

**Basic Details**

Organisation Chain	Office of the CAG of India AE-Punjab-Chandigarh - CAG		
Tender Reference Number	ITGD/ITAMC/2026-27/10		
Tender ID	2026_CAG_910593_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Lump-sum
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	Bankers Cheque

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/ Technical	.pdf	AMC of IT Hardware
2	Finance	.xls	Financial Bid

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	30,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	PAO AG AE PUNJAB	EMD Payable At	CHANDIGARH

[Click to view modification history](#)

Work /Item(s)

Title	AMC of IT Hardware				
Work Description	AMC Of IT Hardware , Servers, Desktop, Printer, UPS, Laptop, Scanner etc				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	60	Period Of Work(Days)	NA
Location	plot number 20 Sector 17 E chandigarh	Pincode	160017	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	plot number 20 Sector 17 E chandigarh
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	27-May-2026 06:30 PM	Bid Opening Date	09-Jun-2026 11:00 AM
Document Download / Sale Start Date	27-May-2026 06:30 PM	Document Download / Sale End Date	08-Jun-2026 11:00 AM

Clarification Start Date	27-May-2026 06:30 PM	Clarification End Date	04-Jun-2026 11:00 AM
Bid Submission Start Date	27-May-2026 06:30 PM	Bid Submission End Date	08-Jun-2026 11:00 AM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Tender Notice	1104.50

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Additional Documents	BOQAMC.xls	Financial Bid	63.50

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	arunkumard.pjb.ae@cag.gov.in	Arun kumar Dhakha	ARUN KUMAR DHAKA
2.	anuragk.pjb.ae@cag.gov.in	Anurag Kumar	ANURAG KUMAR
3.	rakeshj.pjb.ae@cag.gov.in	Rakesh Jana	RAKESH JANA

GeMARPTS Details

Reason for non availability of GeMARPTS ID	Urgent nature of Procurement
Remarks	Drop Down not available
Document Name	nonavailable.pdf
Document Size (in KB)	277.80

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	NIL	BoQ Compative chart decimal places	2
BoQ Comparative Chart Rank Type	NIL	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	DAG (Admn)
Address	plot number 20 Sector 17 E chandigarh

Tender Creator Details

Created By	Rakesh Jana
Designation	AAO
Created Date	27-May-2026 05:11 PM



**कार्यालय महालेखाकार (लेखा एवं हक़) पंजाब एवं यू टी, चंडीगढ़
प्लाट संख्या 20, सेक्टर 17-ई, चंडीगढ़**

टेंडर संख्या AMC 2026

वेबसाइट :- <https://cag.gov.in/ae/punjab/en/tenders>

No. -ITGD/IT AMC/2026-27/10

ईमेल :- agaepunjab@cag.gov.in

दिनांक : 27.05.2026

निविदा आमंत्रण सूचना

कार्यालय महालेखाकार (लेखा एवं हक़) पंजाब एवं यू टी, चंडीगढ़ में AMC of IT Hardware हेतु बोलियां आमंत्रित करता है। इस AMC की अवधि 11.06.2026 से 31.03.2028 तक होगी। इस निविदा की योग्यता शर्तें एवं कार्यों का विवरण इस निविदा के Annexure A to D में दिया गया है। इस निविदा को <https://cag.gov.in/ae/punjab/en/tenders> तथा www.eprocure.gov.in, <https://gem.gov.in/cppp> से डाउनलोड किये जा सकते हैं तथा ऑनलाइन (CPP Portal) या पोस्ट/कॉरियर या व्यक्तिगत रूप से उप महालेखाकार (प्रशा.), कार्यालय महालेखाकार (लेखा एवं हक़) पंजाब एवं यू टी, चंडीगढ़ को आवश्यक दस्तावेज सहित बोली जमा करने की अंतिम तिथि तक/से पहले जमा किये जा सकते हैं। बोली दस्तावेजों का कोई मूल्य नहीं है तथा अग्रिम राशि रूपये तीस हजार (Rs.30,000/-) है।

वृतांत	तिथि
निविदा के प्रकाशन की तिथि	27.05.2026
निविदा से सम्बंधित प्रश्न / सवाल की अंतिम तिथि	04.06.2026- 11:00 बजे
बोली जमा करने की अंतिम तिथि	08.06.2026- 11:00 बजे
तकनीकी बोली खुलने की तिथि	09.06.2026- 11:00 बजे
वित्तीय बोली खुलने की तिथि	09.06.2026- 15:00 बजे

