

The Haryana Pond and Waste Water Management Authority

Plot No-9, DHL Square, 3rd Floor, IT Park, Sector-22, Panchkula

E-Mail Id: ms.haryanapondauthority@gmail.com

Website: www.hpwwma.org.in

22/c

Letter No:-HPWWMA/2025/ADMN/0023-A/ 4983

Dated:- 01/10/2025

NOTICE RE-INVITING QUOTATIONS (12th call)

Sealed quotations are invited for non-comprehensive **Annual Maintenance of Computers, Printers/ Scanners, LEDs, Laptops , LAN &UPS and providing of Toners** as per actual requirement of "The Haryana Pond & Waste Water Management Authority" (HPWWMA) in single stage two cover system i.e. Technical bid and Financial bid (comprising of price bid proposal).

Schedule – A

S. No.	PARTICULARS.	REMARKS
1	Ref. Number	HPA/ADMN/2023/0024/
2	Last date & time of bid submission by bidders.	15.10.2025(15:00 hrs.).
3	Date & Time of opening of Technical Bids	15.10.2025 (15:30 hrs.)
4	Date & Time of opening of Financial Bids	To be decided later on.
5	Application Fee (through DD)	₹1000/- (non-refundable)
6	Earnest Money Deposit (EMD) Through DD	₹ 5000/-
7	Bid validity	03 months.

Under this process, the technical bid applications as well as financial bid are invited at single stage under two sealed covers i.e., Technical & Financial envelopes. The bidder has to put all the papers required for eligibility criteria in the envelope marked as "Technical Bid".

The rates are to be quoted prescribe Performa as A &B and put in other envelop marked as "Financial Bid".

Both the envelopes to be put in main envelope marked as quotation for AMC of electronic items along with required demand draft.

Eligibility of the applicants will be first examined based on the details submitted under first cover i.e., technical bid with respect to eligibility criteria prescribed in this document. The financial bid under the second cover shall be opened for only those applicants, who qualify the technical bid as per the eligibility criteria as per the document.

Intending bidders will be mandatorily required to make payment through Demand Draft of Rs.1000/- (non-refundable) towards application fee in favor of Member Secretary, HPWWMA. In case the





intended bidder fails to attach the Demand Draft as application fee along with the Technical Bid Application, under the stipulated time frame, those applications will out rightly be rejected.

Bidders can submit their bids through post which should reach this office before 3PM on 15.10.25 or put in tender box lying in the office of HPWWMA.

Brief Description of Work: Non-comprehensive annual maintenance of following items to be carried out:-

Details of HPA IT Assets Data									
Sr No	Branch	Placed with	TYPE OF ASSET	Make & Model	Processor	RAM	Hard Disc	Operating System	Date of Purchase
1	HQ	PAC	Desktop	HP X-series	i9	64 GB	1.5 TG	win-11	27.10.2020
2	HQ	TA	Desktop	Dell 3060	i3	12 GB	1 TB	win-11	07.05.2019
3	HQ	XEN	Desktop	Dell 3060	i3	8 GB	1 TB	win-11	07.05.2019
4	HQ	PA TO PAC CUM CLERK	Desktop	HP280G3MT	i5	8 GB	1 TB	win-11	03.05.2019
5	HQ	CLERK	Desktop	HP280G3MT	i5	8 GB	1 TB	win-11	03.05.2019
6	HQ	PA TO TA CUM CLERK	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
7	ACCOUNTS	ACCOUNT OFFICER	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
8	ACCOUNTS	ACCOUNT ANT	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
9	ACCOUNTS	ASSTT. ACCOUNT S	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
10	ADMIN	OFFICE SUPERINT ENDENT	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
11	ADMIN	CLERK	Desktop	Dell 3060	i3	4 GB	1 TB	win-10	07.05.2019
12	ADMIN	CLERK	Desktop	HP280G3MT	i5	8 GB	1 TB	win-11	03.05.2019
13	ADMIN	CLERK	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
14	ADMIN	CLERK	Desktop	Dell 3060	i3	4 GB	1 TB	win-10	07.05.2019
15	ADMIN	PA TO MS	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
16	ADMIN	CLERK	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
17	ARCHITECT	AE-I	Desktop	HP280G3MT	i3	12 GB	1 TB	win-10	03.05.2019

