



TRIPURA STATE LEGAL SERVICES AUTHORITY

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No.F.2 (37)-LAW/TLSA/AGT/ACTT/11/2275

June 8, 2018

NOTICE INVITING TENDER

Subject :- Annual maintenance Contract (AMC) of Computers & its peripherals etc for the year 2018-19.

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 SPECIFICATIONS:

Sl. No.	Item	Qty.	Specification
1	Desktop Computer with keyboard (USB/PS2) and mouse (USB/PS2) (Assemble make)	01	Intel(R) Pentium (D).
2	Desktop Computer with keyboard (USB/PS2) and mouse (USB/PS2) (Dell make)	01	Intel (R) Pentium ® CPU- G2030T.
3	Desktop Computer with keyboard (USB/PS2) and mouse (USB/PS2) (Dell make)	03	Intel Core i3 processor
4	Desktop Computer with keyboard (USB/PS2) and mouse (USB/PS2) (Dell make)	01	Intel Core i5 processor
5	Compaq presario C- 700 Laptop	01	Dual core, 1 GB RAM
6	Dell Inspiron 15, 3000 series laptop	01	Pentium processor, 4 GB RAM
7	HP Laserjet 200 Scanner	01	Laserjet
8	Wifi Routers	02	Seemens (SL2- 141) D-Link (DSL- 2730 U)
9	8 port hub adabter	02	D-Link
10	UPS	03	0.5 K.V
11	UPS	01	1 K.V
12	Printer	01	H.P Laserjet 1020 plus
13	Printer	01	H.P Laserjet Pro M12 a
14	Printer	02	H.P Laserjet P 1108
15	Printer	02	Canon LBP 2900 B
16	Printer	01	H.P Laseret 1022
17	Inverter	01	Luminus 1500 watt
18	Battery	01	Amaron (150 AH)
19	Moniter	01	Sony Bravia TV, 43", 1080 HD
20	Xerox machine	01	Sharp- AR 6020
21	Scanner cum printer	01	HP laserjet pro M1136 MFP
22	Projector Machine	01	Benq MP 511+

1. The contract will be for the year 2018-19 from the date of acceptance of the agreement of the contract by the office of TSLSA 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. Alongwith 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. 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 office of TSLSA, West Tripura, Agartala.

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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. The decision in this regard taken by this office shall be final and binding on 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 and 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 10 Lakhs.
12. 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).
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 Member Secretary, TSLSA shall place the order for required additional quantity as and when required by giving a written request to the vendor.
15. Quarterly Payment towards AMC shall be only after obtaining certificate from the DEO/ System Officer 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 15:00 hours of 18th June, 2018. Tenders / quotations will be opened, if possible, at 16:00 hours 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 Member Secretary, TSLSA shall be final.
21. The undersigned is not bound to accept the lowest rate and may reject all or any of the tender without assigning any reason.
22. The successful tenderer shall have to execute an Agreement with the department on certain terms & condition as and when required.
23. Details information, if any required, may be obtained from the office of the under signed in this regard.

Sd/-
(B .Palit)
Member Secretary
TSLSA, Agartala