

कार्यालय प्रधान महालेखाकार  
(लेखा व हकदारी)  
हिमाचल प्रदेश, शिमला-171 003



OFFICE OF THE  
PRINCIPAL ACCOUNTANT GENERAL (A&E)  
HIMACHAL PRADESH, SHIMLA-171 003

No. EDP/IT/AMC of Computers & Peripherals/2024-25/138-145

Dated:-13/03/2025

### Notice Inviting Tender

#### **Comprehensive Annual Maintenance contracts of PC's, Laptops, Printers, Software, Scanners, LAN & Networking Switches and other peripherals**

**Subject:** Notice Inviting Tenders for Comprehensive Annual Maintenance contracts of PC's, Laptops, Software, Printers, Scanners, LAN & Networking Switches and other peripherals installed in the office for the period from 01.04.2025 to 31.3.2026.

The office of the Principal Accountant General (A&E) Himachal Pradesh Shimla intends to obtain Tenders for the comprehensive Annual Maintenance Contract for PCs, Laptops, Software, Printers, Scanners, LAN & Networking Switches and other peripherals installed in this office as per list given in **Annexure A** with the following additional information:-

1. All the hardware installed in this office is in working condition. However, the **vendor may check/inspect it to their satisfaction on any working day between 11 AM to 4 PM before tendering the rates.** No estimate for repair will be accepted after awarding the AMC.
2. It may be noted that the quantities of the items tabulated at Annexure-I are approximately and we remain in the process of replacing old systems with new ones, leading to a change in the quantity of items during the period of AMC. Therefore, rates for all the items should necessarily be quoted in the tender document, in both unit rate & total rate. The unit rates will be used if there is a change in the quantities indicated in the Annexure during the contract period.
3. The Tenders should be in two parts, i.e., Technical and Financial bid in the attached prescribed form (annexed as Annexure I) for Maintenance of PCs, Printers and other peripherals as the case may be. Technical and Financial bid should be in two separate sealed envelopes.
4. The Firms should clearly mention their eligibility as per the eligibility criteria in Annexure-I.
5. The Financial bid should indicate the maintenance rate in the prescribed format provided in Annexure-A considering all the terms and conditions listed in the tender enquiry. The bids should be for comprehensive AMC and indicate rates for each item separately including taxes.
6. The tenders may please be addressed and sent to **Dy. Accountant General (Admin), O/o the Principal Accountant General (A&E) Himachal Pradesh Shimla-171003.** The technical & financial bid should be in two separate sealed covers and the envelope should indicate clearly the nature of bid contained in the envelope viz technical bid or financial bid for maintenance of PCs/Laptop, Printers and Scanners etc. on the top of envelope so as to reach on or before **24th March, 2025 (11:00 AM).**
7. **EMD of Rs. 10,000/-** to be enclosed in form of a **Bank Draft** in favor of **“Pay and Accounts Officer”** O/o the Principal Accountant General (A&E) H.P Shimla along with technical bid.

8. The successful bidder has to enter into an agreement on the standard terms & conditions of this department.

9. No tenders will be entertained which is received after due date i.e. **24th March, 2025 (11:00 AM)**. The technical bids will be opened by a committee to be constituted for the purpose. The Financial bids of only technically successful bidders will be opened by the same committee.

10. The decision of the Principal Accountant General (A&E) HP Shimla will be final in case of any dispute.

**Sd/-**  
**Dy. Accountant General(Admn.)**

**TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT FOR MAINTENANCE OF COMPUTERS, LAPTOPS, PRINTERS AND OTHER  
PERIPHERALS etc.**

**1. SCOPE OF THE CONTRACT**

This contract will cover Preventive and break down Maintenance of, Computers, Laptops, Printers (other than Line Printer), Scanners and other peripherals as per **Annexure-A** and satisfactory working of LAN and other computers with installed software viz operating systems, MS office, IDEA, Tableau, NicNet (internet explorer), Website, Video Conferences, Outlook Express and Antivirus Software etc. The contract shall also include shifting/reinstallation of computers along with required software, removal of virus and reinstallation of software, if corrupted and to update the installed antivirus software.

1.1 The maintenance contract is for comprehensive maintenance and shall include repairs/replacement of all spare parts and sub-assemblies. The firm shall use good quality spare parts, preferably of same brand as that available in the original system. **Consumable items viz Ink Cartridges, Toner Cartridges, Printer Ribbon etc.** shall not be covered under AMC.