**उप महालेखाकार(प्रशासन)
कार्यालय महालेखाकार (लेखा एवं हक़दारी)
पंजाब एवं यू. टी. चंडीगढ़**



OFFICE OF THE ACCOUNTANT GENERAL (A&E), PUNJAB & UT., CHANDIGARH
Plot no. 20, Sector 17-E, Chandigarh
Tender No AMC 2026

Website :- <https://cag.gov.in/ae/punjab/en/tenders>

Email:- agaepunjab@cag.gov.in

No. - ITGD/IT AMC/2026-27/10

Date : 27.05.2026

NOTICE INVITING TENDER

The office of the Accountant General (A&E), Punjab & UT. Chandigarh invites bids for AMC of IT Hardware from 11-06-2026 to 31.03.2028.

Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from <https://cag.gov.in/ae/punjab/en/tenders> and www.eprocure.gov.in, <https://gem.gov.in/cppp> and submitted online (CPP Portal) or personally or through post/courier along with required documents to the DAG (Admn) O/o the A.G.(A&E), Punjab & UT, Chandigarh, Pin-160017 so as to reach on or before last date of submission of bid. The cost of bid document is Nil and EMD is Rs. 30,000/- (Rupees Thirty Thousand only).

<i>Events</i>	<i>Tentative dates</i>
<i>Date for publication of NIT</i>	27.05.2026
<i>Last date for receipt of Queries from bidders</i>	04.06.2026 - 11:00 Hrs
<i>Last date for submission of bids</i>	08.06.2026 – 11:00 Hrs
<i>Opening of technical bids</i>	09.06.2026 – 11:00 Hrs
<i>Opening of financial bids</i>	09.06.2026 – 15:00 Hrs

**Deputy Accountant General (Admn),
Office of AG (A&E), Punjab
& UT, Chandigarh**

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

Introduction

Sealed quotations are invited from parties / firms under two packet bid system for Maintenance Contract in respect of Server, Desktop Computers, Laptops, Printers, Network and Peripherals installed at various Sections/branches in the Office of the Accountant General (A&E) Punjab & UT, Chandigarh. The duration of this AMC will be **from 11.06.2026 to 31.03.2028**. The technical and financial terms and conditions for AMC of Server, Desktop PCs, Laptops, Printers and UPS's are enclosed as per Annexure C. **One resident engineer** will also be provided to this office who shall be available in the office during the working hours/days.

The list of various Annexures of this bid are as under:-

- Annexure-A- Declaration regarding acceptance of terms and conditions for AMC of servers, Desktops PCs, Laptops, Printer and UPSs.**
- Annexure-B:- Performa for Technical Bid**
- Annexure C:- Performa for Financial Bid**
- Annexure D:- Terms and conditions for AMC of servers, Desktops PCs, Laptops, Printer and UPSs.**

The sealed bids will opened in **The Chamber of DAG (A) on 2nd floor of Office of the Accountant General (A&E) Punjab, Plot no. 20, Sector-17, Chandigarh-160017.**

ANNEXURE-A

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

To,

The Deputy Accountant General (Administration), Office of
the Accountant General (A&E) Punjab,
Plot no. 20, Sector-17-E,
Chandigarh-160017.

Sir,

I have carefully gone through the Terms and Conditions (Annexure D) contained in this Tender Enquiry Notice dated 25.05.2026 regarding on site Annual Maintenance Contract (AMC) of Computers, Laptops and Peripherals in the Accountant General (A&E) Punjab & UT, Chandigarh.

My firm will depute one service engineer for onsite service and will do quarterly on-site Preventive maintenance of all the hardware covered under AMC & I also undertake that replacement of old & defective parts if any for the hardware covered under AMC will be done with genuine/OEM spare parts that are fully compatible with the asset.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Firm. My firm 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 firm and am, therefore, competent to make this declaration, & that my Firm is not blacklisted by any government/non govt. organization.

