



महालेखाकार का कार्यालय (लेखा एवं हक) त्रिपुरा, अगरतला  
Office of the Accountant General (A&E), Tripura  
Agartala - 799006

Ph: 0381-2350139, Fax: 0381-2350103, E-mail: agaetripura@cag.gov.in



Tender Document for Annual  
Maintenance Contract for Server,  
Desktops, Laptops, Printers, Multifunction  
Photocopier cum Network printer machines and  
UPSs

**Table of Content**

Sl.No	Particular	Page
1	Section I: Notice Inviting Tender	2
2	Section II: Instruction to Bidders	4
3	Section III: General (Commercial) Conditions of Contract	9
4	Section IV: Schedule of Requirements	10
5	Section V : List of Computer & Peripherals	14
6	Annexure I: Bid Application Cum Declaration Form	16
7	Annexure II: Letter of Authorization for Attending bid opening	17
8	Annexure III: Price Quotation Form	18
9	Annexure IV: Checklist Technical Bid	20
10	Annexure V: Checklist Financial Bid	21

## Section I

### **Notice Inviting Tender**

Office of the Accountant General (A&E), Tripura invites sealed quotations in the enclosed format for Annual Maintenance Contract for Computer Desktop/ Server/ Laptop/ Printer/ Scanner etc. from 01/04/2023 to 31/03/2024 (Technical & Financial Bid to be submitted separately by dropping in to respective boxes. Submitting two quotation in a single envelop will not be considered). The term means repair and replacement of all parts including damaged/ broken part i.e. no payment will be made towards repair or replacement of any excluding consumables like Batteries, cartridge, toners etc.

The Quotations should be accompanied with an EMD of Rs.25,000/- (Rupees Twenty five Thousand only) in the form of Demand Draft issued by any Scheduled Commercial Bank drawn in favour of Deputy Accountant General (Administration), Office of the Accountant General (A&E), Tripura payable at “Agartala” without which the quotation will not be considered. The Bid security (without interest) will be returned to all but the successful tender after the award of the contract.

Interested parties/firms may submit their requirements duly completed in the prescribed manner as per Annexures and signed in a sealed cover and super-scripted as “QUOTATION FOR AMC FOR COMPUTERS and Peripherals,” addressed to the Deputy Accountant General (Administration), Office of the Accountant General (A&E), P.O- Kunjaban, Agartala, Tripura-799006, and send by post/hand so as to reach latest by 24/03/2023 at 5.30 pm (Technical & Financial Bid to be submitted separately by dropping in to respective boxes. Submitting two quotation in a single envelop will not be considered). The Technical Bid will be opened at 4.30 pm. On 27/03/2023 & Financial Bid will be opened on 29/03/2023. Authorized representative of the participating firms may be present at the time of opening of bids.

Senior Account Officer/Admn

**Instructions to Bidders**

**Introduction**

**Definitions**

- a. "O/o AG (A&E), Tripura" means Office of the Accountant General (A&E), Tripura
- b. "The Bidder" or "The Intending Bidder" means the individual or firm who participates in this tender and submits its bid.
- c. "The supplier" means the individual or firm or AMC vendor providing the services under the contract.
- d. "The Goods" means the services which the vendor is required to provide all the equipment, machinery, computer Hardware/Software and/or other materials which required to supply O/o AG (A&E), Tripura under the contract.
- e. "The work order" means the order placed by O/o AG (A&E), Tripura on the supplier approved by O/o AG (A&E), Tripura including all attachments and appendices thereto and all documents incorporated by reference therein. The work order shall be deemed as "Contract" appearing in the document.
- f. "The Contract Price" means the price payable to the Supplier under the work order for the full and proper performance of its contractual obligations.
- g. The Maintenance contract, herein after called Annual Maintenance contract or AMC in short, shall be for the diagonals and rectification of faults in the computer system, peripheral etc. the vendor shall assist the user in taking back-ups if Hard disk needs to be formatted along with preventive maintenance of computer systems/peripherals and shall also include repair/replacement of faulty components in Computer Systems and no payment towards repair or replacement in lieu of that.
- h. The selected bidder herein after called as "AMC vendor" will undertake to provide service/maintenance of the Computer Systems, peripherals to O/o AG (A&E), Tripura in the presence of users at the locations of Hardware and software products, subject to the terms and conditions contained in the contact for which an agreement prescribed by O/o AG (A&E), Tripura has to be signed.

**Vendor Eligibility Criteria**

- a. The bidder should possess valid GST Number, Self-attested copies of the same must be submitted with the bid.
- b. The intending bidders should have minimum of two years' experience in the field of maintenance of LT Systems and LAN as stated above in Central/State Government Departments/ Ministries/ Govt. undertakings and must enclose documentary evidence in support of their competence and goodwill for the last three year.
- c. The bidder shall not have been blacklisted by any of the Departments/ Ministries/ organization of the Government. A duly signed undertaking to this effect must be submitted with the technical bid.

