



**THE HARYANA STATE COOPERATIVE SUPPLY AND
MARKETING FEDERATION LIMITED
CORPORATE OFFICE, SECTOR 5,
PANCHKULA HARYANA (INDIA)
TEL: 2590520-24, FAX: 2590711 E.Mail: hafed-ho@hafed.gov.in
Web-site: <http://hafed.gov.in>**



E-Tender notice for Non-Comprehensive Annual Maintenance Contract (AMC) services for IT/ Electronics Equipment's and allied items in Hafed Corporate Office, Panchkula and Field Offices

HAFED an apex co-operative organization in the State of Haryana having annual turnover of more than 17,000 crore intends to invite **e-tenders for Non-Comprehensive Annual Maintenance Contract (AMC) services for IT/ Electronics Equipment's and allied items in Hafed Corporate Office, Panchkula and Field Offices**. Tender documents containing terms & conditions can be downloaded from e-tendering portal <https://etenders.hry.nic.in> and at Hafed Website <http://hafed.gov.in>. The bidders can submit their tender documents through e-Tender portal as per dates given in the tender document. All bidders are required to get register on e-tendering portal & obtain Digital Signature. Technical & Financial bid will be opened at Hafed Corporate Office, Sector-5, Panchkula (Haryana). Managing Director, Hafed reserves the right to accept/reject any/all the tenders or increase/decrease the tendered quantity without assigning any reason.

**MANAGING DIRECTOR
HAFED: PANCHKULA**

DETAILED NOTICE INVITING TENDER

Hafed invites e-tenders for **Non-Comprehensive Annual Maintenance Contract (AMC) services for IT/ Electronics Equipment's and allied items in Hafed Corporate Office, Panchkula and Field Offices** in single stage, two cover systems. Under this process, the Technical Bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. Technical Bid & Commercial Envelope. Eligibility of the Bidders will be first examined based on the details submitted online under first cover (Technical) with the request to eligibility and qualification criteria prescribed in the Tender document. The Price Bid under the second cover shall be opened for only those bidders whose Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

1. **The payment for Tender Document Fee and Processing Fee shall be made by the bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
2. Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. **He/ She will be required to make online payment of required EMD in due course of time. The intended parties fails to pay EMD fee under the stipulated time frame shall not be allowed to submit his/her bids for the respective event/Tenders.**
3. The interested bidders must remit the funds at least T+1 working day (Transaction + One Day) in advance as given under Key Dates **and make payment via RTGS/ NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder/agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at** <https://etenders.hry.nic.in>
4. The interested bidders shall have to pay mandatorily Processing Fee of Rs. 1,000/- (Non-refundable) and document fee of Rs. 1,000/- (Non-refundable) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.
5. The interested bidders shall have to pay Earnest Money Deposit (EMD) of Rs. 10,000/- online by using the service of secure electronic gateway. The EMD will be refunded to the un-successful bidders after award of contract.
6. The interested bidders must remit the funds at least T+1 working day (Transaction + One Day) in advance before the expiry date & time of the respective events. And make payment via RTGS/NEFT to the beneficiary account number specified under the online generated challan.

Key Dates

Sr. No.	HAFED Stage	Party Stage	Start Date and Time	Expiry Date and Time
1	Release of Tender	-		
2	-	Downloading of Tender Document/ Online Bid Preparation and Submission of online Bid/ Document fee, e-Service fee (1,000+1,000) and EMD of Rs. 10,000/-	06.03.2026 17:00 Hrs.	24.03.2026 11:00 AM
3	Opening of Technical Bid	-	24.03.2026 11:05 AM	
4	Opening of Financial Bid	-	The exact date & time for opening of the financial bids would be communicated separately	

Description of Item	Request of Proposal for Non-Comprehensive Annual Maintenance Contract (AMC) of Computers and peripherals.
Earnest Money	Rs. 10 000/-
Tender Document Fee (Non-refundable)	Rs. 1 000/-
e-Service Fees (Non-refundable)	Rs.1,000/-

Important Note:

- 1) The bidders have to complete 'Application/ Bid Preparation & Submission' stage on scheduled time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her Application/bid status will be considered as 'Applications/bids not submitted'.
- 2) Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

- 3) Bidder can rework on his/her bids even after completion of 'Application/ Bid Preparation & submission stage' (Application/ Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/ Bidder Stage.

INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. Registration of bidders on e-Procurement Portal:

All the bidders intending to participate in the tenders' process online are required to get registered on the centralized e-Procurement Portal i.e. <https://etenders.hry.nic.in> Please visit the website for more details.

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** A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details, please visit the website – <https://etenders.hry.nic.in>
- 2.3** 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.
- 2.4** The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://etenders.hry.nic.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.
- 2.5** 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 the stage of bid preparation. 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).

2.6 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 firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

2.7 In case of any change in the authorization, it shall be the responsibility of management/ partners of the 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.

2.8 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.

3. Pre-requisites for online bidding:

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from NIC or downloaded from the home page of the website - **<https://etenders.hry.nic.in>** The links for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

4. Online Viewing of Detailed Notice Inviting Tenders:

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://etenders.hry.nic.in>

5. Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://etenders.hry.nic.in>

6. **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.

7. **Online Payment of Tender Document Fee, Processing fee, Bid Preparation & Submission (Technical & Commercial/ Price Bid):**

7.1 **Online Payment of Tender Document Fee + Processing fee:** The online payment for Tender document fee, Processing Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and Processing Fee shall be made by bidders/Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC.

The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

7.2 **PREPARATION & SUBMISSION OF online APPLICATIONS/BIDS:**

- (i) Detailed Tender documents may be downloaded from e-Procurement website <https://etenders.hry.nic.in> and tender mandatorily be submitted online following the instruction appearing on the screen.
- (ii) Scan copy of Document to be submitted / uploaded for Technical bid under online Technical Envelope. The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF/JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of Technical Envelope.
- (iii) **FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)**

8. ASSISTANCE TO THE BIDDERS

For queries on Tenders Haryana Portal, Kindly Contact
Note: Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject while emailing any issue along with the contact detail. For any issue/clarification relating to the Tender (s) published kindly contact the respective tender Inviting Authority.

[Tel:-0120-4200462,0120-4001002](tel:0120-4200462,0120-4001002)

Mobile:88262-46593

Email:-support.etender@nic.in

For any technical related queries please call at 24x7 Help Desk number
0120-4001002,0120-4200462,0120-4001005,120-6277787

For support related to Haryana Tenders in addition to help desk you may also contact on email ID eproc.nichry@yahoo.com, [Tel:0172-2700275](tel:0172-2700275)

Timing: Technical support assistance will be available over telephone Monday to Friday (9:00 am to 5:30 pm) (Helpdesk Support in team shall not be contracted for online bidding on behalf of the contractors).

Note: Contact e-Procurement helpdesk on or before prior to 4 hours of the scheduled closing date and time of respective e-tendering event. Also, for queries related to e-payment of EMD kindly contact the helpdesk at least two days prior to closing date and time of the respective event.

Intended bidders mandatorily required to register their queries if there is any pertaining to the online bidding and the single e-Procurement portal at email address:- <https://etenders.hry.nic.in>

NOTE:- 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://etenders.hry.nic.in>

(Online Payment Guidelines)

Guideline for Online Payments at e-Procurement Portal of Government of Haryana.

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing) & Password. Bidder shall proceed to select the event/Tenders he is interested in. On the respective Department's page in the e-Procurement portal, the Bidder would have following options to make payment for tender document fee + Processing fee & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT or Over the Counter (OTC)

Operative Procedures for Bidder Payments

A) Debit Card

The procedure for paying through Debit Card will be as follows:

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on "Continue" button.
- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment
- (vi) The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal
- (viii) The status of the payment is displayed as "successful" in e-Procurement portal.
- (ix) In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-tendering portal shall store the unique transaction number in its database along with the date and timestamp.
- (x) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

The procedure for paying through Net Banking will be as follows:

- (i) Bidder selects Net Banking option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on "Continue" button
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- (v) Bidder chooses his / her Bank
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal
- (x) The status of the payment is displayed as "successful" in e-Procurement portal.
- (xi) In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-Procurement portal shall store the unique transaction number in its database alongwith the date and timestamp.
- (xii) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C) RTGS/ NEFT

This solution shall also allow the bidder to make the EMD payment via

RTGS/NEFT this shall add to the convenience of those bidders who are not conversant to use net banking option to make the transaction.

