कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी)- प्रथम, उत्तर प्रदेश, प्रयागराज

वार्षिक रखरखाव अनुबंध निविदा आमंत्रण

No. ITCG/AMC/IT-Hardware/2022-23/85427 Dated- 28.01.2022

विषय: वित्तीय वर्ष 2022-23 के लिए आईटी हार्डवेयर, सॉफ्टवेयर और उनके पेरिफेरल्स यूपीएस सहित के व्यापक वार्षिक रखरखाव अनुबंध के संबंध में।

कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी) - प्रथम, उ° प्र°, 20, सरोजनी नायडू मार्ग, प्रयागराज- 211001 आईटी हार्डवेयर, सॉफ्टवेयर और उनके पेरिफेरल्स यूपीएस सहित के वार्षिक रखरखाव अनुबंध के संबंध में एक मुहरबंद निविदा का आमंत्रण योग्य व्यापारिक प्रतिष्ठान, एजेंसी, विक्रेता, कंपनी से कर रही है। निविदा जमा करने की आखिरी तारीख 07.03.2022 (04.00 PM) है। तकनीकी निविदा दिनांक 08.03.2022 (04.00 PM) को वरिष्ठ उपमहालेखाकार (प्रशासन), कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी)-प्रथम, उ° प्र°, 20, सरोजनी नायडू मार्ग, प्रयागराज के कक्ष में खोली जाएगी।

उक्त निविदा प्रपत्र कार्यालय की वेबसाइट https://cag.gov.in/ae/allahabad/en अथवा CPPP पोर्टल से डाउनलोड किया जा सकता है।

वरिष्ठ लेखाधिकारी/आईटीसीजी

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-I, UTTAR PRADESH, PRAYAGRAJ

Tender Inviting Annual Maintenance contract (AMC)

No. ITCG/AMC/IT-Hardware/2022-23/85427 Dated- 28.01.2022

Subject: Comprehensive Annual Maintenance Contract for the financial year 2022-23 for structured Local Area Network, IT Hardware, Software, and its peripherals including UPS regarding.

O/o The Principal Accountant General (A&E)-I, UP, Allahabad is inviting ssealed tenders from eligible and willing agencies / companies / organizations / vendors for Comprehensive Annual Maintenance Contract (AMC) of structured Local Area Network, IT Hardware, Software and its peripherals including UPS. Last date of submission of tender is 07.03.2022 (04.00 PM). Technical Bids will be opened on 08.03.2021 (04.00 PM) in the chamber of Sr. Dy. Accountant General (Admin.), O/o the Principal Accountant General (A&E)-I, UP, 20, Sarojini Naidu Marg, Prayagraj.

The tender document may be downloaded from office website https://cag.gov.in/ae/allahabad/en or CPPP portal.

Sr. Accounts Officer/ITCG

Tender Notice

TENDER FOR COMPREHENSIVE ANNUAL MAINENANCE CONTRACT (AMC) FOR STRUCTURED LOCAL AREA NETWORK, IT HARDWARE, SOFTWARE AND ITS PERIPHERALS INCLUDING UPS IN OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-I, UP, 20, SAROJANI NAIDU MARG, PRAYAGRAJ-211001

O/o the Principal Accountant General (A&E)-I, UP, Prayagraj under administrative control of the O/o the Comptroller & Auditor General of India, New Delhi invites sealed Tenders from reputed Agencies/Companies/Organizations/ Vendors for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network and IT Hardware, Software and its peripherals for the period one year (01 April 2022 to 31 March 2023). Agencies/ Companies/ Organizations/ Vendors are required to submit the bid in the format prescribed format. The last date of Submission of bid is 07.03.2022 (04.00 PM).

This tender document consists of following:-

A. Tender Notice
B. Instructions to Tenderers-Section-I
C. Eligibility Criteria- Section II
D. Terms & Conditions Section-III
E. Scope of work, Annexure I & II

The tender document may be downloaded from office website https://cag.gov.in/ae/allahabad/en or CPPP portal.

