

**NO.F.V1-6(4)-TAX/2006(P)/ 3560**

GOVERNMENT OF TRIPURA

OFFICE OF THE COMMISSIONER OF TAXES & EXCISE  
PANDIT NEHRU COMPLEX, GURKHABASTI, AGARTALA

Dated, Agartala, the 06/04/2017.

**NOTICE INVITING TENDER**

Sealed tenders in plain paper are hereby invited from the bonafide vendors for Comprehensive Annual Maintenance Contract of Computers & Accessories and Printers installed in the various offices of Taxes & Excise Organisation, Tripura except Churaibari Checkpost, North Tripura as per specifications and terms and conditions laid down.

The tenders will be received up to **15.00 hours of 24<sup>th</sup> April, 2017** in the Tender Box at Receipt & Dispatch Section of the office of the Commissioner of Taxes & Excise, P.N. Complex, Gurkhabasti, Agartala by speed post or registered post only. Details of specification and terms & conditions of the aforesaid tender are available in the Store Section of this office and in our website **[www.tripurataxes.nic.in](http://www.tripurataxes.nic.in)**. Interested Tenderers are requested to visit the website or contact the Store Section of this office.

  
06/04/17

**(Dr. D. Kilikdar, TCS)**

Deputy Commissioner of Taxes  
Government of Tripura.

**TERMS AND CONDITION**

1. The Annual Maintenance Work (AMC) of HCL/HP Computers & Accessories and Printers shall be valid for the period of 01 (one) year from the date of execution of Agreement with the successful quotationer.
2. The Annual Maintenance Work (AMC) shall be quoted for total work of comprehensive Annual Maintenance Work of HCL/HP Computers & Accessories and Printers for the period of 01 (one) year as per proforma at **Annexure - I.**

**GUIDELINES FOR TECHNICAL & FINANCIAL BID:-**

The bid to be submitted by the bidder shall consist of 02 (two) Parts:-

**Part - I :- "Technical Bid" (1<sup>st</sup> Envelop) shall contain:-**

1. The following documents are required to be submitted alongwith tender documents:-
  - (i) Trade license issued by concerned Municipal Council/Corporation with current validity.
  - (ii) Evidence of having experience in the field in similar type of works (i.e. AMC of HCL & HP PCs and Printers) during last 03 (three) financial years.
  - (iii) Tax Clearance Certificate with current validity issued by the concerned Superintendent of Taxes.
  - (iv) Copy of VAT registration Certificate.
  - (v) Copy of Service Tax registration Certificate.
  - (vi) PAN Card of the agency.
  - (vii) I.T Return Last 03 (three) financial year.
  - (viii) Declaration mentioning that the firm is not blacklisted.
  - (ix) Self-attested copies of the relevant Licence/Certificates issued by the Competent Authorities with current validity should be submitted in the technical bid by the bidder at the time of tender.



- (x) The rates are inclusive all levies/taxes/freights etc. However, any change in taxes will be paid on actual basis.
- (xi) Tender in prescribed format in sealed cover should be submitted through registered post / speed post / courier service only addressed to the Commissioner of Taxes & Excise, Government of Tripura, P.N. Complex, Gurkhabasti, Agartala.

**Part – II :- “Financial Bid” (2<sup>nd</sup> Envelope) shall contain:-**

- (i) The rate for Annual Maintenance Work (AMC) should be quoted in prescribed format shown in the **Annexure – I** otherwise the said tender shall be disqualified/ rejected.
- (ii) The tender should be accompanied with earnest money of Rs.15,000.00 (Rupees fifteen thousand) only in the form of Demand Draft payable at Agartala from any scheduled Bank in favour of “Commissioner of Taxes & Excise, Government of Tripura.

**3. INSTRUCTION FOR SUBMISSION OF BIDS:**

The technical bid and financial bid shall be submitted in separate envelopes mentioning clearly for which it is submitted over the envelope at the time of tender. These two envelopes should be included in another envelope in which it shall be mentioned **“Tender for Annual Maintenance Contract (AMC) of HCL & HP PCs and Printers of the Taxes & Excise Organisation, Tripura except Churaibari Checkpost, North Tripura”** with the name of the agency submitting.

**4. Special instructions:-**

If any bidder fails to fulfill the requirement in the technical bid, the financial bid shall not be opened and is liable for rejection.

**5. Language of bids:-**

The bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the client, shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language as long as it is accompanied by an English translation in which case, for purpose of interpretation of the bid, the English translation shall govern.



