

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

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

**Memo No: -ET/SCERT/2026/263**

**Dated: -20/03/2026**

**Subject: - Quotation for AMC of Computers, Printers, UPS & Scanner.**

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. The list of items to be maintained is as follows: -

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

**2. General Information:**

- Interested agencies are requested to submit their quotation/tender in a sealed cover duly superscribed "**Quotation for AMC of Computers, Printers and UPS**".
- 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.
- The quotation may be sent by post or delivered to reception at the above office address.
- The quotation in the sealed containing the financial and technical bids must reach this office **on or before 27-03-2026 at noon**. Bids received after the due date/time shall not be entertained.
- The received bids shall be opened in this office on **30-03-2026 at 03:00 P.M.** In the presence of the authorized representatives of the bidders. All the bidders are informed.

- The bidder must be present in person or through an authorized representative on the time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason.
- Bids received after the due date, not contained in a sealed envelope, incomplete quotation, or rejected without assigning any reason and without any communication.
- 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.
- if the first lowest bidder fails to accept the offer it will automatically offer to the second lowest bidder

### 3. Term & Conditions:

#### 1. Maintenance & Hardware Responsibility

- **Full Responsibility:** The agency is entirely responsible for the repair and maintenance of all computers, printers, and peripherals.
- **Parts Replacement:** Defective parts (excluding consumables) must be replaced at the contractor's own cost.
- **Service Location:** Repairs should be done on-site; moving equipment off-premises requires prior permission from the competent authority.
- **Logistics:** No separate charges are payable for transportation or cartage to and from the workshop.
- **Final Handover:** Upon expiry of the contract, all property must be returned in perfect working condition.

#### 2. Preventive Care & Software Support

- **Monthly Maintenance:** Mandatory monthly preventive maintenance is required for every machine.
- **Quarterly Cleaning:** Machines must be professionally cleaned every quarter; failure to do so triggers a penalty.
- **Software Scope:** The engineer must handle loading/reloading of Windows, MS Office, Antivirus, and internet connectivity.

#### 3. Dedicated Manpower & Response Times

- **Service Engineer:** A dedicated engineer must be available from 9:00 AM to 5:00 PM on working days, holidays, and after hours if needed.
- **Arrival Time:** The engineer must be available within two hours of a complaint.
- **Breakdown Window:** All complaints must be attended to within 24 hours.
- **Daily Deadlines:**
  - Complaints before 3:00 PM must be rectified the same day.
  - Complaints after 3:00 PM must be rectified by 11:30 AM the next working day.

#### 4. Critical Resolution & Standby Units

- **48-Hour Limit:** If a complaint is not resolved within 48 hours, a penalty will be recovered from the AMC bills.
- **Standby Equipment:** If downtime is expected to exceed 48 hours, a standby computer of identical configuration must be provided.
- **Risk & Cost Clause:** If the contractor fails to fix defects within a reasonable period, SCERT may hire outside professionals and deduct the cost from the contractor's payment.

#### 5. Financial & Administrative Terms

- **Payment Schedule:** No advance payments; bills are raised quarterly and paid after statutory deductions (TDS, Work Contract Tax).
- **Price Lock:** Approved rates cannot be enhanced for any reason during the contract.
- **Liability:** The contractor is responsible for any loss of Government property due to negligence.
- **Inventory Flexibility:** The Director of SCERT may add or withdraw equipment from the AMC at their discretion.
- **Verification:** Bidders are allowed to depute a representative to verify equipment condition before bidding.
- **Termination:** Consistent unsatisfactory service allows for contract termination after a one-week notice

#### 4. Eligibility & Selection Criteria:

- **Experience:** Bidders must have relevant experience in managing IT hardware in Government or PSU sectors.
- **Documentation:** Must provide a valid **GST Registration Certificate** and **PAN Number**.
- **Bidding Process:** If the first lowest bidder (L1) fails to accept the offer, it will automatically be offered to the second lowest (L2).
- **Presence:** Bidders or authorized representatives must be present during the opening of quotations
- **Preference Clause:** Bidders who are currently approved or empaneled by any Government Department or Organization will be given preference

#### 5. Scope of Work:

- **Comprehensive Maintenance:** Repair and servicing of all hardware, including replacement of defective parts with genuine/OEM components at the contractor's cost.
- **Exclusions:** Consumables such as printer cartridges, toner, and UPS batteries are excluded from replacement coverage.

- **Preventive Maintenance:** Conducted at least once every month for each machine with a signed service report. Proper cleaning of machines is required every quarter.
- **Software Support:** Installation/reinstallation of Operating Systems, MS Office, and Antivirus updates.
- **Network Management:** Full responsibility for smooth internet connectivity and basic network troubleshooting

**Director  
SCERT Haryana  
Gurugram**

**Copy to:**

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

Sr. No.	Item	AMC rates (per unit)	Total
1	Computer System (70 no.s)		
2	Printer (35 no.s)		
3	UPS (25 no.s)		
4	Sophos Firewall cum Router (1)		
5	Switch 48 (1,3 Unit) Port 24 Port		
6	Networking including cat-6 cable installation		
	<b>Total Amount</b>	<b>+ GST 18% (as applicable)</b>	