



**OFFICE OF THE SR. DEPUTY ACCOUNTANT GENERAL(A&E),SIKKIM,
LEKHA PARIKSHA BHAWAN, DEORALI, TADONG, GANGTOK**

No. EDP/A&E/AMC/20-21 /04

Dated : 15 MAR 2021

NOTICE INVITING QUOTATION

THE OFFICE OF THE SR. DEPUTY ACCOUNTANT GENERAL (A&E), SIKKIM, GANGTOK, invites sealed quotations from authorized firms willing to undertake the Annual Maintenance Contract of Computers / Printers / Servers / UPS etc as per the details on Annexure III of this Quotation Notice:

All the equipments / items to be entrusted under AMC in the following location of **OFFICE OF THE SR. DY. ACCOUNTANT GENERAL (A&E), SIKKIM, LEKHA PARIKSHA BHAWAN, DEORALI, TADONG, GANGTOK – 737102** on the basis of the attached Annexures mentioned below :

Annexure – I (a) General terms and Conditions for Quotation, (b) General terms and Conditions of AMC
Annexure-II Schedule of Approximate Quantity,
Annexure III Schedule of Approximate Quantity (Consolidated)- Price Bid Form,
Annexure-IV Quotation Application and
Annexure-V Under taking by the bidder.

The vendors may quote their rate for individual items like Desktops, Servers, Dot Matrix (Lipi) Printers, Laser Jet Printers, and UPSs separately on the percentage basis on the purchase cost and the bids will be decided for each individual item.

Sealed quotations duly filled in the specified proforma shall be addressed to:

**DY. ACCOUNTANT GENERAL
OFFICE OF THE SR. DY. ACCOUNTANT GENERAL (A&E), SIKKIM,
LEKHA PARIKSHA BHAWAN, DEORALI, TADONG, GANGTOK – 737102**

and must reach latest by 5.00 PM on 23rd March 2021 The sealed quotations should be super scribed as '**QUOTATIONS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**', and should reach this office by the stipulated date and time. Specified proforma along with all terms and conditions may be collected from the Assistant Accounts Officer (EDP Cell), THE OFFICE OF THE SR. DEPUTY ACCOUNTANT GENERAL (A&E), SIKKIM, GANGTOK on any working day between 4.00 pm to 5.00 pm.

The Bids shall be opened by the Purchase Committee of the THE OFFICE OF THE SR. DEPUTY ACCOUNTANT GENERAL (A&E), SIKKIM, GANGTOK, on March 2021 at 5.30 PM in the presence of such bidders who may wish to be present.

The Competent Authority reserves the rights to reject any or all the quotations without assigning any reason and to alter the number of each item intended to put under Annual maintenance Contract.

Sr. Accounts Officer/EDP





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Annexure-I (a)
General Terms and Conditions for the quotation

- 1) The quotation must enclose adequate document to prove their authorization claims and if not, the office of the Sr. Dy. Accountant General (A&E), Sikkim, Gangtok reserves the right to accept or reject quotation of these agencies. The decision of the Sr. Dy. Accountant General (A&E), Sikkim, Gangtok regarding this will be final and binding.
- 2) The Rate both in words and figure without any corrections or over writing should be quoted in Annexure III of each individual item separately. Any over writing or re-writing or corrections if any should duly countersigned by the authorized signatory of the firm.
- 3) The firm should be a registered one and should have been in the trade for two years or more.
- 4) The firm must have at least two years' experience in maintenance work for Govt. Organization/PSUs. Performance certificates from at least one such existing client must be attached.
- 5) The firm must have expertise to provide maintenance of various computers and its peripherals of various brands/make specially Servers (HP), Computers (Compaq, HCL, HP and Acer) and HP laser/inkjet printer, UPS etc.
- 6) Income Tax Clearance Certificate (ITCC) for the last two years must be attached.
- 7) The systems shall be inspected by the successful bidder. The firm will not be allowed to charge any extra amount for repair/replacement, if any after the finalization of Annual Maintenance Contract.
- 8) The bidder should provide the rates quoted only in Annexure-III in second envelop with superscription "**Quotation for the AMC of Computer /Printer /Server / UPS /etc**" (RATES) ENVELOP NO. 2.
- 9) Payment will be made on half yearly basis as the case may arise on the production of original bill alongwith mandate form available in this office.





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ANNEXURE-I (b)

General Terms and Conditions for AMC of computers/Printers/Servers/UPS/etc

1. The equipments / items can be inspected on any of the working days between 10.00 AM to 4.00 PM till the closing of the bids
2. The contract will be a completely comprehensive contract covering all parts of computers and printers except for the printer cartridge/toners in case of Desk Jet/laser printers and printer head in case of dot matrix printers.
3. There will be no limit in breakdown calls. Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system includes replacement of unserviceable parts. The parts replaced shall be new OEM parts.
4. In case of failure of any Peripheral, the vendor should replace parts with same or higher configuration without any additional cost.
5. The contract is subject to review after each quarter and this office reserves the right to terminate the contract with a notice of one week if the service provided is found not satisfactory.
6. If any equipment is added or removed from the scope of contract then there would be *pro rata* adjustment in charges.
7. Servicing have to be done at the client's site at the location cited during normal working hours except in the case of major break down. If the system has to be taken outside the office premises for repair, stand-by arrangement to be made.
8. It is mandatory to have a valid pass / permission to take out each such equipment after making proper entries with the concerned officer in charge of IT Support Cell. Only on the basis of valid Gate Pass from the General Section the item can be taken out the premises of this office.
9. The original specification/ characteristics/ features of the equipment should not be changed without prior intimation to the office of the Dy. Accountant General (A&E), Sikkim, Gangtok. Vendor must also maintain the required device drivers for maintaining the equipment in Annexure.



10. In case of non-availability of drivers of any machine / equipment (PRINTERS, etc.) they will be arranged by the Vendor from their original sources or through internet.

11. The vendor shall ensure that no damage is caused to the hardware or software while undertaking repair or preventive maintenance to the equipment otherwise the vendor will be liable to replace the damage assembly or equipment or software or all of them free of cost and in case of failure to do so, the vendor shall have to bear the cost of replacement by any third party selected by the Dy. Accountant General (A&E), Sikkim, Gangtok.

17. The engineer(s) will work under the instructions of the officers in charge of IT Support Cell authorized by the Dy. Accountant General (A&E), Sikkim, Gangtok and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint.

18. Penalty clause: In case of the failure on the part of contractor/vendor to attend to the calls within two days of stipulated time the client reserves the right to impose a minimum of 2% & maximum of 5% of contract amount, as penalty on the half yearly amount due and payable under AMC.



Sr. Accounts Officer/EDP