BID SCHEDULE & VENUE

Sl. No.	Activity	Schedule Date, Time & Venue
1.	Publication of Tender document	31.01.2022
2.	Issue of Clarification	Terms & conditions and specifications of items stipulated in tender may be got clarified from Sr. AO/ITCG, O/o the Principal Accountant General (A&E)-I, (Email ID- kripalr.up1.ae@cag.gov.in or pandeyak1.up1.ae@cag.gov.in) on or before 04.03.2022 at any time during office hours.
3.	Last date of submission of Tender document	07.03.2022 upto 04:00 PM
4.	Date of opening of Technical Bid	08.03.2022 at 04:00 PM
5.	Venue of a. Pre-Bid meeting, if any. b. Opening of Technical Bid	Sr. DAG/Admin. Chamber, O/o the Principal Accountant General (A&E)-I, UP, 20, Sarojini Naidu Marg, Prayagraj.
	Address for submission of Bid Document	Sr. DAG/Admin Cell., O/o the Principal Accountant General (A&E)-I, UP, 20, Sarojini Naidu Marg, Prayagraj.
6.	Date of Opening of Financial Bid	10.03.2022 at 03:00 PM
7.	EMD (Earnest Money Deposit) Refundable	Rs. 20,000/- (except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME))
Note- The bidders should enclose the EMD along with Technical Bid in the form of Banker's Cheque / Demand Draft issued from any scheduled commercial bank, in favour of *"Pay and Accounts Officer", O/o the Principal Accountant General (A&E)-I, UP, Prayagraj.*		

Sr. Accounts Officer/ITCG

Section – I

Instruction to Tenderers

1. Tenders are invited in two bid system i.e. (i) Technical Bid and (ii) Financial Bid. Both bids should be put in the third envelop which should be prominently super-scribed as "TENDER FOR COMPREHENSIVE AMC of structured Local Area Network, IT Hardware, Software and its peripherals including UPS" and addressed to "***Sr. Deputy Accountant General/Admin., O/o the Principal Accountant General (A&E)-I, U.P., Prayagraj***" and should reach **on or before 07/03/2022 till 04:00 PM**.

2. Tenders received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.

3. This Office reserves the rights to reject any tender without assigning any reason.

4. It may be noted that incomplete tender in any respect or conditional tender will not be accepted.

5. All the vendors should also give a brief resume about their firm/company.

6. The firms should note that the rates quoted in their Financial Bids are inclusive of all applicable taxes and are valid for a period of minimum 06 months from the date of opening of the Tender. Quoting of abnormally low price in Financial Bids may lead to disqualification.

7. Tenderers are requested to adhere to the terms & conditions as mentioned in the tender document. Offers not complying with such terms & conditions shall be ignored/ rejected at the discretion of this office.

8. While submitting the tender for this work, the tenderer will be deemed to have read, understood, and accepted all the terms & conditions stated in the tender document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions, specification of items stipulated in this tender, may be got clarified from Sr. Accounts Officer/ITCG, O/o the Principal Accountant General (A&E)-I, (Email ID-kripalr.up1.ae@cag.gov.in or pandeyak1.up1.ae@cag.gov.in) on or before 04.03.2021 at any time during office hours.

9. Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the financial bid of the tender at the time and date as specified in the Tender Notice. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening

of financial bid of the tender. The name and address of permanent representative of the firm, if any, should also be indicated in the letter. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the tenderer or outsiders shall not be allowed to attend the tender opening.

10. The bidder is required to examine all instructions, forms, terms and specifications in the Bid documents. Failure to furnish all or any of the information required as bid document or submission of the bids not substantially responsive to the bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.

11. Document required for submission of tender must be serially numbered and strictly as per prescribed format.

12. The list of Network Hardware and IT Hardware & its peripherals including UPS to be given under AMC has been mentioned at Annexure II.