18	ARCHITECT	ADM	Desktop	HP280G3MT	i5	8 GB	1 TB	win-10	03.05.2019
19	ARCHITECT	ARCHITECT I	Desktop	Dell 3060	i3	16 GB	1 TB	win-11	07.05.2019
20	ARCHITECT	ARCHITECT II	Desktop	Dell 3060	i3	16 GB	1 TB	win-11	07.05.2019
21	ARCHITECT	SDM	Desktop	HP280G3MT	i5	16 GB	1 TB	win-10	03.05.2019
22	ARCHITECT	ADM	Desktop	HP280G3MT	i3	12 GB	1 TB	win-10	03.05.2019
23	ARCHITECT	SDM	Desktop	HP280G3MT	i5	8 GB	1 TB	win-11	03.05.2019
24	ARCHITECT	ADM	Desktop	Dell 3060	i3	12 GB	1 TB	win-11	07.05.2019
25	ARCHITECT	CLERK	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
26	CIVIL	AE-II	Desktop	Dell 3060	i3	8 GB	1 TB	win-10	07.05.2019
27	CIVIL	JE-I	Desktop	Dell 3060	i3	8 GB	1 TB	win-11	07.05.2019
28	CIVIL	AE- 4	Desktop	Dell Vastro	i3	4 GB	1 TB	win-11	13.04.2022
29	CIVIL	JE- III	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
30	CIVIL	JE-II	Desktop	Dell 3060	i3	12 GB	1 TB	win-11	07.05.2019
31	CIVIL	CLERK	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
32	CIVIL	CLERK	Desktop	Dell Vastro	i3	8 GB	1 TB	win-10	13.04.2022
33	CIVIL	CLERK	Desktop	Dell 3060	i3	4 GB	1 TB	win-10	07.05.2019
34	IT	IT .NET	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
35	IT	JP	Desktop	Dell 3060	i3	8 GB	1 TB	win-11	07.05.2019
36	IT	PROGRAMMER DEVELOPER	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
37	IT	SYSTEM ANALYST	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
38	LEGAL	LEGAL ASSISTANT	Desktop	HP280G3MT	i3	4 GB	1 TB	win-10	03.05.2019
39	LEGAL	LO	Desktop	Dell 3060	i3	4 GB	1 TB	win-11	07.05.2019
40	SCIENTIST	Assit Const Scientist	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
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42	SCIENTIST	SR. Scientist Assit	Desktop	Dell Vastro	i3	8 GB	1 TB	win-11	13.04.2022
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44	ACCOUNTS	AFA	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
45	HQ	SO	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
46	IT	CONSULTANT	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
47	ADMIN	CT	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
48	ARCHITECT	ASSISTANT	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
49	IT	PROGRAMMER DEVELOPER	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
50	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
51	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
52	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
53	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
54	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
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57	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
58	Stock	Stock	Desktop	HP Pro Tower 208 G9	i5	8GB	1 TB	win-11	02.05.2024
59	Stock	Stock (Faulty)	Desktop	Dell 3060	i3	4 GB	1 TB	win-10	07.05.2019
60	HQ	PAC	Laptop	HP Z-Book 15 G6	i9	64 GB	1.5 TB	win-11	27.10.2020
61	Stock	Stock	Laptop	HP Pavilion 15-dk2000	i7	16 GB	500 GB	win-11	26.05.2022
62	Sanjay PAC Staff	Meeting Room	Laptop	HP Pavilion 15-dk2000	i7	16 GB	500 GB	win-11	26.05.2022
63	IT	Programmer Developer	Laptop	HP Probook 450	i5	4 GB	1.5 TB	win-10	10.04.2019
64	IT	IT .NET	Laptop	HP Probook 450	i5	12 GB	1.5 TB	win-10	10.04.2019

65	HQ	PAC Room	Printer	Canon Imageclass-MF735CX	color				07.01.2019
66	CIVIL	PA to PAC CUM CLERK	Printer	Canon Imageclass-MF244dw	B/W				05.10.2018
67	HQ	PA to TA	Printer	Canon Imageclass-MF244dw	B/W				05.10.2018
68	HQ	PA to MS	Printer	Canon Imageclass-MF244dw	B/W				05.10.2018
69	HQ	XEN	Printer	canon G-6070	color				25.04.2022
70	ACCOUNTS	Accounts Team	Printer	canon G-6070	color				25.04.2022

