

Himachal Pradesh  
Public Works Department

NO. PW/ICT/AMC/2021-22/  
From:-

Engineer-in-Chief,  
HPPWD, Nirman Bhawan  
Nigan Vihar Shimla-2

Dated: 3-12-21

To

The Director,  
Information & Publication Department,  
H.P. Secretariat, Shimla-171002.

Subject: -  Publication of IFB Procurement Notice for Annual Maintenance  
Contract of computers & peripherals.

Sir,

Enclosed please find herewith seven copies of Notice inviting Tender along with C.D for publishing in Daily Leading Newspaper i.e. in Hindi & English Published from CHANDIGARH, JALLANDHAR & DELHI as well as in one National Newspaper in one insertion. As the matter is of urgent nature, you are requested to kindly get it or published earliest.

Encl: As above

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Shukla' or a similar name, with a small 'for' written vertically to its left.

Superintending Engineer(IT),  
HP PWD, Nirman Bhawan,  
Nigam Vihar, Shimla-2

**HIMACHAL PRADESH  
PUBLIC WORKS DEPARTMENT**

**Procurement Notice**

**Procurement Notice for Annual Maintenance Contract of Computers & Peripherals.**

Superintending Engineer(IT), HP PWD , Nirman Bhawan, Nigam Vihar, Shimla-2 , on behalf of Governor of Himachal Pradesh invites sealed bids from the various firms for Annual Maintenance Contract of Computers/Printers & accessories in the office of Engineer-in-Chief/H.P Sectt. Shimla-2, for the year 2021-22, so as to reach this office on or before **15/12/2021** upto 11:00 AM which will be opened the same day in the presence of the firms or their authorized representatives, who wish to be present, at 11:30 AM. The "Terms of Reference" document can be downloaded from our website (<http://hppwd.hp.gov.in/tenders>).

*Shahru*  
for Superintending Engineer(IT),  
HP PWD , Nirman Bhawan,  
Nigam Vihar, Shimla-2

**HIMACHAL PRADESH  
PUBLIC WORKS DEPARTMENT**

**SERVICE LEVEL AGREEMENT  
FOR**

**Name of Work:** Annual Maintenance Contract of computers/Printers & accessories in the office of Engineer-in-Chief/ H.P. Sectt. Shimla-2, for the year 2021-22.

**HIMACHAL PRADESH  
PUBLIC WORKS DEPARTMENT**

**1.0 SCOPE OF SERVICES:**

- 1.1 The **service provider** will provide scheduled preventive maintenance which includes the virus checking and installing/running the Anti-Virus scanners regular basis, to avoid any damages due to viruses for all the systems in Engineer-in-Chief/ NH/Quality Control/H.P.Sectt offices. (Computer Hardware listed at Annexure-I).
- 1.2 This Annual Maintenance service shall include repair/replacement of all spare parts/subassemblies i.e. CD/DVD/ROM/Writer, HDD, Mother Board, SMPS, Processor, RAM,CPU Fan , Key Board, Mouse, Printer Logic Card,Printer Power Supply,Floppy Disk Drive etc. of the Computers, Laptop & Printers/Projector, during the period of Agreement except consumable parts such as printer head, printer toner , Lamp, any type of cartridge , Laptop LCD Panel, Adopter , Batteries, Picture tube & Plastic parts.
- 1.3 The **service provider** will provide unscheduled, (on call) corrective and remedial maintenance subject to the terms and conditions of this agreement for systems specified in Financial Bid form.
- 1.4 The **service provider** will provide service to set right the malfunctions of the systems/devices.

**2.0 TERMS AND CONDITIONS OF AGREEMENT:**

- 2.1 List of consumable items covered under AMC (at Annexure-2) and items not covered under AMC (at Annexure-3) be mentioned in the Bid.
- 2.2 The service provider should **quote rates including taxes**.
- 2.3 Quantity may change as per discretion of department.

2.4 Changes or enhancements in the system features or any kind of add-on result in revision of maintenance charges and shall be covered for under separate agreements.

2.5 The Service Provider shall arrange to station, a qualified 2 Nos. (Technician) person in the office premises at ENC office , Nirman Bhawan including NH and Quality Control on all working days. The working hours on weekdays will be from 9.30 AM to 5:30 PM. However, under special circumstances, the working hours shall vary as per the situation. The Technician shall report to the EE (I.T)ICT Wing. The Technician shall be provided with mobile phone by the Service Provider. The person must have certification/diploma in computer Hardware maintenance & Networking and minimum of two years experience in the area.

