

**OFFICE OF THE ACCOUNTANT GENERAL  
(GENERAL & SOCIAL SECTOR AUDIT),  
MADHYA PRADESH, GWALIOR**

**No. IS Wing/F-17(IIV)/D-**

**Dated:**

**Subject- Inviting quotation for Annual Maintenance Contract of Computer Hardware.**

Quotation for Annual Maintenance Contract of Computer Hardware for the year 2017-18 are invited. Interested firms may submit the same to Sr. Dy. Accountant General/ Administration up to 03:00 P.M. on 27.02.2017. Tender will be opened at 3.30 P.M. on the same day.

List of Hardware items due for AMC along with copy of the terms and conditions of the agreement is enclosed for reference.

***Encl-As above***

Sd/-  
**Sr. Audit Officer/ IS Wing**

**TERMS AND CONDITIONS OF THE AGREEMENT FOR ANNUAL MAINTENANCE OF COMPUTER  
HARDWARE AND PERIPHERALS**

**I. GENERAL**

- (1) The contract will be effective for one year from 06.03.2017 to 05.03.2018.
- (2) Performance deposit of Rs..... in the form of Bank Guarantee/FDR issued by any National/Scheduled Bank in favour of the Accountant General (G&SSA), Madhya Pradesh, Gwalior shall have to be deposited by successful bidder at the time of contract and the same will be refunded on expiry of terms of contract/agreement.
- (3) Accountant General (G&SSA), Madhya Pradesh, Gwalior shall have the right to terminate Annual Maintenance Contract Agreement at any time as and when occasion arises without assigning any reason(s).
- (4) The contractor alone shall responsible to comply with all statutory provisions of all the relevant Labour and Taxation Laws in connection with the staff employed by him for performance of his obligations under the contract agreement.
- (5) The contractor alone shall also be responsible for all the acts of omissions and commissions of his staff deployed for performance of his obligations under the contract agreement.
- (6) The contract period shall initially be for one year only after the execution of the agreement for the contract. The contract may be renewed for further two years, one year at a time, at the discretion of this office and based on satisfactory services provided by the contractor. However, the firm has to provide services at the same rate for the period up to finalization of new agreement.
- (7) This office reserves the right to increase or reduce the number of items offered for maintenance contract during the currency of AMC. The proportionate amount of contract will be increased or decreased accordingly.
- (8) If the contractor does not perform satisfactorily, 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.
- (9) This office reserves the right to recover any dues payable by the contractor from any amount outstanding to his credit, including the pending bills and/or invoking Bank Guarantee/FDR, if any, under this contract or any other contract/order.
- (10) This office shall be entitled and it shall be lawful on its part to forfeit the amount of Performance deposit in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract

under reference in all respects satisfaction of this office. This office shall be entitled to deduct amount from Performance 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.

## **II. SCOPE OF AMC**

- (1) The AMC shall be comprehensive and maintenance service shall consist of preventive and corrective maintenance of machines and will include replacement of non-consumable parts. The parts which are not covered under AMC is mentioned in the Annexure-II.
- (2) Contractor shall maintain the sufficient spares for maintaining required uptime guarantee.
- (3) The contractor would submit a report at the start of the contract of taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers, printers and peripherals work satisfactorily throughout the contract period and also to hand over the system to this office in working conditions on the expiry of the contract. In case any damage on the systems are found, compensation that would be determined by the Competent Authority will have to be paid by the firm.
- (4) Faulty parts shall be replaced with new working parts of the same type/capacity. New parts replaced by the contractor shall be the property of this office and the faulty part shall be the property of the contractor. Systems average uptime should not be less than 98%. Maximum allowable time of any system is three hours in case of minor problems and 24 hours for major problems.
- (5) The AMC shall cover the comprehensive on-site residential support contract for all services and parts of the computers and other peripherals as specified in the Annexure-I. The vendor will provide one resident engineer for all working days for attending and redress of complaints in normal working hours of the office- 9.30 am to 06:00 PM but in case emergency the Company has to undertake the work beyond office hours also. Their services may also be required on non-working days on some occasions to meet crisis situation. The contractor shall ensure that on such occasions additional personnel are deputed with no extra cost. The engineers should be equipped with mobile phones to ensure their availability.
- (6) The service engineer provided by the contractor shall not be changed frequently (minimum six months). However, if this office finds the engineer/personnel incompetent, the contractor shall change the service engineer immediately. If the resident engineer is not available for any reason, the contractor shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. An amount of Rs. 500.00 will be deducted if any service engineer remains absent/on leave without providing a proper substitute.

