

**OFFICE OF THE ACCOUNTANT GENERAL (A&E) UTTARAKHAND,
MAHALEKHAKAR BHAWAN, KAULAGARH, DEHRADUN**

No. 56/GD/AMC/Comp./2017-18/438

Date: 05.03.2018

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP
COMPUTERS AND SERVERS**

For awarding of comprehensive Annual Maintenance Contract of Information Technology Equipments as listed in the Annexure, sealed tenders are invited from authorised/reputed firms which are in the field of maintenance of computers & servers for last three years.

Sealed quotations may be submitted by the firms fulfilling the following terms and conditions for “Comprehensive Annual Maintenance Contract of Computers and Servers”. The letter should be addressed to Dy. Accountant General/Admn., O/o the Accountant General (A&E) Uttarakhand, Mahalekhakar Bhawan, Kaulagarh, Dehradun so as to reach by 11:00 AM on or before 12.03.2018.

The quotation will be opened on the same day at 03:00 P.M. Representatives of tenderer firms can witness the quotation at the time of opening bid.

**TERMS & CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF COMPUTERS & SERVERS**

In addition of the willingness to abide by the aforesaid terms and conditions the following points are mandatory for qualification. Relevant documents to substantiate claims should be provided along with the tender.

1. The firm must be a ‘registered’. Expertise in preventive on-site maintenance and repair of servers, Desktop computers and other hardware parts.
2. 03 years standing in the market supported by documents.
3. Should have satisfactorily undertaken AMC for organizations having more than 200 computers including servers in one single location. It is preferable if similar maintenance contract has been undertaken by the firm in offices & organizations of Central Government.
4. The bidder should have maintenance service turnover of more than Rs. 30 lakhs per annum and Company’s turn over should be more than 2 cores during last 3 years. (Enclose one documentary proof for each year).
5. The bidder should have ISO 9000:20000 series certification covering Computer Maintenance and Repair Services/Computer Facilities Management Services Certification or higher. (Enclose valid certificate).

6. The Company profile along with client list with copies of documentation in terms of AMC's satisfactory certificates etc., along with complete reference contact information of clients.
7. Authorized service provider certificate from OEM's, if any, may be provided.
8. The AMC for the computers and servers shall be valid for a period of one year only from the date of its commencement. The total AMC charges will be paid in two equal installments after completion of each six months period.
9. The total AMC charges will be paid in advance in two equal installments strictly on the condition by furnishing 20% advance Bank Guarantee of the total AMC amount. Further, SECOND installment of advance will only be released after completion of FIRST six months of AMC services.
10. This comprehensive AMC includes all physical components of all equipments under AMC. The only exclusion would be consumables i.e. keyboard, mouse etc.
11. At least one engineer will visit every day in this office and attend the complaints in working days during the tenure of the contract; who would be competent enough to handle all issues pertaining to hardware/software/configurations that may arise.
12. The firm shall be liable to attend and repair the fault within 24 hours from the time at which the complaint had actually been registered. Otherwise, the firm shall be liable to pay a penalty of Rs. 500/- for the lapse of each 24 hours.
13. The Computer/Server hardware is required to be repaired at the location at which it is installed. In very rare 'cases', permission may be granted to take away the computer hardware provided if it is absolutely necessary.
14. In case, the firm takes two-three days' time for the repair of any Server/IT Hardware, then it will be liable to provide stand by Server/IT Hardware.
15. The AMC rates quoted at the time of its commencement will remain effective for a period of one year. Subsequently, no further demand for the revision of contract rates will be entertained till its expiry, However, extension to terms of AMC agreement, on the basis of same terms & conditions beyond contractual period, might be given for further one more year, if necessary.
16. Preventive maintenance should be done at least once in every month apart from any number of corrective maintenance.
17. If the AMC services provided by the contractual service provider are not found to be satisfactory, one month advance notice shall be provided before the termination of the contract. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.

18. The bidder should have valid GST, Service Tax Registration Incorporation Certificate for its registration as per the company Act of Industry (attach proof).
19. The bidder should not be black-listed/notice issued for deficiency in services. The bidder should provide the undertaking on this account.
20. In case of any dispute or differences arising at any time between this office and the firm holding the contract, these shall be resolved in accordance with the provision of laws of India and jurisdiction of the courts in Dehradun.

A COPY OF THE ABOVE TERMS AND CONDITIONS DULY SIGNED BY THE TENDERER IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE TENDER. FURTHER NO OTHER TERMS AND CONDITIONS SUBSEQUENTLY FURNISHED BY THE FIRM SHALL BE CONSIDERED VALID.

(Enclose one documentary proof of each)

Sd/-
Dy. Accountant General/Admn.

Annexure

SI. No.	Items	Nos.	Date of Purchase
Computer AMC			
1.	HCL (i5)	26	23.08.2013
2.	HCL (i3)	02	19.11.2012
3.	Dell (i3)	14	12.01.2015
4.	Dell (i5)	04	29.01.2015
Server AMC			
1.	(2701 BC) 6121AG282153 HCL	01	05.07.2012
2.	DL180G6 SGH (HP) (SL no. 2226S6H)	01	05.07.2012
3.	DL 180 G6 (HP) SGH 2226S6J	01	05.07.2012
4.	2700 BC (HCL) (SL no. 5111AG839775)	01	01.07.2011