Yours Very Truly,

Signature of authorized signatory with Date:

Name:

Designation:

Name of firm/proprietary firm/Company:

Address:

Office Seal

Annexure-B Performa 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)

Sl. No	Particular	Detail	Page No.
1	Name of the Organization/Firm		
2	Registered Address, Telephone (Landline/Mobile)		
3	PAN Card		
4	GST Registration Certificate		
5	Local Tricity office Address in (Chandigarh, Mohali, panchkula)		
6	EMD amounting to Rs.30,000/- in the favor of "Pay and Accounts Officer, O/o the Accountant General (A&E) Punjab & UT, Chandigarh		
7	CA certified turnover certificate for the past 3 years with a minimum average annual turnover of 15akh per annum		
8	Copies of three work orders for last three years (1 bill for each year) in support of his claim that he is providing services to Central/ State Government department /organizations /Ministries / PSUs etc. during 2023-24, 2024-25 and 2025-26, (the firm must have handled minimum 300 Hardware items per AMC)		
9	Satisfactory performance certificate of the work orders provided against point 8 above.		
10	Name and contact number, qualification and experience of the hardware & Network resident engineers bidder s willing to depute to the office of buyer.		
11	At lest 3 years satisfactory performance certificate issued Central/ State Government department /organizations /Ministries / PSUs etc in favour of the service engineer that the vendor will depute to this office		
12	Undertaking regarding the financial standing of the firm		
13	Undertaking as per Annexure A of this tender document.		

Signature of authorized signatory with Date:

Performa for Financial bid

Annexure C

(to be enclosed in separate sealed envelope)

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

Table 1

Statement showing details of computer hardware and peripherals for AMC for the financial year 2026-27

Comprehensive AMC									
for the period of 11.06.2026 to 10.06.2027									
Column A	Column B	Col-C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Sr. No.	Item of Hardware with brief configuration	Qty.	Date/year of Purchase	AMC Start Date	AMC End Date	Total AMC coverage Days	Rate of AMC for complete year (Per unit) <i>*including cost of resident engineer</i>	Actual Amount of AMC for Total AMC Coverage days (Col H /365 X Col G)	AMC Amount for total Quantity (Col I X Col C)
1	SERVER								
a)	Dell Power edge R740	2	13-02-2019	11-06-2026	10-06-2027	365 days			
b)	Dell Power Edge T640	2	05-02-2020	11-06-2026	10-06-2027	365 days			
c)	Dell EMC Storage NX3240	2	25-01-2022	11-06-2026	10-06-2027	365 days			
	Total (Servers)	6							
2	DESKTOP COMPUTER								
a)	HP 280 Pro G6 MT	58	23-04-2021	11-06-2026	22-04-2027	316 days			
b)	Dell ALL IN ONE -OPTIPLEX 5490AIO	2	30-09-2021	29-09-2026	10-06-2027	255 days			
c)	Acer Veriton M 200 - B560	16	07-03-2022	06-03-2027	10-06-2027	97 days			
d)	Acer Veriton M200-B500	10	03-10-2022	11-06-2026	10-06-2027	365 days			
e)	HP 285 G8 MT PC	71	07-03-2023	11-06-2026	10-06-2027	365 days			
f)	HP 16,DDR5, 4800, Intel core i5	41	20-03-2024	19-03-2027	10-06-2027	84 days			
g)	HP, AIO Core 17	1	18-08-2025	17-08-2026	10-06-2027	298 days			
	Total (DESKTOP COMPUTER)	199							
3	PRINTERS								
a)	TVS QR Printer LP 46 Lite	1	03-12-2020	11-06-2026	02-12-2026	175 days			
b)	Brother Laser jet MFC L5900DW	3	19-02-2021	11-06-2026	18-02-2027	253 days			
c)	Brother Laser jet MFC L5900DW	4	02-03-2021	11-06-2026	01-03-2027	264 days			
d)	Brother 2321D	2	25-03-2021	11-06-2026	24-03-2027	287 days			
e)	Brother 2321D	1	30-03-2021	11-06-2026	29-03-2027	292 days			
f)	Brother 6200DW	3	16-02-2022	11-06-2026	10-06-2027	365 days			
g)	Brother 6200DW	1	24-02-2022	11-06-2026	10-06-2027	365 days			

