

TENDER
FOR
NON COMPREHENSIVE
ANNUAL REPAIR & MAINTENANCE
OF
IT INFRASTRUCTURE EQUIPMENTS
AT
RAJIV GANDHI GOVT. ENGG. COLLEGE, KANGRA
AT NAGROTA BAGWAN



RAJIV GANDHI GOVT. ENGG. COLLEGE,
KANGRA AT NAGROTA BAGWAN, DISTT. KANGRA, H.P. PIN 176047



**OFFICE OF THE DIRECTOR CUM PRINCIPAL
RAJIV GANDHI GOVT. ENGINEERING COLLEGE
KANGRA AT NAGROTA BAGWAN
DISTT. KANGRA 176047, HIMACHAL PRADESH**

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Notice Inviting Tender (N.I.T.)

The sealed tenders are invited from the reputed agencies/firms for a non-comprehensive Annual Maintenance Contract (AMC) of IT Infrastructure Equipments (Computer Systems, Laptops and Printers) installed in the Rajiv Gandhi Government Engineering College, Kangra at Nagrota Bagwan (H.P.) PIN-176047. The schedule of tendering process will be:

S. No.	Particulars	Date & Time
1	Date of Publication of Tender	27-04-2026
2	Starting Date for Submission of Bids	27-04-2026
3	Last Date & Time for Submission of bids	18-05-2026 upto 01:00 p.m.
4	Date & Time for opening of Technical bids	18-05-2026 at 03:00 p.m.
5	Date & Time for opening of Financial bids	To be intimated separately to technically qualified bidders.

The tender document can be downloaded from the official website of the institute www.rggec.ac.in. Tender Fee of Rs. 500/- (Five Hundred Only) has to be submitted in the form of a Demand draft in favour of Director cum Principal, Rajiv Gandhi Govt. Engg. College, Kangra at Nagrota Bagwan (H.P.) in a separate envelope along with the technical bid. Tenders received after the due date/time/without Tender Fee and without Earnest Money, will be summarily rejected.

-Sd-

Director-cum-Principal
Rajiv Gandhi Govt. Engg. College
Kangra at Nagrota Bagwan (H.P.)

1. Scope of Work:

The Non-Comprehensive AMC is on “as is where is basis” will include the preventive and corrective maintenance of the following items:

Table-1

S. No.	Equipment	Make/Model (Indicative)	Quantity
1	Desktop Computers	Lenovo, Acer, Lenovo All-in-One	383
2	Laptops	HP, Lenovo	24
3	Printers	Epson, Brother, Ricoh, HP, Canon	41

Note: Detailed list of type of Desktop Computers, Laptops and Printers has been attached as Annexure-D

The AMC will broadly include:

- i. Quarterly visits for inspection, dust cleaning, defragmentation, performance checks, antivirus updates, and calibration.
- ii. On-call and on-site support in case of breakdown/failure of equipment.
- iii. Software Support: The vendor is responsible for the on-site installation of any Operating System or Application Software, driver updates, printer sharing, network troubleshooting, virus/malware removal required by the college without extra charges.
- iv. Preventive maintenance must include monthly virus detection and deep cleaning (internal and external) using vacuum cleaners and liquid cleaners.
- v. Spare Parts: Repair/labour only, spare parts will be charged separately.
- vi. The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.
- vii. Any service not explicitly mentioned under the scope of work shall be treated as outside the purview of this AMC and will require prior approval of the College for additional charges, if any.

2. Technical Bid:

- i. The bidder must be a registered firm/company with valid GST, PAN, and registration certificates (attach self-attested copies).
- ii. Minimum 02 years' experience in AMC/IT services for the Govt. Departments/Institutions/ PSUs (Requisite documents to support this claim will have to be produced for verification).
- iii. Should not have been blacklisted by any government agency.
- iv. Preference will be given to firms having authorized service partner certifications from OEMs.
- v. The technical bids should be accompanied by an earnest money of Rs. 25,000 (Rupees Twenty-Five Thousand Only). EMD as an FDR pledged in favour of the Director cum Principal, Rajiv Gandhi Govt. Engg. College, Kangra at Nagrota Bagwan (H.P.), or a DD from any Scheduled Bank. Cash and cheque will not be accepted. Bids received without earnest money shall be summarily rejected without assigning any reason

therefor, and the applicant shall not have any right to represent against it, even if his bid happens to be the lowest.

