

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT) HARYANA, SEC 33-B,  
CHANDIGARH - 160020**

Comp. Cell/2022-23/AMC/07-16

Dated: 08-04-2022

**LIMITED TENDER ENQUIRY**

**ANNUAL MAINTENANCE CONTRACT (AMC) OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS  
AND PERIPHERALS**

Sealed quotations are invited from parties/firms for Maintenance Contract in respect of Desktop Computers, Laptops and Peripherals (as per the Annexure-C enclosed) in the office of the PRINCIPAL ACCOUNTANT GENERAL (AUDIT) Haryana, Chandigarh, for a period from 01.05.2022 to 31.03.2023. The technical and financial terms and conditions of the AMC for Desktop PCs, Laptops, Printers and UPS shall be as follows.

Annexure-A:- Declaration regarding acceptance of terms and conditions for AMC of servers, Desktops PCs, Laptops, Printer and UPSs.

**Annexure-B:- Proforma for Technical Bid**

**Annexure-C:- Proforma for Financial Bid**

Annexure D:- Terms and conditions for AMC of servers, Desktops PCs, Laptops, Printer and UPSs.

**Date of Publication: - 08.04.2022**

**Last date for submission of Bids: - 19.04.2022 by 11:00AM**

**Opening of technical bids: - 19.04.2021 at 1400 Hrs**

**Opening of financial bids: - 20.04.2021 at 1500 Hrs**

**The sealed bids will open in Sr. AO (Welfare) room at Second Floor of O/o P.A.G. (AUDIT) Haryana, Plot no. 4-5, Sector-33 B, Chandigarh-160020.**

For any clarification please contact:

Sh. Dharamvir Punia,

Sr. AO (Computer Cell)

Mobile No. 09417070120

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**Member of  
Local Purchase Committee  
O/o PAG(Audit) Haryana**

**ANNEXURE-A**

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED  
IN THE TENDER DOCUMENT**

**To,**

**The Sr. Deputy Accountant General (Administration),  
O/o Principal Accountant General (AUDIT) Haryana  
Plot no 4-5, Sector-33 B,  
Chandigarh-160020**

**Sir/Madam,**

**I have carefully gone through the Terms and Conditions (Annexure D) contained in the Limited Tender Enquiry Notice dated 08.04.2021 regarding on site Annual Maintenance Contract (AMC) of Computers, Laptops and Peripherals in the Principal Accountant General (Audit) Haryana, Chandigarh.**

**I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for AMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.**

**I also understand that the office of the Principal Accountant General (Audit) Haryana, Chandigarh does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.**

**Yours Very Truly,**

**Signature of authorized signatory with Date:**

**Name:**

**Designation:**

**Name of firm/proprietary firm/Company:**

**Address:**

**Office Seal**

**Annexure-B Proforma for Technical Bid**

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Technical Bid for AMC of Computer & peripherals)

<b>Sl. No</b>	<b>Particular</b>	<b>Detail</b>	<b>Page No.</b>
<b>1</b>	<b>Name of the Organization/Firm</b>		
<b>2</b>	<b>Name(s) of the Proprietors/ Partners / director</b>		
<b>3</b>	<b>Registered Address, Telephone (Landline/Mobile) &amp; Fax No</b>		
<b>4</b>	<b>Other Address of any branches with their telephone No. and Faxes</b>		
<b>5</b>	<b>Whether firm is registered under GST Act. (If yes then copy of GST Registration)</b>		
<b>6</b>	<b>Permanent Account Number of the firm (Copy of Pan Card to be attached)</b>		
<b>7</b>	<b>EMD amounting to Rs.15,000/- in the favor of “Senior Audit Officer (Admin), O/o the Principal Accountant General (Audit) Haryana, Chandigarh”</b>		
<b>8</b>	<b>Copies of three AMC bills for last three years (1 bill for each year) in support of his claim that he is providing services to Central/ /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali &amp; Panchkula)</b>		
<b>9</b>	<b>Copy of Three years satisfactory performance certificate from Central/State Government department/ organizations /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali &amp; Panchkula)</b>		