13. This contract will cover preventive and break down maintenance of computers, printers and other peripherals including UPS as mentioned above and satisfactory working of LAN including server and other items. The contract shall also include shifting / re-installation of computers.

14. The firm should also submit a list of their clients/ customers (with complete name and address of the organization along with technical bid).

15. The bidder shall quote the price on per unit basis (Including taxes, if applicable).

16. Canvassing in any form will be viewed seriously and if any tenderer is found to be resorting to such practice, the tender of such Firm will be rejected. Any approach to Higher Authorities by the firm regarding clarification/award of the tender will lead to disqualification of the firm.

17. Bids shall remain valid for the minimum period of 06 months after the date of opening technical bid. The Principal Accountant General (A&E)-I, U.P., Prayagraj, shall reject a bid valid for a short period.

18. Tenders are invited in two bid system:

(i) Technical Bid & (ii) Financial Bid.

The **'Technical Bid'** will be duly filled and put in the **first envelope** containing the title **'Technical Bid for Comprehensive Annual Maintenance**

Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS'. It should contain full information as required in Annexure—I and all other necessary information required to be submitted with technical bid. The documents submitted along with technical bid will be final and office will not ask to produce any such document after opening of technical bid.

The 'Financial Bid' will be made and put in the **second envelope** containing the title "**Financial Bid for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UP"**. It shall include full information as required in Annexure—II.

Both bids should be put in the **third big envelope** which should be prominently super-scribed as **"Tenders for Annual Maintenance Contract (AMC) of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS"** and addressed to *"Sr. Deputy Accountant General/Admin., O/o the Principal Accountant General (A&E)-I, U.P., Prayagraj".*

Section – II

Eligibility Criterion

1. The firm should be 'registered' and should be in existence for at least 3 years in the field of maintenance of Structured Local Area Network, IT Hardware, Software and its peripherals including UPS and should be having a turnover of at least 40 Lakhs per annum for last three consecutive years exclusively in said maintenance trade only. The firm should have a field office/ service centre in Prayagraj.

2. The firm quoting should possess sufficient experience in the field of AMC of the equipments given in the tender preferably in Central/ State government offices/ PSUs/ Autonomous Bodies (certificates in this regard from at least 03 organizations may be attached). This office may verify such certificates from the concerned office/organization, if necessary.

3. The firm must have expertise in preventive on-site maintenance and repair of servers, stand-alone computers, laser and Line Matrix printers, scanners, laptops, projectors, associated peripherals, network components and other hardware parts and accessories. The firm also must have expertise in LAN trouble shooting.

4. The firm should also be registered with CGST/SGST authorities/ Department of Commercial Taxes (certificates of registration have to be provided). Possession of valid ISO certificate in the same field is an added advantage.

5. The firm must have duly allotted PAN and GST Registration number. These numbers must be provided on the bills/tenders submitted by the firm for payment.

6. The bidders should have registered itself under EPF Act and ESI Act. The certificate in this regard is required to be enclosed along with technical bid.

7. The Bidder shall not be under Declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.

8. Copies of the following documents should be submitted along with Technical bid:
    a. Company Profile
    b. Certification of registration of company/firm (should be in existence for at least five years on 01.01.2022)
    c. Complete address with telephone numbers of the field office / service centre at Allahabad
    d. ISO certification, if any (optional)
    e. List of clients/ customers with address

f. Audited Profit & Loss Account of three financial years i.e. 2018-19, 2019-20 and 2020-21 for proving turnover of 40 lakh or above per annum.
g. Copy of Permanent Account Number
h. Copy of Income Tax return of last three financial years i.e. 2018-19, 2019-20 & 2020-21 (Assessment year would be 2019-20, 2020-21 & 2021-22)
i. GST registration certificate
j. Copy of Latest GST Return
k. Experience Certificate of at least 3 years in providing services in Central Government/ State Government/ Public sector undertakings/ Autonomous Bodies.
l. Undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies
m. The Earnest Money Deposit (EMD) of ₹ 20,000/- in form of Banker's cheque/ Demand Draft / FDR issued from any scheduled commercial bank in favor *"Pay and Accounts Officer", O/o the Principal AG (A&E)-I, U.P. Prayagraj"* only.