- vi. **Exemptions from Earnest Money Deposit (EMD):** In accordance with the HP State Store Purchase Organisation rules and government norms, the following categories of bidders are exempted from depositing EMD:
 - a. Firms included in the approved list of contractors that have deposited appropriate permanent earnest money.
 - b. Local Micro & Small Scale enterprises registered with the State Store Purchase Organisation.
 - c. Small scale industrial units registered with the D.G.S.&D or N.S.I.C. are exempted from EMD for items for which they are specifically registered.
 - d. Himachal Pradesh State Government undertakings and Government of India Undertakings.
- vii. 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 firm.

3. Service:

- i. The vendor shall depute at least one qualified engineer/technician two times a month (full-day visits) and whenever required. The engineer must have at least two years' experience in troubleshooting IT infrastructure.
- ii. Response time: within 24 hours of complaint registration.
- iii. Resolution Time: General issues (e.g., software lag, virus removal, driver updates, faulty peripherals like mouse/keyboard, battery failure or printer paper jams) must be resolved within 48 hours (02 working days).
- iv. Major faults (e.g., motherboard failure, hard disk crash, broken laptop screens, printer fuser unit/logic board failure, or any hardware issue rendering the device unbootable) must be rectified within 10 working days. If not done, the college reserves the right to get such repairs carried out from alternate sources at the risk and cost of the AMC vendor.
- v. Provision of Standby Unit: In case a major fault cannot be rectified within 48 hours (02 working days), or if the equipment needs to be taken out of the college premises for repairs, the vendor must provide a working standby unit of equivalent or higher configuration to ensure continuity of work. This standby unit shall remain with the department until the original equipment is repaired, tested, and returned in good working condition.
- vi. Downtime beyond 14 working days will attract a penalty of 1% of the total annual AMC value per day, subject to a maximum of 10% of the annual contract value.
- vii. Penalty shall be deducted from the running payments.
- viii. If required, repairs may be carried out off-site with the prior approval of the Director of the College. Any transportation or cartage expenses incurred in this regard shall be borne by the firm.
- ix. Preventive Maintenance must be carried out once a quarter and recorded in a service register.

- x. Maintenance will normally be carried out during working hours (09:30 AM - 5:00 PM). In emergencies, services may be required beyond working hours or holidays with prior intimation.
- xi. Vendor must maintain a call/service register (at vendor and college end) with full details of maintenance, downtime, and engineer's visits. This must be signed monthly by the officer in charge (at the college) after every visit.
- xii. The college reserves the right to review the performance of the AMC vendor every quarter. If the services are found consistently below par, the college may terminate the contract and forfeit the Performance Security.

4. Preventive maintenance:

- i. Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- ii. Checking of the power supply source for proper grounding and safety of equipment.
- iii. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- iv. Scanning of all types of virus and elimination of the same.
- v. Shifting of equipment within the building as and when required.

5. Replacement of Parts:

- i. Defective parts/components must be replaced with items of the same or higher specification.
- ii. Only genuine OEM parts shall be used. Refurbished or duplicate parts are not acceptable. In cases where the genuine OEM part is significantly more expensive than a part from a reputable, high-quality third-party brand or where OEM parts are obsolete/unavailable, the vendor may propose an alternative part of the same or higher configuration and specifications. Use of such alternative parts is strictly subject to prior written approval from the Director-cum-Principal of the College after a cost-benefit and compatibility evaluation.
- iii. If a non-OEM part is approved due to the high cost of the genuine part, the vendor must provide a comparison of prices and warranty terms from at least two reputable brands before the college grants approval.
- iv. For batteries, old batteries shall be returned to the College. Buy-back adjustment may be allowed with prior approval.
- v. All defective parts replaced during AMC shall be the property of the College and must be deposited to the store in charge.
- vi. Any new part installed must carry its own manufacturer's warranty, which shall be passed on to the college.

