

Government of Tripura
Directorate of Employment Services & Manpower Planning,
www.employment.tripura.gov.nic.in:Phone No: (0381)-2324327

No.F.1(21)-DESMP/STORE/2000/P-VI / 3623-29 Dated Agartala 10 October, 2019

NOTICE INVITING TENDER

Sealed Tender for **maintenance of Computer Hardware, software, their Computers accessories.(27 PC-Desktop, 15 Printers, 8 offline UPS, 2 Online UPS, 2 Scanners, 1 Fax machine, 1 Xerox machine, and computer peripherals (LAN) etc)** are hereby invited by the Director, Employment Services & Manpower Planning, Tripura, Office Lane, Agartala-799001 from the resourceful, experienced Manufacturer / dealer / Service Provider.

Terms & Conditions for AMC

- 1) Work experience and Successful performance certificate in AMC with the reputed organization, preferably Govt. agency must be enclosed with tender.
- 2) All tenders shall have to accompany EMD (refundable) for an amount of Rs. 500/- (Rupees five hundred) only in the form of Demand Draft of any Nationalized Bank in favour of the " Director, Employment Services & Manpower Planning, Government of Tripura". EMD of the unsuccessful bidders will be returned within 45 days after the award of contracts to successful bidders.
- 3) The successful Bidder shall have to submit Performance Bank Guarantee @ Rs 5% of the total value in the form of Crossed Demand Draft of nationalized bank while awarding the contract and is refundable after successful performance of AMC.
- 4) Maintenance Agency must be Govt. Registered, possessing minimum 2(two) years work experience and satisfactory performance certificate in AMC Service for the UPS, computers, fax & other peripherals with the reputed organizations & preferably Govt. organization can submit with tender.
- 5) The Bidder must submit copies of **GST registration, trade license, all the tax clearance certificate** etc.
- 6) No advance payment in any case would be made. Only quarterly payment @20% of total contract value will be paid on the basis of the satisfactory service and rest amount will be paid in final payment. No claim of interest in case of delayed payment will be entertained by the Directorate of Employment Services & Manpower Planning, Government of Tripura.
- 7) The bid will commence from 10.10.2019 at 11.00 a.m. The Tenders will be received in this Directorate during office hour from 10.30 a.m to 3 p.m in all working days upto 29th October, 2019. And all the Tenders would be opened on 29th October, 2019 at 3.30 p.m in this Directorate.
- 8) The intending Bidder must submit rate charges including GST for maintenance of following items. The rates should be quoted both in figures and in words in a separate sealed envelope.

Sl. No.	Name of items	Quantity	Rate of maintenance charge including GST without parts.
1	PC-Desktop.	27 nos.	
2	Printers.	15 nos.	
3	Offline UPS.	8 nos.	
4	Online UPS	2 nos.	
5	Scanners	2 nos.	
6	Fax machine.	1 nos.	
7	Xerox machine.	1 nos.	
8	Computer peripherals (LAN)		

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- 9) The call for maintenance of Computers & other accessories must be attended immediately, daily basis on receipt of call over telephone /written complaint. During call attending by service Technician / Engineer has to sign call attending register.
- 10) The maintenance contract includes necessary repairs special outside / inside dust cleaning & replacement of damage / defective parts etc. as & when required with the genuine & branded spare parts with prior consent of the authority. This also includes scanning for virus, formatting, installation of software, HDD crash recovery, maintenance of system administration and trouble-shooting of all LAN components to keep the system operational.
- 11) Maintenance of LAN cables Network connectivity in the existing setup is also included.
- 12) Maintenance & servicing of system software and integration/ Testing of the complete system as when required.
- 13) Successful bidder will not be allowed for frequently changing the hardware Engineer/ Technician.
- 14) Work is to be carried out in the office premises.
- 15) Performance will be monitored during the 1st 3(three) months and if the performance is not found satisfactory, contract will be terminated for the rest period.
- 16) The contract will be initially for two years. The Head of Deptt. reserves the right to cancel or reject the AMC on unsatisfactory performance or any violation of the terms & conditions by the successful bidder.
- 17) For preventive Maintenance of all the quoted machines & equipments, system engineers/ operators should visit twice in a month for routine check up and for safety from fire hazard at frequent intervals.
- 18) The maintenance agency must be currently involved in maintaining UPS, computer and its accessories, fax, LAN connectivity etc. and have capacity to take up any reported fault within 2-3 hours.
- 19) Intending Bidder will have to submit the following documents with the Tender. In absence of any one of the following documents, no tender will be considered for acceptance.
 - i) Upto date Trade License certificate.
 - ii) Professional Tax Clearance Certificate
 - iii) Earnest money Rs. 500/- (five hundred) only in the shape of Demand Draft of any Nationalized Bank of India in favour of the Director, Employment Services & Manpower Planning, Government of Tripura.
 - iv) Income Tax Clearance Certificate of last three years.
 - v) Copy of PAN Card and GST registration letter.
 - vi) Experience Certificate on repairing and maintenance work.
 - vii) Signed and stamped copy of DNIT as token of acceptance of all the terms and conditions of the entire tender document.
- 20) The undersigned reserves the right to accept or reject any tender including the lowest one without assigning any reason

(B. Debbarma)

Director

Employment Services & Manpower Planning
Tripura