

Office of the Accountant General (A&E)-II, UP, Allahabad

No. AG-II/AW/CC/AMC/CCTV & Biometrics/98/

Dated: 09.02.2018

To,

<<As Per List>>

Subject: AMC of Biometrics and CCTVs.

Sir/Madam,

This office is in process of awarding AMC of Biometrics Machines and CCTVs for the year 2018-19 (i.e. 01.04.2018 to 31.03.2019) as per terms and Conditions mentioned therein in the bid document. List of items and period of AMC proposed to be awarded under AMC are enclosed as Annexure-I. You are requested to submit your quotation/bid under two bid system in the prescribed Annexure-II and Annexure-III. Last date of submission of quotation/bid is 12.03.2018.

Enclosure: as above


Accounts Officer/CC

No. AG-II/AW/CC/AMC/CCTV & Biometrics/98/ 737

Dated: 09.02.2018

A scanned soft copy and hard copy of the tender/bid notice forwarded to the Accounts Officer/ITCG, O/o the A.G. (A&E)-I, UP, Allahabad for its uploading in official website (www.agup.nic.in) as well as in Central Public Procurement Portal (CPPP).


Accounts Officer/CC

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, U.P.
20 SAROJINI NAIDU MARG, ALLAHABAD-211001

Notice Inviting Tender

for

**Comprehensive Annual Maintenance
Contract for CCTV and Biometric
Machines for FY 2018-19**

TENDER OPEN ON 12.03.2018

OFFICE OF THE ACCOUNTANT GENERAL (A&E)- II, U.P., ALLAHABAD

Subject: Limited Sealed Tenders for Comprehensive Annual Maintenance contract of Biometric Machines & CCTVs for the period from 01.04.2018 to 31.03.2019.

The office of the AG (A&E) –II U.P., Allahabad intend to obtain Limited Sealed Tenders for the comprehensive Annual Maintenance Contract for Biometric Machines & CCTVs of this office (main office at Allahabad and branch office at Lucknow location) including NVRs, DVRs etc. as per list given in Annexure-I with the following additional information: -

1. All the Biometric Machines and CCTVs are installed in this office (Allahabad and Lucknow) as per Annexure-I and are in working condition. However, the firm may check/inspect it to their satisfaction during 26.02.2018 to 28.02.2018 from 3:00 PM to 05:00 PM before tendering the rates. No estimate for repair will be accepted after awarding the AMC.
2. The bids should be submitted in the “Two Bid System” manner i.e. (i) **Technical bid** should indicate business profile of the firm as per Annexure-II and (ii) **The Financial bid** should indicate the maintenance rate in the prescribed format provided in Annexure-III considering all the terms and conditions of the tender enquiry. **The bids should be for comprehensive AMC and indicate rates for each item separately.** At first, Technical bid will be evaluated in respect of the bidder’s profile and Financial bid will be evaluated only for those bidders who qualify in Technical bid. **Technical bid must be kept in a separate envelope** clearly mentioning “Technical Bid for Comprehensive Maintenance of Biometric & CCTV” and **Financial bid must be kept in a separate envelope** clearly mentioning “Financial Bid for Comprehensive Maintenance of Biometric & CCTV”. **Both Technical bid and Financial bid should be kept in a single envelope Super-scribing “QUOTATIONS FOR COMPREHENSIVE MAINTENANCE OF BIOMETRIC & CCTV”.**
3. Rate/unit and total amount should be mandatorily quoted in tender document for all the items mentioned in Financial bid. However, L-1 firm will be determined on overall prices quoted by the firm.
4. Duly filled quotations should be addressed to Shree A.K. Mishra, Accounts Officer/Fund, O/o the AG (A&E)-II, 20, Sarojini Naidu Marg, UP, Allahabad-211001 or may be dropped in the box kept in officer’s chamber so as to reach us **on or before 3.00 PM on dated 12.03.2018**. No tenders will be entertained after due time and date. The technical bids will be opened in the presence of the interested bidders at **3.30 PM on 12.03.2018**.
5. The successful bidder has to enter into an agreement on standard terms and conditions of this Office.
6. The decision of the **Competent Authority** will be final and binding to the bidder in case of any dispute.
7. The firm must submit an **EMD of Rs. 10,000/-** in form of DD/BCs/BG in favor of Pay and Accounts Officer, Office of the Accountant General (A&E)-I, UP Allahabad along with technical bid. **Failing which the tender will not be evaluated for Financial Bid.**
8. The AMC will be valid for the period from the date of awarding the contract i.e. from 01.04.2018 to 31.03.2019.
9. Biometric systems/CCTVs installed in between the FY 2018-19 and covered with warranty proportionate charges will be paid for the service provided.


Accounts Officer/CC

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

1.0 SCOPE OF THE CONTRACT

1.1. This contract will cover preventive and break down maintenance of Biometric and CCTV including NVR, DVR etc. listed in Annexure-I and satisfactory working of equipment of surveillance system including software. The contract shall also include maintenance of software.

1.2. The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts sub- assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. Consumable items viz attendance system, cable batteries, connectors etc. and damages due to natural calamities only shall not be covered under AMC.

1.3. All the equipment under AMC like Biometric & CCTV including NVR, DVR etc. shall be repaired within 06 Hrs. from the time of reporting of complaint. If the system/equipment could not be put into working condition within 24 hrs., the firm shall provide a standby equipment (of similar configuration) for the same, failing which penalty shall be imposed as under: -

- (a) For complaint attended after the 24 Hrs. free time a penalty of 1% of the unit AMC charge per day per equipment concerned shall be levied till the equipment is set right.
- (b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configuration within 24 hours. The original unit shall in any case be repaired / replaced within a period of 15 days failing which a penalty of 1% of unit AMC charge as contracted shall be levied per day per item.
- (c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of resident engineer & disposal of error/fault. This will be a key record for execution & penal clause.

1.4. It will be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric and CCTV including NVR, DVR etc. as listed in Annexure-I on all days.

2.0 PERIOD OF THE CONTRACT

2.1 This contract shall remain valid for a period from the date of award of the contract i.e. from 01.04.2018 to 31.03.2019 and will be specified in the letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one-month notice to the firm. The decision of Competent Authority will be final.

3.0 RATES FOR AMC

3.1 The firms should quote their rates in words as well as in figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties.

3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4.0 PAYMENT TERMS

4.1 The annual Maintenance charges would be paid in four installments at an interval of three months each except first installment. First installment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor to Accounts officer/Computer Cell, O/O the AG (A&E)-II, UP, Allahabad, who shall certify, based on User's call

