



**DISTRICT LEGAL SERVICES AUTHORITY, WEST TRIPURA**

**Court Complex, Agartala :: Phone & Fax: 231-5093**

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No.F.1A(63)-DLSA/WEST/ESTT/AMC/2018/ 5407

24th August, 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 District 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**

Sl. No.	Item	Qty.	Specification
1	Desktop Computer with keyboard (Dell make)	4	Intel Core i3-7100 CPU@3.9GHz x 4
2	Desktop Computer with keyboard (Dell make)	1	Intel Core i5-7500 CPU@3.40GHz x 4
3	Desktop Computer with keyboard (Dell make)	1	Intel(R) Core(TM) i5 CPU760@2.80
4	Laptop Computer with keyboard (Asus make)	1	Intel(R) Core(TM) i3-3217 CPU@1.80GHz
5	Printer	1	Samsung ProXpress M3370FD
6	Printer	1	Samsung Xpress M2830DW
7	Printer	1	Canon LBP 3108B
8	Printer	1	HP LaserJet 1022
9	Printer	1	HP LaserJet 1020 plus
10	Printer	1	Canon LBP 6018B
11	UPS	4	Foxin Model: FPS600VA
12	UPS	1	UPS LB Model: BP SERIES

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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 DLSA 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 vender.
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 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. 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 for 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 lakh.
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).**

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Any increase/decrease in quantity will be ON PRO-RATA BASIS. However, office of the District Secretary, DLSA 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 10/09/2018.** 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, decision of the Chairman, DLSA, West Tripura, Agartala 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 undersigned in this regard.

**sd/-**  
(District Secretary)  
District Legal Services Authority  
West Tripura :: Agartala

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