



OFFICE OF THE ACCOUNTANT GENERAL (ERSA), KERALA
THIRUVANANTHAPURAM – 695 001



PAG(ERSA)/ITS Cell/5-1/2018-19
Date: 19.03.2019

M/s

SHORT NOTICE INVITING TENDER

Office Of The Accountant General (ERSA), Kerala, Thiruvananthapuram invites sealed quotations from authorized vendors for Comprehensive AMC for Server, Desktop Computers, Laptops and Printers installed at this office and its branch office at Thrissur. Detailed list of items are given as Annexure A.

The Sealed cover superscribed as **'Quotation for AMC for Computers and Printers: 2019-20'** should contain two separate sealed envelopes containing Technical Bid and Financial Bid. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed as **'Technical Bid'** and **'Financial Bid'** respectively. The technical bids shall be opened by the Purchase Committee at the first instance and evaluated. At the second stage, financial bids of only those technically qualified offers shall be opened for further evaluation and ranking before awarding the contract.

The sealed quotations addressed to **"The Deputy Accountant General (Admn & RS), O/o Accountant General (ERSA), Kerala, Trivandrum – 695001"**, should reach this office on or before **4:00 pm** of **25.03.2019**. The quotations will be opened on the same day at 4:00 pm by the Purchase Committee in the presence of the bidders, if any. The bidders who intend to be present at the time of opening of tenders may ensure their presence or their authorized representative at the time and date noted above.

Name of the Work:

Comprehensive Annual Maintenance Contract for IT hardware of various models installed at Main Office Trivandrum and its Branch Offices at Thrissur. The details for which AMC is required are given below:

Type of hardware	Trivandrum		Thrissur		Total
	AMC required from 01/04/2019	AMC required from 01/09/2019	AMC required from 01/04/2019	AMC required from 01/09/2019	
Server	1		-	-	1
Desktop	31	24*	8	6*	69
Laptop	2		-	-	2
Printers	20		6	-	26

**The rate of AMC for which the desktops required from 01/09/2019 should be calculated proportionately for the remaining period of the year(6 Months).*

(A list of all items i.e. Desktops, Laptops, Servers and printers proposed under the contract, for the period from 01.04.2019 to 31.03.2020 are placed separately as Annexure–A. Details of Desktops for which maintenance contract is required for the period from 01.09.2019 to 31.03.2020 is given in Annexure-B)

Period of Contract :

01.04.2019 to to 31.03.2020

Technical bid should include :

- Full details of the bidder viz. Name and address of the bidder firm, telephone number, fax number, e-mail id etc. (Annexure-C)
- GST registration details
- Income Tax Permanent Account Number (PAN)
- Documentary proofs as authorized service agent
- Proof of previous work awarded, with respect to AMC of IT hardware at Govt. offices / PSU etc.
- Self declaration stating that the firm has not been black listed by any Government Department / Organisation as on date of submission fo the Quotation / Bid and that the documents furnished are true and authentic (Annexure-E)

Financial bid should include :

- Grand Total for AMC of all the listed items (Annexure-D).
- Individual item-wise rates against each should also be mentioned clearly.

- Levies & Taxes, Rates for posting one full time Service engineer during office working hours at Main office Trivandrum, discount (if any) etc. should be clearly mentioned.
- The Grand Total of quoted amount should be mentioned in both figures and words.

Terms and conditions of AMC:

- All bidders are to quote the rates for each item separately, along with the grand total for the items at the end. The grand total should include item-wise rates, Taxes, Discounts if any, Charge for service engineer etc.
- The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturer (OEM). However, if any specific parts are not covered under AMC, they shall invariably be mentioned by the bidders in the quotation for AMC. No general terms will be entertained, instead the name of parts are to be expressly stated.
- The equipments should be kept in good working condition and virus free. Any replacement will have to be done by the company free of cost except cartridges, ribbon, fuser assembly, sleeve, laptop battery and other stationery.
- Servicing should be done on site and during working hours except for major fault, when the part or machine is to be taken out to the servicing agency. The units/parts are to be taken out of the office premises with proper authorization only.
- The firm shall be responsible to maintain the required drivers, additional peripherals and hardware for maintaining the equipments.
- Support for users and troubleshooting of commercial software packages alongwith removal of virus and re-installation of software, if corrupted, shall be undertaken by the entrusted firm.
- Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- If the break down time is expected for more than 24 hours, the firm should provide a back up machine or part till the original system is repaired or replaced after rectifying the defect.
- If parts are to be replaced, it should be of the same version or a higher version of similar make and quality.
- There will be no limit of break down calls and the same should be attended to within One Hour.
- The firm is to carry out preventive maintenance once in every three months.
- Any other maintenance work to be undertaken related to the computer/peripherals.

