

**OFFICE OF THE
TRIPURA STATE LEGAL SERVICES AUTHORITY
OLD DISTRICT & SESSIONS JUDGE COURT COMPLEX, AGARTALA**

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No.F.2(37)-LAW/TLSA/AGT/ACTT/22/7181-84

The 16th August, 2024

NOTICE INVITING TENDER

Subject:- Annual Maintenance Contract (AMC) of Computers, its peripherals , Xerox machine etc. installed in the office of Tripura State Legal Services Authority for a period of 01(one) year.

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

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

Sl. No.	Items	Units
COMPUTERS/PRINTERS/SCANNER/PROJECTOR ETC.		
1.	Desktop computers with Keyboard (USB) and Mouse (USB)(Dell- Vostro 3669)	3
2.	Desktop Computer with Keyboard (USB) and Mouse (USB) (Assemble Intel I3 processor)	2
3.	Desktop Computers with Keyboard (USB) and Mouse (USB) (HP slim)	2
4.	Desktop computers with Keyboard (USB) and Mouse (USB) (Dell Inspiron 3250)	1
5.	Desktop computers with Keyboard (USB) and Mouse (USB) (HP Assemble Intel (R) CPU 2160)	1
6.	Laptop with Mouse (USB) (DELL Inspiron 15 3000 Series)	1
7.	Dell Desktop Monitor	6
8.	HP Desktop Monitor	3
9.	Sony 43" TV	1
10.	Logitech Camera (BCC950 Conference Cam)	1
11.	Luminous Inverter with battery	1
12.	Vertib UPS with battery	1

PRINTERS		Units
Sl. No.		
13.	Canon Printer LBP2900	2
14.	HP printer M1136MF	1
15.	HP printer CE655A	1
16.	HP Laser jet pro M 12A	1
17.	HP Laser Jet Pro P1108	2
18.	HP Laser Jet 1020Plus	1
19.	HP Laser Jet 1022	1
20.	Canon Printer LBP 6230DN	1
UPS		
21.	650 VA UPS	10
XEROX MACHINE/PROJECTOR		
22.	Xerox machine (SHARP AR-6020)	1
23.	Projector (BenQ PDYB701348SU0)	1
NETWORKING ITEMS		
24.	48 port switch (managed)(CISCO System) Catalyst 3750 Series POE-48	1
25.	24 ports Modular Patch panel	1
26.	LAN (Cat 6)	As Actual
27.	I/O Box	38

The acceptance of the quotation will be subjected to the following terms & conditions

1. Quotation shall be submitted in a sealed envelope superscribed “NIQ No. F.2(37)-LAW/TSLSA/AGT/ACTT/22/7181-84 dated 16.08.2024”.
2. Quotation should be supported by copy of valid document of credentials such as (a) PAN card (b) Trade License (c) GST (d) Undertaking certificate regarding acceptance of terms and condition etc.
3. Price should be inclusive of all taxes and Income Tax etc. will be deducted at source (TDS) as applicable.
4. Quotation as details may be submitted in sealed cover addressed to the Member Secretary at the address of our office mentioned above and the quotations shall be received upto 4.00 pm of **27.08.2024** and shall be opened on the same day, if possible, in presence of intending quotationers at the chamber of the Deputy Secretary, TSLSA.
5. The contract will be valid for 1(one) year from the date of the agreement by the vendor/bidder/quotationer and the agreement will be signed after the official procedure and obtaining administrative approval from the respective authority.
6. The quotations shall be for items as mentioned above in the consolidated format. The rate should be quoted for each item. The quotation offering the lowest rates in total will ordinarily be accepted. However, Tripura State Legal Services Authority reserves the right to reject all or any one of the quotations without assigning any reason.
7. The price quoted should be inclusive of all taxes, duties, transportation etc., which are or may become payable by the vendor/bidder/quotationer under the prevailing laws or rules during the course of execution of the contract.
8. No representation for enhancement of price will be considered during the tenure of the contract once accepted.
9. Along with the quotation the vendor/bidder/quotationer shall annex the copy of the letter of the company showing that he is the authorized AMC service provider.
10. Payment will be made quarterly towards AMC after completion of each quarter only after obtaining certificate from the Office Superintendent of this office stating that the service provided by the quotationer/vendor/bidder during that quarter was proper & satisfactory.
11. The quotations submitted via e-mail/fax will not be accepted.
12. Incomplete tender/quotation will be rejected summarily.
13. Periodical preventative maintenance will be made once in every month by the Vendor/Bidder/Quotationer and it is mandatory.