A. Specific Terms & Conditions: -

1. **Contract period:** One year from the date of issue of contract.
2. **Payment terms:** Payment would be done on monthly basis subject to rendering of satisfactory services. No advance payment shall be made.
3. **EMD & TENDER Fee:** The bidder has to deposit application fee ₹1000/- (non-refundable) & EMD ₹5000/- through Demand Draft in favour of Member Secretary, Haryana Pond and Waste water Management Authority, Panchkula.
4. **Rejection of Tender:** - The firms are required to deposit Application fee and Earnest Money as indicated above. The offer without prescribed Application fee & Earnest Money is liable to be summarily rejected.
5. **Performance Security:** - The successful bidder shall be required to deposit Performance Security @5% of total final Contract value.
6. **Self-Attestation:** All documents to be submitted by the tenders with their offer should be self-attested in case the same are copies of original documents.
7. **Forfeiture of EMD:** The Earnest Money of the tenderers will be forfeited to Govt. Account and blacklisting/ debarring besides other penal action, if they withdraw their offer/ rates or modify the terms & conditions of the same at any time during the validity of their offer before acceptance.
8. **PBG @5%** of estimated amount would be valid up to two months beyond maintenance period.
9. The performance security deposit shall be released only after satisfactory completion of all contractual obligations.
10. The rates are to be quoted in the prescribed proforma enclosed as **Annexure- A** and put in a separate cover super-scribed as "Financial Bid."

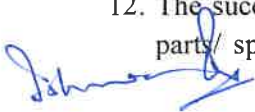
Vender Eligibility criteria: -

1. Bidder should possess valid GST Number. Attested copy of the same must be submitted with the Bid.

2. Intending Bidders should have minimum five years' experience in the field of maintenance of IT System and Lan in Govt. Department/ Ministries/ Govt. Undertaking. Documentary evidence in support of their competence and goodwill may also be enclosed.
3. The Bidder should strictly ensure data privacy, confidentiality and security of the office.
4. The bid shall be valid for three months after the date of opening of Technical Bid.
5. The Bidder should not have been blacklisted by any of the Department/ Ministry/ Organization. A duly signed undertaking to this effect must be submitted along with technical bid.
6. Haryana Pond and Waste Water Management Authority shall reject bid, if it determines that bidder recommended for award has engaged in corrupt or fraudulent practice while competing for this contract.
7. The bidder has to put all these papers as required under eligibility criteria in the envelop marked as "Technical Bid."
- 8.

Other Terms and Conditions: -

1. Bids through tendering process are invited from equipment manufacturer or service providers / dealers of respective items.
2. The contract is for non-comprehensive annual maintenance of computers, printers/scanners, LAN & UPS etc., and includes replacement of parts of OEM except physically damaged parts and consumable parts like replacement of exhausted battery of UPS, and Cartridges for printers/ scanners. Some of the non-consumable parts are CPU-Hard disk, Dot Matrix/ Deskjet/ LaserJet Printer & Head, Laser Printer etc.
3. Maintenance of installed software/ drivers, removal of virus, software patch updating, system administration, and software support /troubleshooting/ re-installation of software, if corrupted, to keep the system fully operational, including coordination with OEMs for troubleshooting of computers and peripherals and any other maintenance work to be undertaken related to computers/ peripherals.
4. Preventive maintenance will be carried out periodically i.e., fortnightly. Complaints must be attended & resolved within 24 hours (holiday period excluded) to the best satisfaction of the user. Failing which penalty of ₹ 200/- per day beyond 24 hours will be charged.
5. The replacement of parts / spares shall be borne by the firm at its own cost.
6. The firm shall provide maintenance services from Monday to Friday excluding Public Holiday from 9:00 AM to 5:00 PM for all the equipment. However, the agency shall make the services of service engineers available on Sundays or other holidays also in case of any exigency.
In case of emergency the agency will expeditiously attend to complaints registered in the complaint register/ communicated to it telephonically.
7. The qualified service engineer would take up the reported fault within half day. If a complaint is reported before 1400 hours, the same shall be attended on the same day itself. The maximum response time to a request for service will be 24 hours. In case of malfunction in the equipment is not set right within 24 hours of its registration in complaint register/ reported telephonically, suitable standby equipment of same or higher specification shall be provided.
8. If bidder fails to attend the breakdown within 24 hrs. after communication by this Authority telephonically or in writing, the Authority reserves the right to get the work done from other service agencies and recover the cost thereof from Annual Maintenance Contract entered with bidder.
9. Dedicated telephone number/ email id would be provided by the bidder to attend to all service calls between 9 am to 5 pm.
10. Repair would be attended by the qualified engineer at site i.e., in the office of HPWWMA, Panchkula.
12. The successful bidder shall have to render the service satisfactorily and replace the genuine parts/ spares in the machines. In case the agency does not render satisfactory services or




replace with the sub-standard parts/ spares, the Authority is at liberty to terminate the contract at any time during the period of contract after prior notice of 15 days.

