

GOVERNMENT OF PUDUCHERRY
DIRECTORATE OF INFORMATION TECHNOLOGY

No.652/DIT/D1/2022/2133

Puducherry, dated 14.09.2022

CIRCULAR

Sub: Purchase and AMC of computers and other IT equipments through the Government e-Marketplace (GeM) portal.

In keeping with Rule 149 of GFR 2017, all Departments/Offices/Autonomous Institutions/Boards/Corporations/Societies need to procure all IT equipments, including Computers and associated accessories, mandatorily through the **GeM** (<https://gem.gov.in>).

2. Due to advancements in technology, the technical specifications of IT equipments have changed very rapidly. Accordingly, *in supersession of all previous circulars* issued in this context, revised norms and guidelines for the purchase of IT equipment and annual maintenance shall be as outlined herein. A procurement in conformity with the guidelines prescribed herein need not be referred to this Directorate for technical clearance/Rate Reasonability Certificate (**RRC**)/inspection. The officials of this Directorate would also not be required to be included as a member of the purchase committee for any procurement undertaken through GEM, including for the Annual Maintenance Contract (**AMC**), while following the procedure prescribed herein.

3. The **revised Standard Technical Specifications** for procurement of IT equipments in common use today would be as prescribed in **Annexure I**. However, the procurement shall be subject to GFR, extant Delegation of Financial Powers, and other guidelines issued by the Finance Department from time to time.

4. The need for an Annual Maintenance Contract (**AMC**) is part and parcel of procurement of IT hardware after the completion of the warranty period. While inviting bids for any IT equipment, through the GeM portal, the additional cost for an extended period of warranty¹ should also be obtained as a separate component, to enable the price comparison on **Life Cycle costing (LCC) basis** as per Finance Department's ID Note No.635/FD/F3/2021-22 dated 22.11.2021, as further supplemented by FD's OM No.635/FD/2022 dated 01.09.2022 on discount rate determination for estimating the Net Present Value (**NPV**). The extended warranty to cover the AMC period on the LCC principle needs to be sought, unless such an extended warranty is not available for a particular IT equipment. The revised guidelines for AMC are given in **Annexure-II**.

5. For **other IT/ITeS hardware requirements** than those covered under **Annexure I**, the same shall be mandatorily referred to this Directorate, along with requisite justification, for technical clearance, and to Finance Department for financial concurrence before going for bidding.

6. The **life span of IT hardware** except servers shall normally be taken 7 years for LCC purposes. Till such minimum life span, the IT products should be maintained under an extended warranty or separate AMC, only where the extended warranty is unavailable, as per the rate norms in para 7 below. If the systems still meet the user

¹ Extended warranty for the life span would obviate the need for procuring the AMC services separately.

requirements beyond its prescribed life span of 7 years and the AMC Vendor agrees to continue the AMC, on the same terms and conditions, the AMC may be continued.

7. The **rate of AMC** (obtained as extended warranty cost or as separate pricing, where the extended warranty is unavailable) shall *not exceed* 6% of the actual purchase cost for the computer system, accessories, and UPS except Servers. The actual purchase cost of hardware means the cost *excluding* the additional warranty, anti-virus software, freight charges, handling costs, GST, etc. In the case of CCTV, EPABX, FAX, LAN, active components-switch, modem, etc., and Servers, the AMC amount shall *not exceed* 8% of the actual purchase cost. Passive components in LAN such as CAT cable, I/O outlet, etc. shall not be included under AMC. The AMC amount shall be payable in 4 equal installments, 25% each on completion of every quarter of AMC, after deducting the downtime penalty, if any in the contract period.

8. Specifications for the **UPS system** are given in Annexure I. While receiving bid cost for an online UPS system, split-up rates for the battery bank and UPS system should be invited. The UPS system alone may be considered for AMC purpose.

9. It shall be ensured that the **printer/scanner** are shared, as opposed to individual/independent printers for the entire office on a floor/hall. Multifunctional printers may be procured for this purpose. Such printer/ scanner may be placed in a common area even if physical rooms of officers/staff are separated. **Big screen television**, depending on room size, may be procured instead of **Multimedia Projector**.

10. Further, for the **officers of the rank of Head of the Department and above**, higher specifications, including individual printer/scanner, than the specifications prescribed in the Annexure I, may be procured, for reasons to be recorded in writing by the Administrative Secretary, and after obtaining clearance from the Finance Department.

