



**OFFICE OF THE ACCOUNTANT GENERAL(A&E), KERALA,**  
**THIRUVANANTHAPURAM**

No.ITS Cell/3-4/AMC/18-19

Dated 04.01.2019

**NOTICE INVITING TENDER**

THE OFFICE OF THE ACCOUNTANT GENERAL (A&E), KERALA, THIRUVANANTHAPURAM, invites sealed quotations from authorized firms willing to undertake the Annual Maintenance Contract of the Computer Networking as per the details on Annexure I of this Tender Notice on **Single bid system**.

All the equipments / items to be entrusted under AMC in the **OFFICE OF THE ACCOUNTANT GENERAL (A&E), KERALA, MG ROAD, THIRUVANANTHAPURAM – 695 001** on the basis of the General Terms and Conditions (Annexure- I), Price Quotes (Annexure II), Tender Application form (Annexure III) Undertaking by the bidders (Annexure IV).

The vendors may quote their rate as comprehensive one including replacement of all defective network components and providing resident engineer / resolving network issues whenever it is reported.

Sealed quotations duly filled in the specified proforma addressed to:

**DY.ACCOUNTANT GENERAL (ADMN),  
OFFICE OF THE ACCOUNTANT GENERAL (A&E), KERALA,  
MG ROAD, THIRUVANANTHAPURAM - 695001,**

must reach latest by **3.00 PM on 14<sup>th</sup> January 2019**. The sealed quotations should be super scribed as ‘**QUOTATIONS FOR AMC OF COMPUTER NETWORKING**’, and should reach this office by the stipulated date and time. Specified pro-forma along with all terms and conditions may be collected from the Assistant Accounts Officer (IT Support Cell), OFFICE OF THE ACCOUNTANT GENERAL (A&E), KERALA, MG ROAD, THIRUVANANTHAPURAM, 695 001 on any working day between 4.00 pm to 5.00 pm. These are also available on Office website <http://www.agker.cag.gov.in>.

The Bids shall be opened by the Purchase Committee of the OFFICE OF THE ACCOUNTANT GENERAL (A&E), KERALA, MG ROAD, THIRUVANANTHAPURAM 695 001, on **14<sup>th</sup> January 2019 at 5.00 PM** in the presence of such bidders who may wish to be present.

The Competent Authority reserves the rights to reject any or all the quotations without assigning any reason whatsoever and to alter the number of each item intended to put under Annual maintenance Contract.

Sd/-

**DEPUTY ACCOUNTANT GENERAL (ADMN)**

Enclosures:-

- 1. Annexure – I**
  - (a) (General terms and Conditions of Tender)
  - (b) (General terms and Conditions of AMC)
- 2. Annexure- II (Scope of work)**
- 3. Annexure III (Tender Application)**
- 4. Annexure IV (Under taking by the bidder)**



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**Annexure-I (a)**  
**General Terms and Conditions of the Tender**

1. 1) The sites can be inspected on any of the working days between 10.00 AM to 4.00 PM till the closing of the bids.
2. The tenders must enclose adequate document to prove their authorization claims and if not, the Deputy Accountant General (Admn), Kerala Thiruvananthapuram reserves the right to accept or reject tenders of these agencies. The decision of the Deputy Accountant General (A&E), Kerala Thiruvananthapuram regarding this will be final and shall be binding of the tenders.
3. The Rate both in words and figure without any corrections or over writing should be quoted in Annexure II of each individual item separately. Any over writing or re-writing or corrections if any should duly countersigned by the authorized signatory of the firm.
4. a. Earnest Money Deposit (EMD) at 5 % of the bid amount in the form of Demand Draft of any nationalized bank must be deposited by bidders along with their duly filled up bidding documents. The validity of the Demand Draft must be for 3 (three) months starting from the date of submission of the bids. The Demand Draft shall be in favour of **the Pay and Accounts Officer, Office of the Accountant General (A&E), Kerala, Thiruvananthapuram. (Bank Guarantee or in any other form is not acceptable)**. Security deposit amounting to 10% of the value of the work in the form of Bank Guarantee is to be furnished at the time of finalization and award of the contract. The amount of E.M.D. will be refunded in case of unsuccessful tenderer on submission of application with Receipt in original acknowledging the receipt of Demand Draft soon after the final decision. In case of successful tender it will be refunded on production of original receipt after completion of validity period of the agreement to be executed between the tenderer and the Deputy Accountant General (Admn), O/o the Accountant General (A&E), Kerala, Thiruvananthapuram. No interest will be paid on the Security Deposit.
- b. For NSIC & Micro and Small Enterprises (MSEs) registered firms will have the exemption in submission of EMD. Therefore firms should attach with their offer, Xerox copy of relevant pages of the current and terminal date of their validity of the MSEs/NSIC certificate for registration together with front page indicating validity of registration, the classification list showing the tenderer's registration with MSEs/NSIC for the tendered item.

