

**INVITATION OF BIDS FOR COMPREHENSIVE AMC OF IT SYSTEM HARDWARE OF OFFICE OF
THE ACCOUNTANT GENERAL (A&E)-II, MADHYA PRADESH, GWALIOR**

TENDER ENQUIRY NO EDP/AMC/2018-19/D- 42 DATED 20 APR 18

1. Bids in sealed cover are invited for annual maintenance of IT System Hardware (Computers /Printers (Laser and Line printers)/Server/UPS) of Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior as per **Scope of Work placed at Enclosure II** to this Tender Enquiry. Please super scribe the above mentioned Title, Tender Enquiry number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid.

2. The address and contact numbers for sending Bids or seeking clarifications regarding this Tender Enquiry are given below –

(a) Bids/queries to be addressed to.

**The Senior Account Officer
(EDP/ IT Support Cell)**

(b) Postal address for sending/submitting the Bids.

**O/o Accountant General
(Accounts & Entitlement) – II
EDP Section, 2nd Floor (A block)
Lekha Bhavan, Jhansi road
Gwalior – 474002**

(c) Name/designation of the contact person.

**RK Kulshreshtha, Sr. AO
(EDP/ IT Support Cell)**

(d) Telephone numbers of the contact personnel.

(e) Last date for Submission of bids.

03.00 pm on date 01/05/2018

3. This Notice Inviting Tender (NIT) is divided into following five Parts and all the Parts are placed at **Enclosure I** to this Tender Enquiry:-

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|-----|----------|---|--|
| (a) | Part I | - | General Information |
| (b) | Part II | - | Essential Details of Items/Services required |
| (c) | Part III | - | Standard condition of Tender Enquiry |
| (d) | Part IV | - | Special conditions of Tender Enquiry |
| (e) | Part V | - | Evaluation criteria and price bid issues. |

The Technical details /Scope of Work of individual items are placed at **Enclosure II** to this Tender Enquiry.

**RK Kulshreshtha
Senior Account Officer
(EDP/ IT Support Cell)**

Encls: I – Part I, II, III, IV & V of Tender Enquiry
II – Technical details /Scope of Work

Part I – General information

1. **Last date and time for depositing the Bids.** The tenders are to be submitted in **Two Bid format** containing separate Technical and Commercial bids. The sealed Bids (both Technical and Commercial) should be deposited/reach by **03.00 pm on date 01/05/2018**. The responsibility to ensure this lies with the Bidder. **Technical and Price bids sealed in separate covers (with clear superscription of the individual bids on each envelope), shall be kept in another common cover (bearing the Tender details) should be given for submission.**
2. **Manner of depositing the Bids.** Sealed Bids should either be dropped in Tender box or sent by **Registered Post** at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. **Bids sent by FAX or e-mail will not be considered.**
3. **Time and date for opening of Bids.** The bids shall be opened at **03.30 pm on 01 May 2018**. If due to any exigency, the due date for opening of the Bids is declared closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the O/o Accountant General (Accounts & Entitlement) – II.
4. **Location of the Tender Box:** O/o Accountant General (Accounts & Entitlement) – II, EDP Section, 2nd Floor (A Block), Lekha Bhavan. Only those Bids that are found in the tender box will be opened.
5. **Place of opening of the Bids.** **Conference Room, O/o Accountant General (Accounts & Entitlement) – II, Lekha bhavan, Gwalior.** The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.
6. **Two-Bid system.** Firms are required to submit their Technical bid and Commercial bid sealed in separate envelopes. The envelopes should be clearly marked differentiating the Technical bid with the Commercial bid. Both the bids should be forwarded to O/o Accountant General (Accounts & Entitlement) – II in another single separate envelope clearly indicating the details of Tender proposal. Bids should be forwarded by Bidders under their original memo / letter head furnishing details like TIN number, VAT/CST/GST number, Bank Account details, complete postal & e-mail address of their office. Only the Technical Bid would be opened on the time and date mentioned above. **Date of opening of the Commercial Bid will be intimated after acceptance of the Technical Bids. Commercial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after Technical evaluation is done by this office.** It is compulsory for all the firms to attend the Technical Bid opening as per date and time mentioned at Sl 3 above. The firms should attach copies of following documents with their technical bids:-