- **Atleast ONE** Service Engineer shall be posted during office working hours exclusively for the Main office. Break down calls at Branch Offices should be attended on the same day as far as possible and latest by 5.00 PM on the next working day.

Bid Security :

- All the bidders will have to produce a Demand Draft from any commercial bank drawn in favour of **“Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Kerala”**, for an amount of **₹5,000/- (Rupees Five thousand only) as Bid Security/ EMD**, alongwith quotations, failing which the Tender shall be treated as cancelled. The Demand Draft/Cheque, thus produced, should be valid for 45 days after the last date of short notice inviting tender. Bidders who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) are exempted from furnishing EMD.
- The Bid Security/EMD in respect of the unsuccessful bidders shall be returned back after the finalization of Contract.

Performance Security:

- Successful bidder shall have to submit a Bank Guarantee or Demand Draft in favour of **“Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Kerala”** from any commercial bank for an amount @ **5% of the agreed contract amount** towards Performance Security. The Demand Draft /Bank Guarantee submitted as Performance Security should be valid for a period of 60 days beyond the date of completion of all contractual obligations.

Payment Details:

- Payments will be made by this office on quarterly basis only, i.e. after end of each quarter, after obtaining a certificate in this regard from ITS cell.
- No advance will be paid by this office.
- No cost escalation is permitted during the contract period for any reasons whatsoever.
- TDS at applicable rate shall be deducted from the bill amount.

Penalty Clauses:

- If breakdown in respect of any hardware items exceeds 48 hours without supply of adequate backup, a penalty @ ₹50/- per day shall be charged against AMC vendor from the date of breakdown upto seventh day. The penalty shall be @ ₹ 100/- per day from the eighth day till the item is fully functional or till the date of providing a backup.
- If the preventive maintenance is not done/completed in any of the quarter, 10% of the quarterly payments shall be deducted from the payment due to the party. The

accumulated penalty chargeable during that quarter shall be deducted from the payments due to the vendor.

Condition fulfillment by the bidder:

- The bidding firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- The firm/company should be in existence for over 3 years in the trade as on 31.3.2019.
- The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking etc. The company should furnish its Downtime Statement of previous maintenance work.
- The firm/company must have expertise in on-site maintenance and repair of computers, servers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- The firm/company should produce the self attested photocopies of documents related to allotment of VAT Registration Number, PAN Number, Service Tax number, etc.
- An agreement has to be executed by the successful bidder with this office, specifying general rules, obligations and rights of the parties, payment terms, limitations etc along with technical aspects on AMC for the items, on stamp paper of appropriate value.



**Sr. AUDIT OFFICER
IT Support Cell**

ANNEXURE – A

Details of items for which AMC required from **01.04.2019****Main Office Thiruvananthapuram****Desktops**