5. The firm should be a registered one under companies act of 1956 and in existence for over 3 years in the trade.
6. The firm must have at least two years' experience in maintenance work for Govt. Organization/PSUs/Pvt firms. Performance certificates from at least one such existing client must be attached.
7. The firm must be the authorized service provider for the networking components etc., and a documentary proof of the same must be submitted along with tender form.
8. The firm must have expertise to provide maintenance of computer networking and its peripherals of various brands/make specially Dlink, Cisco, HP, HCL etc.
9. The firm must have executed AMCs of the total amount of Rs.5 lakhs in the last two years and the proof of the same should be submitted.
10. The successful tenderer will be required to do the work for a period of one year from the date of entering into contract with the Accountant General (A&E), Kerala, Thiruvananthapuram. The Deputy Accountant General (Admn), Kerala, Thiruvananthapuram however, reserves the right to terminate the contract at any time without assigning any reasons whatsoever and the decision of the Accountant General (A&E), Kerala, Thiruvananthapuram in this regard shall be final and binding on the successful tenderer. The firm entrusted with the work will have to do the work at the approved rates. If for any reason, the firm is not able to do so, the work will be got done from some other firm/open market and the expenditure incurred on such repairs shall be recovered from the contractor deducted from AMC amount payable / security deposit as in the case may be.
11. The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for repair/replacement, if any after the finalization of Annual Maintenance Contract.
12. The tenderer should submit his offer in an envelope with superscription "**Tender for the AMC of Computer Networking**" (**Supporting documents**) and be submitted to

**Deputy Accountant General (Admn)**  
**Office of the Accountant General (A&E),Kerala**  
**MG Road, Thiruvananthapuram 695001**

13. The specimen of "**Agreement Bond**" will be provided along with letter of acceptance to the tenderer whose rates are accepted by the Accountant General (A&E), Kerala, Thiruvananthapuram. The tenderer shall have to execute agreement in the prescribed form on stamp paper costing to Rs.100/- on agreement paper, which should be submitted to the office IT Support Cell within specified time. The agreement received under seal and signature of tenderer will become a legal agreement between the tenderer and the Accountant General (A&E), Kerala, Thiruvananthapuram, which will be binding on tenderer within the local jurisdiction.

14. Proportionate Payment will be made on quarterly basis. However, 25 % of estimated AMC cost may be paid in advance against bank guaranty, which will be adjusted in future due payment.
- 15. Every page of tender should be serially numbered and signed with seal by the tenderer**
- 16. The right to accept or reject whole or part of the tender or all tenders without assigning any reasons thereof is reserved by the Accountant General (A&E), Kerala, Thiruvananthapuram.**



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**ANNEXURE-I (b)**

**General Terms and Conditions for AMC of Computer Networking**

1. The contract will only be identification of network related issues, troubleshooting and replacing any faulty equipments / switches.
2. There will be no limit in breakdown calls. Scheduled / unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system includes replacement of unserviceable parts. The parts replaced shall be new OEM parts.
3. In case of failure of any Peripheral, the vendor should replace parts with same or higher configuration.
4. The contract is subject to review after each quarter and this office reserves the right to terminate the contract with a notice of one week if the service provided is found not satisfactory.
5. Qualified Resident Engineers should be provided in this Office whenever the network is needed as per requirement of this office. They should bear an Identity Card of the Company.
6. The payment will be made at the end of each quarter with satisfactory service rendered against invoice.
7. If any equipment is added or removed from the scope of contract then there would be *pro rata* adjustment in charges.
8. The firm would also be indemnified for any damages owing to delay in setting right the problem of hardware, which have critical ramifications.
9. A meeting should be arranged with the Sr. Executive of your firm once in a quarter to assess the quality of service provided. Key performance indicators may be established and reviewed on a quarterly basis.

10. The Vendor would carry out preventive maintenance of each machine mentioned in Annexure once in every quarter, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. Vendor should also ensure proper cleaning of machines on quarterly basis.
11. Servicing have to be done at the client's site at the location cited during normal working hours except in the case of major break down. If the system has to be taken outside the office premises for repair, stand-by arrangement to be made. In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs 200/- (Rupees two hundred only) per day per machine will be charged. The amount of penalty will be either recovered from the AMC charges/bills for that quarter that limited to 10% of AMC charges in respect of that quarter.
12. It is mandatory to have a valid pass / permission to take out each such equipment after making proper entries with the concerned officer in charge of IT Support Cell. Only on the basis of valid Gate Pass from the General Section the item can be taken out the premises of this office.
13. The original specification/ characteristics/ features of the equipment should not be changed without prior intimation to the office of the Accountant General [A&E] Kerala, Thiruvananthapuram. Vendor must also maintain the required device drivers for maintaining the equipment in Annexure.
14. In case of non-availability of drivers of any machine / equipment (PRINTERS, SCANNERS etc.) they will be arranged by the Vendor from their original sources or through internet.
15. The vendor shall ensure that no damages caused by his personnel to the hardware or software while undertaking repair or preventive maintenance to the equipment otherwise the vendor will be liable to replace the damage assembly or equipment or software or all of them free of cost and in case of failure to do so, the vendor shall have to bear the cost of replacement by any third party selected by the Accountant General [A&E] Kerala, Thiruvananthapuram..
16. The engineer(s) will work under the instructions of the officers in charge of IT Support Cell authorized by the Accountant General [A&E] Kerala, Thiruvananthapuram and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint.