A firm filling tenders does not fulfill all or any of the above eligibility criteria mentioned above, will not be considered for qualification in the technical bid.

Period of Contract

The period of Contract shall be for one year (01 April, 2022 to 31 March, 2023) for structured Local Area Network, IT Hardware, Software and its peripherals including UPS.

Extension of Contract

If the service of the vendor is found satisfactory during the period of contract and if the vendor is willing to continue this contract at the rate quoted and finalized during the year 2022-23, this office may extend the period of contract for part of the next year or full year.

Performance Security (Security Deposit)

The successful bidder shall have to give performance security in the form of, PBG, Fixed Deposit Receipt made out or pledged from a Nationalized /schedule bank, amounting to 10% of the total Contractual value in favor of *"Pay and Accounts Officer", O/o the Principal AG (A&E)-I, U.P. Prayagraj"*. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier. This Deposit is liable to be forfeited, if during the period of contract, the services of the contractor are found unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/ breached by the firm/ or his employees. The forfeiture will be in addition to any action by the organization that the contractor firm may invite upon themselves due to any of the reasons specified above.

Section – III

Terms & Conditions

1. The Comprehensive Annual Maintenance Contract (CAMC) shall be for a period of one year (1-April-2022 to 31-March-2023) for Structured Local Area Network, IT Hardware, Software and its peripherals including UPS.

2. This contract will cover preventive and break down maintenance of Servers, computers including Monitor/ TFT, Keyboard & Mouse etc., Laptops, Printers and other peripherals as per Annexure-II and satisfactory working LAN including Server (installed at VLC, DBA & ITCG section) and other computers with installed software viz. operating systems, MS Office, internet, explorer, Netscape, Outlook Express, Oracle application software and database software support, Antivirus Software etc. The contract shall also include shifting/ reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus software.

3. During the period of AMC, the tenderer shall carryout preventive check at periodic intervals.

4. The fault reported by the office during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. However, in exceptional circumstances, the delay in rectification for reasons beyond the control of the tenderer shall be condoned by the office.

5. In case of major repair/ breakdown of any systems, the supplier should have facility for providing a standby system within 24 hours.

6. The rates quoted will remain in force for the full period of AMC. No demand for revision of rates on any account shall be entertained during the contract period.

7. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/ replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.

8. It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the organization in working condition on expiry of the contract.

9. Payment will be made on completion of each quarter against submission of invoice in duplicate.

10. Security deposit at 10% of the contract value has to be submitted in the form of bank guarantee as mentioned above under the caption "Performance Security" within 15 days of award of work.

11. The office reserves the right to reject the tender in whole or part and the decision in this regard shall not be called upon in question under any circumstances.

12. Measurements of defective/ unsatisfactory work during service period, any kind of delay in service, delay and/or absence of service or residential engineer, failure to do preventive maintenance or breakdown calls, any other type of failure which may feel so by this office be treated as unsatisfactory performance. The computers, printers, UPS and its peripherals shall be repaired against any specific complaint within 06 hours from the time of reporting. If the system/ equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:

    (a) For complaint attended after the 24 hours a penalty of 10% of the unit AMC charge per day per Computer/ Printer/UPS and peripherals shall be levied till the Computer/ Printer/ and peripheral is set right.

    (b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired/replaced within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per computer/printer/ UPS/peripheral.

    (c) A log register/ online complaint register shall be maintained in the designated sections for registration of error/ fault observation of resident engineer and disposal of error/ fault. This will be a key record for execution and penal clause.

