



क्षेत्रीय क्षमता निर्माण एवं ज्ञान संस्थान  
(आई.ए & ए.डी) पूर्वोत्तर क्षेत्र: लखतलेत कम्प्लेक्स, शिलांग -793003  
REGIONAL CAPACITY BUILDING AND KNOWLEDGE INSTITUTE  
IA&AD NE REGION: LACHATELETTE COMPLEX, SHILLONG-793003  
Phone: 0364-2222594, 2210103 Email: rtishillong@cag.gov.in



No.RTI/AMC/2021-22/1635

Date: 20-02-26

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC)  
OF COMPUTER HARDWARE AND IT FOR THE FINANCIAL YEAR 2026-27**

**Bid Information Sheet**

Document Description	Tender Document for <b>ANNUAL MAINTENANCE CONTRACT OF IT HARDWARE</b> at the Office of the Director General, Regional Capacity Building and Knowledge Institute (IAAD), Shillong, Meghalaya.
Advertisement	CPPP Website: <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> Office Website: <a href="https://cag.gov.in/rti/shillong/tenders">https://cag.gov.in/rti/shillong/tenders</a>
Bid Submission	Sealed covers (2 bid system) to be dropped off at Drop box kept in the reception area of Office of the Director General, Regional Capacity Building and Knowledge Institute (IAAD), Lachatelette Complex, Laitumkrah, Shillong, Meghalaya -793003.
Last date & Time of Submission of Bids	13-03-26 (13:00 Hrs)
Bid Opening	16-03-26 (11:00 Hrs)
Bid Security/EMD	Bid Security Declaration as per Annexure-B
Name, Designation, Address and other details (For Submission of Response to Tender Document)	The Core Faculty (IT), Office of the Director General, Regional Capacity Building and Knowledge Institute (IAAD), Lachatelette Complex, Laitumkrah, Shillong, Meghalaya -793003.
Important Note: Prospective Bidders are requested to remain updated for any notices/amendments/clarifications etc. to the Tender Document through the websites <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> . No separate notifications will be issued for such notices/amendments/clarifications etc. in the print media or individually.	

The Regional Capacity Building (IA&AD) NE Region, Shillong, Meghalaya (RCB&KI) invites sealed quotation for providing Annual Maintenance Contract (AMC) of Computer Hardware and IT items for the Financial Year 2026-27 in the O/o the Director General, RCB&KI, Shillong in **two bids system i.e. Technical bids and Financial bids**. The bids are sought only from the reputed local firms; holding KHADC issued valid trading license and providing similar services to other Central/State Government organizations located in Shillong.

### Minimum Pre-Qualifying / Eligibility Criteria

The bidder(s) should fulfil the following minimum Pre- Qualifying / Eligibility Criteria:

Sl. No.	Minimum Eligibility Criteria	Supporting Documents to be submitted
1	Past Experience	Copy of Agreements signed with other Central/State Government organizations located in Shillong for providing similar nature of services (last three years)
2	The bidder should have valid PAN Card and GST Registration certificate.	(a) Copy of PAN Card. and (b) Copy of GST registration certificate.
3	The bidder shall submit the Bid Security Declaration	As attached in Annexure-B
5	The bidder shall submit the Self-Signed Certificate and Declaration	Certificate and Declaration Form (Annexure -C)
6.	The dealer must possess a valid Trading license issued under the The United Khasi Jaintia Hills District (Trading By Nontribals) Rules, 1959	Annexure-D along with supporting documents, if applicable.

1. A complete list of **items for which AMC is to be provided** is enclosed in Annexure-E. Bidders should quote for all the items, failing which the bid will be rejected in the technical evaluation stage.
2. The IT hardware requiring AMC, will be available for inspection in this office from 23.02.2026 to 12-03-2026 between 11:00AM to 4:00 PM. Bidders may contact the Core Faulty (IT) on Mobile No:-07628953220 or by email to [rtishillong@cag.gov.in](mailto:rtishillong@cag.gov.in) at least one day before the inspection.
3. The contract shall be for complete comprehensive maintenance, covering all Hardware items except for the printer cartridges/toners, fuser assembly unit in case of Laser Jet Printer and batteries in case of UPS.
4. **The sealed tenders should be dropped in the Tender Box kept at RCB&KI, Shillong on or before 13-03-2026 (04:00 PM). Sealed tenders shall be submitted as indicated at Para No. 13 below.**
5. Tenders not sealed and received after the due date and time will be summarily rejected.
7. Opening and evaluation of technical bids and financial bids will be carried out on 16-03-2026 at 11:00 AM, bidders are also requested be present and witness the opening and evaluation of bids, In case 16-03-2026 is a closed holiday due to unforeseen circumstances, the tender shall be opened on the next working day at the same venue and at 11:00 AM.
8. Opening and evaluation of financial bids will be carried out only for those bidders who have qualified in the technical evaluation stage.

