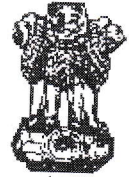




Dedicated to Truth in Public Interest

कार्यालय प्रधान महालेखाकार (लेखापरीक्षा), मणिपुर, इंफाल-795001
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT)
MANIPUR, IMPHAL - 795 001

दूरभाष/Phone: 0385-2458523 फेक्स/ Fax: 0385-2458525 ई-मेल/ E-mail: aga Manipur@cag.gov.in



सत्यमेव जयते

Notice Inviting Quotation

Invitation for percentage rate quotations (Bids) proposal for Comprehensive Annual Maintenance Contract (CAMC) for Computer Hardware & Peripherals for the period from 1st April 2022 to 31st March 2023.

The office of the Principal Accountant General (Audit) Manipur is inviting percentage rate quotation proposals for Comprehensive Annual Maintenance Contract (CAMC) for Computer Hardware & Peripherals for the period from 1st April 2022 to 31st March 2023. Quotations must reach the undersigned latest by 29-03-22 (12.30 PM). Quotations received after this date and time will not be accepted. A list of Computer Hardware & Peripherals to be maintained and the format for percentage rate quotations is enclosed as Annexure 'A'.

The Terms and Conditions of the contract are also enclosed as Annexure 'B'.

Sd/-

Sr. Audit Officer/EDP

Dated: 24/03/2022

No. EDP (Au)/1-9/AMC/2022-23/77

Copy to:-

1. Office Website
2. Office Notice Board


Sr. Audit Officer/EDP

Annexure A

Computer hardware and peripherals of the Office to be maintained under AMC

Sl. No.	Item of Hardware with brief configuration		Qty.	Period of AMC		Rate of AMC
				From	To	
1	Laptop	HP PROBOOK 430 G5, i7, 8Gen,16 GB RAM, 1TB HDD, Window 10 Pro	1	01.04.2022	31.03.2023	
2		Lenovo, V130, Intel Core i5-7200U (upto 3.1 GHz, 3 MB cache, 2 crores) 8 GB RAM, 1 TB HDD, Windows 10 Professional, Ethernet Gigabit 10/100/1000 14"Display 3 Years Onsite Warranty	4	01.04.2022	31.03.2023	
3		Lenovo S340 Q9IN 8Gi5 8GB2X 256GB SSD + 1TB HDD (Model 81N7)	1	01.04.2022	31.03.2023	
4	Desktop	HP i7, 7700 7Gen, 32GB RAM, 2TB	2	01.04.2022	31.03.2023	
5		Acer Veriton M200, i5-7400/8 GB, DDR4/1TB/18.5"TF T Window 10Pro	5	01.04.2022	31.03.2023	
6	UPS	UPS, 600VA, Zebronic	7	01.04.2022	31.03.2023	
7		UPS, 600VA, Zebronic	1	01.04.2022	30.05.2022	
8		UPS, 600VA, Microtek	17	01.04.2022	31.03.2023	
9		UPS, 650VA, Microtek	5	01.04.2022	31.03.2023	
10		UPS, 1KVA, BPE	1	01.04.2022	31.03.2023	
11	Printer	HP Laserjet Pro MFP M226dw	1	01.04.2022	31.03.2023	
12		HP Laserjet Pro M1136 MFP	1	01.04.2022	31.03.2023	
13		HP Laserjet Pro M104W	4	01.04.2022	31.03.2023	
14		HP Laserjet Pro MFP M026a	1	01.04.2022	31.03.2023	
15		HP Laserjet Pro 500 Clr MFP M570dw	1	01.04.2022	31.03.2023	

16		HP Laserjet MFP 138fnw	5	01.04.2022	31.03.2023	
17		HP Laserjet MFP M180n Colour	1	01.04.2022	31.03.2023	
18		Hp Laserjet Pro M329dn	2	01.04.2022	31.03.2023	
19	Scanner	Cano Scan lide 120	3	01.04.2022	31.03.2023	
20	Server	HP Mid Range Server	1	01.04.2022	31.03.2023	
21	CCTV	CP-PLUS NVR & 16 Cameras	1	01.10.2022	31.03.2023	
22	Biometric	Realtme TPAD	2	01.04.2022	31.03.2023	
23		D-Link 24 Port	2	01.04.2022	31.03.2023	
24		D-Link 8 Port	1	01.04.2022	31.03.2023	
25	Router	D-Link DIR-615	2	01.04.2022	31.03.2023	
26		D-Link DIR-2750U	2	01.04.2022	31.03.2023	
27	Video conference device	Logitech Group plus Expansion mic	1	01.09.2022	31.03.2023	
28	Scanner	Kodak Alaris E1025 Scanner	3	01.04.2022	31.03.2023	
29	Projector	BenQ, XGA, DLP	2	01.04.2022	31.03.2023	

