

**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), J&K,
SRINAGAR**

NIT No. ICT- 03 of 2014-15

Dated 23/02/2017

TENDER NOTICE

Sealed tender are invited from eligible/reputed and authorized computer hardware service providers/firms/vendors for undertaking the “Annual Maintenance Contract” on **COMPREHENSIVE BASIS** for the year 2017-18 in respect of Computers, Laptops, Printers, UPSs, Photocopiers, FAX Machines etc. installed in the office of the Accountant General (Audit), Jammu and Srinagar offices. The tender should reach this office by or before 4th March, 2017 upto 4:00 PM and CDR for an amount of RS. 20,000/- (Rupees Twenty Thousand only) pledge in favour of Pay and Accounts Officer, Office of the Accountant General (A&E), Jammu and Kashmir, Srinagar must accompany with the tender. The tender would be opened on 6th March, 2017 at 3:00 PM in the office of the Accountant General (Audit), Srinagar in the presence of such of the tenderers who may wish to be present. The details of the hardware, terms and conditions of the AMC can be had from ICT Wing of this office on all working days upto 3rd March, 2017 between 2:00 PM to 4:00 PM and can be downloaded from our website www.agjk.nic.in.

Sd/-

Sr. Dy. Accountant General (ICT)

OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), J&K, SRINAGAR

(TERMS AND CONDITIONS)

1. The successful tenderers shall enter into an agreement with the Office.
2. The Contract shall be **COMPREHENSIVE ONE** and the firm will repair all defective parts of computers, printers, UPSs etc. lying in the offices at their own expenses. The faulty parts of equipments under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by vendor at his own cost. The office reserves the right to take a final decision regarding replacement of a faulty/ repaired part. However, consumable parts like cartridge, ribbons, tonner, printer heads, Teflon roller etc. will not come under the Annual Maintenance Contract and the cost of consumable items shall be borne by the office.
3. The firm shall be responsible for maintenance and upkeep of the IT Assets of both the offices of Audit and A&E along with networking in order to keep them in good working condition and also cleaning/vacuuming of all items on quarterly basis.
4. The firm will be required to depute at least one engineer in this office in Srinagar and Jammu offices on regular basis on all working days who must be well versed with the fault repairs/software maintenance on day-to-day basis and must possess all related equipments/software/CDs and mark his daily attendance in ICT Wing of this office. In case of urgent and emergent situations, it can be asked to rectify the problem on holidays and after working hours also, at no additional cost.
5. The firm will attend to the fault within one hour of logging the complaint, equipment down time should not be more than 24 hours from the time of report of fault. In case of failure of above clause a fully functional standby / replacement should be given. This would include the attached peripherals also.
6. All records of complaints will be maintained and properly recorded by the firm with the details such as time when the call was reported and attended, signatures of the user, problem, comments of the user etc. A copy of the call/ feedback report is to be given to the Office.
7. The firm shall maintain the equipments 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 legal action may be taken against the firm.
8. Bidder must possess at the time of tendering, "Authorization Certificate from Manufacturer for Service" OR "Authorized Service Partner of Manufacturer/ Make".
9. The following documents must be attached with the Tender: -
 - a. Call Deposit Receipt (CDR) of Rs. 20,000/- pledged in favour of Pay and Accounts Office, Office of the Accountant General (A&E), J&K, Srinagar.
 - b. Authorized Service Providing Certificate/Experience Certificate/Related documents.
 - c. Attested copy of PAN/ TIN No., Service Tax number as well as Income Tax Returns of last three years to be furnished/ enclosed.
10. Tender without above mentioned documents will not be considered.
11. Payment shall be made on quarterly basis on equal installments after receiving satisfactory certificate of maintenance/service rendered from concerned offices/sections
12. All related taxes would be deducted at source.
13. The Contact shall commence with the effect from the date of signing of agreement and shall be valid till 31.03.2018.
14. The vender shall furnish an undertaking that it shall maintain the confidentiality of all information/data stored on the Computer Systems of the offices and shall at no cost divulge or reveal any information wholly or part of it, which it may access during the maintenance, repairs etc. of the computer systems.
15. The firm should neither be blacklisted by any Govt. department nor is any criminal case registered against the firm or its owner / partners anywhere in India. The firm should submit a affidavit regarding this.

