

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.



e-TENDER

FOR

Annual Maintenance Contract (AMC) of Computers, UPS, Printers & Allied Peripherals installed at various Government Departments, Boards, Corporations, and Autonomous Institutions etc. in the State of Himachal Pradesh.

(E-Tender No: HPSEDC/HW/AMC/2k24-13526)

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.,  
1<sup>st</sup> FLOOR, I.T BHAWAN, MEHLI, SHIMLA-171013, H.P.  
Tel. Nos.: 0177-2623043, 2623513 (Fax): 0177-2626320

Email: [procurement@hpsedc.in](mailto:procurement@hpsedc.in)

Website: [www.hpsedc.in](http://www.hpsedc.in), tender document can also be downloaded from  
<https://hptenders.gov.in>

## Contents

|  |    |
|--|----|
| Critical dates, time of Invitation & Opening of AMC Bids.....  | 3  |
| INSTRUCTIONS TO BIDDERS FOR ELECTRONIC TENDERING SYSTEM.....   | 4  |
| REQUEST FOR PROPOSAL (RFP) .....   | 7  |
| 1.1 Online Bids:.....  | 7  |
| 1.2 ELIGIBILITY CRITERIA: .....  | 7  |
| 1.3 DOCUMENTS COMPRISING OF BID:.....  | 8  |
| I. ELIGIBILITY -CUM-TECHNICAL: .....   | 8  |
| II. COMMERCIAL BID: .....  | 9  |
| 1.4 GENERAL CONDITION OF THE TENDER:.....  | 9  |
| Proforma-A: Customer Support and Service. ....   | 12 |
| PROFORMA-B.....  | 13 |
| PERFORMA-C: DECLARATION REGARDING ACCEPTANCE OF<br>TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENT | 14 |
| PROFORMA- D: DECLARATION REGARDING PAST<br>PERFORMANCE .....   | 15 |
| Yours very truly, .....  | 15 |
| SCHEDULE – I: Sample of PRICE SCHEDULE for AMC of Servers,<br>Desktops & Laptops etc. ....             | 16 |

**Critical dates, time of Invitation & Opening of AMC Bids**

| <b>s. No.</b> | <b>Particulars</b>  | <b>Dates</b>  |
|---------------|---|---|
| 1.            | Tender Publishing Date  | 19/12/2024, 11:00AM   |
| 2.            | Pre-Bid Meeting will be held  | 30/12/2024 at 11:30AM Through Video Conferencing. VC Link is as under:<br><a href="https://meet.google.com/imn-qjmb-tjs">https://meet.google.com/imn-qjmb-tjs</a>   |
| 3.            | Bids submission Start Date  | 05/01/2025, 11:00AM   |
| 4.            | Last Date of Bid Submission   | 15/01/2025, 2.30PM  |
| 5.            | AMC Bid Opening Date  | 16/01/2025, 2.30PM  |
| 6.            | Cost of Tender Document   | Rs. 2,000/- (Rs. Two Thousand only) Non-Refundable)<br><br>By DD in favour of MD, HPSEDC, payable at Shimla-13, through RTGS in (State Bank of India, Khalini, Shimla-2, Account no. 55069383586 IFSC Code-SBIN 0051132)        |
| 7.            | Bid Security / EMD  | Rs. 25,000/- (Rs. Twenty-five Thousand only) (Re-fundable)<br><br>By DD in favour of MD, HPSEDC, payable at Shimla-13/ through RTGS in (State Bank of India, Khalini, Shimla-2, Account no. 55069383586 IFSC Code-SBIN 0051132) |
| 8.            | Bid validity  | 180 days from opening of bids   |
| 9.            | Tender Document will be available for download in the Corporation's website | <a href="http://www.hpsehc.in">www.hpsehc.in</a> & <a href="https://hptenders.gov.in">https://hptenders.gov.in</a>  |

## **INSTRUCTIONS TO BIDDERS FOR ELECTRONIC TENDERING SYSTEM**

- 1 Registration of bidders on e-Procurement Portal:-

All the bidders intending to participate in the tender processed online are required to get registered on the centralized e - Procurement Portal i.e. <https://www.hptenders.gov.in>. Please visit this website for more details. In case of any problem in registration, please contact on toll free No. 1800-3070-2232.
- 2 Obtaining a Digital Certificate:
  - 2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
  - 2.2 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:
  - 2.3 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
  - 2.4 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000.

Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the company/firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
  - 2.5 In case of any change in the authorization, it shall be the responsibility of management/ partners of the company/firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

2.6 The same procedure holds true for the authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

2.7 Pre-requisites for online bidding:

In order to bid online on the portal <https://www.hptenders.gov.in>, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

2.8 Online Viewing of Detailed Notice Inviting Tenders (N.I.T.) :

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://www.hptenders.gov.in>

2.9 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://www.hptenders.gov.in> and [www.hpsedc.gov.in](http://www.hpsedc.gov.in)

2.10 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

2.11 Bid Preparation (Qualification & Financial)

2.11.1 Payment of Tender Document Fee& EMD of online Bids: The payment for Tender document fee and EMD can be made as mentioned in Section 3, at Sr. No. 1 and 2of the Table.

2.11.2 The bidders shall upload their eligibility and technical offer containing documents, qualifying criteria, technical specifications, schedule of deliveries, and all other terms and conditions except the rates (price bid).

2.11.3 The bidders shall quote the prices in price bid format only.

2.11.4 If bidder fails to complete the Online Bid Preparation at Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted, and hence not appear during tender opening stage.

- 2.11.5 Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://www.hptenders.gov.in>.
- 2.11.6 For help manual please refer to the 'Home Page' of the e-Procurement website at <https://www.hptenders.gov.in>, and click on the available link 'How to .. ?' to download the file.
- 2.11.7 Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in.

NB: Any changes/corrigendum/revised tender related to this Tender Document will be published on our website [www.hpsedc.in](http://www.hpsedc.in) and <https://hptenders.gov.in>. Therefore prospective bidders are requested to see the updates on these websites regularly.

## **REQUEST FOR PROPOSAL (RFP)**

Request for proposals (RFP) for annual maintenance of computers, printers, scanners, software, networking equipment's and allied accessories

### **1.1 Online Bids:**

Online bids are invited by the undersigned for entering into annual maintenance contract for Servers, Desktops, Laptops, printers, scanners, System software/ packaged software, networking equipment(s) installed in various State Government Departments, Boards, Corporations and other institutions at State, District, Block and other field level offices, from eligible bidders, i.e., Original Equipment Manufacturers (O.E.M.), Country Channel Partners, System Integrators, Service providers. Tender documents containing all terms & conditions can be obtained from our website [www.hpsedc.in](http://www.hpsedc.in), for which bidders has to deposit Rs. 2,000/- (Rupees two thousand) towards cost of tender, at the time of bid submission.

Note: -This invitation for bids to be published in the following newspapers by way of a tender notice:

1. The Indian Expres, Chandigarh/Delhi Edition
2. Amar Ujala, Chandigarh/Delhi Edition

### **1.2 ELIGIBILITY CRITERIA:**

- (I) Bidder must be service provider for the above mentioned items for the last one year (Copy of Authorisation of OEM/ copies Work orders/ Completion certificates of Govt./ Semi Govt./ Central Govt./ PSUs/ Autonomous Bodies etc.).
- (II) Bidder must have minimum average turn-over of Rs. 10 Lakh per annum from sales/ IT services including maintenance services in the last three years (CA Certificate to be submitted).
- (III) The bidder must submit Authorisation certificate from any one of the reputed OEM like:
  1. For Servers, Desktops and Laptops: HP/ DELL/ Acer/IBM/HCL/ Lenovo/ Apple etc.
  2. For Laser Printers, Scanners & DMP: HP/Brother/ Canon/Samsung TVSE/Wep/ EPSON /LIPI etc.

