

**Office of the Accountant General (Audit-II) Rajasthan,
Jaipur**

No. AG/Audit-II/AMC/2026-27/K-133/D-

Date:25-02-2026

To,

Subject: - Annual Maintenance Contract for the period 01.04.2026 to 31.03.2027.

Sir,

The quotations/bids are invited in sealed envelopes in two bid system (Technical and Financial bid) for Annual Maintenance Contract (AMC) in respect of computers/ printers, UPS and other hardware items (as enclosed) in the Office of the Accountant General (Audit-II) Rajasthan, Jaipur for a period of one year with effect from 01.04.2026 to 31.03.2027. The Tender Documents are attached.

The Bids should reach not later than 16:00 Hrs. on 11.03.2026.

Encl.:- Tender Documents

**AMIT GOYAL
Sr. Audit Officer/EDP**

OFFICE OF THE ACCOUNTANT GENERAL (Audit-II), JAIPUR,
RAJASTHAN

Tender Documents

The quotations/bids are invited in Sealed envelopes in two bid system (Technical and Financial) from the experienced and eligible contractors for Annual Maintenance Contract (AMC) in respect of computers/ printers UPS and other hardware items (as per the Annexure I) in the Office of the Accountant General (Audit-II), Rajasthan, Jaipur for a period of one year with effect from 01.04.2026 to 31.03.2027.

Sealed quotations may be submitted by the firms, fulfilling the terms and conditions as mentioned in Tender Document in two separate envelopes superscripted “**Technical Bid for AMC of computers and peripherals**” & “**Financial Bid for AMC of computers and peripherals**” and both these sealed envelopes to be put in a bigger envelope which should also be sealed and duly superscribed with “**Bids for AMC of Computers, Printers and Peripherals**”. The Bids should reach (Offline/Physically) the undersigned not later than **16.00 Hrs. on 11.03.2026**. Technical Bids will be opened first on **11.03.2026** and the Financial Bids of qualified firms i.e. who qualify the Technical Terms & Conditions will be opened thereafter.

The technical and financial terms and conditions of the AMC shall be as follows:

1. TECHNICAL TERMS & CONDITIONS

- I. The company/firm must have a previous maintenance contract for at least 2 years with Government Deptt./Public Undertaking/Autonomous Body/Corporate / Private Sector. Where one order should have minimum 25 computers, 20 printers and 30 laptops (Requisite documents to support this claim will have to be produced for verification).
- II. The firm must attach copy of satisfactory performance report from the existing/earlier department/organization whose AMC is going on/completed.
- III. The firm must have expertise and experience in LAN troubleshooting.
- IV. **The firm should submit the complete list of the Hardware & Network engineers on rolls of the firm with qualification & experience as well as list of engineers whom they will be provide to this office.**
- V. The firm should produce the self-attested photocopies of documents related to PAN number, Service tax number, GSTN.

Only the firms meeting the above technical terms and conditions should submit their quotation in the enclosed proforma (**Annexure I, II & III**) in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of the firms who fail to fulfill any of the above conditions, will not be considered.

- VI. The bidder shall be an ISO 9001:2015 certified organization (or latest valid version) for IT hardware maintenance/services. A self-attested copy of valid ISO certification issued by an accredited certifying body shall be submitted along with the Technical Bid. The certificate must remain valid for the entire contract period or be renewed without lapse.
- VII. The bidder must have an average annual turnover of not less than ₹50 lakh (Rupees Fifty Lakh only) during the last three financial years, certificates of which should be attached.

2. Financial Terms & Conditions.

- I. The rates must be quoted on comprehensive basis for the computers, printers, scanners and UPSs in the enclosed proforma (**Annexure-I**) in sealed cover. The Contract shall be on an annual maintenance service basis, and the Office will make no extra payment for any general wear and tear/spare parts etc. (except in case of damage occurred to the part on account of mishandling etc.).
- II. The rate quoted for AMC should be in absolute figures.
- III. The amount of AMC should include GST and other taxes to be borne by the vendor.
- IV. The successful tender/firm will be required to furnish Performance Bank Guarantee in the name of **PAO (IA&AD)** for an amount of 10% of Tender / contract Value.
- V. This tender is not transferable.

