

कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी) बिहार, पटना

निविदा आमंत्रण संख्या- 01 /आई0टी0 सपोर्ट सेल/2020-2021

कार्यालय प्र0 महालेखाकार (लेखा एवं हकदारी) बिहार, बीरचन्द पटेल मार्ग, पटना-800001, structured loacal area network तथा आईटी हार्डवेर और उनके पेरिफेरल्स के वार्षिक रख रखाव अनुबंध के संबंध में एक मुहरबंद निविदा का आमंत्रण योग्य व्यापारिक प्रतिष्ठान, एजेंसी, विक्रेता, कंपनी, से कर रही है। निविदा जमा करने की आखिरी तारीख 15/05/2020 (3:00 PM) है। तकनिकी निविदा दिनांक 15/05/2020 (4:00 PM) को द्वितीय तल, उपमहालेखाकर(प्र0) के कक्ष , महालेखाकार भवन, कार्यालय प्र0 महालेखाकार (ले0 एवं ह0)बिहार, बीरचंद पटेल मार्ग, पटना में खोला जाएगा। उक्त निविदा प्रपत्र कार्यालय के वेबसाइट <http://ag.bih.nic.in> से भी डाउनलोड किया जा सकता है।

वरीय लेखा अधिकारी
बिहार पटना

O/o the Pr. Accountant General (A & E) Bihar, Patna

Tender Inviting Annual Maintenance Contract (AMC)

Tender Intimation No. 01 /ITS/2020-2021

Sealed Tenders are invited from eligible and willing Agencies/ Companies/ Organizations/ Vendors for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network and IT Hardware and its peripherals. The tender document may be downloaded from website (<http://ag.bih.nic.in>). Last date of Submission of Tender is 15/05/2020 (03.00 P.M). Technical Bid will be opened on 15/05/2020 (4:00 PM) in the chamber of Dy. Accountant General (A/Cs, VLC & Wks), 3rd floor, Mahalekhakar Bhawan, Birchand Patel Path, Patna-800001.

Sr. Accounts Officer
Bihar, Patna

Tender Notice

TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT(AMC) FOR STRUCTURED LOCAL AREA NETWORK AND IT HARDWARE AND ITS PERIPHERALS IN OFFICE OF THE Pr. ACCOUNTANT GENERAL (A&E), BIHAR, BIR CHAND PATEL MARG, PATNA

O/o the Pr. Accountant General (A&E), Bihar, Patna under administrative control of the O/o the Comptroller & Auditor General of India, New Delhi has invited sealed tenders from reputed Agencies/Companies/Organizations /Vendors for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network for the period one year(1-Jun-2020 to 31-May-2021)and IT Hardware and its peripherals for the period ten months(1-August-2020 to 31-May-2021). Agencies/Companies/Vendors are required to submit the bid in the format prescribed forms. The last date of submission of Bid is 15/05/2020 till 3:00 PM

This tender document consists of following:-

- A. Tender Notice
- B. Instructions to Tenderers- Section- I
- C. Eligibility Criteria- Section II
- D. Terms & Conditions Section- III
- E. Scope of work, Annexure I,II,III & IV– Section IV

Tender documents may be obtained from the I.T. Support Cell, 3rd floor, O/o the Pr. Accountant General (A&E), Bihar, Birchand Patel Marg, Patna, on any working day between 10:00 AM to 03:00 PM from 24/04/2020 to 14/05/2020 on the payment of Rs. 500/-(Five hundred) in the form of Banker's cheque / Demand Draft issued from any scheduled commercial bank, favouring PAO (Audit), O/o the Pr. Accountant General (A&E), Bihar, Patna and payable at Patna only. The tender documents can be also download from the Office Website:- <http://ag.bih.nic.in>. The bid without the tender fee will not be accepted.

