

HIGH COURT OF TRIPURA

AGARTALA

F.4(37)-HC/2018/14275-81

Dated, Agartala, the 27th August, 2018

NOTICE INVITING QUOTATION

Fresh Sealed Quotations are invited from the reputed and experienced Service provider/Firm/Supplier/Contractor for Comprehensive Annual Maintenance Contract of Computer Hardware (Rack Mount Servers, Printers, Scanners, Projectors, USB KVM Switch, Rack Mountable Monitor, Studio based Video Conferencing Machine) & LG 42" LED TV for a minimum period of one year as per the terms & conditions mentioned herein below:

1. *Quotationer should mention the name of the tender on the sealed envelope as "Comprehensive AMC for Computer Hardware & LG 42" LED TV".*
2. *Bidders should quote their rates for AMC (Annual Maintenance Contract) inclusive of all Taxes viz., Sales tax, GST etc. applicable for Tripura showing separately.*
3. **Period of Contract:** *The contract is valid for one year from the date of signing of contract agreement of the AMC. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms & conditions by the Tenderer.*
4. **Replacement of Parts:** *Maintenance of the Rack Mount servers, Printers, Scanners includes supply & replacement of parts free of cost except some consumable items. However, the servicing agency may provide such components for which the price may be fixed at the time of signing of the AMC.*
5. **Preventive Maintenance:** *Periodical preventive maintenance will be made once every month.*
6. **Quality of Spares:** *The equipments/parts, if requires replacement, must be new and equivalent or upgraded and compatible with the performance of existing parts.*
7. **Additional Charges:** *The AMC cost includes the traveling cost for rendering service throughout the year for one or all systems.*
8. **Statutory Levies:** *The AMC cost includes all statutory levies, if any, charged by State or Central Govt. for rendering this type of service.*
9. **Working Hours:** *The maintenance work shall normally be done during working hours of the customer. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays. Prior arrangement through proper communication should be worked out in all cases by the servicing agencies.*
10. **Bank Guarantee:** *A Bank Guarantee of 10% of the AMC value should be submitted by the Bidder who receives the work order.*
11. **Reporting Authority:** *The Service Engineer will be allowed to handle the respective equipments only with permission of the Section in-charge of the Computer Systems.*

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12. **Response Time:** Normal response time for repair is 24-hours from the actual time of reporting the problem to the Second party. Failure of which will attract penalty as per the rate mentioned below:

	Period	Penalty
Response Time	Above 24 Hours & below 48 hours	Warning but no penalty
	Above 48 Hours & below 96 hours	A penalty of 1% of the contract amount per system
	Above 96 hours	A penalty of 2% of the contract amount per system

13. **Maintaining of spare stock:** The Servicing Agency should maintain the stock of at least 5 Nos. of vital spares each for (HDD, RAM, MB, SMPS, Cooling Fan, Processor, Printer Logic card, Printer Roller etc.) in the service location.
14. **Court of Law:** Disagreement if any, arising out of the contract shall be settled by either party in a Court of law under the jurisdiction of the High Court of Tripura.
15. **Final Authority:** The final authority for payments will be the Head of the Organization offering the AMC.
16. Along with the quotation, the Quotationer shall annex a copy of the letter of the company showing that he is the authorized Service provider/Firm/Supplier of that company.
17. The last date of submission of Quotation is 18th September, 2018 within 3:00 P.M.
18. The said Tender/Quotation shall be opened in the Chamber of the Registrar (Admn. P&M) on 18th September, 2018 at 03:30 P.M in presence of the Quotationers who may desire to be present.
19. The date of opening of the quotations may, however, be changed if required at the discretion of the Tendering Authority with intimation to the Quotationer.
20. The High Court reserves the right to accept or reject any quotation including the lowest one without assigning any reason therefor.
21. No freight/carrying charge for replacing/installation of the article from supplier's end to the respective sites will be borne by this Registry.
22. **Bidder may quote for selective items also.** If bidding is not done for a particular item, then the relevant field is to be left blank.

23. **List of the Hardware with Specification & current status:**

Sl. No.	Item Description	Configuration Details	Quantity	Unit Cost at the time of Purchase	Current Status
1.	RACK SERVER	HCL Rack Mount Server, Infinity GL 2700 STC	02	Rs.1,26,146.00	Ok
2.	COMBO MONITOR	17" Rack Mountable Monitor	01	Rs. 53,206.00	Ok
3.	KVM SWITCH	8 port USB KVM Switch	01	Rs. 17,160.00	Ok
4.	PRINTER	HP OFFICEJET PRO 3620	03	Rs. 9,999.00	Ok
5.	PRINTER	HP OFFICEJET PRO 3610	07	Rs. 7,999.00	Ok
6.	PRINTER	CANON MF 4570DN	02	Rs. 24,496.00	Ok
7.	MONO LASER PRINTER	HP Laser Jet P-1008	20	Rs. 4,462.00	Ok
8.	MONO LASER PRINTER	HP Laser Jet 2015 DN	01	Rs. 11,015.00	Ok
9.	MULTIFUNCTION DEVICE PRINTER	HP Laser Jet M1522n	01	Rs. 11,744.00	Ok
10.	PRINTER	HP OFFICEJET 7612 AIO	02	Rs. 28,260.00	Ok
11.	PRINTER	HP LASERJET 1606 DN	12	Rs. 8,967.00	Ok
12.	PRINTER	HP LJ 1020+	01	Rs. 6,720.00	Ok
13.	PRINTER	HP LJ 1020+	01	Rs. 7,999.00	Ok
14.	PRINTER	HP LJ 1020+	05	Rs. 7,200.00	Ok
15.	SCANNER	HP FLATBET SCANNER 8270	03	Rs. 52,290.00	Ok
16.	SCANNER	HP FLATBET SCANNER 8270	01	Rs. 19,258.00	Ok
17.	PROJECTOR	EPSON EB-1880	02	Rs. 61,830.00	Ok
18.	PROJECTOR	HITACHI PROJECTOR	01	Rs. 46,467.00	Ok
19.	VIDEO CONFERENCING MACHINE	POLYCOM HDX 7002XL HIGH DEFINITION VIDEO CONFERENCING SYSTEM	01	RS.1,38,526.00	Ok
20.	LG TV	LG 42" LED TV, MODEL-42LD461C	01	Rs. 47,357.00	Ok
21.	KIOSK	HCL KIOSK FG161164, 17" RC KIOSK	01	Rs. 1,04,,500.00	Ok

N.B :- The Service provider/Firm/Supplier/Contractor may physically verify the Hardware as mentioned above before the submission of the Quotation, if necessary seeking prior permission/ time slot.

S. Chakraborty
27.8.18
(S.Chakraborty)

I/C Registrar(Admn. P&M)

COPY TO:

1. *The Secretary attached with the Registrar General, High Court of Tripura;*
2. *Dy. Registrar(Judl)-Cum-CPC, High Court of Tripura;*
3. *System Analyst, High Court of Tripura, Agartala, Tripura with a request to upload the Notice Inviting Quotation in the web site of the High Court of Tripura, Agartala;*
4. *Superintendent, Store Section;*
5. *Superintendent, Accounts Section;*
6. *NOTICE BOARD, High Court of Tripura, Agartala, Tripura; and*
- ✓7. *ORDER FILE.*


27.8.18
I/C Registrar(Admn. P&M)