

HIGH COURT OF TRIPURA

AGARTALA

F.4(37)-HC/2014-18/3220-26

Dated, Agartala, the 23rd February, 2018

NOTICE INVITING TENDER

Fresh Sealed Quotations are invited from reputed and experienced Service Provider/Firms/Contractor for Comprehensive Annual Maintenance Contract (AMC) of LAN materials, 40(forty) AIO Desktop Computers (Make- Dell), 05(five) AIO Desktop PC [Make: Lenovo] and 05(five) Desktop Computer [Make: HP] for minimum one year as per terms & conditions mentioned below:

1. Quotationer should mention the name of the tender on the sealed envelope as **"Comprehensive Annual Maintenance Contract of LAN materials, 40 AIO Desktop Computers (Make- Dell), 05(five) AIO Desktop PC [Make: Lenovo] and 05(five) Desktop Computer [Make: HP]"**.
2. AMC (Annual Maintenance Contract) rate should be quoted inclusive of all Taxes viz., GST etc. for Tripura;
3. **Period of Contract:** The contract is valid for one year from the date of signing of final contract. This may be renewed after completion of one year subject to satisfaction of the authority i.e. High Court of Tripura.
4. **Replacement of Parts:** Maintenance cost of the LAN materials, 40(forty) AIO Desktop Computers (Make- Dell), 05(five) AIO Desktop PC [Make: Lenovo] and 05(five) Desktop Computer [Make: HP] (Hardware / Software & replacement of spare parts, if any) should be inclusive in the AMC.
5. **Quality of Spares:** The replacement of parts, if required, must be replaced with new, equivalent or higher one.
6. **Maintaining of Spare Stock:** The AMC firm should maintain a minimum stock of spares of LAN materials, 40(forty) AIO Desktop Computers (Make- Dell), 05(five) AIO Desktop PC [Make: Lenovo] and 05(five) Desktop Computer [Make: HP] in the service location for smooth and uninterrupted functioning of official work of the Registry.
7. **Preventive Maintenance:** Periodical preventive maintenance will be made once in every two months by the firm.
8. **Additional Charges:** The AMC cost should be inclusive of all (travelling cost of service engineer, transportation cost etc.), if any. No charge for rendering service will be borne by the High Court.
9. **Statutory Levies:** The AMC cost includes all statutory levies, if any, charged by the State or Central Govt. for rendering this type of service.
10. **Working Hours:** The maintenance work shall normally be done during working hours, however, in case of emergency maintenance may be done beyond office hours and even on holidays. In such case, prior arrangement through proper communication should be worked out by the servicing agencies.
11. **Reporting Authority:** Service Engineer will only be allowed to handle the respective equipments with the permission of the Section in-Charge.
12. **Bank Guaranty:** A Bank Guaranty of 10% of the AMC value should be submitted by the Bidder who receives the work order.
13. **Response Time:** Normal response time for repair is 24-hours from the actual time of reporting the problem to the Vendor of AMC, failing which, strict action would be initiated as per the Response Time Table given below:

Response Time Table

	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.

14. **Court of Law:** Disagreement if any, arising out of the contract shall be settled by either of the parties in a Court of law within the jurisdiction of the High Court of Tripura.
15. **Final Authority:** The final authority regarding payments, any dispute in AMC, etc. will be settled by the Head of the Organization who is offering the AMC.
16. The Quotationer, Along with the quotation, shall annex a copy of the letter of the company showing that he is the authorized Service provider/firm/Supplier/Contractor of that Company.
17. The last date of submission of Quotation is 16th March, 2018 within 4:30 P.M.
18. The said Tender/Quotation shall be opened in the Chamber of the Registrar (Admn., P&M) on 17th March at 03:00 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 Authority within 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. **(a) Specification of LAN material and current status:**

Item Description	Quantity	Purchase Cost per LAN material and per AIO Desktop Computer in Rupees	Status of Hardware and Software
CISCO WS-C2960 layer 2 Switch	8	Rs.57,018/-	OK. Working Condition.
1000-SX SFP Transceiver	22	Rs.10,227/-	
CISCO WS-C2960G layer 2 Switch	2	Rs.1,01,500/-	
CISCO WS-C3750G layer 3 Switch	1	Rs.3,13,873/-	
CISCO Router 2801-HSEC/K9	1	Rs.1,02,723/-	
CISCO WS-C2960 layer 2 Switch	2	Rs.57,018/-	
1000-SX SFP Transceiver	1	Rs.10,227/-	
Total:	37	Rs.14,24,997/-	

(b) Specification of 40 AIO Desktop Computers (Make- Dell) and current status:

Item Description	Quantity	Purchase Cost per AIO Desktop Computer in Rupees	Status of Hardware and Software
Dell OptiPlex 9030 AIO CTO- Desktop Computers: With Core i5, Microsoft Windows 8.1	6	Rs. 73,023/-	OK. Working Condition.
Dell OptiPlex 3030 AIO BTX- Desktop Computers: With Core i3 Supportable to UBUNTU14.04	34	Rs. 41,000/-	
Total:	40	Rs.18,32,138/-	

(C) Specification of 05(five) AIO Desktop PC [Make: Lenovo] and 05(five) Desktop Computer [make: HP] and current status:

Item Description	Quantity	Purchase Cost per AIO PC and per Desktop Computer in Rupees	Status of Hardware and Software
Lenovo All-in-One Desktop PC, 3 rd generation Core i5(3.0 GHz) With Windows 8 64 Bit	5	Rs. 53,445/-	OK. Working Condition.
HP 8200 Intel Core i7 Desktop Computer with Windows -7	5	Rs. 41,788/-	
Total:	10	Rs.4,76,165/-	

(S. Bhattacharjee)
Registrar(Admn. P&M)

COPY TO:

1. Dy. Registrar (Judl.)-Cum- CPC, High Court of Tripura;
2. The Secretary attached with the Registrar General, High Court of Tripura;
3. System Analyst, High Court of Tripura, Agartala 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.

Gw 23.02.18
Registrar(Admn. P&M)