BID SCHEDULE & VENUE

Sl. No.	Activity	Scheduled Date, Time & Venue
1.	Issue of Tender Document to Bidder	24/04/2020
2.	Date of Pre Bid	04/05/2020 at 3:00 PM
3.	Issue of clarification of pre bid	04/05/2020 at 5:00 PM
4.	Last Date of submission of Tender document	15/05/2020 upto 3:00 PM
5.	Date of opening of Technical Bid	15/05/2020 at 4:00 PM
6.	Venue of a) Pre-bid meeting b) Opening of Technical Bid	DAG (A/Cs, VLC & Wks) Chamber, 3 rd floor, Mahalekhakar Bhawan, O/o the Pr. Accountant General (A&E), Bihar, Birchand Patel Marg, Patna.
	c) Address for submission of Bid Document	Shri Abhishek Singh Dy Accountant General (A/cs,VLC & Works), 3 rd floor, Mahalekhakar Bhawan, O/o the Pr. Accountant General (A&E), Bihar, Birchand Patel Marg, Patna.
7.	Date of opening of Financial Bid	To be intimated separately to successful Bidders who qualifies in Technical Bid.
8.	Cost of Tender Document (Non-Refundable)	Rs. 500/-
9.	EMD (Earnest Money Deposit) Refundable	Rs. 20,000/-
<p>Note:- The bidder should enclose the application fee (Rs. 500/-) for Tender Document along with Technical Bid in the form of Banker's cheque / Demand Draft issued from any scheduled commercial bank, favoring PAO (Audit), O/o the Pr. Accountant General (A&E), Bihar, Patna and payable at Patna only.</p>		

Sr. Accounts Officer
ITS

Section-I

Instructions to Tenderers

1. Tenders are invited in two bid system i.e. (i) Technical Bid & (ii) Financial Bid. Both bids should be put in the third envelop which should be prominently super-scribed as “TENDER FOR Comprehensive AMC OF Structured Local Area Network and IT Hardware and its peripherals” and addressed to “Shri Abhishek Singh, Dy. Accountant General (A/cs, VLC & Works), O/o the Pr. Accountant General (A&E) Bihar, Patna” and should reach on or before 15/05/2020 till 3.00PM.
2. Tenders received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.
3. This Office reserves the rights to reject any tender without assigning any reason.
4. It may be noted that incomplete tender in any respect or conditional tender will not be accepted.
5. All the vendors should also give a brief resume about their firm/company.
6. The tender without the tender fees shall not be accepted. However exemption of tender fee and EMD will only be given to MSME/NSIC registered bidders.
7. The Firms should note that the rates quoted in their Financial Bids are inclusive of applicable taxes and are firm /valid for a period of minimum **06 months** from the date of opening of the Tender. Quoting of abnormally low price in financial bid may lead to disqualification.
8. Terms & Conditions as set out in this Tender Document shall be adhered to by the tendering firms. Offers not complying with such terms & conditions shall be ignored /rejected at the discretion of this office.
9. LATE/DELAYED tender’s enquiry : Quotation received after closing date and time prescribed in this TENDERS shall **NOT** be accepted under any circumstances.
10. While submitting the tender for this work, the tenderers will be **deemed to have read, understood and accepted** all the terms & conditions stated in the tender

document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions, specification of items stipulated in this Tender Enquiry, may be got clarified from Sr. Accounts Officer, IT Support Cell, O/o the Pr. Accountant General (A&E), Bihar, 3rd floor, Mahalekhakar Bhawan, Birchand Patel Marg, Patna, at the stipulated date and time mentioned in Tender Notice. No clarification on tender documents will be allowed after pre-bid meeting and decision of this office would be final. Requests for postponing the tender opening date for the same shall not be accepted.