11. While inviting bids for procurement of any IT equipment, **bid-specific terms and conditions**, could be added by the procuring entity, based on its specific needs. In this regard, the Departments could refer to <https://gem.gov.in/additional-terms-and-conditions> for guidance. Some *important* terms and conditions that could be included as the buyer added additional terms and conditions in the bid are reproduced below:

- (i) **Scope of Supply:** Bid price includes all cost components, including Supply, Installation, Commissioning, Testing of Goods, and Training of operators and providing required Statutory Clearances (if any).
- (ii) **Commencement of Warranty** shall be the date on which installation is completed.
- (iii) **Extended warranty** for the complete life cycle of 7 years may be sought. Alternatively, capital cost, including normal warranty plus AMC cost may be taken and assessed on an LCC basis.
- (iv) **Certificates:** The seller shall upload a certificate certifying that the hardware and the software being offered do not contain any Embedded Malicious code that would inhibit the designed functions of the equipment, cause physical damage, etc.

(v) **Manufacturing date:** The manufacturing date of the hardware shall not be more than three months from the date of supply².

(vi) **Service & Support:**

- a) **Availability of Service Centres:** Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location. If the service center is not already there at the time of bidding, the successful bidder/OEM shall have to establish one within 30 days of the award of the contract. Payment shall be released only after the submission of documentary evidence of having a Functional Service Centre.
- b) **Escalation Matrix for Service Support:** Bidder/OEM must provide Escalation Matrix along with timeline, contact persons, mobile number, address, and e-mail for Service Support.
- c) **Deficient Service:** In case of deficiency in service to resolve the complaints in a pre-specified time, a penalty may be imposed on the supplier as specified in the bid document, and/or the supplier/service provider may be blacklisted.

12. To get optimum prices under bulk discount, the departments shall, unless for exigent reasons, **consolidate the IT equipment requirements** from all their offices, including from subordinate offices/societies/institutions, etc. under their administrative control, on a half-yearly basis (beginning 1st April, and beginning 1st October) before tendering. Ad-hoc and piecemeal proposals shall not be admissible.

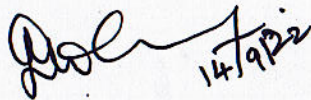
13. In case of any **requirement for a Router/ Switch** for network connectivity, the Departments/ Government agencies may contact the Director IT.

14. The **inventory details** of IT/ITeS hardware equipments along with new procurement shall be sent to this Directorate on half yearly basis i.e., 1st April and 1st October of every year in the format given in **Annexure III**.

15. The guidelines on Implementation of **e-Waste Rules, 2016** issued by the Puducherry Pollution Control Committee are available at <https://dste.py.gov.in/ppcc/waste%20management.html>. The Standard Operating Procedure (**SOP**) for disposal of IT equipments will be issued by this Directorate separately.

16. This issues with the concurrence of the Finance Department, Puducherry, vide I.D. No. 940/FC/FD/F3/2020-23 dated 12.09.2022.

/By Order of the Lt. Governor/


(D. MOHANKUMAR)
Director (IT)

1. All Secretaries/ Secretariat Departments
2. All HODs/Heads of Autonomous Bodies
3. All SAOs/JAOs for ensuring faithful compliance
4. District Collector, Karaikal, Regional Administrator, Mahe and Yanam
5. The Dy. Accountant General, O/o the AG (Audit), Tamil Nadu and Puducherry, Puducherry Branch

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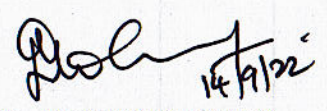
6. The P.S. to the Chief Secretary

² In this rapidly changing technological environment, this clause would ensure that stable, improved, and latest version of IT hardware is supplied.