9. The bidder is required to have a qualified engineer for carrying out repair/rectification/replacement of parts.

10. **The terms and conditions of the contract are enclosed in Annexure-A.**

11. 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 ₹100/- e-stamp paper, to be provided by the bidder at his own cost, by authorized signatories of both parties.



**Core Faculty (IT)**

मूल संकाय (सू. प्रौ)  
क्षेत्रीय क्षमता निर्माण एवं  
ज्ञान संस्थान (भा.ले.एवं ले.वि),  
पूर्वात्तर क्षेत्र, शिलांग।  
Core Faculty (IT)  
Regional Capacity Building and  
Knowledge Institute (IA & AD),  
NE Region, Shillong

**ANNEXURE-A**  
**TERMS AND CONDITIONS**

1. The vendor should inspect the entire Hardware and its configuration details (Annexure-E) before entering the contract and record the details of the configuration.
2. The vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee.
3. The Contract shall be effective from **01-04-2026 till 31-03-2027**, which may otherwise also be extended conditional upon satisfactory performance and on the sole discretion of the Director General, RCB&KI, Shillong.
4. No person below the age of 18 years shall be deputed to this office.
5. An engineer shall be deployed at RCB&KI, Shillong, during the working hours from the effective date of contract.
6. The contract will be for a completely comprehensive maintenance, covering repair and/or replacement of all parts of computers and printers except for the printer cartridge/toners, fuser assembly unit in case of Laser Jet Printer and batteries in case of UPS.
7. The vendor shall replace faulty parts of all computer peripherals with the same configurations/components without any additional cost during the contract validity period.
8. The vendor should note that the defects will have to be rectified within 24 hours which will include repairs/replacement/supply of necessary components to the defective machines. ***If restoration/correction would take more than 24 hours from the time of reporting, then a stand-by system/sub-system of the similar configuration and quality acceptable to this office shall be provided at the expense of the vendor and on returnable basis.***
9. ***A penalty of ₹1000/- per day shall be imposed if the vendor does not rectify the reported issue or provide a stand-by backup within 24 hours of report. The amount imposed shall be deducted from the quarterly bill.***
10. Frequently required spare parts for at least 2 PCs must be kept at the premises of this office for replacement of the components of the faulty PCs so that non-functional PCs can be rectified within two hours.
11. The contract is subject to review after each quarter and RCB&KI, Shillong reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
12. In case the AMC is cancelled on the above said ground, future payment due if any, shall lapse and the firm shall have no right to claim such dues.
13. The vendor shall also be responsible for maintenance and trouble-shooting such networking issues, system software issues etc.
14. The AMC shall include complete Networking trouble shooting, facility management and preventive maintenance. Software support and technical guidance is also to be provided as and when requested.
15. 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.
16. Authorised Executive of the company/firm shall meet quarterly with the Core Faculty (IT) to assess quality of the service provided.
17. Past experience/recent experience of carrying out IT AMC in Central/State Government offices may be attached.

18. The vendor shall depute a qualified engineer to attend to the maintenance call full time at our site on all working days and if required on closed holidays also if required and requested and any overtime pay due to such engineer shall be borne by the firm and not by RCB&KI, Shillong.
19. In the event of non-satisfactory performance of particular support personnel, he/she should be immediately replaced.
20. The vendor will at all times adhere to the IT security and confidentiality policies of the office and the Government of India.
21. AMC payment will be made at the end of each quarter against submission of vendor's invoice/bill to this Institute. No advance payment will be made.
22. Rate of AMC should be inclusive of all taxes.
23. In the event of any question, dispute or difference arising out of this Agreement, the decision of RCB&KI, Shillong shall be final and binding to the firm.
24. The firm should deposit Performance Security, in the form of Demand Draft/Banker's Cheque/Bank Guarantee for the duration of the contract, valuing **10% of final contract value**, which will be valid for 60 days beyond the date of completion of all contractual obligation of the contractor including any statutory obligation. The Performance Security will be released only after successful completion/expiry of the contract. Penalties and other amounts due, if any, shall also be deducted from the Performance Security Deposit.
25. Both the parties may revise the clauses of the AMC on mutual agreement.
26. Any dispute arising out of or in relation to the contract shall be resolved by way of Arbitration. This number of Arbitrators shall be one. The Director General shall appoint the arbitrator. The seat of Arbitration shall be Shillong, Meghalaya. The Arbitration shall be subject to the Indian Laws and applicable local laws.
27. Submission of bids shall signify acceptance of all terms and conditions on this tender.

