OFFICE OF THE DISTRICT & SESSIONS JUDGE
DHALAI JUDICIAL DISTRICT:: AMBASSA

No.F.16 (1)-DJ/D/ABS/2026/4742-43 Dated, Ambassa
The 13th May, 2026

NOTICE INVITING TENDER

Subject: - **Notice Inviting Tender for Annual Maintenance Contract(AMC) of Servers, Kiosks, laptops, Computers and its Peripherals for Dhalai Judicial District for the year 2026-27.**

Sealed tenders / quotations are invited from the recognized service provider for the Annual maintenance Contract(AMC) for servers, Kiosk machines, laptops, computers & its peripherals installed in all the Court Complexes (Ambassa, Kamalpur, Longtharai Valley, and Gonda Twisa) falling under the jurisdiction of Dhalai Judicial District of Ambassa as per terms & conditions and specification mentioned below:

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

TOTAL UNITS TO BE COVERED UNDER AMC: [CONSOLIDATED]

Sl. No.	Items	Units
COMPUTERS / PRINTERS/ SCANNER/ SERVER/LAPTOP/MONITOR.		
1.	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(HCL make)	02
2.	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(I-Ball make)	02
3.	HP ProBook 4540s Laptop	05
4.	HCL Pedestal Server PS-1P (Intel Xeon CPU E 31220@3.10GHZ)	02
5.	Zebstar 17" LED Monitor	01
6.	HCL 18.5"LCD Monitor	02
7.	HP LaserJet Printer 1022	03
8.	HP LaserJet Printer 1008	05
9.	DELL-ALL IN ONE PC 3280 Series	09
10.	Cannon Scanner DR-C230	05
11.	HP LaserJet 1020 Plus	01
12.	KIOSKs	04
13.	Foxin 21" LED Monitor	03
14.	HP LaserJet 1108 Plus	06
15.	ACCER- ALL IN ONE PC Veriton Z4680G	09

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COURT COMPLEX WISE [BREAK UP] **:**

AMBASSA COURT COMPLEX:

Sl. No.	Items	Units
COMPUTERS / PRINTERS/ SCANNER/ SERVER/LAPTOP/MONITOR.		
1.	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(HCL make)	02
2.	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(I-Ball make)	02
3.	HP ProBook 4540s Laptop	04
4.	Zebstar 17" LED Monitor	01
5.	HP LaserJet Printer 1008	02
6.	DELL-ALL IN ONE PC 3280 Series	03
7.	Cannon Scanner DR-C230	02
8.	HCL Pedestal Server PS-1P(Intel Xeon CPU E 31220@3.10GHZ)	01
9.	HP LaserJet 1020 Plus	01
10.	Foxin 21" LED Monitor	03
11.	HP LaserJet 1108 Plus	02
12.	KIOSK	01
13.	ACCER- ALL IN ONE PC Veriton Z4680G	05

KAMALPUR COURT COMPLEX:

Sl. No.	Items	Units
COMPUTERS / PRINTERS/ SCANNER/ SERVER/LAPTOP/MONITOR.		
1.	HP ProBook 4540s Laptop	01
2.	HP LaserJet Printer 1008	01
3.	HCL Pedestal Server PS-1P(Intel Xeon CPU E 31220@3.10GHZ)	01
4.	HCL 18.5 " LCD Monitor	02
5.	HP LaserJet Printer 1022	01
6.	DELL-ALL IN ONE PC 3280 Series	02
7.	Cannon Scanner DR-C230	01
8.	HP LaserJet 1108 Plus	04
9.	KIOSK	01
10.	ACCER- ALL IN ONE PC Veriton Z4680G	02

LONGTHARAI VALLEY COURT COMPLEX:

Sl. No.	Items	Units
COMPUTERS / PRINTERS/ SCANNER/ SERVER/LAPTOP/MONITOR.		
1.	HP LaserJet Printer 1008	01
2.	DELL-ALL IN ONE PC 3280 Series	02
3.	Cannon Scanner DR-C230	01
4.	KIOSK	01
5.	ACCER- ALL IN ONE PC Veriton Z4680G	01

GONDA TWISA COURT COMPLEX:

Sl. No.	Items	Units
COMPUTERS / PRINTERS/ SCANNER/ SERVER/LAPTOP/MONITOR.		
1.	HP LaserJet Printer 1008	01
2.	HP LaserJet Printer 1022	02
3.	DELL-ALL IN ONE PC 3280 Series	02
4.	Cannon Scanner DR-C230	01
5.	KIOSK	01
6.	ACCER- ALL IN ONE PC Veriton Z4680G	01

The acceptance of the quotation will be subject to the following terms and conditions:-

- The contract will be for 01 (one) year from the date of acceptance of the agreement of the contract by the vendor/bidder/quotationer and the agreement will be signed after the official procedure and obtaining administrative approval from the respective authority.