3. For Online & Offline UPS: Elnova/ Vertiv/ Emerson/ Numeric/ Liebert etc.
  4. For Photocopiers, LCD Project and Fax Machines: Sharp/ Xerox/ Brother/ Toshiba/ Kyocera/ Globus/ Maxwell/ Vivtek/ Hitachi/ EPSON etc.
- (IV) Bidder must have their registered office in the state of Himachal Pradesh. (Attach proof).
- (V) Bidder must have valid GST and PAN Number. (Copy to be attached)
- (VI) Bidder must have experience of at least 3 years in service and maintenance of servers/ desktops/ Printers/ Scanners/ Photocopiers/ Projectors/ UPS/Fax/ Networking equipment(s)/ Network based on LAN as well Wi-Fi based network, structured cabling, Network security etc.(Copies of Work order/ Completion Certificate/ Reports for last three years to be enclosed)
- (VII) Bidder should already be providing AMC services in at least five Government offices.
- (VIII) Bidder should have at least 10 service engineers for providing after sales support.

### **1.3 DOCUMENTS COMPRISING OF BID:**

The Bidder will prepare the bid in two parts.

#### **I. ELIGIBILITY -CUM-TECHNICAL:**

In support of his eligibility, a bidder must submit the following documents online:

- (i) Detailed profile of the Company/ Firm.
- (ii) Audited Statement regarding sale/ maintenance of Servers/ Desktops/ Laptops/ Software/ Networking / Photocopier/ Projector/ UPS/ Fax equipment(s) regarding turnover of the bidder for the last three years 2021-22, 2022-23 and 2023-24. Copies of audited balance sheets/ CA certificate should be enclosed.
- (iii) Receipt of Rs. 2,000/- towards the cost of the tender document.
- (iv) Bid Security of Rs. 25,000 by way of demand draft DD in favour of "Managing Director, HP State Electronics Development Corporation Ltd." Payable at Shimla/ through RTGS in HPSEDC Account.
- (v) Power of attorney to submit/sign the bid on behalf of the company firm.



(vi) Declaration in Performa 'A' by an authorized signatory to the effect that all conditions contained in the Tender Document is acceptable to the Bidder.

(vii) Declaration in Performa 'B' that the Bidder has not been debarred/ blacklisted by any reputed Government/ Semi Government organization for quality of services/ product and that there is no major complaint against the quality of service/ products by any organization mentioned in this clause.

(viii) Number of Servers/ Desktops/ Laptops/Tablet PC/ Printers/ Software/ Networking equipment(s)/ Photocopier/ Projector/ UPS/ Fax maintained during the last three years in the Proforma given in Proforma 'C'.

(ix) Certificates regarding satisfactory installation and after sales support from at least five Government offices.

(x) A statement regarding support base in the region including Nos. of engineers and their technical qualification/experiences etc.

## **II. COMMERCIAL BID:**

The Commercial Bid shall consist of Price Bid in Schedule 1 (BOQ) submitted online.

### **1.4 GENERAL CONDITION OF THE TENDER:**

- (1) Initially the contract period shall be for a period of Three years and can be extended on mutually agreed terms.
- (2) The successful bidder will maintain the Computer Hardware equipment(s) at the end user premises.
- (3) All the maintenance calls will be registered by the user or HPSEDC with the nearest office of the successful bidder in the state, which will be acknowledge with a unique Call identification number. Record will also be provided by the empanelled vendor as and when required by the HPSEDC.
- (4) Scheduled quarterly preventive maintenance will be undertaken by the successful bidder in case of DMP/LMP/HSDMP printers, High speed Laser printer. in case of other equipments at least two preventive services which can be clubbed with customer complaint/ routine service call during AMC service period which can be dubtailed (combined) with the routine service call.
- (5) All registered calls must be attended within 4 hours at offices located at State/District head quarter and within 24 hours at other field offices. The fault must be rectified within 48 hours to the entire satisfaction of end user(s).
- (6) The successful AMC provider company shall station a Service engineers at the premises of the end user, if the number of