- Whether the firm is single owned or partnership firm.
- Name of owner/name of partners.
- Copy of the Registration Certificate of the firm clearly indicating the Proprietors name.
- Tax registration details.
- Copy of Partnership deed in case of partnership firm.
- Past experience of the firm in the related field.
- Infrastructure held with the firm for undertaking maintenance/repairs.
- Copy of Vendor Registration Certificate with Government/Private organization, if any.
- Copies of previous work orders for similar jobs undertaken in other Companies/ Institution.
- Proof of trained qualified manpower.
- Financial Status of the firm (Copies of last 3 years IT returns)

In case of noncompliance to any term/conditions/SOW, deviation from Tender Enquiry is to be specified in unambiguous terms.

7. **Clarification regarding contents of the Tender Enquiry.** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to this office in writing about the clarifications sought not later than **14 (fourteen)** days prior to the date of opening of the Bids.
8. **Modification and Withdrawal of Bids.** No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified.
9. **Clarification regarding contents of the Bids.** During evaluation and comparison of bids, O/o Accountant General (Accounts & Entitlement) – II may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. **No post-bid clarification on the initiative of the bidder will be entertained.**
10. **Rejection of Bids.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. **Conditional tenders will be rejected.**
11. **Validity of Bids.** The Bids should remain valid for **06 months** from the date of opening of the Bids.

Part II – Essential Details of Items/Services required

1. **Schedule of Requirements.** The case pertains towards AMC of following equipments of O/o Accountant General (Accounts & Entitlement) – II, Gwalior (MP).

List of Items proposed to be covered under AMC (Gwalior Office)

Servers				
SI No	Configuration	Quantity	Operating System	Month of Purchase
1	ACER Make High End Server R920/XMP Server	01	Windows 2003 SB Server	Jun 2009
2	HP Make 350G6 Mid range Server	01	Linux & Oracle11g	Jun 2011
3	HP Proliant ML 330 G6	01	Linux & Oracle11g	Aug 2012
Desktop PCs				
SI No	Configuration	Quantity	Operating System	Month of Purchase
1	Desktop HP i5	02	Windows 7	Jan 2012
2	Desktop HP i3	08	Windows 7	Mar 2012
3	Desktop Wipro i5	35	Windows 7	Aug 2013
4	Desktop HP i3	38	Windows 7	July 2014
5	Desktop HP i5	15	Windows7	July 2014
Laser Printers				
SI No	Configuration	Quantity	Month of Purchase	
1	Laser Printer HP M 1005	02	Sep 2012	
2	Laser Printer HP 1020	02	Sep 2012	
3	Laser Printer HP 1020	20	July 2013	
4	Laser Printer HP M202DW	01	Dec 2016	
5	Laser Printer HP M202DW	03	Mar 2016	
6	Laser Printer HP 5100 TN	01	Mar 2003	
7	Laser Printer HP 1606 DN	07	Nov 2014	
8	Laser Printer Canon MF 4150	01	Nov 2011	
9	Laser Printer Canon LBP 6230 DN	02	Jan 2017	
10	Sharp AR 5320	01	-	
11	Canon IR 3225	01	Mar 2011	
12	HP	01	Oct 2017	
Line Printers (Dot matrix Printer)				
1	Lipi LMP 6312	01	Mar 2009	
2	Lipi LMP 6610	01	Jul 2012	
3	Lipi LMP 6610-L	01	Aug 2014	
4	Lipi LMP 6810	01	Nov 2016	
Uninterruptible Power Supply				
SI No	Configuration	Quantity	Month of Purchase	
1	NPS Make 10 KVA UPS	03	Oct 2016	
2	NPS Make 10 KVA UPS	02	Oct 2012	

List of Items proposed to be covered under AMC (Bhopal Office)