**Standard Technical Specifications for
Procurement of Computer Hardware and other IT Accessories**

S.No.	Category	Standard Specifications	
		Parameters	Specification
1	Desktop Computers (for normal office work)	Processor Description	Intel Core i5/ AMD Ryzen 5
		Processor Generation	11 th Generation or latest
		Graphics card	Integrated
		RAM Size	8 GB upgradable upto 16GB
		Total HDD capacity	Upto 1 TB
		Operating System	Windows 11 Professional (Pre-loaded) or latest
		Monitor Size	21.5/22/23 inches
		Anti-virus software	Minimum for warranty period
		Onsite OEM Warranty	3 years minimum
		Keyboard & Mouse	Wired or Wireless
2	Laptop (only for HOD and above rank officers)	Processor Description	Intel Core i5/ AMD Ryzen 5
		Processor Generation	11 th Generation or latest
		Graphics card	Integrated
		RAM Size (Upto)	8 GB upgradable upto 16GB
		Total SSD Capacity	Upto 1 TB, as justified
		Operating System	Windows 11 Professional (Pre-loaded) or latest
		Display Size	13.3 to 15.6 inches
		Anti-virus software	Min. for laptop warranty period
		Onsite OEM Warranty	3 years minimum
3	Printer	Battery Warranty	1 year
		Print Technology	Laser/ Ink
		Type of Printing	Mono/ Colour (if required)
		Paper Size	A4/ Legal
		Print Speed (Mono/ Colour)	20 PPM or higher
		Duplex Feature	Yes (Auto)
		Network Connectivity	Yes
		USB Port	Yes
		Duty Cycle	Minimum 5000 per month
		Onsite OEM Warranty	3 years minimum
4	Photocopier-cum-Multifunctional Printer	Wireless Connectivity	Optional
		Print Technology	Laser
		Type of Printing	Mono
		Paper Size	A4/ Legal/ A3
		Type of Machine	Multifunctional (Print, Copy, Colour Scan)
		Print Speed	20 PPM or higher
		Resolution	Minimum 600 x 600 dpi (print)
		RAM Memory	Minimum 512 MB
		Automatic Document Feeder	Optional
		Duplex Feature	Yes (Automatic)
Network Connectivity	Yes		
	USB Port	Yes	

		Duty Cycle	Minimum 20000 per month	
		Onsite OEM Warranty	3 years minimum	
		Wireless Connectivity	Optional	
5	Centralised UPS System (for 3 or more computers - 1 KVA for every 3 computers)	Rating in KVA	1.0 KVA minimum or higher	
		Technology	IGBT – PWM without inbuilt Isolation Transformer	
		Input Power	Single phase 160V – 260V sine wave 50 Hz.	
		Output Power	Single phase 230V +/- 1 % sine wave 50Hz	
		Degree of Protection	IP20	
		Paralleling kit for synchronising	No	
		Overload	20% Overload limit for minimum 10 minutes and 50 % overload for 1 minute	
		Warranty Period	3 years minimum	
		Protections: Over voltage, short circuit, and overload at UPS output terminal. Under voltage at battery terminal.		
		Indicators: (i) Mains presence; (ii) Battery charging and discharging; (iii) Output overload; (iv) Low battery voltage.		
Digital meters: (i) Input AC voltage; (ii) Output AC Voltage, current and frequency; (iii) Battery voltage and current.				
Battery (Not less than 800 V*AH for every 1 KVA for 30 minutes backup)	Backup time (Minutes)	30 Minutes		
	Minimum V* AH	800 V* AH		
	Type of battery	12 Volts SMF-VRLA conforming to JISC:8702 (Part 1,2 & 3) or IEC latest		
	Movable trolley for batteries	Without trolley but with rack		
	Warranty (Minimum)	2 years		
6	Offline UPS System (for single or two users location)	VAH	Minimum 12 V*7AH batteries	
		Backup time	Minimum 10 to 15 minutes	


 (D. MOHANKUMAR)
 Director (IT)

REVISED GUIDELINES FOR AMC

1. The comprehensive AMC of IT equipments shall be provisioned through GeM with the date of commencement and the date of expiry of the contract specifically mentioned in the contract.
2. The **on-site comprehensive AMC**, covering both preventive as well as corrective maintenance of IT infrastructure shall be procured. The AMC may be entered with those vendors/ service providers who are having their service center at the place of service or to those vendors/ providers who shall be ready to commit to open their office at the place of service within a month of issue of the work order.
3. **Preventive Maintenance** activity shall include updating of service packs, drivers and operating system patches, physical clearance and testing of equipments, carrying out system diagnostic tests and taking requisite remedial action, point-to-point connectivity test, etc. At least one preventive maintenance activity should be scheduled every quarter during the maintenance period.
4. Under **corrective maintenance**, any defects in the IT equipments shall be rectified, and all defective components of IT equipments necessary for normal operation, except consumables such as cartridges, drum kits, batteries, etc. shall be replaced. The AMC vendor shall replace the defective products/ parts with similar or higher make/ configurations of respective OEM products/ parts.
5. The AMC vendor shall provide a **Service Escalation Matrix** with contact details (escalation hierarchy along with timeline, contact persons, mobile number, address, and e-mail) through which the Department/ Organization shall contact for AMC support.
6. The Vendor shall have a **proper complaint call registration** – procedure for logging complaint, follow-up etc., and provide traceability of all complaints from registration to call clearance; The vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the AMC Vendor, nature of fault observed and whether cleared or not, If further observation needed, it would be given in writing whether the normal usage could be continued along with the details of subsequent visit for observation, closure of call, clearance of fault and any other relevant information.
7. **Downtime will be recorded** for faults/complaints pending beyond the prescribed time of **Table 1** after the registration of complaints by the user Department with the AMC Vendor. The AMC holder shall give a unique complaint registration number and such relevant details as to the registration process leading to timely clearance of faults within the prescribed time. For complaints pending more than the prescribed time, a downtime record will be created by the user department and a pro-rata deduction of the penalty amount will be affected for payments due to the AMC vendor at the end of every quarter for the number of days the computer systems was not available for use from the call registration date.

