

HIGH COURT OF TRIPURA

AGARTALA

F.4(37)-HC/2015-18-19/8812-18

Dated, Agartala, the 21st May, 2019

NOTICE INVITING QUOTATION

Fresh Sealed Quotations are invited from the reputed and experienced Service provider/firms/Supplier/Contractor for Comprehensive Annual Maintenance Contract (AMC) for of 68 Nos. of Laptops (Model: HP ProBook 4540s Notebook with preloaded UBUNTU 14.4) and 24 nos. of Desktop Computer (Model: HCL- Infinity M A380 Pro [Core i3 with preloaded Windows-7]) for minimum one year as per the terms & conditions mentioned below:

1. **Quotationer should mention the name of the tender on the sealed envelope as "Comprehensive Annual Maintenance Contract of 68 Nos. of Laptops and 24 Nos. of Desktop Computers".**
2. **AMC (Annual Maintenance Contract) rate should be quoted inclusive of all Taxes viz., GST, etc;**
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. **Payment Term:** Payment of said AMC will be made on quarterly basis (25% of AMC value) after completion of the each quarter subject to satisfactory performance of the firm, to be certified by technical wing of the High Court of Tripura.
5. **Replacement of Parts:** Maintenance cost of the Laptop or Desktop Computers (Hardware and Software including Operating System- UBUNTU 14.4 for Laptops and WINDOWS-7 for Desktops) & replacement of spare parts, if any should be inclusive in the AMC.
6. **Quality of Spares:** The replacement of parts, if required, must be replaced with new equivalent or higher one.
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 (traveling 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 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:** The Service Engineer will be allowed to handle the respective equipments only with the permission of the officer in-charge.
12. **Response Time:** Normal response time for repair is 24-hours from the actual time of reporting the problem to the Vendor of AMC, failure of which will strictly be followed 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.

13. **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.
14. **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.
15. 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/Contractor of that said manufactures.
16. Quotation should be submitted by 1:30 P.M. on or before 11th June, 2019.
17. The said Tender/Quotation shall be opened in the Chamber of the Registrar (Admn., P&M) on 12th June, 2019 at 11:00 A.M. in presence of the Quotationers who may desire to be present.
18. The date of opening of the quotations may, however, be changed if required at the discretion of the Authority with intimation to the Quotationer.
19. The High Court reserves the right to accept or reject any quotation including the lowest one without assigning any reason therefor.
20. **Specification of Laptops and Desktop Computers and Current Status:**

Item Description	Make	Quantity	Purchase Cost per unit Laptop & Desktop Computer	Status of Hardware and Software
Laptop: Model: HP ProBook 4540s Notebook (Commercial Version) Operating System: UBUNTU 14.04	HP	68	Rs. 41,000/-	OK. Working Condition.
Desktop: Model: HCL- Infinity M A380 Pro [Core i3 with preloaded Windows-7]	HCL Info System Ltd.	24	Rs. 32,445/- (Purchased as per DGS&D Rate Contract)	OK. Working Condition.

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(S. Chakraborty)
I/C 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.

Chakraborty 21.5.19
I/C Registrar(Admn. P&M)