

उपधान महालेखाकार (लेखा व इतर)
का कार्यालय,
मंगलपुर, इम्फाल - 795001



OFFICE OF THE
PRINCIPAL ACCOUNTANT GENERAL (A&E),
MANIPUR, IMPHAL - 795001

NOTICE INVITING TENDER (NIT)

Comprehensive Annual Maintenance Contract (AMC) for IT Equipment | EDP Section

Total Equipment 116 units / 6 categories	AMC Rate 6% of purchase value (incl. GST)	Estimated Contract Value (incl. GST) Rs. 3,83,437/-
EMD Rs. 19,172/-	Submission Deadline 25.03.2026 by 14:00 Hrs.	Opening Date 27.03.2026 at 11:00 Hrs.

Memo No.: EDP/AMC/NIT/2026/01

Date: 12.03.2026

To,

All Eligible Firms / Agencies

Sub: Notice Inviting Tender for Comprehensive Annual Maintenance Contract (AMC) for IT Equipment in EDP Section, O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001 – reg.

1. PREAMBLE

The Office of the Principal Accountant General (A&E), Manipur, Imphal – 795001, under the Comptroller and Auditor General of India, invites sealed tenders from eligible, experienced, and financially sound firms/agencies for providing Comprehensive Annual Maintenance Contract (AMC) services for IT equipment deployed in this office.

The EDP Section is responsible for the entire IT infrastructure including hardware, software, networking, AMC coordination, Integrated Financial Management System (IFMS) operations, data analytics, SQL databases, website management, and internet/connectivity services. The IT equipment covered under this AMC comprises 116 hardware units across 6 categories as detailed in Annexure-I appended to this document.

The estimated annual contract value, computed at 6% of the original purchase value of covered equipment (inclusive of GST), is Rs. 3,83,437/- (Rupees Three Lakh Eighty-Three Thousand Four Hundred Thirty-Seven only).

2. ELIGIBILITY / PRE-QUALIFICATION CRITERIA

Tenderers must satisfy ALL of the following conditions to be eligible:

- Registered entity (proprietorship, partnership, Pvt. Ltd., or LLP) under Indian laws with valid GST registration and PAN.
- Minimum 01 (one) year of proven experience in providing IT hardware maintenance and AMC services to Government Offices, PSUs, Banks, or reputed organisations.
- Not blacklisted / debarred by any Government Department or PSU as on the date of tender submission – self-declaration to be submitted.
- Valid ISO 9001 certification (desirable but not mandatory).
- The tenderer should be able to station one engineer at the Office and its HQ or Branch should locate at Imphal, Maniur.

3. SCOPE OF WORK

The AMC shall be comprehensive in nature and shall cover, but not be limited to, the following:

1. Hardware management, troubleshooting, diagnosis, and repair of all covered IT equipment — HP Tower ML Series Server (Pension DMS), desktops, Dell All-in-One computers, Acer laptops, EPSON scanners, and HP Laser Mono Printer.
2. Software installation, configuration, upgradation, and maintenance — operating systems (Windows 10 Pro), office productivity suites, and relevant applications.
3. Networking operations: maintenance of LAN/WAN infrastructure, switches, routers, cabling, and troubleshooting of all connectivity issues.
4. Server administration, maintenance, and monitoring of the HP Tower ML Series Server used for Pension DMS (supplied by Director of Treasury, Govt. of Manipur).
5. Support for website content upload, management, and updation on Government portals as required by the office.
6. Database administration and SQL-related tasks including data analytics and report generation from departmental databases.
7. Operations and coordination for IFMS (Integrated Financial Management System) and its modules.
8. Management of internet access, email services, and IT security including NIC network protocols.
9. Preventive Maintenance (PM): minimum one (01) scheduled visit per quarter per item covered under the AMC.
10. Breakdown/fault calls to be attended within 4 working hours of logging the complaint. Critical systems (Server, network) to be restored within 24 hours.
11. Replacement of all defective spare parts at no extra cost — only genuine / OEM parts shall be used.
12. Maintaining a service log / call register at the office premises and submitting monthly service reports to the Sr. Accounts Officer (EDP Section).