3. Others Terms and Conditions

- I. The bidder must have owned/rented support office in Jaipur with adequate numbers of engineers, spare parts and infrastructure like office Telephone, Fax etc.
- II. The contractor has to provide services in this office as well as branch office of this office in Jaipur and no TA/DA will be paid by this office.
- III. The Jurisdictions will be Jaipur.
- IV. An agreement on Rs. 500/- stamp papers will be executed with the successful bidder.
- V. The contractor will attend the system and will provide support to operating system in single/multiuser environment on all the system covered under this contract. Any

problem related to operating system maintenance and reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and Network configuration will be attended by the vendor/contractor or vendor/contractor would also provide all required device drivers. This office will provide a set of OS upgrade software.

- VI. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted.
- VII. **The undersigned 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 reserves the right to reject any quotation without assigning any reason whatsoever.**
- VIII. Anti-virus Software (AVS) support will be covered under AMC. Any problem related to the systems virus will be attended by contractor. Anti-virus Software will be provided by this office.
- IX. The contract will cover problem arising out of normal functioning and will not include break down due to Fire, Theft and Accident.
- X. **The complaints of hardware items i.e desktops, laptops, printers, projector, UPS, scanner and hard disk will have to be resolved within 2 working days after complaint is registered.**
- XI. **The complaints of Server will have to be resolved on the same day after complaint is registered.**
- XII. System maintenance charge will not include the cost of consumables and supply items such as Ribbon, Tapes and Cartridge etc.
- XIII. The contractor will maintain record regarding call Registration/Booking and maintenance of equipment.
- XIV. At the time of completion of the AMC, the contractor will hand over the equipment in good working conditions.
- XV. The equipment is to be attended for fault in the office itself. Only in exceptional cases, if the equipment is to be taken out of the office in workshop for repair, the same will be with proper permission of the competent officer and will be at the firm's own risk and expenses.
- XVI. Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite

parts are not available, the same should be replaced with the parts of higher level compatible with the system. Parts to be replaced will be new parts and loss if any caused due to replacement will be borne by the contractor.

- XVII. **All damage or defective keyboard and mouse will be replaced by the firm.**
- XVIII. The firm shall be responsible for taking back up data and program available on PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.

4. DEPLOYMENT OF ENGINEER

- I. The contractor will provide one Resident Engineers on all working days (Monday to Fridays) from 9.30 AM to 6.00 PM.
- II. The engineers should be qualified Diploma Engineer with an experience of not less than two years in Computer Hardware and sound knowledge of Windows/Unix/Linux/Multi-user printing systems & Oracle 10i or Oracle 11g as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance of respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- III. The resident service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by this office, the Resident Service Engineer shall be changed by the contractor immediately. Before changing any Service Engineer, the firm should take consent from our office.**
- IV. The engineer must be equipped with mobile phone provided by the firm for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.
- V. 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, the contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

5. 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 reasons.

6. PENALTY

- I. If the firm does not attend to the complaint and rectify/solve the faults within the time specified in clause no.3 (X and XI) the penalty of Rs. 500/- per day shall be levied after specified time limit.
- II. If the company fails to repair/replace the system for one week, the system may be repaired from the other company/Firm & made functional and the expenditure incurred there on shall be recovered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- III. The Service Engineers will have to make attendance in the attendance sheet placed at EDP section of this office. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs.500/- for each day of absence, from the contracted amount.
- IV. If the equipment cannot be repaired within the specified time, then replacement is to be provided.
- V. The resident service Engineer provided by the firm shall not be changed frequently. If resident service Engineer is changed frequently without prior permission, a penalty of Rs. 500/- will be imposed every time.

