

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E) - I  
MADHYA PRADESH, GWALIOR**

**Notice Inviting Quotation**

Sealed quotations are invited for Annual Maintenance Contract of Servers including both hardware and software as mentioned in the list enclosed with this letter. The quotation shall be submitted in the chamber of Sr. Accounts Officer/ VLC, 1st floor, B-block, Office of the Principal Accountant General (A&E) - I, Madhya Pradesh, Jhansi Road, Gwalior, on or before 15.04.2016. In case the last date specified for submitting the quotation is a closed holiday due to any reason, the next working day will be treated as the last day for submitting the quotation. The envelope should be superscripted in bold letters with **"QUOTATION FOR AMC OF SERVERS"**.

**Terms and conditions for AMC will be as mentioned below.**

1. The rates should be quoted without any conditions and should be inclusive of all taxes. The rates must be filled in completely, without any error, erasures or alterations.
2. Vendor shall maintain the sufficient spares for maintaining required uptime guarantee.
3. The selected bidder shall indicate the authorised signatories who can discuss and correspond with this office, with regard to the obligations under the contract.
4. To assist in the scrutiny, evaluation and comparison of offer, this office may, at its discretion, ask some or all of the bidders for clarification of their offer. In such cases, original copy of the document describing the clarification must be sent to this office by means of courier/ in person.
5. Contract will be awarded to the bidder whose offer has been determined to be the lowest evaluated offer. The scrutiny for evaluation of the bid will be based on the Grand Total of rates for all items indicated in the Annexure. No demand for revision of rate on any account shall be entertained during the contract period. Contract may be awarded even if, only one bidder qualifies the offer. However, this office reserves the right to take appropriate decision in such case and it shall not be binding on this office to award the contract. This office shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
6. This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of contract will be increased or decreased accordingly.
7. This office reserves the right to make any changes in the terms and conditions of this Notice inviting Quotation and will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

8. Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R. drawn in favour of the "Pay and Accounts Officer, Office of the Principal Accountant General (A&E)- I, Madhya Pradesh, Jhansi Road, Gwalior" shall be submitted within fifteen days from the acceptance of the work order. The validity period of the aforesaid instrument shall be 12 months plus one-month claim period.
9. The contract period shall initially be for a period of 12 months from the date of execution of an agreement for the contract. The contract may be renewed for a further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the firm. The agreement should necessarily be executed within fifteen days from the date of acceptance of the work order. The contract is liable to be terminated at any time by giving notice of one month in advance by this office.
10. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, this office reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same.
11. This office reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
12. This office shall be entitled and it shall be lawful on its part to forfeit the amount of security deposit in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of this office. This office shall be entitled to deduct from the amount of security deposit any loss or damage which this office may suffer or be put by any reason of or due to any act or other default recoverable by this office from the contract.
13. Systems average uptime should not be less than 98%. Maximum allowable time of any system is 3 hrs. in case of minor problems and 24 hrs. for major problems.
14. Any verification, clarification regarding deployment of Servers may be undertaken by visiting this office on any working day (Monday to Friday) between 02:00 pm to 06:00 pm, after prior appointment with the undersigned.
15. Qualification criterion:
  - a. The firm may be a Partnership firm or a Company under Indian Laws and must be registered with the Registrar of Firms or Registrar of Companies.
  - b. The firm should be registered with Service Tax Department and should submit a copy of Service Tax Registration Number and also VAT Registration Certificate/ Number. Also self-attested photocopies of documents related to registration Number, PAN Number etc. should be submitted along with the quotation.
  - c. The firm should be in existence for minimum three years.
  - d. The firm should have a minimum turnover of at least Rs. 20 lakhs per year in the past three years for Indian operations.
  - e. It should be profit making firm/company/ organisation.
  - f. An affidavit to the effect that the firm or any of its partner, director, Board Member of any firm has not been black listed by any Government / Semi Government Organization/ Statutory body.

- g. The bidder should have executed at least 3 orders in the last 2 years where each order should have maintenance of minimum 5 Servers.
  - h. Should have executed similar project in Government and Private sector.
  - i. Should have support network at Gwalior.
  - j. Should have qualified team of Hardware and Software professionals. The firm should submit the list of hardware and software engineers along with their qualifications and experience whom they will be able to provide to this office in case they are awarded the contract.
  - k. Immediately on award of the contract, the contractor should submit a report of taking over all equipment (giving their working status and configuration). It shall be the responsibility of the firm/company to make all the Servers work satisfactorily throughout the contract period and also to hand over the systems to this office in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation that would be determined by the Competent Authority will have to be paid by the firm.
16. Maintenance and Support:
- a. The AMC shall cover the comprehensive on-site support for all services and parts of the Servers.
  - b. The AMC shall include installation and updating of all kinds of software on the Servers, including operating system, office applications and anti-virus. All the Servers should be configured for its optimal use.
  - c. Preventive maintenance service is to be carried out every 60 days period for all the Servers covered under the contract. A preventive maintenance report from the administrator would be submitted to the undersigned failing which an amount of Rs. 1000/- as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of the equipment irrespective of whether the equipment has undergone a breakdown or not and it would include:
    - Defragmentation of hard disk drives and scanning for disk errors.
    - Checking and cleaning from outside and inside of all the Servers and its peripherals as well
    - Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them.
    - Special cleaning of the Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner.
  - d. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment/ part has to be taken out for repair, a standby equipment/ part of similar configuration will be provided by the firm.
  - e. The items that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/ assemblies/ components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such items shall be communicated

- to the agency and equivalent maintenance charges shall be deducted accordingly.
- f. The vendor should maintain a record of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
  - g. In case it is absolutely essential to format the hard disk of any Server the service engineer should ensure taking proper backup of the data and only with the permission of the administrator the service engineer should proceed with formatting the hard disk.
  - h. No replacement and repairing charges for the parts covered under the AMC shall be made. Comprehensive AMC includes all the plastic items, knobs, movable/ rotational parts necessary for operation of the original equipment. No parts are excluded from the AMC.
  - i. Competent staff of the bidder will attend to each call within two hours of its notification. Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the bidder.
17. Payment will be made on quarterly basis against bills only after satisfactory completion of assigned jobs.
  18. In case of any dispute, the settlement will be made in the Courts of Gwalior.

Yours sincerely,

**-Sd/-**  
**Sr. Accounts Officer/Welfare**



### Details of Servers

S. No.	Description of Server				No. of Servers
	Make and model of Server	Machine S. No.	Application Software	Operating Software	
1.	HP Proliant ML 350	72YGLR912J/72X RLR912J/72YKL R912J	Small Business Server	Windows Server 2003	01
2.	Acer Altos G-540	AWR2300295921 18081E	SQL Server 2000, PAO package	Windows Server 2003	01
3.	HCL Infiniti Global Line 4700 PS	5111AG836172	Oracle 11g	Red Hat Linux 5.6	01
4.	HCL Infiniti Global Line 2700 BC (Bhopal branch)	5111AG839779	Oracle 11g	Red Hat Linux 5.6	01