



प्रधान महालेखाकार का कार्यालय(ले. व ह.), मणिपुर, इंफाल
OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E), MANIPUR:
IMPHAL

<https://cap.gov.in/ae/manipur/en>

NO.EDP (A&E)/AMC/2019/Vol-2/133

Date: 24.03.2022.

Notice inviting sealed quotations for Annual Maintenance Contract

Sealed quotations are invited from registered firms (on official letter heads) for Annual Maintenance Contract (AMC) of Desktops-PCs, Laptops, Printers, UPS etc. as listed in Annexure-I.

1. Registered firms/agencies having expertise in preventive on-site maintenance and repair of standalone computers, laser and inkjet printers, laptops, UPS, associated peripherals, network components and other hardware parts and accessories may apply. The firms must also have expertise in Network troubleshooting.
2. The quotations addressed to the Sr. Deputy Accountant General (A&E), O/o the Principal Accountant General, Manipur, Imphal - 795 001 should be submitted under the Sealed covers super-scribed with the words "QUOTATION FOR AMC OF DESKTOPS, PRINTERS, UPS ETC." on or before 29.03.2022 either by post or messenger. No quotation will be accepted after expiry of the last date of submission of quotations.
3. The sealed quotation will be opened on 30.03.2022 at 04:00 PM.
4. The Office also reserves the right to reject any quotations without assigning any reasons.
5. A copy of the terms and conditions laid down in Annexure-II may please be attached along with the quotation, duly signed by the firm in token of having agreed the same.
6. Format of quotation is given in Annexure-III.

Sr. Accounts Officer/EDP

Dated: 24.03.2022.

Sr. Accounts Officer/EDP

NO.EDP (A&E)/AMC/2019/Vol-2/134

Copy to:

1. All Firms/Vendors
2. Notice Board/Office Website

Annexure-II

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(A&E), 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 (A&E) 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, Key-Board 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 servicing centre 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 or 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 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:
- ₹ 100/- per working day per computer
 - ₹50/- per working day per monitor
 - ₹400/- per working day for absence of service engineer.
21. 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.
22. All kind of maintenance should be performed in the presence of authorized officers/personnel of EDP Section.
23. Office of the Pr. Accountant General (A&E), Manipur, Imphal reserves the right to terminate the contract at any time without assigning any reason to the firm after giving a fortnight notice.
24. 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.
25. In case of unprecedented situation/satisfaction/un-satisfaction of the Pr. Accountant General (A&E) 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 (A&E) will be final and binding on the firm.
26. The AMC holder should be agreed to take over the computer of the department on "**AS IS WHERE IS**" basis.



Sr. Accounts Officer/EDP

Annexure-I

SI No.	Particulars of Machine	Date of Purchase	Qty	Unit Price
1	XEON-I Server (Win2003 SVR)	14-10-2011	2	185000
2	XEON-I Server (Linux)	07-07-2011	3	185000
3	XEON-I Server (UNIX)	08-03-2007	2	118968
4	Xeon-I Server New	01-02-2016	2	203085
5	Networking for VLCS	Networking	1	473678
6	Networking for other than VLCS	Networking	1	96000
7	Hp laserjet 400 M403 Printer	15-02-2017	2	44250
8	Hp laserjet pro MFP M177fw	09-12-2015	1	51387
9	Hp Laptop 15-Ay020tu core i3	03-09-2016	9	32547
10	3KVa ups for IAAD	02-02-2016	1	46946
11	Hp laserjet 400 M403 Printer	14-03-2018	3	39301
12	Hp laserjet Pro 100 MFP M126nw	14-03-2018	2	18275
13	Lenovo Core i5 Desktop	23-01-2019	18	42880
14	Hp coire i5 desktop	23-01-2019	1	47969
15	Hp laserjet pro M501	23-01-2019	1	47398
16	Asus Laptop core i7	23-01-2019	1	61038
17	Delta online 10kva ups	23-01-2019	1	248000
18	Online 3Kva ups	23-01-2019	1	41500
19	Dell server	23-01-2019	1	572358.53
20	Acer Desktop Core i5	20-02-2021	3	44301
21	Brother Mono Printer	20-02-2021	2	34910
22	Hp laserjet 305	19-03-2021	1	20215
23	Acer Laptop core i5	19-03-2021	1	42322
24	Dell All in one desktop core i7	16-08-2021	1	79385
25	Dell All in one desktop core i5	13-08-2021	1	73096
26	Dell laptop core i5	24-06-2021	4	58899

Annexure-III

FORMAT OF QUOTATION

To

The Sr. Deputy Accountant General (A&E),
Manipur, Imphal.

Subject : Quotation for AMC of Desktops, Printers, UPS etc.

Name of the Firm	
Address	
Trade License No.	
GST Registration No.	
PAN	
Experience in the field	
Name of the contact person	
Contact number of the contact person	
Email id of the contact person	

Signature and Seal of the Firm