OFFICE OF THE DISTRICT & SESSIONS JUDGE
WEST TRIPURA DISTRICT :: AGARTALA

No.F.10(239)(Main)-DJ/W/Estt./2025/11472 **Dated, Agartala**
The 04th September, 2025

NOTICE INVITING TENDER

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

Sealed tenders / quotations are invited from the reputed and experience service providers/firms/Suppliers/Contractors for the Annual maintenance Contract for computers & its peripherals installed in the Court Complex of District & Sessions Judge, West Tripura, Agartala for a period of 1(one) year as per terms & conditions and specification mentioned below:

The important information and dates for the schedule of key events of this tender are given below: -

Sl.No.	Events	Date and Time
1.	Tender No:	No.F.10(239)(Main)-DJ/W/Estt./2025/
2.	Tender Fees	Rs.300/-
3.	Bid Security/Earnest Money Deposit	Rs.3000/-
4.	Bid Validity	90 days from the bid due date
5.	Last Date of Pre –Bid Queries	15th September,2025 (strictly via email: djwest.itcell@indiancourts.nic.in)
6.	Last Date & Time for Submission of Bids, Bid Security/EMD	16th September,2025,4.00 PM
7.	Date & time of opening of Technical Bids	18th September,2025, 4.00 PM
8.	Date & time of opening of Financial Bids	*To be notified later on in Court Website :* https://westtripura.dcourts.gov.in/

1) **Period of Contract:** The contract is valid for one year from the date of signing of final Agreement of Contract. This may be renewed after completion of one year subject to satisfaction of the authority.

2) **Tender Fees:** The interested eligible bidder has to submit the **tender fees of ₹300/-** (Rupees Three Hundred) only in the form of Demand Draft drawn on a Nationalised Bank favour of the District & Sessions Judge, West Tripura Judicial District, Agartala payable at Agartala at the time of submission of bids. ***The tender fees will be non-refundable in all circumstances.*** The date of the Demand Draft submitted for the same should not be earlier than the date of issue of this NIT.

3) **Bid Security/ Earnest Money Deposit:**

3.1. The bidder has to submit an interest free **Bid Security/ Earnest Money Deposit (EMD)** of **₹3,000/-** (Rupees Three Thousand Only) in the form of Demand Draft drawn on a Nationalised Bank in favour of the District & Sessions Judge, West Tripura Judicial District, Agartala payable at Agartala at the time of submission of bids**.** The date of the Demand Draft submitted for the same should not be earlier than the date of issue of this NIT.

3.2. The Bid Security Cost shall remain valid for a period of ninety (90) days from the date of opening of the Technical Bids.

3.3. The EMD may be forfeited due to following reasons:

a) If the Bidder withdraws bid during the period of bid validity.

b) If the Bidder, having been notified of the acceptance of its bid by the District & Sessions Judge, West Tripura Judicial District, Agartala during the period of bid validity –

i. fails or refuses to execute the Contract Form, if required;

ii. fails or refuses to furnish the Performance Security, in accordance with the terms of this NIT;

3.4. Unsuccessful bidder's EMD would be refunded back as promptly as possible, but not later than thirty (30) days after the expiry of the period of bid validity.

3.5. The Bid Security of the successful bidder shall be returned only after the submission of their acceptance against the issued award of contract within the stipulated time period and on furnishing of the Performance Security.

4) **Period of validity of Bid:** The bid submitted by the bidder shall be valid for a period of 90 days from the date of opening of the Technical Bid. A bid valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, District & Sessions Judge, West Tripura Judicial District, Agartala may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing/ email. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request would not be required nor permitted to modify its bid.

5) **Bid Price:** The Bidders would have to quote the prices in Indian Rupees (INR) only for the total scope of work. ***No Itemized bidding is allowed***. Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications whatsoever. The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, would not be taken into account for evaluation purpose. The Prices quoted should be **inclusive of GST** and all other applicable Taxes/Duties.

6) **PRE-BID QUERIES**: No pre-bid session will be held with respect to this NIT. However, bidders may send their queries regarding this NIT in the official email- **djwest.itcell@indiancourts.nic.in** up to **15.09.2025, 4 PM** by having **subject line as '**Query in connection with AMC of Computer and Peripherals 2025 : **NIT No.F.6(28)-HC/2019-25/Vol-II/23254-60 dated 2nd September, 2025**".

