



क्षेत्रीय प्रशिक्षण संस्थान भारतीय लेखा तथा लेखापरीक्षा विभाग

पूर्वोत्तर क्षेत्र: लखतलेत कम्प्लेक्स, शिलांग - 793003

REGIONAL TRAINING INSTITUTE (IA&AD)

NE REGION: LACHATELETTE COMPLEX, SHILLONG-793003

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No. RTI/AMC/2022-23/1980

29 MAR 2023


**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTER HARDWARE AND IT ITEMS FOR THE FINANCIAL YEAR 2023-24.**

Regional Training Institute (Indian Audit & Accounts Department) NE Region, Shillong, Meghalaya (RTI, Shillong), invites sealed quotations for providing Annual Maintenance Contract (AMC) of Computer Hardware and IT items for the Financial Year 2023-24 in the O/o the Director General RTI, Shillong, in **two bids system i.e Technical bids and Financial bids**. The bids are sought only from reputed local firms, holding KHADC issued valid trading license and providing similar services to other Central/State Government organizations located in Shillong. .

1. A complete list of **items for which AMC is to be provided** is enclosed in Annexure- B. Bidders should quote for all the items, failing which the bid will be rejected in the Technical Evaluation stage.
2. The IT hardware requiring AMC, will be available for inspection in this office from 13.04.2023 to 15.04.2023 between 11:00 AM to 04:00 PM. Bidders may contact the Core Faculty (IT) by Whatsapp/SMS/Call on Mobile Number 07628953220 or by email to "rtishillong@cag.gov.in" atleast one day before inspection.
3. The contract shall be for complete comprehensive maintenance, covering all Hardware items except for the printer cartridges/toners, fuser assembly unit in case of Laser Jet Printer and batteries in case of UPS.
4. **The sealed tenders should be dropped in the Tender Box kept at RTI, Shillong on or before 17.04.2023 (04:00 PM). Sealed tenders shall be submitted as indicated at Para No. 13 below.**
5. Tenders not sealed and received after due date and time will be summarily rejected. Copy of PAN Card and GST registration of the firm and all documents attached in the tender should be sealed and signed by the authorized person of the firm.
6. **Valid Trading License issued by Khasi Hills Autonomous District Council (KHADC) under the United Khasi-Jaintia Hills District (Trading by Non- Tribals) Regulation, 1954 and United Khasi-Jaintia Hills District (Trading by Non-Tribals) Rules, 1959 (as amended), or declaration of exemption with supporting documents is/are to be enclosed with the Technical Bid.**
7. Opening and evaluation of technical bids and financial bids will be carried out on 17.04.2023 at 04:30 PM. Bidders are requested be present and witness the opening and evaluation of bids. In case 17.04.2023 is a closed holiday due to unforeseen circumstances, the tender shall be opened on the next working day at the same venue and at 11:00 AM.
8. Opening and evaluation of financial bids will be carried out only for those bidders who have qualified in the technical evaluation stage.

9. The bidder is required to have a qualified engineer for carrying out repair/rectification/replacement of parts.
10. **The terms and conditions of the contract are enclosed in Annexure-A.**
11. 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 ₹100/- Stamp paper/e-stamp paper, to be provided by the bidder at his own cost, by authorized signatories of both parties.
12. Submission of bids shall signify acceptance of all terms and conditions on this tender. 13. Instructions for submission of Bid:-

Envelope Number	Envelope Name	Documents to be included in envelope (All documents to be self-attested with the seal of firm)
1	TECHNICAL BID FOR AMC OF IT HARDWARE AND PERIPHERALS IN RTI, SHILLONG	<ol style="list-style-type: none"> <li>1. KHADC Trading License or Exemption thereof with supporting documents</li> <li>2. Copy of PAN Card</li> <li>3. Copy of GST Registration Certificate</li> <li>4. Copy of Agreements signed with other Central/State Government organizations located in Shillong for providing similar service (last three years)</li> </ol>
2	FINANCIAL BID FOR AMC OF IT HARDWARE AND PERIPHERALS IN RTI, SHILLONG	<ol style="list-style-type: none"> <li>1. Filled form of Annexure B indicating rate and total amount quoted for all items.</li> </ol>


  
 Core Faculty (Admn)

## ANNEXURE-A

**TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT OF COMPUTER HARDWARE AND IT ITEMS FOR THE  
FINANCIAL YEAR 2023-24 IN RTI, SHILLONG**