Using this module, bidder would be able to pay from their existing bank account through RTGS/NEFT. This would offer a wide reach for more than thousands bank branches and would enable the bidder to make the payment from almost any bank branch across India.

1. To choose the payment of EMD, the bidder clicks on RTGS/NEFT payment option.
2. Upon doing so, the e-Procurement portal will redirect the bidder to a page where it will generate a Challan.
3. This Challan shall include the beneficiary (virtual) account number and other details like beneficiary IFSC code each.

RTGS / NEFT Payment Procedure

The bidder shall be required to take a print of the challan and make the RTGS/ NEFT on the basis of the virtual account number period on the challan. This provision will ensure that number confidential details regarding the bidder or tender are disclosed to the bank while remitting the RTGS/NEFT.

The bidder would remit the fund at least one day in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mention in the challan. SBI Bank shall receive this amount and credit the payment gateway service provider intermediary Department/ PSUs Escrow Security Deposit account post validating the first part of the beneficiary account number, i.e., the client code only, In case of validation of client code is not successful, the bank shall return the fund and not credit the Techprocess intermediary Department/PSUs Escrow Security Deposit A/c.

D) Over the Counter (OTC)

This solution shall allow the bidder having account with SBI bank, to make the payment from any CMS enables Branch of SBI Bank in India. Bidders can make the payment via cash (if amount is \leq Rs. 49,999), Demand Draft or SBI Bank Cheque.

The procedure for paying through OTC mode is as follows:

- (i) Bidder selects over the counter remittance option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid. The bidder chooses the bank account number for refund of the amount.
- (iii) Bidder clicks on "Continue" Button.
- (iv) The e-Procurement portal displays the details of payment. The Bidders click on "Print_Challan" and print the OTC Challan.

- (v) Bidder submits the OTC Challan at the counter of any designated bank of SBI Bank with Cash/Demand Draft/SBI Bank Cheque (Payment in Cash is allowed upto Rs. 49,999/-).
- (vi) SBI bank verifies the URL (format to be discussed and decided) and amount with e-Procurement portal prior to accepting the payment.
- (vii) On successful verification from e-Procurement portal, SBI bank accepts the payment. In case of failure, SBI bank shall return back the OTC challan and payment to the bidder.
- (viii) SBI bank commits the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction number (I-Sure Reference Number) online against the URN and Amount.
- (ix) SBI bank will generate receipt for the payment transaction and issues the same to the bidder.
- (x) The e-Procurement system updates the bank transaction number against the URN and Amount based on the details sent by SBI bank online prior to generation of the receipt.
- (xi) The status of the payment will be displayed as “verification successful” in e-Procurement Portal, when the bidder clicks on the verification option in the portal.
- (xii) Bidder would be required to upload the scan copy of receipt as received from SBI Bank as part of proof in next tender portal before submitting the tender.

TERMS AND CONDITIONS

This is a two-bid tender to be submitted through e-tender, which can be online downloaded either from the Hafed's website: <http://hafed.gov.in> or from <https://etenders.hry.nic.in> portal.

1. The technical as well as financial bid is to be submitted online on the web portal <https://etenders.hry.nic.in>. However, the firms have the option to submit the supporting documents as required to be supported along with the technical bid either through the online mode along with the technical bids.

2. Bidders will have to procure/should have a legally valid digital signature certificate as per the Information Technology Act 2000, using which they can sign their online bids. Documents for the technical bid and the financial bid shall be submitted separately as per details given below.