7) **BID EVALUATION PROCESS:**

7.1. Technical Bids of only those bidders would be opened whose Earnest Money Deposit (EMD)/Bid Security and Tender Fees are received by the District & Sessions Judge, West Tripura Judicial District, Agartala before the last date & time of submission indicated above.

7.2. Each document comprising of Technical Bid as mentioned in the NIT must be submitted with signatures at all pages. The submitted documents must prove the bidder's eligibility as specified in the NIT.

7.3. The Bidder would be disqualified in technical bid in case of absence of any one of the required documents fulfilling eligibility criteria as mentioned in the NIT.

7.4. Financial bid of only those bidders would be opened who qualify in the Technical Bid.

7.5. Financial bid in the same format as mentioned in the tender must be submitted with signatures at all pages to be produced by the bidders.

7.6. Arithmetic Error, if any, in the price breakup would be rectified on the following basis.

7.7. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected.

7.8. **The L1 bidder would be arrived at on the basis of the grand total**. Ranking of the **Bidders** would be ascertained according to the total amount of price quoted for all the items. Bidder who has quoted the lowest rate in grand total will be ranked first and so on.

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

9) The Bids have to be submitted sealed in Two cover Bid System, in the proforma prescribed for the "Technical Bid"(Annexure A) and the "Financial Bid"(Annexure B). Bids not submitted in the prescribed proforma or Bids which are incomplete are liable to be summarily rejected.

10) Required following document should be accompanied with tender: **(a)** Technical Bid (Annexure A) **(b)** Financial Bid (Annexure B) **(c)** PAN card **(e)** Trade License **(f)** GST Registration Certificate**(g)** Yearly turnover certificate (last 1 year) **(h)** Undertaking in company letter head regarding acceptance of terms and conditions. **(i)** Address of the Company Main Office and Local Office (if any) – along with email Address, Phone Number and Whatsapp Number. (I) Income tax Clearance Certificate. The tenderer should submit **self-attested copies** of the documents mentioned.

11) Along with the quotation the tenderer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.

12) **Superscripting AMC Proposal Envelope**: The Bidders shall submit their Bids in three separate sealed envelopes in the following format: **a)** COVER A containing TENDER FEES & EMD should be sealed in a separate envelope subscribing "Tender Fees & EMD"; **b)** COVER B containing TECHNICAL BID should be sealed in a separate envelope subscribing "Technical Bid" along with all documents. **c)** COVER C containing FINANCIAL BID should be sealed in a separate envelope subscribing "Financial Bid".

All the above mentioned three envelops together should be enclosed and submitted in a properly sealed separate envelope mentioning the name of the NIT. If any bidder deviates from submitting its bid in this prescribed format, the Bid shall be summarily rejected and shall not be taken into consideration for evaluation.

13) Incomplete tender will be rejected summarily.

14) Any dispute/ problem arisen in connection with AMC the decision of the District & Sessions Judge shall be final.

15) Work Order shall be issued only after execution of the Agreement and submission of the PBG (Performance Bank Guaranty).

16) The contract will be for 01(one) year from the date of 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.

17) PERFORMANCE SECURITY:

17.1. Within 15 days after the receipt of notification of award of the Contract from the Office of the District and Sessions Judge, West Tripura, Agartala the successful bidder shall furnish Performance Guarantee in favor of District and Sessions Judge, West Tripura, Agartala, which shall be equal to 5% of the total value of the Contract and shall be in the form of a Guarantee Bond from a Nationalized / Scheduled Bank. The validity of the Performance guarantee submitted should be for a period of two months beyond the expiry of contract tenure.

17.2. The performance guarantee shall be deemed to govern the following guarantees from the successful Bidder, in addition to other provisions of the guarantee:

(i) The Service rendered under the contract shall be satisfactory in all respect and upon written notice from the District and Sessions Judge, West Tripura, Agartala, the successful Bidder shall fully remedy, free of expense to the District and Sessions Judge, West Tripura, Agartala, all such defects/bugs as developed under the normal use of the said equipment.

(ii) To fulfill the conditions of AMC.

(iii) The performance guarantee is intended to secure the performance of the entire scope of work. However, it is not to be construed as limiting the damages stipulated in any other clauses.

18) 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.

19) The vendor/bidder/quotationer shall always keep minimum **20(Twenty)** numbers of each (**Keyboard, mouse**), **along with the sufficient number of**

spares, such as CPUs, Monitors, other Spare Parts related to AMC articles like MotherBoard, SMPS, Display Unit in the premises with District & Sessions Judge Court, West Tripura Judicial District, Agartala 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.