    (d) In any case, if the firm fails to repair/ resolve the problem and the same got resolved by the other vendor on payment basis, then the amount paid to the other vendor will be deducted, as penalty from the next quarterly payment to the firm

13. **Emergency Service Support**

    For special cases, when emergency service is required in holidays/ bandh and even after office hours, no additional payment will be made.

14. **Replacement of defective spare parts**: Defective spare/ equipment's should be replaced by original/ genuine of the manufacturer within seven days.

15. Prior Permission

Any changes in Hardware/ software/ parts etc. shifting of any equipment, change of places of the equipment in the same office etc. done by the deputed engineer of the vendor should take prior permission from the ITCG Section/ nominated staff of this office.

16. Resident Engineer

Two dedicated qualified experienced and skilled resident engineers (one for structured local area network and one for IT hardware and its peripherals including UPS) to be provided by the successful bidder for on-site support during all working days round the year from 09:30 AM to 6:30 PM on all weekdays including Saturday and Sunday if called for. The resident engineers will report to nominated official i.e. ITCG Section directly & work as per their instructions. The Qualifications of the Resident Engineers deployed should meet the following criteria:

Qualifications	Work Experience	Requirement
Minimum-Diploma in Computer Engineering (Hardware & Software)	a) Work experience in the fields of Management of Systems & network aadministration. b) Having good knowledge of Microsoft Office, Windows Operating Systems, Java, etc., installing any OS/ Software as per the requirement of the office. c) Having good knowledge of installation on Linux version- 6.9 and its various applications. d) Having complete knowledge of installation Oracle 11g, database of Oracle 11g, web-logic etc. and efficient in creation of Oracle11g application development environment with all required connections in client server architecture. e) Management of LAN and Internet mailing system.	Experience of at least 02 years and having sound knowledge with certificate/diploma to troubleshoot any hardware, software related issues.

17. Other Engineer

Service Engineer/s apart from residential engineers has to be provided by the vendor on call basis as & when required during the contract. The company is also bounded to provide engineer on call basis for the equipment not under AMC as per rate approved without any delay, otherwise it will affect the performance of the AMC vendor.

18. Resolution of Disputes

The agreement shall be governed by laws of India for the time being in force. All the disputes and differences arising out of or in connection with this tender shall be subject to the exclusive jurisdiction of Court of Law at Prayagraj only.

19. Addition to/withdrawal of Equipment

The similar equipment currently covered under warranty/ AMC/ otherwise may be included in the maintenance contract on expiry of such period and equipment under this maintenance contract, those are replaced/otherwise during the contract period will be withdrawn from the maintenance contract. Any addition to/ withdrawn from, would involve proportionate increase or decrease in the maintenance charges (Charges of similar equipment of this contract will be calculated proportionately for remaining period of the contract) at any time during the contract.

20. Preventive Maintenance

Preventive Maintenance for the whole computer system shall be done on Quarterly basis which shall include external/ internal cleaning of the system, running the diagnostics/utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between this office and Vendor. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its peripherals as specified in the inventory of equipment (Annexure II) to be covered under AMC. AMC shall cover Labour charges, required spares and consumables except Floppies, CDs, Tapes and Ribbons/ Cartridges/ Toners for Laser Jet Printer, batteries for UPS and Stationery. Maintenance also includes Software Installation, un-installation, and Virus Removal and Integrity maintenance to make the system/equipment/network functional.

21. The taxes may be deducted at source as per prevailing laws.

22. All disputes and differences arising out of /or in connection of this order shall be subject to the exclusive jurisdiction of Honorable Courts at Prayagraj.

Section – IV

Scope of Work

1. Two (one for structured local area network and one for IT hardware and its peripherals) dedicated qualified and skilled resident engineers to be provided by the bidder for onsite support during all working days round the year from 09:30 AM to 6:30 PM except Gazetted/National holidays. In case, the services of the engineers, is required on Saturdays/ Sundays & Holidays, the firm/service engineer deputed for this office will be informed and the engineer should be available in the office on that day. The resident engineer will report to ITCG Section directly & work as per their instructions. In the event of services required after above hours or on holidays, the firm should be prepared to provide services with no extra charges. In case of any disaster/an unforeseen situation, the firm may be asked to depute other engineers from their organization to sort out the problem. The resident engineers should be well qualified. The engineers so deputed must have their mobile phones and necessary tools like cable tester, crimping/punching machines etc.

2. Each complaint must be attended and resolved as per the Terms & conditions point number 12.

3. Where the parts/ components have failed/ damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call

4. Where any items/ parts/ components need replacement. the same shall be replaced with same make, specification and brand of items/ component/ part. In case the brand/ model has become obsolete, the same shall be replaced with superior quality of the items/ parts/ components and must carry at least one year warranty.

5. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.

6. In case of pending/ high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/ network.

7. The details of resident engineers posted at this office should be provided to the ITCG Section. The vendor has to arrange a reliever with prior notice in case of engineer avails leave.

8. The resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter this office without proper identity cards as above.

9. An online register will be maintained by the resident engineer of the firm for booking the complaints and to keep record of the uptime of the system. A complaint/ call register will be maintained by the vendor.

10. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the ITCG Section before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.

11. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated. All LAN equipment on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance/ repair/ replacement of existing fiber/ Network cable/ switches/ media converters/ UTP/ fiber patch cord/ UTP patch cord/ Printer drum etc. with same or equivalent brand located throughout the premises.

12. The vendor has to keep readily available in their stock at least following parts as standby: Media converters (1), 8-port switches (2), 16-port switches (1), 24-port switches (1), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (30), I/O box (5), I for RJ Connectors (10), mouse, keyboards etc.

13. The firm has to ensure uninterrupted connectivity of LAN in all floors of this office till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes. The list of Network Hardware and IT Hardware and peripherals are annexed as Annexure-II.

Annexure-I

Technical Bid

Sl. No.	Description	Mention page number where attached
1	Company Profile	
2	Name, address & telephone number of the agency/ firm	
3	Certification of registration of company/firm (should be in existence for at least five years as on 01.04.2021)	
4	Complete address with telephone numbers of the field office/service Centre in Allahabad	
5	ISO certification, if any (optional)	
6	Please specify as to whether Bidder is sole Proprietor/Partnership firm/ Private or Limited Company	
7	List of clients/customers with address	
8	Copy of PAN card issued by Income Tax Department	
9	Copy of Income Tax return of last three financial years i.e. 2018-19, 2019-20& 2020-21 (Assessment year 2019-20, 2020-21 & 2021-22)	
10	Copy of GST Registration	
11	Copy of latest GST Return	
12	Annual Turnover of Previous three Financial Years : 2018-19, 2019-20 & 2020-21 (Please attach proof in the form of Profit & Loss Account)	
13	Experience Certificate of at least 3 Years in providing services in Central Government/ Public sector undertakings/ Autonomous Bodies/ Corporate organization must be enclosed)	
14	Copies of minimum 03 similar Annual Maintenance Contracts received from Government and reputed private organizations	
15	Undertaking that company has not been declared ineligible for corrupt or fraudulent practices or blacklisted with any of the Government agencies	
16	Details of tender fee: Issuing bank, DID/Banker's cheque number, Date of issue	
17	Details of Earnest Money Deposit: Issuing bank, DD/ Banker's cheque number, Date of issue	
18	List of Dedicated team of Engineers/ Technician with Telephone Nos. in Prayagraj.	

Annexure-II

Financial Bid

Sl.No.	Equipment	Details	Cost of AMC per year in INR (Inclusive all taxes
1	Comprehensive AMC of Structured Local Area Network and related hardware	Maintenance as per scope of Work, LAN of 650 Nodes which also included router switches, UTM etc.	

IT Hardware & Peripherals

Sl. No.	(A) COMPUTERS/LAPTOPS/SCANNER				
	Make &configuration of Systems	**Nos. of Hardware**	**Effective From**	**Rates per Unit**	**Total Amount**
1.	Zenith Make Core 2 Duo INTEL 1 GB RAM, 160 GB HDD, CD ROM, 15" Color Monitor (2009-10)	**70**	01.04.2022		
2.	Dell make Core i3, Intel 550,4GB RAM 320GB HDD, 20" TFT (2010-11)	**04**	01.04.2022		
3.	Dell make Core i3, Intel 530,2GB RAM 320GB HDD,18.5" TFT (2011-12 & 2012-13)	**39**	01.04.2022		
	Dell make Core i5, 6GB RAM 1TB HDD,20" TFT (2014-15)	**02**	01.04.2022		
4.	HP Intel Core i3-3220,2GB RAM 500GB HDD,18.5" TFT (2013-14)	**05**	01.04.2022		
5.	Dell make Intel Core i5-2400,4 GB RAM 320GB HDD,18.5" TFT (2011-12)	**02**	01.04.2022		
6.	HP make Intel Core i5-2400,2 GB RAM 320GB HDD,18.5" TFT (2013-14)	**86**	01.04.2022		
7.	Acer make intel core i3, M-200, 4 GB RAM, 500 GB HDD, 18.5" TFT (2015-16)	**37**	01.04.2022		

8.	Acer make intel core i5, M-200, 4 GB RAM, 500 GB HDD, 18.5" TFT (2015-16)	**12**	01.04.2022		
9.	Acer make intel core i5, 4 GB RAM, 1TB HDD, 19.5" TFT (2015-16)	**06**	01.04.2022		
10.	Lenovo make core i3, model-5105, 4 GB RAM, 500 GB HDD, 19.5" TFT (2016-17)	**60**	01.04.2022		
11.	Lenovo make core i5 -6400, model-5105, 4 GB RAM, 500 GB HDD, 19.5" TFT (2016-17)	**20**	01.04.2022		
12.	Acer make intel core i5, i5-650u, 4 GB RAM, 500 GB HDD, 19.5" TFT (2017-18)	**55**	01.04.2022		
13.	HP make thin clients T420 with 18.5" TFT (2016-17)	**40**	01.04.2022		
14	VXL make thin clients with 18.5" TFT (2017-18)	**50**	01.04.2022		
15.	Laptop HP 240 (core i3) (2015-16)	**03**	01.04.2022		
16.	Laptop Lenovo Idea Pad 310, intel core i5 (2017-18)	**03**	01.04.2022		
17.	Laptop Lenovo V15-ADA, Windows 10 (2021-22)	**08**	15.07.2022		
18.	Laptop MAC Book – Apple, Corei5	**01**	01.04.2022		
19.	Scanner HP G3110	**01**	01.04.2022		
20.	Scanner HP-200	**04**	01.04.2022		
21.	HP 3545e PSC	**01**	01.04.2022		
22.	i-ball make click scanner	**05**	01.04.2022		
23.	HP Officejet Pro X476 dw PSC	**01**	01.04.2022		
24.	HP Scanjet Pro 2500 F1 Flatbed	**03**	01.04.2022		
25.	Canon DR-C225II Flatbed Scanner	**03**	01.04.2022		
26.	View sonic make, model-PJD5253, Projector	**02**	01.04.2022		
27.	Maintenance of total Networking with cables and all their components/Switches/Patch Card etc. (24 Port Swithes – 54, 16 Port – 03, 8 Port – 6)	1 Job	01.04.2022		
		(B) PRINTERS			