17. Arbitration: - In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to:-

- a. the construction of the terms and conditions
- b. the respective rights and liabilities of the parties hereto there under
- c. Any matter or thing arising out or in relation to or in connection with these terms and conditions.

Then either party shall give written notice to the other of the same, and such dispute or differences shall be referred to for the sole Arbitration of any persons appointed by the Accountant General (A&E), Kerala. The decision of such Arbitrator shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment that the person appointed is a Government Servant. The provisions of the Arbitration and conciliation Act 1996 and the rules there under shall apply to the arbitration proceedings. Each party warrants and guarantees that it has full power and authority to do so and perform this agreement, and the person signing this agreement on behalf of each has been properly authorized and empowered to do so.

Sd/-

**Data Manager**





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**ANNEXURE-II**

**SCOPE OF WORK /BILL OF QUANTITY / PRICES QUOTES**

Sl No	Particulars of Items	Brand (specify)	Qty (Nos.)	Quoted Unit Rate (Rs.)	Quoted Amount (Rs.)
	<b>Service Tax + Surcharges + Cess (%)</b>				
	<b>(A)Total Rs.</b>				
	<b>Less Buyback amount, if any (applicable for desktops, all printers &amp; UPSs)</b>				
	<b>Grand total in Rs.</b>				
<b>(Rupees in words)</b>					

**Instructions:**

1. The 'Eligible Lowest Bidder' shall be selected based on lowest prices for each line item quoted by the participant bidder
2. The prices should be free from over-writing/corrections etc. failing which the bids shall be summarily rejected.
3. Warranty of the product should be indicated

**Date:**

Place:

**(SIGNATURE OF BIDDER)**  
**(OFFICIAL SEAL)**  
**FULL NAME & DESIGNATION**



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**Annexure II (a)**

TENDER FORM NO. : \_\_\_\_\_

**NAME OF WORK:** Comprehensive AMC of Computer Networking

**SCHEDULE OF APPROXIMATE QUANTITY**

**(Items to be put under AMC for one year from 01<sup>st</sup> January 2019)**

**Description**

The Network originates from the Main building of this office where Internet connectivity of BSNL and NIC terminates. The Network is spread across 4 major buildings and 3 small buildings. The fibre optic connectivity is available between these building which terminates at the Media Converter at either end. From media converter it is connected local area with switch and further some minor switch are put for extension of the network connectivity.

**The Location and details of available network equipments listed below:**

Sl. No.	Items / location	Quantity
1.	Main Network Router / Switch	1
2.	Cyberoam -	1
3.	Switches in Main building	10
4.	Switches in Pension Block	8
5.	Switches in Accounts Block	9
6.	Switches in GE Block	4
7.	Switch in Canteen Block	1
8.	Switch in Helpdesk	1
9.	Switch in Stationary	1
10.	N-300 Network Routers	4
11.	4 Port and 8 Port Switches	20



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**ANNEXURE-III**  
**TENDER APPLICATION FORM**

1	Name of the Bidder	
2	Full Postal Address	
3	Telephone Nos./	
4	Mobile Nos./	
5	Fax Nos.	
6	Bidding Submitted for the item (Attach Copy of Service Authorization Certificate)	
7	E-mail	
8	PAN Account No. (copy should be attached)	
9	Service Tax No. (Copy should be attached)	
10	VAT Registration No.	
11	Turnover statement certified by Chartered Accountant (copy should be attached)	
11	Income tax returns (copies should be attached)	
12	EMD Demand Draft No. and Date	
	Issuing Bank Details	
	Amount Rs.	



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**ANNEXURE IV**

**UNDERTAKING BY THE BIDDER**

1. I, the undersigned certify that I have gone through the terms and conditions 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 and it is certified that the rates quoted are the lowest quoted for any other institution in India.
  
4. I give the rights to the Accountant General (A&E), KERALA, Thiruvananthapuram to forfeit the Earnest Money/performance Security money deposit by me/us if any delay occur on my/agent's part or fail to abide by the provisions of the bidding document
  
5. I hereby undertake to execute the work as per direction given in the tender document within stipulated period.

**(Signature of the Bidder)**

**Date :-**

**Place:**

**Designation:**

**(Office seal of the Bidder)**