**The Haryana State Cooperative Supply and
Marketing Federation Limited (HAFED)**

e-Tender for Non-Comprehensive AMC of Computer Hardware and Peripherals.

Online rates are invited for the Annual Maintenance Contract (AMC) of Computer Hardware and peripherals as indicated in ANNEXURE-I from the firms as per the configuration indicated against each item. It is, however, clarified that the numbers and specifications are indicative and likely to vary depending upon the needs of the HAFED. Therefore, the offer should be independent of these changes.

The rates should be submitted online on <https://etenders.hry.nic.in>. The technical bids will be opened as per schedule. The Financial bid will be opened of only technically qualified bidders.

Terms and Conditions (non-comprehensive AMC):

Scope of work:

1. The AMC will be non-comprehensive should cover maintenance of hardware and software like windows, MS Office, Anti-Virus Software, Internet Explorer, installation/ removal of any software/ hardware purchased by the office from time to time, placement of hard disc, CD/DVD drives and LED/ picture tube etc.
2. The AMC contract would be for the whole lot of equipment as a package and will not be for individual items. In case bidder do not quote for an item, their quote will be summarily rejected.
3. The bidder should submit the item wise price for all the items online (<https://etenders.hry.nic.in>) as **Annexure- 'I'** for AMC. The rates quoted should be inclusive of all the taxes. Manual bids invited only if online document is not legible.
4. AMC shall not cover the replacement of components or parts but will be limited to preventive and diagnostic call meant for the repair of the machine.
5. All components replaced by the service provider will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, service provider will undertake to upgrade/ replace the subsidiary/ supplementary component also. The service provider shall maintain the equipment as per manufacturers guidelines and shall use standard components for replacements. In case

of an instance of sub-standard repair / replacement of parts by the service provider, it may lead to cancellation of the contract and any other legal action may be taken against the service provider.

6. All the equipment's available in various Floors and Divisions of HAFED Corporate Office, Sector-5 Panchkula as well as in the Field offices are required to be maintained on as is where is. No Additional charges would be paid for making the equipment functional.
7. The number of equipment may vary / change, depending upon the location as per requirement of HAFED in future.
8. In case any of the items are disposed-off during AMC period those will be excluded from the list and in case any item becomes out of warranty during AMC period those will be included in the list of items for AMC.

Contract Period:

9. The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entered during the contract period. It will be at the discretion of HAFED to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period, if necessary. The rate card/list for all the services will be submitted at the time of proposal and is same throughout Haryana
10. Initially, the AMC contract is for a period of one year. However, the HAFED reserves the right to review the contract before the expiry period of 12 months depending upon the need for continuity and extend it further for a maximum period of one year on half yearly basis on the approved rates and on the same terms and conditions. In that case the AMC provider will certify that they have not quoted at a price lower than being offered to the HAFED to some other organization for the same items.

log book and record Procedures:

11. The AMC provider shall maintain a log book and record therein each indent of equipment malfunction, date and time of reporting of fault and of commencement and successful completion of repair work performed on the equipment, the date and time of closing the compliant call countersigned by the service engineer of the firm & by the official of HAFED. This register would be submitted as and when asked by HAFED

Transport:

12. The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, this office shall not make any payment towards cartridge and expenses for the to & fro

transportation. The aforesaid cost and risk of transportation to & fro the workshop shall be that of the service provider's undertaking the AMC.

Payment Terms:

13. The AMC for the computers and peripherals shall be for a period of one year. The payments shall be made on a quarterly basis after the successful execution of the maintenance work against bills submitted to HAFED after obtaining a satisfactory report from all the concerned offices of HAFED. This AMC includes all physical components of all equipment mentioned under AMC.
14. No advance payment shall be made.

Security Deposit:

15. A Separate Security deposit amount equivalent to three month's contract shall have to be provided in the form of Bank guarantee in the favor of the Managing Director, HAFED Corporate Office, Sector 5, Panchkula. This would be required at the time of signing the contract. This amount is refundable one month after the successful completion or expiry/ termination of the contract.

