

**OFFICE OF THE ACCOUNTANT GENERAL (A&E) PUNJAB, PLOT NO. 20,
SECTOR 17-E, CHANDIGARH-160017**

No. CRT-1/AMC ComH/W/2023-24/96

Dated: 24.04.2023

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

Quotations are invited from parties / firms for Maintenance Contract in respect of Server, Desktop Computers, Laptops, Printers, Network and Peripherals (as per the Annexure- C enclosed) installed at various Sections/branches in the Office of the ACCOUNTANT GENERAL (A&E) Punjab & UT, Chandigarh. The technical and financial terms and conditions for AMC of Server, Desktop PCs, Laptops, Printers and UPS's are enclosed as per Annexure A,B,C and D.

The tender shall be valid from the date of award of contract till the 31.03.2025. Assets not eligible for AMC will be deleted from AMC and new assets completed the Warranty period will be added in the list

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 schedule of the tender is as under:-

Start Date of Tender	24.04.2023
Last date for submission of bid	04.05.2023 till 11:00 Hrs
Opening of technical bid	04.05.2023 at 12:00 Hrs
Opening of financial bid	04.05.2023 at 15:00 Hrs

**Sd/-
Deputy Accountant General (Admn)**

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 contained in this tender enquiry regarding on site Annual Maintenance Contract (AMC) of Computers, Laptops and Peripherals in the Accountant General (A&E) Punjab & UT, 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 Accountant General (A&E) Punjab & UT, 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.

That I/We also declare that Government of India or any other Government body has not declared us ineligible or blacklisted or debarred us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature. And no enquiry against us is being carried out in any department.

My firm is not under liquidation, court receivership or similar proceedings, and is not bankrupt.

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	Name(s) of the Proprietors/ Partners / director		
3	Registered Address, Telephone (Landline/Mobile) & Fax No		
4	Details of Point of Contact in Chandigarh / Tricity		
5	GST number of the firm (copy of GST Certificate to be attached)		
6	Permanent Account Number of the firm (Copy of Pan Card to be attached)		
7	EMD amounting to Rs.15,000/- in the favor of "Pay and Accounts Officer, O/o the Accountant General (A&E) Punjab & UT, Chandigarh		
8	Copies of three sales bills 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.		
9	The average annual turnover of the firm (CA certificates mentioning the average turnover for the last 3 Years)		

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

Signature of authorized signatory

with Date:

Name:

Designation:

Office Seal

Performa for Financial bid

Annexure C

(To be filled by the authorized signatory of the firm)

Table 1

AMC items for the Year 2023-24- Main Office									
Sr. No.	Item of Hardware with brief configuration	Type of AMC	Qty.	Date/year of Purchase	AMC Period From To		Total AMC coverage Days	AMC Unit Rate for full Year i.e. 365 days (Refer to point "F" below)	Total AMC Price as per coverage days and Quantity (Refer to point "F" below)
1	SERVER								
	HP high end server	Comprehensive (Hardware and software)	1	2011	01-05-2023	31-03-2024	336		
	HP DL180G6 E5606 1P SP1154IN including operating system	Comprehensive (Hardware and software)	2	2012	01-05-2023	31-03-2024	336		
	Dell poweredge R740, with Dual intel Xeon E5 -2620v4 Processor	Comprehensive (Hardware and software)	2	2019	01-05-2023	31-03-2024	336		
	Total (Servers)		5				Total Rate		(1)
2	DESKTOP COMPUTER/LAPTOP								
	HP 280 G3 MT Core i5	Comprehensive	50	14-09-2017	01-05-2023	14-09-2023	137		
	HP Touch smart AIO Q254in	Comprehensive	1	15-01-2018	01-05-2023	15-01-2024	260		
	HP 280G4 Business desktop	Comprehensive	40	26-11-2018	01-05-2023	31-03-2024	336		
	Total (DESKTOP COMPUTERS)		91				Total Rate		(2)
3	PRINTERS								
	DESKJET	Comprehensive	1	01-09-2017	01-05-2023	31-08-2023	93		
	BROTHER LaserJet Printer	Comprehensive	1	16-08-2017	01-05-2023	15-08-2023	107		