- equipment(s) are large (to be determined by the HPSEDC), installed at one location only.
- (7) The AMC support shall be including Operating Systems; Standard Software Packages like MS-office, generally purchased by the end user, .Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, System Configuration and Network configuration will be attended and rectified by the successful AMC bidder. All device drivers (if not available at user level) will have to be arranged by the successful AMC bidder.
  - (8) The successful AMC bidder will also install the printer head, which will be provided by the end user department, in case of replacement.
  - (9) The replacement of any faulty component will be replaced by the same component or the equivalent or better component by the service provider company.
  - (10) **Anti-Virus Support:** The Antivirus support on the systems covered under AMC shall be provided by the successful bidder. Any problem related with the system virus shall be attended and rectified by the successful AMC bidder, while attending general service calls.
  - (11) The payment will be released on half yearly basis after satisfactorily AMC performance and submission of bills and service call report by the service providing company to HPSEDC. However, for Category 11 payment will be release after submission of final bills of schedule-I alongwith Proof of Deliver (POD) from end customer duly signed and stamped.
  - (12) The successful bidder will receive and note down all the complaint registered and get it resolved, on priority. AMC Provider Company will submit status of call attending & resolved, call pending with reason thereof, to HPSEDC through mail/fax. The successful bidder shall maintain the sufficient inventory of spares on the basis of equipment(s) under maintenance during the AMC period.
  - (13) Any call not attended as per agreed schedule will attract penalty @ Rs 50/- per day in case of Desktop/printer & Rs 100/- in case of server's large MFD's etc. maximum up to 10% of the total AMC's value of any item. HPSEDC can terminate or cancel the AMC order in case of un-satisfactory service support in any time.
  - (14) The successful bidder shall not sub-contract their liability under the contract in part or whole to any other third party without prior written consent of HPSEDC.
  - (15) Any dispute shall be subject to Court at Shimla Jurisdiction only.

## **1.5 Bids opening and Evaluation:**

### **Opening of bids by Purchaser:**

- 1.5.1 The e-Bids shall be opened on the date and time already described in the tender/e-portal or on any other later day and time fixed or other enabling provisions in this behalf, in H.P State Electronics Development Corporation Ltd, First Floor, IT Bhawan, Mehli,

Shimla-13 (H.P.) in the presence of representatives of the Bidders who may choose to attend the proceedings.

- 1.5.2 In order to assist in the examination, evaluation and comparison of Bids, HPSEDC may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.
- 1.5.3 In the first instance, Eligibility-cum-Technical bid documents uploaded on the e-portal will be opened and evaluated for eligibility of each Bidder will be ascertained. In doubtful cases (where further documents or clarification are required to establish eligibility), such Bids can be rejected subsequently, if it is found that the bidder has claimed eligibility on false grounds.
- 1.5.4 Opening of Commercial Bids of substantially Responsive Bidders:  
The Commercial Bids of only those Bidders will be opened who are found eligible and technically qualified.

#### **1.5.5 Evaluation and Comparison of Commercial Bids:**

##### **1.5.5.1 Bid Comparison:**

The Bidders are required to complete their Commercial Bid/ BOQ in Schedule-I.

1. L1 bidder will be declared on Gross Bid value of the Particular Category from Category 1 to 10 inclusive of Taxes.
2. L1 bidder will be declared on the basis of L1 item rates inclusive of quoted by the bidders for Category: 11 (Item No. 11.01 to 11.27).

**1.5.5.2** After finalizing the L1 rate contract, other bidder(s) may be given opportunity to match the prices of L1 bidder for rate contract in case quoted prices are within 10% of L1 bidder's price(s), if tender committee deems fit to ensure healthy competition and timely supply of hardware. Therefore, bidders are advised to quote their best rates. The rate contract period will be three years from the date of issuance of the award letter.