Eligibility Criteria:

16. The bidder should be a single entity and must be a registered company under company's act 1956 / MSME. The bidder is required to attach a copy of the Registration Certificate and Article of Association with the pre-qualification cum technical bid.
17. Consortium is not allowed to participate in this bid.
18. The bidder must have a minimum of three years of existence in the AMC of PCs /Products ups etc.
19. The bidder must be profit making for the last three financial years.
20. The bidder's turnover from the related work such as AMC of computer hardware and allied items and IT infrastructure must be more than Rs. 50.00 Lakh in each of the last three financial years viz. 2022-23, 2023-24 and 2024-25. Attach a certificate, in original, from a chartered accountant mentioning that the said turnover is from "Annual maintenance of hardware and IT infrastructure" with the pre-qualification cum technical bid.
21. The bidder must have its service network in Haryana / NCR Delhi region / Chandigarh region.
22. The bidders company/ Firms must have minimum five technical person on the role. These service engineers must have the required technical

qualifications in the maintenance of the computers and its related peripherals.

23. The bidder should not have been blacklisted by any Central/ State Government department/ organization in the last three years. (Attach self-attested certificate with the prequalification cum technical bid)
24. The bidder must have a valid GST number and PAN number. Please attach a copy of the same with the prequalification cum technical bid.

Service Level Agreement (SLA):

25. The successful bidder will have to sign a Service Level Agreement (SLA) with HAFED detailing in the terms and conditions of tender document.

(Flag –A)

26. At least one service engineer shall be available for HAFED between 9.00 A.M & 5.00 P.M on all working days during the tenure of the contract, who would be competent enough to handle all issues pertaining to hardware/ software/ configurations that may arise. It shall be the onus of the service provider to ensure that the service engineer is well equipped with all the tools/ equipment required for AMC.
27. The breakdown calls should be attended on the same day with necessary standby spare parts, if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.
28. Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance should be done at-least once every month apart from any number of breakdown calls.
29. The Service provider should undertake to maintain adequate stocks of spares, accessories at their local office and other required goods and services as required in connection with the Services.

Termination:

30. In case the services are not found satisfactory the contract may be terminated by giving 15 days' notice.
31. On expiry or termination of the contract all equipment shall be maintained on an "as-is-where-is" basis at all location failing which liquidated damages will be deducted from the service provider's bank guarantee etc

Dispute resolution & Jurisdiction:

32. If any dispute or difference of any kind whatsoever shall arise between the parties in connection with or arising out of this agreement (and whether before or after the termination on breach of this agreement) parties shall

promptly and in good faith negotiate with a view to arrive at amicable resolution and settlement. In the event no amicable resolution and settlement is reached within a period of 15 days from the date on which the dispute or differences arose, such dispute or differences shall be referred to a mutually acceptable sole Arbitrator, or upon the failure of the parties to agree upon a sole Arbitrator, either party may get the appointment of Sole Arbitrator from the competent court of governing jurisdiction. The Arbitration proceedings shall be conducted as per the provision of the Arbitration and Conciliation Act and rules made thereunder. The fees and expenses shall be borne equally by both the parties.

33. The existence of any dispute or differences or the initiation or continuation of the Arbitration proceeding shall not postpone or delay the performance by the parties of their respective obligation pursuant to this agreement. The outcome of the Arbitration shall be binding upon all the parties involved."
34. The place of Arbitration and Jurisdiction shall be "Panchkula" only.

General condition:

35. Ambiguity and vagueness should be avoided.
36. The bid validity should be valid for three months from the date of submission.
37. All the bids should be addressed to the Managing Director, HAFED, Sector 5 Panchkula-134109.
38. The Managing Director HAFED has the right to accept or reject or cancel the tender at any stage.