6. 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.
7. The Department shall not bear any travelling, boarding and lodging expenses.
8. The agency must be authorized service provider of the product.
9. The Department reserves the right to reject or cancel any/all of the quotation(s) without assigning any reason thereof.
10. The earnest money deposited by the unsuccessful quotationer(s) alongwith quotation will be released after finalisation of the quotations.
11. If the service provided by successful bidder is not satisfactory then the contract can be terminated by the Commissioner of Taxes & Excise, Government of Tripura by giving a notice of 7 (seven) days to the agency.
12. Tender shall be dropped in the Tender Box properly. If dropped outside the tender box, it shall be treated as disqualified.
13. The AMC cost for a year shall be divided in four quarter & will be payable every quarter after deducting penalties (if any) in equal instalments after finalisation of the quotation.
14. Lowest Bidder will be selected as per the basis of total rate quotation of the Annual Maintenance Work (AMC) of HCL/HP Computers & Accessories and Printers.
15. The work shall be carried out in the best workmanship like manner in conformity with the tender specifications and instructions of the Commissioner of Taxes or his authorized representative issued from time to time.
16. Preventive Maintenance to be carried out quarterly in a year which includes cleaning and testing of the HCL/HP Computers & Accessories and Printers to fit any internal parts which requires replacement.
17. Call should be attended & resolved within 24 hours in case of Agartala & within 48 hours for out of Agartala irrespective of day being working day or holiday.

The bidder has to restore the normal functioning of the hardware, within stipulated time of lodging the complaint at the contact no. 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.

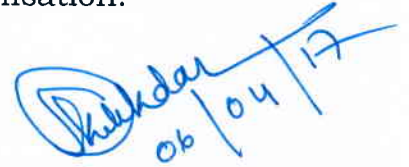
Sl. No.	Condition	Penalty
1	More than 24 hours up-to 3 days within Agartala	2% of current quarter's payment
	More than 48 hours up-to 5 days outside Agartala	
2	More than 3 days up-to 5 days within Agartala	4% of current quarter's payment
	More than 5 days upto 7 days outside Agartala	
3	More than 5 days up-to 10 days within Agartala	6% of current quarter's payment
	More than 7 days up-to 15 days outside Agartala	
4	More than 10 days up-to 15 days within Agartala	8% of current quarter's payment
	More than 15 days up-to 20 days outside Agartala	
5	Above 15 days within Agartala	10% of current quarter's payment.
	Above 20 days outside Agartala	

- 18.** Breakdown maintenance of HCL/HP Computers & Accessories and Printers has to be made fully operational within 24-48 hours of complaint / fault is reported by the department. This includes unlimited repair / replacement of defective hardwares / parts etc.
- 19.** 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, electrical disturbances, lightning.
- 20.** 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.

21. The driver CDs required for maintenance of hardware's would be provided by the Department, if available. Otherwise, the firm should be in a position to rectify the problem with their CDs.
22. If the firm is not able to repair the system within 48 hours, a standby unit has to be provided without additional charges and 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.
23. On the event of any failure / refusal to complete / undertake work of maintenance of the equipments within the stipulated period of agreement without any valid reason acceptable by the department, the earnest money / security money as deposited will be forfeited. In addition, 10% of the AMC will be deducted for each such failure to provide requisite service.
24. The department has the right to add any hardware / software of any other make including network components during AMC period.
25. The department has the right to increase or decrease the quantity of the machines in the contract due to operational reason. Such changes will be intimated to the contractor in writing. Also the department may upgrade / reconfigure certain machines. In such case, the contractor shall render the same support to such machines on the same terms of the contract for similar machines. However, payment for the addition / deletion will be made as per the current rate quoted by the successful quotationer.
26. The last date of receiving of Tender is **24th April, 2017 upto 15.00 hours** and sealed tenders will be opened **at 16.00 hours in the same day** in the Chamber of the Head of Office (Deputy Commissioner of Taxes) in presence of the tenderer(s) (if any).
27. **Additional Points:**
  - Receive calls and/or complaints related to the IT equipment given in Annexure-I through phone call, SMS or email, for which, the bidder shall provide contact details.
  - Provide a complaint number for each complaint. The formats of all registers/deliverable shall be finalized in consultation with Taxes & Excise Organisation.
  - Obtain sign off for call resolution from the user/designated agency.



- Maintain a complaint register and record entries of all such activities in the complaint register. The complaint register shall be opened for inspection by Taxes & Excise Organisation at any time.
- Provide summary report of complaints attended and resolved, as per format finalized by Taxes & Excise Organisation with the purchaser and/or designated agency on periodic basis.
- The Bidder shall prepare formats of all registers and reports (including call slips, complaint register, summary reports and SLA reports) and get them approved from Taxes & Excise Organisation.



