

**OFFICE OF THE
TRIPURA STATE LEGAL SERVICES AUTHORITY
EAST BANK OF MELARMATH DIGHI,
AGARTALA**

Office Land Line No: (0381) 232-2481/231-0443

E-mail:tslsaagt@gmail.com

No.F.2(37)-LAW/TLSA/AGT/ACTT/11/ 2542

March 15, 2022

NOTICE INVITING TENDER

Subject:- Annual Maintenance Contract (AMC) of Computers & its peripherals etc. of TLSA for the FY- 2022-23

Sealed tenders/quotations are invited from the recognized service provider for the Annual Maintenance Contract for computers & its peripherals installed in the Tripura State Legal Services Authority, West Tripura, Agartala as per terms & conditions and specification mentioned below.

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

Legal Assistance Establishment Section, TLSA, Agartala			
Sl. No	Name of Equipment	Company Made	Serial No. of the Equipment
1.	Monitor	Dell	CN-09YKV7-72872-736-AERB-A00
2.	CPU	Dell	35432336054
3.	Printer	HP LaserJet 1022	VNRJ7130RH
4.	Keyboard	HP	7CH04545MN
5.	UPS	Luminous	21HAR9C1003839
6.	Monitor	Dell	CN-09YKV-FCC00-75F-DAND-A00
7.	CPU	Dell	21588694850
8.	Keyboard	Logitech	15285C50JOR8
9.	UPS	Foxin	FPS0600V1710GA1618
10.	Printer	Canon	MBGA309904
Continuous Lok Adalat, TLSA, Agartala			
11.	Monitor	Dell	CN-09YKV7-75F-DASD-A00
12.	CPU	Dell	21588414914
13.	Printer	HP LaserJet	CE655A
14.	Keyboard	Dell	2112308031183501953
15.	UPS	Foxin	FPS0600V1710GA0832
Chamber of the Member Secretary, TLSA, Agartala			
16.	Monitor	Dell	CN-045FV2-QDC00-75T-12JU-A01
17.	CPU	Dell	21581696450
18.	Printer	HP LaserJet	L11121E
19.	Keyboard	HP	7CH04904DH
20.	UPS	Microtech	1S16242(Part-1):2014, r-96000418
Establishment Section, TLSA, Agartala			
21.	Monitor	HP	F4763AAF4Z63AS
22.	CPU	Foxin	
23.	Printer	HP LaserJet PROM 12	VNCX804988
24.	Keyboard	Dell	CN-03Y1D8-71616-750-0177-A03
25.	UPS	Foxin	FPS0600V1710GA0912
26.	Monitor	HP	CNC047061X
27.	CPU		
28.	UPS	Zebion	CV00251120UPS000303709
29.	Keyboard	HP	BCYRUODCPHEL23R
30.	Printer	HP	CNF3202510

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29.	Keyboard	HP	CNF3202510
30.	Printer	HP	CNF3202510

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NOTICE INVITING TENDER

Subject:- Annual Maintenance Contract (AMC) of Computers & its peripherals etc. of TSLSA for the FY- 2022-23

Sealed tenders/quotations are invited from the recognized service provider for the Annual Maintenance Contract for computers & its peripherals installed in the Tripura State Legal Services Authority, West Tripura, Agartala as per terms & conditions and specification mentioned below.

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

Legal Assistance Establishment Section, TSLSA, Agartala			
Sl. No	Name of Equipment	Company Made	Serial No. of the Equipment
1.	Monitor	Dell	CN-09YKV7-72872-736-AERB-A00
2.	CPU	Dell	35432336054
3.	Printer	HP LaserJet 1022	VNRJ7130RH
4.	Keyboard	HP	7CH04545MN
5.	UPS	Luminous	21HAR9C1003839
6.	Monitor	Dell	CN-09YKV-FCC00-75F-DAND-A00
7.	CPU	Dell	21588694850
8.	Keyboard	Logitech	15285C50JOR8
9.	UPS	Foxin	FPS0600V1710GA1618
10.	Printer	Canon	MBGA309904
Continuous Lok Adalat, TSLSA, Agartala			
11.	Monitor	Dell	CN-09YKV7-75F-DASD-A00
12.	CPU	Dell	21588414914
13.	Printer	HP LaserJet	CE655A
14.	Keyboard	Dell	2112308031183501953
15.	UPS	Foxin	FPS0600V1710GA0832
Chamber of the Member Secretary, TSLSA, Agartala			
16.	Monitor	Dell	CN-045FV2-QDC00-75T-12JU-A01
17.	CPU	Dell	21581696450
18.	Printer	HP LaserJet	L11121E
19.	Keyboard	HP	7CH04904DH
20.	UPS	Microtech	1S16242(Part-1):2014, r-96000418
Establishment Section, TSLSA, Agartala			
21.	Monitor	HP	F4763AAF4Z63AS
22.	CPU	Foxin	
23.	Printer	HP LaserJet PROM 12	VNCX804988
24.	Keyboard	Dell	CN-03Y1D8-71616-750-0177-A03
25.	UPS	Foxin	FPS0600V1710GA0912
26.	Monitor	HP	CNC047061X
27.	CPU		
28.	UPS	Zebion	CV00251120UPS000303709
29.	Keyboard	HP	BCYRUODCPEL23R
30.	Printer	HP	CNF3202510