1.2 The Computers/Printer/peripherals shall be repaired against any specific complaint within 06 Hrs. from the time of reporting. If the system/equipment could not be put into working order within 24 hrs., the firm will provide a standby (of similar configuration) for the same failing which a penalty will be imposed as under:-

(a) For complaint attended after the 24 Hrs. free time a penalty of 5% of the unit AMC charge per day per Computer/Printer/Peripheral shall be levied till the Computer/Printer/Peripheral is set right.

(b) If service provider fails to repair a unit under the contract, the service provider shall provide a replacement of similar configurations within 24 hours. The original unit shall in any case be repaired/replaced within a period of two months failing which a penalty of 10% of unit AMC charge as contracted shall be levied per day per computer/printer/peripheral.

(c) A log register shall be maintained in the designated sections of the office for registration of error/fault observation of engineer & disposal of error/fault. This will be a key record for execution & penal clause.

1.3 It will be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of PCs and Printers/peripherals as mentioned under Annexure from 9.00 AM to 6.00 PM on all working days except Sundays and other Gazetted/National holidays (or as mutually decided between both the parties concerned).

1.4 For this purpose the firm shall depute a skilled resident service engineer to this office for full time. The Resident Engineer would be equipped with mobile phones to ensure their availability.

**2.0 PERIOD OF THE CONTRACT**

2.1 This contract shall remain valid for a period from 01/04/2025 to 31/03/2026, which will be specified in the Letter of acceptance.

2.2 If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one month notice to the firm. The office decision will be final.

### **3.0 RATES FOR AMC**

3.1 The firms should quote their rates in words as well as figures on the tender form issued to all the vendors. The rates shall be inclusive of all taxes and duties (except service tax which should be quoted extra if applicable).

3.2 The rates offered shall remain FIRM and VALID for the full period of contract. No demand for a revision of rate on any account shall be entertained during the contract period.

### **4.0 PAYMENT TERMS**

4.1 The annual Maintenance charges would be paid in installments at an interval of three months each. The first installment would be due for payment after expiry of three months from the date of commencement of the contract. Payment would be made on submission of bills separately by the contractor firm to **Sr. Accounts officer, EDP Section, O/o the Pr. AG (A&E) Himachal Pradesh Shimla-171 003** who shall certify, based on User's call register maintained in EDP Section, after ensuring that the work has been executed satisfactorily as per the terms of the agreement. The last quarter's payment will be released after all the machines under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.

4.2 Deduction of Tax at source will be made by the office, whenever applicable for Income Tax, Works contract Tax etc. as per rules.

### **5.0 OTHER TERMS**

5.1 A log register shall be maintained in the designated section (EDP Section) for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of complaint recorded in this register shall be considered as the log time. The firm's representative shall record there the date and time of rectification with their name and signature, provision of standby etc. in this register strictly. This will then be checked and authenticated by a designated officer of the office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of the office. When the original equipment is returned after repair, the representatives of the firm and the office would record it in the log register and the complaint would be treated as resolved.

5.2 Preventive maintenance with virus detection and special cleaning of the CPU, Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner and inside with vacuum cleaner etc. will be carried out on a monthly basis. Failure to clean external and internal parts of PC, Printer, Mouse, Monitor, Keyboard etc. and an amount of Rs. 50/- per PC/Printer per quarter will be deducted from the AMC payable to the firm. The report of preventive maintenance shall be sent quarterly by 5th day of expiry of the quarters to Dy. Accountant General (Admn.), Office of the Pr. AG (A&E) Himachal Pradesh Shimla-171003 in writing. The quarterly payment shall strictly be made on the basis of satisfactory report as endorsed by AAO, EDP in the call register and preventive maintenance register/file.

5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/equipment for service/maintenance will be brought/ kept by the Service Engineer while attending the failures of PCs, Printers, Peripherals, LAN. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc. and also place for the men to, and keeping their tools shall be provided free of cost. In case the equipment is required to be taken to the workshop, all arrangements shall be made by the firm. Necessary Gate Pass for taking the equipment outside the office building shall be provided by the user. The firm should ensure that original devices may be returned at the latest by one month, failure of which would lead to a penalty of 10% of unit of the AMC's cost.

5.4 Service Call Report shall be submitted monthly by the firm in computerized format indicating the status of attending of various complaints along with date and time of repairing.