#### **d. Vendor Should not indulge in Corrupt or Fraudulent Practices**

- i. It is expected that the bidders who wish to bid for this tender have highest standards of ethics;
  - ii. O/o AG (A&E), Tripura shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
  - iii. O/o AG (A&E), Tripura may declare a bidder ineligible, either indefinitely or for a stated duration, if it any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract,
- e. **Data Privacy, Confidentially & Security:** The bidder should strictly ensure confidentially and security of this office.
- f. Vendor will bear its own travel cost for providing training & software installation etc. if any
- g. Vendor will clearly state compliance to above points and/or submit documents wherever applicable.

#### **Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of the bid. O/o AG (A&E), Tripura, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **Submission of Documents**

The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of Bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk may result in rejection of the bid at the technical bid opening stage.

#### **Documents Comprising the Bid**

The bid prepared by the bidder shall comprise of:

##### **1. The Technical bid**

- a. The Technical Bid shall contain the following documents. The documents shall be arranged in the same order as mentioned below with the checklist being on the top.
- b. The check list (as per annexure-IV)
- c. Authorization letter for attending the bid opening (format- Annexure-II).
- d. Bid Security in the form of bank draft for Rs.25000/- (Rupees twenty five thousand) only (As per Section I). Clause by clause Compliances in the form of signing & stamping all the pages of the Tender Notice by Bidder or Authorized person.
- e. Valid Income tax clearance certificate /Income Tax Return with PAN.
- f. Copies of GST Registration.
- g. Certificate of Incorporation / Firm Registration certificate as the case may be

- h. Article of Memorandum of Association / proprietorship deed certificate as the case may be
- i. Experience of maintaining at least 50 PCs & Peripherals for more than two years in central/state Department/ministries or government undertaking (as per Para 2 (b) of Section II)

## 2. **Financial bid**

- The check list as per annexure-v
- Bid Application Cum Declaration Form as per annexure I
- Price Schedule as per annexure iii
- Price will be inclusive of manpower (resident engineer) to be deployed in this office. If the cost of manpower (resident engineer) is shown separately the bid will be rejected.

Note: All the documents submitted (whether original or photocopy) must be legible, otherwise the bid is likely to be rejected.

### **Bid Form**

The Bidder should complete the bid form & appropriate price schedule furnished in the bid document (vide Annexure I to V).

### **Bid Prices**

1. The bidder shall give the total composite price inclusive of all taxes & levies & the price need to be individually indicated against each item it proposed to maintain under the contract as per schedule given in annexure-III. The offer shall be firm in Indian Rupees.
2. The Rates quoted by the bidder shall remain fixed during the entire period of contract & shall not be subject to variation on any account. A bid submitted with an adjustable price quotation is likely to be treated as non-responsive.
3. The price approved by the O/o AG (A&E), Tripura for award of AMC will be inclusive of all taxes and levies.
4. Price will be inclusive of manpower to be deployed in this office.

### **Documents Establishing Bidder's Eligibility & Qualifications**

The bidder shall furnish, as part of his bid documents establishing the bidder's eligibility. All the following documents or whichever is required as per terms and conditions of bid documents.

- a. Certificate of incorporation/Registration of Firm Certificate.
- b. Articles of Memorandum of Association or proprietorship deed of the company.
- c. Valid Income Tax Clearance Certificate / Income Tax return with PAN.

### **Documents Establishing Goods Conformity to Bid Documents**

The documentary evidence of services in conformity with the Bid Documents may be in the form of literature and data. The bidder shall furnish a clause-by-clause compliance of technical specifications and commercial conditions demonstrating substantial responsiveness to these in the form of signing & stamping of all the pages of the original bid. In case of deviation a statement of deviations and exceptions to the provision of the Technical Specifications and commercial conditions shall be given by the bidder. A bid without clause-by-clause compliance of technical specifications, (Section-II) and commercial Conditions (Section-III) and schedule of requirements (Section-IV) shall not be considered.

### **Bid Security**

The Quotations should be accompanied with an EMD of Rs.25,000/- (Rupees Twenty five Thousand only) in the form of Demand Draft issued by any Scheduled Commercial Bank drawn in favor of Deputy Accountant General (Administrations), office of the Accountant General (A&E), PO Kunjaban, Agartala, Tripura-799006 payable at “Agartala” without which the quotations will not be considered. The Bid security (without interest) will be returned to all but the successful tender after the award of the contract. The bid security may be forfeited:

- a. If a bidder withdraws his bid during the period of bid validity by the bidder on the Bid form.

Or,

In the case of a successful bidder, if the bidder fails, (i) to sign the contract (ii) to furnish the performance security or (iii) if the bidder is found to have given false/incorrect certificates.

### **Period of Validity of Bids**

Bid shall remain valid for 90 days after the date of opening of Technical Bid. A bid valid for shorter period shall be rejected by this office as non-responsive.

