

Government of Tripura
Law Department
Civil Secretariat : : Capital Complex
Agartala

No.F.1(4)-Law/Estt.1/2020

Dated, Agartala, the 04th Oct., 2021.

Notice Inviting Quotations for
Comprehensive Annual Maintenance Contract(AMC) of Computers & Peripherals.

Law Department, Government of Tripura invites sealed Quotations from eligible reputed, registered and experienced firms, who have executed similar nature of work in Government and Semi-government organisations and satisfying the terms and conditions in this document, for providing **Comprehensive Annual Maintenance Contract (AMC) for 62(Sixty Two) nos. Computers and Peripherals** under L.R's Establishment of the Law Department, Government of Tripura, as specified in the schedule attached herewith as **Annexure-A**.

Quotation Submission details:

Quotation reference Number : No.F.1(4)-Law/Estt.1/2020 dt.

Period of visual inspection of the Systems prior to submission of Quotation : **26th October, 2021 to 30th October, 2021.**

Last date & time for receipt of tender Offer : **1st November, 2021 up to 4 p.m.**

Date of Opening of Quotations : **2nd November, 2021 at 11:30 a.m.**

Address for Communication : DLR & Deputy Secretary, Law (HoO),
Government of Tripura
Room No. 3107, 1st Floor, Secretariat,
New Capital Complex, Agartala, Pin-799010.
Ph: 0381-241-8054
E-mail Id:- glawdepartment@yahoo.com

Place where quotation to be submitted : Law Department, Room No-1105
1st Floor, Secretariat, Capital Complex,
Khejurbagan, Agartala, Ph:- 0381-241 **8026/8027**

Terms & Conditions:

1. The Vendor's involvement is expected to be spread across a period of 12 months from the date of contract and implementation at the locations as specified in this NIQ.
2. The Service engineer should have sufficient technical qualification and experience to handle hardware, software, communications issues that may arise during the usage of system.
3. Vendor service support is required during office hours(10:00 AM to 5: 30 PM) on working days. The vendor support staff is required to provide service to the locations mentioned in this NIQ.

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4. Vendor shall maintain the sufficient Spares for maintaining required uptime service and it should be provided at the sites/Locations as per Annexure-A at the risk and cost of successful Quotationer.
5. The number of PC and other peripherals as indicated in the NIQ may be increased during the contract period and the successful Quotationer is at liberty to offer a higher contract period and the Purchaser/Indenter reserves the right to avail of the longer contract period offered.
6. Vendor should be well experienced in this field and should submit at least 3(three) experience certificate served/serving in any government Organization/Department.

Maintenance & Support:-

1. AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification.
2. The AMC shall cover the Comprehensive on-site residential support contract for all services and parts of the Computers and other peripherals as specified in the Annexure-A.
3. Maintenance shall include installation and updating of all kinds of software including operating system, office applications and anti-virus.
4. **Preventive maintenance means quarterly servicing of the equivalent irrespective of the whether the equipment has undergone a breakdown of not and it would include Defragmentation of Hard Disk Drives and scanning for disk errors, Checking and Cleaning all the Computers and its peripherals as well, checking and fixing the network connectivity problems at client side such IP addressing, finding loose contacts and fixing them.**
5. Preventive maintenance service is to be carried out every four months for all the Computers and peripherals covered under contract.
6. The repairing engineer/service personal should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.
7. The vendors shall furnish details of their centers to support and shall deploy only trained service personnel to resolve the issues which may arise.
8. Maximum time to repair (resolve & recover) a reported break down should be 48 hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.
9. The successful Quotationer shall warrant the soft ware, equipment and its components to be free from any sort of defects in material and workmanship for a minimum period of 3 years from date of completed installation and shall repair or replace on a timely basis any defective component, assembly or portion free of cost.
10. Each and every call will be attended by competent staff of the Quotationer within 3-4 hours of its notification of fault will lead to consequential financial damages to the Quotationer or even relinquishment of the contract.

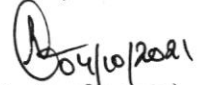
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Notes:-

1. ANY INCREASE/DECREASE IN QUANTITY WILL BE ON PRO-RATA BASIS. However, Law Department shall place the order for required additional quantity as and when required by giving a written request to the successful vendor/individual.
2. Law Department reserves the right to place order either for one year or more years initially.
3. All the costs should be quoted in numeric and words and no escalation of cost will be allowed under any circumstances.
4. **Law Department shall not pay separately any specific statutory taxes/service charges to any authority.**
5. No hidden charge will be allowed, if any.
6. Bills in triplicate should be raised quarterly or yearly, at the choice of the successful quotationer.
7. Law Department reserves the right to cancel the Quotation under any circumstances.

By order,



(**R. S. Bhattacharya**)
DLR & Deputy Secretary
Government of Tripura
(Head of Office)

Encl:- As stated.