

**O/o State Council of Educational Research and Training, Haryana,
Gurugram**

Opposite: - Panchayat
Bhawan, Sohna Road,
Gurugram Haryana-122001

Memo No: -

Dated: -

Subject: - Tender for AMC of Computers, Printers, UPS & Scanner. (Non-Comprehensive)

State Council of Educational Research and Training, Gurugram invites quotations in sealed cover for allotment of the **Annual Maintenance Contract (AMC)** for its Computers, Printers, UPS & Scanner installed at the address mentioned above. List of items to be maintained is as follows: -

| Sr. No. | Equipment | Numbers |
|---------|---|----------------------------|
| 1. | Desktop Computers | 70 |
| 2. | Printers (Desktop & Inkjet) | 35 |
| 3. | UPS | 25 |
| 4. | Sophos Firewall cum Router | 1 |
| 5. | Switch 48 Port, 24 Port | 1,3 |
| 6. | Networking including cat-6 cable installation and Broadband maintenance | For Above Equipment |

1. General Condition: -

- a) Interested agencies are requested to submit their quotation/tender in a sealed cover duly super scribed "**Tender for AMC of Computers, Printers and UPS**".
- b) The quotation in sealed cover should be sent to this office, addressed to the Director SCERT Haryana, Gurugram of Opp- Panchayat Bhawan, Sohna Road, Gurugram Haryana-122001.
- c) The quotation may be sent by post or delivered at reception at the above office address.
- d) The quotation in the sealed containing the financial and technical bids must reach this office **on or before 18-04-2025 at 05:00 PM**. Bids received after the due date/time shall not be entertained.
- e) The received bids shall be opened in this office on **22-04-2025 at 11:00 A.M.** In the presence of the authorized representatives of the bidders. All the bidders are informed.
- f) The bidder will have to be present in person or through an authorized representative on the aforementioned time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason.
- g) Bids received after due date, not contained in a sealed envelope, incomplete

quotation or rejected without assigning any reason and without any communication.

- h) The rates quoted shall be valid for one year from the date of awarding the work for SCERT Haryana, Gurugram of Opp- Panchayat Bhawan, Sohna Road, Gurugram Haryana-122001.

2. Terms and Conditions: -

- 1) The AMC will be non-comprehensive including periodic software maintained by the designated engineer of the quoting party.
- 2) The selected agency will be **responsible for repair / maintenance work of the computers and peripherals except consumables & replacement at their own cost**. The complete responsibility for smooth functioning of all the computers, printers and all peripherals under this contract (as above) shall rest with the contractor.
- 3) The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause. The entry each visit must be verified by concerned official/officer in SCERT.
- 4) The charge for repair and maintenance of the Computers, Printers, Scanner and UPS, if any, shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in this office premises only.
- 5) No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
- 6) A dedicated person service engineer will be provided by the contractor from 9:00 AM to 5:00 PM on all the working days and even on holidays or beyond office hours, if need arises, to attend to the day-to-day maintenance issues or he will be available within two hours of lodging the complaint and his contract details be provided to these offices. In addition, the deputed engineer should be able to load or reload and attend to other minor problems related to System & Application software, Antivirus and Internet connectivity.
- 7) In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of their being lodged. In case any complaint is not attended to/rectified with 48 hours, the contractor shall be liable to pay penalty will be either recovered from the AMC charges/bills.
- 8) If for any reason, **downtime** is expected to be more than **48 hours**, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.
- 9) At least 5 Desktops, 5 Printers, 5 Keyboard, 5 USB Mouse and SSD for Data Backup of branded quality with other required spares will be provided as standby by the

company.

- 10) AMC resident Engineers will maintain call log for daily review an electronics format of such call logs is preferable.
- 11) **The designated caretaker of this office will be authorized to lodge the complaint to Agency on telephone call/SMS or in written form.** If the complaint is reported before 3:00 PM, the Agency should attend and rectify it on the same day. Complaint lodged after 3:00 PM should be attended before 11:30 AM of the following working day.
- 12) Director SCERT may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment form AMC.
- 13) The rates once approved will not be enhanced by the AMC provider in any case during the contract period.
- 14) The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
- 15) Wherever during the period of the contract the contractor does not rectify the fault/defects brought to his notice within a responsible period of the time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor.
- 16) Sr. Executive of the company will meet quarterly with the SCERT Official to access quality of service provided. Key performance indicators will be established and reviewed on a regular basis.
- 17) The contract is subject to review after each quarter and 'the office' reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
- 18) The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
- 19) No advance payment will be made in any case. The payment will be released on quarterly basis after making statutory deductions like TDS, Work Contract Tax etc. and at the end of each calendar quarter.
- 20) The bills shall be raised by the contractor on a quarterly basis and at the end of the contract, during the second week of the last quarter.
- 21) **At the time of expiry of the contract, the contractor would be required to hand the department's property in perfect working condition.**

3. Eligibility/Qualification Criteria: -

1. The bidders who are registered/ approved by any Government department/organization will be given preference.
2. The firm should have an experience to execute the similar work in Government /PSU or any org/dept. the firm may enclose sufficient documents regarding execution of

Government work order, etc.

3. All bidders must enclose **GST Registration Certificate** along with the tender documents.

4. Scope of Work: -

- A. Maintenance & service of Desktops PCs/CPU/LaserJet & Desk Jet (HP) Printers/ HP Office jet J3508 (All in One i.e. Fax, Printer, Scanner, Copier) / Scanner/UPS {excluding replacement of batteries} installed at the office of SCERT, as and when required.
- B. The bidder should be fully responsible for functioning of Internet Connectivity for all users. (Broadband/WiFi/Leased Line/Access Point/Routers)
- C. Installation of Antivirus in all desktops of users and further updating, as and when required (Antivirus License will be provided by this office).
- D. The AMC will include complete networking (including configuration of SOPHOS Firewall), Trouble Shooting, Facility Management and Preventive maintenance. Software support and technical guidance to be provided as and when required.

**Director
SCERT Haryana
Gurugram**

Copy to:

1. Notice Board.
2. Programmer, SCERT Gurugam for wide publicity through departmental website.

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| Name of Firm _____ | | | | | | |
|--------------------|---|--------------------------------|------------------------------------|---------------|---|---------------|
| Particulars | | | With Parts Rate (comprehensive) | | Without Parts Rate (Non-comprehensive) | |
| Sr. No. | Item Name | Item Unit | Item Rate/Unit | Total Rate | Item Rate/Unit | Total Rate |
| 1. | Desktop Computers | 70 | | | | |
| 2. | Printers (Desktop & Inkjet) | 35 | | | | |
| 3. | UPS | 35 | | | | |
| 4. | Sophos Firewall cum Router | 1 | | | | |
| 5. | Switch 48 Port, 24 Port | 1,3 | | | | |
| 6. | Networking including cat-6 cable Installation and Broadband maintenance | For Above Equipment | | | | |
| G. Total | | | | | | |