

**OFFICE OF THE
ADDITIONAL DISTRICT & SESSIONS JUDGE,
SABROOM, SOUTH TRIPURA.**

F.No.14(2)/ADJ/SBM/eCOURT/AMC/2022/1639-41

**Dated, Sabroom
The 28th August,2023**

NOTICE INVITING QUOTATION.

Subject : Annual maintenance Contract (AMC) of Computers & its peripherals etc and LAN (Local Area Network) for the year 2023-24.

Sealed quotations are invited from the reputed and experienced Service providers/ firms for Comprehensive Annual Maintenance Contract for computer & its peripherals installed at Sabroom Court Complex as per terms & conditions mentioned herein below:

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

Sl. No	Name of the items	Qty	Specification and descriptions
1.Desktop Computer items			
a	Dell VOSTRO	6	Make -Dell
b	Dell OPTIPLEX 3020	2	Make-Dell
c	Dell OPTIPLEX 5040	2	Make-Dell
d	HCL Desktop	3	Make Dell
e	Dell OPTIPLEX 3050	2	Make Dell
f	Thin Client WYSE	2	Make Dell
2. Display Screen			
a	Display Screen for Desktop based VC 42 inch	2	Make- Panasonic
b	Thin Client Display Screen 24 inch	2	Make- DELL
3. Camera			
a	VC Device PTZ Camera	3	Logitech
4. UPS			
a	600 VA	11	Better Power
b	1 KVA with external Batteries	3	Better Power
c	2 KVA with external Batteries	6	Better Power
5. Laser Printers items			
a	Laser printer	4	Make-HP Model- P1566, P1022, P1108
b	Laser printer	2	Make-Samsung ML2161
c	Multifunction Printer	2	Make- Samsung Pro Xpress M3370FD

d	Duplex Printer	2	Make- Samsung M2830DW
6. Pedestal Server PS			
a	Server (HCL)	2	Intel® Xeon(R) CPU E31220 @ 3.10 GHz × 4 , 8 Gb Ram + 500 GB HDD.
7. Scanner			
a	Scanner	1	HP scanjet 8270.
b	Image Formula sheetfed	1	Canon DR-C230
8. Kiosk			
a	Desktop	1	Iball I1000
b	1 KVA UPS	1	APC UPS
c	Cabinet with Touch Screen	1	Forbes Technosys Limited
9. LAN items			
a	D-Link 8 port switch	3	Functional
b	D-Link 5 port switch	2	Functional
c	D-Link 16 port switch	3	Functional
d	TP-Link 8 port switch	1	Functional
e	Lan cable laying	2000 mtr	Functional
f	24 port Switch -DX5026PG	2	Functional
g	Patch Panel	2	Functional
h	OFC Cable with 2 media converters and patch chords	300 mtr	Functional
10. VGA Splitters			
a	VGA Splitter 1:2	3	Any

1. The contract will be for 01 (one) year from the date of acceptance of the agreement of the contract by the service provider (questioner) and the agreement will be after observing official procedure and obtaining administrative approval from the concerned authority.
2. Amount as quoted in AMC for each item shall be inclusive of all taxes.
3. No over writing in the figure of quoted rate is to be entertained.
4. Soon after the problem is reported, the corrective measures shall be taken immediately and not later than 24 hours by the service provider.
5. Service support of service provider shall be during office hours (10.00 am to 05.30 pm) on working days. Service provider shall attend in the location from where complain received and hardware is installed.
6. The vendor has to perform quarterly dusting and cleaning properly of all the hardwares under AMC in presence of any office staff(s) .
7. Minor problem should be rectified within the same day on which it is

reported. The reporting will be made through email/fax/over phones in urgent requirement.

8. 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 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

9. The Computer and its peripherals items will be covered under onsite Comprehensive Annual Maintenance, replacement of parts, shifting of components will have to be carried out.
10. The replacement of any part of the hardware items, whenever required, must be carried out by the vendor with new, standard and genuine items of same specification and warranty. In case where items are un-serviceable and such items of the equipment need replacement, the bidder shall replace such items with new ones promptly at no extra cost to the Court.
11. All repair / replacement and serving of the equipment's must be carried in the premises of the concerned Court Complexes.
12. No transportation cost regarding any maintenance purpose will be borne by the Office of the undersigned.
13. Taxes (at source) will be deducted as per rules as applicable.
14. The stationer should submit proper documents by mentioning yearly turnover of the company/ firm and yearly turnover should be minimum 5 lakhs.
15. Quarterly Payment towards AMC shall be only after obtaining certificate from the System Assistant of this Office to the effect that service of the service provider during quarter was satisfactory.
16. AMC will be terminated by the office if service given by the service provider is found not satisfactory. The decision taken by the office in this regards shall be final and binding.
17. The quotation should reach this office positively on or before 30.09.2023 at 3.00 p.m. Tenders/ quotations will be opened, if possible on

03.10.2023 at 03.00 p.m. where tenderer or his authorized representative may remain present.

18. The following document should be accompanied with tender : (a) Upto date Trade License (b) PAN card (c) VAT/GST clearance certificate (d) Yearly turnover certificate (f) undertaken regarding acceptance of terms and condition.
19. Incomplete tender will be rejected summarily.
20. Any increase or decrease in quantity will be ON PRO-RATA BASIS. However O/o the Additional District & Sessions Judge, Sabroom South Tripura District, shall place the order for required additional quantity as and when required by giving a written request to the vendor.
21. Any dispute / problem arisen in connection with AMC, the decision of the O/o the Additional District & Sessions Judge, Sabroom South Tripura District shall be final and binding.
22. The undersigned reserves the right to accept or reject the tendered rate without assigning any reason.
23. The successful tenderer shall have to execute an Agreement with the department on certain terms and condition as and when required.
24. Details information, if any required, may be obtained from the office during office hours on working days. Above mentioned Hardware items may also be surveyed by vendor representative in presence of System Officer/ System Assistant/ System Administrator of this establishment.

(Tapan Debbarma)
**Addl. District & Sessions Judge,
Sabroom, South Tripura.**

Copy to :

1. The System Assistant, O/o the Additional District & Sessions Judge, Sabroom South Tripura District, Sabroom with a direction to upload the Notice inviting Quotation in the Official website.
2. The Account Section/ Nazarat Section of this establishment.
3. NOTICE BOARD, O/o the Additional District & Sessions Judge, Sabroom South Tripura.

**Addl. District & Sessions Judge,
Sabroom, South Tripura.**