

**OFFICE OF THE
ADDL. DISTRICT & SESSIONS JUDGE
DHALAI JUDICIAL DISTRICT :: KAMALPUR**

NOTICE INVITING TENDER

Subject:- Annual Maintenance Contract (AMC) of computers & its peripherals, LAN items etc for the year 2019-2020.

Sealed tenders / quotations are invited from the recognized service provider for the Annual Maintenance Contract for Computers & its peripherals, LAN items etc of eCourts project Phase-I and Phase-II and supplied by Hon'ble High Court of Tripura installed in the Court Complex of Addl. District & Sessions Judge , Dhalai Judicial District, Kamalpur as per terms & conditions and specification mentioned below:

LIST OF ITEMS ARE TO BE COVERED UNDER ANNUAL MAINTENANCE CONTRACT(AMC) ALONG WITH QUANTITY

SL No	ITEM NAME	MAKE & MODEL	QUANTITY
1	Slim Client-HCL make Desktop PC	Pentium(R) Dual-core CPU E5800 3.20 GHz, 2 GB RAM,320 GB HDD	03
2	Dell make Desktop PC	DELL Optiplex 3020	04
3	Monitor	DELL	04
4	PEDESTAL SERVER PS-1P	Intel Xeon(R) CPU E 31220@ 3.10GHZ	02
5	ACER Desktop PC	Intel Core i3-4130 CPU@3.40 GHz	01
6	External/USB harddisk 500GB	Hard disk 500GB(WD)	01
7	Laser Printer	Samsung -ML2161	04
8	Laser Printer	HP-p1566 &HP-p1108	03+01=04
9	Scanner	HP Scanjet 8770	01
10	I/O Box with IO	Digilink & Dax	20+18=38
11	24 Port Switch(Managed)	HP & Dax	01+01=02
12	8 Port Switch(unmanaged & Managed)	D-Link & Dax	02+02=04
13	9U Wall Mount Rack	HCL & Dax	03+03=06
14	24 Port Patch Panel	Digilink & Dax	03+01=04
15	8 Port Patch Panel	Dax	02
16	LIU	Digilink	03
17	OFC Patch Cord	Digilink	04
18	Optical Fibre Connectors	Digilink	24

Terms and Conditions

1. The contract will be valid for 1(one) year from the date of acceptance /agreement of the contract by the vendor and the agreement will be signed after the official procedure and obtaining administrative approval from the respective authority.
2. Amount quoted in AMC for each item shall be inclusive of all taxes.
3. Along with the quotation the quotationer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.
4. Normal response time for repair is 24-hours from the actual time of reporting the problem to the vendor of AMC, failure of which will strictly be followed as per the response time table given below.

	Period	Penalty
Response Time	Above 24 Hours & below 48 hours	Warning but no penalty
	Above 48 Hours & below 96 hours	A penalty of 2% of the contract amount per system
	Above 96 hours	A penalty of 5% of the contract amount per system

5. The Maintenance work shall normally be done during working hours, however, in case of emergency maintenance may be done beyond office hours and even on holidays. In such case, prior arrangement through proper communication should be worked out by the servicing agencies. The vendor support staff is required to attend the location of the complain computer in the court complex of Addl. District & Sessions Judge , Kamalpur.
6. Problem, if not major, should be rectified within the same day of reporting. The reporting will be made through e-mail/fax/over phones on urgent need.
7. In case of major problem, the vendor will make alternative/standby arrangement immediately failing which AMC charge for the machine for each day of delay in correction will be deducted from the amount payable.
8. If the problem is not rectified within reasonable time, this office shall have the right to get rectified the problem from other vendors and expenditure incurred thereon shall be borne by the AMC vendor. The decision in this regard taken by this office shall be final and binding on the AMC vendor.
9. The components /parts used by the vendor should be authentic and original. In case of hardware breakdown and if in case any part /equipment is beyond repairs and the same is not available/technology is obsolete or end of life, the same will be replaced with an equivalent or higher of replacing hardware.
10. Taxes (at source) will be deducted as per applicable rules.
11. The quotationer should submit proper documents by mentioning yearly turnover of the company and the yearly turnover should be minimum 10 Lakhs.
12. Periodical preventive maintenance will be made once in a week by the firm.
13. Any increase or decrease in quantity will be on PRO-RATA BASIS. However office of the Addl. District & Sessions Judge shall place the order for required additional quantity as and when required by giving a written request to the vendor.
14. Quotation shall be submitted by **4:30 pm on or before 17.04.2019**. Any Bid received after the deadline for submission of Bids prescribed, shall be rejected and returned in unopened condition to the Bidder.
15. The Said Tender/Quotation shall be opened in the chamber of Ld. Addl. District & Sessions Judge **on 24.04.2019 at 3:00 pm** in presence of the Quotationers who may desire to be present.
16. The date of Opening of the quotation may, however, be changed if required at the discretion of the Authority with intimation to the Quotationer.

17. Required following document should be accompanied with the tender that is PAN card , VAT Clearance, Trade License, CST, TST,GST Registration & clearance, yearly turn-over certificate, under taking regarding acceptance of terms and conditions.
18. Incomplete tender will be rejected summarily.
19. Any dispute / problem arisen in connection with AMC the decision of the Addl. District & Sessions Judge, Kamalpur shall be final.
20. The undersigned is not bound to accept the lowest rate and may reject all or any of the tender without assigning any reason.
21. The successful tenderer shall have to execute an agreement with the department with certain terms and conditions as and when required.
22. Detailed information if any required may be obtained from the office of the undersigned in this regard.

Sd/-Illegible
Addl. District & Sessions Judge
(Head of Office)
Dhalai Judicial District
Kamalpur