### **Format & Signing of Bid**

The Bidder shall prepare the Technical and Financial bids separately. The copy of the Bid shall be typed or printed and shall be numbered consecutively and signed by the bidder or a person or persons duly authorized by the bidder. The letter of authorization shall be submitted in written power-of-attorney accompanying the bid. All pages of the bid shall be signed & stamped by the person or persons authorized for signing the bid. The bids submitted shall be sealed properly. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct

errors made by the bidder in which case such corrections shall be signed by the person(s) authorized for signing the bid.

## **Submissions of Bids**

### **1. Scaling & Marking Bids**

- a. The bidders shall seal the technical and financial bids in separate envelopes and drop them in separate box marked for respective bids. The Technical Bid shall bear the name “TECHNICAL Bid for Annual Maintenance Contract for Computer Desktop/ Server/ Laptop/ Printer/ Scanner etc” on the envelope, while the financial Bid shall bear the name “FINANCIAL” Bid for Annual Maintenance Contract for computer Desktop/ Laptop/ Printer/ Scanner etc” on the envelope for avoiding any mismatch. The Technical and Financial bid should contain documents as laid down in clause 5 of section II.
- b. The sealed envelopes, containing Technical and Financial bids , shall be addressed to: Deputy Accountant General (Administration), Office of the Accountant General (A&E),PO Kunjaban, Agartala, Tripura-799006, and send by post/hand so as to reach latest by 24/03/2023 at 5.30 PM (If bids are sent by Both two sealed envelope can be kept in a bigger envelop, Only if bids are sent by post).
- c. If the envelope is not sealed and marked as required in Point “a” above, the bid shall likely be rejected.
- d. Bids must be received by this office at the address specified in point “b” above not later than the prescribed time on due date.
- e. This office may, at its discretion, extend the deadline for the submission of the bids.

### **2. Late Bids**

Any bid received by this office after the deadline for submission of bids prescribed by this office, shall be rejected and returned unopened to the bidder.

## **Bid Opening & Evaluation**

### **1. Opening of Bids**

The technical bid shall be opened by purchase committee in the presence of bidders or his authorized representatives who choose to attend on opening date and time. A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.

### **2. Technical Evaluation / Technical Bid opening**

- a. Purchase committee will determine whether bids are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order as per the checklist given at the last.

- b. Prior to the financial Bid opening, pursuant to clause 3 below, Purchase Committee will determine technical qualification of each technical bid to the Bid documents. For purposes of these clauses, a technically qualified bid is one, which conforms, to all the terms and conditions of the Bid Documents without requirement deviations. Purchase Committee's determination of bid's technical qualification is to be based on the contents of the bids itself without recourse to extrinsic evidence.
- c. A bid determined as technically non-qualified, will be rejected by Purchase Committee and shall not subsequently qualify for the financial bid opening. Such financial bids will not be opened & will be sent back to the bidder.

### **3. Financial Evaluation/Financial Bid Opening of Technically Qualified Bidders**

- a. Purchase Committee shall open financial bids and evaluate the bids previously determined to be technically qualified pursuant to clause 2 above. Only technically qualified successful bidders or his authorized representatives would be called to attend opening of financial bids. The financial bids of non-qualified technical bidders shall not be opened.
- b. Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by Purchase Committee. If there is a discrepancy between words and figures, the amount in words shall prevail. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- c. The evaluation shall be done on 1-1 vendor of total package costs of all the item/services. The comparison for evaluation shall be of price of the goods offered inclusive of all Taxes and levies. Price will be inclusive of manpower to be deployed in this office

### **4. Award of Contract**

Purchase Committee shall consider placement of orders for the AMC on that bidder whose offers have been found technically and financially acceptable.

### **5. Performance security deposit**

The successful bidder (whose tender is accepted) shall furnish a performance Security Deposit in form of Bank Guarantee from an Indian Nationalized Bank within 15 days from the award of AMC Contract, which shall be equal to 10% of the contract value. No claim shall lie against the Government/Department/Office in respect of erosion in value of interest on the amount of Security Deposit. (Valid up to 31.05.2024), EMD will not be refunded and payment will not be made till the firm deposits Performance Security.



6. **Right to vary quantities at time of award**

This office reserves the right at the time of award of contract or during the continuance of **the contract to decrease or increase the quantity of items offered for AMC** on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of warranty period and services specified in the schedule of requirements without any change in unit price for similar configured items on the same terms and conditions.

7. **Right to accept any Bid and to Reject any or all Bids**

This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for this office's action.