6. General Terms and Conditions:

- i. Valid for one year from the signing date, extendable annually upon satisfactory service and fulfilling the terms of conditions for a maximum of 3 years.
- ii. The bidder must be willing to provide onsite support for PCs, Laptops and Printers of different makes and models.
- iii. Payment will be made quarterly (25% of the order value of AMC), after certification of satisfactory performance by the college authority for the said quarter. No advance payment.
- iv. Firm shall be responsible for any damage caused due to negligence during maintenance.

- v. Firm shall not subcontract AMC services.
- vi. At the end of the AMC contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and no fault or complaints are pending. Consumables such as printer cartridges, toner, ink, batteries, cables, etc., are excluded from the scope of AMC. However, the vendor may supply them at rates mutually agreed and approved by the College.
- vii. **Pre-visit:** vendors may visit the institution to inspect the equipment listed in the Annexure-D, up to the date of opening of the tender, during working hours, with prior intimation to the College authority.
- viii. The college reserves the right to terminate the AMC at any time by giving one month's written notice if the service is found unsatisfactory.
- ix. The Director-cum-Principal, RGSEC, shall be the sole arbitrator in case of any dispute, and their decision shall be final and binding on the firm.
- x. The contract shall be governed by and interpreted in accordance with the laws of India. All disputes shall be subject to the exclusive jurisdiction of courts located at Kangra, Himachal Pradesh.

7. Financial bid:

- i. Vendors must quote a single consolidated annual rate (inclusive of all items) on a non-comprehensive basis for providing AMC for the equipment mentioned in the Annexure-D.
- ii. GST and applicable taxes must be clearly mentioned.
- iii. The rates quoted should be net and no discount, free services/offers quoted in the bids will be considered.
- iv. Incomplete or conditional bids will be summarily rejected.
- v. The amount of AMC should include Service Tax and other taxes to be borne by the vendor.

8. Submission of bids:

The interested firms should submit their tenders in a two-bid system, i.e., Technical bid and Financial bid. These bids should be sealed by the bidder in separate envelopes duly super scribed with "Technical bid for AMC of IT Infrastructure Equipment" and "Financial bid for AMC of IT Infrastructure equipment" respectively and both these envelopes are to be put in a bigger envelope which should be sealed and duly super scribed with "Bids for AMC of IT Infrastructure Equipment" for Rajiv Gandhi Government Engineering College Kangra at Nagrota Bagwan (H.P.) PIN 176047.

9. Evaluation of Bids:

The contract will be awarded on the basis of the lowest consolidated AMC rate (L1 bidder). However, the college reserves the right to reject any or all bids if the service record, experience, or compliance with terms is unsatisfactory. In case of a tie on L1 rate, preference will be given to firms with higher relevant experience, OEM certifications, and satisfactory past performance.

Schedule of Rate

(on Letter Head of Firm)

Description	Consolidated AMC Amount (including GST) (₹)	Remarks (GST %)
Non-Comprehensive AMC for all listed IT Infrastructure Equipments		

In words.....

(SIGNATURE OF BIDDER WITH SEAL)

ANNEXURE-A

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

To

The Director cum Principal
Rajiv Gandhi Govt. Engg College
Kangra at Nagrota Bagwan
Distt. Kangra (H.P.) PIN-176047

Sir,

I/We have carefully gone through the Terms and Conditions contained in the Tender **Notice No. RGGEC/NGB/Store/Tender/AMC/2025-_____ dated _____** regarding on site Non Comprehensive Annual Maintenance Contract(AMC) of IT Infrastructure installed in the Rajiv Gandhi Government Engineering College, Kangra at Nagrota Bagwan.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my firm/company. My firm/company does not have any terms and conditions of its own in respect of the bids being submitted for a non-comprehensive Annual Maintenance Contract. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

ANNEXURE-C

Checklist

Check list for scrutiny of tender document for reputed agencies/firms for the Annual Maintenance Contract of IT Infrastructure equipment (Computer Systems, Laptops and Printers) installed in the Rajiv Gandhi Government Engineering College, Kangra at Nagrota Bagwan (H.P.)-176047.

