प्रधान महालेखाकार (लेखा व हक)
का कार्यालय,
मणिपुर, इम्फाल - 795001

OFFICE OF THE
PRINCIPAL ACCOUNTANT GENERAL (A&E),
MANIPUR, IMPHAL - 795001

NO.EDP/AMC/2024-25/13 Date:03.02.2025

Notice inviting sealed rate quotations for Annual Maintenance Contract

वार्षिक रखरखाव अनुबंध के लिए सीलबंद दर कोटेशन आमंत्रित करने की सूचना

Sealed rate quotations are invited from registered firms (*on official letter heads*), preferably local experienced vendors, for Annual Maintenance Contract (AMC) of IT assets *viz.*, Desktops - PCs, Laptops, Printers, UPS etc. as listed in *Annexure-I*, in the office of the Principal Accountant General (A&E), Manipur, Imphal for the year 2025-26 with the following conditions.

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 (A&E), Manipur, Imphal-795001 should be submitted under the sealed covers super-scribed with the words "QUOTATION FOR AMC OF DESKTOPS, PRINTERS, UPS ETC" on or before 21.02.2025 either by post or messenger. No quotation will be accepted after the expiry of the last date of submission of quotations.
3. The sealed quotations will be opened on 27.02.2025 at 04:00pm.
4. The office 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*.

Digitally signed by
Thokchom Shyamkumar Singh
Date: 03-02-2025 15:13:40

(Th. Shyamkumar Singh)
Sr. Accounts Officer/EDP

ANNEXURE-I

Sl No.	Particulars of Machine	Date of Purchase	Qnty	Unit Price	Total Price
	SERVERS				
1	XEON-I Server (Win2003 SVR)	14-10-2011	2	185000	370000
2	XEON-I Server (Linux)	07-07-2011	3	185000	555000
3	Dell Server Mid T640	24-12-2019	2	301000	602000
4	Xeon-I Server New	01-02-2016	1	203085	203085
5	Dell server	23-01-2019	1	572358.53	572359
	Total		**9**		**2302444**
	DESKTOPS				
1	Acer intel core i5; win 10 Pro	05-02-2021	3	44301	132903
2	Acer Veiton-AMD Ryzen (Win 10 Pro)	28-03-2022	49	60359	2957591
3	INP Desktop AMD Ryzen 5 Window 10 Pro	12-01-2023	39	38712	1509768
	Total		**91**		**4600262**
	All in One Computer				
1	Dell (intel core i5; win 10 pro)	29-07-2021	1	73096	73096
2	Dell (intel core i7; win 10 pro)	31-07-2021	1	79385	79385
	Total		**2**		**152481**
	LAPTOPS				
1	Dell Intel Core i5 15.6 Inch Laptop (Windows 10 Professional)	09-06-2021	4	58899	235596
2	Acer Laptop ryzen 5	11-05-2023	18	56600	1018800
	Total		**22**		**1254396**
	SCANNER				
1	EPSON 17 Scanners with Windows Technology	05-02-2021	3	24450	73350
	Total		**3**		**73350**
	PRINTERS				
1	Hp laser Mono Printer	04-03-2021	1	20215	20215
2	Brother Laser Mono Printer- HL-L6200DW	05-02-2021	2	34910	69820
	Total		**3**		**90035**
	NETWORKING EQUIPMENTS				
1	Networking for VLCS	Networking	1	473678	473678
2	Networking for other than VLCS	Networking	1	96000	96000
	Total		**2**		**569678**

Sl.	Particulars of IT assets	Amount (₹)
1.	Servers	2302444
2.	Desktops	4600262
3.	All in One Computer	152481
4.	Laptops	1254396
5.	Scanner	73350
6.	Printers	90035
7.	Networking Equipments	569678
	Grand Total	**9042646**

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), Manipur 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. A performance guarantee amount of 10% of the contract amount shall be deposited by Demand Draft. 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 equipment 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 equipment 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 Equipment, 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:

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 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.

3.2.25

(Th. Shyamkumar Singh)
Sr. Accounts Officer/EDP

Annexure-III

FORMAT OF QUOTATION

To

The Sr. Deputy Accountant General (A&E)
Office of the Pr. 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