Tender Document

A. Technical bid qualification Requirements

The technical qualification offer will contain information demonstrating the competency of the firm. This should confirm to the following:

1. The bidder must submit the following details as part of the Technical Bid:
 - Profile of the firm
 - Contact person details (Name, Phone No., Email ID)
 - Area of expertise
 - Manpower profile (Proof of onrole, experience, qualification)
 - Customer base with details of equipment maintained.
2. Copy of Registration Certificate, PAN and GST Number.
3. Copy of financial statement of last three year.

4. Copy of CA Certificate for Annual Turnover and Profit is from Annual maintenance of hardware and IT infrastructure for FY22-23, FY23-24 & FY24-25.
5. Copies of work orders having values not less than Rs. 50.00 Lakh/ annum in each of the last three financial years.
6. Proof of service center at Haryana/ Delhi/ Chandigarh.
7. The Firm should signed & stamped the undertaking regarding not blacklisted by any Central/ State Government / agency in India for any kind of fraudulent activities given at **Annexure-II**.

Undertaking

I/we agree to maintain all the items of Annexure-I and all terms and conditions of the tender document are acceptable to us.

I/we hereby declare that we are not blacklisted by any Central/ State Government/ agency of India or any other Public Sector Undertaking/ any Regulatory Authorities in India for any kind of fraudulent activities.

Date:

**Signature of Bidder
(With Seal)**

B. Financial bid Terms & Conditions:

1. The bidder should submit the item wise price for all the items online (<https://etenders.hry.nic.in>) as **Annexure- 'I'** for AMC. The rates quoted should be inclusive of all the taxes.

Price Bid

S.No	Model & Make	Qty	Unit Price inclusive of all the taxes	Total Amount inclusive of all the taxes
<u>SERVERS & PCs</u>				
1	Lenovo Xeon Servers IBMX3650,QuadCorex5420 (2021)	2		
2	HP 280 G4 i5 Desktop (2019)	127		
3	HP 200 AIO Desktop (2021)	132		
4	Apple iMac 24" PC (2021)	1		
5	Dell Optiplex 3060 SFF (2019)	1		
<u>PRINTERS</u>				
1	Canon MF246dn (2019)	48		
2	Canon LBP 6230dn (2019)	24		
3	Kyocera M2040dn (2020)	1		
4	HPLJ M479fdw Color (2021)	4		
5	HPLJ Pro M202dw (2021)	64		
6	HPLJ M329dw (2022)	3		
7	Brother B2080dw LJ (2022)	156		
8	TVS RP3200 Thermal Printer (2024)	37		
9	TVS BSI20IG Barcode Scanner (2024)	60		
10	TVS Barcode Printer LP (2024)	5		
<u>UPS</u>				
1	Microtek 1 KVA (2019 & 2021)	27		
<u>LAPTOPS</u>				
1	HP 348 i7 Notebook (2018)	14		
2	Dell Vostro 3481 i3 (2019)	24		
3	HP Core i7 X360 (2023)	2		
Grand Total				

* The AMC contract would be for the whole lot of equipment as a package and will not be for individual items. In case bidder do not quotes for an item, their quote will be summarily rejected.

B2. Location wise List of Hardware items in Head Office and Field Office (Computers, Laptop, Printers, UPS) is placed at 'Annexure-I'.

B3 The Rates (inclusive of taxes) of all the Computer items/ components must be upload at the time of bidding with financial bid, which items/ components shall be required in future during AMC Services and these item rates shall be offered for all HAFED offices.

C. Evaluation Criteria:

The contract will be awarded to the lowest price bidder (L1).

D. AGREEMENT FOR MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS

This agreement is made on _____

Between _____, having Address _____ (hereinafter called 1" party) and HAFED (here in after called 2 party) respectively as below terms and conditions: -

1. HAFED has issued the Work Order No: _____, Dated _____.
2. _____ shall performed services as per Terms and Conditions of the Tender and work order.
3. Payment shall be released on satisfactory performance.
4. Rates mentioned in work order shall governed all payments.

In witnesses whereof we have here into set our hands on this day, month and year first mentioned in the presence of the following witnesses: -

Executants:

1. _____, (1st Party)

2. _____ (2nd Party)

Witnesses:

1. _____

2. _____