- 11.** Tendering firms are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the Tender Notice. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the firm, if any, should also be indicated in the letter. Representatives of firms who have not submitted the tender or representatives not possessing authority letter from the tenderer or outsiders shall not be allowed to attend the tender opening.
- 12.** The bidder is required to examine all instructions, forms, terms and specifications in the Bid documents. Failure to furnish all or any of the information required as per Bid document or submission of the bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.
- 13.** Document required for submission of tender must be serially numbered and strictly as per prescribed format.
- 14.** The list of Network Hardware and IT Hardware & peripherals to be given under AMC has been mentioned at Annexure III & IV respectively.
- 15.** This contract will cover Preventive and break down Maintenance of computers, Printers and other peripherals as mentioned above and satisfactory working of LAN including server and other items. The contract shall also include shifting/reinstallation of computers.
- 16.** The Firm should also submit a list of their clients/ Customers (with complete name and address of the organization along with technical bid)

17. The bidder shall quote the price on per unit basis (Including taxes, if applicable)
18. Canvassing in any form will be viewed seriously and if any tender is found to be resorting to such practice the tender of such Firm will be rejected.
19. Bids shall remain valid for the minimum period of 06 months after the date of opening technical bid. The Pr. Accountant General (A&E), Bihar, Patna shall reject a bid valid for a short period.
20. Tenders are invited in two bid system

(i) Technical Bid &

(ii) Financial Bid.

The '**Technical Bid**' will be duly filled and put in the **first envelope** containing the title '**Technical Bid for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network and IT Hardware and its peripherals**' It should contain full information as required in **Annexure-I** and all other necessary information required to be submitted with technical bid. The documents submitted along with technical bid will be final and office will not ask to produce any such document after opening of technical bid.

The '**Financial Bid**' will be made and put in the **second envelope** containing the title '**Financial Bid for Comprehensive Annual Maintenance Contract (AMC) of Structured Local Area Network and IT Hardware and its peripherals**'. It shall include full information as required In Annexure-II.

Both bids should be put in the **third big envelope** which should be prominently super-scribed as "**TENDERS FOR Annual Maintenance Contract (AMC) of Structured Local Area Network and IT Hardware and its peripherals**" and addressed to "Shri Abhishek Singh, Dy. Accountant General (A/cs, VLC & Works), O/o the Pr. Accountant General (A&E) Bihar, Patna".

Section II

Eligibility Criterion

- 1.** The firm should be 'registered' and should be in existence for at least 5 years in the field of maintenance of Structured Local Area Network and IT Hardware and its peripherals, and should be having a turnover of at least 75 lakhs per annum for last three consecutive years exclusively in said maintenance trade only. Proprietary firms/Partnership firms will not be eligible. The firm should have a field office/service centre in Patna.
- 2.** The firm must have previous experience in maintaining hardware & software and network systems in offices and organizations of the Central Government and preferably also in public sector undertakings of the Government of India/State Government and Autonomous Bodies (certificates from at least 03 such offices/organizations – where the firm is presently holding AMC – indication satisfactory performance/service providing by the firm have to be furnished along with proof of holding AMC in those office/organizations as on date. The certificate should indicate the brands of equipments (name of manufacturer or equipments) maintained by the firm holding AMC in those organization. This office would be free to verify such certificates from the concerned office/organization, if felt necessary.
- 3.** The firm must have expertise in preventive on-site maintenance and repair of servers, standalone computers, laser and inkjet printers, scanners, laptops, projectors, associated peripherals, network components and other hardware parts and accessories. The firm also must have expertise in LAN trouble shooting.
- 4.** The firm must be registered firm and should also be registered with the State Sales and service Tax Department for Works Contract Tax (certificates of registration have to be provided to this institute). Possession of valid ISO certificate in the same field is an added advantage.
- 5.** The firm must have duly allotted PAN and GST Registration number. These numbers must be provided on the bills/tenders submitted by the firm for payment.