2.5A The register regarding the attendance of the above personnel shall be maintained at the Computer Cell/ ICT Wing at this office.

2.6 The department has anti-virus Software. However, the Service Provider shall be responsible for installation, checking/ensuring updation of anti-virus files on all servers and PCs covered under the AMC. The anti-virus patches on the systems should not be more than a week old. The anti-virus packages will be provided by the organization.

2.6A If for any reason the bidder is not able to attend the complaint /problem, the job shall be outsourced to some other firm or from the open market at the cost of the bidder and the expenditure incurred shall be recovered from the bidder. Non availability of parts in the market will not be accepted as an excuse for inability to do repairs. The compatible parts have to be procured from open market for repair purpose. This may also entail termination of the tender.

2.7 Maintenance services will be rendered by the bidder during working hours on working days as applicable to the respective site. Maintenance services may be needed outside working hours or on non working days in certain cases.

2.8 All faults shall rectified within a maximum period of 2 hours plus normal transit time not exceeding additional 2 hours.

2.9 The Service Provider shall ensure that the malfunctioning hardware, operating systems, systems software (if any) is rectified within two hours of

lodging the complaint (written/on telephone ) by the department. If the Service Provider is not able to rectify the same by the stipulated time, the Service Provider shall provide, at their own cost, requisite hardware/software to ensure uninterrupted working.

- 2.10 A health card shall be maintained for all equipments covered under AMC. The Service Provider shall record therein each incident of equipments malfunction, date/time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipments together with a description of the malfunction and the cause there of details of preventive maintenance activity shall also be recorded.
- 2.11 Service Provider shall ensure to take the backup of data stored in the computer which may require formatting.
- 2.12 The Service Provider shall be responsible for formatting, reload of Operating system, recovery of data free of cost in case of Hard Disk crash of any computer system under its AMC.
- 2.13 The Service Provider shall load/reload and configure operating systems and/or any other specific system software, as and when provided by the Department.
- 2.14 The Service Provider shall ensure the smooth running of local area network(LAN) and its maintenance in the Nirman Bhawan including IP address configuration, patch cables, RJ45 connectors. Any hardware failure in LAN system such as switches/hubs is not covered under this AMC.
- 2.15 The Service Provider shall extend necessary assistance in shifting and reinstallation of Equipments covered under the AMC.
- 2.16 Necessary technical assistance and advices shall be extended by the Service Provider to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems accessing the various application software on the computer systems etc covered under AMC.
- 2.17 The Service Provider shall not sub contract the AMC to any organization, person, form or its Franchisee without the prior approval of the organization.

2.18 All maintenance calls should be attended within two hours from their reporting time. In certain cases as of Pr. Secretary PWD and other important locations if the nature of fault requires major repairs and time, a standby arrangement should be made in certain cases as decided by Nodal Officer (I.T).

2.19 The Service Provider will have to intimate and take necessary instruction from EE (I.T)ICT Wing, prior to attending the calls.

2.20 The successful Service Provider has to maintain a AMC register in which item wise record of all the maintenance work done during whole period of AMC should be recorded and every entry should be signed by both the user as well as service engineer for satisfactory services. The time of reporting of calls ID no., time of attending the call, type of problem, standby if any, preventive maintenance details, penalty details etc. must be recorded.

2.21 The place of installation of items to be covered under AMC may be changed during AMC period. These items are presently installed in Engineer-in-Chief office Nirman Bhawan and HP Secretariat where the Service Provider will have to provide the services.

2.22 Bidder should provide stand by system of an equivalent configuration as as immediate replacement of any faulty machine and printers. They should also stock adequate number of spares/ components at the site ( at least two sets of stand by computers and printers).

2.23 In case of dispute, the decision of the Engineer-in-Chief, HPPWD Shimla shall be final and binding on both the parties. The department reserves the right to a final decision on the interpretation of the terms & conditions, scope of work etc. of this tender notice.

2.24 The vendor shall carry out preventive maintenance service every three month for the Desktop Computers / peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard / mouse for proper operation (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.

2.25 The vendor shall provide all assistance in up-gradation of hardware / software as and when required during the period of A.M.C.

### **3.0**

#### **ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-**

##### **3.1**

The Service Provider should have an experience of minimum 2 years of carrying out AMC of computers of critical installations such as Government departments, Banks etc and must be having at least one work done in Himachal Pradesh Government department client where AMC work is in hand.