h)	Brother 2321D	1	29-12-2021	11-06-2026	10-06-2027	365 days			
i)	HL6200DW	5	04-10-2022	11-06-2026	10-06-2027	365 days			
j)	Brother MFP	2	18-08-2025	19-08-2026	10-06-2027	296 days			
k)	Brother Heavy duty printer HL5210DW	2	16-12-2025	17-12-2026	10-06-2027	176 days			
l)	Hp Laser pro 3004DW	20	06-02-2026	07-02-2027	10-06-2027	124 days			
	Total (Printers)	45							
4	UPS								
a)	UPS 650 VA	2	30-03-2021	11-06-2026	29-03-2027	292 days			
b)	UPS 600 VA	1	10-12-2021	11-06-2026	10-06-2027	365 days			
c)	UPS 650 VA	9	10-12-2021	11-06-2026	10-06-2027	365 days			
d)	UPS 2K VA	1	10-12-2021	11-06-2026	10-06-2027	365 days			
e)	UPS 600 VA	24	19-08-2024	18-08-2026	10-06-2027	297 days			
f)	UPS 650 VA	102	19-08-2024	18-08-2026	10-06-2027	297 days			
g)	6KVA UPS	2	21-02-2026	22-02-2027	10-06-2027	109 days			
	Total (UPS)	141							
5	Scanner								
a)	Epson Perfection V39 flatbed	3	04-12-2020	11-06-2026	03-12-2026	176 days			
b)	Epson Perfection V39 flatbed	5	28-12-2020	11-06-2026	27-12-2026	200 days			
c)	Epson Perfection V39 flatbed	10	30-01-2021	11-06-2026	29-01-2027	233 days			
d)	Brother ADS 2400N	3	23-02-2021	11-06-2026	22-02-2027	257 days			
e)	Cannon DRC 230 ADF	5	05-09-2022	11-06-2026	10-06-2027	365 days			
f)	Canon CIS	3	26-04-2024	25-04-2027	10-06-2027	47 days			
	Total (Scanner)	29							
6	Laptop								
a)	HP PB 445-G8	62	07-03-2023	11-06-2026	06-03-2027	269 days			
b)	HP PB 445-G8	29	23-03-2023	12-06-2026	22-03-2027	284 days			
c)	HP PB 445-G8	9	29-03-2023	13-06-2026	28-03-2027	289 days			
d)	HP envy S360	1	29-09-2023	11-06-2026	10-06-2027	365 Days			
e)	Apple Mack Book AIR 13.3	1	22-03-2023	11-06-2026	21-03-2027	284 days			
	Total Laptop	102							
	Total of above rates (Total of column J)	A							
	Add: Any tax leviable	B							
	Total Price	A+B							

Signature of authorized signatory with Date:

Table 2
Statement showing details of computer hardware and peripherals for AMC for the financial year 2027 -28

Comprehensive AMC									
for the period of 11.06.2027 to 31.03.2028 (295 Days)									
<i>Column A</i>	<i>Column B</i>	<i>Col- C</i>	<i>Column D</i>	<i>Column E</i>	<i>Column F</i>	<i>Column G</i>	<i>Column H</i>	<i>Column I</i>	<i>Column J</i>
Sr. No.	Item of Hardware with brief configuration	Qty.	Date/year of Purchase	AMC Start Date	AMC End Date	Total AMC coverage Days	Rate of AMC for complete year *including cost of resident engineer	Actual Amount of AMC for Total AMC Coverage days (Col H /365 X Col G)	AMC Amount for total Quantity (Col I X Col C)
1	Servers								
a)	Dell Power edge R740	2	13-02-2019	11-06-2027	31-03-2028	295 days			
b)	Dell Power Edge T640	2	05-02-2020	11-06-2027	31-03-2028	295 days			
c)	Dell EMC Storage NX3240	2	25-01-2022	11-06-2027	31-03-2028	295 days			
	Total (Servers)	6							
2	DESKTOP COMPUTER								
a)	ALL IN ONE – OPTIPLEX 5490AIO	2	30-09-2021	11-06-2027	29-09-2027	111 days			
b)	Veriton M 200 - B560	16	07-03-2022	11-06-2027	06-03-2028	270 days			
c)	Acer Veriton M200-B500	10	03-10-2022	11-06-2027	31-03-2028	295 days			
d)	HP 285 G8 MT PC	71	07-03-2023	11-06-2027	31-03-2028	295 days			
e)	HP 16,DDR5, 4800, Intel core i5	41	20-03-2024	11-06-2027	31-03-2028	295 days			
f)	HP, AIO Core 17	1	18-08-2025	11-06-2027	31-03-2028	295 days			
	Total (DESKTOP COMPUTER)	141							
3	PRINTERS								
a)	Brother 2321D	1	29-12-2021	11-06-2027	28-12-2027	201 days			
b)	Brother 6200DW	2	16-02-2022	11-06-2027	15-02-2028	250 days			
c)	Brother Laser jet	1	16-02-2022	11-06-2027	15-02-2028	250 days			
d)	HL 6200DW	1	24-02-2022	11-06-2027	23-02-2028	258 days			
e)	HL6200DW Heavy Duty	5	04-10-2022	11-06-2027	31-03-2028	295 days			
f)	Brother MFP	2	18-08-2025	11-06-2027	31-03-2028	295 days			
g)	Brother Heavy duty printer HL5210DW	2	16-12-2025	11-06-2027	31-03-2028	295 days			
h)	Hp Laser pro 3004 DW	20	06-02-2026	11-06-2027	31-03-2028	295 days			
	Total (Printers)	34							
4	UPS								
a)	2KVA	1	10-12-2021	11-06-2027	09-12-2027	182 days			
b)	650VA	10	10-12-2021	11-06-2027	09-12-2027	182 days			
c)	650 VA	102	19-08-2024	11-06-2027	31-03-2028	295 days			
d)	600 VA	24	19-08-2024	11-06-2027	31-03-2028	295 days			