- The quotations shall be for items as mentioned above in the consolidated format. The rate should be quoted for each item. The quotation offering the lowest rates in total will ordinarily be accepted. However, the District Court reserves the right to reject all or any one of the quotations without assigning any reason.

- The prices quoted should be inclusive of all taxes, duties, cesses, transportation etc. Which are or may become payable by the vendor/bidder/quotationer under existing or future laws or rules of the country of origin/supply/delivery during the course of execution of the contract.

- No representation for enhancement of price will be considered during the tenure of the contract once accepted.

- Any attempt on the part of the vendor/bidder/quotationer or their agents to influence the officers concerned in their favour by personal canvassing will disqualify the vendor/bidder/quotationer.

- Any increase/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/bidder/quotationer.

- Along with the quotation the vendor/bidder/quotationer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.

- The Bids of Bidders blacklisted by the Central Government/ State Government or instrumentalities thereof shall not be considered. The Bids of the Bidders/ their Partners/ Directors/ Agents against whom any criminal case is pending before any Court shall also not be considered. A self-declaration on the company's letter head stating that the Bidder is neither blacklisted by the Central Government/ State Government or instrumentalities thereof nor any criminal case against the Bidder/ its Partners/ Directors/ Agents is pending before any Court shall be submitted by the Bidder in the Bid.

- In case, the successful vendor/bidder/quotationer refuses to accept the offer, the vendor/bidder/quotationer may be black listed for future business with the Dhalai District Court, Ambassa.

- All payments to the vendor/bidder/quotationer will be made by the authority on the availability of fund (LOC) in due course through e-Payment system of State Treasury.

- Vendor/bidder/quotationer is required to furnish the Bank Account details (such as, Name of the Bank with its IFSC and Bank Account Number or Beneficiary Code given by the State Treasury) to which the amount is to be credited.

- **Payments will be made quarterly towards AMC after completion of each quarter only after obtaining certificate from the System Officer/ System Assistant of this office stating that the service provided by the quotationer / vendor/ bidder during that quarter was satisfactory.**

- The quotations submitted via e-mail /fax will not be accepted.

- Incomplete tender/quotation will be rejected summarily.

- **The quotations should reach this office positively by 15:00 hours of 09th June, 2026. Tenders / quotations will be opened in the chamber of the District & Sessions Judge, if possible, at 16:30 hours on the same day where tenderer or his authorized representative may remain present. If due date of opening of the quotation happens to be a holiday or strike etc. the quotations will be opened on the very next working day at the same time.**

- Required following document should be accompanied with quotation: (a) PAN card (b) Trade License (c) GST (d) undertaking Certificate regarding acceptance of terms and condition.

- Any other details or information in this regard, if required, may be obtained from the office of the under signed.

- The Service Engineer of the selected vendor/bidder/quotationer will be allowed to handle the respective equipment's only with the permission of the officer in-charge.

- Periodical preventive maintenance will be made once in every month by the Vendor/Bidder/Quotationer and it is mandatory.

- During the Annual maintenance Contract (AMC) period as soon as the problem is reported, the corrective measures shall be taken and service should be provided immediately and within 48 hours by the vendor.

- The vendor/bidder/quotationer shall always keep minimum **03(Three)** numbers of each (**Keyboard, mouse**), **along with the sufficient number of spares, such as CPUs, Monitors**, other Spare Parts related to AMC articles like Mother Board, SMPS, Display units in the premises with District & Sessions Judge Court, Dhalai Judicial District, Ambassa as standby so as to put these in systems whenever required systems/ peripherals cannot be repaired urgently. Any cost incurred towards transportation of the faulty/ repaired as well as standby equipment shall be borne by the vendor/bidder/quotationer.