4. KEY TENDER DETAILS

Sl.	Item	Details
1	NIT Number	EDP/AMC/NIT/2026/01
2	Name of Work	Comprehensive Annual Maintenance Contract (AMC) for IT Equipment — O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001
3	Tendering Authority	Sr. Accounts Officer (EDP Section), O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001
4	Nature of Contract	Comprehensive AMC @ 6% of original purchase value of covered IT equipment, inclusive of GST — covering spare parts, labour, and all incidental charges
5	Period of Contract	One (01) Year from the date of award, extendable by one further year subject to satisfactory performance
6	No. of Equipment Items Covered	116 units across 6 categories (as per Annexure-I)
7	Estimated Contract Value (incl. GST)	Rs. 3,83,437/- (Rupees Three Lakh Eighty-Three Thousand Four Hundred Thirty-Seven only)
8	Earnest Money Deposit (EMD)	Rs. 19,172/- (Rupees Nineteen Thousand One Hundred Seventy-Two only) — by Demand Draft / Banker's Cheque in favour of 'Pay & Accounts Officer, O/o PAG (A&E), Manipur', payable at Imphal
9	Performance Security	3% of total contract value within 7 days of issue of Work Order

Sl.	Item	Details
10	Tender Document Fee	Rs. 500/- (non-refundable) by Demand Draft / Banker's Cheque
11	Last Date & Time of Submission	28.03.2026 by 14:00 Hrs.
12	Date & Time of Opening of Tender	29.03.2026 at 11:00 Hrs.
13	Place of Submission	O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001
14	Validity of Tender	90 days from the date of opening of the tender

5. FINANCIAL BID STRUCTURE

The financial bid shall be submitted in the following format:

- Category-wise annual AMC rate (as a percentage of purchase value) and item-wise breakup as per Annexure-I.
- Total AMC cost for all equipment covered, inclusive of GST.
- The estimated AMC cost basis is 6% per annum of the original purchase value, inclusive of GST. Tenderers may quote their own rates; L1 evaluation shall be on total annual AMC cost quoted.
- Rates shall be inclusive of all labour, transportation, service charges, genuine spare parts, and all incidental expenses. No additional charges shall be admissible beyond the quoted rate.
- The L1 bidder (lowest total annual AMC cost) shall be considered for award, subject to satisfactory fulfillment of all eligibility criteria and technical requirements.

6. GENERAL TERMS & CONDITIONS

13. Tender document can be obtained from the office of Sr. Accounts Officer (EDP Section) on all working days between 10:00 Hrs. and 17:00 Hrs. on payment of Rs. 500/- (non-refundable) by Demand Draft / Banker's Cheque.
14. Tenders must be submitted in sealed envelopes super-scribed: "Tender for AMC of IT Equipment – NIT No. EDP/AMC/NIT/2026/01" and addressed to the Sr. Accounts Officer (EDP Section), O/o PAG (A&E), Manipur, Imphal – 795001.
15. Tender shall be submitted in two separate sealed envelopes — Envelope-I (Technical Bid) & Envelope-II (Financial Bid) — both placed inside an outer sealed envelope.
16. Technical Bids shall be opened first on 29.03.2026 at 11:00 Hrs. Financial Bids shall be opened only for bidders who qualify in the Technical evaluation.
17. EMD of Rs. 19,172/- must be enclosed with the Technical Bid in the form of a Demand Draft / Banker's Cheque. Tenders received without valid EMD shall be summarily rejected.
18. EMD of unsuccessful bidders shall be returned within 30 days of the award of the contract. No interest shall be payable on the EMD.
19. Successful bidder must execute a formal agreement and furnish Performance Security (3% of contract value) within 10 days of issuance of the Work Order.
20. The contract may be terminated by this office by giving 30 days' written notice in case of unsatisfactory performance. The Performance Security deposit shall be forfeited in such event.
21. Disputes arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of competent courts at Imphal, Manipur.
22. This office reserves the right to reject any or all tenders without assigning any reason. No tenderer shall have any claim against this office on account of such rejection.
23. All applicable taxes, duties, and levies shall be borne by the contractor. TDS shall be deducted at source as per the provisions of the Income Tax Act, 1961.

24. The contractor's personnel working within the office premises must be properly police-verified, maintain professional conduct, and strictly adhere to the security procedures of the office.
25. Any canvassing or influencing of officers of this office, directly or indirectly, in connection with the tender shall lead to immediate disqualification of the tenderer.
26. The contractor shall be solely responsible for the conduct and actions of its personnel deployed in this office. This office shall bear no liability whatsoever towards such personnel.