**1.5.5.3 The rates matched by the other bidders as per clause 1.5.5.2 will be implemented after six months of finalization of the tender.**

##### Note 1 :

*The Bidder shall not quote prices subject to certain conditions. Bids containing any conditional prices may be rejected or the HPSEDC may take a final decision in its discretion about such conditionality.*

**Proforma-A: Customer Support and Service.**

(i) Number of engineers and their qualification

| Sr. No. | Qualification     | Numbers(\$) | Experience |  | Special attributes * |
|---------|-------------------|-------------|------------|--|----------------------|
| 1.      | B. Tech and above |             |            |  |                      |
| 2.      | Diploma holders   |             |            |  |                      |
| 3.      | Others            |             |            |  |                      |

(ii) Inventory of critical components maintained at

\* Give special attributes such as Microsoft Certified/CCNA etc.

\* \$ Indicate number of Engineers in Shimla and other locations in the State and / Chandigarh.

(iii) Support Matrix.

## PROFORMA-B

DETAIL OF EQUIPMENTS BASE WHERE SERVICES ARE BEING PROVIDED.

| S. No. | Organization(\$) | Number of Servers/ PCs/<br>laptops/Printers/Scanners<br><b>Photocopier/ Projector/ UPS/<br/>Fax etc./installed/maintained.</b> | Date of<br>Order | Current<br>Status |
|--------|------------------|--|------------------|-------------------|
| 1.     |                  |  |                  |                   |
| 2.     |                  |  |                  |                   |
| 3.     |                  |  |                  |                   |
| 4.     |                  |  |                  |                   |

\* Give latest position regarding after sales support.

\$ Give telephone/ Fax No. and address of the service engineer.

**PERFORMA-C: DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

The Managing Director,  
HP State Electronics Development Corporation Ltd.,  
I.T.Bhawan, Mehli, Shimla — 171013.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No. HPSEDC/HW/AMC/2k24-13526] regarding maintenance of servers/ laptops/ printers/software/ Networking equipments for the Government of Himachal Pradesh by HPSEDC. I declare that all the provisions of this tender Document and subsequent corrigendum(s)/ clarifications issued from time to time are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name:

\_\_\_\_\_

Designation:

\_\_\_\_\_

Company:

\_\_\_\_\_

Address:

**PROFORMA- D: DECLARATION REGARDING PAST PERFORMANCE**

To

The Managing Director,  
HP State Electronics Development Corporation Ltd.,  
I.T.Bhawan, Mehli Shimla. 13

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No. HPSEDC/HW/AMC/2k24-13526] regarding maintenance of Servers, Laptops, printers, scanners, system software, networking equipment's for the Government of Himachal Pradesh by HPESEDC. I hereby declare that my company/firm has not been debarred/black listed by the Government/ Semi Government organizations for quality/ service product nor is there any pending dispute regarding short shipment/ installation/service. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

**SCHEDULE – I:** Sample of PRICE SCHEDULE for AMC of Servers, Desktops & Laptops etc.

(to be completed by bidder)

| Item. No  | Description                      | Approx . Qty. | PRICE For One year AMC/ Unit Price with one year warranty for Item No. 11 (11.01 to 11.27) | GST in % | Total |
|-----------|----------------------------------|---------------|--|----------|-------|
| <b>1.</b> | <b>Category: Server</b>          |               |  |          |       |
| 1.01      | Low End Server                   | 100           |  |          |       |
| 1.02      | High End Server                  | 100           |  |          |       |
| <b>2.</b> | <b>Category: Desktops</b>        |               |  |          |       |
| 2.01      | Desktop upto Pentium             | 100           |  |          |       |
| 2.02      | Desktop i3                       | 100           |  |          |       |
| 2.03      | Desktop i5                       | 100           |  |          |       |
| 2.04      | Desktop i7 and above             | 100           |  |          |       |
| 2.05      | All-in-One Desktops upto Pentium | 100           |  |          |       |
| 2.06      | All-in-One Desktops i3           | 100           |  |          |       |
| 2.07      | All-in-One Desktops i5           | 100           |  |          |       |
| 2.08      | All-in-One Desktops i7 and above | 100           |  |          |       |
| 2.09      | N-Computing                      | 100           |  |          |       |
| <b>3.</b> | <b>Category: Laptops</b>         |               |  |          |       |
| 3.01      | Laptop upto Pentium              | 100           |  |          |       |
| 3.02      | Laptop i3                        | 100           |  |          |       |
| 3.03      | Laptop i5                        | 100           |  |          |       |
| 3.04      | Laptop i7 and above              | 100           |  |          |       |
| <b>4.</b> | <b>Category: Printers</b>        |               |  |          |       |
| 4.01      | Laser Printer upto 25PPM         | 100           |  |          |       |