- 6.** The bidders should have registered itself under EPF Act and ESI Act. The certificate in this regard is required to be enclosed along with technical bid.
- 7.** The Bidder shall not be under Declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
- 8.** Copies of the following documents should be submitted along with Technical bid.
- a) Company Profile
 - b) Certification of registration of company/firm (should be in existence for at least five years on 01.01.2020)
 - c) Complete address with telephone numbers of the field office/service centre in Patna
 - d) ISO certification, if any (optional)
 - e) List of clients/customers with address
 - f) Audited Profit & Loss Account of three financial years i.e. 2016-17, 2017-18 and 2018-19 for proving turnover of 75 lakhs or above per annum.
 - g) Copy of Permanent Account Number
 - h) Copy of Income Tax return of last three financial years i.e. 2016-17, 2017-18 & 2018-19 (Assessment year would be 2017-18, 2018-19 & 2019-20)
 - i) GST registration certificate.
 - j) Copy of Latest GST Return
 - k) Experience Certificate of at least 3 years in providing services in Central Government / State Government / Public sector undertakings / Autonomous Bodies.
 - l) Copies of minimum 03 similar Annual Maintenance Contracts received from Government and reputed private organizations
 - m) Undertaking that company is not under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies
 - n) The Tender fee of Rs.500/- and Earnest Money Deposit (EMD) of Rs. 20,000/- in the form of Banker's cheque / Demand Draft / FDR issued from any scheduled commercial bank, favoring PAO (Audit), O/o the Pr. Accountant General (A&E), Bihar, Patna and payable at Patna only.

A firm filling tenders does not fulfill all or any of the above eligibility criteria mentioned above, the tender of the firm will not be considered.

Period of Contract

The period of Contract shall be one year(1-Jun-2020 to 31-May-2021)for Structured Local Area Network and ten months(1-August-2020 to 31-May-2021) for IT Hardware and its peripherals.

Extension of Contract

If the service of the vendor is found satisfactory during the period of contract and if the vendor is willing to continue this contract at the rate quoted and finalized during the year 2021-22, this office may extend the period of contract for one more year.

Performance Guarantee (Security Deposit)

The successful bidder shall have to give performance security in the form of Account payee Demand Draft/Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank amounting to 10% of the total Contractual value in favour of "Senior Accounts Officer, ITS Cell , O/o the Pr. Accountant General (A&E),Bihar, Patna". Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This Deposit is liable to be forfeited, if during the period of contract, the services of the contractor are found to be unsatisfactory in any respect, and / or if any of the conditions of the contract is contravened/ breached by the firm/ or his employees. The forfeiture will be in addition to any action by the institute that the contractor firm may invite upon themselves due to any of the reasons specified above.

Section- III

Terms & Conditions

- 1.** The Annual Maintenance Contract (AMC) shall be for a period of one year (1-Jun-2020 to 31-May-2021) for Structured Local Area Network and ten months(1-August-2020 to 31-May-2021) for IT Hardware and its peripherals.
- 2.** During the period of AMC, the tenderer shall carryout preventive check at periodic intervals.
- 3.** The fault reported by the office during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. However in exceptional circumstances, the delay in rectification for reasons beyond the control of the tenderer shall be condoned by the office.
- 4.** In case of major repair/breakdown of any systems, the supplier should have facility for providing a standby system within 24 hours.
- 5.** The rates quoted will remain in force for the full period of AMC. No demand for revision of rates on any account shall be entertained during the contract period.
- 6.** The firm shall maintain the equipment 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 any other legal action may be taken against the firm.
- 7.** It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the items under AMC to the institute in working condition on expiry of the contract.
- 8.** Payment will be made on completion of each quarter against submission of invoice in duplicate.

9. Security deposit at 10% of the contract value has to be submitted in the form of bank guarantee of as mentioned above under the caption “performance security” within 15 days of award of work.
10. The office reserves the right to reject the tender in whole or part and its decision in this regard shall not be called upon in question under any circumstances.
11. Measurements of defective/unsatisfactory work during service period, any kind of delay in service, delay and / or absence of service or residential engineer, failure to do preventive maintenance or breakdown calls, any other type of failure which may feels so by this office be treated as unsatisfactory performance and a penalty of Rs 1000/- will be levied for each such incident and repeated failure may lead to termination of contract and forfeit the performance security deposit completely.
- 12. Emergency Service Support**
For special cases, emergency service is required in holidays/bandh and even after office hours, no additional payment will be made for the type of service.
- 13. Replacement of defective spare Parts**
Defective spare/equipment should be replaced by original/genuine spare/equipment of the manufacturer within seven days.
- 14. Stand by**
All breakdown calls should resolved within next working day after user has informed about a breakdown/problem beyond which standby equipment/s should be installed immediately, till such time the original equipment/spares are rectified/replaced by original parts, failing which the vendor may hire/arrange the equipment for standby & the total charges incurred for hire/arrange will be levied for each such incident as penalty and also this type of failure will be treated as unsatisfactory performance and penalize as per condition. The Hire/Arranged equipment will remain in possession of this office till the original equipment is rectified.
- 15. Prior Permission**
Any changes in Hardware/software/parts/etc. shifting of any equipment, change of places of the equipment/s in the same office, etc done by the deputed engineer of the vendor should take prior permission from the ITS Cell/nominated staff of this office.