7. DOCUMENTS TO BE SUBMITTED WITH THE TECHNICAL BID

- Certificate of incorporation / registration of the firm (with relevant statutory licences, if applicable).
- Valid GST Registration Certificate and PAN card of the firm.
- Completion certificates / Work Orders of AMC contracts.
- EMD of Rs. 19,172/- in the prescribed form (Demand Draft / Banker's Cheque).
- Self-declaration (on firm's letterhead) that the firm has not been blacklisted / debarred by any Government authority.
- Duly filled-in and signed tender document with all schedules and Annexures.

8. SITE INSPECTION

Prospective tenderers are strongly advised to visit the office, inspect the IT equipment listed in Annexure-I, and assess the volume and nature of work before submitting their financial bids. Site visits may be arranged on prior intimation to the Sr. Accounts Officer (EDP Section) on any working day between 10:00 Hrs. and 17:00 Hrs. No claim on account of inadequate knowledge of site conditions shall be entertained after submission of bids.

9. CONTACT DETAILS

Officer	Sr. Accounts Officer (EDP Section)
Office Address	O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001
Email	agaemanipur@cag.gov.in , Thshyamk.man.ae@cag.gov.in

Digitally signed by
Thokchom Shyamkumar Singh
Date: 13-03-2026 15:04:49

हस्ता/-
Sr. Accounts Officer (EDP)
O/o the Principal Accountant General (A&E),
Manipur, Imphal – 795001.
Date: 12.03.2026

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)
MANIPUR, IMPHAL – 795001**

(Under the Comptroller and Auditor General of India)

ANNEXURE – I

Hardware List with Purchase Details and AMC Cost (@ 6% of Purchase Value, inclusive of GST) – EDP Section

NIT No.: EDP/AMC/NIT/2026/01

Date: 12.03.2026

Particulars of Machine	Date of Purchase	Qty	Unit Price (Rs.)	Total Price (Rs.)	AMC Cost @6% incl. GST (Rs.)	Remarks
SERVERS						
HP Tower ML Series Server	16-10-2024	1	5,25,500	5,25,500	31,530.00	Used for Pension DMS; supplied by Director of Treasury, Govt. of Manipur.
Category Sub-total		1		5,25,500	31,530.00	
DESKTOPS						
Acer Intel Core i5; Win 10 Pro	05-02-2021	3	44,301	1,32,903	7,974.18	
Acer Veriton-AMD Ryzen (Win 10 Pro)	28-03-2022	49	60,359	29,57,591	1,77,455.46	
INP Desktop AMD Ryzen 5, Windows 10	12-01-2023	39	38,712	15,09,768	90,586.08	
Category Sub-total		91		46,00,262	2,76,015.72	
ALL IN ONE COMPUTERS						
Dell All-in-One (Intel Core i5; Win 10 Pro)	29-07-2021	1	73,096	73,096	4,385.76	
Dell All-in-One (Intel Core i7; Win 10 Pro)	31-07-2021	1	79,385	79,385	4,763.10	
Category Sub-total		2		1,52,481	9,148.86	
LAPTOPS						
Acer Laptop Ryzen 5	11-05-2023	18	56,600	10,18,800	61,128.00	
Category Sub-total		18		10,18,800	61,128.00	
SCANNERS						
EPSON ES 17 Scanner with Windows Technology	05-02-2021	3	24,450	73,350	4,401.00	
Category Sub-total		3		73,350	4,401.00	
PRINTERS						
HP Laser Mono Printer	04-03-2021	1	20,215	20,215	1,212.90	
Category Sub-total		1		20,215	1,212.90	
GRAND TOTAL		116		63,90,523	3,83,437.48	

All figures are sourced verbatim from the Hardware Inventory Register. AMC cost is computed at 6% of the original purchase value, inclusive of GST. The HP Tower ML Series Server (Pension DMS) was supplied by the Director of Treasury, Govt. of Manipur. Any addition or deletion of equipment during the contract period shall be at the same AMC rate.

Sr. Accounts Officer (EDP Section)
O/o the Principal Accountant General (A&E), Manipur, Imphal – 795001