e)	6KVA UPS	2	21-02-2026	11-06-2027	31-03-2028	295 days				
	Total (UPS)	139								
5	Scanner									
a)	ADF Cannon	5	05-09-2022	11-06-2027	31-03-2028	295 days				
b)	ADF Cannon	3	26-04-2024	11-06-2027	31-03-2028	295 days				
	Total (Scanner)	8								
6	Laptop									
a)	HP envy S360	1	29-09-2023	11-06-2027	28-09-2027	110 Days				
	Total of above rates (Total of column J)	A								
	Add: Any tax leviable	B								
	Total Price	A+B								

Financial Bid

Total Composite rate of Table 1 & Table 2

Total Price of Table 1	
Total Price of Table 2	
Total Composite rate of Table 1 & Table 2 (In figures & words)	

Note:-

The L-1 will be finalized on lowest Total Composite rate of Table 1 & Table 2, instead of ratio find individual item quoted by all firms.

- a) The Composite rate shall be inclusive of GST or any other livable taxes, and also including the cost of 1 resident engineer.
- b) The above list of Hardware is for the items covered under AMC in the year 2026-27, & 2027-28.
- c) During the currency of Contract, this office can request for adding single/multiple items under AMC at the existing rate of similar item. In case no item of similar configuration category is not available then the AMC rate of such item will be taken from the other items of similar rate.
- d) This office can also discontinue AMC coverage of any item (including server) during the AMC period owing to new purchase of condemnation etc. In such case the pro-rata payment of AMC will be made till the date the item was covered under AMC.

Signature of authorized signatory with Date:

Name:

Designation:

Name of firm/proprietary firm/Company:

Address:

Office Seal

Annexure-D

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.
- (ii) In order to ensure timely service delivery, the vendor must have a functional office in tricity area i.e. Chandigarh, Panchkula & Mohali.
- (iii) 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** during 2023-24, 2024-25 and 2025-26. (Copy of three-year experience certificate and three years' satisfactory performance certificate must be enclosed with the tender form)
- (iv) 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, a resident engineer must therefore be deputed by the firm in the buyer's office.
- (v) The firm/proprietary firm/company should submit **EMD amounting to Rs. 30,000/- in form of Demand Draft** issued in the favor of "Pay and Accounts Officer O/o the Accountant General (A&E) Punjab & U.T, Chandigarh" along with Technical bid(Annexure-B)
- (vi) The firm will deposit the performance bank guarantee that will be equivalent to 5% of the contract amount, that shall remain valid for the period of 2 months beyond the end date of the contract.
- (vii) The firm/proprietary firm/Company should be registered with Goods and Service Tax Department and should submit a copy of **GST Number/PAN number**.
- (viii) The bidder should submit the complete name and contact number of the Hardware & Network engineers who are on the rolls of the firm/proprietary firm/Company, one knowledgeable engineer out of the list will be deputed 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. 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 points of Technical bid (Annexure B).** The bids of firms, who fail to fulfill any of the above conditions, **will not be considered.**
- (viii) The rate shall be quoted in the prescribed Performa "Annexure C". Tenders sent without the required entries in the Bid Performa will not be considered.
- (ix) The rates shall be written clearly in figures/words in the prescribed Performa 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 later shall prevail.
- (x) 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 Deputy Accountant General (Administration), O/o the Accountant General (A&E), Punjab & UT, Chandigarh in this regard shall be final and binding on all Bidders and must be enclosed with the tender form.
- (xi) 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.
- (xii) The L-I firm will be finalized on basis of the composite rate in respect of all computer hardware's and peripherals in both the tables 1&2 of annexure C.