7. Period of Contract

The contract shall be valid for a period of 1 (ONE) year from the date of signing of Agreement with the terms and conditions mentioned herein. The contract may be extended for another term of one year on the same terms and conditions with mutual consent of the parties and recommendation of office committee.

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Sr. AO/EDP

Annexure-I

List of Hardware for AMC 2026-27

Sl. No.	Hardware	Qty	Period to be covered in AMC	Price	Type	Type of AMC
Printers						
1	HP Laserjet 1020 Plus Printer	12	01.04.26 to 31.03.27	79236/-	Laser Printer	With parts and Teflon
2	HP Laserjet Pro MFP 425DN	1	01.04.26 to 31.03.27	45300/-	Laser Printer	With parts and Teflon
3	HP Laserjet Pro 400 m 401 DN	2	01.04.26 to 31.03.27	60732/-	Laser Printer	With parts and Teflon
4	HP Laserjet 202 DN/DW Printer	2	01.04.26 to 31.03.27	17286/-	Laser Printer	With parts and Teflon
5	Canon MFP MF 229 DW Printer	1	01.04.26 to 31.03.27	34000/-	Laser Printer	With parts and Teflon
6	Samsung Laserjet M 3320 ND Priner	4	01.04.26 to 31.03.27	41960/-	Laser Printer	With parts and Teflon
7	HP 403 DN Heavy duty Printer	2	01.04.26 to 31.03.27	66155/-	Laser Printer	With parts and Teflon
8	HP Laserjet 203 dn Printer	4	01.04.26 to 31.03.27	74488/-	Laser Printer	With parts and Teflon
9	Canon 244 DW (Multifunctional)	1	01.04.26 to 31.03.27	24500/-	Laser Printer	With parts and Teflon
10	HP pro M501 dn	1	01.04.26 to 31.03.27	44200/-	Laser Printer	With parts and Teflon
11	Samsung CLP680ND	2	01.04.26 to 31.03.27	50696/-	Laser Printer	With parts and Teflon
12	Brother Laser Printer	2	01.04.26 to 31.03.27	44784/-	Laser Printer	With parts and Teflon
13	Brother DCPL3351 CDW	1	01.04.26 to 31.03.27	49650/-	Laser Printer	With parts and Teflon
14	HP heavyduty	4	01.04.26	161968/-	Laser Printer	With parts and

	printer M405 dw		to 31.03.27			Teflon
15	HP multifunction printer M429	2	01.04.26 to 31.03.27	109776/-	Laser Printer	With parts and Teflon
16	HP Laserjet 1008A Printer	1	01.04.26 to 31.03.27	11299/-	Laser Printer	With parts and Teflon
17	HP Colour laserjet pro MFP 3303 SDW	1	22.12.26 to 31.03.27	49955/-	Laser Printer	With parts and Teflon
	Scanner					
18	Epson Scanner	1	01.04.26 to 31.03.27	28450/-	Scanner	With parts
19	Canon Scanner DR-C230	3	01.04.26 to 31.03.27	92997/-	Scanner	With parts
20	Avision Scanner	4	01.04.26 to 31.03.27	99960/-	Scanner	With parts
	Server					
21	HP Proliant ML10 comp DDO Server	1	01.04.26 to 31.03.27	83790/-	Server	With Parts
22	HP Server Intel Xeon Server	1	01.04.26 to 31.03.27	481860/-	Server	With Parts
	Desktops					
23	HP i3 Desktop	21	01.04.26 to 31.03.27	882000	Desktop	With Parts
24	HP i5 Desktop	7	01.04.26 to 31.03.27	352800	Desktop	With Parts
25	Lenovo i5 Desktop	9	01.04.26 to 31.03.27	386454	Desktop	With Parts
26	Acer i3 Desktop	23	01.04.26 to 31.03.27	910544	Desktop	With Parts
27	Acer i5 Desktop	10	01.04.26 to 31.03.27	462807	Desktop	With Parts
28	Acer i7 Desktop	3	01.04.26 to 31.03.27	249150/-	Desktop	With Parts
29	Dell i5 Desktop	23	01.04.26	1186110/-	Desktop	With Parts