**Note: All the copies enclosed must be self-attested.**

**Signature of authorized signatory with Date:**

**Name:**

**Designation:**

**Name of firm/proprietary**

**firm/Company: Address:**

**Office Seal**

### ANNEXURE C: Proforma for Financial bid

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Financial Bid for AMC of Computer & peripherals)

<b>Statement showing details of Computer hardware and peripherals for AMC for the period 1-5-2022 to 31-3-2023</b>						
<b>Sr. No.</b>	<b>Item of hardware with brief configuration</b>	<b>Qty.</b>	<b>Date of Purchase</b>	<b>From date</b>	<b>To date</b>	<b>AMC Rate for 365 days (Annual Rates)</b>
	<b>Desktops:-</b>					
1	Dell Vostro 270	18	26.09.2013	01.05.2022	31.03.2023	
2	Dell Vostro V3800	9	26.12.2014	01.05.2022	31.03.2023	
3	HP 406 G1 MT Business PC	22	16.02.2016	01.05.2022	31.03.2023	
4	HP 280 G2 MT	35	29.12.2016	01.05.2022	31.03.2023	
5	HP43A10AU4934	1	03.01.2018	01.05.2022	31.03.2023	
6	HP Pavillion 240252	6	01.02.2018	01.05.2022	31.03.2023	
7	HP 280 G4	38	17.10.2018	01.05.2022	31.03.2023	
8	HP 24-F0043IN All in One	1	04.12.2018	01.05.2022	31.03.2023	
	<b>Total</b>	<b>130</b>				
	<b>Laptops:-</b>					
9	Dell Inspiron 5559 (core i7, 8 GB, 1 TB, 15.6")	1	19-09-2016	01.05.2022	31.03.2023	
10	Lenovo Thinkpad E-470	1	18-07-2017	01.05.2022	31.03.2023	
11	HP Probook 450G4	2	15-01-2018	01.05.2022	31.03.2023	
12	HP 348 G4 i5	1	22-03-2018	01.05.2022	31.03.2023	
13	HP 250 G6 i5 7th	27	06-09-2018	01.05.2022	31.03.2023	
14	HP 7500 U	1	10-09-2018	01.05.2022	31.03.2023	
15	Dell XPS 9360	1	07-06-2019	01.05.2022	31.03.2023	
16	HP 240 G7	21	15-10-2019	<b>16.10.2022</b>	<b>31.03.2023</b>	
	<b>Total</b>	<b>55</b>				
	<b>Printers:-</b>					
17	HP Laser Jet 1022	2	23.04.2007	01.05.2022	31.03.2023	
18	HP Laser Jet 1008	12	23.03.2009	01.05.2022	31.03.2023	
19	HP Laser Jet P1505	4	23.03.2009	01.05.2022	31.03.2023	
20	HP laser Jet 1008	7	05.12.2009	01.05.2022	31.03.2023	
21	HP Laserjet P1007	8	23.05.2011	01.05.2022	31.03.2023	
22	HP1020 Pro Plus Laser	3	28.03.2012	01.05.2022	31.03.2023	
23	HP Laser 1213	1	29.11.2012	01.05.2022	31.03.2023	
24	HP 1108 Laser	9	15.02.2013	01.05.2022	31.03.2023	
25	HP Laser Jet 1108	2	15.02.2013	01.05.2022	31.03.2023	
26	HP Laser Jet 1606 dn	5	27.09.2013	01.05.2022	31.03.2023	
27	Canon MF3010	4	26.03.2015	01.05.2022	31.03.2023	
28	Brother A3 MFC-J3520	1	01.10.2015	01.05.2022	31.03.2023	
29	Brother HL-L2361	9	11.02.2016	01.05.2022	31.03.2023	
30	Brother DCP-1616NW	5	11.02.2016	01.05.2022	31.03.2023	

