

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

No. CRT-1/AMC ComH/W/2020-21/1163-1168

Dated: 15.03.2021

To

AS PER THE VENDOR LIST

**LIMITED TENDER ENQUIRY**

**Last date: 25.03.2021**

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

Sealed quotations are invited from parties / firms under two bid system 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.**

For a period of **Two Years.** 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.

**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.**

**Date of Publication:- 15.03.2021**

**Last date for submission of Bids:- 25.03.2021 by 1100 Hrs**

**Opening of technical bids:- 25.03.2021 at 1400 Hrs**

**Opening of technical bids:- 26.03.2021 at 1200 Hrs**

The sealed bids will be opened in **The CRT 1 Section- Ground Floor of Office of the Accountant General (A&E) Punjab, Plot no. 20, Sector-17, Chandigarh-160017.**

**For any clarification please contact  
Smt. Bhanumathi Nathan,  
Deputy Accountant General- Admn**

**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 (Annexure D) contained in the Limited Tender Enquiry Notice dated 15.03.2021 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.

Yours Very Truly,

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      | Other Address of any branches with their telephone No. and Faxes   |        |          |
| 5      | Whether firm is registered under Services Tax Act.<br>(If yes then copy of Service Tax No.)  |        |          |
| 6      | Permanent Account Number of the firm<br>(Copy of Pan Card to be attached)  |        |          |
| 7      | EMD amounting to Rs.25000/- 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 <b>Central/ State Government department /organizations /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali &amp; Panchkula)</b> |        |          |
| 9      | Copy of Three years satisfactory performance certificate from <b>Central/State Government department/ organizations /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali &amp; Panchkula)</b>   |        |          |

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

Signature of authorized signatory with  
Date:  
Name:  
Designation:  
Name of firm/proprietary firm/Company:  
Address:  
Office Seal

## Performa for Financial bid

### Annexure C

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

**Statement showing details of computer hardware and peripherals for AMC for the financial year 2021-22**

|   |          |      |  |            |            |
|---|----------|------|--|------------|------------|
| ACER Altos R920 High end server with operating system Red Hat Linux 6 | 2        | 2010 |  | 01/04/2021 | 31/03/2022 |
| HP high end server  | 2        | 2011 |  | 01/04/2021 | 31/03/2022 |
| HP DL180G6 E5606 1P SP1154IN including operating system               | 2        | 2012 |  | 01/04/2021 | 31/03/2022 |
| <b>Total (Servers)</b>  | <b>6</b> |      |  |            |            |

#### DESKTOP COMPUTERS

|                                  |                   |            |            |  |            |            |
|----------------------------------|-------------------|------------|------------|--|------------|------------|
| HP 440 G7                        | Software AMC      | 1          | 18/01/2021 |  | 01/04/2021 | 18/01/2022 |
| Microsoft Surface Pro 7th Gen    | Software AMC      | 1          | 15/12/2021 |  | 01/04/2021 | 31/03/2022 |
| Acer TMP                         | Software AMC      | 2          | 03/02/2021 |  | 01/04/2021 | 31/03/2022 |
| HP 280 G2MT CORE i3              | Comprehensive AMC | 53         | 15/12/2016 |  | 01/04/2021 | 31/03/2022 |
| HP 280 G2MT CORE i5              | Comprehensive AMC | 16         | 15/12/2016 |  | 01/04/2021 | 31/03/2022 |
| HP 280 G3 MT Core i5             | Comprehensive AMC | 50         | 14/09/2017 |  | 01/04/2021 | 31/03/2022 |
| HP Touch smart AIO Q254in        | Comprehensive AMC | 1          | 15/01/2018 |  | 01/04/2021 | 31/03/2022 |
| HP 280G4 Business desktop        | Software AMC      | 40         | 26.11.2018 |  | 01/04/2021 | 25/11/2021 |
| HP 280G4 Business desktop        | Comprehensive AMC | 40         | 26.11.2018 |  | 26/11/2021 | 31/03/2022 |
| <b>Total (Desktop computers)</b> |                   | <b>164</b> |            |  |            |            |