- **The vendor/bidder/quotationer should deploy at least 01 (One) technical/support staff for 04(Four) working days in a week and this staff should remain present in the office from 10.30 am to 4.30 pm.**

- Service support is required during office hours from 10:00 AM to 05:00 PM on all working days. The support staff is required to attend location of the complained item in any court complex mentioned above which are under the jurisdiction of District & Sessions Judge, Dhalai Judicial District, Ambassa.

- The maintenance work shall normally be done during office 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.

- Problem, if not major, should be rectified within the same day of reporting. **The reporting will be made through e-mail / Whatsapp / over phones on urgent need.**

- 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.

- 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/bidder/quotationer. The decision in this regard taken by this office shall be final and binding on the AMC vendor.

- 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:

Response Time Table

	Period	Penalty
Response Time	Above 24 Hours & up to 48 hours	Warning but no penalty.
	Above 48 Hours & up to 96 hours	A penalty of 0.5 % of the total contract amount.

	Above 96 hours	A penalty of 1 % of the total contract amount.

- 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/end of life, the same should be replaced with an equivalent or higher standard/quality of replacing hardware.

- Vendor/bidder/quotationer should be fully responsible for any damage to man & machine due to faulty workmanship of the vendor/bidder/quotationer during the period of the contract.

- **Replacement of spare parts of any items, if any should be inclusive in the AMC. All other consumable items except cartridge/toner of Printers should be included under AMC.**

- It will be the responsibility of the service provider to ensure timely service/ maintenance/ repair etc. as indicated in the tender throughout the AMC period.

- The vendor/bidder/quotationer shall provide services for minimum 15 (Fifteen) days beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor.

- Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the vendor/bidder/quotationer within the next 10 (ten) working days failing which the bidder/vendor need to supply the new IT hardware against the faulty hardware or the purchase cost thereof shall be deducted from the last/ final CAMC payment.

- In case an equipment/ item/ part is being taken out for repairs/ servicing to company's premises/ service centre, the service provider shall provide standby equipment/ item/ part and will take prior permission of District & Sessions Judge Court, Dhalai Judicial District, Ambassa before taking the equipment/ item/ part out. The equipment/ item/ part being taken to the workshop for repair would be at

service provider own risk and expenses.

- Taxes (at source) will be deducted as per applicable rules.

- **The vendor/bidder/quotationer should submit proper documents by mentioning yearly turnover of the company and the yearly turnover should be minimum 20 (Twenty) Lakhs for the past three financial years.**

- Name of technical/support staff(s) to be deployed at Ambassa Court Complex from time to time by the vendor/bidder/quotationer should be sent to this office (submit supporting documents).

- The vendor/bidder/quotationer must have its own office or must have a service agent stationed at Agartala. The vendor/bidder/quotationer is required to furnish certificate in this behalf and, if any, Service Agent is stationed at Agartala, then a certificate to that effect also.

- Call Reports should be prepared / submitted after attending each call. Also, the service provider shall submit monthly reports to the District & Sessions Judge Court, Dhalai Judicial District, Ambassa, stating the complete list of call reported/ resolved and status of the all AMC Items.

- AMC will be terminated at any point of time by the office, if service provided by the vendor is not satisfactory. The decision taken by the office in this regards shall be final and conclusive.

- **AMC may be extended further for a period of 1 year or 2 year or more for all the court complexes which are under jurisdiction of Dhalai Judicial District at same rate, terms and conditions or on mutually agreed terms subject to the satisfactory performance of the service provider during the AMC period.**

- Any dispute/problem arisen in connection with AMC the decision of the District & Sessions Judge, Dhalai Judicial District, Ambassa shall be final.

- **Disagreement if any, arising out of the contract shall be settled by either party in a court of law under the jurisdiction of the District & Sessions Judge Court, Dhalai Judicial District, Ambassa.**

- The undersigned is not bound to accept the lowest rate and may reject all or any of the tender without assigning any reason.

- The successful tenderer shall have to execute an Agreement with the department on same terms & condition as and when required.

sd/-
(T. DEBBARMA)
Head of Office
O/o the District & Sessions Judge
Dhalai Judicial District, Ambassa

Copy to :

1. NOTICE BOARD.
2. OFFICIAL WEBSITE.

sd/-
(T. DEBBARMA)
Head of Office
O/o the District & Sessions Judge
Dhalai Judicial District, Ambassa