Sr. No.	Item of hardware with brief configuration	Qty.	Date of Purchase	From date	To date	AMC Rate for 365 days (Annual Rates)
31	Brother HL 2321D	10	06.01.2017	01.05.2022	31.03.2023	
32	Brother 2321	12	01.01.2018	01.05.2022	31.03.2023	
33	Brother MFP DCP-t710w	1	27.11.2018	01.05.2022	31.03.2023	
34	Brother DCP 2520	3	01.01.2018	01.05.2022	31.03.2023	
35	Brothers HL-B2080DW	5	20-12-2019	01.05.2022	31.03.2023	
36	Brother 3270	2	20-12-2019	<b>21.12.2022</b>	<b>31.03.2023</b>	
37	Brother 7535	5	20-12-2019	<b>21.12.2022</b>	<b>31.03.2023</b>	
38	Brothers HL B2080DW Compact Mono	1	20-12-2019	<b>21.12.2022</b>	<b>31.03.2023</b>	
39	Brother 6200 DW	4	18-02-2021	01.05.2022	31.03.2023	
40	Brother 2321 D	1	03-03-2021	01.05.2022	31.03.2023	
	<b>Total</b>	<b>116</b>				
	<b>UPS:-</b>					
41	APC1100VA	1	28.07.2011	01.05.2022	31.03.2023	
42	APC 600VA	17	29.11.2012	01.05.2022	31.03.2023	
43	APC 600VA	2	15.02.2013	01.05.2022	31.03.2023	
44	Liebert 6KVA	2	26.09.2013	01.05.2022	31.03.2023	
45	APC 600VA	17	26.09.2013	01.05.2022	31.03.2023	
46	APC 1100 VA	1	07.03.2014	01.05.2022	31.03.2023	
47	Intex 600 VA	4	26.03.2015	01.05.2022	31.03.2023	
48	Numeric 600 VA	32	11.02.2016	01.05.2022	31.03.2023	
49	iBall 600 VA	10	09.03.2018	01.05.2022	31.03.2023	
50	APC 1100 VA	2	03.10.2018	01.05.2022	31.03.2023	
51	iBall 600 VA	10	04.10.2018	01.05.2022	31.03.2023	
52	BPE-650VA	30	13.09.2019	01.05.2022	31.03.2023	
53	APC 1 KVA BX1100	1	28.11.2018	01.05.2022	31.03.2023	
54	BPE BP 650	17	02.03.2021	01.05.2022	31.03.2023	
	<b>Total</b>	<b>146</b>				
	<b>Scanners:-</b>					
55	HP SJ 5590	1	27.09.2013	01.05.2022	31.03.2023	
56	HP SJ 200 Scanner	5	26.11.2013	01.05.2022	31.03.2023	
57	BROTHERS ADS 2400 N	3	24.02.2021	01.05.2022	31.03.2023	
	<b>Total</b>	<b>9</b>				
	<b>Servers:-</b>					
58	HP ProLiant ML 150	1	07.11.2017	01.05.2022	31.03.2023	
59	Dell PowerEdge T630	1	15.01.2018	01.05.2022	31.03.2023	
	<b>Total</b>	<b>2</b>				

Total of above rates (A)	Inclusive in above quoted rates
Add: Any tax leviable (Please specify) (B)	
Composite rate	(A)+(B) above

**Note:-**

- a) **The L-1 will be finalized on lowest composite rates (A+B) instead of rate of individual item quoted by all firms.**
- b) **The Composite rate shall be inclusive of GST or any other leviable taxes.**
- c) **The list of Hardware will be revised for each FY.**