Senior Accountant Officer/ Admn

**Section-III**

**General (Commercial) Conditions of Contract**

1. The General Conditions shall apply in contracts made by this office for the AMC services rendered by the bidder. The services provided under this contract shall conform to the standards prescribed in the schedule of requirements as mentioned in Section-IV.
2. **Performance Security Deposit**: the successful bidder (whose tender is accepted) shall furnish a Performance Security Deposit in form of Bank Guarantee from an Indian nationalized Bank within 15 days from the award of AMC Contract, which shall be equal to 10% of the contract value. No claim shall lie against the Government/Department/Office in respect of erosion in value of interest on the amount of Security Deposit. (Valid up to 31.05.2024).
3. **Inspection & Warranty**: If any spares/ equipment or any part thereof supplied by the AMC vendor is found defective, in case the same will be replaced from an outside source, the cost of any such replacement shall be paid by AMC Vendor. The contractor shall be new and free from all defects and faults in material.
4. **Payment Terms**: The payment will be made every month after receipt of bills.
5. **Delays in the AMC Vendor's Performance**: Delay in performance of services shall attract penalty for the AMC vendor in accordance with clause 23 of section-IV.
6. **Termination for Default**: The competent authority of this office reserves the right to terminate the maintenance contract in full or part of the contract at any time, if service is

found unsatisfactory or without assigning any reason by serving one month's notice. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contract or for maintenance service already performed in terms of the contract, the same would be paid to him as per the contract terms on pro-rata basis. This office also reserves the right to deduct the amount from contractor's payment if any negligence of works occurs or found.

7. All disputes and differences arising out or in connection with this tender/contract shall be subject to the exclusive jurisdiction of courts at Agartala and will be interpreted under Indian law.

Senior Accounts Officer/Admn.

## **Section IV**

### **Schedule of Requirements**

1. This Schedule of requirement shall supplement the 'Instruction to the Bidder' as contained in section II & General (Commercial) Condition of the Contract as contained in Section III and wherever there is a conflict, the provision herein shall prevail over those in Section II and Section III.
2. Systems have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, serving of the computer hardware and software (including power cords with plugs and printer cables, 9 to 25 pin converter, speakers, power adaptors/converters, internal PCI cards), and other equipment, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.
3. The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp and Section Name. Further, the firm should install their own software in this office for call logging.
4. The AMC vendor shall do the maintenance of all the items as specified in section V. The consumable items like CD/Floppies, Ribbons, toner, Cartridge; Cassettes, batteries, adaptor shall not be covered under this contract. Consumable items listed herein and antivirus packages for removal of virus shall be provided by this office. In addition to these, the AMC provider will arrange to repair (without any extra cost) the items installed in this office and which are not covered under Section V due to any reason, however spares for such items, if any, shall be provided by this office.
5. The AMC includes removal of virus, software patch updating. HDD crash recovery, data backups, system administration (software installation and other system maintenance), network administration (maintenance of servers) software support/troubleshooting to

keep the system fully operational. The AMC includes providing virus free computer environment in DGA(C).

6. AMC includes maintenance of intranet/Internet/Anti-Virus Servers/Domain Servers (Active Directory/Wireless Networks/UTMs (Cyberoam)Switches/Routers/Network Attached Storage(NAS)/ data backup devices and Network etc.
7. On-site preventive and break-down maintenance of PCs and peripherals is to be done where the above equipment are installed from time to time. Adequate inventory of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (excluding Network Cables), etc. must be kept in stock in advance by the contractor.
8. Maintenance includes Maintenance of Conference/ Training Room devices like Projector, Speaker and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, also Antivirus Security Software support.
9. The service provider will replace necessary parts, with equivalent or updated / branded parts and deviation, if any, from terms and conditions will not be entertained.
10. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise, the department reserves the right to get faulty machines repaired by any other firm at the cost of the firm.
11. Server & Network Management Services- hardware/ Software servicing / maintenance of server and LAN (Network): The AMC vendor shall provide maintenance services, including labour, repair and replacement of the faulty parts, for Servers in order to keep the equipment in good working condition and also provide Hardware / Software servicing.
12. Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine, the same shall be replaced with Hard Disks of SEAGATE/HP make of the same or higher capacity. Similarly, if any motherboard goes faulty / burn / damaged by any other reason it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, Modem, mouse and Ethernet Cards, PC Switches etc. should be kept in sufficient numbers as standby by the AMC vendor for supply to this office free of cost as a replacement against faulty ones.
13. Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/ problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i/e/ PC/ Monitor/Printer/Key Board/CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub-assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies be done with the written approval of maintenance In-charge of this office. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.
14. Routine cleaning of all the PCs and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc. This shall not be necessary in last month of the quarter, because routine cleaning of PCs shall be carried

out under the preventive maintenance schedule to be executed as detailed in Para 13 above.

15. Provision of Resident Engineers (Hardware)/ Helpers/Help Desk for AMC and cleaning / preventive maintenance of computers Systems:-

Sl. No.	Engineers	No	Minimum Qualification	Job Profile
1	Hardware Engineer cum Printer Expert	1	Bachelor's degree in any disciplines with NIELIT CHM-A+(50% marks in Aggregate) or B-Tech (4 Years) or Post Graduate / Master Degree in Computer Science/ Computer ion / Electronics & Communication	MAINTAINING AND OPERATING LAN and WAN, all Computer Hardware & including installation of system and Application software etc.