	BROTHER HL-L2361Dn	Comprehensive	17	10-10-2017	01-05-2023	09-10-2023	162		
	LINE Lipi 6805	Comprehensive	1	20-12-2017	01-05-2023	19-12-2023	233		
	HP M177fw All in one	Comprehensive	1	14-12-2017	01-05-2023	13-12-2023	227		
	HP M181fw All in one	Comprehensive	3	18-01-2018	01-05-2023	18-01-2024	263		
	TVS LP45	Comprehensive	1	23-03-2018	01-05-2023	23-03-2024	328		
	TVS RP3200 star	Comprehensive	1	08-08-2018	01-05-2023	31-03-2024	336		
	HP 202DW	Comprehensive	9	03-10-2018	01-05-2023	31-03-2024	336		
	HP MFP M227fdw	Comprehensive	1	13-10-2018	01-05-2023	31-03-2024	336		
	HP 202DW	Comprehensive	3	26-12-2018	01-05-2023	31-03-2024	336		
	QR Code Printer	Comprehensive	1	03-12-2020	01-05-2023	31-03-2024	336		
	Brother HL 6200DW	Regular AMC	4	02-03-2021	01-05-2023	31-03-2024	336		
	Total (Printers)		44					Total Rate	(3)
4	UPS								
	BPE 600 VA UPS	Comprehensive	70	13-09-2019	01-05-2023	31-03-2024	336		
	Emerson Libert 6KVA	Comprehensive	4	18-01-2020	01-05-2023	31-03-2024	336		
	Microtek legend-650 VA (1 yr warranty)	Comprehensive	10	10-12-2021	01-05-2023	31-03-2024	336		
	BPE UPS-2KVA (1 yr warranty)	Comprehensive	4	23-12-2021	01-05-2023	31-03-2024	336		
	Total (UPS)		88					Total Rate	(4)
5	Scanners								
	Epson perfection V39 Flatbed	Comprehensive	9	04.12.2020	01-05-2023	31-03-2024	336		
	Epson perfection V39 Flatbed	Comprehensive	10	30.01.2021	01-05-2023	31-03-2024	336		
	Brother ADS 2400n	Comprehensive	3	23.02.2021	01-05-2023	31-03-2024	336		
	Total Scanners		22					Total Rate	(5)
(A)	Total of above rates (1+2+3+4+5)			Cost of Resident Engineer is Inclusive in above quoted rates					

(B)	Add: Any tax leviable (Please specify)				
	Composite rate	(A)+(B) above			

Table 2

AMC items for the Year 2023-24- UT Branch Office								
Item of Hardware with brief configuration	Type of AMC	Qty.	Date/year of Purchase	AMC Period		Total AMC coverageDays	AMC Unit Rate for full Year i.e. 365 days (Refer to point "F" below)	Total AMC Price as per coverage days and Quantity (Refer to point "F" below)
				From	To			
Desktop								
Wipro Intel Platinum 4 CPU, 3.20Ghz, 1GB RAM	Comprehensive	2	21.01.2006	01-05-2023	31-03-2024	336		
Total Desktops		2				Total Rate		(1)
Printers								
Brother 1616NW Laser	Comprehensive	1	21.12.2015	01-05-2023	31-03-2024	336		
LIPI 6810 Line Printer	Comprehensive	1	31.12.2015	01-05-2023	31-03-2024	336		
Brother HL 2321-D Laser	Comprehensive	2	17.01.2017	01-05-2023	31-03-2024	336		
Brother Laser 2361-D	Comprehensive	2	27.12.2016	01-05-2023	31-03-2024	336		
Brother HL 1201 Laser	Comprehensive	1	30.01.2017	01-05-2023	31-03-2024	336		
Brother MFP DCP 2541 DW	Comprehensive	2	30.01.2017	01-05-2023	31-03-2024	336		
Total Desktops		2				Total Rate		(2)

(P) Total of above rates (1+2)	Cost of Resident Engineer is Inclusive in above quoted rates	
(Q) Add: Any tax leviable (Please specify)		

Composite rate	(P)+(Q) above	
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Overall contract Cost	(A+ B) + (P)+(Q) above Total of both the composite rates of Table 1 & 2 of Annexure C	
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Cost of any additional hardware (where similar specification product not available in list) is to be covered in AMC during the contract period.	% of Purchase price of item		
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- A. The L-1 will be finalized on lowest overall contract cost (A+B)+ (P+Q) instead of rate of individual item quoted by the firms.
- B. The Composite rate shall be inclusive of GST or any other taxes levied by the Government.
- C. The above list of Hardware is for the items covered under AMC in the year 2023-24. The list of asstes will be revised on 01.04.2024 (Assets not eligible for AMC will be deleted from AMC and new assets completed the Warranty period will be added in the list). The service will be extended only on the basis of satisfactory performance in the Previous year. The prices will be fixed on pro rata basis as per the quoted price.
- D. The vendor shall also depute a full time Experienced service engineer at this office and the above quoted Rates shall be inclusive of the salary/wages, transportation, any other expense made by the vendor on the service engineer.
- E. The vendor have to submit separate quarterly bill separately for Main office “Office of Accountant General (A&E) Punjab” & UT Branch office “Accountant General (A&E) UT, Chandigarh”
- F. **AMC Unit Rate for full Year i.e. 365 days** - The unit rates shall be quoted for the complete year and the **Total AMC Price as per coverage days and Quantity** shall be calculated as per the formula **(AMC unit rate for full year / 365) * Total AMC Coverage days * Total Quantity**

Signature of authorized signatory

with Date:

Name:

Designation:

