refunding/returning EMDs will be at the discretion of the Sr. Deputy Accountant General (Administration) and the date(s)/period of the same will be intimated to the unsuccessful bidders. The EMD received from successful bidder will be returned after obtaining Performance Security as per terms and conditions.

32. The successful bidder whose tender will be accepted, will have to submit Performance Security Deposit equal to 5 (five) per cent of the Annual Contract Value (refundable without interest after two months of termination of contract) in the form of Pay Order or Account Payee Demand Draft or Fixed Deposit Receipt/ Bank Guarantee from any scheduled nationalized Bank Branch in Kolkata in an acceptable form for a minimum period of one year plus 60 days thereafter, hypothecated in favour of the 'Pay & Accounts Officer, Office of the Pr. Accountant General (A &E), West Bengal, payable at Kolkata at the time of awarding of such AMC. The same may be forfeited in case of breach of contract.

33. The firm/company will prepare Logbooks for each of the equipment to be taken under the AMC and preventive maintenance with virus scanning and virus removal and special cleaning (both inside and outside) of the desktop computers including CPUs, Monitors, Laptops, Printers, Keyboards, Mouse etc. with vacuum cleaner and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. will be carried out during the last month of each quarter. Additional personnel should be deployed for cleaning and dusting of hardware items. A Preventive Maintenance Report must be submitted to EDP Support Cell (EDP-SC) of this office by 10th of every quarter, failing which the competent authority reserves the right to impose an amount of Rs. 100.00 (Rupees One Hundred only) as a penalty for each day of delay.

34. In case the successful bidder is found in breach of any condition(s) of the tender at any stage, legal action as per rules/ laws shall be initiated against him. In that case, the Performance Security Deposit submitted by him shall be forfeited after giving proper opportunity through show cause notice.

35. Immediately on award of the contract, the successful bidder would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract.

Contd...

36. In case of bunking out in the middle of the contract by the successful bidder without any explicit consent of the competent authority, the successful bidder will be liable to pay an amount as determined by the competent authority.

37. The competent authority will award the contract to the bidder who has been recommended by the Permanent Purchase Committee (PPC) of this office after scrutinizing the bid documents thoroughly.

38. The successful bidder shall submit a 'Mandate Form' (**Annexure VI**) for e-payment through Real Time Gross Settlement (RTGS) facility meant for credit clearing services provided by the banking authority.

39. In case of any dispute, the settlement will be made under the jurisdiction of the Courts of Kolkata, West Bengal.



Sr. Deputy Accountant General (Administration)
Office of the Pr. Accountant General (Economic &
Revenue Sector Audit), West Bengal, 3rd MSO Building,
CGO Complex, DF Block, 5th Floor, Sector-I, Salt Lake
City, Kolkata-700 064.

Telephone No. 033-23347856, Fax: 033 2334 7854

E-mail: aglbawestbengal@cag.gov.in

Format for Technical Bid

Sl. No.	Description	Particulars
1.	Name of the Firm/Company/Organisation	
2.	Year of establishment	
3.	Name and address of the sole Proprietor or Director of Company / Firm / Agency with contact details	
4.	Details of Registration/Trade License of the Firm/Company/Organisation (copy of Registration Certificate/Trade License to be enclosed)	
5.	Full Address of the Registered Office of the Firm/Company/Organisation with Telephone No(s)/FAX No.(s)/ E-mail id(s)/Website address, if any	
6.	Name, address and contact details of Partners, in case of partnership firm	
7.	Name, designation, address, contact details and specimen signature of the authorized signatory	
8.	Whether the firm has enclosed EMD. If Yes, mention DD/Pay Order No. & Date	
9.	Details of previous experience with Government Ministries/Department/Organization/PSUs etc. where the firm/company/organisation was undertaken computer related AMC activities during last 3 years ending 31.03.2019 (supporting documents to be enclosed)	
a.	Name and address of the Government Departments/ Organisations/PSUs/Autonomous Bodies or other similar organizations with Telephone No(s.)	
b.	Scope and Nature of the contract	
c.	Details of works executed mentioning nos. of IT Hardware and peripherals.	
d.	No. of Resident Engineers provided	
e.	Period of Contract	
f.	Contract Value (Rs. in lakh)	
10.	Details of the Service Engineer :	
a.	Name	
b.	Date of joining the Firm/Company/Organisation	
c.	Technical Qualification	
d.	Area of Specialization	
e.	Details of experiences in maintenance work of IT hardware & peripherals and name of offices where worked	
11.	Contact details of Service Center(s)/Workshop of the firm/company/organization at Kolkata	
12.	List of copies of documents enclosed	

Signature of the authorized signatory with Seal:

Name (in Block letter):

Date:

(Annexure-IV)

Format for Financial Bid

Sl No.	Name of the item	Make/ Model	Quantity	Unit Rate per item per annum (in Rs.)	Total Amount without GST (in Rs.)	Percentage of each GST	Amount of all applicable Taxes	Total Amount with Tax (in Rs.)

