



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,
LEKHA PARIKSHA BHAWAN, DEORALI, TADONG, GANGTOK**

No. ADMN (AU)/AMC/23-24/549

Dated: 16/02/2024

NOTICE INVITING QUOTATION

THE OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM, GANGTOK, invites sealed quotations from authorized firms willing to undertake the Annual Maintenance Contract of Computers/ Laptops / Printers/ Scanners/ Projector etc. as per the details on Annexure III of this Quotation Notice:

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

Annexure – I (a) General terms and Conditions for Quotation, (b) General terms and Conditions of AMC

Annexure-II Schedule of Approximate Quantity,

Annexure III Schedule of Approximate Quantity (Consolidated) - Price Bid Form,

Annexure-IV Quotation Application and

Annexure-V Under taking by the bidder.

The vendors may quote their rate for individual items like Desktops, Laptops, Printers, Scanners and Projectors separately on the percentage basis on the purchase cost and the bids will be decided for each individual item.

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

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

and must reach latest by **5.00 PM on 29th February 2024** The sealed quotations should be super scribed as ‘**QUOTATIONS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**’, and should reach this office by the stipulated date and time. Specified proforma along with all terms and conditions are attached as annexures.

The Bids shall be opened by the Purchase Committee of the THE OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM, GANGTOK, on **29th February 2024 at 5.30 PM** in the presence of such bidders who may wish to be present.

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

Sd/-

Sr. Audit Officer/Admn.



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

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



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ANNEXURE-I (b)

**General Terms and Conditions for AMC of
Computers/Laptops/Printers/Scanners/Projectors etc.**

1. The equipments / items can be inspected on any of the working days between 10.00 AM to 5.00 PM till the closing of the bids.
2. The contract will be a completely comprehensive contract covering all parts of computers and printers except for the printer cartridge/toners and printer head in case of dot matrix printers.
3. There will be no limit in breakdown calls. Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system includes replacement of unserviceable parts. The parts replaced shall be new OEM parts.
4. The firm should visit the office at least twice in a week and must be able to complete the task in 48 hours.
5. In case of failure of any Peripheral, the vendor should replace the parts (same or higher configuration) without any additional cost.
6. The contract is subject to review after each quarter and this office reserves the right to terminate the contract with a notice of one week if the service provided is found not satisfactory.
7. If any equipment is added or removed from the scope of contract, then there would be *pro rata* adjustment in charges.
8. Servicing have to be done at the client's site at the location cited during normal working hours except in the case of major break down. If the system has to be taken outside the office premises for repair, stand-by arrangement has to be made.
9. It is mandatory to have a valid pass / permission to take out each such equipment after making proper entries with the concerned officer in charge of IT Support Cell.

Only on the basis of valid Gate Pass from the General Section the item can be taken out the premises of this office.

10. The original specification/ characteristics/ features of the equipment should not be changed without prior intimation to the office of the Accountant General (Au), Sikkim, Gangtok. Vendor must also maintain the required device drivers for maintaining the equipment in Annexure.

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

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

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

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

Sd/-

Sr. Audit Officer/Admin (Au)



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Annexure II

TENDER FORM NO. : _____

NAME OF WORK: Comprehensive AMC of Computer /Printer /Scanner/ Projector etc.

