



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

**No. ADMN (AU)/AMC/23-24/24-25**

**Date: 24.02.2025**

**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**

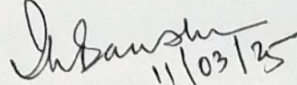
**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM, LEKHA PARIKSHA BHAWAN,  
DEORALI, TADONG, GANGTOK – 737102**

and must reach latest by **5.00 PM on 20th March 2025** The sealed quotations should be superscribed as '**QUOTATIONS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**', and should reach this office by the stipulated date and time. Specified pro- forma 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 **21ST March 2025 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.

  
11/03/25  
**Sr. Audit Officer/Admn.**



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

No. ADMN (AU)/AMC/23-24/24-25

Dated :24.02.2025

**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.



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,  
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Dated:24.02.2025

**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.

10. In case of non-availability of drivers of any machine / equipment (PRINTERS, etc.) they will be arranged by the Vendor from their original sources.
11. 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.
12. 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.
13. 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.
14. Any Machine which is not covered under AMC, got damage or failure may be repaired under chargeable basis.

**Sr. Audit Officer/Admin (Au)**



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,**  
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No. ADMN (AU)/AMC/23-24/24-25

Dated:24.02.2024

**Annexure II**

TENDER FORM NO. : \_\_\_\_\_

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

**SCHEDULE OF APPROXIMATE QUANTITY**

DESKTOP COMPUTER						
Sl. No	Make	Qty	Date of purchase	Cost of procurement	Contract starting date	Contract ending date
1	HP	4	18.06.2019	1,80,000	01.04.2025	31.03.2026
2	HP	3	04.03.2021	1,35,000	01.04.2025	31.03.2026
3	Acer	11	27.02.2023	5,94,000	01.04.2025	31.03.2026
	<b>Total</b>	<b>18</b>		<b>909000</b>		
LAPTOPS						
1	Acer	14	27.08.2021	7,08,302	01.04.2025	31.03.2026
2	Acer	1	03.08.2022	51,000	01.04.2025	31.03.2026
3	Apple	1	04.03.2022	94,300	01.04.2025	31.03.2026
	<b>Total</b>	<b>16</b>		<b>853602</b>		

Sl. No	PRINTERS					
1	Canon Image Class LBP151dw	10	18.10.2019	1,72,950	01.04.2025	31.03.2026
2	Canon ImageClass MFb43Cdw	2	18.10.2019	92,128	01.04.2025	31.03.2026
3	HP Laserjet Pro MFP M329dw	2	04.03.2021	65,400	01.04.2025	31.03.2026
4	HP Laserjet MFP M438dn	1	04.03.2021	39000	01.04.2025	31.03.2026
5	HP Laserjet 108w	1	15.06.2022	13000	01.04.2025	31.03.2026
	<b>Total</b>	<b>16</b>		<b>382478</b>		
SCANNERS						
1	HP ScanJet Pro 2500 f1	3	01.01.2021	1,05,000	01.04.2025	31.03.2026
	<b>Total</b>	<b>3</b>		<b>1,05,000</b>		
PROJECTOR						
1	OPTOMA ZW35e	1	11.08.2023	90,000	01.04.2025	31.03.2026
		<b>1</b>		<b>90,000</b>		



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,**  
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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
	<b>DESKTOP COMPUTERS</b>			
1	HP	7		
2	Acer	11		
	<b>LAPTOPS</b>			
1	Acer	15		
2	Apple	1		
	<b>PRINTERS</b>			
1	Canon Image Class LBP151dw	10		
2	HP Laserjet Pro MFP M329dw	2		
3	Canon ImageClass MFb43Cdw	2		
4	HP Laserjet MFP M438dn	1		
5	HP Laserjet 108w	1		
	<b>SCANNERS</b>			
1.	HP ScanJet Pro 2500 f1	3		
	<b>PROJECTOR</b>			
1.	OPTOMA ZW35e	1		

**Date:**

**Place:**

(SIGNATURE OF BIDDER)

FULL NAME & DESIGNATION

(OFFICIAL SEAL)



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,**  
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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)



**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), SIKKIM,**  
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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 give the rights to the Dy. Accountant General (Audit), Sikkim, Gangtok to forfeit the Security money deposit by me/us if any delay occurs on my/agents part or fail to abide by the provisions of the bidding document.
4. I hereby undertake to execute the work as per direction given in the tender document within stipulated period.

**Date :**

**(Signature of the Bidder)**

**Place:**

**Name and Designation**

**(Office seal of the Bidder)**