Signature of the authorized signatory with Seal

Name (in Block letter):

Date:

Summary of the Item

Sl. No.	Hardware Items	Qty.
Desktops (145)		
1.	Desktop with Pentium Dual Core processor	02
2.	Desktop with Intel Core 2 duo processor	17
3.	Desktop with i3 processor	73
4.	Desktop with i5 processor	53
Laptops (77)		
1.	Laptop Computer with Centrino processor	01
2.	Laptop Computer with Dual Core processor	11
3.	Laptop Computer with Core 2 Duo processor	03
4.	Laptop Computer with i3 processor	52
5.	Laptop Computer with i5 processor	06
6.	Laptop Computer with i7 processor	04
Printers (30)		
1.	Laser Network printers	19
2.	Laser Printers	06
3.	Deskjet Printers	03
4.	All in One Printers	02
UPSs (149)		
1.	UPS 600/625VA	60
2.	UPS 650VA	82
3.	UPS 1 KVA (Offline)	02
4.	UPS 1 KVA (Online)	04
5.	UPS 2 KVA (Online)	01
Scanners (73)		
1.	Scanner (Medium)	07
2.	Scanner (Heavy duty)	05
3.	Portable Handheld Scanner (Auto feed)	09
4.	Portable Handheld Rolling Scanner	52
Projectors (03)		
1.	Projectors	03
Other Items (04)		
1.	Web Speaker	02
2.	Web Camera	02
LAN System (135 Nodes)		
1.	LAN Nodes	135

[Signature]
 15/4/2019
 Sr. Audit Officer/EDP SC

MANDATE FORM

ELECTRONIC CLEARING SERVICE (CREDIT CLEARING)/REAL TIME GROSS
SETTLEMENT (RTGS) FACILITY FOR RECEIVING PAYMENTS

DETAIL OF ACCOUNT HOLDER:-

NAME OF ACCOUNTANT HOLDER	
COMPLETE CONTACT ADDRESS	
TELEPHONE NUMBER/FAX/E-MAIL	

BANK ACCOUNT DETAILS:-

BANK NAME	
BRANCH NAME WITH COMPLETE ADDRESS, TELEPHONE NUMBER AND E-MAIL	
WHETHER THE BRANCH IS COMPUTERISED?	
WHETHER THE BRANCH IS RTGS ENABLED? IF YES, THEN WHAT IS THE BRANCH'S IFSC CODE ?	
IS THE BRANCH ALSO NEFT ENABLED?	
TYPE OF BANK ACCOUNT (SB/CURRENT/CASH CREDIT)	
COMPLETE BANK ACCOUNT NUMBER (LATEST)	
MICR CODE OF BANK	

DATE OF EFFECT: -

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all of reasons of incomplete or incorrect information I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge responsibility expected of me as a participant under the Scheme.

(.....)

Date:

Signature of Customer

Certified that the particulars furnished above are correct as per our records.

(Bank's Stamp)

Date:-

Signature of Bank official

1. Please attach a photocopy of cheque along with the verification obtained from the bank.
2. In case your Bank Branch is presently is not "RTGS" enabled, then upon its upgradation to "RTGS Enabled" branch, please submit the information again in the above proforma to the Department at earliest.

Copy forwarded to (for displaying in the Notice Board) –

1. The Sr. Accounts Officer (Record), O/o the Pr. Accountant General (A & E), West Bengal, Treasury Building, Kolkata-700 001.
2. The Sr. Audit Officer (Record), O/o the Pr. Accountant General (G & SSA), West Bengal, Treasury Building, Kolkata-700 001.
3. The Sr. Audit Officer (Record), O/o the Director General of Audit (Central), G.I. Press Building, Kolkata – 700 001.
4. The Sr. Audit Officer (Admn.); O/o the Pr. Director of Commercial Audit and Ex- Officio Member, Audit Board-I, 1, Council House Street, Kolkata – 700 001.
5. The Sr. Audit Officer (Record/Admn.), O/o the Director General of Audit, 10/A, Shaheed Khudiram Bose Road, Ordnance Factories, Kol-700001.
6. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director of Audit, (Scientific Department), Kolkata Branch, 2nd M.S.O. Building, 6th floor, Nizam Palace, 234/4 A.J.C. Bose Road, Kol-20.
7. The Sr. Audit Officer (Record/Admn.), Pr. Director of Central Audit, MAB-IV, 4th floor, 27, Mirza Ghalib Street, Kol-700 016.
8. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director of Commercial Audit and Ex- Officio Member, Audit Board-II, Old Nizam Palace, 1st floor, Kol-700 020.
9. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, South Eastern Railway, 11, Garden Reach Road, Kol-700 043.
10. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, Railway Production Units and Metro Railway, NKG Building, 5th floor, 14 Strand Road, Kol-700 001.
11. The Sr. Audit Officer (Record); O/o the Pr. Director of Audit, Eastern Railway, New Koilaghata Building, 5th floor, 14 Strand Road, Kol-700 001.
12. The Sr. Audit Officer (Record/Admn.), O/o the Pr. Director Regional Training Institute, C.G.O. Complex, 3rd M.S.O. Building, 5th floor, A wing, DF Block, Salt Lake, Kolkata-700064.
13. Copy for display in the Notice Board of this office.


Sr. Audit Officer (EDP-SC)