13. The firm shall provide all normal tools and test equipment needed for maintenance of the system and nothing extra shall be paid on this account.
14. No transportation charges, what so ever shall be paid by this office for any type of services.
15. The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Department, based on the performance of the service provider, at the same rate and terms & conditions, if agreed to by the firm.
16. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.
17. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, inks, cables exhausted battery of UPS and cartridges for printers, plotters and photocopier etc., the contractor will arrange all other parts/ components/ sub-assemblies including fuser assembly of laser printer free of cost. Any defective part(s) removed from the system on replacement with the new one will be taken over by the firm.
18. New equipment purchased from time to time, after the expiry of warranty / guarantee period, will also have to be serviced/ maintained at the same terms and conditions. Department reserves the rights to add/remove any equipment from AMC during the contract period.
19. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Executive Engineer (HQ)I Chandigarh, CPWD, Sector 9-A, Chandigarh regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. New system after warranty period will also come under annual maintenance agreement.
20. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. On completion of AMC period all the equipment should be in working order. If any equipment would not be set right by the firm, it will be got repaired from other agency at the risk and cost of the firm.
21. The contractor will be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
22. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of the department, the maintenance contract may be terminated by department and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of Engineer-in-Charge in this regard shall be final and binding on the agency.
23. It will not be open for the contractor to refuse maintenance of any equipment which is in working condition on the date of entering in contract.
24. In case of non-compliance with the contract, HPWWMA reserves the right to rescind the contract and impose suitable penalty in proportion to the damages.
25. The bidder may inspect and assess the condition of the hardware during office hours before submitting their bid.
26. "The Haryana Pond and Waste Water Management Authority" reserves the right to increase or decrease quantities of any item of the work at the time of award of the work or during the currency of AMC and the agency shall maintain the same at the rate quoted for similar item.
27. If any information furnished by the firm/company is found incorrect at a later stage, the firm shall be liable to be debarred from taking up work in HPWWMA, in addition to other action as deemed fit by Executive Vice-Chairperson, Panchkula.



28. The final Bids of only those bidders/items will be opened who qualify on the basis of their Technical Bids. The date and time of opening of the financial bids will be intimated in the due course.

29. Quantities of items as mentioned in the tender notice can be increased or decreased.

30. All the toners should be of original quality of Canon Company only.



**Office Superintendent,
HPWWMA, Panchkula**

Annexure- A

Details of HPA IT Assets Data									
Sr No	Branch	Placed with	TYPE OF ASSET	Make & Model	Processor	RAM	Hard Disc	Operating System	Date of Purchase
1	HQ	PAC	Desktop	HP X-series	i9	64 GB	1.5 TG	win-11	27.10.2020
2	HQ	TA	Desktop	Dell 3060	i3	12 GB	1 TB	win-11	07.05.2019
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63	IT	Programmer Developer	Laptop	HP Probook 450	i5	4 GB	1.5 TB	win-10	10.04.2019
64	IT	IT .NET	Laptop	HP Probook 450	i5	12 GB	1.5 TB	win-10	10.04.2019
65	HQ	PAC Room	Printer	Canon Imageclass-MF735CX	color				07.01.2019
66	CIVIL	PA to PAC CUM CLERK	Printer	Canon Imageclass-MF244dw	B/W				05.10.2018

67	HQ	PA to TA	Printer	Canon Imageclass- MF244dw	B/W				05.10.2018
68	HQ	PA to MS	Printer	Canon Imageclass- MF244dw	B/W				05.10.2018
69	HQ	XEN	Printer	canon G-6070	color				25.04.2022
70	ACCOUNTS	Accounts Team	Printer	canon G-6070	color				25.04.2022

Date:-

Signature of Bidder

Name-----

Address-----

Mob. No.-----