

**OFFICE OF THE DISTRICT & SESSIONS JUDGE
UNAKOTI JUDICIAL DISTRICT :: KAILASHAHAR**

NOTICE INVITING TENDER

Subject:- Annual Maintenance Contract(AMC) of computers & its peripherals etc for the year 2016.

Sealed tenders / quotations are invited from the recognized service provider for the Annual Maintenance Contract for Computers & its peripherals installed in the Court Complexes of District & Sessions Judge and Chief Judicial Magistrate ,Unakoti District, Kailashahar as per terms & conditions and specification mentioned below:

LIST OF ITEMS TO BE COVERED UNDER AMC CONTRACT ALONG WITH THEIR SPECIFICATIONS:

Sl. No.	Item	Qty.	Specification
1	Desktop Computer with keyboard (USB/PS2) and mouse(USB/PS2) (Slim Client-HCL make)	9	Pentium(R) Dual-core CPU E5800 3.20 GHz, 2 GB RAM,320 GB HDD
2	18.5" LED Monitor	9	Size 18.5" and HCL make
3	15.6" LED Monitor	29	Size 15.6" and HCL make
4	Laser Printer	9	HP LaserJet P1566
5	DMP Printer	8	TVS MSP 455 series Printer
6	Scanner	1	1HP SCANJET 8270
7	CISCO Switch (24 Port)	2	24 port manageable switch(Catalyst)
8	CISCO Switch (8 Port)	2	8 port manageable switch(Catalyst)
9	HP Rack Server (2 U)	2	Intel(R) Xeon(R) CPU E5620 @ 2.40GHz ,600 GB HDD, 8 GB RAM
10	HP Rack Server (1 U)	2	Intel(R) Xeon(R) CPU E5620 @ 2.40GHz ,320 GB Sata HDD,4 GB RAM
11	KVM Switch	2	1 no Data Bay KVM Switch 8 port &1 no Data Bay KVM Switch 4 port
12	PATCH PANEL	4	DIGILINK 24 PORT UTP Patch panel
13	LAN Port	50	I/O Boxes

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 quationer 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 contact amount per system
	Above 96 hours	A penalty of 5% of the contact 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 District & Sessions Judge, Kailashahar or Chief Judicial Magistrate Court Complex, Kailashahar.

6. Problem, if not major, should be certified 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 component /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 20 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 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 **2 p.m on or before 17/12/2016**. 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. District & Sessions Judge **on 19/12/2016 at 3 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, yearly turn-over certificate, under taken regarding acceptance of terms and condition.
18. Incomplete tender will be rejected summarily.
19. Any dispute / problem arisen in connection with AMC the decision of the District Judge 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 a department with certain terms and condition as and when required.
22. Detail information if any required may be obtain from the office of the undersigned in this regard.

Sd/-Illegible
24.11.16
I/c, District & Sessions Judge
Unakoti Judicial District
Kailshahar, Tripura