#### PRINTERS

|                          |  |           |            |  |            |            |
|--------------------------|--|-----------|------------|--|------------|------------|
| DESKJET                  |  | 1         | 01/09/2017 |  | 01/04/2021 | 31/03/2022 |
| HP OFFICEJET             |  | 1         | 25/04/2017 |  | 01/04/2021 | 31/03/2022 |
| Hp DESKJET               |  | 1         | 25/04/2017 |  | 01/04/2021 | 31/03/2022 |
| HP M608Dn                |  | 2         | 26/10/2017 |  | 01/04/2021 | 31/03/2022 |
| BROTHER LaserJet Printer |  | 1         | 16/08/2017 |  | 01/04/2021 | 31/03/2022 |
| BROTHER HL-L2361Dn       |  | 17        | 10/10/2017 |  | 01/04/2021 | 31/03/2022 |
| LINE Lipi 6805           |  | 1         | 20/12/2017 |  | 01/04/2021 | 31/03/2022 |
| HP M177fw All in one     |  | 1         | 14/12/2017 |  | 01/04/2021 | 31/03/2022 |
| HP M181fw All in one     |  | 3         | 18/01/2018 |  | 01/04/2021 | 31/03/2022 |
| TVS LP45                 |  | 1         | 23/03/2018 |  | 01/04/2021 | 31/03/2022 |
| TVS RP3200 star          |  | 1         | 08/08/2018 |  | 01/04/2021 | 31/03/2022 |
| HP 202DW                 |  | 9         | 03/10/2018 |  | 01/04/2021 | 31/03/2022 |
| HP MFP M227fdw           |  | 1         | 13/10/2018 |  | 01/04/2021 | 31/03/2022 |
| HP 202DW                 |  | 3         | 26/12/2018 |  | 01/04/2021 | 31/03/2022 |
| QR Code Printer          |  | 1         | 03/12/2020 |  | 01/04/2021 | 31/03/2022 |
| <b>Total (Printers)</b>  |  | <b>44</b> |            |  |            |            |

#### UPS

|                   |  |    |            |  |            |            |
|-------------------|--|----|------------|--|------------|------------|
| UPS 6 KVA EMERSON |  | 3  | 15/12/2016 |  | 01/04/2021 | 31/03/2022 |
| UPS 600 VA        |  | 90 | 15/12/2016 |  | 01/04/2021 | 31/03/2022 |

|  |    |               |  |                                 |            |
|--|----|---------------|--|---------------------------------|------------|
| BPE 600 VA UPS                             | 70 | 13/09/2019    |  | 01/04/2021                      | 31/03/2022 |
| Emerson Libert 6KVA                        | 4  | 18/01/2020    |  | 01/04/2021                      | 31/03/2022 |
| <b>Total (UPS)</b>                         |    |               |  |                                 |            |
| Total of above rates (A)                   |    |               |  |                                 |            |
| Add: Any tax leviable (Please specify) (B) |    |               |  | Inclusive in above quoted rates |            |
| Composite rate                             |    | (A)+(B) above |  |                                 |            |

Note:-

- a) The L-1 will be finalized on lowest composite rates (A+B) instead of rate of individual item quoted by all firms.
- b) The Composite rate shall be inclusive of GST or any other liviable taxes.
- c) The above list of Hardware is for the items covered under AMC in the year 2021-22, in the next financial Year 2022-23 items that are older than 6 Years will be removed from AMC & the newly purchased items eligible for AMC will be added to the list. The list of Hardware will be revised for each FY.

Signature of authorized signatory with

Date:

Name:

Designation:

Name of firm/proprietary firm/Company:

Address:

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 5 years.
- (ii) The firm/proprietary firm/Company must have Five years experience of successfully execution of AMC work in any **Central/ State Government department /organizations /Ministries / PSUs etc. situated in the Tricity (Chandigarh, Mohali & Panchkula) having at least 100 Computers per contract per year in the last three years in each year during 2017-18, 2018-19 and 2019-20.** (Copy of three year experience certificate and three years satisfactory performance certificate must be enclosed with the tender form)
- (iii) The firm/proprietary firm/Company must be willing to provide **onsite support** for Servers, PCs, Laptops, Printers, Network, Scanners and UPS's of different makes and models.
- (iv) The firm/proprietary firm/company should submit **EMD amounting to Rs.15000/- in form of Demand Draft** issued in the favor of “Pay and Accounts Officer O/o the Accountant General (A&E) Punjab & U.T, Chandigarh” along with Technical bid(Annexure-B)
- (v) The firm/proprietary firm/Company should be registered with Service Tax Department and should submit a copy of **Service Tax Registration Number and also VAT Registration Certificate/Number/GST Number.**
- (vi) **The firm/proprietary firm/Company should submit the complete name and contact number of the Hardware & Network engineers who are on the rolls of the firm/proprietary firm/Company.**
- (vii) The successful firm/proprietary firm/Company must intimate the name and contact number of engineer to whom they will be appointing in our office for providing service on the date of taking over AMC.
- (viii) A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-A to this document. This needs to be signed by an authorized person of the applying vendors. Only the firms meeting the above terms & conditions should submit their quotations in sealed cover. **The bid shall include documentary proof in respect of each of the above points of Terms & conditions.** The bids of firms, who fail to fulfill any of the above conditions, **will not be considered.**
- (viii) The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Department, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.
- (ix) The rate shall be quoted in the prescribed performa “Annexure C”. Tenders sent without the required entries in the Bid Performa will not be considered.
- (x) 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.
- (xi) 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.
- (xii) 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.