5.5 All the Annexure should be undersigned (on each page) by an authorized representative of firm with Seal.

## **6.0 SECURITY DEPOSIT**

6 (a) Security Deposit for the work shall be 10% of the contract value. First quarterly payment will be released after submission of Bank Guarantee/FDR equal to 10% of total AMC amount or after deducting the security deposit amount from the amount due to the firm.

6 (b) Security Deposit (SD) shall be returned to the contractor after approval of DAG (Admn.). Before releasing the SD, an unconditional & unequivocal no claim certificate from the service provider concerned shall be obtained.

6 (c) No interests will be payable upon the Security Deposit or amounts payable to the contractor under the contract.

## **7.0 LIABILITY FOR COSTS & DAMAGES**

7.1 All Costs and damages or expenses which the office may incur due to default by the firm may be deducted by the administration at his discretion either from any money due or to become due or refundable to him. The Administration reserves the right and shall be entitled to retain payments to the extent of damages recoverable from the firm under this contract and to set off the same against all claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

7.2 Contractor shall follow all Central/State legislations related to labour e.g. Minimum wages act, Workmen compensation act or any other act/law.

## **8.0 AGREEMENT**

The successful bidders shall be required to execute an agreement with the President of India acting through Deputy Accountant General (Admn.) O/o the Principal Accountant General (A&E) Himachal Pradesh Shimla-171 003 or his authorized officer for carrying out the work according to the instructions to bidders and conditions of contract.

Sd/-  
**Sr. Accounts Officer (EDP)**

**ANNEXURE-I**  
**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A & E)**  
**HIMACHAL PRADESH, SHIMLA**  
**(FORMAT FOR TECHNICAL BID)**

Sl. No.	Required Information	Details of Information	Annexure showing details	Nos
1.	List of customers indicating major value of AMC (completed satisfactorily against each in the past 02 years. (Copy of work order from the existing Govt. organization must be enclosed)			
2.	The vendor should have AMC turnover cost between Rs.10 Lakh to 15 Lakh per year in case of AMC of computer, Software's & Printers including networking)			
3.	The location of nearest service Centre of the firm from which services would be provided.			
4.	The service infrastructure available at service center especially in-house repair lab, inventory of spares.			
5.	Calls response and follows up etc., reports in respect of 02 major contracts performed during the previous 02 years be submitted.			
6.	Technically qualified personnel available with the service center along with name and professional qualification, profile of service engineer.			
7.	Proof of engineer's capability of extending on-site software support for Window, Oracle, Linux, Domain, DHCP etc.			
8.	Copy of latest Income/Service Tax clearance certificate of the firm must be enclosed.			
9.	The firm must be registered with the Registrar of Companies or Registrar of Firms. (enclose copy of registration certificate)			
10.	Are you in a position to deploy a <b>Skilled resident service engineer</b> at this office i.e., O/o the Pr.AG (A&E) H.P SHIMLA. Service engineer having at least two to four years experience are required to be posted.			
11.	Recognition or certificate from any major PC/peripheral vendor for undertaking AMC on their behalf. (Certificate to be enclosed).			
12.	<b>EMD of Rs. 10,000/-</b> to be enclosed in form of a Bank Draft in favor of "Pay and Accounts Officer" O/o the Pr. Accountant General (A&E) H.P., Shimla along with technical bid.			
13.	The firm should enclose evidence for its existence for over three years in the maintenance business.			
14.	The firm must have previous experience in maintaining Hardware and Network systems			

	(standalone computers and printers, Network components, scanners, peripherals and other hardware parts and accessories etc.) in Central/State Govt. organization/Public sectors. Copy of work order from the existing Govt. clients (organizations) must be enclosed along with their offer.		
15.	The firm also must have expertise and experience in taking trouble shooting of LAN, switches, Routers, firewall, DHCP & Domain etc. and have executed successfully and satisfactorily at least one AMC of more than 100 computers on network.		
16.	The firm should ensure presence their office at Shimla. In case the contract is awarded to a firm not having its office at Shimla, then the firm will have to set up their local office at Shimla with a contact person having basic/mobile phone at Shimla within 15 days of issue of Letter of Acceptance.		
17.	The bidders should have sufficient number of technical and experienced staff having minimum of five years experience in the relevant field. Detailed particulars of technical/non-technical staff to assist the company in the works should be enclosed.		
18.	The firms should submit a copy of partnership deed if a partnership firm, affidavit for proprietorship if a proprietary firm or Registration certificate if registered under Companies Act along with the tender documents.		