		Laser Printers				
28.	HP Laser M1536dnf (Multi-Function Printer)		**01**	01.04.2022		
29.	HP Laser 1020 and 1020+		**26**	01.04.2022		
30.	HP Laser 1008		**09**	01.04.2022		
31.	HP Laser 1505		**03**	01.04.2022		
32.	HP Laser P2055dn		**01**	01.04.2022		
33.	HP Laser P1606dn		**04**	01.04.2022		
34.	HP Laser M177fw (Multi-Function Printer)		**01**	01.04.2022		
35.	HP Laser Jet Pro MFP176n		**01**	01.04.2022		
36.	HP Laser 600M 604		**01**	01.04.2022		
37.	Brother Laser Printer		**28**	01.04.2022		
38.	HP Laser Jet Pro M706N A3 size printer		**01**	01.04.2022		
39.	HP Laser Jet Pro M1136 Printer		**02**	01.04.2022		
40.	HP Laser Jet M203DN		**05**	01.04.2022		
41.	HP Laser Jet M403DN		**04**	01.04.2022		
42.	HP Laser Jet M403DW		**01**	01.04.2022		
		Dot Matrix Printer				
43.	DMP TVS MSP 455XL Classic		**04**	01.04.2022		
		Line Matrix Printers				
44.	Wipro 1000 Q (2008-09)		**02**	01.04.2022		
45.	WEP Printronix P7C HD6 (2013-14)		**02**	01.04.2022		
46.	Printronix HD Printer		**04**	01.04.2022		
		(E) SERVERS				
47.	HCL Mid-Range Server		**01**	01.04.2022		
48.	Wipro Mid-Range Server		**01**	01.04.2022		
49.	HP Make Intel Xeon E3-1200 Mid-Range Server		**01**	01.04.2022		
50.	HP DL320eGe Mid-Range Server		**01**	01.04.2022		

51.	HP High End Server, Model - 580G	**01**	01.04.2022		
52.	HP Make Intel Xeon Type II Server , Model - ML350G6	**02**	01.04.2022		
53.	HP Intel Xeon Type-II Server, Model - ML330G6	**02**	01.04.2022		
54.	HP Intel Xeon Type-II Server, Model - DL180G6	**02**	01.04.2022		
55.	HCL Type-II Server, Model - IGL 2700	**02**	01.04.2022		
56.	HP Proliant D1360	**01**	01.04.2022		
	(F) UPS				
	(a) UPS ON LINE				
01.	11 KVA Delta	**01**	01.04.2022		
02.	06 KVA APC	**01**	01.04.2022		
03.	05 KVA Delta	**05**	01.04.2022		
04.	05 KVA Neo Power	**01**	01.04.2022		
05.	05 KVA HI SHINE	**07**	01.04.2022		
06.	05 KVA NPS	**05**	01.04.2022		
07.	02 KVA Delta	**03**	01.04.2022		
08.	02 KVA UTL	**07**	01.04.2022		
09.	02 KVA Keptron	**01**	01.04.2022		
10.	02 KVA BPE UPS	**02**	01.04.2022		
11.	01 KVA Energ	**01**	01.04.2022		
12.	01 KVA HI SHINE UPS	**02**	01.04.2022		
	(b) UPS OFF LINE				
13.	600 VA BPE	**62**	01.04.2022		
14.	625 VA Uniline	**32**	01.04.2022		
15.	650 VA Numeric	**24**	01.04.2022		
16.	650 VA NPS	**50**	01.04.2022		
17.	650VA Luminous	**10**	01.04.2022		

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and condition mentioned in the bidding document and undertake to comply with them.

2. The rates quoted by me are valid and binding upon me for the entire period of contract.

3. I certify and give undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.

4. I/We give the rights to the competent authority of the office of the Principal Accountant General (A&E-I) 20, S.N. Marg. Prayagraj 211001 to reject my quotation without assigning any reasons thereof. I/we abide by the final decision of the Technical Committee in all respect.

5. I hereby undertake to provide the AMC services and to provide a Service Engineer to the Office, if selected, as per direction given in the tender document/ work within stipulated period.

Note- The hardware which is shown with effective date other than Date of AMC comes in AMC from such dates automatically. I/We undertake to execute the AMC on the rate quoted above. I/We also declare that the items will be supplied by me/us on the rate furnished.

Date:

(SIGNATURE OF BIDDER)

Place:

(Official Seal)
Full Name and Designation