8. Table 1 - Downtime Penalty:

S.No.	Type of Computer /Equipment	Downtime - Penalty
1.	If equivalent standby is given within 24 hours, DOWNTIME is NIL	"NIL" Penalty
2.	Laptop/ Desktop Computers	₹ 500 per day after 48 hours for every day/part thereof.
3.	Printers, Scanners, Multi-functional printers, Multimedia Projector, EPABX, Fax, Offline UPS, Digital Copier, etc.	₹ 250 per day after 48 hours for every day/part thereof.
4.	Servers	₹ 2000 per day after 48 hours for every day/part thereof.
5.	UPS Downtime	₹ 300 per day after 48 hours for every day/part thereof.
6.	For computer, printer, UPS systems at Bill Collection Centres, Hospital Registration Counters, DAT counters	₹ 500 per day after 24 hours for every day/ part thereof.

9. The IT equipments (computers, printers, scanners etc.) *identified as critical* for functioning shall be specifically included in the AMC contract as a separate clause, and lower downtime for them may be prescribed.

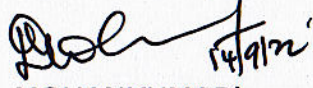
10. Downtime Details Form

- (i) Office Name and Location :
- (ii) AMC Vendor name :
- (iii) AMC Vendor Local Address :
- (iv) AMC Vendor Office Address :
- (v) Phone /Mobile Numbers :
- (vi) Email-id :
- (vii) AMC Period - Start Date: End Date :

Type of Computer Equipment Name, make & Model	Equipment S.No.	Fault reporting date and time	Docket No. maintained in Maintenance Register	Fault Clearance Date	Downtime >48 hours or part thereof (in Days)	Penalty (₹)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

11. All the complaints need to be also sent to the AMC vendor through email. The date and time of such complaints should be recorded and mentioned in the above table.

12. This contract does not cover the damages to the equipment if occurred due to natural calamities, such as lightning, flood, electrical short circuit, physical damage, and rat bites.


 (D. MOHANKUMAR)
 Director (IT)

**Proforma for Inventory Details of IT / ITeS Hardware Equipments
(Half Yearly Basis i.e. 1st April And 1st October of Every Financial Year)**

1. **Name of the Department:**

2. **Type of action** (New procurement / Inventory / Items condemned) (Please tick the right option):

New procurement – Any new procurement in the last six months

Inventory – Total equipments inventory as of 1st April / 1st October, including new purchase

Item condemned – Details of items condemned (or) pending condemnation (Please include remarks about the exact stage of condemnation)

Sl. No	Name of the IT Equipment	Quantity	Make and Model	Specifications					Date of Purchase	Remarks
				Processor	RAM	HDD capacity	SSD capacity			
1.	2	3	4	5	6	7	8	9	10	
1.	Desktop Computer									
2.	Laptop									

Sl.No.	Name of the IT Equipment	Quantity	Make and Model	Specification			Date of Purchase	Remarks
				Print Technology (Laser / Ink/ Dot matrix)	Type of Machine (Multifunctional or not)	Type of Printing (Mono / Colour)		
1	2	3	4	5	6	7	8	9
3.	Photocopier							
4.	Printer							

Sl. No.	Name of the IT Equipment	Quantity	Make & Model	Type and size (Sheet fed / Flat bed / Integrated both) (A4 / Legal)	Date of Purchase	Remarks
5.	Scanner					

S. No.	Name of the IT Equipment	Quantity	Type / Capacity of UPS (Standalone / Centralised)	Battery Capacity and Quantity of Batteries	Date of Purchase	Remarks
6.	UPS		Standby / Centralised			

...	Any other item					