			to 31.03.27			
30	HP i5 Desktop	7	01.04.26 to 31.03.27	384930/-	Desktop	With Parts
31	HP i3 Desktop	11	01.04.26 to 31.03.27	462000/-	Desktop	With Parts
32	HP AIO i7 desktop	1	01.04.26 to 31.03.27	84940/-	Desktop	With Parts
33	HP AIO i5 desktop	3	01.04.26 to 31.03.27	217417/-	Desktop	With Parts
34	Foxtrot desktop	38	01.04.26 to 31.03.27	1604474/-	Desktop	With Parts
	Laptops					
35	HP laptop Ryzon 5	6	01.04.25 to 31.03.26	321000/-	Laptop	Without Parts.
36	Acer Laptop i5	18	11.03.27 to 31.03.27	989676/-	Laptop	Without Parts.
37	Dell 5420 i5 laptop	9	01.04.26 to 31.03.27	638100/-	Laptop	Without Parts.
38	Acer laptop i5	4	01.04.26 to 31.03.27	217304/-	Laptop	Without Parts.
39	Acer laptop i5	11	17.02.27 to 31.03.27	703085/-	Laptop	Without Parts.
40	HP laptop i5	3	01.04.26 to 31.03.27	186000/-	Laptop	Without Parts.
41	HP i5 laptop	3	01.04.26 to 31.03.27	136290/-	Laptop	Without Parts.
42	Acer i5 laptop	1	28.02.27 to 31.03.27	64879/-	Laptop	Without Parts.
43	Apple MacBook Air	1	01.04.25 to 31.03.26	110000/-	Laptop	Without Parts.
44	Apple MacBook Air	1	01.06.26 to 31.03.27	118000/-	Laptop	Without Parts.
45	Apple MacBook	1	01.04.26	107400/-	Laptop	Without Parts.

	Air		to 31.03.27			
	UPS					
46	2KVA Online UPS	1	01.04.25 to 31.03.26	30800	UPS	With Parts & Without Battery
47	Numeric 600 VA UPS	59	01.04.25 to 31.03.26	106830/-	UPS	With Parts & Without Battery
48	UPS i-ball	20	01.04.25 to 31.03.26	34200/-	UPS	With Parts & Without Battery
49	UPS Zebronics 600 VA	15	01.04.25 to 31.03.26	23264/-	UPS	With Parts & Without Battery
50	Microtek UPS	22	01.04.25 to 31.03.26	49214/-	UPS	With Parts & Without Battery
51	CyberPower UPS	45	01.04.25 to 31.03.26	92219/-	UPS	With Parts & Without Battery
52	Online UPS 1KVA	5	01.04.25 to 31.03.26	139650/-	UPS	With Parts & Without Battery
53	Online UPS 6KVA	1	01.04.25 to 31.03.26	193256/-	UPS	With Parts & Without Battery
	Others					

54	Logitech PTZ Camera and Speaker Phone video conference system	1	01.04.25 to 31.03.26	101270/-	Video Conferencing System	With Parts
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**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

To

The Accountant General (Audit-II)

Rajasthan, Jaipur.

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice No. _____ dated _____ regarding on site Annual Maintenance Contract of Computers and Peripherals in the Headquarter Offices/Branches under jurisdiction of the Accountant General (Audit-II), Rajasthan, Jaipur situated at various locations at Jaipur.

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

Yours Truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Annexure-III (Technical Bid Format)

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

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Partners/Directors	
3.	Registered Address, Telephone & Fax No.	
4.	Address of any branches with their telephone No. and Faxes	
5.	Whether firm is registered under GST, if yes give registration no.(copy to be attached).	
6.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
7.	Details of Engineers working in the firm and their qualifications.	
8.	a) Name and number of the equipments maintained and the details of the maintenance service provided. b) AMCs in hand.	
9.	Name of the website, email ID etc, if available	

Signature of authorized signatory with date:

Name:

Designation: