

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL ARUNACHAL PRADESH
MOWB-II, ITANAGAR- 791 111

Memo No. PAG/AP/EDP/AMC/2020-21/262

Dated: 11/03/2021

NOTICE INVITING QUOTATION
ANNUAL MAINTENANCE CONTRACT

Quotations are invited from registered firms (on official letter heads) for award of 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.
2. The firms must also have expertise in LAN troubleshooting.
3. The quotations addressed to the Sr. Deputy Accountant General (Admn.), O/o the Principal Accountant General, Arunachal Pradesh, Mowb-II, Itanagar- 791111 should be submitted under the sealed covers super scribed with the words "**QUOTATION FOR AMC OF DESKTOPS, PRINTERS, UPS ETC.**" so as to reach Administration Section on or before **23.03.2021** either by post or messenger. No quotation will be accepted after expiry of the last date of submission of quotations.
4. The sealed quotation will be opened on 24.03.2021 at 04:00 PM in the office chamber of Sr. Deputy Accountant General (Admn.) in the presence of the bidders or their authorized representative (maximum one), who choose to attend. The Department 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. Specimen of maintenance agreement is given as Annexure-II. Format of quotation is given in Annexure-I.


Sr. Deputy Accountant General (Admn)

Memo No. PAG/AP/EDP/AMC/2020-21/263-271

Dated: 11/03/2021

Copy to:

1. M/s Arunachal Computers, C-Sector, Near Capital Auto Agency, Itanagar, Arunachal Pradesh.
2. M/s System & Software, C-Sector, Opp. Petrol Pump, Itanagar, Arunachal Pradesh.
3. M/s L.M.G Enterprises, Super Market, Main Road, Naharlagun, Arunachal Pradesh.
4. M/s Ananya Computers & Traders, C-Sector, Itanagar, Arunachal Pradesh.
5. M/s Gourichen Enterprises, Ganga, Itanagar, Arunachal Pradesh.
6. M/s Pentasofware, Near Civil Secretariat, Itanagar, Arunachal Pradesh.
7. M/s D.L. Traders, Opp. TRIHMS, Naharlagun, Arunachal Pradesh.
8. M/s Rumi Enterprises, Vivek Vihar, Itanagar, Arunachal Pradesh.
9. Notice Board/Office Website.


Sr. Deputy Accountant General (Admn)

FORMAT OF QUOTATION

To,

Sr. Deputy Accountant General (Admn)

O/o the Principal Accountant General,

Mowb-II, Arunachal Pradesh, Itanagar-791111

Sub: **QUOTATION FOR AMC OF DESKTOPS, PRINTERS, UPS ETC.**

Name of the firm: _____

Address: _____

GSTIN: _____

PAN: _____

No. of Engineers/Technicians employed: _____

Qualification of Engineers/Technicians employed: _____

Name of contact person: _____

Phone No. of Contact person: _____

Signature & Firm Seal

FORMAT FOR SCHEDULE OF QUOTATION OF RATES

Sl. No.	Name of the item	Qty.	Unit/Rate (₹)	Taxes, if any	Total amount with taxes
1.	Desktop PC including Monitor, Keyboard etc.	48			
2.	Printers				
	1. HP 1108	01			
	2. HP 1007	06			
	3. HP 1106	01			
	4. HP 3015DN	01			
	5. HP COLOR 2025	01			
	6. HP Laserset Pro 200 color M25 In	02			
	7. HP 1020 Plus	03			
	8. HP M403N	02			
	9. HP M403D	01			
	10. HP M1136	02			
	11. HP M128MFP	01			
	Sub-Total	21			
3.	Laptops	06			
4.	UPS 800VA/600VA	32			

Name :.....

Signature :.....

Date :.....

Firms Seal :.....

Annexure-II

TERMS AND CONDITIONS

1. The comprehensive AMC with spare parts will include maintenance of Hardware, Software and other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipments during contract period. Any trouble arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair responsibility of corruption on the back-up will be borne by the fir. Losses if any will be compensated by the firm. However, breakage of plastic parts due to accidents shall be out of the preview of AMC.
2. Even if there is no complaint preventive maintenance and cleaning of computers/printers/keyboards/mouse is to be carried out at least once a quarter and also providing of virus free environment should be the responsibility of the firm.
3. Only legal softwares are to be installed in the system.
4. Service call made on telephone or in writing to be attended within 24 hours.
5. The comprehensive maintenance shall be carried out at the premises of O/o The Pr. Accountant General, Arunachal Pradesh, Itanagar during office hours (9.15 AM to 5.45 PM). in case the equipment cannot be repaired on-site, the defective equipment may be taken to the firms premises with the consent of the official in-charge of EDP by getting a gate pass after giving due reason at their own cost and risk to get repaired promptly.
6. The office will have the right to terminate the contract anytime during the period of the contract after giving 15 (fifteen) days notice if, the firm does not render the services satisfactorily or parts/spares provided by the firm are found to be of sub-standard or any other reason as the department may deem proper.
7. The comprehensive maintenance charge shall be payable as advance on half yearly basis.
8. The rates quoted will remain in force for the full period of the contract. No demand for of rates of any account shall be entertained during the contract period. It will be open to the department to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a period of one year or more depending upon the performance.
9. Maintenance charge under the AMC shall not include the cost of consumables and supply items such as ribbons, cartridge, CDs computer stationeries.
10. It shall be the responsibility of the firm entering the contract not only to make the item under AMC work satisfactory throughout the contract period but also to handover the items under AMC to the department in working condition on expiry of contract.
11. This department shall have the right to include on pro-rata basis in the AMC any new equipment on the expiry of its warranty at the rate of Contract for the equipment on the AMC. Similarly, the department shall have the right to exclude any of the existing equipment under warranty from the AMC on disposal of the items become obsolete.
12. The contractor should not sublet the contract to any other firm.
13. The engineer will get the log book for complaints signed after attending to the problem.
14. Any hindrance in the smooth functioning of the service engineer should be brought to the notice of the undersigned for redressal.

Sr. Audit Officer (Admn)