Account Section, TSLSA, Agartala

31.	Monitor	Dell	CNC748042X
32.	CPU		INI64002B0
33.	Printer	HP LaserJet	CC418A
34.	Keyboard	HP	7CH6362RVWX
35.	UPS	Foxin	FPS0600V1710GA3047
36.	Monitor	HP	CNC047063L
37.	CPU	HP	4CE0522CZC
38.	UPS	Zebion	CV00251120 UPS000303712
39.	Printer	HP	CNF3210073
40.	Keyboard	HP	BCYRUODCPEJIOB

Chamber of the Deputy Secretary, TSLSA, Agartala

41.	Monitor	Dell	CN-09YKV7-FCC00-75A-DAMD-A00
42.	CPU	Dell	21590234498
43.	Printer	HP	CE655A
44.	Keyboard	Dell	CN-03Y1D8-71616-75P-0869-A03
45.	UPS	Foxin	ZEBVTU725111512758

Office Laptop, TSLSA, Agartala

46.	Laptop	HP-Presario-c-700	CND75332K
47.	Printer	Canon	NA9A388245

Xerox machine, TSLSA, Agartala

48.	Xerox machine	Sharp	AR-6020 (model number)
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Office Projector Machine, TSLSA, Agartala

49.	Projector	BENQ	PDYB701348SU0
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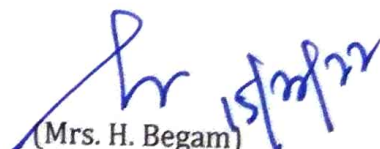
TERMS & CONDITIONS


1. The AMC will be for a period of 01(one) year w.e.f. 1st April, 2022 to 31st March, 2023.
2. The Authority does not bind itself to accept the lowest tender and reserves the rights to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason.
3. Assets mentioned above are likely to increase/decrease as per administrative ease and requirement.
4. The AMC will be awarded to successful bidder only after verification of the original documents.
5. Vendor service is required during office hours (10:00 AM to 05:30 PM) on all working days. The vendor support staff is required to attend location of the complained computer in office of TSLSA, West Tripura, Agartala.
6. Problem on being reported, the response time should not be more than 24(twenty four) hours from the time of reporting of the fault by the Authority.
7. The vendor is liable to install/update antivirus software procured by the Department for all the Desktop Computers/Laptops installed herein. The vendor shall update and remove the viruses from CPU/LAN Network system of the Desktop Computers, if any.
8. The vendor shall carry out preventive maintenance service every 03(three) months for the desktop computers/peripherals.
9. The AMC shall include services and repairs of defective parts like hard disk, wires, cables, chords, cards, mother board, circuit board, all hardware parts etc. The hardware maintenance support includes operation system support corrective and preventive maintenance.

10. The problem, if not rectified within reasonable time, Authority 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.
11. The Service Provider will replace necessary parts, if found defective free of cost, to be provided by the office.
12. The vendor shall be responsible for any damage in servicing/ over hauling of machines and the vendor has to repair the machine at its own cost.
13. The bidder shall annex copy of the letter of the company showing that he is authorized AMC service provider.
14. Amount quoted in AMC for each item shall be inclusive of all taxes.
15. The bidder should submit proper documents mentioning yearly turnover of the company and the yearly turnover should be minimum 05 lakhs.
16. The payment will be made on quarterly basis as per the terms and condition of tender notice after satisfactory completion of works of each quarter.
17. Taxes (at source) will be deducted as per applicable rules.
18. The payment for last quarter would, however, be made only on successful handling over the desktop computers, printers etc. in working condition.
19. AMC will be terminated at any point of time by the Authority without assigning any reason thereof. The decision taken by the Authority in this regard shall be final and conclusive.
20. If any dispute/problem arisen in connection with AMC the decision of the Member Secretary, TSLSA shall be final.
21. The vendor shall not assign or sublet any portion of the work of AMC to any other vendor during the AMC period.
22. Any damage to the machine due to natural calamities such as earthquake, fire etc. may not be covered under AMC.
23. If the information provided by the vendor is found to be false at any point of time, the Authority reserves the right to reject such tender at any state or to cancel the contract, if awarded.
24. The quotations should reach this office positively by 14:00 hours of 25th March, 2022. Tenders/quotations will be opened, if possible, at 16:00 hours on the same day where tendered or his authorized representative may remain present.
25. Required following document should be accompanied with tender (a) GST certificate (b) Trade license (c) Yearly turnover certificate (d) undertaking regarding acceptance of terms and condition.
26. In case of major problem, the vendor will make alterative/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. The successful tenderer shall have to execute an agreement with the department on certain terms & condition as and when required.
28. Incomplete tender will be rejected summarily.

Copy to:

1. Notice Board of the office of the TSLSA.
2. Office file.


(Mrs. H. Begam)
TSLSA, Agartala


(Mrs. H. Begam)
TSLSA, Agartala