

No.F.12 (1-2)-Agri(Store)/AMC/2023-24/ 904  
Government of Tripura

**Department of Agriculture & FW**

*Dated, Agartala, the 10/8/2023*

**TENDER NOTICE**

**Subject: Annual Maintenance Contract for Desktop Computers (Monitors & CPUs), Printers, UPS, Scanners & LAN Connections of the Directorate of Agriculture, Krishi Bhawan, Agartala for the year 2023-24.**

Sealed tender are invited to award the Annual Maintenance Contract (AMC) for Computers (Monitors & CPUs), Printers, UPS, Scanners & LAN Connections in the Directorate of Agriculture, Krishi Bhawan, Agartala. The details of the IT items required to be covered under AMC is placed below:-

Sl. No	IT items	Tentative Quantity*
1.	Desktop Computers ( Monitors & CPUs)	63 Nos
2.	Printer ( Laser / Deskjet)	58 Nos
3.	UPS	63 Nos
4.	Scanner	10 Nos
5.	LAN Connection	63 Nos

\*The number of machines may be increased / decreased at the time of award of contract.

2. The tenders are invited in two-bid systems i.e. **Technical Bid as per Annexure-I** and **Financial Bid as per Annexure-II**. The Financial Bid and Technical Bid should be sealed in separate envelopes. Both the envelopes should be placed in single sealed cover and superscribed as 'Tender for AMC for Desktop Computers & Laser Printers and addressed to the Joint Director of Agriculture (HOO), Directorate of Agriculture, Krishi Bhawan, Agartala- 799001 .The last date for receipt of tender is **upto 3.00 Pm on 30<sup>th</sup> August, 2023**. The Technical bid will be opened on same date at 4.00 Pm (If possible) in the presence of tenderers, if any. Late Tenders beyond the scheduled date & time would not be accepted. Date of opening of Financial Bid of technically acceptable firm (s) will be intimated later on. The Department will not be responsible for any postal delay. The Tender document may be downloaded from the website: [www.agri.tripura.gov.in](http://www.agri.tripura.gov.in).

*ll*  
*10/8/2023*  
**(Rajib Debbarma)**

Jt. Director of Agriculture (HOO)  
Directorate of Agriculture  
Krishi Bhawan, Agartala



### **:Terms & Condition of Re-Tender :**

1. Earnest Money Deposit (EMD) of Rs.5,000/- (Rupees Five Thousand only) in the form of Demand Draft/D-call issued by a Nationalized Bank having Branch at Agartala in favour of the Asst. Director (DDO), Directorate of Agriculture should be submitted, failing which the tender will not be accepted. The EMD of unsuccessful tenderers would be returned immediately after finalization of tender process. The EMD of successful bidder would be retained for the period of contract and this would be returned on successful completion of the contract period.
2. Details terms and conditions of the tender will be available on payment of Rs.1000/- (one thousand) in the form of D.Call in favour of Asstt. Director (DDO), Directorate of Agriculture, Govt. of Tripura on any Nationalized Bank/Scheduled Bank having branch at Agartala (Non refundable) from the Directorate of Agriculture, Agartala during office hour on all working days or may be downloaded from the website, [www.agri.tripura.gov.in](http://www.agri.tripura.gov.in). But in that case, cost of documents i.e. Rs.1000/- should be submitted along with the tender through D.Call in favour of Asstt. Director (DDO), Directorate of Agriculture, Govt. of Tripura issued by any Nationalized /Scheduled Bank recognized by the R.B.I. having branch/branches at Agartala, failing which the tender will not be accepted.
3. If the successful firm rollback from the process after submission of their tenders, the EMD amount would be forfeited.
4. The tenderer who are entitled to enjoy exemption of EMD/Security money under specific Government order/rules, they should furnish Photostat copy of the Governments order/rules duly attested in support of their claim for exemption.
5. The Tender should reach to the office of the undersigned within **3.00 Pm on 30<sup>th</sup> August, 2023**. No tender will be received beyond scheduled date & time. The tender shall be opened in the chamber of the undersigned at 4.00 PM on the same day (if possible).
6. No tender will receive through FAX or Email. If tender sent by post it also to be reached to the O/o the undersigned within 3.00 pm **on 30<sup>th</sup> August, 2023**.
7. The tenderer should have at least 3(three) AMCs either in force or executed in the past for different establishments at Tripura State under Central Government / State Government /PSU with good servicing experience and submit 3 years work completion report along with tender, failing which tender will be treated as invalid.
8. The tenderer should submit valid Trade license of the agency/firm/company from the competent authority.
9. If the tenderer is outside the state, they should have office at Agartala having trade license of the office/firm to organize/provide service support (copy of trade license of the office at Agartala should be submitted).
10. The tenderer should submit last 3(three) years IT Return and Professional Tax clearance certificate along with tender, failing which the tender will be treated as invalid.



