


NO.F.VI-6(4)-TAX/2020 / 9584
GOVERNMENT OF TRIPURA
OFFICE OF THE COMMISSIONER OF TAXES
PANDIT NEHRU COMPLEX, GURKHABASTI, AGARTALA

Dated, Agartala, the 3 / 11 / 2020.

NOTICE INVITING TENDER

Sealed tenders in plain paper are hereby invited from the bonafide vendors having experience of similar nature of works for Annual Maintenance Contract (AMC) of HCL, HP Computers & its Accessories and Printers of H.P. Laser Jet-P1008, HP P2005DN, HP 1020, Cannon MF4500W, Cannon MF229DW, Cannon LBT6018B & Cannon M226DN alongwith refilling of Printer Cartridges with fitting & fixing in the O/o the Commissioner of Taxes, P.N. Complex, Gurkhabasti, Agartala, Tripura for the period of 02 (two) years, as per the terms and conditions laid down in **Annexure-A**.

The sealed tenders will be received up to **14.00 hours of 15.12, 2020** in the Tender Box in the chamber of the Additional Commissioner of Taxes of the office of the Commissioner of Taxes, P.N. Complex, Gurkhabasti, Agartala by speed post or by registered post or courier only. Details of Terms & Conditions **(at Annexure-A)** of the aforesaid tender are available in the Store Section of this office and in our official website (<https://taxes.tripura.gov.in>). Interested Tenderers are requested to visit the website or they can collect the terms & conditions **(Annexure-A)** from the Store Section of this office.


31/10/2020
(S. Mog, TCS, SSG)

Additional Commissioner of Taxes
Government of Tripura.

TERMS AND CONDITION

1. The Annual Maintenance Contract (AMC) of HCL, HP Computers & its Accessories and Printers of H.P. Laser Jet-P1008, HP P2005DN, HP-1020, Cannon MF4500W, Cannon MF229DW, Cannon LBT6018B & Cannon M226DN alongwith refilling of Printer Cartridges with fitting & fixing in the O/o the Commissioner of Taxes, P.N. Complex, Gurkhabasti, Agartala, Tripura shall be valid for the period of 02 (two) years 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 & its Accessories and Printers alongwith refilling of Printer Cartridges for the period of 02 (two) years 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" (1st Envelop) shall contain:-

The following documents are required to be submitted alongwith tender documents:-

- (i) Trade license issued by concerned Municipal Council/Corporation of Tripura with current validity.
- (ii) Evidence of having experience in the field in similar type of works (i.e. AMC of HCL, HP Computers & its Accessories and Printers alongwith refilling of Printer Cartridges) during last 03 (three) financial years.
- (iii) Professional Tax Clearance Certificate with current validity issued by the concerned Superintendent of Taxes of Tripura.
- (iv) Copy of GST registration Certificate of Tripura.
- (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, Government of Tripura, P.N. Complex, Gurkhabasti, Agartala.
- (xii) The tender should be accompanied with earnest money of Rs.10,000.00 (Rupees ten thousand) only in the form of Demand Draft payable at Agartala from any scheduled Bank in favour of Commissioner of Taxes, Government of Tripura.

Part - II :- "Financial Bid" (2nd Envelope) shall contain:-

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.

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 Computers & its Accessories and Printers alongwith refilling of Printer Cartridges of the O/o the Commissioner of Taxes, P.N. Complex, Gurkhabasti, Agartala, 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 agency must be located within the State of Tripura..
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 quotationer(s) alongwith quotation will be released after finalisation of the quotations.
12. If the service provided by successful bidder is not satisfactory then the contract can be terminated by the Commissioner of Taxes, Government of Tripura by giving a notice of 07 (seven) days to the agency.
13. Tender shall be dropped in the Tender Box properly. If dropped outside the tender box, it shall be treated as disqualified.
14. 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.
15. Lowest Bidder will be selected as per the basis of total rate quotation of the Annual Maintenance Work (AMC) of HCL, HP Computers & its Accessories and Printers alongwith refilling of Printer Cartridges.
16. 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.
17. Preventive Maintenance to be carried out quarterly in a year which includes cleaning and testing of the HCL, HP Computers & its Accessories and Printers alongwith refilling of Printer Cartridges to fit any internal parts which requires replacement.