- (a) Maintenance shall include installation and updating of all kinds of software including operating system, office application, antivirus and etc. The Company is responsible to take care of the Computers, Printers, Peripherals, and UPSs, laptop and networking and its equipment.
- (b) Preventive maintenance service is to be carried out every 60 days' period for all the computers and peripherals covered under the contract. A preventive maintenance report from the user would be submitted to the Competent Authority failing which an amount of Rs. 1000.00 as a penalty would be imposed. Preventive maintenance means bi-monthly servicing of equipment irrespective of whether the equipment has under gone a breakdown or not and it would include.
- Defragmentation of hard disk drives and scanning for disk errors.
  - Checking and cleaning from inside and outside of all the computers and its peripherals as well.
  - Checking and fixing the network connectivity problems at client side such as IP address, finding loose contacts and fixing them inspection of cables and switches installed in the office. Further, new network points wherever are required may be fixed by the vendor.
  - Special cleaning of monitor, keyboard mouse etc. from outside with liquid cleaner.
  - Cleaning and examine interior and exterior of printer for smudges, dust, etc. Accumulation of paper lint should be carefully removed. Paper dust should be cleaned off with the help of vacuum cleaner.
- (c) AMC shall include the repair /replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. In case any equipment has to be taken out of repair, a standby equipment of similar configuration will be provided by the contractor. Carriage charges for taking away/bringing back the equipment will be borne by the company.
- (d) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of the competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the maintenance contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

- (e) The resident engineers should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
  - (f) In case if it is absolutely essential to format the hard disk of a computer, the resident engineer should take proper backup of the data and only after the user is satisfied, the resident engineer should proceed with formatting of the Hard Disk.
  - (g) No replacement and repairing charges for the parts covered under the AMC shall be made.
  - (h) AMC holder is also responsible for small work like installation of software and other minor works, etc. of newly purchased hardware items during the warranty period.
- (7) If during the currency of the contract the representative of the contractor comes across confidential information, he will not disclose it to anybody else.
- (8) Replacement of consumable parts which are not covered in the scope of this agreement should be made available by the Company on charge basis as and when required by the office, but this office would be free to procure these items from any sources.

### **III. DURATION OF CONTRACT**

Subject to the right of the Accountant General (G&SSA), MP, Gwalior to terminate, the period of contract shall be for one year.

### **IV. PAYMENT TERMS**

Maintenance charges shall be for the total value of Rs..... and will commence from the effective date i.e. Maintenance charges shall be payable in two equal installments subject to availability of funds. First installment will be paid after the expiry of six months following the month in which the contract is signed and second installment will be paid after the expiry of contract. No advance payment will be made. If the company fails to provide the services for a period of more than 2 days, amount equal to 2% of the Contract amount per day shall be deducted subject to a maximum of 20% of contract value from the payments. However, in case the equipment has to be taken outside, the Accountant General/Sr. Dy. Accountant General may, at their discretion, extend the time period of 2 days. The time period of two days shall be counted from the expiry of the contractual period of repairing the item(s) i.e. 2 days. Further, if the company fails to provide the services within the said period the office reserves the right to get the item replaced or repaired by other sources. The expenditure on such repair/replacement will be recovered from the company/individual. The limit of 20% of contract value will not apply to the recovery affected in this case.

**V. TERMINATION**

If the company commits any breach of terms of contract including failure in providing the services of repair and maintenance and fails to rectify the complaint, the contract would be terminated and any pecuniary loss caused due to such termination would be recovered from the company. The security deposited would also be confiscated on the termination of such contract.

**VI. CANCELLATION**

The contract can be revoked at any time during the period of contract without assigning any reasons.

**VII. EXTENSION**

The contract can be extended for further period subject to willingness of both the parties.

**VIII. TAXES**

Service tax at the prevailing rate will be paid to the contractor.

**IX. DISPUTE/(ARBITRATION)**

In case of any dispute the decision of the Accountant General (G&SSA), Madhya Pradesh, Gwalior of this office would be final and binding on both the parties. The cause of dispute in writing must be presented before him within 15 days of occurring of such dispute.

It is clearly understood that for the purpose of adjudication, if occasion arises, the jurisdiction of the appropriate court will be at Gwalior.

