कार्यालय
प्रधान महालेखाकार
(लेखापरीक्षा)
मेघालय, शिलाँग- 793001
ऑडिट भवन

SUPREME AUDIT INSTITUTION OF INDIA
लोकहितार्थ सत्यनिष्ठा
Dedicated To Truth In Public Interest

OFFICE OF THE
PRINCIPAL
ACCOUNTANT GENERAL
(AUDIT)
MEGHALAYA, SHILLONG -793001
AUDIT BHAWAN

No. EDP/AMC/1-49/2025-26/60 **Dated, Shillong :17-11-2025**

Notice Inviting Bids

This office intends on entering an Annual Maintenance Contract (AMC) for computer hardware/ peripherals, software and networking for a period of one year starting from November 2025. The AMC will be comprehensive for Computer Hardware/ Software/Laptops/Printers/UPS (except batteries)/Server and Networking. The details of all items proposed to be covered under AMC are annexed. The winning firm will be required to provide a Resident Engineer in the office premises on all working days from **9: 15 AM to 6:00 PM** and if required on Saturday/Sunday/Holidays or after 6:00 PM on working days. The Resident Engineer should be competent to handle all issues pertaining to hardware, software and networking.

Firms registered in the trade of maintaining and servicing of computer hardware/peripherals, software and networking are eligible to participate in the bid. The firm should have satisfactorily undertaken AMC in at least 03 (three) organizations in the previous year and should have at least 2 (two) years' experience for servicing of desktop computer, laser/inkjet printers, scanners, laptops, projectors, associated peripherals, network components and other computer related hardware and accessories. List of qualified personnel available with the service provider in Shillong viz. Maintenance Engineers, Technicians, etc. should be submitted along with the bid.

The period of AMC may be extended for another year, if both parties agree, under the same terms and conditions.

The offer should be addressed to the Sr. Deputy Accountant General (Admn.), O/o the Principal Accountant General (Audit), Meghalaya, Shillong, and must reach this office by **25.11.2025.**

If any further information is required in this context, the same can be obtained from AAO/Administration section of this Office.

Sd/-
Deputy Accountant General (Admn.)

Memo No. EDP/AMC/1-49/2025-26/60 **Dated: Shillong:17/11/2025**

Office Website

Sd/-
Sr. Audit Officer/EDP

Terms and conditions of AMC

a. The contract will be comprehensive in nature i.e, the rates approved will cover the maintenance of operating system, software, installation and the cost of all spare parts except repair of printer heads, printer cartridge, and fuses assembly. It includes cleaning of all computers, printers, and peripherals. Only genuine spare parts shall be used by the firm.

b. The party is to ensure that specialized and qualified persons/engineers who are conversant with carrying out repairs, replacement etc., for the above given items of Computers and its peripherals are responsible for the AMC.

c. It should be ensured that given items are in a continuous running condition to the satisfaction of this office.

d. This office may also ask the firm to repair/replace/supply the items damaged due to fire/flood/natural disaster/earth leakage or to upgrade any hardware on chargeable basis. However, the charges for these items shall not, in any case, be more than the prevailing wholesale market price. This office may also arrange to rectify/repair/replace those exempted items through other firms or from the open market. In that case, after rectification/repair/ replacement of the said exempted items shall automatically come under the AMC.

e. All references made by Audit should be addressed promptly. The service engineer would take up any reported fault within one hour. As far as possible, the repairs should be carried out on-site. However, in case the equipment is taken to the workshop, the party would provide a standby for the same. In no case, the repair should take more than one week. If restoration/correction takes more than one week, one per cent of penalty of contract amount shall be levied.

f. The party will be required to provide a resident engineer in the office premises on all working days from 9:15 AM to 6:00 PM and if required on Saturday/Sunday/Holidays or after 6:00 PM on working days. The resident engineer should be competent to handle all issues pertaining to hardware, software and networking.

g. The resident engineer will be required to check and ensure that all the computers and peripherals are in working condition. A detailed log book will be maintained for this purpose and the engineer will be required to sign every morning and evening on all working days and shall report any defect after inspecting the machines and set them right.

h. AMC will include installation/updation of system software and application software, removal of virus, updation of anti-virus software in all PCs and Laptops. For removal of virus, spywares, worms etc., antivirus software will be supplied by this office.

i. Any dispute in the course of implementation of AMC will be brought to the notice of the Principal Accountant General (Audit), Meghalaya, Shillong and her decision will be final.

j. If the service of the firm is unsatisfactory, the Principal Accountant General (Audit), Meghalaya, Shillong reserves the right to cancel the Annual Maintenance Contract. 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.

k. The clauses of this AMC may be revised through mutual agreement.

List of Items to covered under AMC services

Sl.No.	Particulars	Year of Purchase	Nos. of Items
1			
	HP All in One	21.07.2020	4
	Lenovo Think Centre	24.03.2021	3
	Acer Veriton M200-B560	23.05.2022	5
	HP Intel Core i5 10500	25-08-2023	1
			13
2			
	Apple Mac Book	11.05.2022	1
3			
	Brother Black &White Laserjet Printer	27.01.2020	4
	Brother- Color Laserjet Printer	27.01.2020	1
	Brother MFC-L2701D	17.03.2021	2
	Canon Image Runner 1643i	23.03.2021	1
			8
4			
	Keptron 5KVA Line UPS	21.01.2020	3
	Zebronics 600VA	26.07.2021	8
	Cyberpower 600 VA	24.01.2022	7
	BPE 1 KVA UPS	05.09.2023	1
			19
5	**Scanner Canon DR C-230**	08.03.2021	3
6	**DS 1630 EPSON**	24.11.2023	4
			7
Nos. of items			**52**