



**OFFICE OF THE
WEST TRIPURA DISTRICT LEGAL SERVICES AUTHORITY
District Court Complex, Agartala. Phone & Fax : 231-5093
Email : dlsawesttripura@gmail.com & dlsa.west-tr@tripura.gov.in.**

No.F.1A(63)-DLSA/WEST/ESTT/AMC/2018/2281

28th July, 2022

NOTICE INVITING TENDER

Subject :- Annual Maintenance Contract (AMC) of Xerox machine and its peripherals etc. for one year and also supplying of compatible cartridges.

Sealed tenders/quotations are invited from the recognized service provider for the Annual Maintenance Contract for Xerox machine and its peripherals installed in the District Legal Services Authority, West Tripura, Agartala and supply of compatible cartridges as per the terms and conditions and specifications mentioned below :-

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

Sl. No.	Item	Quantity	Specification
01.	SHARP Printer cum Scanner cum Xerox cum Fax	01 No.	Model - AR - 6020
02.	Laser Cartridge MX – 237AT	----	SHARP

1. The contract will be for one year from the date of acceptance of the agreement of the contract by the office of DLSA, West Tripura, Agartala 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 Quotationer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.
4. As soon as the problem is reported, the corrective measures shall be taken immediately and not later than 24 hours by the vendor.
5. Vendors service support is required during office hours **10:00 a.m. to 5:00 p.m.** on working days. The vendor support staff is required to attend location of the complained parts / equipments in the office of DLSA, West Tripura, Agartala.
6. Problem, if not major, should be certified 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 correction 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.
9. The component/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 of replacing hardware.
10. Taxes (at source) will be deducted as per applicable rules.
11. The quotationer should submit proper documents by mentioning yearly turnover of the company and the yearly turnover should be minimum 05 Lakhs.
12. The quotationer should deploy his 1(one) technical staff for 4 days in a week or as & when required and he should remain present in the office for around 7 hours (Submit supporting documents).
13. List of Engineers posted at Agartala from time to time should be sent to this office. (Submit supporting documents).
14. Any increase/decrease in quantity will be ON PRO-RATA BASIS. However, office of the DLSA, West Tripura, Agartala shall place the order for required additional quantity as and when required by giving a written request to the vendor.

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15. Quarterly Payment towards AMC shall be only after obtaining certificate from the Head Clerk/ DEO of this office that service of the vendor during previous quarter was satisfactory.

16. 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 regards shall be final and conclusive.

17. The quotations should reach this office positively by 17.08.2022 at 12:00 p.m. Tenders/quotations will be opened by the Ld. Chairman, DLSA, West Tripura, Agartala if possible at 17.08.2022 at 4:00 p.m. on the same day where tenderer or his authorized representative may remain present.

18. 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.

19. Incomplete tender will be rejected summarily.

20. Any dispute/problem arisen in connection with AMC, the decision of the Chairman, DLSA, West Tripura, Agartala shall be final.

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

22. All rates should be approved by G.S.T and quoted in both the figures as well as in the words.

23. The rates quoted shall remain valid for one year. No modification or alteration in rates shall be entered by this office after the rate once quoted.

24. The Suppliers/dealers will remain bound to supply the articles at the rate accepted by this office throughout the financial year.

25. Articles as and when required shall have to be delivered in the office.

26. The Suppliers/Dealers, as the case may be, in whose favour supply order will be issued to supply the cartridges shall remain bound to supply the same at the rate quoted by him/her at the time of submission of his/her tender and in the case of failure to supply the article at the rate accepted by the office, without assigning any acceptable genuine reason, the undersigned reserves the right to rescind the supply completed by any supplier/dealer in respect of any increase in the rate and cost of the articles(s), if any.

27. The undersigned reserves the right to accept or reject any tender in part or whole including the lowest one without assigning any reason thereof.

28. Details information, if any required may be obtained from the office of the undersigned in this regard or visit the Official website :- www.districtlegalservicesauthority.com.