|           |                               |     |  |  |  |
|-----------|-------------------------------|-----|--|--|--|
| 4.02      | Laser Printer upto 45PPM      | 100 |  |  |  |
| 4.03      | Laser Printer above 45PPM     | 100 |  |  |  |
| 4.04      | MFD upto 25PPM                | 100 |  |  |  |
| 4.05      | MFD Printer upto 45PPM        | 100 |  |  |  |
| 4.06      | MFD Printer above 45PPM       | 100 |  |  |  |
| 4.07      | Laser Duplex Unit             | 100 |  |  |  |
| 4.08      | MFD Duplex Unit               | 100 |  |  |  |
| <b>5.</b> | <b>Category: Scanners</b>     |     |  |  |  |
| 5.01      | Scanner upto 25PPM            | 100 |  |  |  |
| 5.02      | Scanner upto 45PPM            | 100 |  |  |  |
| 5.03      | Scanner above 45PPM           | 100 |  |  |  |
| <b>6.</b> | <b>Category: DMP Printers</b> |     |  |  |  |
| 6.01      | Line Printer                  | 50  |  |  |  |
| 6.02      | Dot Matrix printer            | 50  |  |  |  |
| 6.03      | Passbook Printer              | 50  |  |  |  |
| 6.04      | Design Jet/ Plotter           | 50  |  |  |  |
| <b>7.</b> | <b>Category: UPS</b>          |     |  |  |  |
| 7.01      | UPS (Offline 650/800/1000VA)  | 100 |  |  |  |
| 7.02      | UPS (Online) upto 1 KVA       | 100 |  |  |  |
| 7.03      | UPS (Online) upto 3 KVA       | 100 |  |  |  |
| 7.04      | UPS (Online) upto 5/6KVA      | 100 |  |  |  |
| 7.05      | UPS (Online) upto 7.5 KVA     | 100 |  |  |  |
| 7.06      | UPS (Online) upto 10 KVA      | 100 |  |  |  |
| 7.07      | UPS (Online) upto 20 KVA      | 100 |  |  |  |
| 7.08      | UPS (Online) upto 40 KVA      | 100 |  |  |  |
| 7.09      | UPS (Online) upto 210 KVA     | 2   |  |  |  |

