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

F.No.8/ADJ/SBM/eCOURT/AMC/2025/1972-75 **Dated, Sabroom**
The 23rd July,2025

NOTICE INVITING QUOTATION.

Subject : Annual maintenance Contract (AMC) of Computers & its peripherals etc and LAN (Local Area Network) for the year 2025-26.

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 HCL
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	4	Logitech
4. Laser Printers items			
a	Laser printer	5	Make-HP Model- P1566, P1022, P1108, P1008
b	Laser printer	4	Make-Samsung ML2161
c	Multifunction Printer	2	Make- Samsung Pro Xpress M3370FD
d	Duplex Printer	2	Make- Samsung M2830DW
5. Pedestal Server PS			

a	Server (HCL)	2	Intel® Xeon(R) CPU E31220 @ 3.10 GHz × 4 , 8 Gb Ram + 500 GB HDD.
6. AIO Computer			
a	Optiplex 3280 AIO	2	Dell
7. Scanner			
a	Scanner	1	HP scanjet 8270.
b	Image Formula sheetfed	1	Canon DR-C230
8. Kiosk			
a	Desktop	1	Iball I1000
b	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	1	Functional
c	D-Link 16 port switch	3	Functional
d	TP-Link 8 port switch	1	Functional
e	Lan cable laying	2500 mtr	Functional
f	24 port Switch -DX5026PG	1	Functional
g	Patch Panel	2	Functional
h	OFC Cable with 5 media converters and patch chords	300 mtr	Functional
10. VGA Splitters			
a	VGA Splitter 1:2 & 1:4	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 measure 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 hardware's under AMC in presence of any staff.

7. Minor problem shall be rectified within the same day on which it is reported. The reporting will be made through email/fax/over phones or any other mode of communication 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 bellow:

	Period	Penalty
Response Time	Above 24 hours and below 48 hours.	Warning but no penalty
	Above 48 hours and 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 peripheral 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 parts 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 needs 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 equipments must be carried in the premises of the concerned court complex.
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 of 5 lakhs.
15. Quarterly payments 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. The 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 30.08.2025 at 5:00 PM. ***Tenders/Quotation will be opened, if possible on 01.09.2025 at 3:30 PM where tenderer or his authorized representative shall remain present.***
18. The following document should be accompanied with tender : (a) up-to-date trade license (b) pan card (c) VAT/GST clearance certificate (d) yearly turnover certificate (e) undertaken regarding acceptance of terms and conditions.
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, South Tripura, Sabroom 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 the AMC, the decision of the O/o the Additional District & Sessions Judge, South Tripura, Sabroom 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 conditions 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.

ANSHUMAN CHOWDHURY
Digitally signed by ANSHUMAN CHOWDHURY
Date: 2025.07.23 18:15:42 +05'30'

(Anshuman Chowdhury)
Addl. District & Sessions Judge,
Sabroom,South Tripura.

Copy to :

1.The System Assistant, O/o the Additional District & Sessions Judge, Sabroom South Tripura District with a direction to do the needful for uploading the Notice inviting Quotation in the Official website of South Tripura Judicial District;

2. The Account Section/ Nazarat Section of this establishment;

3. NOTICE BOARD, O/o the Additional District & Sessions Judge,Sabroom South Tripura.

ANSHUMAN CHOWDHURY
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Addl. District & Sessions Judge,
Sabroom,South Tripura.