16. All disputes shall be subject to the jurisdiction of Court in J&K only.
17. Force majeure clause shall apply
18. The description, specifications quality/make/brand and approximate quantity of computers and allied items are given in enclosed Annexures.
19. The number of items may be increased or decreased at the discretion of the office.
20. The firm may quote the rates in the following format

FINANCIAL BID

The firm may quote the rates in the following format:

SRINAGAR AUDIT Wing

Sl. No.	Equipments	Quantity	Rate per unit (in Rs)	Amount
1	Desktop HCL Core i3	6		
2	Desktop HP Core i5	37		
3	Desktop HP Core i3	18		
4	Workstation	1		
5	Kyocera LaserJet Printer 1124 (All in One)	1		
6	Kyocera LaserJet Printer 5150 (Colour)	2		
7	HP DeskJet 3 in1 1050 Printer	2		
8	Epson Dot Matrix Printer LQ2090	5		
9	Epson InkJet M200	4		
10	HP LaserJet Printer 1606dn	4		
11	HP LaserJet Printer M202	8		
12	Photocopier-cum-Printer (Xerox Workcentre 5021)	1		
13	HP ScanJet 200	4		
14	HP Scanner 2410	1		
15	UPS APC 1000 VA	13		
16	UPS APC 2 KVA	4		
17	UPS Intex 725 VA	5		
18	UPS Intex 1 KVA	33		
19	Voltage Stabilizer	1		
20	Sony Laptop Core i3	30		
21	HP Laptop Core i5	2		
22	HP Laptop Core i3	2		
23	Epson Projector EB-S18	1		
24	Photocopier Ricoh AFICIO MP 2500 Series	1		
25	Photocopier Ricoh AFICIO MP 2000 Series	2		

26	Photocopier Kyocera digital TANAUFA 1000 Series	1		
	Total Amount			

SRINAGAR A&E Wing

S.No.	Equipments	Quantity	Rate per unit (in Rs)	Amount
1	Desktop HP Core i5	35		
2	Desktop Zenith Core 2 Duo	17		
3	Desktop Lenovo Core i3	08		
4	Desktop HCL/Acer P-IV	14		
2	LaserJet Printers (HP/Panasonic)	17		
3	Dot Matrix Printers	04		
4.	Networking (Pension/PAO/VLC)	120 Nodes		
Total Amount				

JAMMU AUDIT Wing

Sl. No.	Equipments	Quantity	Rate per unit (in Rs)	Amount
1	Desktop HP Core i3	5		
2	Desktop HP Core i5	45		
3	Workstation	1		
4	HP 1606DN Laser Printer	4		
5	HP 2035 Laser Printer	4		
6	M202DN Laser Printer	6		
7	FX2175 Dot Matrix Printer	2		
8	Epson LQ2090	5		
9	UPS APC 2 KVA	4		
10	UPS Zebronics 600 VA	26		
11	UPS Microtek 600 VA	30		
12	Multimedia Projector	1		
13	Sony Laptop Core i3	29		
Total Amount				

Jammu A&E Wing

Sl. No.	Equipments	Quantity	Rate per unit (in Rs)	Amount
1	Desktop HP	41		
2	Desktop HCL	40		
3	Desktop Lenovo	05		
4	Desktop Zenith	05		
5	Phaser 3435 Printer	01		
6	Lexmark Printer	09		
7	Dot Matrix Printer	09		
10	Work Centre 7200	01		
11	Lipi Line 6605 Printer	01		
12	Lipi HD Line 2250 Printer	05		
13	Konica 1500 W	01		
14	3 KVA Synergy UPS	09		
15	700VA Elnova UPS	05		
16	1 KVA- Max UPS	03		
17	3 KVA- Max UPS	03		
18	6 KVA-Elite UPS	01		
19	800VA Microtech UPS	15		
	Total Amount			