SI No	Make	Unique Id No	Serial No	Processor	Date of Purchase	Purchase Value	Location
1.	HP	04 007	SGH410PTY2	Core i5	06/06/2014	50400	Sr.AO/Report (COPU)
2.	HP	04 008	SGH410PTYC	Core i5	06/06/2014	50400	ENTT (ERSA)
3.	HP	04 009	SGH410PTZM	Core i5	06/06/2014	50400	SRA 1
4.	HP	04 011	SGH410PV2W	Core i5	06/06/2014	50400	RSA V
5.	HP	04 012	SGH410PV3J	Core i5	06/06/2014	50400	Hindi Cell
6.	HP	04 013	SGH410Q153	Core i5	06/06/2014	50400	Cash(ERSA)
7.	HP	04 015	SGH410Q1BV	Core i5	06/06/2014	50400	ECA
8.	HP	04 016	SGH410Q1C9	Core i5	06/06/2014	50400	Report (COPU)
9.	HP	04 017	SGH410Q1DB	Core i5	06/06/2014	50400	Admn (ERSA)
10.	HP	04 018	SGH410Q1DL	Core i5	06/06/2014	50400	ITA (ERSA)
11.	HP	04 019	SGH410Q1DS	Core i5	06/06/2014	50400	AAO/CA IV
12.	HP	04 020	SGH410Q1MC	Core i5	06/06/2014	50400	Admin
13.	HP	04 021	SGH410Q1MH	Core i5	06/06/2014	50400	RSA I
14.	HP	04 022	SGH410Q1MJ	Core i5	06/06/2014	50400	RSA IV
15.	HP	04 023	SGH410Q1ML	Core i5	06/06/2014	50400	ITS Cell
16.	HP	04 024	SGH410Q1N4	Core i5	06/06/2014	50400	Report (CommI)
17.	HP	04 025	SGH410Q1N6	Core i5	06/06/2014	50400	AAO/CA IV
18.	HP	04 026	SGH410Q1W1	Core i5	06/06/2014	50400	RSA II
19.	HP	04 027	SGH410Q1WR	Core i5	06/06/2014	50400	ACM Party
20.	HP	04 028	SGH410Q1X9	Core i5	06/06/2014	50400	General (ERSA)
21.	HP	04 029	SGH410Q1XB	Core i5	06/06/2014	50400	Sr.AO/CA I
22.	HP	04 030	SGH414T8JN	Core i5	06/06/2014	50400	RAO/TA
23.	HP	04 031	SGH414T8LY	Core i5	06/06/2014	50400	ACM Party
24.	HP	04 032	SGH414T8LZ	Core i5	06/06/2014	50400	Hindi Cell
25.	HP	04 033	SGH414T8M0	Core i5	06/06/2014	50400	Report (RR)
26.	HP	04 034	SGH414T8N3	Core i5	06/06/2014	50400	Report (CommI)
27.	HP	04 035	SGH414T8N4	Core i5	06/06/2014	50400	Cash (ERSA)
28.	HP	04 036	SGH414T8N6	Core i5	06/06/2014	50400	CA II
29.	HP	04 037	SGH414T8Q6	Core i5	06/06/2014	50400	AAO/CA 1
30.	HP	04 038	SGH414T8Q9	Core i5	06/06/2014	50400	General (ERSA)
31.	HP	04 039	SGH414T8QJ	Core i5	06/06/2014	50400	RSA II

Laptops

SI No	Make	Unique ID No	Serial No	Processor	Date of Purchase	Purchase Value	Placed	Location
1	HP	E3 063	CND4445S1Z	Core i5	23/12/2014	46200	TVM	DAG(A&RS)
2	DELL	E3 064	B8KKG22	Core i7	15/01/2016	70000	TVM	DAG(ES I)

Server

SI No	Make	Unique ID No	Serial No	Processor	Date of Purchase	Purchase Value	Placed	Location
1	HP	02 173	SGH311PDLC	Intel Xeon E5-2420	23/08/2013	284110	TVM	ITS Cell

Printers

SI No	Type	Make	Unique Id No	Serial No	Date of Purchase	Purchase Value	Location
1.	Laserjet	HP LJ P 1606dn	112	VNF3C08087	23/08/2013	15500	RSA IV
2.	Laser Jet	HP LJ P1606 DN	113	VNF3C07608	24/03/2014	8967	Admin
3.	Laser Jet	HP LJ P1106	115	VNF5P03275	06/06/2014	5513	Cash
4.	Laser Jet	HP LJ P1106	116	VNF5P03276	06/06/2014	5513	Rep(RS)
5.	Laser Jet	HP LJ P1106	117	VNF5P02656	06/06/2014	5513	Sr.AO/CAIII&IV
6.	Laser Jet	HP LJ PRO M 401 DN	120	VNH4B06409	25/07/2014	29975	CA II
7.	Laser Jet	HP LJ P1606DN	122	VNF3429390	01/08/2014	8967	Cash
8.	Laser Jet	HP LJ P1606DN	123	VNF3L28880	01/08/2014	8967	Rep(Cmml)
9.	Laser Jet	HP LJ P1606DN	124	VNF3L29377	01/08/2014	8967	AAO/CA IV
10.	Laser Jet	HP LJ P1606 DN	125	VNF3L29392	01/08/2014	8967	AAO/Entt
11.	Laser Jet	HP LJ P1606 DN	126	VNF3L34412	01/08/2014	8967	AAO/RSA I
12.	Laser Jet	HP LJ PRO CP 1025nw	127	CNF5Q22636	19/08/2014	16380	ITS Cell
13.	Laser Jet (A 3)	HP LJ PRO M 706 DN	148	CNBXGBZ917	30/01/2015	51397	Cash
14.	Laserjet	HP LJ PRO M128FN	157	CNB7H5GHWG	06/11/2015	15987	Sr.AO/Rep(Copu)
15.	LaserJet	HP LJ Pro M 202dw	159	VNC3518728	22/09/2016	13755	AAO/General
16.	LaserJet	HP LJ Pro M 202dw	160	VNC3522055	22/09/2016	13755	AG Sectt
17.	LaserJet	HP LJ Pro M 202dw	161	VNC3J27241	22/09/2016	13755	ITS Cell
18.	LaserJet	HP LJ 3015dn	162	VNF3R17230	22/09/2016	60900	Rep(RS)
19.	Laserjet	Brother MFC 9140 CPN	E2-5	E71878B7J922749	29/03/2017	31615	AG Sectt
20.	LaserJet	HP LaserJet Pro M202dw	E2-4	VNC3522243	29-03-2017	13230	Sr.AO/RSA III