Name of firm

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 from last 3 years.
- (ii) The firm/proprietary firm/Company must have 3 years experience of successfully execution of AMC work of Computer Hardware (Copy of three year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form). The assets covered under the AMC shall be more than 200 Nos each year for last 3 years.
- (iii) The annual average turnover of the firm for the last 3 years shall not be less than 30 Lakh. The firm must enclose the CA Certificates mentioning the average annual turnover for the last 3 years.
- (iv) The firm/proprietary firm/Company must provide **onsite support** for Servers, PCs, Laptops, Printers, Network, Scanners and UPS's of different makes and models.
- (v) The firm/proprietary firm/company should submit **Performance Guarantee amounting to Rs.20000/- in form of Bank Guarantee** issued in the favor of “Pay and Accounts Officer O/o the Accountant General (A&E) Punjab, Chandigarh”
- (vi) The rate shall be quoted in the prescribed performa “Annexure C”. Tenders sent without the enquired entries in the Bid Performa will not be considered.
- (vii) 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.
- (viii) 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.
- (ix) 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.
- (x) The L-I firm will be finalized on basis of the composite rate in respect of all computer hardware's and peripherals. There is no category wise classification for L1 Vendor.

(B) Scope of Work:-

Computer Desktop

- (a) The scope of work covers annual maintenance of Hardware covered under AMC i.e. Computers, Laptops, Printers, Scanners, and UPS's, Servers etc. of different make & model and Operating System/software installed in Desktops and servers.
- (b) To provide service for replacement of old & defective parts (not of consumable nature) with genuine parts whenever required.
- (c) Systems have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and software including MS Windows, MS Office, also Antivirus Security Software support (softwares will be provided by this office)
- (d) The AMC includes removal of virus, software patch updating, HDD data recovery under in case of OS crash, data backups, system administration (software installation and other system maintenance), network administration , Internet and Intranet, maintenance of servers software support/troubleshooting to keep the system fully operational.
- (e) After completion of AMC period or after termination of contract, the firm (holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise, the department reserves the right to get faulty machines repaired by any other firm at the cost of the firm.
- (f) Server & Network Management Services- Hardware / Software servicing / maintenance of Server, the AMC vendor shall provide comprehensive maintenance services, including labour, repair and replacement of the faulty parts, for Servers in order to keep the equipment's in good working condition and also provide Hardware / Software servicing.
- (g) The maintenance also covers any networks related issues like connecting printers with multiple PCs, sharing of program software/folders etc.
- (h) The cost of parts of printers (within life cycle) like sleeve, roller , drum unit & fuser kit assembly, Maintenance kit and hardware parts of computer desktops **will be included in comprehensive AMC**. The parts of IT hardware which do not have any defined life cycle have to be replaced under AMC without any charge on AMC.

(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 engineers should have the experience in Computer Hardware as well as Software maintenance. The resident engineer that will be provided to this office shall have satisfactory performance & bidder shall not be changed frequently by the vendor. However, if found incompetent by this office, the Resident service engineer should be changed by the service provider immediately.
- (iii) The engineers should be equipped with mobile phones to ensure his 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 equipment's 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. AAO (ITSC) would assist the firm in this task and ensure this to be done under his supervision. 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) A preventive maintenance and cleaning reports (Quarterly) of all the items installed at different branches would be submitted alongwith the quarterly bill of AMC in the name of "Office of the Accountant General (A&E) Punjab & UT.
- (iii) The complaint will be recorded in the complaint register maintained in the controlling section by the user section and the same may be countersigned by the concerned DH/Section incharge with the remark that the Asset is working satisfactorily.
- (iv) The quarterly payment will be made on the basis that no complaint is outstanding in the complaint registers maintained in 3 controlling section. And satisfactory certificate is provided by the controlling sections i.e. Admin I, PPCB and TM I section(or any other designated) . Further the AMC vendor while claiming payment shall also provide an undertaking that "All the items of IT hardware included in AMC are in working condition and no item covered under AMC is under repair and no outstanding complaint of any nature is under my notice as on _____ date."
- (v) The schedule of preventive maintenance shall be as follows:-
- a. Cleaning of all equipment using blower/vacuum air, brush and soft muslin clothes on quarterly basis
 - b. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - c. Shifting of equipment within the building as and when required.
- (vi) 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 stand by for the same. The firm will also provide maintenance and repair services on holidays in case of emergency.
- (vii) 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.
- (viii) 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.

- (ix) 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, mis-handling 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 for a period of Two Years and the period of AMC will be finalized 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. However the list of items to be covered under AMC will be revised on 01.04.2024 (Assets not eligible for AMC will be deleted from AMC and new assets completed the Warranty period will be added in the list).

(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 ingress etc.

The cost of other parts of printers like sleeve, roller , drum unit & fuser kit assembly, Maintenance kit and hardware parts of computer desktops (within life cycle) **will be included in comprehensive AMC**. This office may use Genuine/fully compatible toners in the printers after the expiry of warranty period of the printers.

- (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. (ITSC). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, in case the vendor is unable to provide service for any item covered under AMC due to obsolescence of technology or non-availability of parts/assemblies / components, then the AMC of the items 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) 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.
 - (vii) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
 - (viii) 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 smooth 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 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 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) 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.
- (vi) In case of any false information is provided by the vendor the contract shall be liable for termination.

(H) Payment: -

- (i) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made. The payment shall be made only after the receipt of satisfactory certificates of 3 controlling sections.
- (ii) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.