Servers				
SI No	Configuration	Qty.	Operating System	Month of Purchase
1	Server HCL Infinity Global 2700 BC	1	Oracle 11g on Linux	Aug-11
2	Server HCL Infinity Global 2701 BC	1	Oracle 11g on Linux	Jul-12
Desktop computers				
SI No	Configuration	Qty.	Operating System	Month of Purchase
1	Desktop HP i3	4	Windows 7	Aug-14
2	Desktop HP i5	6	Windows 7	Aug-14
Laser Printers				
SI No	Configuration	Qty.	Month of Purchase	
1	HP Laser Printer M 202 DW	4	Dec-16	
2	Canon iR 2420L	1	Oct-13	
3	HP Laser Printer 1020	2	Feb-13	
4	HP Laser M 1005	1	Mar-12	
5	HP MFP 128fn	1	Feb-15	
Line Printers (Dot Matrix Printers)				
1	Lipi LMP 6312	1	Jan-10	
2	Lipi LMP 6810	1	Dec-15	
UPS				
SI No	Configuration	Qty	Month of Purchase	
1	UPS RXL Online 05 KV	1	Feb-10	

2. **Period of AMC:** The AMC concluded by this order will be valid for a period **up to 31 Mar 2019**, effective from the date of signing of the contract. The same may be extended for further requirements, if any, at the sole discretion of this office.

3. **Technical Details / Scope of Work.** The Technical details /Scope of work for the contract are placed at **Enclosure II** to this Tender Enquiry. All the works /jobs as listed out in the SOW are to be undertaken as scheduled.

(a) The contractor shall provide maintenance service to keep the said Hardware/equipment covered under this contract, as specified in SI No 1 - Schedule of Requirement, in good condition and efficient working order. In addition to this the contractor should provide periodic service consisting of preventive and corrective maintenance as per 'Scope of Work' for each items and should get verified from IT Support Cell.

(b) **He should also carry out necessary repairs and provide suitable replacement (equivalent or higher configuration) of defective part(s) / equipments as may be required, when the downtime of equipment exceeds 24 hrs.** Title of the released parts shall pass on to the contractor i.e. released part due to replacement becomes the property of the Contractor.

(c) The AMC is **comprehensive** i.e. no cost of parts replaced by contractor will be borne by O/o Accountant General (Accounts & Entitlement) – II, these parts also includes printer head and other parts. No parts excluded in the contract except Ribbon Cartridges of line printers, Toner Cartridges of laser printers and Batteries of UPS. The cost of Electronic Cleaning solution/Contact Cleaner/Isopropyl Alcohol 99% to be used for cleaning electronic internals (if any) will be borne by the contractor.

(d) It will be contractor's responsibility that after repair of defective P.C, the data should be restored to its previous state and the same will be verified by the IT Support Cell and designated owner of the machine. No PC Should be formatted without prior consent of AAO/IT Support Cell.

(e) The scope of the work also includes installation of Operating System on the computers.

(f) The contractor shall also ensure proper maintenance and smooth functioning of network and its components including Cable, Crimping, I/O box, Switches, Hubs etc.

(g) O/o Accountant General (Accounts & Entitlement) – It shall have the right to associate its personnel with the entire work in all its phases with a view to develop their skills and understanding of systems. The contractor shall provide such personnel with all necessary information and facilities. The fact that some O/o Accountant General (Accounts & Entitlement) – It staff is associated with the contractor shall in no way reduce the responsibility of the contractor in any manner whatsoever.

(h) Details of equipments and other details are enclosed as in SI no 1- Schedule of Requirements. The exact list of items to be covered under the maintenance agreement may vary and the same will be decided jointly by representatives of this office and representative of the contractor.

(i) Machine down time should not be more than 24 hours from the time of report of fault. Otherwise the contractor shall provide similar standby equipment along with their attached peripherals in the good working condition.

(j) At the end of the duration of AMC, the contractor shall hand over complete hardware in good working condition and shall replace the damage parts if any.

(k) Contractor shall provide a suitable replacement of the Engineer to attend the complaint.

(l) Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. **Used/repaired spare parts will not be accepted.**

(m) If systems/ Sub-systems are required to be taken out office for repairing, then a stand-by system/Sub-system of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair should be repaired and returned to the satisfaction of designated owner /IT Support Cell within a period of maximum **one week**.