**Signature of authorized representative  
of firm with Seal (On each page).**

ANNEXURE-A  
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL(A&E)  
HIMACHAL PRADESH, SHIMLA  
(LIST OF COMPUTER HARDWARE FOR AMC DURING THE YEAR 2025-26)

Sr. No.	Make & Configuration	Qty	Rate for AMC (Inc. Taxes)	Amount
<b>Desktop</b>				
1	HCL Intel C2D RAM DDR-II 512 MB, HDD 160GB	06		
2	HP-Intel V Pro 8200 i5, DDR3-4GB, 500GB HDD	02		
3	Dell i3 Optiplex 3010,DDR3 2GB, 500GB HDD	02		
4	Dell i3 Optiplex 7010,DDR3 4GB, 500GB HDD	25		
5	Dell i5 Optiplex 9020,DDR3 4GB, 500GB HDD	04		
6	Dell i3 Vostro, DDR3 4GB, 500GB HDD	02		
7	Lenovo i5 M900, DDR4-4GB, 500GB HDD	82		
8	Dell i5 5050, DDR4 8GB, 1TB HDD	17		
9	HP-i5 280 G5 DDR4 16GB, 1TB HDD	03		
10	Dell AIO 5400 c15 11th, DDR4 8GB, 1TB HDD. 23.8" Infrared Touch	03		
	<b>Total</b>	<b>146</b>		
<b>Laptop</b>				
1	Lenovo Intel i5 E-4-80, 14", RAM 4GB, 500HDD	01		
2	HP Intel i5 BZ 250 G7, Gen 10 <sup>th</sup> , RAM 8GB, 1TB HDD 15.6"	06		
	<b>Total</b>	<b>07</b>		
<b>Scanners</b>				
1	Canon Lide 110 flatbed	01		
2	HP Scanjet Pro 3000 S3 Sheet fed Duplex	02		
3	Brother 27 ADS 2400N Sheet fed Duplex	03		
	<b>Total</b>	<b>06</b>		
<b>Laser jet Printers B/W</b>				
1	HP LZ 1018	01		
2	Canon LBP 3108	04		
3	Canon LBP 2900B	46		
4	HP 403dn	10		
5	Brother HL-L2321d	08		
6	Brother HL-L2361dn	10		
7	Brother HL-L6200dw	04		
	<b>Total</b>	<b>83</b>		
<b>Multifunction Printers (Print, Scan, Copy)</b>				
1	HP 126fn	01		
2	HP 128dw	02		
3	Canon 445dw	03		
4	Canon 244dw	01		
5	Brother DCP2541dw	07		
6	Canon MF 4820	01		
	<b>Total</b>	<b>15</b>		



<b>Coloured Printers</b>			
1	HP Color Laser jet 1025nw	01	
2	Canon Pixma E510 Deskjet	01	
3	Brother Ink tank Printer	01	
	<b>Total</b>	<b>03</b>	
<b>Dot Matrix Printers</b>			
1	DMP Epson FX2175	02	
	<b>Total</b>	<b>02</b>	
<b>Under Warranty Items</b>			
<b>Desktop</b>			
1	Acer Intel i5, Veriton M200 B560, DDR 16GB, SSD 512	26	<b>Under Warranty</b>
2	HP 285 G8 MT PC-AMD Ryzen 3-5300G, DDR4 8GB 3200 MHz, SSD 256GB, Led 21.5"	74	
3	HP Elite SFF 600 G9 i5, DDR5- 16GB, SSD 512GB 13 <sup>th</sup> Gen. , Led Full HD 21.5"	100	
	<b>Total</b>	<b>200</b>	
<b>Laptops</b>			
1	Acer Laptops Intel i5 RAM 16 GB 256GB SSD	04	
2	HP 445 G8 R3 5400U	47	
3	HP 445 G8 R5 5600U	03	
4	HP Envy x360 2 in 1	01	
	<b>Total</b>	<b>55</b>	
<b>MF Printers (Print, Scan &amp; Copy) &amp; Scanner</b>			
1	Canon MFP 275dw	05	<b>Under Warranty</b>
2	Keyocera MFP Kyocera Ecosys Fs-1025	01	
1	Canon DR-230 Document Scanner	01	
	<b>Total</b>	<b>07</b>	
<b>Network Devices</b>			
1	Cisco 9500 24 Y4C-A	1	<b>Under Warranty</b>
2	Cisco 9200 48P	8	
3	Cisco 9200 48T	12	
4	Cisco Access Point 2802i	35	
	<b>Grand Total</b>		

Sd/-  
Sr. Accounts Officer(EDP)