**Signature of authorized signatory with Date:**

**Name:**

**Designation:**

**Name of firm/proprietary firm/ Company:**

**Address:**

**Office Seal**

**Terms and conditions for AMC of servers, Desktops PCs, Laptops, Printer and UPSs.**

**(A) GENERAL TERMS AND CONDITIONS: -**

- (i) The firm/proprietary firm/Company should be in the business of maintenance/servicing of Computers and its peripherals from last 5 years.
- (ii) The firm/proprietary firm/Company must have Three years' experience of successfully execution of AMC work in any **Central/ State Government department /organizations /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali & Panchkula) having at least 100 Computers per contract per year in the last three years in each year during 2019-20, 2020-21 and 2021-22.** (Copy of three-year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form)
- (iii) The firm/proprietary firm/Company must be willing to provide **onsite support** for Servers, PCs, Laptops, Printers, Network, Scanners and UPS's of different makes and models.
- (iv) The firm/proprietary firm/company should submit **EMD amounting to Rs.15000/- in form of Demand Draft** issued in the favor of **“Senior Audit Officer (Admin), O/o the Principal Accountant General (Audit) Haryana, Chandigarh”** along with Technical bid(Annexure-B).
- (v) The successful firm/bidder shall furnish performance security in the form of Bank Guarantee issued by a schedule Bank for an amount of 10% of the total value of contract till the expiry of AMC.
- (vi) The firm/proprietary firm/Company should be registered with Service Tax Department and should submit a copy of **Service Tax Registration Number and also VAT Registration Certificate/Number/GST Number.**
- (vii) The firm/proprietary firm/Company should submit the complete name and contact number of the Hardware & Network engineers who are on the rolls of the firm/proprietary firm/Company.
- (viii) The successful firm/proprietary firm/Company must intimate the name and contact number of engineer to whom they will be appointing in our office for providing service on the date of taking over AMC.
- (ix) A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-A to this document. This needs to be signed by an authorized person of the applying vendors. Only the firms meeting the above terms & conditions should submit their quotations in sealed cover. **The bid shall include documentary proof in respect of each of the above points of Terms & conditions.** The bids of firms, who fail to fulfill any of the above conditions, **will not be considered.**

- (x) The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Department, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.
- (xi) The rate shall be quoted in the prescribed proforma "Annexure C". Tenders sent without the required entries in the Bid Proforma will not be considered.
- (xii) The rates shall be written clearly in figures/words in the prescribed Proforma for financial bid (Annexure C). A Bidder shall show the grand total of the whole contract. Corrections, if any, shall be made by crossing out, installing, dating and rewriting. In case of conflict between any figures in the rates, the latter shall prevail.
- (xiii) The department shall have the right of rejecting all or any of the tenders and allot the work between two or more parties and also will not be bound to accept the lowest or any tender. The decision of O/o the Principal Accountant General (Audit) Haryana, Chandigarh in this regard shall be final and binding on all Bidders and must be enclosed with the tender form.
- (viii) In case the selected bidder fails to cope up with the workload or does not render satisfactory services, the contract awarded to him shall be cancelled after serving notice allowing 30 days' time period. In this connection, the decision of the office shall be final and binding on the bidder.
- (ix) The L-1 firm will be finalized on basis of the composite rate in respect of all computer hardware's and peripherals.
- (x) The contract of AMC shall be initially for 01.05.2022 to 31.03.2023 and the contract may be extended for further two years at same rates and with same terms and conditions, provided, if the performance of the vendor is satisfactory throughout during the contract period.

**(B) Scope of Work:-**

- (i) The scope of work covers annual maintenance of Hardware (such as Computers, Laptops, Printers, Scanners, and UPS's etc. of different make & model) and Operating System installed at various Sections/ branches in this office.
- (ii) To provide regular on-site Preventive maintenance.
- (iii) To provide service for replacement of old & defective parts with genuine/fully compatible parts whenever required.

**(C) Deployment of Engineer:-**

- (i) The vendor shall provide **One Experienced Resident Engineer** from 9.30 AM to 6.00 PM on all working days (Monday to Friday).
- (ii) The engineers should be qualified with an experience of **not less than three years** in Computer Hardware as well as Software maintenance. The resident engineer that will be provided to this office shall have satisfactory performance record in the previous year 2021-22. The Resident Service Engineer provided by the successful bidder shall not be changed frequently. However, if found



incompetent by this office, the Resident service engineer should be changed by the successful bidder immediately.

- (iii) The engineers should be equipped with mobile phones to ensure their availability.
- (iv) The services of the engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

**(D) Service Assurance:-**

- (i) The Firm would maintain a Register of the inventory which will correspond to the inventory numbers of equipments maintained by this office along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Computer Cell personnel would assist the firm in this task and ensure this to be done under their supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the monitor, printer, keyboard, mouse, etc. from outside with liquid cleaner should be done once in a quarter.
- (ii) A preventive maintenance and cleaning reports (Quarterly) of all the items installed at different branches would be submitted along with the quarterly bill of AMC in the name of “Office of the Principal Accountant General (Audit), Haryana, Chandigarh”. The quarterly payment will be made strictly based on satisfaction of the users.
- (iii) The schedule of preventive maintenance shall be as follows: -
  - a. Cleaning of all equipment using blower/vacuum air, brush and soft muslin clothes.
  - b. Checking of power supply source for proper grounding and safety of equipment.
  - c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - d. Shifting of equipment within the building as and when required.
- (iv) The service engineers would take up any reported fault immediately but not later than 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. Also, standby inventory of Monitor, CPU, Printer, HDD, RAM and UPS should be kept in the Computer Cell. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, Dell, HCL, IBM, Compaq etc.) they will be required to arrange themselves from their sources.
- (v) The equipment to be taken out to the workshop for repair with proper permission of the Sr. AO (Computer Cell) would be at the company's own risk and expenses.
- (vi) If any items /parts/components need replacement, the same shall be replaced with the same or equivalent make, specification and brand of item/component/part after the approval of competent authority. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system. Cost of the parts not covered under AMC contract will be