(n) Contractor should provide the following type of services

- Preventive maintenance
- Corrective maintenance
- Software services for system operations
- Assistance in Hardware & Software Up gradation
- Periodic Cleaning of hardware.

(o) If any part gives repeated problems i.e., two repairs in a maximum period of one month time then it must be replaced immediately by the contractor with an original new one.

(p) Payment shall be made quarterly at the end of each quarter on providing satisfactory services certified by the IT Support Cell/ Designated owner. No advance payment will be made.

(q) All complaints / problems reported shall be rectified by the contractor to the satisfaction of users. The Contractor shall ensure 95% up time of Servers/Computers and other peripherals. Specialist/consultant would be called to rectify the problem if required. **The penalty for not meeting the up time commitment shall be 1% of AMC charge per day subject to maximum of 20% of contract value.** In this regard the decision of O/o Accountant General (A & E) -It shall be final.

(r) If the contractor is not able to rectify the fault within the stipulated period of maximum seven days then this office can get it rectified from the other source and repair cost shall be deducted from the amount payable to contractor.

(s) The dusting and cleaning shall be performed with a vacuum cleaner and Cleaning solution like Isopropyl Alcohol 99% which shall be provided and maintained by the vendor himself.

(u) This office shall have the right to ask for the removal of any person of the Contractor who is irregular, undisciplined and not found satisfactory in the discharge of his duties.

(v) All preventive and safety measures shall be taken by Contractor to ensure that no damage to material and equipment takes place during the course of performing their duties. Damages, if any, caused by the contractor shall be recovered from the security deposit or deducted from the bills raised by the contractor.

(w) The Contractor shall not, at any stage, cause or permit any nuisance at the premises of EDP or do anything which may cause unnecessary/disturbance or inconvenience to others.

(x) If cleaning is not performed within the scheduled date, the same shall be done through third party and the amount shall be deducted from the contractor bill.

4. Special Conditions:

Any dispute arising out of contract shall be referred to The Accountant General (Accountant & Entitlement) - II or his nominee whose decision shall be final.

5. Comprehensive Annual Maintenance Contract (AMC) Clause - The following AMC clause will form part of the contract placed on successful Bidder –

a) The firm would provide comprehensive AMC for a period of **one year**. The AMC services should cover the repair and maintenance of all the equipment and systems mentioned under the present Contract. The AMC services would be provided in two distinct ways:

i. **Preventive Maintenance Service:** The firm will provide preventive maintenance Service visits, periodically, during a year as per scope of work to this office to carry out functional checkups and minor adjustments/ tuning as may be required.

ii. **Breakdown Maintenance Service:** In case of any breakdown of the equipment/ system on call from the customer, the defect is to be attended within **24 hours** on call from the customer. The firm is to provide the necessary maintenance service to make the equipment/ system serviceable on priority.

b) Serviceability of equipment/ system to 100% is to be ensured.

c) **The Firm shall bear the cost of the spares consumed, labour charges and overheads for maintenance/ defect identification and repair. This includes the cost of all special tools, cleaning material and test equipment, which may be utilized.**

6. Time Frame to Complete Work: The Firm shall attend the defects within **24 hours from the time of reporting the defect excluding Sunday & holiday**. The maximum time frame for any job to complete will be based on quantum of work, work load and other priority jobs etc, post discussion with the Sr AO/EDP.

7. Mandatory Requirement for the AMC Firm. The following are the pre requirement for undertaking the AMC:-

(a) **Manpower.** The Contractor should have competent / skilled manpower and engineers for undertaking jobs. The team should consist of minimum one supervisor, two mechanics and two helpers. Bidders please understand that the bid for maintenance of high valued IT installation of this Office. Therefore interested bidder must be in a position to depute skilled technicians/Engineers with sufficient technical knowledge to perform the maintenance jobs as opposed to unskilled labourers employed for mere cleaning work.

(b) **Workshop.** Interested firms should have established service centre at Gwalior and/or Bhopal in terms of Infrastructure, manpower, test equipment etc.

(c) **Experience in the Field.** The firm should be established and have a **minimum of 05 years experience**. The firm should have worked for the above duration for reputed / major establishments in

and around Gwalior/Bhopal in similar field. Certificate/work orders/work completion certificates to this effect should be included in the technical bid.

8. **Work Completion Certificate and payment:** On completion of the quarter, the contractor will be required to obtain a satisfactory work completion certificate from the 'designated owner' of item/IT Support Cell and submit the same along with the bill to this office for payment.

9. **Point Of Service:** The contractor shall provide their services at O/o Accountant General (Account and Entitlement) – II, Lekha Bhavan, Jhansi Road, Gwalior and O/o Accountant General (Account and Entitlement) – II (MP), 53, Arera Hills, Hoshangabad Road, Bhopal.

10. Clarifications if any may be obtained during working hours. No request for postponement of date of tender opening will be entertained.

Part III – Standard Conditions of Tender Enquiry

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Tender Enquiry mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by the Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Operation of Contract.** The powers and functions of the CUSTOMER under this Contract shall be exercised by The Deputy Accountant General (Fund), O/o Accountant General (A&E)-II, Madhya Pradesh, Gwalior. In addition the contract may also be operated on the same terms and conditions by the branch office located at Bhopal.

2. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

3. **Effective Date of the Contract.** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.

4. **Dispute/Arbitration.** In case of any dispute the decision of the Accountant General (Accounts and Entitlement) – II would be final and binding upon both the parties. The cause of disputes 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 appropriate court will be at Gwalior.

5. **Non-disclosure of Contract documents.** Except with the written consent of Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior / Firm, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

6. **Liquidated Damages.** In the event of the Firm's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods, provide the services and conduct trials, installation of equipment, etc as specified in this contract, Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior may, at his discretion, withhold any payment until the completion of the contract.

7. **Termination of Contract.** O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior shall have the right to terminate this Contract in part or in full at any stage without assigning any reason. The contract will also be terminated under following circumstances:-

(a) If the contractor fails to perform the assigned job for 3 – 4 times even after extension of the agreed time frame of does a poor/ sub standard job repeatedly.

(b) If the firm is under any legal or other disputes.

8. **Notices.** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

9. **Transfer and Sub-letting.** The firm has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present contract or any part thereof.

10. **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

11. **Taxes and Duties**

(a) General

(i). If Bidder desires to ask for excise duty/Service Tax/Sales Tax / VAT extra, the **same must be specifically stated**. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must **specifically say so**. In the absence of any such stipulation it will be presumed that the **prices quoted by firm are final and no claim on account of such duty/tax will be entreated after the opening of tenders**.

(iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

Part IV – SPECIAL CONDITIONS OF TENDER ENQUIRY

The Bidder is required to give confirmation of their acceptance of Special Conditions of the Tender Enquiry mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Earnest Money Deposit:** EMD Deposit of Rs **5000/-** in the form of Bank Guarantee/FDR issued by National/ Scheduled Bank in favour of "Pay and Accounts Officer, Office of the 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. **Forfeiture of EMD.** EMD will be forfeited, if the tenderer withdraws or derogates from the tender in any respect within the period of validity of his tender. Also if the successful tenderer fails to furnish the required security deposit, the EMD furnished will be forfeited.

3. **Performance Security Deposit:** 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 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.

4. **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.

The firm will be paid on quarterly basis on submission of Work completion / User clearance certificate issued by designated owners of Items proposed to be covered under AMC.

5. **Advance Payments.** No advance payment(s) will be made.

6. **Force Majeure clause**

(a) Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

7. **Inspection Authority.** All items shall be inspected as specified in the Tender Enquiry. Normally, items shall be inspected in the premises of Office of the Accountant General (A&E)-II, Madhya Pradesh located at Gwalior and Bhopal.

8. **OEM Certificate.** In case the Bidder is not the OEM, the agreement certificate with the OEM for sourcing the spares shall be mandatory. However, where OEMs do not exist, minor aggregates and spares can be sourced from authorized vendors subject to quality certification.