### **4.0 Earnest Money:**

Bids shall accompany the earnest money in the amounting to Rs.21000/- in the shape of Fixed Deposit from a Nationalized Bank pledged in the Name of Executive Engineer (IT),ICT Wing HP PWD , Nirman Bhawan , Nigam Vihar ,Shimla-2 , valid for a period of one year from the last day of submission of Bids.

### **5.0 Submission of Documents for Bids :**

Bid shall comprise of following documents:

- (i) Copies of Income tax return for the last two years.
- (ii) Authorized address and contact details of the Bidder having the Shop & Establishment certificate for their authorized Shop and Service Center and the following information:-  
Name of Service Provider  
Address for communication:  
Telephone No.(s): Office:  
Mobile No.:  
Facsimile (FAX) No.:  
Electronic Mail Identification (E-mail ID):
- (iii) Experience certificate issued by the Government departments, Banks etc. for the last two years showing that the Service Provider has worked/working with AMC works in hand as stated in sub-clause 3.1 under clause 3.0 " Eligibility Criterion for service provider for Bidding".

- (iv) The bidder should not have been disqualified or served memorandum by any Central Govt./State Govt. /Semi Govt. Organizations/Private Organization for similar work, self-declaration be furnished in this regard.
- (iv) Affidavit regarding correctness of Bid & validity of rates for a period of three months from the last date of submission of Bid as per prescribed format(attached).
- (v) Financial Bid form as prescribed and (Attached at Annexur-1)
- (vi) Earnest money as stated under Clause 4.0 "Earnest Money"
- (Vii) Proof of registration under Employees Provident Funds and Miscellaneous Provision Act. 1952.
- (Viii) GST registration, Copy of PAN No.

## **6.0 Bid Evaluation:**

The financial bid shall be evaluated after bidder qualifies eligibility criterion in sub-clause no 3.1 under clause 3.0 " Eligibility Criterion for service provider for Bidding"

- 6.1 The Bid shall not be evaluated even if the rates for any of the items have not been quoted by the Service Provider
- 6.2 Unit rates and prices shall be quoted by the Service Provider in Indian rupees only.
- 6.3 Where there is a discrepancy between the rate in figures and words, the rates in words will govern.
- 6.4 Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity, the unit rate quoted shall govern.

## **7.0 Termination of Contract:**

The department reserves the right to terminate the contract by giving one month notice to the Service Provider on following conditions:

- 7.1 If the Service Provider fails to comply with terms & condition of the contract during the contract period.
- 7.2 If the Service Provider fails to attend the calls within prescribed time limits as stated in sub-clause 2.18 under 2.0 "**TERMS AND CONDITIONS OF AGREEMENT**" for more than 10(ten) calls during the contract period.
- 7.3 If the Service Provider fails to deploy the qualified (Technician) person as stated in sub-Clause 2.5 under Clause 2.0"**TERMS AND CONDITIONS OF AGREEMENT**" in the office premises within 10 days of signing of Agreement and also for more than ten days in a row during the contract period.

## **8.0 Variation in Rate:**

- 8.1 No variation of rates under any circumstances is allowed during the AMC period.

## **9.0 Penalty:**

The Service Provider is liable to pay the penalty on following conditions:

- 9.1 If the Service Provider fails to attend the calls within prescribed time limits as stated in sub-clause 2.14 under 2.0 "**TERMS AND CONDITIONS OF AGREEMENT**" an amount equal to Rs. 500/- per working day per call, is to be deducted from the next running bill, however, Any such deduction shall not relieve the Service Provider from any liability or obligation under the Contract and he shall be responsible for the such liability during the entire contract period.
- 9.2 If the Service Provider fails to deploy the qualified (Technician) person in the office premises as per the requirement of sub-Clause 2.5 under Clause

2.0" **TERMS AND CONDITIONS OF AGREEMENT**", at any point of time within the contract period , for a period less than that specified in sub-clause 7.3 under clause 7.0 "**Termination of Contract**" , an amount equal to Rs. 346 (Three hundred & forty six only) per day per technical person for each days absence from duty , shall be deducted from next running bill of the Service Provider.

## **10.0      Performance Security:**

An amount equal to Rs. 21,000 of the contract value in the shape of fixed deposit from a Nationalized Bank pledged in the Name of Executive Engineer (IT),ICT Wing HP PWD , Nirman Bhawan , Nigam Vihar , Shimla-2 valid for the entire contract period within 10 days of issuance of letter to proceed with work shall be submitted by the successful bidder.

