



कार्यालय प्रधान महालेखाकार (लेखापरीक्षा)
मेघालय, शिलांग - 793 001.

OFFICE OF THE
PRINCIPAL ACCOUNTANT GENERAL (AUDIT),
MEGHALAYA, SHILLONG - 793 001.

Email: agauMeghalaya@cag.gov.in Fax No: (0364) 2223494

No. EDP/AMC/1-49/2022-23/38

Dated, Shillong :30/01/2024

Notice Inviting Bids

This office intends on entering into an Annual Maintenance Contract (AMC) for computer hardware for a period of one year starting from March 2024. The AMC will be comprehensive for Computer Hardware/ Software/Laptops/Printers/UPS (except batteries)/Server and Networking. The details of all items proposed to be covered under AMC are annexed. The firm will be required to provide a resident engineer in the office premises on all working days from **9: 15 AM to 6:00 PM** and if required on Saturday/Sunday/Holidays or after 6:00 PM on working days. The resident engineer should be competent to handle all issues pertaining to hardware, software and networking.

List of qualified personnel available with the service provider in Shillong viz. maintenance engineers, technicians should be submitted along with the bid. To qualify for participating in the bid, the firm must be a registered firm in the trade of maintaining and servicing of computer hardware/peripherals, software and networking. The firm should have satisfactorily undertaken AMC in at least 03 (three) organization in the previous year and should have at least 2 (two) years' experience for servicing of desktop computer, laser/inkjet printers, scanners, laptops, projectors, associated peripherals, network components and other computer related hardware and accessories. The period of AMC may be extended for another year if both parties agree to continue on same terms and conditions. The offer should be addressed to the Deputy Accountant General (Admn.), O/o the Principal Accountant General (Audit), Meghalaya, Shillong, and must reach this office by **5.45 pm on 19.02.2024**.

If any further information is required in this context, the same can be obtained from AAO/Administration Section of this Office.

Sd/-

Deputy Accountant General (Admn.)

Memo No. EDP/AMC/1-49/2022-23/39

Dated, Shillong:30/01/2024

1. M/s TechWeb, Zara's Arcade, Keating Road, Shillong-01.
2. M/s Lignum, Shillong- 01
3. M/s Spectrum, Keating Road, Shillong-01.
4. M/s D.B. Computers, Fire Brigade, Laitumkharh, Shillong -03.
5. M/s Hue Services Pvt. Ltd, c/o Lamonte Enterprise, Near Step by Step School, Barik Point, Shillong-01
6. M/s Tech Direct, Qualapatty, Shillong-01.
7. Office Website
8. Notice Board.

Sr. Audit Officer (EDP)

Terms and conditions of AMC

- a. The contract will be comprehensive in nature i.e, the rates approved will cover the maintenance of operating system, software, installation and the cost of all spare parts except repair of printer heads, printer cartridge, and fuses assembly. It includes cleaning of all computers, printers, and peripherals. Only genuine spare parts shall be used by the firm.
- b. The party is to ensure that specialized and qualified persons/engineers who are conversant with carrying out repairs, replacement etc., for the above given items of Computers and its peripherals are responsible for the AMC.
- c. It should be ensured that given items are in a continuous running condition to the satisfaction of this office (Paragraph 1).
- d. This office may also ask the firm to repair/replace/supply the items damaged due to fire/flood/natural disaster/earth leakage or to upgrade any hardware on chargeable basis. However, the charges for these items shall not, in any case, be more than the prevailing wholesale market price. This office may also arrange to rectify/repair/replace those exempted items through other firms or from the open market. In that case, after rectification/repair/ replacement of the said exempted items shall automatically come under the AMC.
- e. All references made by Audit should be addressed promptly. The service engineer would take up any reported fault within one hour. As far as possible, the repairs should be carried out on-site. However, in case the equipment is taken to the workshop, the party would provide a standby for the same. In no case, the repair should take more than one week. If restoration/correction takes more than one week, one per cent of penalty of contract amount shall be levied.
- f. The party will be required to provide a resident engineer in the office premises on all working days from 9:15 AM to 6:00 PM and if required on Saturday/Sunday/Holidays or after 6:00 PM on working days. The resident engineer should be competent to handle all issues pertaining to hardware, software and networking.
- g. The resident engineer will be required to check and ensure that all the computers and peripherals are in working condition. A detailed log book will be maintained for this purpose and the engineer will be required to sign every morning and evening on all working days and shall report any defect after inspecting the machines and set them right.
- h. AMC will include installation/updation of system software and application software, removal of virus, updation of anti-virus software in all PCs and Laptops. For removal of virus, spywares, worms etc., antivirus software will be supplied by this office.
- i. Any dispute in the course of implementation of AMC will be brought to the notice of the Principal Accountant General (Audit), Meghalaya, Shillong and her decision will be final.
- j. If the service of the firm is unsatisfactory, the Principal Accountant General (Audit), Meghalaya, Shillong reserves the right to cancel the Annual Maintenance Contract. In case the AMC is cancelled on the above said ground, future payment if any due will lapse and the firm will not have any right to claim for such outstanding dues.
- k. The clauses of this AMC may be revised through mutual agreement.

Sl.No.	Particulars	Quantity
1	Desktop	
	Acer core i7	1
	Acer veriton M4660G	2
	Lenovo Think Centre	3
	Acer Veriton M200-B560	5
2	Laptop	
	Acer E-575 Intel Corei5	1
	Lenovo I330-141KB	7
	Dell Vostro	4
	HP Envy Laptop13-BA0010TX	1
	Lenovo Laptop V15-11L	8
	Lenovo Laptop V15-11L	8
	Lenovo Legion 5	1
	Apple Mac Book	1
	Apple Mac Book	1
3	Printer	
	Canon 3 in 1 MF631CN	1
	HP Laserjet 1020 Plus	2
	Brother Black & White	4
	Brother- Color	1
	Brother MFC-L2701D	2
	Canon Image Runner 1643i	1
4	UPS	
	Keptron 5KVA Line UPS	3
	Intex 1KVA	1
	Zebronics 600VA	8
	Cyberpower 600 VA	7
5.	EPSON EB-S31	1
6.	Scanner	3
	Total	77