

**OFFICE OF THE
DISTRICT & SESSIONS JUDGE
NORTH TRIPURA :: DHARMANAGAR**

No. F.16(18)-DJ/N/DM N/2021/ 15051-54

Dated, Dharmanagar,
The 19th day of November, 2021

NOTICE INVITING TENDER

Sealed quotations are invited from the bonafide reputed and experienced Service providers/firms for comprehensive Annual Maintenance Contract for computers and its peripherals for a period of one year as per terms & conditions mentioned herein below:

The particulars & details of Hardware with specification and terms & conditions for which AMC will be required are as follows:

(1) Name of the Court Complex: District & Sessions Judge's Court Complex, North Tripura, Dharmanagar.

Sl. No	Type of the Hardware(s)	Specifications	Qty.
1	Slim Client with LED Monitor, USB/PS2 Keyboard and Mouse	Intel Processor G620 2.60 GHz, RAM 4GB DDR2, 320 HDD, 18.5" wide Led Monitor	05 Nos.
2	Dell Optiplex 5040 Desktop with LED Monitor, USB Keyboard and Mouse	Intel Core I5(6 th Gen) 3.2GHz, RAM 8GB DDR3, 500GB HDD, 19.5" wide Led Monitor	05 Nos.
3	Dell Vostro 3250 Desktop with LED Monitor, USB Keyboard and Mouse	Intel Core I3(6 th Gen) 3.7GHz, RAM 4GB DDR3, 500GB HDD, 19.5" wide Led Monitor	15 Nos.
4	Dell Optiplex 3020 Desktop with LED Monitor, USB Keyboard and Mouse	Intel Core I3(4 th Gen) 3.0GHz, RAM 4GB DDR3, 500GB HDD, 19.5" wide Led Monitor	06 Nos.
5	Server PC	Intel ® Xeon ® CPU E5645 @ 2.40 GH, 4GB*4 RAM, 320GB*2HDD	01 No.
6	HP AIO PRO ONE 400 VC PC	Intel Core I3(4 th Gen) 3.0GHz, RAM 4GB DDR3, 500GB HDD with USB Keyboard, Mouse	01 No.
7	Laser Printer	HP Laserjet P1566	05 Nos
8	Laser Printer	Samsung ML-2161 Series	06 Nos.
9	Laser Printer	Samsung M3370FD Series	05 Nos.
10	Duplex Printer	Samsung M2830DW Series	05 Nos.
11	Scanner	HP Scanjet 8270 scanner	01 No.
12	Display Monitor	HCL Monitor 18.5"	17 Nos.
13	500 VA UPS	UPS System 0.5 KVA	06 Nos.
14	2 KVA UPS	UPS System 2 KVA	01 No.
15	600VA UPS	UPS System 600VA	31 Nos.
16	1000VA UPS	BP SERIES 1000VA Online	05 Nos.
17	Hard Disk (External USB)	500 GB	01 No
18	Patch Panel	24 Port Patch Panel	05 Nos.
19	Lan Port	I/O Box	40 Nos.
20	Network Switch	HP 24 Port	01 No
21	Network Switch	DAX 24 Port	04 Nos.
22	Network Switch	HP 8 Port	01 No

(2) Name of the Court Complex: Sub-Divisional Judicial Magistrate's Court Complex, Kanchanpur, North Tripura.

Sl. No	Type for the Hardware	Specifications	Qty.
1	Dell Optiplex 3020 Desktop with LED Monitor, USB keyboard and mouse	Intel Core I3(4th Generation) 3.0GHz, RAM 4GB DDR3, 500GB HDD, 18.5" wide Led Monitor, Ubuntu 14.04 OS (Make DELL)	02 Nos.
2	Dell Optiplex 5040 Desktop with LED Monitor, USB Keyboard and Mouse	Intel Core I5(6 th Gen) 3.2GHz, RAM 8GB DDR3, 500GB HDD, 19.5" wide Led Monitor	02 Nos.
3	Dell Vostro 3250 Desktop with LED Monitor, USB Keyboard and Mouse	Intel Core I3(6 th Gen) 3.7GHz, RAM 4GB DDR3, 500GB HDD, 19.5" wide Led Monitor	06 Nos.
3	Samsung Laser Printer	Samsung ML-2161 Series	02 Nos
4	Laser Printer	Samsung M3370FD Series	02 Nos.
5	Duplex Printer	Samsung M2830DW Series	02 Nos.
6	600VA UPS	UPS System 600VA	10 Nos.
7	1000VA UPS	BP SERIES 1000VA Online	02 Nos.
8	Lan Port	I/O Box	15 Nos
9	Network Switch	DAX 24 Port	02 Nos


Terms and conditions

1. The contract will be valid for 1(one) year from the date of acceptance/ 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.
2. Amount quoted in AMC for each item shall be inclusive of all taxes.
3. Along with the quotation the quationer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.
4. 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 2% of the contact amount per system
	Above 96 hours	A penalty of 5% of the contact amount per system

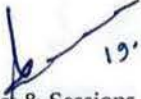
5. The Maintenance work shall normally be done during working hours, however, in case of emergency maintenance may be done beyond office hours and even on holidays. In such case, prior arrangement through proper communication should be worked out by the servicing agencies. The vendor support staff is required to attend the location of the complain computer in the court complex of District & Sessions Judge, Dharmanagar and Sub-Divisional Judicial Magistrate, Kanchanpur.

6. Problem, if not major, should be solved within the same day of reporting. The reporting will be made through e-mail/fax/over phones on urgent need.
7. 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 solution will be deducted from the amount payable.
8. 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.
9. The components/ 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 or end of life, the same will be replaced with an equivalent or higher version of the replaced hardware.
10. Taxes (at source) will be deducted as per applicable rules.
11. The quationer should submit proper documents by mentioning yearly turnover of the company and the yearly turnover should be minimum **5 Lakhs**.
12. Periodical preventive maintenance will be made once in a week by the firm.
13. Any increase or 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.
14. **Quotation shall be submitted by 02:00 PM on or before 14.12.2021.** Any Bid received after the deadline for submission of Bids prescribed, shall be rejected and returned in unopened condition to the Bidder.
15. The said Tender/Quotation shall be opened in the chamber of Ld. District & Sessions Judge on **14.12.2021** at **03:00 PM** in presence of the Quotationers who may desire to be present.
16. The date of Opening of the quotation may, however, be changed if required at the discretion of the Authority with intimation to the Quotationer.
17. Required following documents should be accompanied with the tender that is PAN card Trade License, GST, yearly turn-over certificate, under taken regarding acceptance of terms and conditions.
18. Incomplete tender will be rejected summarily.
19. If any dispute/problem arises in connection with AMC, the decision of the District & Sessions Judge shall be final.
20. The undersigned is not bound to accept the lowest rate and may reject all or any of the tenders without assigning any reason.
21. The successful tender shall have to execute an agreement with a department with certain terms and conditions as and when required.
22. Detail information if any required may be obtained from the office of the undersigned in this regard.


19.11.2021
(G. Sarkar)
District & Sessions Judge
North Tripura, Dharmanagar

Copy to:

1. The Sub-Divisional Judicial Magistrate-cum- Civil Judge(Jr. Division), Kanchanpur, North Tripura.
2. The System Officer, Office of the District & Sessions Judge, North Tripura, Dharmanagar.
3. The System Assistant, Office of the Sub-Divisional Judicial Magistrate-cum- Civil Judge(Jr. Division), Kanchanpur, North Tripura.
4. NOTICE BOARD.


19.11.2021
District & Sessions Judge
North Tripura, Dharmanagar