



No.RCB&KI/AMC/2023-24/2090

Date:22-02-2024

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT
(AMC) OF COMPUTER HARDWARE AND IT FOR THE FINANCIAL YEAR
2024-25**

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 2024-25 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.

1. A complete list of **items for which AMC is to be provided** is enclosed in Annexure-B. 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 01.03.2024 to 05.03.2024 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 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 15.03.2024 (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. Copy of PAN Card and GST registration of the firm and all documents attached in the tender should be sealed and signed by the authorized person of the firm.
6. **Valid Trading License issued by Khasi Hills Autonomous District Council (KHADC) under the United Khasi Jaintia Hills District (Trading by Non-Tribals) Regulation, 1954 and United Khasi Jaintia Hills District (Trading by Non-Tribals) Rules 1959 (as amended), or declaration of exemption with supporting documents is/are to be enclosed with the Technical Bid.**
7. Opening and evaluation of technical bids and financial bids will be carried out on 16.03.2024 at 11:00 AM, bidders are also requested be present and witness the opening and

evaluation of bids, In case 16.03.2024 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.

12. Submission of bids shall signify acceptance of all terms and conditions on this tender.

13. Instructions for submission of Bid:

Envelop Number	Envelope Name	Documents to be included in envelope (All documents to be self-attested with the seal of firm)
1	TECHNCAL BID FOR AMC OF IT HARDWARE AND PERIPHERALS IN RCB&KI, SHILLONG.	<ol style="list-style-type: none">1. KHADC Trading License or Exemption thereof with supporting documents.2. Copy of PAN Card.3. Copy of GST Registration Certificate.4. Copy of Agreements signed with other Central/State Government organizations located in Shillong for providing similar nature of services (last three years)
2	FINANCIAL BID FOR AMC OF IT HARDWARE AND PERIPHERALS IN RCB&KI, SHILLONG.	<ol style="list-style-type: none">1. Filled form of Annexure B indicating rate and total amount quoted for all items.

L. Rokhngt
22/2/24
Core Faculty (IT)

मूल संकाय (सु. प्रो)
क्षेत्रीय क्षमता निर्माण एवं
ज्ञान संस्थान (भा.ले.एवं ले.वि),
पूर्वांचर 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-B) 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 **01-04-2024 till 31-03-2025**, 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.

L. Reddy
7/2/24

Core Faculty (IT)

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

ANNEXURE B

List of Items to be covered by AMC for the year 2024-25.

SL. NO.	DETAILS OF ASSET	NO OF UNITS	Year of Purchase
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	2011
2.	HP 406 G1 MT Desktop PC (Intel i5 4570, 8GB DDR3 RAM, 500 GB or Higher HDD, 18.5 TFT Monitor, USB Keyboard – 104 Keys, USB Optical Mouse, 8x DVD RW, Windows 8 Pro)	24	2016
3.	HP 406 G1 MT Desktop PC (Intel i5 4570, 4GB DDR3 RAM, 500 GB or Higher HDD, 18.5 TFT Monitor, USB Keyboard – 104 Keys, USB Optical Mouse, 8x DVD RW, Windows 8 Pro)	15	2016
4.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 8GB DDR3, 500 GB 7200 rpm HDD, 18.5 TFT LED Monitor, Keyboard, Mouse)	2	2016
5.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 4GB DDR3, 500 GB 7200 rpm HDD, 18.5 TFT LED Monitor, Keyboard, Mouse)	5	2016
6.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 4GB DDR3, 500 GB 7200 rpm HDD, Without Monitor, With Keyboard and Mouse)	1	2016
7.	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	2019
8.	Asus Laptop ASUSPRO P1440 Intel Core i5 1020U, 14 inch HD, 8GB DDR4, 1TB 5400rpm HDD, Win10P	1	2020
9.	HP Laptop 240 G8 - 14" (Intel i5 1135G7 / 8 GB DDR4 / 512 GB SSD / Windows 10 Pro)	1	2022
10.	Acer Aspire 5 14" i5 11 th Gen, 8 GB RAM, 1 TB HDD, 256GB SSD	4	2021
11.	Printer HP LaserJet 1015	1	2004
12.	Printer HP LaserJet 1007	2	2009
13.	Printer HP LaserJet P 1108	2	2012
14.	Printer HP LaserJet Pro Model No CP1025	1	2014
15.	Printer HP LaserJet Pro M-202 DW	2	2016
16.	Printer Brother HL-L6200DW	2	2021

17.	Scanner HP Scanjet 200	1	2016
18.	Scanner Epson V39	1	2019
19.	Scanner HP 2000 S1	1	2019
20.	Scanner Kodak Alaris E1025	1	2021
21.	6 KVA UPS-Delta Ampton	1	2016
22.	Logitech Video Conferencing (Logitech GROUP)	1	2019
23.	Large Format Display Samsung QH65H	1	2019
24.	Ahuja Amplifier CMA-4400 (SI. No.283247 (with 21 Mic (MD-4200) Central Unit) Chairman Unit	1	2016
25.	CISCO Router CR 1941/K9 with 2 onboard GE, 2 EHWIC Slots 1ISM slot, 256 MB (F default), 512 MB DDRAM default, IP base NO-SFGL192810X7	1	2015
26.	CISCO Switch (24 port) Model WS C2960+24TCS	3	2015
27.	Interactive Pen Display (Wacom-DTU-1631)	2	2016
28.	Projector EPSON	3	2016 - 2019
29.	Xerox Cannon iR-ADV 4245	1	
30.	Hikvision CCTV – 32 camera	1	2018-20

L. R. Roy
 22/2/24
**Core
 Faculty (IT)**

मूल संकाय (सु. प्रो)
 क्षेत्रीय क्षमता निर्माण एवं
 ज्ञान संस्थान (भा.से.एच.से.वि),
 पूर्वोत्तर क्षेत्र, शिलांग।
Core Faculty (IT)
**Regional Capacity Building and
 Knowledge Institute (IA & AD),
 NE Region. Shillong**