

NOTICE INVITING QUOTATION

Sealed quotations are invited for Annual Maintenance Contract of 3 Servers as detailed in the Annexure-I enclosed along with this letter. The quotation has to be submitted/sent to the Deputy Accountant General (Admn&Pension), Office of the Accountant General (A&E)-II, Madhya Pradesh, Lekha Bhawan, Jhansi Road, Gwalior on or before 3.30 P.M. of 26.08.2016(Friday). It may be ensured that the envelope is marked under the caption "Tender for AMC of Server".

Terms and conditions for AMC will be as mentioned below.

1. EMD Deposit of Rs.1000/- in the form of Bank Guarantee/FDR issued by National/ Scheduled Bank in favour of "**Pay and Accounts Officer, Office of the Principal Accountant General (A&E)-I, Madhya Pradesh, Jhansi Road Gwalior**" shall have to be deposited by the firm at the time of submission of tender and the same will be refunded on finalization after contract /agreement.
2. The rates should be quoted without any conditions and should be inclusive of all actual taxes. The rates must be filled in completely, without any error, or alterations.
3. Vendor shall maintain the sufficient spares for maintaining required up-time guarantee.
4. The selected bidder shall indicate the authorised signatories who can discuss and correspond with this office, with regard to the obligation under the contract.
5. The contract will be awarded to the bidder whose offer has been determined to be the lowest evaluated offer.
6. This office reserve 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.
7. Security deposit equal to 10% of the total contract value in the form of Bank Guarantee/T.D.R./F.D.R drawn in favour of "**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.
8. 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 work order. The contract is liable to be terminated at any time by giving notice of one month in advance by this office.
9. 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 notice for the same. This office reserve 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 Banking Guarantee. If any, under this contract or any other contract/order.

10. This office shall be entitled and it shall be lawful on its parts to forfeit the amount of security deposit in whole or in part in the event of any default, failure or neglect on the part of contractor in fulfilment 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.

11. Preventive Maintenance of Server shall have to be carried out by the service provider at least once in each quarter.

Scope of AMC

12. In case of AMC of Server the AMC will be COMPREHENSIVE and will cover all parts. No Parts is excluded in the contract.

13. Faulty Parts will be replaced with new working parts of the same type/capacity. New parts replaced by the service provider will be the property of this Office and faulty parts will be the property of the service provider.

14. In any case where machine to be taken out of the Office for repair is not permissible. The service provider will repair machine on site the office.

15. The service Provider will provide service on the same day or the next working day but in all circumstances within 24 hours from the time of registering complaint in writing or on phone. The normal working hours of the office are 9.30 A.M. to 6.00 P.M. In emergent cases the service engineer will have to work even beyond office hours with prior intimation to Sr.Accounts Officer/EDP.

16. Vendor should install Antivirus software available with this office and update from internet.

17.Reinstallation of software including configuration for networking will be service provider's responsibility. Software's, however, will be provided by Vendor.

Payment Terms

Maintenance charges will be commencing from the effective date i.e. the date of agreement and shall be payable in four equal instalments subject to availability of fund, at the end of three months following the month in which the contract is signed. No advance payment will be made. If the service provider fails to provide services within 24 hours of the breakdown of server an amount equal to 1% of the contract amount per day shall be deducted from the payment subject to a maximum 20% of a contract value. However, in cases the AMC firm is failure to repair the server,

Accountant General may at their discretion, extend the right to get the item replaced by other sources. The expenditure on such repair/replacement will be recovered from the service Provider. The limit of 20% of contract value will not apply to the recovery affected in this case.

Dispute/Arbitration

In case of any dispute, the decision of the Accountant General(A&E)-II, Madhya Pradesh, Gwalior would be final and binding upon both the parties. The cause of dispute in writing must be presented before him/her within 15 days of occurring of such dispute. For the purpose of adjudication, if occasion arises, the jurisdiction of the appropriate court at Gwalior.

Senior Accounts Officer/EDP

Annexure-I

List of Server for Annual Maintenance Contract

Machine	S.No.	No.Of Machine	Operating System	Month of Purchase	Rate of AMC	Amount
1.ACER Make High End Server R920/XMP Server	AWR290000892477611E	01No.	Windows 2003SB Server	June 2009		
2.HP Make 350G6 Mid range Server	CN711504HM	01No.	Linux &Oracle 11g	June 2011		
3HP Proliant ML 330 G6	SGH2185E8S	01 No.	Linux & Oracle 11g	Aug.2012		

Senior Accounts Officer/EDP