Branch Office Thrissur**Desktops**

SI No	Make	Unique Id No	Serial No	Processor	Date of Purchase	Purchase Value
1	HP	04 001	SGH410PTZL	Core i5	06/06/2014	50400
2	HP	04 010	SGH410PTZP	Core i5	06/06/2014	50400
3	HP	04 002	SGH410PV04	Core i5	06/06/2014	50400
4	HP	04 003	SGH410PV3K	Core i5	06/06/2014	50400
5	HP	04 014	SGH410Q1BM	Core i5	06/06/2014	50400
6	HP	04 004	SGH410Q1BW	Core i5	06/06/2014	50400
7	HP	04 005	SGH410Q1CN	Core i5	06/06/2014	50400
8	HP	04 006	SGH410Q1MN	Core i5	06/06/2014	50400

Laserjet Printers

SI No	Make	Unique Id No	Serial No	Date of Purchase	Purchase Value
1	HP LJ P 1606DN	114	VNF3C06605	26/03/2014	8967
2	HP LJ P 1106	118	VNF5P02405	06/06/2014	5513
3	HP LJ Pro M401DN	119	VNH4B06408	25/07/2014	29975
4	HP LJ P 1606DN	121	VNF3L29386	01/08/2014	8967
5	Canon LBP2900	155	NAQA505231	20/03/2015	7400
6	Canon LBP6230DN	158	NCCA116145	15/02/2016	8644

ANNEXURE – BDetails of Desktops for which AMC required from **01.09.2019****Main office Trivandrum**

Sl No	Make	Unique ID No	Serial No	Processor	Date of Purchase	Purchase Value	Location
1.	ACER	04 131	UXVKGSI038G3773006	Intel i5	23/09/2016	45500	AAO/Hindi Cell
2.	ACER	04 132	UXVKGSI038G3773007	Intel i5	23/09/2016	45500	DAG(A&RS)
3.	ACER	04 133	UXVKGSI038G3773009	Intel i5	23/09/2016	45500	AO/Legal Cell
4.	ACER	04 134	UXVKGSI038G3773011	Intel i5	23/09/2016	45500	AAO/Admn
5.	ACER	04 135	UXVKGSI038G3773012	Intel i5	23/09/2016	45500	RSA(DataAnalytics)
6.	ACER	04 136	UXVKGSI038G3773013	Intel i5	23/09/2016	45500	Sr.AO/Rep(C)
7.	ACER	04 137	UXVKGSI038G3773014	Intel i5	23/09/2016	45500	Sr.AO/CA III&IV
8.	ACER	04 138	UXVKGSI038G3773015	Intel i5	23/09/2016	45500	CA III
9.	ACER	04 139	UXVKGSI037G3772986	Intel i3	23/09/2016	38500	SRA II
10.	ACER	04 140	UXVKGSI037G3772987	Intel i3	23/09/2016	38500	ECA
11.	ACER	04 141	UXVKGSI037G3772989	Intel i3	23/09/2016	38500	RAO/TA
12.	ACER	04 142	UXVKGSI037G3772990	Intel i3	23/09/2016	38500	Bills/ERSA
13.	ACER	04 143	UXVKGSI037G3772991	Intel i3	23/09/2016	38500	Admn/ERSA
14.	ACER	04 144	UXVKGSI037G3772993	Intel i3	23/09/2016	38500	PA to DAG(A&RS)
15.	ACER	04 145	UXVKGSI037G3772995	Intel i3	23/09/2016	38500	SRA III
16.	ACER	04 146	UXVKGSI037G3772996	Intel i3	23/09/2016	38500	AAO/CAII
17.	ACER	04 147	UXVKGSI037G3772997	Intel i3	23/09/2016	38500	SRAIV
18.	ACER	04 148	UXVKGSI037G3772998	Intel i3	23/09/2016	38500	PA to DAG(ES I)
19.	ACER	04 149	UXVKGSI037G3773000	Intel i3	23/09/2016	38500	SRA I
20.	ACER	04 150	UXVKGSI037G3773001	Intel i3	23/09/2016	38500	Cash/ERSA
21.	ACER	04 151	UXVKGSI037G3773002	Intel i3	23/09/2016	38500	CA III
22.	ACER	04 152	UXVKGSI037G3773003	Intel i3	23/09/2016	38500	AAO/SRA V
23.	ACER	04 153	UXVKGSI037G3773004	Intel i3	23/09/2016	38500	Bills/ERSA
24.	ACER	04 154	UXVKGSI037G3773005	Intel i3	23/09/2016	38500	Rep(C)