11. The tenderer should submit attested copy of PAN card and GST registration certificate along with tender failing which, the tender will be treated as invalid.
12. All pages of the DNIT should be signed by the tenderer for authentication of acceptance about the terms and conditions of the DNIT, otherwise the tender will be treated as invalid.
13. All pages of the tenderer and corrections, if any, should be signed by the tenderer. Incomplete tender will be rejected summarily.
14. All the machines are in working condition. The firm may inspect the machines in consultation with Store Section, Directorate of Agriculture, Agartala, so as to have the idea of present condition of the machines before submission of tender. No excuses regarding machines being old or not in working condition will be accepted after award of AMC. Any request for revision of rates on higher side will not be entertained under any circumstances during the period of AMC.
15. Successful firm should give their acceptance within 5 (Five) days from the issue of letter of intent to them.
16. This tender is for Annual Maintenance Contract (AMC) of Desktop Computers, Printers (Laser/DeskJet), UPS, Scanner, LAN Connections. The maintenance contract includes necessary repair, special outside/inside dust cleaning in monthly basis & replacement of damage/defective parts etc. as & when required with the genuine and 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 & trouble shooting of all LAN components to keep the system operational. Maintenance of LAN cable network connectivity in the existing setup is also included.
17. All types of repairs/replacement of spare parts shall be covered under the comprehensive maintenance contract, except the force majeure conditions which includes only fire, theft, natural calamities, deliberate, damage/tempering etc.
18. The successful bidder has to be deposited the security money @ 10% of the total tender value. The security money should be deposited in shape of D-Call/ Demand draft issued by a Nationalized Bank having Branch at Agartala in favour of the Asst. Director of Agriculture (DDO), Directorate of Agriculture, Agartala within 7(seven) days from the date of acceptance of rate. Security money will be released after faithful discharge of AMC & final settlement of payment.
19. The successful bidder shall have to be execute deed of agreement with the Department for execution of AMC work within 7(seven) days from the date of acceptance of rate, failing which earnest money of the bidder will be forfeited.
20. Whole amount of security money will be liable to be forfeited to the Government in case of violation or breach of any of the terms of contract. The contract may be

terminated by the authority at any time without previous notice and without showing any reason, whatsoever.

21. The Department reserves the right to reduce or increase the number of IT items offered for maintenance contract during the period of AMC and charges would apply on pro-rata basis accordingly.
22. The firm will prepare a log book/complain books for the machines to be taken under AMC.
23. The Call for maintenance of Computers and other accessories must be attended immediately, daily basis on receipt of call over telephone/ written complain. During call attending by the service technician / engineer has to sign call attending register.
24. No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made, subject to availability of fund.
25. The Department also reserves the right to reject any or all tenders without assigning any reason and conditional tender will not be considered.
26. The contract will be initially for 1(one) year. However, the period may be extended for another 6 (six) months, if the services are found satisfactory and also if required.
27. Any penal action imposed by the Government for breach of work of contract shall be final and binding on the part of the bidder(s).
28. No interest can be claimed in case of delay in making payment beyond the stipulated period of payment.
29. None need to participate who does not accept/fulfill the terms & conditions indicated above.
30. No conditional tender will be accepted whatever may be.
31. Performance will be monitored during the 1<sup>st</sup> 3(Three) months and if the performance is not found satisfactory, contract will be terminated for the rest period.

  
( **Rajib Debbarma** )

Joint Director of Agriculture (HOO)  
Directorate of Agriculture  
Krishi Bhawan, Agartala



## Annexure-I

### Technical Bid

Sl. No.	Particulars	To be filled in by the bidder
1.	Name of the firm ( attached copy of Trade licence )	
	If outside of State, proof of office located at Agartala ( attached copy of Trade licence)	
2.	Details of Tender Fee & EMD deposited	
3.	Details of tender document cost deposited	
4.	Proof of 3 years experience ( Completion certificate) in Tripura	
5.	List of attested copies of latest : a) Professional tax clearance certificate b) Last three years IT return	
6.	List of attested copies of ; a) PAN card b) GST registration certificate	
7.	Exemption certificate for Tender Fee, EMD, Security money (if any)	

\*Only requisite documents are to be attached.

I/ we undertake that documents are genuine I authentic and nothing material has been concealed and that I/we are not debarred by any Government organization and competent to contract. I / we understand that the contract is liable to be cancelled, if found to be having obtained through fraudulent means / concealment of information. **It is also certified that our firm has not been blacklisted by any Central / State Government Departments / PSUs.**

Dated:

( Signature of Authorized Signatory)

Name of the Bidder :

Complete Address

## Financial Bid

**Subject: Tender for Annual Maintenance contract (AMC) of Desktop Computers, Printers, UPS, Scanner & LAN Connections for the year 2023-24.**

(Amount in Rupees)

Sl. No.	Item	Rate per Unit for one year (including Tax etc.)	
		In Figure	In words
1	2	3	4
1.	Desktop Computers ( Monitors & CPUs)		
2.	Printer ( Laser / Deskjet)		
3.	UPS		
4.	Scanner		
5.	LAN Connection		

Dated:

( Signature of Authorized Signatory)

Name of the Bidder :

Complete Address :