[Handwritten Signature]
24/03/2022

Sr. Audit Officer/EDP

Annexure-B
Terms and Conditions of AMC

1. Rates quoted should include all prevailing taxes including GST.
2. In the matter of interpreting the terms and conditions of the AMC, as well as dispute, if any, arising due to the AMC of the Equipments, decision of the office of the Principal Accountant General(Audit), Manipur, Imphal shall be final and binding on the Firm and no representation against such decision shall be made by the Firm.
3. Tenders received after the stipulated date and time due to any reason whatsoever including Postal delays shall not be considered.
4. Office of the Principal Accountant General(Audit) reserves the right to accept or reject any/all quotations without assigning any reason whatsoever.
5. The tenders should be signed by the bidders or authorized signatories on each page. Incomplete and unsigned quotations are liable to be rejected.
6. Quotation with overriding condition will be summarily rejected.
7. The successful bidder will have to execute an agreement for the same.
8. One Service Engineer with hardware engineering qualifications and at least 3 years experience will have to be stationed by the vendor. The said engineer should be equipped with mobile phone for quick communication. The Engineer is to be present in this office for the full tenure of this office working hours for carrying out maintenance/servicing. The attendance of the service engineer would be maintained by this office.
9. Log Book for maintenance/service of each equipment is to be maintained and verified on monthly basis. Breakdown calls are to be attended immediately by resident engineer and rectified within 24 hours. In case the repair of the hardware requires considerable amount of time, the AMC holder will have to provide a temporary replacement.
10. The Performance will be monitored during the first three months and if the performance is not found satisfactory, contract may be terminated.
11. The firm shall carry out periodic check up of all the equipments under contract and take necessary maintenance/replacement of parts on regular basis.
12. It shall be the responsibility of the firm to make all the equipment under contract and take necessary maintenance/replacement of parts on regular basis.

13. The servicing, repairs etc. of the CPU, Memory, Monitor, Speakers, Microphone, Mouse, Keyboard etc. shall normally be carried out at the site where the same are installed. However, if it is necessary to carry the items to the workshop for the repair purpose, the contractors shall bear transportation and other incidental charges and shall take the equipments out of the premises with written permission from the authorities.
14. Maintenance of software shall cover restoration, debugging and updating the system including Virus protection/removal and operation system/system software installation.
15. The contract includes support like installation of internet service and other software support as per requirements of the user including operating system. The memory back-up of each computer shall be maintained by the firm on regular basis.
Complaints regarding server have to be necessarily rectified/resolved within 2 hours of complaint, failing which, the repair will be got carried out from any external engineer on payment basis and the cost of hiring such engineer would be recovered from the quarterly AMC bill of the AMC holder.
16. The contract for AMC covers all items i.e. CPU, Memory, Monitor, Cables, Network Equipments, Battery, Speakers, Microphone etc. of the computers and all parts of Laser Printers and Inkjet Printers including printer head, cables etc. logic card etc. No payment on account of any of these items will be payable extra.
17. Consumables like Toner/Ink Cartridge/Ribbon and Keyboard/Mouse are not a part of the AMC contract and will be supplied to the AMC holder by this department for necessary installation in the concerned equipment. Installation of these items would be the responsibility of the AMC holder free of cost.
18. Any broken plastic part and damaged writing of equipments under AMC shall also be covered in the AMC. Any damaged part, due to any reason, of the equipments under AMC, would be replaced by the AMC holder.
19. The firm will provide genuine parts of computers, in case replacement of part is needed. The parts shall be of the same make. In the event of their non-availability, good quality parts/replacement of similar of higher configuration would have to be provided, without extra cost to the department. The prior written permission of this department is to be taken for such upgrades.
20. *The Vendor shall attend to any other IT related miscellaneous work assigned by the Customer from time to time.*

21. The penalty provision for computer and its part on account of delay in repairing the computers and its parts(limited to the cost of the items/computer) are as follows:
 - a) ₹ 100/- per working day per computer
 - b) ₹50/- per working day per monitor
 - c) ₹400/- per working day for absence of service engineer.
22. PC's and peripheral might be upgraded during their period of AMC with/without your consultation. The AMC holder has to maintain the upgraded equipments at no extra cost.
23. All kind of maintenance should be performed in the presence of authorized officers/personnel of EDP Section.
24. Office of the Pr. Accountant General (Audit), Manipur, Imphal reserves the right to terminate the contract at any time without assigning any reason to the firm after giving a fortnight notice.
25. Vendor shall ensure that no damage is caused by his Engineer to the hardware or software while undertaking repairs or preventive maintenance to the equipment otherwise he will be liable to replace the damaged accessories or equipment or software free of cost of in case of failure to do so, bear the cost of replacement by any third party selected by the customer. The vendor shall provide required preventive maintenance of the equipment on quarterly basis during the customer's normal working hours and working days. For such preventative maintenance, the vendor may require the machine for a maximum of one working day. This period shall not be considered as down time.
26. In case of unprecedented situation/satisfaction/un-satisfaction of the Pr. Accountant General (Audit) on the performance of the vendor, the time period of the AMC contract may be shortened/extended and the decision of the Pr. Accountant General (Audit) will be final and binding on the firm.
27. The AMC holder should be agreed to take over the computer of the department on "AS IS WHERE IS" basis.

A handwritten signature in blue ink, followed by the date 24/03/2022 written in blue ink.

Sr. Audit Officer/EDP