

ICT (Laptop and Desktop) Guideline 2024



Department of Procurement and Properties

Ministry of Finance

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ROYAL GOVERNMENT OF BHUTAN
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FOREWORD

The rapid advancements in Information and Communication Technology (ICT) have significantly transformed how governments operate. Efficient and effective ICT utilization is crucial for the successful implementation of policies and programs. Recognizing the indispensable role of computers in enhancing the productivity of civil/public servants and ensuring the delivery of quality services to citizens, the government has prioritized their procurement and management.

As the focal agency for procurement within the government, the Ministry of Finance has developed this guideline to provide a standardized approach for acquiring laptops and desktops by budgetary agencies. This guideline reflects the commitment to promoting transparency, accountability, and efficiency in the procurement process.

The provisions outlined in this guideline are designed to ensure that government agencies acquire suitable, genuine computer equipment that meets their operational needs while promoting cost-efficiency and responsible asset management. By adhering to these procedures, agencies will contribute to the optimal utilization of public resources, fostering a more effective and transparent procurement system.

For any queries, clarification, or interpretation of this document, please contact: Central Procurement and Property Management Division, Department of Procurement and Properties (DPP), Ministry of Finance.

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(Lekey Dorji)

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Chapter 1

General

Title

1. This guideline shall be called the ICT (Laptop and Desktop) Guideline 2024.

Commencement

2. This guideline shall come into force on October 1, 2024.

Objective

3. The primary objective of this guideline is to establish a standardized procedure for budgetary body to purchase computers. This guideline aims to ensure the economy, efficiency, transparency, accountability, and optimal utilization of public resources in the acquisition of computer equipment.

Scope

4. This guideline shall apply to all budgetary body, including the armed forces within the government of Bhutan for the purchase of computers from the vendor identified by the Ministry of Finance.

Repeal

5. This guideline will repeal the ICT Guideline 2021 and any other related notifications or circulars issued before this Guideline.

Definition

6. For this guideline, the following definitions shall apply:
 - i. **Budgetary Body/Bodies:** These include Ministries, Constitutional Bodies, Autonomous Agencies, Dzongkhags, Thromdes and Gewogs.
 - ii. **Computers:** It will refer to both desktops and laptops.
 - iii. **ICT Officer (ICTO):** An Information and Communications Technology Officer responsible for inspecting and ensuring that the procured devices meet the required specifications.
 - iv. **Individual:** Refers to an official or employee of a budgetary body, including armed forces, who is eligible to receive a laptop or desktop under this guideline for official use during their tenure within the agency.
 - v. **Procurement:** The process of acquiring laptops and desktops by government agencies from the supplier.
 - vi. **Purchase Order:** A formal request made by an agency to the supplier to purchase laptops and desktops, specifying the quantity, model, and delivery details.
 - vii. **Useful Life:** The period during which a device is expected to remain functional. The useful life starts from the purchase or invoice date.

Chapter 2

Eligible Computer and Pricing

Approved Computer Brand and Category

7. The budgetary bodies shall purchase the following brands and categories of computers from the supplier:

Category	Brand	Models/Specifications
Mac Laptops	Apple	- MacBook Air
		- MacBook Pro (Mid-range)
		- MacBook Pro (High-end)
Laptops and Desktops	Lenovo and Dell	i3, i5, i7, & i9

Chapter 3

Ordering, Pricing, and Approval

Ordering Process

8. All budgetary bodies shall place order directly with the Supplier.
9. A copy of the order must be submitted to the Department of Procurement and Properties (DPP) for record-keeping and monitoring.

Pricing Details

10. The DPP shall provide pricing details to all the budgetary bodies for all the computers mentioned in Clause 7.

11. The pricing detail shall also contain the following information:
 - i. Contact information of the supplier;
 - ii. Duration and Mode of payment;
 - iii. Mode of delivery;
 - iv. Warranty period;
 - v. Inclusion of freebies, if any
 - vi. Liquidated damages and penalties to be imposed in case of delay in delivery and payment; and
 - vii. And any other required information.
12. The pricing shall also be made available on the Ministry of Finance website.
13. Whenever there are revisions/changes to the prices of the computers, they shall be updated and made available to all budgetary bodies.

Special Requirements

14. If the shared specification provided to budgetary bodies does not meet their specific requirements, the budgetary body must inform the DPP. The DPP will coordinate with the supplier to gather pricing details for the requested specifications and share them with the budgetary bodies.

Approval Process

15. The Head of the budgetary body shall approve the issuance of computer to individual based on their specific needs and the available budget. The approval will include determining the appropriate computer model (e.g., MacBook Air, Dell i7) to be issued.

Chapter 4

Warranty, Quality Assurance, and Asset Management

Warranty

16. All computer purchased from the supplier will be covered by a warranty. This warranty includes manufacturing defects and hardware issues but excludes damages resulting from misuse, accidents, or unauthorized repairs.
17. Budgetary bodies must coordinate directly with suppliers for warranty claims within a warranty period.
18. The expenditure for repair and maintenance resulting from the negligence of the individual shall not be covered by the warranty.