## List of Hardware are to be covered under AMC

Sn		Item of Hardware with brief configuration	Qty	Date of Purchase / Year	Cost of Item	Total Purchase Cost	Remarks
	<b>Computers</b>						
1		Zenith Q35 Core 2 Duo	37	2009	28850	1067450	
2		HCL Infinite Desktop Core i3	08	2011	34534	276272	
3		Wipro Core i3	02	2012	34400	68800	
4		HCL Core i3	05	2012	34067	170335	
5		HCL Infiniti 380 Core i5	38	2013	39300	1493400	
6		Dell Core i5	15	2014	48589	728835	
7		Dell Core i3	32	2014	38162	1221184	
8		HP ENVY PHOENIX 180 core i-7	01	2014	89000	89000	
			<b>138</b>			<b>5115276</b>	
	<b>Laptop</b>						
9		Laptop HP 430 Core i5-2430	02	2012	37368	74736	
10		Laptop HP Core i3-2330	56	2012	30000	1680000	
			<b>58</b>			<b>1754736</b>	
	<b>Printers</b>						
11		HP LaserJet 1505n	02	2008	12600	25200	
12		HP LaserJet 1007	11	2009	5475	60225	
13		HP LaserJet 1007	04	2010	5475	21900	
14		HP LaserJet 5200N+	01	2010	56945	56945	
15		HP LaserJet 1007	07	2011	5996	41972	
16		HP LaserJet P3015DN	02	2011	41202	82404	
17		Canon JP 3300	02	2012	18700	37400	
18		Canon All-in-One MF 4450	01	2012	17300	17300	
19		HP LaserJet 1606DN	03	2012	11078	33234	
20		HP LaserJet LJP 1108	02	2012	5250	10500	
21		Samsung SCX 4521FS	04	2012	13750	55000	
22		Wipro LQ DSI 5235	01	2013	20000	20000	
23		HP Laser 1020 Plus	01	2013	7600	7600	
24		Wipro LQ DSI 5235	01	2013	22500	22500	
25		Wipro LQ DSI 5235	01	2013	22800	22800	
26		HP LaserJet MF1213	01	2013	16150	16150	
27		HP Laser 1020 Plus	14	2013	8850	123900	
28		Wipro LQ DSI 5235	01	2013	22000	22000	
29		Wipro LMP P8C 500N	01	2013	190000	190000	
30		HP Laser 1020 Plus	14	2014	7200	100800	
31		HP M551 DN Colour Printer	01	2014	78800	78800	
32		HP M451 DN Colour Printer	02	2014	45000	90000	
33		Wipro LQ DSI 5235	01	2015	24150	24150	
34		HP Laser 1020 Plus	03	2015	7500	22500	
35		HP MFP M128FN	03	2015	17265	51795	
36		HP LaserJet Pro 400DN	01	2015	33200	33200	
37		HP Laser 1020 Plus	04	2016	8000	32000	
38		EPSON Colour L-850	01	2016	26800	26800	As the warranty period is Ending on June 2017, hence AMC is only for 08 month for the year 2017-18
39		EPSON Colour L-850	01	2016	26800	26800	As the warranty period is Ending on August 2017, hence AMC is only for 06 month for the year 2017-18
40		HP Laser 1020 Plus	05	2016	8500	42500	As the warranty period is Ending on September 2017, hence AMC is only for 06 month for the year 2017-18
41		HP LaserJet MFP226DW	01	2016	29800	29800	As the warranty period is Ending on November 2017, hence AMC is only for 04 month for the year 2017-18.
			<b>97</b>			<b>1426175</b>	

	<b>UPSs</b>						
42		5 KVA Samtek	01	2007	87000	87000	
43		APC 1000VA	01	2009	12275	12275	
44		Samtek 1000VA	01	2013	20350	20350	
45		Samtek 5KVA	02	2013	67900	135800	
			<b>05</b>			<b>255425</b>	
	<b>Others</b>						
46		HP Scanjet G3110	02	2013	8500	17000	
47		HP Scanjet G3110	01	2015	9200	9200	
48		HP Scanjet N6350	01	2016	49000	49000	
49		Projector Casio	01	2013	77995	77995	
50		Projector BENQ	01	2016	139800	139800	
51		Full HD Monitor	02	2014	37290	74580	
52		Full HD Monitor	01	2016	28800	28800	As the warranty period is Ending on November 2016, hence AMC is only for 03 month for the year 2017-18.
			<b>09</b>			<b>396375</b>	
53	<b>Server (Small Business Server 2003)</b>	Mid-Range Server	01	2006	168350	168350	
		DLT 40/80 GB Drive	01		53187	53187	
		1 GB FCC DDR SDRAM	02		13413	26826	
		72 GB Ultra 320 SCSI Dard Drive	03		19860	59580	
		Raid Controller	02		12094.50	24189	
			<b>09</b>			<b>332132</b>	
54	<b>Local Area Network (LAN)</b>	Networking Equipment	01	2007	421466	<b>421466</b>	
				<b>Total</b>		<b>9701585</b>	