|            |  |    |  |  |  |
|------------|--|----|--|--|--|
| <b>8.</b>  | <b>Category: Photocopiers</b>                              |    |  |  |  |
| 8.01       | Upto 25 PPM without ADF                                    | 50 |  |  |  |
| 8.02       | Upto 25 PPM with ADF                                       | 50 |  |  |  |
| 8.03       | Upto 45 PPM with ADF                                       | 50 |  |  |  |
| 8.04       | Above 45 PPM with ADF                                      | 50 |  |  |  |
| 9.         | Other Items  | 50 |  |  |  |
| 9.01       | Projector  | 50 |  |  |  |
| 9.02       | Fax Machine  | 50 |  |  |  |
| <b>10.</b> | <b>Category: Add-on/Misc Items</b>                         |    |  |  |  |
| 10.01      | Printer Head for DMP Printers                              | 25 |  |  |  |
| 10.02      | Printer Head for Line Printers                             | 25 |  |  |  |
| 10.03      | Printer Head for Passbook Printers                         | 25 |  |  |  |
| <b>11.</b> | <b>Category: Rates for Upgradation of Items/ New Items</b> |    |  |  |  |
| 11.01      | Printer Head for DMP Printers                              | 25 |  |  |  |
| 11.02      | Printer Head for Line Printers                             | 25 |  |  |  |
| 11.03      | Printer Head for Passbook Printers                         | 25 |  |  |  |
| 11.04      | SATA Hard Disk for Desktops 1TB                            | 50 |  |  |  |
| 11.05      | SATA Hard Disk for Desktops 2TB                            | 50 |  |  |  |
| 11.06      | SATA Hard Disk for Desktops 4TB                            | 50 |  |  |  |
| 11.07      | SATA Hard Disk for Desktops 8TB                            | 50 |  |  |  |
| 11.08      | External Hard Disk 1TB                                     | 50 |  |  |  |
| 11.09      | External Hard Disk 2TB                                     | 50 |  |  |  |
| 11.10      | External Hard Disk 4TB                                     | 50 |  |  |  |
| 11.11      | External Hard Disk 8TB                                     | 50 |  |  |  |

|       |  |     |  |  |  |
|-------|--|-----|--|--|--|
| 11.12 | USB Pen Drive 1GB Desktops/<br>Laptops   | 100 |  |  |  |
| 11.13 | USB Pen Drive 2GB Desktops/<br>Laptops   | 100 |  |  |  |
| 11.14 | USB Pen Drive 4GB Desktops/<br>Laptops   | 100 |  |  |  |
| 11.15 | USB Pen Drive 8GB Desktops/<br>Laptops   | 100 |  |  |  |
| 11.16 | USB Pen Drive 16GB<br>Desktops/ Laptops  | 100 |  |  |  |
| 11.17 | USB Pen Drive 32GB<br>Desktops/ Laptops  | 100 |  |  |  |
| 11.18 | USB Pen Drive 64GB<br>Desktops/ Laptops  | 100 |  |  |  |
| 11.19 | USB Pen Drive 128GB<br>Desktops/ Laptops | 100 |  |  |  |
| 11.20 | USB Pen Drive 256GB<br>Desktops/ Laptops | 100 |  |  |  |
| 11.21 | USB Pen Drive 512GB<br>Desktops/ Laptops | 100 |  |  |  |
| 11.22 | RAM 4GB for Desktop                      | 25  |  |  |  |
| 11.23 | RAM 8GB for Desktop                      | 25  |  |  |  |
| 11.24 | RAM 16GB for Desktop                     | 25  |  |  |  |
| 11.25 | RAM 4GB for Laptops                      | 25  |  |  |  |
| 11.26 | RAM 8GB for Laptops                      | 25  |  |  |  |
| 11.27 | RAM 16GB for Laptops                     | 25  |  |  |  |

**Note: The following items/ spares will not be covered under AMC:**

1. Plastic Parts and Broken parts,
2. Burn of Items
3. Theft
4. Natural Calamities like earth quake, flood, lighting, fire etc.
5. Pirated software will also not be covered under AMC.
6. Prices quoted by the bidder for AMC of all types of Printers/DMP/Line/Passbook Printers would be inclusive of all the components. (It will be under comprehensive AMC) except cartridge/toner and drum.

The Bidder has to provide following declarations (duly signed and stamped):

**Declaration 1 of Latest instructions to bidders**

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."

**Declaration 2 of Latest instructions to bidders**

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

**Declaration 3 of Latest instructions to bidders**

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached"

In case bidder is Himachal based company/ firm/ entity then the bidder should submit a self-declaration certificate regarding above mentioned Declaration 1, 2 and 3.

Note: Interested bidder may refer to Office Memorandum (F. No. 6/18/2019-PPD) dated 23.07.2020 of Department of Expenditure, Ministry of Finance, Govt. of India for further details and all the requirements will be in accordance with this memorandum.