borne by this office. The right of procurement of any parts/components/items will be reserved with this office.

- (vii) Being a contract, all liabilities arising out of any fault /replacement of any part, will be borne by the vendor, if not mentioned separately otherwise. Any damage or loss caused to the Computers, Laptops, Printers, UPSs, Scanners and server etc. or their parts due to negligence, mishandling by resident engineer shall be made good by the company either by payment in cash at the prevailing market price of that items or by a new one (from OEM) of the same make and specifications.

**(E) Period of AMC Contract:**

- (i) The contract will be valid for a period from 01.05.2022 to 31.03.2023 and the period of AMC will be informed after finalization of the bidding process. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
- (ii) The AMC of such computer hardware's and peripheral which are presently covered under OEM warranty will be commenced from expiry of said warranty and AMC commencement and concluding date is also mentioned in "Proforma of financial bid (Annexure-C)

**(F) AMC exclusion clause:**

- (i) AMC will not include computer stationery like paper/ribbons /laser printer toners/ Laptop & UPS batteries/ inkjet cartridges/LCD/LED glass screens/ physically damaged parts/ parts damaged due to short circuit or water etc.. The cost of other parts of printers like sleeve, roller, drum unit & fuserkit assembly and hardware parts of computer desktops will be included in comprehensive AMC.
- (ii) The vendor shall check all the Computers/ Laptops/ Printers/ UPSs within 07 days of signing the contract and submit report to the Sr.A.O. (Computer Cell). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies / components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- (iii) At the end of the AMC - contract period, both the user and AMC holder shall certify the computer systems and peripherals/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- (iv) It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-a-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- (v) The above act of backing out would automatically debar the firm from any further dealing with this Department.

- (vi) This Office shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- (vii) The contract can be terminated by this office at any time with one month notice without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- (viii) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- (ix) At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 07 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

**(G) Penalty :-**

- (i) If the Successful vendor does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs.1000/-per day shall be levied w.e.f. time and date of complaint registered.
- (ii) If the Successful vendor fails to repair/replace the system for one week, this office is at liberty to get the system repaired from the other company/Firm & made functional and the expenditure incurred thereon shall be covered from the AMC holder vendor, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- (iii) If the company fails to clean the equipments (preventive maintenance) under AMC on quarterly basis, a penalty of Rs. 1,000/- each month shall be levied.
- (iv) The Service Engineer will have to mark attendance in the attendance sheet placed at Computer Cell. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs. 1,000/- for each day of absence, from the contracted amount.
- (v) Penalty shall be deducted from the running payments.

**(H) Payment: -**

- (i) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- (ii) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

**(I) Date and time of filing and opening of bids:-**

- (i) The interested firms/proprietary firm/company should submit their tenders in sealed cover duly super scribed with "Bid for AMC of Server, Computers,

Laptops, Printers, UPSs and peripherals" for the Office of The Principal Accountant General (Audit), Haryana and sent to this office at the earliest, but not later than 11:00 hrs on 19.04.2022.

- (ii) Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. This office **reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC**. In case contract is given for higher number of equipment than number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.
- (iii) The rates quoted should be final and no discount, free services/offers quoted in the quotation will be considered.

**(J) Notice Period:**

A notice period of 30 days is to be given by either party i.e. this office or the AMC provider for ending of the contract, due to any reason, anytime during the currency of the contract.

Signature of authorized signatory with date:

Name:

Designation:

Name of firm/proprietary

firm/Company:Address:

Office Seal