Branch office Thrissur

Sl No	Make	Unique ID No	Serial No	Processor	Date of Purchase	Purchase Value
1.	ACER	04 155	UXVKGSI038G3773008	Intel i5	23/09/2016	45500
2.	ACER	04 156	UXVKGSI038G3773009	Intel i5	23/09/2016	45500
3.	ACER	04 157	UXVKGSI037G3772988	Intel i3	23/09/2016	38500
4.	ACER	04 158	UXVKGSI037G3772992	Intel i3	23/09/2016	38500
5.	ACER	04 159	UXVKGSI037G3772994	Intel i3	23/09/2016	38500
6.	ACER	04 160	UXVKGSI037G3772999	Intel i3	23/09/2016	38500

TECHNICAL BID

(To be submitted in a separate sealed envelope superscribed as ‘Technical Bid’)

1.	Nature of business (Private/ Partnership/ Company)	
2.	Name of Firm/ Company/ Agency with complete postal address	
3.	Name of Proprietor with mobile number	
4.	Telephone Number Fax Number e-mail id	
5.	Permanent Account Number (PAN) (Copy to be enclosed)	
6.	GST No. (Copy to be enclosed)	
7.	Proof of previous work awarded with respect to AMC of computers/ printers at Govt. offices/ PSU etc. (Copy to be enclosed)	
8.	Details of EMD produced	
9.	No. of years of experience in the field of servicing computers/ printers	
10	Proof of previous work awarded with respect to AMC of computers/ printers at Govt. Offices/ PSU etc. (Copy to be enclosed)	
11.	Whether the firm has adequate No of service personnel to attend service calls at our Branch office at Thrissur ?	

Date :

Place:

Seal :

Signature of the proprietor/ authorized person

Full Name :

FINANCIAL BID

(To be submitted in a separate sealed envelope superscribed as 'Financial Bid')

1.	Name of Firm/ Tenderer with complete postal address	
2.	Whether item-wise rate has been quoted specifically?	YES / NO
3.	AMC value	
4.	Rate of fulltime Service Engineer for the AMC period, if any.	
5.	Additional charges, if any.	
6.	GST	
7.	Grand Total of comprehensive AMC of all listed items for the AMC period (01.04.2019 to 31.03.2020) Write in figures as well as in words	

Date :

Place:

Seal :

Signature of the proprietor/ authorized person

Full Name :

DECLARATION

(To be submitted with the Technical Bid)

I,,
son/daughter/wife of Sri., Proprietor/
Director/ Authorised signatory of the (Agency/Firm) is
competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

3. I also declare that I/we or my/our Firm has not been blacklisted by any Government Department/ Organisation as on the date of submission of the bid/tender.

4. The information/documents furnished alongwith the application are true and authentic to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false/misleading information and/or fabricated document would lead to rejection of my tender at any stage.

Date :

Place:

Seal :

Signature of the proprietor/ authorized person

Full Name :