- a. The Engineer shall be deputed specifically for AMC of Computer Systems and Printers. The duty hours for the System Engineers shall be from 9.30 Hrs to 18.30 Hrs (Monday to Friday). The Engineers may be required to stay beyond office hours occasionally without any allowances/ overtime from this office.
  - b. Attendance of all the engineers shall be done in the office premises in the prescribed format by the IT CELL,.
  - c. No outsiders will be allowed to visit the office premises without prior permission of competent authority and to sign the register for their purpose of visit.
  - d. No intrusion with camera and data theft though mail in the office premises.
  - e. Video conferencing – One personal shall be booked for the entire conference and no hindrance from the vendor on the pre scheduled conference.
16. Periodic change of engineers by the firm will not be permitted. However, the resident service engineer shall have to be replaced by the firm immediately without any extra charges if found incompetent by this office. In case, the deployed Resident Engineers could not attend the office. Suitable replacement may be arranged well in advance with prior intimation to the undersigned.
  17. The Service Engineers provided by the contractor shall not be changed frequently. Only one change will be permitted during the year. For any subsequent changes a penalty of Rs. 5000/- would be payable, however if found incompetent by the office, the service engineer will be changed by the Contractor.
  18. The Contractor and the resident personnel shall follow the system of monitoring the work and attendance of the Service personnel as stipulated by the office.
  19. In the absence of any engineer/personnel, it shall be the responsibility of the Contractor to depute another competent and experienced engineer during the period of absence of the designated engineer/personnel.
  20. Additional engineer may be deputed at this office whenever there are more complaints to rectify the equipment within the stipulated response time.
  21. The AMC includes formatting of computer, note book, data recovery and reinstallation of drivers including the software used in the office and covers repair and free replacement of all spare parts of the Computer/ Laptop /Printer/ Scanner/ LAN (including HUB, switch

- etc. and Software Maintenance / UPS etc. including damage/broken parts excluding consumables like ribbon, cartridge, tonners, adaptor etc.
22. The resident engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals, accessories and existing LAN setup. Any complaint will have to be attended within one (1) hour of logging time. If any faulty system is not repairable within 48 hours from the time of reporting of fault, a stand-by/back-up support of the faulty system shall be provided immediately. If the firm fails to make the system working by any of the two options, penalty of Rs. 100- (Rupees One Hundred only) will be imposed per working day per system(i.e. Desktop, Laptop, Printer etc. alone) after the next two working days)/e/ 48 hours of the booking of the fault. Fault booked will be treated as rectified only if the AMC Contractor gets satisfactory report from the user on the date of rectification.
  23. In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.
  24. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and or penalty in accordance with 22 above shall be imposed from the first date of the fault booking.
  25. It should be ensured by the AMC contractor before installing any software in the PCs that it is a licensed version of the original software. Unauthorized/unlicensed software should not be installed in PCs.
  26. After expiry of the contract all the machines are to be handed over by the outgoing AMC vendor to the new AMC vendor within 7 working days of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned officer in-charge of the maintenance and to be produced along with the final claim of the AMC charges. The faults pointed out by new AMC vendor during the inspection before takeover of the computer systems are to be rectified within next one working day by the outgoing AMC vendor, and any further delay in rectification of faults thus pointed out shall make him liable for imposition of penalty as per Tender terms and conditions applicable to outgoing AMC vendor. Failure to handover all the machines after 7 days will attract penalty at the rate of Rs. 100 per day per machine not handed over. In that case final payment due to the contractor will be released only after satisfactory handing over the machines.
  27. This Office reserves the right to disqualify, such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with this office. This Office also reserves the right to blacklist a bidder for a suitable period in case if he fails to honour his bid without sufficient grounds.
  28. Bids shall be evaluated as per package AMC cost given by bidder in price schedule. Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.
  29. Bidders may inspect this office, if feels necessary before applying for tender.

Sr. Accounts Officer/Admn.

