



कार्यालय प्रधान महालेखाकार (लेखा एवं हकदारी) मेघालय, शिलांग
एम.जी.रोड, सचिवालय हिल्स, गवर्नर हाउस के सामने, पिन-793001

OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E) MEGHALAYA, SHILLONG
MG Road, Secretariat Hills, Opposite to Governor House, PIN-793001

No. EDP Cell/AMC/2023-24/123

Dated: 26.03.2024

Notice Inviting tender for Annual Maintenance Contract of Computer Hardware for year 2024-2025


1. Sealed quotations are invited for providing Annual Maintenance Contract for Desktops, Server, LaserJet Printer, Networking equipment and UPS for the period 01/04/2023 to 31/03/2024. The Bid will be evaluated as a package for comprehensive Annual Maintenance contract of Hardware. The period of AMC will be for ONE year i.e., from 01/04/2024 to 31/03/2025.
2. A complete list of Computers, Printers, UPS, Server, Networking equipment is enclosed in Annexure – II herewith along with the proforma in which the quotation is to be given.
3. The IT hardware requiring AMC, will be available for inspection in this office on 25th March, 2024 to 28th March, 2024 between 11:00 AM to 4:30 PM. The quotations in sealed envelopes should reach this office on or before 31st March, 2024.
4. The contract will be a complete comprehensive contract which shall cover the following specific terms in addition to the normal terms and conditions to be defined at the time of signing the contract. A list of such terms and conditions is enclosed in Annexure-I.
5. The contract will be a completely comprehensive one for non-warranty machines, contract covering all parts of computers and printers except for the printer cartridges/toners, fuser assembly unit in case of LaserJet Printer and batteries in case of UPS.
6. The vendor should replace faulty parts and small parts of all computer peripherals with spare parts having same configuration without any additional cost.
7. The tender shall be dropped in a box named "Tender for AMC of Computer Hardware" on the Ground floor of this office.
8. Every document attached in the tender should be sealed and signed by the authorized person of the firm.
9. This office reserves the right to accept or reject the lowest rate without assigning any reason for non-acceptance. The agreement with the successful bidder shall be signed on a Rs. 100/- Stamp paper by authorized signatories of both parties.
10. The bidder should have a qualified engineer for carrying out repair/rectification/replacement of parts.

Sr. Accounts Officer/EDP

Pranav Kanungo
27/3/24

ANNEXURE - I

1. The contract will be a completely comprehensive one for non-warranty machines, contract covering all parts of computers and printers except for the printer cartridge/toners, fuser assembly unit in case of LaserJet Printer and batteries in case of UPS.
2. The vendor should replace faulty parts and small parts of all computer peripherals with spare parts having same configuration without any additional cost.
3. The contract is subject to review after each quarter and 'the office' reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
4. The vendor would also be responsible for maintenance and trouble-shooting networking issues, system software issues etc.
5. The AMC will include complete Networking, troubleshooting, facility management and preventive maintenance. Software support and technical guidance to be provided as and when required.
6. If any equipment is added or removed from the scope of contract, pro-rata adjustment of charges will be made to the amount of the contract.
7. Executive of the company will meet quarterly with the EDP officials to assess quality of the service provided.
9. Past experience/recent experience of carrying out IT AMC in Government offices may be attached.
10. The engineers of the vendor will at all times adhere to the IT security and confidentiality policies of the office.
11. In the event of non-satisfactory performance of particular support personnel, he/she should be immediately replaced.
12. The vendor should inspect the entire Hardware and its configuration details before entering the contract and record the details of the configuration.
13. AMC payment will be made at the end of each quarterly period against the invoice.
14. This contract will have effect from April 01, 2024 to March 31, 2025 or from the day of entering into the contract whichever is later.
15. Rate of AMC should be inclusive of all taxes.
16. Copy of registration under GST should be enclosed.


Sr. Accounts Officer/EDP

(Annexure-II Enclosed under attachment)

Sl/No	Particulars of H/w	Quantity	Original price	Unit Rate of AMC Inclusive GST	Total	Remarks
1	Acer Intel Core i3	11	₹ 39,549.00			
2	Acer Intel Core i5 (7th GEN)	48	₹ 44,690.00			
3	Acer Intel Core i5 (8th GEN)	7	₹ 54,175.00			
4	HCL Intel Pentium D	3	₹ 23,990.00			
5	HP Laser Jet Pro M501	3	₹ 40,000.00			
6	HP Laser Jet P1108	6	₹ 6,900.00			
7	HP Laser Jet Pro M706N	1	₹ 57,350.00			
8	HP Laser Jet Pro MFP M126NW	1	₹ 12,920.00			
9	HP Laser Jet 600M602	1	₹ 21,000.00			
10	HP Laser Jet Pro M305d	2	₹ 24,980.00			
11	HP Laser Jet P1007	7	₹ 6,400.00			
12	HP Laser Jet P2035	1	₹ 24,200.00			
13	HP Laser Jet Pro MFP M429dw	1	₹ 47,970.00			
14	HP Laser Jet P1020 Plus	7	₹ 6,720.00			
15	HP Laser Jet Pro M233sdw	1	₹ 34,899.00			
16	HP Laser Jet Pro 3050	1	₹ 5,000.00			
17	Canon LBP 2900B	5	₹ 13,990.00			
18	Canon Image Class LBP 6030W	2	₹ 13,995.00			
19	Canon Image Runner 2006N	2	₹ 47,000.00			
20	Brother HL - L2321D	1	₹ 9,669.00			
21	Brother Fax 2840	1	₹ 24,890.00			
22	Canon Image Class LBP 6030B	1	₹ 12,865.00			
23	Epson L6190	1	₹ 24,997.00			
24	Epson L6160	2	₹ 20,594.00			
25	Pantum P2500	1	₹ 7,800.00			
26	Brother HL - L6200DW	1	₹ 33,799.00			
27	Canon image Formula Drc225	1	₹ 30,499.00			
28	Canon LBP8100N	1	₹ 56,980.00			
29	Brother L3270	1	₹ 34,910.00			
30	Cyber Power 5 KVA (UPS)	3	₹ 148,000.00			
31	Numeric 3 KVA (UPS)	1	₹ 29,500.00			
32	Numeric 5 KVA (UPS)	2	₹ 79,886.00			
33	DELL Server	2	₹ 488,633.00			
34	HP Server	2	₹ 401,906.00			
35	HP Server	1	₹ 190,826.00			

(Rupees _____) only.

Seal/Signature of authorized personnel of Vendor