



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (AUDIT),
MANIPUR, IMPHAL – 795001**


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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 2021 to 31st March 2022.

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 2021 to 31st March 2022. Quotations must reach the undersigned latest by 26 March (12:30 pm). Quotations received after this date and time will not be accepted. A list of the 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'.


10/03/2021.

Sr. Audit Officer(EDP)

Memo No .EDP/1-9/CAMC/2020-21/5-6

Date: 10.03.2021

Copy to:-

- 1. Office Website.**
- 2. Office Notice Board.**

Annexure A

List of computer hardware and computer peripherals of the Office to be maintained under CAMC for the period from 1st April 2021 to 31st March 2022.

Sl.No.	Item of Hardware with brief configuration		Quantity	Rate of CAMC
1	Laptop	HP 15-AC-101TU, 4GB RAM, 1TB HDD	5	
2		Acer i7, 5500U, 4GB RAM, 500GB HDD	1	
3		Dell-Inspiron 14(7460) Gray A561101	1	
4		HP PROBOOK 430 G5, i7, 8Gen,16 GB RAM, 1TB HDD, Window 10 Pro	1	
5		13 inch Macbook Air Core i5, 8GB RAM, 128 GB SSD, macOS 13.3 inch	1	
6		Apple Macbook AIR MMGF2HN	1	
7	Desktop	HP Desktop Model 455001, 2GB RAM, 1 TB HDD	7	
8		HP i7, 7700 7Gen, 32GB RAM, 2TB	2	
9		Acer Veriton M200, i5-7400/8 GB, DDR4/1TB/18.5"TF T Window 10Pro	5	
10	UPS	UPS, 600VA, iBall	3	
11		UPS, 600VA, FRONTECH	2	
12		UPS, 600VA, Zebronic	8	
13		UPS, 600VA, Microtex	17	
14		UPS, 1KVA, BPE	1	
15	Printer	Laserjet pro P1108	1	
16		Laserjet B-1005	1	
17		HP Laserjet Pro MFP M226dw	1	

18		HP Laserjet Pro M1136 MFP	1	
19		HP Laserjet Pro M104W	4	
20		HP Laserjet Pro MFP	1	
21		HP Laserjet Pro 500 Clr MFP M570dw	1	
22		HP Laserjet MFP 138fnw	5	
23		HP Laserjet MFP M180n Colour	1	
24	Scanner	iball	5	
25		Cano Scan lide 120	3	
26	Server	HP Mid Range Server	1	
27		HCL Mid Range Server	1	
28	Projector	BenQ, XGA,DLP	2	
29	CCTV	HIKVISION, 16 Cameras	1	
30	Biometric	Realtme TPAD	2	
31		D-Link 24 Port	2	
32	Router	D-Link 8 Port	1	
33		D-Link DIR-615	2	
34		D-Link DIR-2750U	2	


 10/03/2024
Sr. Audit Officer/Admin

Annexure-B
Terms and Conditions of CAMC

1. Rates quoted should include all prevailing taxes including GST.
2. In the matter of interpreting the terms and conditions of the CAMC, as well as dispute, if any, arising due to the CAMC 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. Quotations 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 quotations 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 CAMC 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 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 CAMC bill of the CAMC holder.
16. The contract for CAMC 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 CAMC contract and will be supplied to the CAMC holder by this department for necessary installation in the concerned equipment. Installation of these items would be the responsibility of the CAMC holder free of cost.
18. Any broken plastic part and damaged writing of equipments under CAMC shall also be covered in the CAMC. Any damaged part, due to any reason, of the equipments under CAMC, would be replaced by the CAMC 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 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.
21. PC's and peripheral might be upgraded during their period of CAMC with/without your consultation. The CAMC 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 (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.
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 (Audit) on the performance of the vendor, the time period of the CAMC contract may be shortened/extended and the decision of the Pr. Accountant General (Audit) will be final and binding on the firm.
26. The CAMC holder should be agreed to take over the computer of the department on "AS IS WHERE IS" basis.


10/03/2021
Sr. Audit Officer/Admin