## Section V

## List of Computers and Peripherals

**(List of Servers, Desktops, Laptops, Printers Photocopier, UPS, etc for Annual Maintenance Contract).**

Sl. No	Name of the particulars	Name of Manufacturer & Specification	No of items
1A	Server with Monitor	HCL Infiniti Global Line 2700BC Sl. No. 5111AG839774	1
1B		HP DL1180G6, E5606 1P SP1154 IN Sl. No of server SGH2226PHR	1
2A	Desktop with Monitor	Model HP Elite Desk 800GI Processor- Intel® Core™ i5-4570 CPU @ 3.20GHz, RAM 4GB, Hard disk- 80GB, System=64 bit Os, x64-based processor, Windows 8.1Pro, 47CM(18.5") HP Monitor Sl. No. of CPU SGH439R5L2, SGH439R5LR, SGH439R5LK, SGH439R5L9, SGH439R5LP, SGH439R5KX, SGH439R5LV, SGH439R5LM, SGH439R5LF, SGH439R5KQ, SGH439R5K8, SGH439R5LS, SGH439R5KC, SGH439R5KR, SGH439R5KZ, SGH439R5LG, SGH439R5LQ, SGH439R5KK, SGH439R5LW, SGH439R5L6, SGH439R5LH, SGH439R5KL, SGH439R5L1, SGH439R5RQ, SGH439R5KG, SGH439R5KP, SGH439R5LJ, SGH439R5LC, SGH439R5L8, SGH439R5LT, SGH439R5KF, SGH439R5L3, SGH439R5KY, SGH439R5LO, SGH439R5KN, SGH439R5L5, SGH439R5L4, SGH439R5KV, SGH439R5KJ, SGH439R5LL,	40
2B		Model HP-406-GI Intel Core i3-4130, Q8 Series, 3.4GHz, 3MB Cache, 4GB DDR3, 500GB, 7200 RPM, Win-8 Professional Sl. No. INA609YS20, INA609YS3C, INA609YS3L, INA609YS37, INA609YS4R, INA609YS46, INA609YS47, INA609YS49	8
2C		Model HP-406-GI Intel Core i5-4570, Q8 Series, 3.2GHz, 6MB Cache, 4GB, DDR3, 500GB, 7200 RPM, Win-8 Professional. Sl. No. INA601WYTC, INA601WYTK	2
2D		Model HP Pavillion 510-P053 IN Intel Core i5, 6 <sup>th</sup> Gen, 6400T processor , 4GB = 4GB, DDR4 RAM, 1TB HDD Sl. No. CNV71904R2, CNV71904RY, CNV71904SO, CNV71904SZ, CNV7190473	5
2E		Acer Verito M4660G B 360 Chipset, 8GB DDR4, 2400MHz, 1TB, Win 10 preload, 19.5 led Monitor Sl. No.	9
3A	Laptop	Dell Vostro 3468(Z52250IC1N9) Intel Core i7, 5 <sup>th</sup> Gen, 16GB RAM, 2TB Harddisk, 2 TB Harddisk, 4 GB graphics card, Win 8.1 original OS, 15.6 full HD Wled. Sl. No. 54TJ1F2	1
		Dell Inspiron 3501 Intel Core i7, 11 <sup>th</sup> Gen, 16Gb RAM, 1TB Hard Disk, 256 GB SSD, Win 10 Professional OS, 15.6 FHD display integrated intel vhd graphics + nvidea 2GB Graphics integrated webcam	1
4A	Laser Printer	HP Laserjet Printer P1606dn Sl. No. VNC3D14040, 14808, 15013, 15014 & 15123	5
4B		HP Laserjet Printer P1108 Batch No. VNF5N01439, 4800883, 3228558, 3N30999, 3228543 & 5N09259 VNF3230853, 4827764, 3N36506	9
4C		HP Laserjet Printer 1020 plus	1
4C		HP Laserjet Printer Pro M202dw, Sl. No. VNC3J02375,3J02549,3J02539, 3J02545, 3J02369, 3501230,3501273, 3501282, 3501280, 3501268, VNC3I19490, 9320, VNCJ26886, VNC3523186	14

4E		HP LASERJET Printer P1106, SL. NO. VNF4H07189	1
4F		HP Colour Laserjet printer CP125(colour) Batch No. CNC1x12846	1
4G		Multifunctional color laser printer Canon Image Class MF-729Cx SI. No. TWY03617	1
4H		Canon MF 3010 Sl. No. WCM54429	1
4I		Canon MF226DM Multifunctional Printer with fax	1
4I		Canon Laser Printer (Canon LBP 6230 DN) SI No. NCCA123777, NCCA126260, NCCA123779, NCCA126057, NCCA122013, NCCA126038, NCCA123778	7
4K		Canon MF 3010 printer	1
		HP Laserjet Pro M202DW	5
		Canon Image Class LBP 226DW	2
6A	Scanner	Canon Lide 120,Sl. No. KKGE35095, KKGE 35096	2
6B		Canon Lide 300	2
6C		Epson DS1630.00	1
6D		Canon portable P20811	2
6E		Canon DRC 230	3
6F	Photocopier	Canon iR-2202N, Sl. No QXS10746	1
		Canon iR-ADV-4225, Sl. No. RKX06333	1
8A	UPS	Numeric 2.0.KVA	1
8B		Numeric 5.0.KVA	1
8C		Numeric 5.0.KVA	1
8D		Numeric 5.0.KVA	1
8E		Numeric 5.0.KVA	1
8F		Numeric 5.0.KVA	1
8G		Keptron 2.0.KVA	1

**Bid Application cum Declaration Form**

(On bidder's letter head)

To  
Sr. Accounts Officer (Admn.)  
O/o the Accountant General (A&E)  
Tripura, P.O. - Kunjaban, Agartala,  
PIN-799006

Subject: Annual Maintenance Contract (CAMC) for Desktop, Laptops, Printers, Multifunction photocopier cum Network printer machines and UPSs.

