SHORT TENDER NOTICE

Sealed rate contract Tenders are hereby invited from reputed manufacturers/suppliers/dealers of computers and other accessories of various specifications for awarding of Annual Maintenance Contract (AMC) for computers and its accessories available in the office of the Managing Director and Sadar Division, Tripura Forest Development and Plantation Corporation Limited, Agartala which will be received upto 3.0 P.M. of 17th July'2015. The tenders shall be opened on the same day at 3.30 PM if possible while the tenderer or their authorized representatives may remain present. Details of the computers and accessories are given below:-

<table>
<thead>
<tr>
<th>Office</th>
<th>Desktop computer</th>
<th>UPS</th>
<th>Printer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Director</td>
<td>23 nos</td>
<td>21 nos</td>
<td>23 nos</td>
</tr>
<tr>
<td>Sadar Division</td>
<td>5 nos</td>
<td>5 nos</td>
<td>5 nos</td>
</tr>
<tr>
<td>Total</td>
<td>28 nos</td>
<td>26 nos</td>
<td>28 nos</td>
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</tbody>
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TERMS & CONDITION

1. Firm should have experiences for at least with 3(three) Govt. Departments in AMC of Computers.

2. The bidder should submit valid sales tax clearance, professional tax clearance and Income tax clearance certificate.

3. The Annual Maintenance contract rates should be clearly indicated with spares parts in both words and figures.

4. Each tender should be accompanied by Earnest Money Deposit of Rs.5,000/- (Rupees five thousand) only by way of D-Call pledged in favour of Executive Director, TFDPC LTD., Agartala and the submitted EMD with the tender may be treated as security deposit in respect of the successful tenderers. The earnest money deposit of the un-successful bidders will be returned after the finalization of the tender on written request of the tenderer for the same.

5. The AMC will be valid for 1(one) year from the date of signing of Agreement. Termination of AMC will be effected at any time by giving one month’s prior notice in writing if the service rendered by the company is found to be unsatisfactory.

6. To ensure preventive maintenance, the service provider shall endeavor to depute its Technician or its Authorized Service Provider (herein after called as ASP) at an interval of 15 days to inspect each of the equipment.
7. If fault is intimated, the service provider should take necessary action to attend the fault for rectification within 24 hours. In any case the equipment should not remain unserviceable for more than 24 hours.

8. Spare parts, if required (except consumables like Battery of UPS, Printer Ink, Toner & paper etc.) should be provided by the service provider during the AMC period in free of cost.

9. The maintenance/repairing work should be done on the site. But in case of major/severe defects or breakdown, the defective equipment can be taken out of the site to the AMC holder's workshop by the Service Engineers/ASP of the AMC holder on its own cost with prior permission of the office. In case any equipment is taken out of the site to the AMC holder's workshop for repair/maintenance work and if kept there for more than three (3) working days (excluding holidays), the temporary replacement/standby for that is to be provided by the Service provider.

10. If any equipment is declared permanently unserviceable and not repairable at all, the same may be replaced with item of same specification or higher specification with any cost chargeable with prior approval.

11. The service provider should provide only genuine and new spares/equipments/hardwires for maintenance of Computer, Printers, UPS etc. No repaired/ re-used/re-filled/second-hand spares/equipments/hardwires for maintenance of Computer, Printers, UPS etc shall be acceptable.

12. The service shall be rendered on normal working days and normal working hours of the company i.e. 6 days in a week covering 10 AM to 5 PM which may vary.

13. All complaints registered by 3.00 PM in every working day shall be attended on the same day by the Service Engineer/ ASP. All complaints registered after 3.00 PM in every working day shall be attended in next working day.

14. The company should provide the name, phone numbers of the contact persons etc. to the TFDPC LTD., Agartala.

15. The service provider should load upgraded version of Anti-Virus software in all computers from time to time.

16. The service provider should load new versions of application software in TFDPC's computers whenever required.

17. The Service provider shall not be entitled to assign any of its duties & responsibilities under this AMC agreement or any benefit or interest therein to any other person or agency.

18. Regarding Operation Systems (OS), the service provider shall be entrusted and responsible for followings: i) Any problem related to OS, ii) configuring system for LAN, where required, and its trouble shooting, iii) reloading of OS with drivers, iv) OS upgrade, device drivers, system configuration, v) Installation of printers with drivers, vi) Installation of software.
19. The Service provider shall be responsible for recovery of data in free of cost, in case of hard disk crash of any computer during any maintenance or repair work/activity.

20. The Service provider should maintain confidentiality of data in the system. They should take necessary steps to ensure that data is not leaked to them to any third party.

21. The Service provider shall be responsible for including systems in newly established LANs.

22. Whenever it is required to replace the old hardware/software/OS, the Service provider should transfer all current application software and data files to new hardware/software/OS without any data loss/ error.

23. Any damage or loss caused to the hardware/software/ equipments/ spare parts or their components or parts due to mishandling, negligence should be made good by the vendor either by payment in cash as per the prevailing market price of the same or by replacing the same with a new one of the exact make & specification.

24. The Service provider should submit to TFDPC it’s the details of service engineers i.e their identity, authority, qualification & experience etc.

25. The service provider must inspect and undertake required preventive maintenance of machines at least once in a week covering the operation system and application software/troubleshooting etc. Every visit shall be maintained by customer care guard duly signed by the users & it should be submitted along with the bill for cross checking.

26. In addition to scheduled visit, unscheduled on-call visit shall be provided by the service provider subject to maximum four (4) unscheduled on-call visits in a single day.

R. Das, IFS
Managing Director
TFDPC LTD. Agartala

NO.F.4-112/Gen/TFDPC-15/3281-59

Copy to:
1. The Divisional Manager, Sadar, Agartala
2. The Managing Director, Tripura Info.Com for uploading in the website.
3. M/S.__________________
4. Notice Board of this office.

Dated: 24/11/15

Managing Director