


NO.F.3(7-26)-DYAS/STORE/2011/8363
GOVERNMENT OF TRIPURA
DIRECTORATE OF YOUTH AFFAIRS & SPORTS
DDSS COMPLEX, BADHARGHAT.

Dated, Badharghat, the 22/08/2015.

NOTICE INVITING TENDER

Sealed tenders in plain paper are hereby invited from the bonafide vendors for Comprehensive Annual Maintenance Contract of Computers & Accessories installed in the Directorate of Youth Affairs & Sports, DDSS Complex, Badharghat, Agartala as per specifications and terms and conditions laid down.

The tenders will be received up to 1400 hours on 7th September' 2015 in the Store Section of the Directorate of Youth Affairs & Sports, DDSS Complex, Badharghat, Agartala and tenders shall be opened at 1600 hours in the chamber of the Joint Director on the same day. Details of specifications and terms & conditions of the aforesaid tender are available in the Store Section of this office and on our website www.yas.tripura.gov.in. Interested tenderers are requested to visit the website or contact the Store Section of this office.


Director 22/8/15
Youth Affairs & Sports
Govt. of Tripura.

TERMS AND CONDITIONS

- 1) The Annual Maintenance Work (AMC) of Computers & Accessories & Printers shall be valid for the period of 1 (one) year from the date of execution of Agreement with the successful tenderer.
- 2) The Annual Maintenance Work (AMC) should be quoted for total work of comprehensive Annual Maintenance Work of Computers & Accessories & Printers for the period of 1 (one) year as per proforma.
- 3) The tenderers shall have to deposit Earnest Money along with quotation amounting to ₹ 2,000/- (Rupees two thousand) only in the shape of "Deposit at Call" to be drawn in favour of "The Director, Youth Affairs & Sports, Government of Tripura, Agartala" issued by any Nationalised Bank.
- 4) All pages of the quotations and corrections, if any, should be signed by the tenderer.
- 5) Up-to-date I.T.C.C/T.C.C are to be submitted along with the quotation.
- 6) The equipment of DYAS given in Annexure-I may be inspected during working hours on any working day, but care should be taken to ensure that official works are not disturbed.
- 7) The firm should have experience in executing AMC works of Computers & Accessories and Printers. Supported documents should be annexed with the quotation.
- 8) The offered rate of the quotation shall remain valid for acceptance for a period of 90 (ninety) days from the date of opening of quotation.
- 9) The quotation should be submitted as per proforma in Annexure-I enclosed herewith.
- 10) The Department reserves the right to reject or cancel any/all of the quotation(s) without assigning any reason thereof.
- 11) The earnest money deposited by the unsuccessful tenderers along with quotation will be released after finalisation of the quotations.
- 12) The AMC cost for a year will be divided in four quarters & will be payable every quarter after deducting penalties (if any) in equal instalments after finalisation of the quotation.
- 13) Non-fulfilment of any of the terms and conditions as mentioned will make the quotation liable for rejection.
- 14) The work shall be carried out in the best workmanship like manner in conformity with the tender specifications and instructions of the Director, Youth Affairs & Sports or his authorized representative issued from time to time.

- 15) Preventive Maintenance to be carried out quarterly in a year which includes cleaning and testing of the Computers & Accessories and Printers to replace any internal parts, if required.
- 16) Call should be attended & resolved within 24 hours irrespective of day being working day or holiday.

The bidder has to restore the normal functionality of the hardware, within stipulated time of logging the complaint at the contact number given by bidder. If the complaint is not resolved within stipulated time, penalties will be imposed as per following table. So bidders are advised to pre-assess the requirement of equipment and maintain a good amount of inventory in their stock.

Sl. No.	Condition	Penalty
1	More than 24 hours up-to 3 days from time of logging complaint	2% of current quarter's payment.
2	More than 3 days up-to 5 days from time of logging complaint	4% of current quarter's payment
3	More than 5 days up-to 10 days from time of logging complaint	6% of current quarter's payment
4	More than 10 days up-to 15 days from time of logging complaint	8% of current quarter's payment
5	Above 15 days from time of logging complaint	10% of current quarter's payment

- 17) "Breakdown" maintenance of Computers & Accessories and Printers includes unlimited repair/replacement of defective hardware / parts etc. Cost of spare parts shall not be charged extra.
- 18) The AMC will exclude the consumable goods e.g. Printer's head, Cartridge, Paper etc. It also excludes the damages of the items caused by natural calamities.
- 19) In case of any corruption of Operative System and Application software of computers under maintenance, the firm shall be responsible for reloading of the same, if required.
- 20) The driver CDs required for maintenance of hardware would be provided by the Department, if available. Otherwise, the firm should be in a position to rectify the problem with their CDs.
- 21) If the firm is not able to repair the system within 48 hours, a stand by unit has to be provided without additional charges and if it is required that the machine is to be taken to the workshop for repair, the same is to be done at the firm's own cost and risk.