Dear Sir,

With reference to your tender notice No. ....Dated....., I am to submit my tender documents for Annual Maintenance Contract for Desktop, Laptops, Printers, Multifunction photocopier cum Network printer machines and UPSs installed in your office from 01/04/2023 to 31/03/2024 along with annexure of Tender Notice.

**Declaration:**

1. I/We, the undersigned affirm and certify that I have examined the terms & conditions mentioned in the Tender Notice and agree to abide by all the term and conditions laid therein; which are being signed in token of my acceptance.
2. The rates quoted by me/us are valid for 90(ninety) days from bid opening and binding upon me for the entire validity period and it is certified that the rates quoted are minimum and rational as per existing market rate.
3. If our Bid is accepted, we will obtain the guarantees of a scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the contract.
4. Until a format Work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us
5. I/We hereby undertake to execute the work as per direction given in the tender document within stipulated period. In case, I fail to abide by any terms and conditions or to carry on the contract satisfactorily, I will be liable to the termination of contract as mentioned in the terms and conditions.
6. I/we understand that you are not bound to accept the lowest or any bid, you may receive.

Signature & Seal of Bidder

Date-  
Name of the Firm:-  
Mobile No :-  
Email Address :-



**Annexure II**

**Letter of Authorization for attending bid opening**

Subject: Authorization for attending bid opening on .....(date) in the tender of .....Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of .....(Bidder) in order of preference given below.

<b>Order of preference</b>	<b>Name</b>	<b>Specimen signature</b>
<b>I</b>		
<b>II</b>		

Signature of bidder (s) with seal

Date-

Name of the Firm:-

Mobile No:-

Email Address:-

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In case where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative is not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

**Annexure-III**

**List of Servers, Desktops, Laptops, Printers Photocopier, UPS etc for Annual Maintenance Contract (AMC).**

Sl. No	Name of the particulars	Name of Manufacturer & Specification	No of items	CAMC charge per unit for 1 year (including Tax)	Total Amount	
1A	Server with Monitor	HCL Infiniti Global Line 2700BC Sl. No. 5111AG839774	1			
1B		HCL Infiniti Global Line Sl. No. 6121AG282144	1			
2A	Desktop with Monitor	Model HP Elite Desk 800GI Processor- Intel® Core™ i5-4570 CPU @ 3.20GHz, RAM 4GB, Hard disk-80GB, System=64 bit Os, x64-based processor, Windows 8.1Pro, 47CM(18.5") HP Monitor Sl. No. of CPU SGH439R5L2, SGH439R5LR, SGH439R5LK, SGH439R5L9, SGH439R5LP, SGH439R5KX, SGH439R5LV, SGH439R5LM, SGH439R5LF, SGH439R5KQ, SGH439R5K8, SGH439R5LS, SGH439R5KC, SGH439R5KR, SGH439R5KZ, SGH439R5LG, SGH439R5LQ, SGH439R5KK, SGH439R5LW, SGH439R5L6, SGH439R5LH, SGH439R5KL, SGH439R5L1, SGH439R5RQ, SGH439R5KG, SGH439R5KP, SGH439R5LJ, SGH439R5LC, SGH439R5L8, SGH439R5LT, SGH439R5KF, SGH439R5L3, SGH439R5KY, SGH439R5LO, SGH439R5KN, SGH439R5L5, SGH439R5L4, SGH439R5KV, SGH439R5KJ, SGH439R5LL,	40			
2B		Model HP-406-GI Intel Core i3-4130, Q8 Series, 3.4GHz, 3MB Cache, 4GB DDR3, 500GB, 7200 RPM, Win-8 Professional Sl. No. INA609YS20, INA609YS3C, INA609YS3L, INA609YS37, INA609YS4R, INA609YS46, INA609YS47, INA609YS49	8			
2C		Model HP-406-GI Intel Core i5-4570, Q8 Series, 3.2GHz, 6MB Cache, 4GB, DDR3, 500GB, 7200 RPM, Win-8 Professional. Sl. No. INA601WYTC, INA601WYTK	2			
2D		Model HP Pavillion 510-P053 IN Intel Core i5, 6 <sup>th</sup> Gen, 6400T processor, 4GB = 4GB, DDR4 RAM, 1TB HDD Sl. No. CNV71904R2, CNV71904RY, CNV71904SO, CNV71904SZ, CNV7190473	5			
2E		Acer Verito M4660G B 360 Chipset, 8GB DDR4, 2400MHz, 1TB, Win 10 preload, 19.5 led Monitor Sl. No.	9			
3A		Laptop	Dell Vostro 3468(Z52250IC1N9) Intel Core i7, 5 <sup>th</sup> Gen, 16GB RAM, 2TB Harddisk, 4 GB graphics card, Win 8.1 original OS, 15.6 full HD Wled. Sl. No. 54TJ1F2	1		
			Dell Inspiron 3501 Intel Core i7, 11 <sup>th</sup> Gen, 16Gb RAM, 1TB Hard Disk, 256 GB SSD, Win 10 Professional OS, 15.6 FHD display integrated intel vhd graphics + nvidia 2GB Graphics integrated webcam	1		
4A	Laser Printer	HP Laserjet Printer P1606dn Sl. No. VNC3D14040, 14808, 15013, 15014 & 15123	5			
4B		HP Laserjet Printer P1108 Batch No. VNF5N01439, 4800883, 3228558, 3N30999, 3228543 & 5N09259 VNF3230853, 4827764, 3N36506	9			
4C		HP Laserjet Printer 1020 plus	1			
4C		HP Laserjet Printer Pro M202dw, Sl. No. VNC3J02375, 3J02549, 3J02539, 3J02545, 3J02369,	14			