Quality Assurance

19. Upon receipt of the purchased computer, the budgetary body's Information and Communications Technology Officer (ICTO) shall inspect the computer to ensure it conforms to the specifications stated in the order. In the absence of the ICTO in the budgetary body, the relevant official shall carry out the inspection.
20. As per the purchase order, the ICTO or the relevant official must verify that the computer meet the required specifications, including hardware configurations and pre-installed software.
21. A report of the inspection shall be maintained.
22. The inspection shall be carried out upon delivery of the product and the supplier shall be notified of any defects or discrepancies within 10 days of delivery.

Asset Tracking

23. All computers purchased under this Guideline shall be entered into the Government Inventory Management System (GIMS). This will ensure accurate tracking of the devices, including information on the cost, assigned user, location, and device status.

Chapter 5

Useful Life, Transfer, and Exit Protocols

Useful Life of Computer

24. The following shall be the useful life of the computers:

Mac Devices	7 years
Windows Devices	5 years

Transfer of Computer

25. When an individual is transferred from one budgetary body to the other, the computer will also be transferred.

Separation from Office

26. In the event of separation from service before the end of the device's useful life, the individual may choose to either purchase the device at its depreciated value or return it to the office.

Transfer of Ownership After Expiry of Useful Life

27. Upon the expiration of a computer's useful life, the computer will be transferred to the individual at no cost. This allows for a seamless replacement process while providing individuals with the option to retain their old devices.

Issuance of New Computer

28. Upon the device's end-of-life, an individual shall be eligible for issuance of a new computer.
29. Computers in common areas (e.g.: IT labs) will remain in use until they are no longer functional.

Ownership transfer for computers bought before the centralized procurement policy

30. Individuals may retain computers purchased prior to the implementation of the centralized procurement policy, after their expected lifespan has ended, at no additional cost.
31. At the time of separation, individuals may, if desired, purchase previously owned devices at a depreciated value. These devices are referred to in Clause 30.

Special Cases for Issuance of New Devices

32. In case a computer is damaged or malfunctions due to unforeseen or uncontrollable circumstances, new computer may be issued regardless of their remaining useful life.
33. A team of relevant personnel shall be formed to verify the claims, assess the situation, and determine whether to provide new devices.
34. If the damage is determined to be caused by the negligence of the individual, the repair, maintenance, and replacement costs will be borne by the individual.
35. If the damage is deemed to be due to natural factors beyond the individual's control and not covered by the warranty, the repair, maintenance, and replacement costs will be covered by the budgetary body.

Depreciation

36. The depreciated value of a device at the time of separation from service will be determined using the diminishing balance method, with a depreciation rate of 30% per annum.
37. The head of the budgetary body will review and approve the depreciated value of ICT devices following this guideline for separating public servants.
38. The realized value will be deposited into the Government revenue account through the Finance Section.

Chapter 6

Responsibilities

Responsibilities of the DPP

39. In addition to the roles and responsibilities prescribed in this guideline above, the following shall also be the roles and responsibilities of DPP:
- i. Conduct regular reviews of procurement activities, orders, and efficiency;
 - ii. Maintain and update accurate pricing information for laptops and desktops;
 - iii. Serve as a communication bridge between agencies and the Supplier.
 - iv. Manage contract modifications and renewals.
 - v. Intervene in contract disputes to ensure resolution by contract terms.

Responsibilities of all Budgetary Body

40. In addition to the responsibilities mentioned in this guideline, the following shall be the roles and responsibilities of budgetary body:
- i. Submit clear and detailed purchase order specifying quantity, specifications, delivery location, and timelines;
 - ii. Conduct thorough inspections upon receipt and promptly report defects or discrepancies;
 - iii. Make timely payments within the specified timeframe, following receipt of valid invoices and product inspections;
 - iv. Collaborate with the Supplier to determine the most efficient delivery method;
 - v. Assume ownership and risk of products after inspection and approval;
 - vi. Enforce liquidated damages if the Supplier fails to meet delivery deadlines;
 - vii. Notify the Supplier of any defects within the warranty period and request timely repairs or replacements.

Chapter 7

Compliance, Feedback, and Review

Feedback Mechanism

41. Budgetary bodies are encouraged to report any issues or provide feedback to the DPP regarding the purchase process, and device performance on implementing this guideline for improvements and potential updates.

Compliance and Monitoring

42. Budgetary bodies are responsible for ensuring compliance with this guideline and for maintaining records of all purchases, transfers, and disposals.

Interpretation and Amendments

43. The final interpretation of this guideline shall be vested with the DPP.
44. The DPP may amend, supplement, or otherwise revise this guideline as and when needed.

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