9. **In case of dispute and if the contract is short closed, notice is sent to the firm and if the firm does not reply within 10 (Ten) days it will be concluded that the notice is accepted.**

Part V – Evaluation Criteria & Price Bid issues

1. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows.

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the Tender Enquiry, both technically and commercially.

(b) In respect of Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated by this office with reference to the technical characteristics / services of the equipment / item as mentioned in the Tender Enquiry. The compliance of Technical Bids would be determined on the basis of the parameters specified in the Tender Enquiry. **The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.**

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format. All taxes and duties quoted by the Bidders will be considered. The ultimate cost to Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior would be the deciding factor for ranking of Bids.

(d) The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices.

(g) **The Lowest Acceptable Bid will be considered further for placement of contract after complete clarification and price negotiations as decided by O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior. This office will have the right to award contracts to different Bidders for being lowest in particular items. Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior also reserves the right to do Apportionment of Quantity.**

(h) L1 will be decided based on total price quoted by firms in all the serials. In case a particular serial is not quoted, **the highest value quoted by other firm** will be added to determine the total contract value & hence the L1 firm.

Price Bid Format

SI No	Description	Rates (in Rs)
1	AMC of Server	
2	AMC of Desktop Computers/Laser Printers/Network devices / Peripherals	
3	AMC of 05 NPS/NEOPOWER make UPS	
4	AMC of 04 Line Printers (Lipi)	
5	AMC of 04 Laser Printers	
	Total	
	Tax & applicable charges	
	Grand Total (inclusive of all taxes)	

SCOPE OF WORK

(SERVER/ COMPUTERS/ LASER PRINTERS/NETWORK DEVICES / PERIPHERALS)

Maintenance record book: Technicians should maintain a Hardware maintenance record book with the IT Support Cell. Essential information in this book includes details of items with location and name of designated owners, maintenance schedules and records of maintenance issues or associated repairs, and a complete record of maintenance history.

Frequency	Task	Description and Steps
Weekly Routines	Install downloaded Windows Updates	If computers are not connected to internet install critical and recommended updates from Windows Update manually. Care must be taken to see that in GPF computers Internet Explorer and Java are NOT to be updated beyond the base versions.
	Run a complete virus scan on the GPF computer	As GPF computers are not supposed to connect to internet, automatic updates are not possible. Therefore, you must manually download and install MSE updates on GPF computers and perform a complete scan once in a week.
	Update virus definitions on PCs where NIC based internet has been provided.	In NIC provided internet PCs the status of NIC provided McAfee antivirus must be monitored reported to IT Support Cell once in a week.
	Back up data.	In cases where operating system is crashed and full re-installation of OS is required, you perform recovery of data from crashed HDD and copy back after reinstallation of OS.
	Cleaning Outside	Clean the outside of the case using a damp cloth.
	Cleaning the Screen	Clean the screen using a damp cloth and mild detergent.
	Cleaning Peripheral Devices	Inspect all peripheral devices and vacuum.
	Clean the inside of any printers.	Clean outside of Printer using a damp cloth. Inside of printer to be vacuumed.

Frequency	Task	Description and Steps
Quarterly Routines	Run CHKDSK or SCANDISK	Run CHKDSK or Scandisk on all hard disk drives. Can be scheduled and monitored to help accomplish this on a regular basis.
	Run the current Antivirus Program.	Run the current antivirus program and check all drives. These programs also come with scheduling features so this can be accomplished on a regular basis. They will also remind you when to update the virus list (usually done through the manufacturer's Web site).
	Check for and update drivers	Use the Hardware Update Wizard and manufacturer Web sites to find and install the latest hardware drivers.
	Use Disk Cleanup	Use Disk Cleanup to clear out unused and unnecessary files on the hard disk drive

	Clean the inside of the system.	The System to be opened. The motherboard and ram to be cleaned using approved antistatic solution or Electronic Contact cleaner . Recommended solution is Isopropyl Alcohol, 99% . Clean lint free rag or Spray to be used along with solution to clean all the components and care to be taken to not leave any residue. Computer to be shutdown and Power supply to be isolated before this process.
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SCOPE OF WORK (LINE PRINTERS)

The following jobs are required to be carried out as part of AMC against periodicity mentioned against each.