16. Resident Engineer

Two dedicated qualified and skilled resident engineer (one for structured local area network and one for IT hardware and its peripherals) to be provided by the bidder for onsite support during all working days round the year from 09:30 AM to 6:30 PM on all weekdays except Sunday. The resident engineers will report to nominated official i.e. ITS Cell directly & work as per their instructions.

17. Other Engineer

Service Engineer/s apart from residential engineers has to be provided by the vendor on call basis as & when required during the contract. The company is also bounded to provide engineer on call basis for the equipment not under AMC as per rate approved without any delay, otherwise penalty will be imposed @ Rs. 500/-per day for delay.

18. Resolution of Disputes

The Customer and the Bidder shall make every effort to resolve disagreement or dispute arising between them or in connection with the Contract amicably by direct informal negotiation during service period. In case of any disputes arising out of interpretation of any of the provisions of this contract, will be settled under the jurisdiction of **O/o The Comptroller & Auditor General of India, New Delhi. The Addressing authority will be Director General (HQRS.).The decision taken by him/her shall be binding over both parties.**

19. Addition to/withdrawal of Equipment

The similar equipments currently covered under warranty/AMC/Otherwise may be included in the maintenance contract on expiry of such period and equipment under this maintenance contract, those are replaced/otherwise during the contract period will be withdrawn from the maintenance contract. Any addition to/withdrawn from, would involve proportionate increase or decrease in the maintenance charges (Charges of similar equipments of this contract will be calculated proportionately for remaining period of the contract) at any time during the contract.

20. Preventive Maintenance

Preventive Maintenance for the whole computer system shall be done on Quarterly basis which shall include external/internal cleaning of the system,

running the diagnostics /utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between this office and Vendor. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its Peripherals as specified in the inventory of equipment (Annexure III) to be covered under AMC. AMC shall cover Labour charges, required spares and consumables except Floppies, CDs, Tapes and Ribbons/Cartridges/Toners/Fuser and Imaging Units for LaserJet Printer, batteries for UPS & Stationery. Maintenance also includes Software Installation, un-installation, and Virus Removal and Integrity maintenance to make the system/equipment/network functional.

- 21.** The taxes may be deducted at source as per prevailing laws.

Section-IV

Scope of Work

1. Two (one for structured local area network and one for IT hardware and its peripherals) dedicated qualified and skilled resident engineers to be provided by the bidder for onsite support during all working days round the year from 09:30 AM to 6:30 PM except Sunday. The resident engineer will report to ITS Cell directly & work as per their instructions. In the event of services required after above hours or on holidays the firm should be prepared to provide services with no extra charges. In case of any disaster/an unforeseen situation, the firm may be asked to depute others from their organization to sort out the problem. The resident engineers should be well qualified .**The engineers so deputed must have their mobile phones and necessary tools like cable tester, crimping/punching machines etc.**
2. Each complaint must be attended and fixed on same day within working hours. If the component needs time for repairing or replacement, then an alternate temporary arrangement must be made by the company.
3. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call.
4. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components and must carry at least one year warranty.
5. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.
6. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/network
7. The details of resident engineers posted at this office should be provided to the ITS Cell. The vendor has to arrange a reliever with prior notice in case of permanent resident engineer avails leave.
8. The resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter this office without proper identity cards as above.
9. The resident engineers should report to duty on time and late attendance will be marked as absent, and amount equivalent to $1/\text{total no. of Resident Engineers} * 1/365 * \text{total value of AMC for network maintenance}$ will be deducted from the AMC bill.
10. A register will be maintained by the resident engineer of the firm for booking the complaints and to keep record of the uptime of the system. A complaint/call register will be maintained by the vendor.