20) During the Contract Period, all Items Covered under AMC shall be repaired or collected for repair from the Court Complex where the item is located.

21) During the contract period, The vendor/bidder/quotationer should deploy at least 01(One) technical/support staff for the all Court working days and this staff should remain present in the office from**10.00 am to 5.00 pm. and such engineer shall also carry some basic minimum spare parts with him during the visit. The vendor shall give prior intimation to the office by email regarding the name, phone no. And such other details of the engineer authorised by the vendor.**

22) All the visits and actions taken by the technical staff of the Vendor during visit shall be recorded in a register and countersigned by the Nosdal Officer of the station. The register shall be cross-checked for satisfactory performance of the Vendor.

23) Response Time: 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 1% of the contract amount per system.
	Above 96 hours	A penalty of 2% of the contract amount per system.

24) The maintenance work shall normally be done during office working hours, however, in case of emergency maintenance may be done beyond office hours. In such case, prior arrangement through proper communication should be worked out by the servicing agencies.

25) 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.

26) 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.

27) 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.

28) Replacement of Parts: Maintenance cost of the Laptop, Desktop Computers or any other items like adaptor, Battery of Laptops or CMOS Battery of AIOs/PCs (Hardware and Software including Operating System if any; WINDOWS, UBUNTU for Desktops & Laptop) & replacement of spare parts of any items, if any should be inclusive in the AMC. All other consumable items except cartridge /Tonner of Printers should be included under AMC.

29) Replacement of Non-repairable Items: If the AMC Vendor unable to repair any item(s) which comes under AMC, the AMC Vendor should replace it by new one with same technical specification or higher specification.

30) If any hard disk is damaged of any system then it will be replaced by the SSD. Vendor should discuss about the make/model and specification with the System Officer before replacing it.

31) Quality of Spares: The AMC provider shall provide new and original spare parts (OEM spare Parts), or higher on assemblies and subassemblies in place of such items, which develop defects/suffer breakdown during the period of AMC.

32) After each quarter of designated AMC period, the vendor shall submit bill in triplicate.

33) Quarterly Payment towards AMC shall only be done after obtaining certificate from the System Officer/ System Assistant of the station that service of the vendor during previous quarter was satisfactory.

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

35) 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.

36) Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired bythe 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 AMC payment.

37) Force Majeure: The right of the Contractor to proceed with the work shall not be terminated because of any delay in the completion of the work due to unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not limited to acts of God, war or revolutions or civil commotions, fires, epidemics, quarantine restrictions and freight embargos. If a Force Majeure situation arises, the Contractor shall promptly notify the Office of the District and Sessions Judge, West Tripura Judicial District, Agartala in writing/email of such condition and the cause thereof. Unless otherwise directed by the office of the undersigned in writing/email, the Contractor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek, all reasonable alternative means for performance not prevented by the Force Majeure event.

38) AMC may be extended further for a period of 1 year or 2 year or more for the District & Sessions Judge Court, Agartala at same rate, terms and conditions or on mutually agreed terms subject to the satisfactory performance of the service provider during the AMC period.

39) Detailed information, if any required, may be obtained from the office of the under signed in this regard.

40) List of the Hardware items to be brought under in the Annual Maintenance Contract at the West Tripura Judicial District, Agartala are mentioned in the Annexure C.

SUBHASISH SHARMA ROY
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Date: 2025.09.04 17:47:47 +05'30'

(S. Sharma Roy)
District and Sessions Judge
West Tripura Judicial District

Copy to:-

1. NOTICE BOARD of the Office of the District and Sessions Judge, West Tripura Judicial District, Agartala.
2. Official Website of West Tripura Judicial District.

SUBHASISH SHARMA ROY
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Date: 2025.09.04 17:48:09 +05'30'

District and Sessions Judge
West Tripura Judicial District

ANNEXURE A

OFFICE OF THE DISTRICT AND SESSIONS JUDGE
WEST TRIPURA JUDICIAL DISTRICT : AGARTALA

Tender Notice No. _____

PROFORMA FOR TECHNICAL BID

SL. No.	Particulars	To be filled in by Tenderer
1	Name of Agency:	
3	Details Of Agency :	
	3a. Year of establishment/incorporation	
	3b. Whether proprietorship /partnership / limited company etc.	
	3c. Name(s) of the Proprietor / Partner/ Managing Director etc.	
4	Details of Official Address of Agency :	
	Phone Number (s) :	
	Email Address :	
5	Whether the Bidder has any office or branch in West Tripura District, Agartala. If so, give details with complete address, Contact person & contact number(s).	
5	Agency Registration No. (Copy of Registration should be enclosed) :	
6	GST Registration No. (Copy to be enclosed):	
7	PAN Card (Copy to be enclosed) :	