1. The vendor should inspect the entire Hardware and its configuration details (Annexure-B) before entering the contract and record the details of the configuration.
2. The vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee.
3. The Contract shall be effective from the date of signing the contract till 31-03-2024 which may otherwise also be extended conditional upon satisfactory performance and on the sole discretion of the Director General, RTI, Shillong.
4. No person below the age of 18 years shall be deputed to this office.
5. The contract will be for a completely comprehensive maintenance, covering repair and/or replacement of all parts of computers and printers except for the printer cartridge/toners, fuser assembly unit in case of Laser Jet Printer and batteries in case of UPS.
6. The vendor shall replace faulty parts of all computer peripherals with the same configurations/components without any additional cost during the contract validity period.
7. The vendor should note 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 restoration/correction would take more than 24 hours from the time of reporting, then a stand-by system/sub-system of the similar configuration and quality acceptable to this office shall be provided at the expense of the vendor and on returnable basis.*
8. *A penalty of ₹1000/- per day shall be imposed if the vendor does not rectify the reported issue or provide a stand-by backup within 24 hours of report. The amount imposed shall be deducted from the quarterly bill.*
9. Frequently required spare parts for at least 2 PCs must be kept at the premises of this office for replacement of the components of the faulty PCs so that non-functional PCs can be rectified within two hours.
10. The contract is subject to review after each quarter and RTI, Shillong reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
11. In case the AMC is cancelled on the above said ground, future payment due if any, shall lapse and the firm shall have no right to claim such dues.

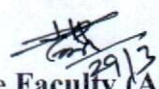
12. The vendor shall also be responsible for maintenance and trouble-shooting such networking issues, system software issues etc.
13. The AMC shall include complete Networking trouble shooting, facility management and preventive maintenance. Software support and technical guidance is also to be provided as and when requested.
14. 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.
15. Authorised Executive of the company/firm shall meet quarterly with the Core Faculty (IT) to assess quality of the service provided.
16. Past experience/recent experience of carrying out IT AMC in Central/State Government offices may be attached.
17. The vendor shall depute a qualified engineer to attend to the maintenance call full time at our site on all working days and if required on closed holidays also if required and requested and any overtime pay due to such engineer shall be borne by the firm and not by RTI, Shillong.
18. In the event of non-satisfactory performance of particular support personnel, he/she should be immediately replaced.
19. The vendor will at all times adhere to the IT security and confidentiality policies of the office and the Government of India.
20. AMC payment will be made at the end of each quarter against submission of vendor's invoice/bill to this Institute. No advance payment will be made.
21. Rate of AMC should be inclusive of all taxes.
22. In the event of any question, dispute or difference arising out of this Agreement, the decision of RTI, Shillong shall be final and binding to the firm.
23. The firm should deposit Performance Security, in the form of Demand Draft/Banker's Cheque/Bank Guarantee for the duration of the contract, valuing **10% of final contract value** which will be valid for 60 days beyond the date of completion of all contractual obligation of the contractor including any statutory obligation. The Performance Security will be released only after successful completion/expiry of the contract. Penalties and other amounts due, if any, shall also be deducted from the Performance Security Deposit.
24. The clauses of the AMC may be revised on mutual agreement by both the parties.
25. Any dispute arising out of or in relation to the contract shall be resolved by way of Arbitration. This number of Arbitrators shall be one. The Director General shall appoint the arbitrator. The seat of Arbitration shall be Shillong, Meghalaya. The Arbitration shall be subject to the Indian Laws and applicable laws, if any.

  
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**ANNEXURE B****List of Items to be covered by AMC.**

SL. NO.	DETAILS OF ASSET	NO OF UNITS	Unit rate of AMC	Total
1.	Mid-Range Server Infinite Global Line 2701 BC (Xeon 2 X @ 13 GHz, 2 X 2GB DDR3 REG ECC, 3X 300 GB SAS HDD, SATA DVD writer, SAS LSI Card)	1		
2.	HP 406 G1 MT Desktop PC (Intel i5 4570, 8GB DDR3 RAM, 500 GB or Higher HDD, 18.5 TFT Monitor, USB Keyboard – 104 Keys, USB Optical Mouse, 8x DVD RW, Windows 8 Pro)	24		
3.	HP 406 G1 MT Desktop PC (Intel i5 4570, 4GB DDR3 RAM, 500 GB or Higher HDD, 18.5 TFT Monitor, USB Keyboard – 104 Keys, USB Optical Mouse, 8x DVD RW, Windows 8 Pro)	15		
4.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 8GB DDR3, 500 GB 7200 rpm HDD, 18.5 TFT LED Monitor, Keyboard, Mouse)	2		
5.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 4GB DDR3, 500 GB 7200 rpm HDD, 18.5 TFT LED Monitor, Keyboard, Mouse)	5		
6.	HP 406 G1 MT Desktop PC (Intel Core i3-4130, 4GB DDR3, 500 GB 7200 rpm HDD, Without Monitor, With Keyboard and Mouse)	1		
7.	Asus Laptop X510UN-EJ327T (X510 UN) Intel Core i5, 8th Generation, 8GB RAM, 1TB HDD, 15.6 inch HD Display screen OS Windows 10	1		
8.	HP Laptop HP 250 G7 Intel Core i5 6265U, 15.6 inch FHD, 8GB DDR4, 1TB 5400rpm HDD, Win10P	1		

