

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

NIT No. ICT-4 of 2018-19

Dated 20.03.2019

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 period of 1 year from April/2019 to 31st March, 2020 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 04.04.2019 upto 4:30 PM. A CDR for an amount of RS. 20,000/- (Rupees Twenty Thousand only) pledged in favour of Pay and Accounts Officer, Office of the Accountant General (A&E), Jammu and Kashmir, Srinagar must accompany the tender. The tender would be opened on the same day at 5:00 PM in the chamber of Sr. Deputy Accountant General (Admn), office of the Accountant General (Audit), J&K, Srinagar in the presence of such of the tenderers who may wish to be present. The details of the hardware items, terms and conditions of the AMC can be had from ICT Wing, Srinagar/Jammu of this office on all working days upto 01.04.2019 between 2:00 PM to 4:00 PM and also can be downloaded from our official 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, drum, tonner, printer heads, Teflon 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 Computer Hardware and its peripherals in order to keep them in good working condition and also cleaning/vacuuuming of all items on quarterly basis.
 4. The firm will be required to depute at least one engineer in Srinagar and Jammu offices each 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. **In addition, the firm must have service centres in both locations Srinagar and Jammu.**
 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 ICT Wing 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. 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 Officer, Office of the Accountant General (A&E), J&K, Srinagar.
 - b. Authorized Service Providing Certificate/Experience Certificate/Related documents.
 - c. Self attested copy of PAN/ TIN No/GST number.
 - d. 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 an affidavit regarding this.
- Tender without above mentioned documents will not be considered.**
9. Payment shall be made on quarterly basis on equal instalments after receiving satisfactory certificate of maintenance/service rendered from concerned offices/sections.
 10. All related taxes would be deducted at source.
 11. The contract shall commence with the effect from the date of signing of agreement with the firm.
 12. 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.
 13. All disputes shall be subject to the jurisdiction of Court in J&K only.
 14. Force majeure clause shall apply
 15. The description, specifications quality/make/brand and approximate quantity of computers and allied items are given in enclosed Annexures.
 16. The number of items may be increased or decreased at the discretion of the office.

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FINANCIAL BID

Firms may quote the rates in the following format:

Srinagar Office

S.No.	Items	Quantity	Rate	Amount
1	Desktop HP Core i3	17		
2	Desktop HP Core i5	35		
3	HP Workstation Z420	1		
4	Printer-cum-Photocopier Xerox ____	1		
5	HP LaserJet 1606dn Printer	4		
6	Epson InkJet M200 Printer	4		
7	HP LaserJet M202 Printer	8		
8	Panasonic KBX1500 Printer	1		
9	HP LaserJet CP1025 Printer	1		
10	RecoH SP300DN Printer	1		
11	HP ScanJet 200 Scanner	4		
12	UPS Intex 1 KVA	31		
13	UPS APC 1 KVA	7		
14	UPS APC 2 KVA	4		
15	Voltage Stabilizer 0.5 kva	1		
16	HP Laptop Core i5	2		
17	HP Laptop Core i3	2		
18	Epson Projector EB-S18	1		
19	Epson Projector U32	1		
20	Photocopier (Ricoh MPC-2003SP)	1		
21	Photocopier (TASKAlfa 1800)	1		
22	Printer Kyocera 1120 (All-in-One)	1		
	Total Amount			

Jammu Office

S.No.	Item	Quantity	Rate	Amount
1	Desktop HP Core i5	40		
2	HP Workstation Z420	1		
3	HP 1606DN Laser Printer	3		
4	M202DN LaserJet Printer	6		
5	M202n Pro HP LaserJet Printer	5		
6	FX2175 Dot Matrix Printer	3		
7	Epson LQ2090 Dot Matrix Printer	5		
8	UPS APC 2 KVA	4		
9	UPS Zebronics 600 VA	18		
10	UPS Microtek 600 VA	30		
	Total Amount			