

OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E) MEGHALAYA, SHILLONG

No. EDP Cell/AMC/2022-23/

Dated: 07.03.2022

Notice Inviting tender for Annual Maintenance Contract of Computer Hardware for year 2022-2023

1. Sealed quotations are invited for Annual Maintenance Contract for Desktops, Server, Laserjet Printer, Networking equipment, UPS for the period 01/04/2022 to 31/03/2022. The Bid will be evaluated as a package for comprehensive Annual Maintenance contract of Hardware. The period of AMC will be for ONE year i.e., from 01/04/2022 to 31/03/2022
2. A complete list of Computers, Printers, UPS, Server, Networking equipment is enclosed in Annexure – II herewith along with the proforma in which the quotation is to be given.
3. The IT hardware requiring AMC, will be available for inspection in this office on 15th March, 2022 to 18th March, 2022 between 11:00 AM to 4:30 PM. The quotations in sealed envelopes should reach this office on or before 22nd March, 2022.
4. The contract will be a complete comprehensive contract which shall cover the following specific terms in addition to the normal terms and conditions to be defined at the time of signing the contract. A list of such terms and conditions is enclosed in Annexure-I.
5. The contract will be a completely comprehensive for non-warranty machines, contract covering all parts of computers and printers except for the printer cartridges/toners, fuser assembly unit in case of LaserJet Printer and batteries in case of UPS.
6. The vendor should replace faulty parts and small parts of all computer peripherals with same configuration without any additional cost.
7. The tender shall be dropped in a box named “Tender for AMC of Computer Hardware” on the Ground floor of this office.
8. Every document attached in the tender should be sealed and signed by the authorized person of the firm.
9. 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 a Rs. 100/- Stamp paper by authorized signatories of both parties.
10. The bidder should have a qualified engineer for carrying out repair/rectification/replacement of parts.


Sr. Accounts Officer/EDP

ANNEXURE – I

1. The contract will be a completely comprehensive for non-warranty machines, contract covering all parts of computers and printers except for the printer cartridge/toners, fuser assembly unit in case of LaserJet Printer and batteries in case of UPS.
2. The vendor should replace faulty parts of all computer peripherals with same configuration without any additional cost.
3. The contract is subject to review after each quarter and 'the office' reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
4. The vendor would also be responsible for maintenance and trouble-shooting such networking issue, system software issues etc.
5. The AMC will include complete Networking, troubleshooting, facility management and preventive maintenance. Software support and technical guidance to be provided as and when required.
6. 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.
7. Executive of the company will meet quarterly with the EDP officials to assess quality of the service provided.
9. Past experience/recent experience of carrying out AMC in Government office may be attached.
10. The engineers of the vendor will at all times adhere to the IT security and confidentiality policies of the office.
11. In the event of satisfactory performance of particular support personnel, he/she should be immediately replaced.
12. The vendor should inspect the entire Hardware and its configuration details before entering the contract and record the details of the configuration.
13. AMC payment will be made on half year at the end of each six-monthly period against the invoice.
14. This contract will have effect from April 01, 2022 to March 31, 2023 or from the day of entering into the contract whichever is later.
15. Rate of AMC should be inclusive of all taxes.
16. Copy of registration under GST should be enclosed.


8/3/22
Sr. Accounts Officer/EDP

ANNEXURE – II

Sl. No.	Particulars of Hardware	Quantity (In nos.)	Original Price of the Machine	Unit rate of AMC*	Total
1	HCL Global line 2701 BC Server	2			
2	HP DL Rack Server	2			
3	HCL P4 Desktop	5			
4	Zenith Desktop (Core 2 Duo)	14			
5	5 KVA UPS (Numeric 6 nos, Unlined 1 No)	7			
6	Small LaserJet Printer	30			
7	Heavy Duty LaserJet Printer	8			
8	Networking (Switch)	10			
9	Dot Matrix Printer	1			
10.	Acer Desktop (core i3 an i5)	35			
11.	HCL Core i3/i5 desktop	12			
12.	All in One Color Printer	3			
	Total:	128			

(Rupees only. _____)

Seal/Signature of authorized personnel of Vendor

* Rate should be inclusive of all taxes.