Frequency	Task	Description and Steps
Monthly	Exterior Cleaning	Clean the outside of the cabinet with a soft, lint-free cloth and mild liquid cleaner.
	Interior Cleaning	Over time, particles of paper and ink accumulate inside the printer. Paper dust and ink build-up must be periodically removed to avoid degraded print quality.
		Vacuum carefully around the hammer bank and surrounding area to avoid damage. To avoid corrosion damage, use only Electronic Contact Cleaner when cleaning the printer mechanical elements. Solutions used to clean mechanical elements must contain no water.
Adjustment for improved print quality.	Adjustment to print settings to be done on as required basis for improved print quality.	

Important Note: Deputed Engineers/Technician must be conversant with LCD Message Troubleshooting mentioned in Maintenance manual of the particular model to effectively identify and troubleshoot defects. Bidders are advised to visit and inspect the line printers before submitting bids and quoting AMC charges for the same.

SCOPE OF WORK (NPS MAKE 10 KVA UPS)

Corrective and Preventive Maintenance: Maintenance of the UPS consists of preventive and corrective maintenance. Preventive maintenance consists of a scheduled list of activities. Performing these activities keeps the UPS in good working order and helps to prevent failures. Corrective maintenance is performed as a result of a failure. Corrective maintenance fixes the problem and gets the unit working again.

Maintenance record book: Technicians should maintain a UPS maintenance record book kept with the IT Support Cell. Essential information in this book includes all records of UPS issues or associated repairs, and a complete record of maintenance history starting from date of commencement of AMC.

Maintenance Tools: To ensure safe and proper upkeep of UPS, technicians must possess required maintenance tools.

Frequency	Task/ Description and Steps
	Resolve any previous outstanding problems, review operation with user personnel, and report any power enhancement or equipment operation recommended changes.
	<p>Off-line load test the UPS system to ensure that the system is completely functional.</p> <p>Clean the inside of the UPS. The System to be opened. Electronic boards/contacts to be cleaned using approved antistatic solution or Electronic Contact cleaner. Recommended solution is Isopropyl Alcohol, 99%. Clean lint free rag or Spray to be used along with solution to clean all the components and care to be taken to not leave any residue. Power supply to UPS be isolated before this process.</p> <p>Visually check for liquid contamination from batteries and capacitors. Visual inspection, thermal image scans and comprehensive testing to check impedance, AC ripple and other tests to determine the health of battery system.</p> <p>Clean and vacuum UPS equipment enclosures.</p>
Monthly Routines	<p>Check HVAC equipment and performance related to temperature and humidity.</p> <p>Test UPS transfer switches, circuit breakers and maintenance bypasses.</p> <p>Check and calibrate each system, to include switchgear and circuit breakers, meters, and alarm levels for frequency, voltage, current, transfer, trip, alarm, etc.</p> <p>Conduct thermal scans on electrical connections to ensure all are tight and not generating heat, which is the first and sometimes only indication of a problem. A non-evasive diagnostic tool helps technicians identify hot spots invisible to the human eye. Technicians should re torque if thermal scan provides evidence of a loose connection.</p> <p>A complete operational test of the system, including a monitored battery-rundown test to determine if any battery strings or cells are near the end of their useful lives.</p> <p>Clean and tighten all power connections at the input and output terminals, at all circuit breakers, and at the terminal posts and fuses on the rectifier and inverter legs. During the inspection, check all power cabling for abrasions and burn spots. Visually check components for signs of overheating, swelling, leaking, etc. Visually check printed circuit board alignments.</p> <p>Perform system and component functional tests on all UPS equipment to ensure proper functioning within specified parameters. Run all UPS system diagnostics, and correct all diagnosed problems.</p> <p>Open all doors, drawers, and covers. Perform a thorough inspection of all cabinets for foreign objects. Perform a thorough dusting and vacuuming of all cabinet interiors. The exterior panels to be cleaned with a mild cleaning solution. Transparent panels should be cleaned with a mild soap and water solution only. Restore all doors and covers to their secured condition.</p>