SCHEDULE OF APPROXIMATE QUANTITY

Sl. No	Item of Hardware with brief configuration/Brand Name	Qty.	Date of Purchase	Total Purchase Cost	AMC due	
					From (date)	To (date)
DESKTOP COMPUTER						
1.	HCL	3	01.11.2008	1,18,698	01.04.2024	31.03.2025
2.	HP	32	31.10.2018	14,42,928	01.04.2024	31.03.2025
3	Compaq	4	29.11.2010	1,57,396	01.04.2024	31.03.2025
4	Acer	11	27.02.2023	5,94,000	01.04.2024	31.03.2025
	Total	50		23,13,022		
LAPTOPS						
1	HP	2	01.05.2012	75,000	01.04.2024	31.03.2025
	Lenovo	6	01.01.2019	3,31,716	01.04.2024	31.03.2025
	Asus	5	01.11.2019	1,56,995	01.04.2024	31.03.2025
	Acer	25	03.02.2021	12,64,825	01.04.2024	31.03.2025
	Apple	1	22.02.2020	87,464	01.04.2024	31.03.2025
	Apple	1	04.03.2022	94,300	01.04.2024	31.03.2025
	Total	40		20,10,300		
PRINTERS						
1	HP Laserjet	10	02.09.2016	1,09,740	01.04.2024	31.03.2025
2	HP Laserjet P1008	3	25.08.2008	15,000	01.04.2024	31.03.2025
3	HP Laserjet P1007	9	25.08.2008	60,570	01.04.2024	31.03.2025
4	Canon Image Class LBP151dw	10	18.10.2019	1,72,950	01.04.2024	31.03.2025
5	HP Laserjet P1606dn	2	11.03.2013	36,650	01.04.2024	31.03.2025
6	HP Office jet pro 8720	1	12.01.2018	22,739	01.04.2024	31.03.2025
7	HP Laserjet Pro MFP M329dw	2	04.03.2021	65,400	01.04.2024	31.03.2025
8	HP DeskJet Printer	2	12.01.2018	27,089	01.04.2024	31.03.2025
9	Canon ImageClass MFb43Cdw	2	18.10.2019	92,128	01.04.2024	31.03.2025
	Total	41		6,02,266		
SCANNERS						
1	HP ScanJet Pro 2500 f1	3	01.01.2021	1,05,000	01.04.2024	31.03.2025
	Total	3		1,05,000		
PROJECTOR						
1	OPTOMA ZW35e	1	11.08.2023	90,000	01.04.2024	31.03.2025
		1		90,000		



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Annexure III

TENDER FORM NO. : _____

NAME OF WORK: Comprehensive AMC of Computer /Laptop/Printer/Scanner/Projector etc.

SCHEDULE OF APPROXIMATE QUANTITY (Consolidated)

Sl. No.	Item / Equipment	Approximate Quantity	Unit Rate/Percentage (%)	Total
DESKTOP COMPUTERS				
1.	HCL	3		
2.	HP	32		
3	Compaq	4		
4.	Acer	11		
LAPTOPS				
1	HP	2		
2	Lenovo	6		
3	Asus	5		
4	Acer	25		
5	Apple	2		
PRINTERS				
1	HP Laserjet	10		
3	HP Laserjet P1008	3		
4	HP Laserjet P1007	9		
5	Canon Image Class LBP151dw	10		
6	HP Laserjet P1606dn	2		
7	HP Office jet pro 8720	1		
8	HP Laserjet Pro MFP M329dw	2		
9	HP DeskJet Printer	2		
SCANNERS				
1.	HP ScanJet Pro 2500 f1	3		
PROJECTOR				
1.	OPTOMA ZW35e	1		

Date:

(SIGNATURE OF BIDDER)

Place:

(OFFICIAL SEAL)
FULL NAME & DESIGNATION



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**ANNEXURE – IV
Quotation Application Form**

1.	Name of the Bidder:	
2.	Full Postal Address:	
3.	Telephone number:	
4.	Mobile number:	
5.	FAX number:	
6.	Bidding submitted for the item (Attach copy of Service Authorization Certificate)	
7.	e-Mail:	
8.	PAN A/C number (Copy should be attached):	
9.	Service Tax number (Copy should be attached)	
10.	GSTN Registration number:	
11.	Income Tax Returns (Copy should be attached)	

Date:

(SIGNATURE OF BIDDER)

Place:

(OFFICIAL SEAL)



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ANNEXURE V

UNDERTAKING BY THE BIDDER

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted Accountant General (Audit), Sikkim, Gangtok to forfeit the Security money deposit by me/us if any delay occur on my/agents part or fail to abide by the provisions of the bidding document
3. I hereby undertake to execute the work as per direction given in the tender document within stipulated period.

Date :-

(Signature of the Bidder)

Place:

**Designation:
(Officeseal of the Bidder)**