**Annexure-B**

**BID SECURITY DECLARATION**

- (a) I/We hereby agree and accept unconditionally that I/we shall not withdraw or modify our Bid during the period of validity, failing which the O/o the Director General, Regional Capacity Building and Knowledge Institute, Shillong shall be empowered to debar my/our firm from participating in future bids for a period of one year.
- (b) I/We hereby declare that, if awarded the contract, we shall pick up all the items in Annexure-D of this bid within the stipulated time, failing which the O/o the Director General, Regional Capacity Building and Knowledge Institute, Shillong shall be empowered to debar my/our firm from participating in future bids for a period of one year.

Place:

Date:

Authorised Signatory

(For and on behalf of the Agency /Company with Office Seal)

**Annexure-C**

**CERTIFICATE AND DECLARATION**

- (a) We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/ documentary proof in this regard during evaluation of our bid, we agree to furnish the same in time to your satisfaction.
- (b) It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. We hereby declare that our proposal is made in good faith, without collusion or fraud. No forged /tampered document(s) are produced with tender form for gaining unlawful advantage.
- (c) In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, the tenderer is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.
- (d) I/We assure that neither I/We, nor any of my /our workers, will do any act which is improper/ illegal and will indulge in any such acts during the execution in case the tender is awarded to us.
- (e) I/We assure that I / We will NOT be outsourcing any work specified in the tender document, to any other firm.
- (f) Our Firm / Company / Agency is not blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or any other Govt. Organization.
- (g) I/We certify that, I have understood all the terms & conditions, as indicated in the tender document, and hereby give our unconditional acceptance to the same.
- (h) I/We, further certify that I/We, possess all the statutory non-statutory registrations, permissions, approvals, etc., from the Competent Authority for providing the requisite services.

Place:

Date:

Authorised Signatory

(For and on behalf of the Agency /Company with Office Seal)

**Annexure-D**

**UNDERTAKING FOR KHADC TRADING LICENSE**

I/We declare and certify that:

*(tick whichever is applicable)*

a. I/we are in possession of a valid KHADC Trading License and a copy of the license is attached.

Or

b. I/we are exempted from the requirement of KHADC Trading License and a copy supporting documents are attached.

Or

c. I/we are required to obtain Trading license under the United Khasi Jaintia Hills District (Trading by non-Tribals) Rules 1959 and we shall submit a copy of valid trading license if we emerge as the winning bidder within one week of the award of the Contract.

Authorised Signatory

(For and on behalf of the Agency /Company with Office Seal)

**ANNEXURE E**

**List of Items to be covered by AMC for the year 2026-27.**

<b>SL. NO.</b>	<b>DETAILS OF ASSET</b>	<b>NO OF UNITS</b>	<b>Quote Price</b>
1.	Mid Range Server Infinite Global Line 2701 BC (Xeon 2 X @ 13 GHz, 2 X 2GB DDR3 REG ECC, 3X 300 GB SAS HDD, SATA DVD writer, SAS LSI Card)	1	
2.	Interactive Pen Display (Wacom-DTU-1631) No. 4CCQ000131	2	
3.	Asus Laptop X510UN-EJ327T (X510 UN) Intel Core i5, 8th Generation, 8GB RAM, 1TB HDD, 15.6 inch HD Display screen OS Windows 10	1	
4.	Acer Laptop - 14" (Intel i5 1135G7 / 8 GB DDR4 / 1 TB HDD / 256 GB SSD with laptop bag	3	
5.	HP Laptop 240 G8 - 14" (Intel i5 1135G7 / 8 GB DDR4 / 512 GB SSD / Windows 10 Pro	1	
6.	HP LaserJet P 1108	2	
7.	HP LaserJet P 1007	2	
8.	HP LaserJet Pro Model No CP1025	2	
9.	HP LaserJet Pro M-202 DW	2	
10.	Brother HL-L6200DW	2	
11.	HP LaserJet Pro MFP 4104DW	2	
12.	Projector - Optoma ZW350e	2	
13.	HP 2000 s1 scanner	1	
14.	6 KVA UPS-Delta Ampton RT6K with 16 No. (12V/26AH) Battery Rlicell) and Rack	1	
15.	5 KVA BPE UPS (with 8 Nos of batteries)	1	
16.	Acer Veriton X4240G Desktop	50	
17.	HP AIO G6	1	
18.	HP Probook 445 G11 Laptop	5	
19.	Brother Colour Multifunction Laser Printer	1	
20.	Brother HL 52100 DN Printer	5	