



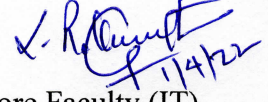
No.RTI/SHG/AMC/2021-22/10

Date: 01-04-2022

Notice inviting Tender for Annual Maintenance Contract (AMC) of Information

Technology items for the year 2022-23

1. Reference is invited to this Office Notice No. RTI/AMC/2021-22/ 1260 to 1265 dated 24.03.2022. In response, only one bid had been received from a firm. As such, sealed quotations are once again invited from Registered Firms for Annual Maintenance Contract in respect of items at Annexure-A.
2. The quoted rate must be for comprehensive AMC. The rate must be quoted for all items and quoted separately for each item inclusive of all taxes.
3. The items requiring AMC will be available for inspection from 04-04-2022 to 07-04-2022.
4. The terms and conditions of contract are enclosed in Annexure -B.
5. The sealed quotation can be dropped in the drop box available in the RTI, Shillong during working hours **upto 11-04-2022 (2:00 PM) after which bids shall not be accepted. The quotations will be opened on the same day at 4.00 PM.**
6. Copy of Registration under GST should be enclosed with the bid.
7. Details of past experience is carrying out AMC in any Government Office may be attached.
8. This Office reserves the right to accept or reject any bid without assigning any reason.
9. Quotations must be addressed to the Director General, RTI, Shillong.


Core Faculty (IT)

Date: 01-04-2022

Memo No. RTI/AMC/2021-22/11

1. M/s Softech, Upland Road, Laitumkrah, Shillong - 03
2. M/s TechWeb, Zara's Arcade, Keating Road, Shillong -01
3. M/s Lignum, Keating Road, Shillong- 01
4. M/s Spectrum, Keating Road, Shillong- 01
5. M/s DB Computers, Fire Brigare, Laitumkrah, Shillong 03
6. M/s Hue Services Pvt.Ltd. C/o Lamonte Enterprise, Near Step by Step School, Barik Point, Shillong -01
7. M/s Tech Direct, Qualapatty, Shillong -01.
8. Office Website (<https://cag.gov.in/rti/shillong/en/tenders>)
9. Notice Board.

ANNEXURE A

List of Items to be covered by AMC

Sl.	Particular of Items/Brand/Model	No. of Units
1	Mid-Range Server, HCL Infiniti	1
2	Mid-Range Server, HCL-2701 BC	1
3	24 Port Switch, 3 com Super Stack	1
4	Laserjet Printer, HP 1108	2
5	Laserjet Printer, HP 2055	1
6	Laserjet Printer, HP 1015	2
7	Laserjet Printer, 6L Pro	1
8	Laserjet Printer, HP 1200	1
9	Laserjet Printer, HP 1007	2
10	Laserjet Printer, HP Pro M202dw	2
11	Laserjet Printer, HP Pro CP 1025	1
12	Brother LaserJet Mono Printer (HL-L6200DW)	2
13	5 KVA UPS, Numeric	1
14	5 KVA UPS online, Uniline	2
15	Desktop Computers, HCL Intel Core i5	24
16	Desktop Computers, Zenith	10
17	Desktop Computers, Hp Intel Core i5	39
18	Desktop Computers, HP Intel Core i3	7
19	Laptop, Asus X510UN, i5 8th Gen, 8GB DDR4, 1 TB	1
20	Projector, Epson EB-S41	1
21	Projector, Epson EB-X31	2
22	Scanner, HP Scanjet 200	1
23	Scanner, HP 2000s1	1
24	Scanner, Epson V39	1

N. R. Gupta
1/19/22

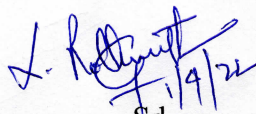
ANNEXURE B

TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE

CONTRACT (AMC)

The following terms and conditions shall govern the Annual Maintenance Contract (AMC) and shall be binding on the customer i.e. Director General / Principal, Regional Training Institute (IA & AD), Laitumkhrah, Shillong and the Vendor .

1. The Contract is effective for the period of one year from the date of signing the agreement.
2. Payment Terms: Payment will be made on quarterly basis.
3. Vendor's Engineer will be required to call on us twice a day, once in the morning and once in the evening during our office working hours (including Saturdays) to ensure that all the above computers and peripherals are in working condition. A detailed log book will be maintained for this purpose and the engineer will be required to sign the same on each visit. The engineer is also required to report to us any defect after inspecting all the machines and set it right.
4. In the event of incomplete solution on a particular day, by the visiting engineer and if the engineer concerned fails to continue/render his service on the following day, he shall be responsible to provide feedback to his/her colleague as well as vendor and ensure that the work is completed by his/her colleague in his absence.
5. This maintenance contract shall be both preventive and corrective one for the items listed under AMC and will include repairs and replacement of parts of items without additional cost.
6. Any defect noticed in any of the machines listed in ANNEXURE-A will be intimated to the service engineers who will be visiting the site twice a day or when intimated to the local representative of the vendor over phone. It is important 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 the defect to any desktop is not rectified within 24 hours of reporting, a penalty @, Rs. 200/-only per day for each desktop computer will be levied after the first 24 hours.
7. In the event of any question, dispute or difference arising under these conditions or in connection with this contract, the same shall be referred to the sole arbitration of a Gazetted Officer appointed as Arbitrator by the Director General / Principal Director, Regional Training Institute, Meghalaya Shillong and seated at Shillong. The Gazetted Officer to be appointed as arbitrator, shall not be one of those who had an opportunity to deal with the matters to which the contract relates or who in the course of this duties had expressed view on all or any of the matters under this dispute or difference. The award of the Arbitrator shall be final and binding on the parties to this contract.


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