11. In case an equipment/machine is being taken for servicing to service centre, the firm will provide a stand by equipment and will take prior permission of the ITS Cell before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
12. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated. All LAN equipments on the present network will be covered under this AMC. As the AMC is of comprehensive nature, this includes maintenance /repair/replacement of existing fiber cable/ switches/media converters/UTP/fiber patch cord/UTP patch cord etc. with same or equivalent brand located throughout the premises.
13. The vendor has to always maintain at least following parts as standby: Media Convertors (1), 8-port switches (2), 16- port switches (1), 24-port switches (1), 1 m patch cord (10), 3 m patch cord (10), ST SC OFC patch cords (3), one bundle UTP Cable, RJ 45 connectors (30), I/O box (5), I for RJ Connectors (10), mouse, keyboards etc.
14. The firm has to ensure uninterrupted connectivity of LAN in all floors of this office till end users. It includes installation of Ethernet card drivers, monitoring of the Optical Fiber/UTP Segment from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP address for all nodes. **The list of Network Hardware and IT Hardware and peripherals are annexed as Annexure III and IV respectively.**

Annexure-I
Technical Bid

Sl.No	Description	Mention page number where attached
1.	Company Profile	
2.	Name, address & telephone number of the agency/firm	
3.	Certification of registration of company/firm (should be in existence for at least five years as on 01.01.2020)	
4.	Complete address with telephone numbers of the field office/service centre in Patna	
5.	ISO certification, if any (optional)	
6.	Please specify as to whether Bidder is sole Proprietor/Partnership firm/Private or Limited Company	
7.	List of clients/customers with address	
8.	Copy of PAN card issued by Income Tax Department	
9.	Copy of Income Tax return of last three financial years i.e. 2016-17, 2017-18 & 2018-19 (Assessment year 2017-18, 2018-19 & 2019-20)	
10.	Copy of GST Registration	
11.	Copy of latest GST Return	
12.	Annual Turnover of Previous three Financial Years : 2016-17, 2017-18 & 2018-19 (Please attach proof in the form of Profit & Loss Account)	
13.	Experience Certificate of at least 3 Years in providing services in Central Government/Public sector Undertakings/Autonomous Bodies	
14.	Copies of minimum 03 similar Annual Maintenance Contracts received from Government and reputed private organizations	

15.	Undertaking that company has not been declared ineligible for corrupt or fraudulent practices or blacklisted with any of the Government agencies	
16.	Details of tender fee: Issuing bank, DD/Banker's cheque number, Date of issue	
17.	Details of Earnest Money Deposit: Issuing bank, DD/Banker's cheque number, Date of issue	
18.	List of Dedicated team of Engineers/Technician with Telephone no in Bihar.	

Annexure-II

Financial Bid

S.No.	Equipment	Details	Cost of AMC per year in INR (Inclusive all taxes)
1	Comprehensive AMC of Structured Local Area Network and related hardware	Maintenance as per Scope of Work, LAN of 350 Nodes which also included router switches, UTM etc.	

IT Hardware & Peripherals

Sl. No.	Equipment	Make	Rate (in INR) Unit/Year (inclusive of Taxes)
1	Desktop(core i3)	HCL/Acer/Lenovo (2012-13 & 2013-14)	
2	Desktop(core i5)	ACER /HCL (2013-14)	
3	Desktop	HP I3 (2014-15)	
4	Desktop	HP I5 (2014-15)	
5	Desktop	HP I7 (2014-15)	
6	Desktop	AcerI7 (2017-18) (from 14/02/2021 to 31/03/2021)	
7	Server	Wipro (2007-08)only Hardware support	
8	Server	HP (2011-12) only Hardware support	
9	Server	HP (2012-13) only Hardware support	
10	Server	DELL (2014-15) only Hardware support	
11	Server	Fujitsu (2014-15) only Hardware support	
12	Server	Acer (2016-17) only Hardware support	
13	Printer	HP1020	
14	Printer	Dot matrix	
15	Printer	Canon ImageclassD520	