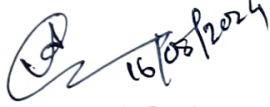
14. During the Annual maintenance Contract (AMC) period as soon as the problem is reported, the corrective measures shall be taken and service should be provided immediately and with 48 hours by the vendor.
15. The vendor/bidder/quotationer shall always keep sufficient numbers of each (Keyboard, mouse), along with the sufficient number of spares, such as CPUs, Monitors, other Spare Parts related to AMC articles line Mother Board, SMPS, Display units in the premises with Tripura State Legal Services Authority as standby, so as to put these in systems whenever required systems/peripherals cannot be repaired urgently. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the vendor/bidder/quotationer.
16. Problem, if not major, should be rectified within same day of reporting. The reporting will be made through e-mail/Whatsapp/over phones on urgent need.
17. The case the 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.
18. If the problem is not rectified with reasonable time, the office shall have the right to get rectified the problem from other vendors and expenditure incurred thereon shall be borne by the AMC vendor/bidder/quotationer. The decision in the regard taken by this office shall be final and binding on the AMC vendor.
19. Normal response time for repair is 24 hours from the actual time of reporting the problem to the Vendor of AMC, failure to which will strictly be followed as per the Response Time table given below:

Response Time Table

Response Time	Period	Penalty
	Above 24 Hours & up to 48 hours	Warning but no penalty
	Above 48 Hours & up to 96 hours	A penalty of 0.5% of the total contract amount
	Above 96 hours	A penalty of 1% of the total contract amount

20. 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/end of life, the same should be replaced with an equivalent or higher standard/quality of replacing hardware.
21. The vendor/bidder/quotationer shall provide services for minimum one month beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is hand^{ed} over the next vendor.

22. Any equipment not made available in working condition on the last working day of the contract period shall be rectified/repared by the vendor/bidder/quotationer within the next 10(ten) working days failing which the bidder/vendor need to supply the new IT hardware against the faulty hardware on the purchase cost thereof shall be deducted from the last/final AMC payment.
23. In case an equipment/item/part is being taken out for repairs/servicing of company's premises/service centre. the service shall provide standby equipment/item/parts and will take prior permission of Tripura State Legal Services Authority before taking the equipment/item/part out. The equipment/item/part being taken to the workshop for repair would be at service provider own risk and expenses.
24. Name of technician/ support staff(s) to be deployed at Tripura State Legal Services Authority from time to time by the vendor/bidder/quotationer should be sent to this office (submit supporting documents).
25. Call report should be prepared/submitted after attending each call. Also, the service provider shall submit monthly reports to the Tripura State Legal Services Authority, Agartala stating the complete list of call reported/resolved and status of the all AMC items.
26. AMC will be terminated at any points of time by the office, if service provided by the vendor is not found to be satisfactory. The decision taken by the office in this regard shall be final and conclusive.
27. AMC may be extended further for a period of 1 year or more for the Tripura State Legal Service Authority at the same rate, terms and conditions or on mutually agreed terms subject to the satisfactory performance of the service provider during the AMC period.
28. Any dispute/problem arisen in connection with AMC the decision of the Member Secretary, Tripura State Legal Services Authority shall be final.
29. The successful quotationer/tenderer shall have to execute an agreement with the Authority on terms & conditions as mentioned above.


 (Smt. A. Deb Ray)
 Deputy Secretary,
 TSLSA, Agartala

Copy to:

1. Data Entry Operator, TSLSA for uploading the Notice Inviting Tender in official website of TSLSA.
2. The Accountant, TSLSA.
3. Notice Board.
4. Office file.


 Deputy Secretary
 TSLSA, Agartala