8	Income Tax returns of the preceding Financial Year.	
9	Bankers' Name and address	
10	Bank Account No. And IFSC Code of Firm	
11	Whether agency is blacklisted by any Government Department or any criminal case is registered against the firm or its owner / partner anywhere in India:	
12	Length of Experience in field :	
13	Experience in dealing with Government Department : (Indicate names of Departments and attach copies of contracts placed with agency.)	
14	Whether a copy of terms and conditions (duly signed), in token of acceptance of same is attached :	
15	List of Documents Submitted with tender:	

Signature with Company Seal

ANNEXURE B

PROFORMA FOR FINANCIAL BID

Sl. No.	Items (a)	Specification (b)	Qty. (c)	Rate (d)	Total (e=c x d)	Tax (f)	Total (g=e+f)
Items included in Agartala Court Complex							
1.							
2.							
Total Amount in Words					Total :		
Grand Total : (All items of Agartala CC)							
In Words :							

<u>..... Signature with Company Seal.</u>

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

AMC for Computer & its peripherals (under Phase-I and Phase-II) and High Court and Office purchase for the year 2025-26		
Sl. No.	**Items**	**Unit**
1	Desktop computers with Keyboard(USB/PC2) and mouse (USB/PS2)(HCL/Accer/Foxin)	17
2	All in One (AIO) Desktop (Make Lenovo)	03
3	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(HCL Slim Client)	13
4	HCL/Zebstar/HP LCD Monitor	29
5	HP Laser Printer 1007	01
6	HP Laser Printer P1566	15
7	HP Laser Printer 1108 and 1109	17
8	HP Laser Printer 1109	01
9	HP Laser Printer 1107	01
10	HP Laser Printer 1020 and 1020+	05
11	HP Laser Printer 1022	08
12	Samsung Laser Printer ML 2161	08

13	Canon LBP 2900b Printer	02
14	Hitachi Projector	01
15	Epson Projector	01
16	CISCO Network Catalyst (24 port)	03
17	CISCO Network Catalyst (08 port)	05
18	HP Network Catalyst (48 Port)	01
19	HP Network Catalyst (24 Port)	02
20	I/0 Box OR LAN port	70
21	HP Proliant Rack Server	02
22	Databay KVM Switch (8 Port)	01
23	Desktop computers with Keyboard(USB/PC2) and mouse(USB/PS2)(DELL Vostro)	54
24	Desktop computers with Keyboard(USB/PC2) and mouse (USB/PS2)(DELL optiplex)	18
25	Desktop computers with Keyboard(USB/PC2) and mouse (USB/PS2)(DELL)	4
26	Dell 19.5" LED Monitor	76
27	Dell Extra Monitor	19
28	DAX Network Catalyst (24 Port)	11

29	DAX Network Catalyst (24 Port)	4
30	DAX Network Catalyst (48 Port)	1
31	DAX LAN Port OR I/O Box	108
32	CAT6 Cable including Patch cord and RJ -45 Connector	3500 mtr (approx)
33	Thin Client (Brand-Dell, Model- WYSE)	19
34	21" Thin Client Monitor (Brand-Dell)	19
35	24" Wall Mount Monitor (Display Board) (Brand-Dell)	19
36	21" Monitor (Judge's Display)(Brand-Dell)	19
37	Duplex Printer (Brand-Samsung, Model- Xpress M2830 Series)	18
38	MFP Printer (Brand- Samsung, Model- Xpress 3370 Series)	18
39	HP Laser Jet Pro MFP227fdn	01
40	HP Laser Jet Pro M202dw	01
41	Laserjet Printer (Brand-HP, Model-1108)	03
42	Laser Jet Printer (Brand- HP, Model-1022)	05
43	Avison Scanner	04
44	Canon DR C230 Scanner	02
45	Dell Optiplex 3280 AIO	04

46	2 KVA UPS with battery (BetterPower)	01
47	2 KVA UPS with battery (Numeric)	01
48	2 KVA UPS with battery (Emersion)	01
49	1 KVA UPS with battery (Betterpower)	01
50	PLC Plus USB Camera with inbuild Speaker	07

SUBHASISH SHARMA ROY

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