

OFFICE OF THE ACCOUNTANT GENERAL (E&RSA), KARNATAKA, BANGALORE

No. AG/E&RSA/EDP/2019-20/AMC/56

03-03-2020

Sir,

Sub: Quotations for Comprehensive AMC for PCs/Peripherals for the year 2020-2021.

The office of the Accountant General (E&RSA), Karnataka, Bangalore proposes to entrust the Comprehensive Annual Maintenance Contract for all the PCs/Peripherals and invites your offers for the same.

The details of the configuration of each item proposed to be under AMC are given in Annexure "A". The terms and conditions are mentioned in Annexure "B".

The details of the previous experience of your firm with regard to Comprehensive Annual Maintenance Contract for similar items as mentioned in Annexure "A" along with a copy of the Performance Report issued in this regard by such firms may be enclosed with the quotation.

You may please send in your quotation for taking up the AMC. The sealed covers should be superscribed "**Quotation for AMC of IT Systems 2020-21**".

Your Sealed Quotation should be addressed to "THE DEPUTY ACCOUNTANT GENERAL(ADMINISTRATION), OFFICE OF THE ACCOUNTANT GENERAL (E&RSA), AUDIT BHAVAN, NEAR VIDHANA SOUDHA, KARNATAKA, BANGALORE 560001" and should reach the undersigned on or before 16th March 2020. The same will be opened at 1500 hrs on 17th March 2020 in the presence of representatives from the firms, If any.

Yours sincerely,

-Sd-

Deputy Accountant General/EDP Cell.

OFFICE OF THE ACCOUNTANT GENERAL (E&RSA), KARNATAKA, BANGALORE

ANNEXURE “A”

Items to be taken up under Comprehensive Annual Maintenance Contract.

Type of Machine	Model	Nos.	Date of Purchase	AMC rate	TOTAL
Desktops	DELL Inspiron23 All-in-One	1	29.9.2015		
	DELL Optiplex 3020	59	22.2.2016		
	DELL Optiplex 3046	20	30.1.2017		
	DELL Optiplex 3070	1	18.3.2016		
Laptop	APPLE Macbook Air	1	9.1.2018		
	APPLE Macbook Air A1466	1	20.3.2017		
	DELL – Inspiron i5 5570	1	9.7.2018		
	LENOVO – B40-80	8	29.3.2016		
	LENOVO – Ideapad 510S	1	9.12.2017		
Printers	HP LJ PRO M 201	1	16.7.2015		
	CANON LBP6230DN	8	31.10.2015		
	CANON LBP6230DN	10	14.3.2016		
	CANON LBP6230DN	3	29.3.2016		
	CANON MF4750	3	14.3.2016		
	CANON MF4750	1	19.1.2017		
	HP M252DW Color	1	10.2.2017		
	HP LJ M128FN	1	7.8.2017		
	HP LJPro M202DW	3	24.10.2017		
Scanners	CANON Lide 120	3	29.3.2016		
	CANON Lide 120	11	19.1.2017		
Projectors	BenQ MH740	1	18.2.2016		
	Smart short V30	1	31.3.2016		
	EPSON EB-U32	2	21.3.2017		
Server	HP Proliant ML 350	1	24.3.2016		

Sd/-
Asst. Audit Officer/EDP Cell

OFFICE OF THE ACCOUNTANT GENERAL (E&RSA), KARNATAKA, BANGALORE

ANNEXURE “B”

Terms and Conditions for AMC 2020-21.

1. Vendor will be responsible to ensure that the quotation reaches the above address on or before the due date and time.
2. Quotations received after the due date / not submitted in the prescribed formats / in the prescribed manner / incomplete in any respect / not accompanied by prescribed documents are liable to be rejected.
3. THIS OFFICE reserves the right to accept or reject any quotation or alter the terms and conditions without assigning any reason.
4. All the prices quoted by the vendor shall be in Indian Rupees and not be subject to any price escalation. The prices quoted should **be inclusive** of all Central/ State Government taxes.
5. In respect of all the prices quoted for AMC of computer systems & other accessories, terms and conditions proposed by the vendor shall be valid for a minimum period of 3 months from the date of closing of the bids.
6. The Annual Maintenance Contract shall cover comprehensive maintenance of all the items mentioned in the Annexure-‘A’.
7. All parts of Computer systems, Laser Printers, DeskJet Printers, Dot Matrix Printers, (excluding consumables like ribbons and toner cartridges) shall be covered under the Annual Maintenance Contract.
8. Decision of THIS OFFICE in respect of evaluation of bids and/ or award of contract will be final.
9. THIS OFFICE reserves the right to discontinue the Annual Maintenance contract for maintenance of scheduled equipments at one-month notice.
10. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable. The scheduled equipment may be relocated within Bangalore, at other premises or residences.
11. In case within the contract period, for any reasons, the systems under maintenance are disposed of by this office, the contract amount for that particular system shall be repaid by the vendor, or deducted from the amount payable by THIS OFFICE, on a pro rata basis.
12. In case of any up-grade of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period without any extra cost.

13. As part of the Annual Maintenance Contract, the vendor shall arrange to depute one (01) Resident Engineer for this office on full day basis. The deputed Resident Engineer should be capable of doing the following systems related activities:
 - a) Update of the software/drivers required for the networking components during the contract period.
 - b) Provide able support with respect to LAN systems.
 - c) Provide technical assistance with regard to installation of OS, configuration of Midrange Servers.
 - d) Provide support in managing internet facilities over LAN systems.
14. As part of the maintenance contract, the Call Report (calls attended and action taken with signature of the complainant) should be submitted on monthly basis by the Resident Engineer.
15. The preventive maintenance should be completed during the first week of every quarter.
16. In case of major break down or occurrence of any major obstacle in functioning of the scheduled equipment, the vendor shall ensure that the same is repaired within 24 hours. In case of failure to repair the same within stipulated time the vendor shall provide an equivalent stand by equipment, without any additional charges.
17. The vendor shall not divulge to any person including his other divisions, subsidiaries or groups, any information obtained by him about this office in the course of his execution of work and shall treat such information as professional communication with confidentiality.
18. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor/ Resident Engineer during the contract period. The vendor shall make good the loss or damage to the scheduled equipment caused due to negligence.
19. The vendor shall arrange to transport equipment and hardware at his own cost and responsibility in case the same is to be sent for repairs at their service center outside this office premises.
20. The items of **spares not covered** for replacement under the contract are to be specified beforehand.
21. The vendor shall provide details of their workforce and skills of engineers to be deputed.
22. The vendor shall provide a list of existing customers and their references.
23. The prospect bidders may check/inspect the computers/peripherals in the office premises at any time during office hours.

Sd/-

Asst. Audit Officer/EDP Cell.