S. No.	Particulars	Submitted Yes/No	Page No.	Remarks
1	Proof of Earnest Money Deposit Rs. 25,000 /-			
2	Proof of deposit of cost of tender Document Rs. 500/-			
3	Bidder profile as prescribed.			
4	Self –Attested copy of GST registration certificate.			
5	Self –Attested copy of PAN Card.			
6	Financial Bid (rates to be quoted separately)			
7	Experience (02 years)			
8	Affidavit of Non-blacklist of the firm on the stamp paper of Rs. 50.00 (Rupees Fifty) only			
9	Authorized service partner certifications (if any)			

Note: -

1. All submitted document should be indexed in the above order Sr. No. 1 to.... page number be assigned to all the submitted documents.
2. All the requisite documents certificates etc. should be scanned in legible and clear form and should invariably be submitted.
3. The tenderer may go through the checklist and ensure that all the documents/confirmations listed above are enclosed in the tender and no column is left blank. If any column is not applicable, it may be filled up as Not Applicable.

(SIGNATURE OF BIDDER WITH SEAL)

ANNEXURE-D

Detail of IT Infrastructure Equipments to be covered under AMC				
Sr. No.	Name of Equipment	Quantity	Brand/Make	Model Number
1	All in One Desktop PC	8	Lenovo PC Intel (R) core-i5	Thinkcenter series M820 z (Thinkcare)
2	Computer	15	Acer	Acer i5
3	Computer	57	Lenovo	Intel i7- 8th Generation
4	Computer system	37	lenovoL2264A	L2264A
5	Computers	1	Lenovo Thinkcenter	Thinkcenter Series
6	Desktop Computer	35	Lenovo i7	Thinkcentre 8700 3.2 Ghz
7	Desktop Computer	41	Lenovo	Thinkcenter M93P
8	Desktop Computer	35	Lenovo i5	Thinkcentre intel core i5
9	Desktop Computer	38	Lenovo Desktop Computer	Windows 8.1OS,CPU Core i5 , intel-4570,3.2 GHZ, 6MB CACHE, 4GB RAM
10	Work Station	20	Acer	
11	Work Station	20	Lenovo	
12	Workstation /Computers Lot 1 & 2	22	Lenovo (xeon processor) E3 1220 v6	P1000 GPU
13	Workstation /Computers Lot 1 & 3	15	Lenovo intel i7 8th gen	Thinkcenter Series
14	Workstations/Computers	14	Lenovo xeon processor E3 1220 v6	P1000 GPU
15	Workstations/Computers	25	Lenovo intel i7	Thinkcenter series
Total (Sr. No 1 to 15)		383		
16	Laptop	1	HP Core i3 7th Gen	7200U
17	Laptop	6	Lenovo Core i5 8th Gen	L480
18	Laptop	2	HP	HP 348 G4
19	Laptop	5	Lenovo	L-480
20	Laptop	2	HP intel core i5, 6th generation	HP 348 G4
21	Laptop	2	HP	L-480
22	Laptop	1	Lenovo	Lenovo i3 4GB Ram,500 HDW
23	Laptop	1	HP Intel i5, 7th Gen	L-480
24	Laptop (TEQIP-III Cell and others)	4	Lenovo Intel(R) Core(TM) i7	L-480
Total (Sr. No 16 to 24)		24		

25	Photocopier cum Printer (large)	1	Canon	Image Runner Advance 4245
26	Printer	13	Epson	M100, M105
27	Printer	4	Brother	HL-L2321D
28	Printer	1	Ricoh	SP 200S
29	Printer	2	HP LaserJet	M1005 MFP
30	Printer	1	Laser Printer HP	HP-1020
31	Printer	2	Ricoh Printer/hp LaserJet pro	SP-200/M202dw
32	Printer	4	Epson	L 6190
33	Printer	1	Epson	L380
34	Printer	1	Epson	L655
35	Printer	2	HP	Laserjet - M226 -dn
36	Printer	1	Canon	
37	Printer	1	HP	Laserjet - MFN - 128n
38	Printer	1	HP	Officejet Printer -2645 (not working)
39	Printer colored	1	EPSON	L6190
40	Printer multifunctional	1	HP	
41	Printer@A0 size Colour Plotter/scanner	1	Epson	
42	Printer@A3 size colour	1	Epson	
43	Printer@A4 /BW	2	HP	
Total (Sr. No 25 to 43)		41		