

**OFFICE OF THE  
SUB-DIVISIONAL JUDICIAL MAGISTRATE,  
(NODAL OFFICER, e-Court Projects),  
KHOWAI :: WEST TRIPURA**

No. F.5(21)-SDJM/KH/16/5556

Dated 23.11.2016

**NOTICE INVITING TENDER**

Subject:- Annual maintenance Contract (AMC) of Computers & its peripherals etc for the year 2016-2017./

Sealed tenders/quotations are invited from the recognized service provider for the Annual Maintenance Contract for computers & its peripherals installed in the Court Complex of the Additional District & Sessions Judge, Khowai, West Tripura as per terms & conditions and specification mentioned below:-

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

**AMC for Computer & its peripherals (under Phase - I)**

Sl. No.	Items	Unit
1	HCL (Slim Client PC) with keyboard & mouse [Configuration – Pentium (R)Dual-core CPU E5800 3.20 Ghz,2 GB RAM,320 GB HDD]	4
2	HCL 17" LED Monitor	18
3	HCL XEON Server with keyboard & mouse [ Configuration – Intel (R) Xeron (R) CPU E31220@3.10GHz,8 GB RAM ,2nos,3 GB HDD]	2
4	HP Laser Jet P1566 Printer(with all accessories)	4
5	TVS MSP 455 DMP Printer(with all accessories)	4
6	HP Catalyst Switch (24 Port)	1
7	HP Catalyst Switch (8Port)	3
8	LAN Ports (with I/O Box)	24
9	HP Scanjet Scanner	1
10	External HDD (WD 250 GB)	1
11	HCL Winbee (Thin Clients)	12

**Terms & Conditions**

- I. The contract will be for 01(one) year from the date acceptance of the 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.
- II. Amount quoted in AMC for each item shall be inclusive of all taxes.
- III. 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.
- IV. As soon as the problem is reported, the corrective measures shall be taken immediately and not later than 24 hours by the vendor.

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V. Vendor service support is required during office hours (10.00 AM to 04.30 PM) on working days. The vendor support staff is required to attend location of the complained computer in Court complex of the Additional District & Sessions Judge, Khowai, West Tripura.

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

VII. 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.

VIII. 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.

IX. The component / parts used by the vendor should be authentic and original (supported by documents). 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 and equivalent or higher of replacing hardware (supported by documents).

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

XI. The quotationer should submit proper documents by mentioning yearly turnover of the company and the yearly turnover should be minimum 10 lakhs.

XII. Vendors situated at Khowai or having branch at Khowai will be given preference. If the vendor selected from outside Khowai, the vendor is asked to ensure the above said clauses of providing service at the earliest after receiving complaints.

XIII. **The quotationer should deploy his 1 (one) technical staff for 4 days in a week and he should remain present in the office for around 4 hrs. (submit supporting documents).**

XIV. Any increase/decrease in quantity will be ON PRO-DATA BASIS. However, Office of the Additional District & Sessions Judge, Khowai, West Tripura shall place the order for required additional quantity as and when required by giving a written request to the vendor.

XV. Quarterly payment towards AMC shall be only after obtaining certificate from the Nodal Officer of this Office that service of the vendor during previous quarter was satisfactory.

XVI. 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 regard shall be final and conclusive.

XVII. The quotations should reach this Office positively by 15.00 hours of 16<sup>th</sup> December 2016. Tenders/Quotations will be opened on the following day at 16.00 Hrs or any other day fixed subsequent where tenderer or his authorized representative may remain present.

XVIII. Required following document should be accompanied with tender : (a) PAN Card (b) VAT clearance (c) Trade License (d) CST, TST (e) Yearly turnover certificate (f) Undertaken regarding acceptance of terms and condition.


XIX. Incomplete tender will be rejected summarily.

XX. Any dispute/problem arisen in connection with AMC the decision of the Nodal Officer shall be final.

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

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

XXIII. Details information, if any required, may be obtained from the Office of the undersigned in this regard.

 23.11.16

(M. Banerjee)  
Nodal Officer,  
e-Courts Project,  
(SDJM),  
Khowai, West Tripura.