18. Refilling is to be done with Original Ink and in this case no compromise in respect of quality and quantity shall be entertained.
19. 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.

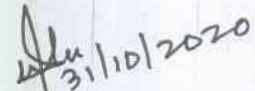
The bidder has to restore the normal functioning of the hardware, within stipulated time of lodging the complaint at the contact no. given by bidder. If the complaint is not resolved within stipulated time penalties will be imposed as per following Table. So bidders are advised to pre-assess the requirement 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	

20. Breakdown maintenance of HCL, HP Computers & its Accessories and Printers alongwith refilling of Printer Cartridges 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 hard wares / parts etc.
21. 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.

22. 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.
23. 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.
24. 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.
25. 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.
26. The department has the right to add any hardware / software of any other make including network components during AMC period.
27. 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.
28. The last date of receiving of Tender is **15.12.2020 upto 14.00 hours** and sealed tenders will be opened **at 15.00 hours in the same day** in the Chamber of the Head of Office (Addl. Commissioner of Taxes) in presence of the tenderer(s) (if any). No tender would be entertained if it is not reached this office within the stipulated date & time. If the tender box & sealed tender are not in a position to open on the said date and time the same will be done on the next working day at 11.00 hours.
29. **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 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 Organisation at any time.
- Provide summary report of complaints attended and resolved, as per format finalized by Taxes 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 Organisation.


31/10/2020
(S. Mog, TCS, SSG)

Additional Commissioner of Taxes
Government of Tripura.

Sl. No.	Location	Printers alongwith refilling of Printer Cartridges with fitting & fixing									
		Computer & Accessories		H.P. Laser Jet P1008	HP P2005DN	HP-1020	Cannon MF4500W	Cannon MF229DW	Cannon LBT6018B	Cannon MF226DN	
		HCL / HP Computers	3	4	5	6	7	8	9	10	
1	2										
1	Commissioner of Taxes	1						1			
2	Additional Commissioner of Taxes	1						1			
3	Deputy Commissioner of Taxes	1				1					
4	Law Officer	1						1			
5	Assistant Commissioner of Taxes (CDC)-I	1						1			
6	PA to Commissioner of Taxes	2						2			
7	Supdt. of Taxes (BO, Audit)	1						1			
8	Supdt. of Taxes (NO, GST)	1						1			
9	Supdt. of Taxes (BO, P. Tax)	1			1						
10	Supdt. of Taxes (BO, GL)	1				1					
11	General Section	4	1	2				1			
12	Revision Section	1		1				1			
13	Statistical Section	2		1				1			
14	Establishment Section	4				1		1	1		
15	Account Section	6		1		1		2			

Sl. No.	Location	Computer & Accessories	Printers alongwith refilling of Printer Cartridges with fitting & fixing									
			HCL /HP Computers	H.P. Laser Jet P1008	HP P2005DN	HP-1020	Cannon MF4500W	Cannon MF229DW	Cannon LBT6018B	Cannon M226DN		
1	2	3	4	5	6	7	8	9	10			
16	Store Section	3										
17	Audit Section	3	1				1					
18	Tax Audit Cell	3										
19	P. Tax Cell	0										
20	Tax Intelligence Unit	3										
21	Cash Section	1										1
22	IT personnel Section	2		1								
	(A) Total (in Rs.)	43	2	7	3	1	15	1	1			
	(B) AMC Charge per year per unit (in Rs.)											
	(C) AMC Charge for 02 (two) years (in Rs.) (AXB)											
	(D) Grand Total for 01 (one) year AMC Charge (in Rs.) (Col. 3+ Col. 4+ Col. 5+ Col. 6+ Col. 7+ Col. 8+ Col. 9+Col 10)											