9.	Asus Laptop ASUSPRO P1440 Intel Core i5 1020U, 14 inch HD, 8GB DDR4, 1TB 5400rpm HDD, Win10P	1		
10.	HP Laptop 240 G8 - 14" (Intel i5 1135G7 / 8 GB DDR4 / 512 GB SSD / Windows 10 Pro)	1		
11.	Printer HP LaserJet 1015	2		
12.	Printer HP LaserJet 1007	2		
13.	Printer HP LaserJet P 1108	2		
14.	Printer HP LaserJet Pro Model No CP1025	1		
15.	Printer HP LaserJet Pro M-202 DW	2		
16.	Printer Brother HL-L6200DW	2		
17.	Scanner HP Scanjet 200	1		
18.	Scanner Epson V39	1		
19.	Scanner HP 2000 S1	1		
20.	Scanner Kodak Alaris E1025	1		
21.	5 KVA Uniline online UPS	2		
22.	6 KVA UPS-Delta Ampton	1		
23.	Logitech Video Conferencing (Logitech GROUP)	1		
24.	Large Format Display Samsung QH65H	1		
25.	Ahuja Amplifier CMA-4400 (SI. No.283247 (with 21 Mic (MD-4200) Central Unit) Chairman Unit	1		
26.	CISCO Router CR 1941/K9 with 2 onboard GE, 2 EHWIC Slots 1ISM slot, 256 MB (F default), 512 MB DDRAM default, IP base NOSFGL192810X7	1		
27.	CiSCO Switch (24 port) Model WS C2960+24TCS	3		
28.	Interactive Pen Display (Wacom-DTU-1631)	2		

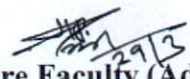
  
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## ANNEXURE-A

### TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AND PERIPHERALS IN RTI, SHILLONG

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 Laser Jet 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 vendor should be noted 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 restoration/correction take more than 24 hours of reporting, ***a penalty @, Rs. 500/-only per day for each desktop computer etc. shall be levied after the first 24 hours.***
4. The contract is subject to review after each quarter and RTI, Shillong reserves the right to terminate the contract with a week's notice, if the service provider is found unsatisfactory.
5. In case the AMC is cancelled on the above said ground, future payment if any due will lapse and the firm will not have any right to claim for such outstanding dues.
6. The vendor would also be responsible for maintenance and trouble-shooting such networking issues, system software issues etc.
7. The AMC will include complete Networking trouble shooting, facility management and preventive maintenance. Software support and technical guidance to be provided as and when required.
8. 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.
9. Executive of the company/firm will meet quarterly with the Core Faculty (IT) to assess quality of the service provided.
10. Past experience/recent experience of carrying out IT AMC in Central/State Government offices may be attached.
11. The engineers of the vendor will at all times adhere to the IT security and confidentiality policies of the Institute.
12. In the event of non-satisfactory performance of particular support personnel, he/she should be immediately replaced.
13. The vendor should inspect the entire Hardware and its configuration details before entering the contract and record the details of the configuration.
14. AMC payment will be made at the end of each quarter against the vendor's invoice/bill.
15. Rate of AMC should be inclusive of all taxes.

- 16. The Contract shall be effective from the date of signing the contract till 31-03-2024.
- 17. In the event of any question, dispute or difference arising out of this Agreement, the decision of RTI, Shillong shall be final and binding to the firm.
- 18. The firm should deposit Performance Security, in the form of Demand Draft/Banker's Cheque/Bank Guarantee for the duration of the contract, valuing **10% of final contract value** which will be valid upto 60 days beyond the date of completion of all contractual obligation of the contractor including statutory obligation. The Performance Security will be released only after successful completion/expiry of the contract.
- 19. The clauses of the AMC may be revised on mutual agreement by both the parties.

  
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