**(Dr. D.Kilikdar, TCS)**  
Deputy Commissioner of Taxes  
Government of Tripura.

**ANNEXURE-I**

Sl. No.	Location	Computer & Accessories		Printers					
		HCL /HP Computers		HP Laser Jet P2055 dn	HP Laser Jet 1020	HP Laser Jet P1007 / P1008	Cannon MF4570 dw	Cannon MF229dw	TVS DMP Printers
1	2	3		4	5	6	7	8	9
1	Member Tripura VAT Tribunal	01		0	0	01	0	0	0
2	Commissioner of Taxes	0		0	0	0	0	01	0
3	DY. Comm. Taxes	01		0	0	0	0	01	0
4	Asstt. Comm. Taxes	01		0	0	0	0	01	0
5	Asstt. Comm. Excise-1	01		0	0	0	01	0	0
6	Asstt. Comm. Excise-2	01		0	0	0	01	0	0
7	PA to CT, HQ	02		0	0	01	01	0	0
8	PA to DCT, HQ	01		01	0	0	0	0	0
9	Store Section, HQ	02		01	0	0	01	0	0
10	Audit Section, HQ	02		0	0	01	0	01	0
11	General Section, HQ	04		01	0	01	0	01	0
12	Statistical Section	03		01	01	0	01	0	0





Sl. No.	Location	Computer & Accessories		Printers					
		HCL / HP Computers		HP Laser Jet P2055 dn	HP Laser Jet 1020	HP Laser Jet P1007 / P1008	Cannon MF4570 dw	Cannon MF229dw	TVS DMP Printers
1	2	3		4	5	6	7	8	9
13	Establishment Section, HQ	04		01	01	0	01	01	0
14	Accounts Section, HQ	05		01	0	0	01	01	01
15	Cash Section, HQ	01		01	0	0	0	0	0
16	Revision Section, HQ	02		0	0	01	01	0	0
17	Legal Cell, HQ	01		0	0	0	0	01	0
18	Tax Audit Cell, HQ	02		01	0	0	01	0	0
19	Supdt. M . Debarma (B.O), HQ	01		0	0	01	0	0	0
20	P.O. to the Rev. Authority, HQ	01		0	0	0	0	01	0
21	P.R.O, HQ	01		0	0	0	0	01	0
22	Tribunal Section, HQ	01		0	0	0	0	0	0
23	Excise Section, HQ	02		01	0	0	0	01	0
24	Server Room, HQ	02		0	0	0	0	01	0
25	Charge-I, Kar Bhawan	07		01	01	0	01	01	0



Sl.No.	Location	Computer & Accessories		Printers					
		HCL/ HP Computers		HP Laser Jet P2055 dn	HP Laser Jet 1020	HP Laser Jet P1007 / P1008	Cannon MF4570 dw	Cannon MF229dw	TVS DMP Printers
1	2	3		4	5	6	7	8	9
26	Charge-II, Kar Bhawan	07		01	01	0	01	01	0
27	Charge-III, Kar Bhawan	07		01	01	0	01	01	0
28	Charge-IV, Kar Bhawan	07		01	01	0	01	01	0
29	Charge-V, Kar Bhawan	07		01	01	0	01	01	0
30	Charge-VI, Kar Bhawan	07		01	01	0	01	01	0
31	Charge-VII, Kar Bhawan	07		01	01	0	01	02	0
32	Charge-VIII, Kar Bhawan	07		01	01	0	01	01	0
33	Vigilance Cell	04		01	0	01	0	01	0
34	Facilitation Centre, Kar Bhawan	02		0	0	0	0	0	0
35	Training Room, Kar Bhawan	14		0	0	0	0	0	0
36	Server Room, Kar Bhawan	05		0	01	0	0	0	0
37	Bishalgarh Charge	07		01	01	0	01	01	01
38	Udaipur Charge	07		01	01	0	01	01	01

Sl. No.	Location	Computer & Accessories		Printers					
		HCL/HP Computers		HP Laser Jet P2055 dn	HP Laser Jet 1020	HP Laser Jet P1007 / P1008	Cannon MF4570 dw	Cannon MF229dw	TVS DMP Printers
1	2	3		4	5	6	7	8	9
39	Belonia Charge	06		01	01	0	01	01	01
40	Teliamura Charge	06		01	01	0	01	01	01
41	Ambassa Charge	05		01	01	0	01	01	01
42	Dharmanagar Charge	06		01	01	0	01	01	0
43	Kailasahar Charge	06		01	01	0	01	01	0
	<b>Total (A)</b>	<b>166</b>		<b>25</b>	<b>18</b>	<b>07</b>	<b>24</b>	<b>29</b>	<b>06</b>
	<b>AMC Charge per year per unit (B) (in Rs.)</b>								
	<b>AMC Charge for 01 (one) year (in Rs.)</b> <b>{{(AxB)x2}}</b>								
	<b>Grand Total for 01 (one) year AMC Charge (in Rs.)</b> <b>(Col. 3+ Col. 4+ Col. 5+ Col. 6+ Col. 7+ Col. 8+ Col. 9)</b>								

**Note:- Blank Column should be filled by the bidders as asked for.**