16	Printer	HP 3015 dn	
17	Printer	Samsung ML-M2876	
18	Printer	HP LJ M132fn	
19	Printer	Canon MF 3010	
20	Printer	HP M712	
21	Printer	HP M706n	
22	Fax Machine	Panasonic KX-FT983CX	
23	Scanner	HP Scanjet 200	
24	Scanner	HP Scanjet 3000S3	
25	UPS 10 KVA	Electrotech	
26	UPS 10 KVA	Power Fresh System	
27	UPS 6 KVA	APC	
28	UPS 6 KVA	IPC	
29	UPS 6 KVA	Uniline	
30	UPS 3 KVA	IPC	
31	UPS 2 KVA	APC	

Note:-

1. The hardware which is shown with effective date other than Date of AMC comes in AMC from such dates automatically and payment would be made proportionately.

I/We undertake to execute the AMC on the rate quoted above. I/We also declare that the items will be supplied by me/us on the rate furnished.

Signature of the Tenderer with Seal
Designation

Annexure-III

List of Network Hardware

S.No.	Items	Qty.
1	24 Port 10 Gigabit L3 Stackable Switch SFP Populated	2
2	24 Port Gigabit L2+ Switch at least 4 X 10G SFP Populated	6
3	24 Port Gigabit Switch with 2 FO Port	20
4	42U (800*1000) Server Rack with all accessories:	2
5	15U Wall mount Network Rack:	12
6	CAT6 UTP Cable (Roll of 305 Mtr.)	28000 mtr
7	24 Port CAT6 Patch Panel:	20
8	Wall Mount Single IO (CAT6)	350
9	CAT6 Patch Cord 1 Mtr. Length	350
10	CAT6 Patch Cord 3 Mtr. Length	350
11	MM 6F OM4 OFC Armored Cable	1200 mtr
12	MM OFC Pigtail LC OM4 (1mts)	120
13	MM OFC Patch Cord (Duplex) LC-LC OM 4 (3 mts.)	32
14	12 port Loaded Fiber LIU with LC type Adapter	6
15	24 port LIU with LC type Adapter	8
16	Metal Conduit ISI Certified	2000 mtr
17	PVC Conduit	2000 mtr
18	D-View 6.0 Network Management System Standard Edition	1

Annexure-IV

List of Hardware

Sl. No.	Equipment	Make	Qty.
1	Desktop(core i3)	HCL/Acer/Lenovo (2012-13 & 2013-14)	90
2	Desktop(core i5)	ACER /HCL (2013-14)	10
3	Desktop	HP I3 (2014-15)	136
4	Desktop	HP I5 (2014-15)	25
5	Desktop	HP I7 (2014-15)	1
6	Desktop	AcerI7(2017-18) (14/02/2021 to 31/03/2021)	2
7	Server	Wipro (2007-08) & HP 2011-12, 2012-13) only Hardware support	5
8	Server	DELL (2014-15) only Hardware support	2
9	Server	Fujitsu (2014-15) only Hardware support	1
10	Server	Acer (2016-17) only Hardware support	2
11	Printer	HP1020	5
12	Printer	Dot matrix	2
13	Printer	Canon ImageclassD520	1
14	Printer	HP 3015 dn	11
15	Printer	Samsung ML-M2876	3
16	Printer	HP LJ M132fn	5
17	Printer	Canon MF 3010	29

18	Printer	HP M712	2
19	Printer	HP M706n	1
20	Fax Machine	Panasonic KX-FT983CX	1
21	Scanner	HP Scanjet 200	8
22	Scanner	HP Scanjet 3000S3	1
23	UPS 10 KVA	Electrotech	2
24	UPS 10 KVA	Power Fresh System	2
25	UPS 6 KVA	APC	1
26	UPS 6 KVA	IPC	3
27	UPS 6 KVA	Uniline	3
28	UPS 3 KVA	IPC	1
29	UPS 2 KVA	APC	1