## **11.0    Payment Schedule:**

- 10.1 The payment will be made on Quarterly basis. The Service Provider shall have to submit bills for payment to EE (I.T)ICT Wing in triplicate along with copy of the AMC register. The Service Provider will calculate the amount by deducting penalty, if any, as recorded in AMC register.
- 10.2 The department shall release quarterly payments towards the maintenance charges after getting a certificate a good performance and verification of preventive maintenance certificates by the EE (I.T)ICT Wing.

**Annexure-1**  
**Financial Bid Form**

Name of Work: Annual Maintenance Contract of computers/Printers & accessories in the office of Engineer-in-Chief/H.P. Sectt. Shimla-2 , for the year 2021-22.

<b>Sr No.</b>	<b>Description</b>	<b>Total systems to brought on AMC</b>	<b>Amount per item including GST</b>	<b>Total Price</b>	<b>Amount in words</b>
<b>1.0</b>	<b>Computers</b>				
1.1	PC (HP)	44			
1.2	P.Cs. (Acer)	99			
1.3	P.Cs. (Dell)	3			
1.4	P.Cs (HCL)				
	i) 4 GB RAM, LCD Monitor	17			
	ii) 1GB RAM, LCD Monitor	27			
	iii) 1GB RAM, CRT Monitor	20			
1.5	All in one DELL PC	5			
1.6	All in one HP PC	2			
<b>2.0</b>	<b>Laptop</b>				
2.1	Laptop HP Compaq 6720S	2			
2.2	Laptop Acer Aspire 4720	1			
2.3	Laptop HCL (M.E) M-54	1			
2.4	Laptop HP 4430S	1			
2.5	Lenovo FHD Tab	10			
<b>3.0</b>	<b>Servers</b>				
3.1	HP ML350e Proliant Server	1			
<b>4.0</b>	<b>Printers/Scanners/MFPs</b>				
4.1	HPlj Pro1020	13			
4.2	HP lj 1160	3			

4.3	Hplj 1022	28			
4.4	HPIj PI505	40			
4.5	Hplj MFP 1005	1			
4.6	HP Lj Pro 400dn LAN	12			
4.7	HP Lj MFP 1136	46			
4.8	HP 2400 D Flat Scanner	2			
4.9	HP Lj M-1213 nf MFP	3			
4.10	HP Lj 1566	28			
4.11	Canon MF 3010 Printer	9			
4.12	HP MFP M132	2			
4.13	HP MFP 26a Printer	15			
4.14	Xerox 3020 Printer	8			
4.15	Xerox MFP 3025 Printer	2			
4.16	Brother L5900 DW Printer	4			
4.17	Brother DCP L2531Printer	5			

**Total Price (in figures) -----**

**(in words) -----**

**Signature with Date \_\_\_\_\_**

## **Affidavit regarding correctness of Bid**

### **FORMAT FOR THE AFFIDAVIT**

(NOTE: This affidavit should be on a non-judicial stamp paper of Rs.10/- and shall be attested by Magistrate/ Sub-Judge/ Notary Public)

I, ..... (name of the authorized representative of the Service Provider) son/daughter of ..... resident of ..... (full address), aforesaid solemnly affirm and state as under:

1. I hereby certify that all the information furnished with the Bid submitted in response to notice inviting Bid number ..... date ..... issued by ..... (authority inviting Bid) for ..... (name and identification of work) are true and correct.
2. \*I hereby certify that I have been authorized by ..... (the Service Provider) to sign on their behalf, the bid mentioned in paragraph 1 above.
3. I hereby certify that , the price quoted in the financial Bid form are valid for a period of three months from the date of submission of the Bid.

Deponent

Place: .....

Date: .....

*\* not applicable if the bidder is an individual and is signing the bid on his own behalf.*

**List of spares (Consumables) covered under AMC**

1. Repair of Keyboard and Mouse
2. Motherboard (Repairing)
3. LCD/LED Card Repair
4. Printer Repair including replacement of Sleeve/ Pressure Roller/Heads.
5. SMPS Repair/ Harddisk etc.
6. CMOS Battery Replacement.

Except burnt and damaged materials

**List of spares (Consumables) not covered under AMC**

1. Magnetic Tapes/ Hard Disks
2. Disk packs
3. Computer Stationery
4. DVD ROM
5. LED/LCD Panel
6. Network Cables
7. Burnt and damaged hardware
8. Printers Toner/Cartridges