- (xiii) The L-I firm will be finalized on basis of the composite rate in respect of all computer hardware's and peripherals.
- (xiv) The contract of AMC shall be initially for 2 years and the contract may be extended for further years only on the discretion of the HoD, provided, if the performance of the vendor is satisfactory throughout during the contract period.

**(B) Scope of Work:-**

- (a) The scope of work covers annual maintenance of Hardware (such as Computers, Laptops, Printers, Scanners, and UPS's etc. of different make & model) and Operating System installed at various Sections/ branches in this office.
- (b) To provide regular on-site Preventive maintenance.
- (c) To provide service for replacement of old & defective parts with genuine/fully compatible parts whenever required.

**(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 be qualified with an experience of **not less than three years** in Computer Hardware as well as Software maintenance. The resident engineer that will be provided to this office shall have satisfactory performance record in the previous year 2019-20. The Resident Service Engineer provided by the successful bidder shall not be changed frequently. However, if found incompetent by this office, the Resident service engineer should be changed by the successful bidder immediately.
- (iii) The engineers should be equipped with mobile phones to ensure their 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 equipments 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 (CRT-1) 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, Chandigarh". The quarterly payment will be made strictly on the basis of satisfactory of the users.
- (iii) The schedule of preventive maintenance shall be as follows:-
  - a. Cleaning of all equipment using blower/vacuum air, brush and soft muslin clothes.
  - b. Checking of power supply source for proper grounding and safety of equipment.
  - c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - d. Shifting of equipment within the building as and when required.

- (v) 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. Also stand- by inventory of Monitor, CPU, Printer, HDD, RAM, Mouse and UPS should be kept in the Computer Cell. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, Dell, HCL, IBM, Compaq etc.) they will be required to arrange themselves from their sources.
- (vi) 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.
- (vii) 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.
- (viii) Being a contract, 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 by 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 informed 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.
- (ii) The AMC of such computer hardware's and peripheral which purchased in FY17-18 and covered under one/two years OEM warranty will be commenced from expiry of warranty and AMC commencement and concluding date is also mentioned in "Performa of financial bid (Annexure-C)

**(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 etc.. The cost of other parts of printers like sleeve, roller , drum unit & fuser kit assembly and hardware parts of computer desktops will be included in comprehensive AMC.
- (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. (CRT). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies / components, 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) This Office shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- (vii) The contract can be terminated by this office at any time with one month notice without giving any notice or without assigning any reason, 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.
- (viii) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- (ix) At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother 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 Successful 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 Successful 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 equipments (preventive maintenance) under AMC on quarterly basis, a penalty of Rs. 1,000/- each month shall be levied.
- (iv) The Service Engineer will have to make attendance in the attendance sheet placed at Systems branch. 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.

**(H) 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 reason.

**(I) Date and time of filing and opening of bids:-**

- (i) The interested firms/proprietary firm/company should submit their tenders in sealed cover duly super scribed with "Bid for AMC of Server, Computers, Laptops, Printers, UPSs and peripherals" for the Office of The Accountant General (A&E) Punjab and sent to the this office at the earliest, but not later than hrs on .
- (ii) Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. This office **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 also reserves the right to reject any quotation without assigning any reason(s) whatsoever.
- (iii) The rates quoted should be final and no discount, free services/offers quoted in the quotation will be considered.

Signature of authorized signatory with  
date:

Name:

Designation:

Name of firm/proprietary firm/Company:

Address:

Office Seal