		3501230,3501273, 3501282, 3501280, 3501268, VNC3J19490, 9320, VNCJ26886, VNC3523186			
4E		HP LASERJET Printer P1106, SL NO. VNF4H07189	1		
4F		HP Colour Laserjet printer CP125(colour) Batch No. CNC1x12846	1		
4G		Multifunctional color laser printer Canon Image Class MF-729Cx SI. No. TWY03617	1		
4H		Canon MF 3010 SI. No. WCM54429	1		
4I		Canon MF226DM Multifunctional Printer with fax	1		
4I		Canon Laser Printer (Canon LBP 6230 DN) SI No. NCCA123777, NCCA126260, NCCA123779, NCCA126057, NCCA122013, NCCA126038, NCCA123778	7		
4K		Canon MF 3010 printer	1		
		HP Laserjet Pro M202DW	5		
		Canon Image Class LBP 226DW	2		
6A	Scanner	Canon Lide 120,SI. No. KKGE35095, KKGE 35096	2		
6B		Canon Lide 300	2		
6C		Epson DS1630.00	1		
6D		Canon portable P20811	2		
6E		Canon DRC 230	3		
6F	Photocopier	Canon iR-2202N, SI. No QXS10746	1		
		Canon iR-ADV-4225, SI. No. RKX06333	1		
8A	UPS	Numeric 2.0.KVA	1		
8B		Numeric 5.0.KVA	1		
8C		Numeric 5.0.KVA	1		
8D		Numeric 5.0.KVA	1		
8E		Numeric 5.0.KVA	1		
8F		Numeric 5.0.KVA	1		
8G		Keptron 2.0.KVA	1		
			CAMC Total per Year-		

Number of items may vary and the bid cost will also vary proportionately.

**CHECK LIST and the order in which the documents are to be submitted for the Technical Bid**

Please check whether all the below mentioned Documents have been enclosed along with tender documents. The documents to be submitted in descending order with item no. 1 on top of all. Please also mention the page no. of the Technical Bid where these documents are given.

Sl. No.	Documents (Please refer to clause 5.1 of Section II for filling this Checklist	Page No.
1	Annexure VI- Details of the bidder	
2.	Authorization letter for attending the bid opening (format-Annexure II)	
3.	Bid Security in the form of bank draft for Rs. 25000/- (As per Section I)	
4.	Clause by clause Compliance in the form of signing & stamping all the pages of the Tender Notice No..... Date..... by Bidder or Authorized person/persons	
6	Valid Income Tax Clearance Certificate/ Firm Registration Certificate as the case may be	
7.	Copies of GST Registration	
8.	Certificate of Incorporation / Firm Registration Certificate as the case may be	
9.	Article of Memorandum of Association /Proprietorship deed certificate as the case may be.	
10	Experience of maintaining PCs & Peripherals for at least one years in Central/state Department/ministries or government undertaking (as per Para 2 (b) of Section II)	
11	List of certified Engineers (as per Para 13 of Section IV)	
12.	Other Documents as per this NIT (Please Specify)	

Bidder to ensure:

- A. That all pages have been stamped and signed by the authorized Person(s)
- B. That all the pages submitted have been numbered.
- C. That all the documents are legible.

## Annexure V

CHECK LIST and the order in which the documents are to be submitted for the Financial Bid

Sl. No.	Documents(Please refer to clause 5.2 of Section II for filling this Checklist)	Page No.
1	Annexure VI- Details of the bidder	
2	BID APPLICATION CUM DECLARATION FORM as per Annexure - 1	
3	Price Schedule as per Annexure - III	
4		

Bidder to ensure:

- A. That all pages have been stamped and signed by the authorized Person(s).
- B. That all the pages submitted have been numbered.
- C. That all the documents are legible.

Signature & Seal of Bidder

Date-

Name of the Firm :-

Mobile No :-

Email Address:-