(xiii) The contract of AMC can be extended for beyond 31.03.2028 only on the discretion of the HoD, provided, if the performance of the vendor is satisfactory throughout during the contract period.

(B) Scope of Work: -

- (a) 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.
- (b) To provide regular on-site Preventive maintenance.
- (c) To provide service for replacement of old & defective parts with genuine/ fully compatible parts whenever required.
- (d) The hardware covered under AMC shall be connected to network wherever required.
- (e) To ensure that all the hardware covered under AMC shall remain in working condition. AMC will cover, Troubleshooting and fixing sudden hardware failures or software crashes. In case any fault is not covered under AMC then any such instance must be intimated to this office in writing and the clear reason must be stated.

(C) Deployment of Engineer: -

- (i) The vendor shall provide **One Experienced Resident Engineer** from 9.00 AM to 5.30 PM on all working days (Monday to Friday).
- (ii) The engineer deputed should be qualified with an experience of **not less than three years** in Computer Hardware as well as Software maintenance. 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 engineer should be equipped with mobile phones to ensure their availability.
- (iv) The services of the engineer of the contract or 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) Preventive maintenance will be carried out on quarterly basis and special cleaning of the monitor, printer, key board, mouse, etc. from outside with liquid cleaner should be done once in a quarter.
- (ii) The quarterly payment will be made strictly on the basis of satisfactory report 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. 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 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 competent officer 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.
- (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 buy a new one (from OEM) of the same make and specifications.

(E) Period of AMC Contract:

- (i) The contract will be valid from **11.06.2026 to 31.03.2028**. 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) During the currency of Contract, this office can request for adding single/multiple items under AMC at the existing rate of similar item. In case no item of similar configuration category is not available then the AMC rate of such item will be taken from the other items of similar rate.
- (iii) This office can also discontinue AMC coverage of any item (including server) during the AMC period owing to new purchase of condemnation etc. In such case the pro-rata payment of AMC will be made till the date the item was covered under AMC.

(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.
- (ii) The cost of parts of printers like sleeve, roller, drum and other hardware parts of the IT assets will be included in comprehensive AMC.
- (iii) 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. (ITGD). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, .
- (iv) If any item is 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.
- (v) 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.
- (vi) 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. The above act of backing out would automatically debar the firm from any further dealing with this Department.
- (vii) The contract can be terminated by this office at any time with one-month notice, 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 equipment's 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 equipment's (preventive maintenance) under AMC on quarterly basis, a penalty of Rs. 1,000/-each month shall be levied.
- (iv) 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 (3 Months) would be made. The payment will be made separately
- a) The first year payment (11-06-2026 to 10-06-2027) will done in accordance with the total amount quoted in Table 1 (4 equal quarterly payment) of Annexure C
- b) The payment from 11-06-2027 to 31.03.2028 will be done in accordance with the total amount quoted in table 2 of annexure C.
- (ii) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.
- (iii) The payment shall be released after receipt of satisfactory report.

(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 Accountant General (A&E) Punjab and sent to the this office before the last date of submission of bids.
- (ii) Quotation received without sealed cover or without quoting rates in the specified Performa 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.
- (iii) The rates quoted should be final and no discount, free services/ offers quoted in the quotation will be considered.

Signature of authorized signatory with date:

Name:

Designation:

Name of firm/proprietary firm/Company: Address:

Office Seal