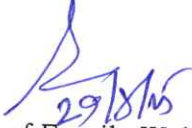


No.F.10 (158)-DFW&PM/S&P/2019-20(Sub-1)
Directorate of Family Welfare & PM.
Government of Tripura

Dated Agartala, the 30/8/2025.

SHORT NOTICE INVITING QUOTATION (SNIQ) FOR AMC OF COMPUTER, PRINTER,
UPS, SCANNER, XEROX MACHINE, ETC.

Tender in sealed covers are hereby invited on behalf of the Governor of Tripura from the resourceful, experienced, reliable Service providers/firm/agency **for Annual Maintenance Contract (AMC)** for Desktop PCs, UPS, Printers, Scanner, Xerox Machine, etc. The details of the Quotation may be have from O/o the Directorate of Family Welfare & PM, the Store & Purchase section, Government of Tripura, Health Directorate Building (2nd Floor), P. N. Complex, Gurkhabasti, Agartala, Tripura or downloaded from the website: health.tripura.gov.in The last date of receipt of the Quotations is upto **4.00 P.M on 23/09/2025.**


29/8/25
I/C, Director of Family Welfare & P.M.
Government of Tripura, Agartala.

SHORT NOTICE INVITING QUOTATION (SNIQ) FOR AMC OF COMPUTER, PRINTER,
UPS, SCANNER, XEROX MACHINE, ETC.

Quotation in sealed covers are hereby invited by the Director of Family Welfare & PM, Government of Tripura, Agartala from the resourceful, experienced, reliable Service providers/firm/agency **for Annual Maintenance Contract** for Desktop PCs, Printers, UPS, Scanner, Xerox Machine, etc for **02 (Two) years** as per terms and conditions mentioned below.

The last date of receipt of the Quotations is upto 04.00 P.M on **23/09/2025**. The Quotations are likely to be opened on **26/09/2025 at 03:00 PM, if possible**. The details of the quotation may be have from O/o the Directorate of Family Welfare & PM, the Store & Purchase Section, Government of Tripura, Health Directorate Building (2nd Floor), P. N. Complex, Gurkhabasti, Agartala, Tripura or downloaded from the **website: health.tripura.gov.in**

Terms & Conditions

1. The interested bidders shall submit the bids in 2 parts, namely **"Technical Bid"** and **"Financial Bid"**. The two bids should be put in two separate sealed envelopes, indicating on the cover as to which one is the technical bid and which one is the financial bid. The two envelopes shall, thereafter, be placed inside a large sealed cover and the same may be submitted. The "Technical Bid" shall contain all details regarding the Quotation offered by the bidder, compliance of terms and conditions, submission of documents etc. In other words, everything except the rate offered. The "Financial Bid" shall contain only the rate offered by the bidder. While processing the bids, the technical bids will be opened first and eligible bidders meeting requirement will be short listed. Thereafter, financial bids of only shortlisted bidders will be opened for consideration.
2. The scope of work will cover for Desktop PCs, UPS, Printers, Scanner, Xerox Machine, etc. of Directorate of Family Welfare & PM, Government of Tripura as Annual Maintenance Contract (AMC) for all type of servicing except spare parts etc. The AMC will cover regular preventive as well as corrective services in respect of both hardware as well as software.
3. Periodical preventive maintenance will be made once in a month by the firm covering the operation system and application software/troubleshooting, including other third party software drivers for peripheral devices. The replacement of equipments/parts, if required, must be replaced with new equivalent or higher one with prior approval of the cost from the competent authority.
4. The maintenance work shall normally be done during working hours, however, in case of emergency maintenance may be done beyond office hours. In such case, prior arrangement through proper communication should be worked out by the servicing agencies. The agency must be having Service Centres in Agartala.

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- 5) The service provider shall send his personnel and undertake required repair immediately and within a period not exceeding 24 hours of reporting, which may be done either by phone, by fax, e-mail or letter excluding Sundays and other holidays as notified by Director of Family Welfare & PM, Government of Tripura. Failure of which shall invite penalty as per the Response Time given below:-

Response Time	Period	Penalty
	Above 24 Hours & below 48 Hours	Warning but no penalty 5 times in a year and beyond this 1% of the total contract Value per incident.
	Above 48 Hours & below 96 Hours	A penalty of 2% of the total contract value per such incident
	Above 96 Hours	A penalty of 5% of the contract value per 48 hours of such delay

- 6) The firm shall have to deploy adequate number of qualified and certified competent technical person for undertaking the repair with the specified time.
- 7) It shall be the liability of the service provider to carry out maintenance on site. Any machines/part of it, required to be taken out of the campus should be done only with written permission. No transportation cost regarding any maintenance purpose will be borne by Director of Family Welfare & PM, Government of Tripura.
- 8) Director of Family Welfare & PM, Government of Tripura shall have the right to include or exclude machines in the AMC, at the start of each quarter with informing the service provider.
- 9) The AMC will remain valid for a period of **02 (two) years.**
- 10) Payment of said AMC will be made on quarterly basis (25% of AMC value) based on the satisfactory completion of the work based on submission of bill (in triplicate) along with documents giving details of Preventive Maintenance Reports /Service Call Reports, (along with call slips) duly signed by the authorized officials of Directorate of Family Welfare & PM, Government of Tripura.
- 11) The intending firm shall have to deposit an Earnest Money Deposit (EMD) of Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft in the name of the Director of Family Welfare & PM, Government of Tripura. In respect of successful bidder this amount shall be kept as interest free security deposit and returned on completion of the contract. For the unsuccessful bidder this amount shall be refunded.
- 12) In the event of the service provider failing to comply with the terms and conditions, the security deposit will be forfeited in part or full and contract will be cancelled and any further action may be taken as deemed necessary by the undersigned.



Contd. Page-3.

- 13) The quotation may be dropped at the office of the undersigned by **4:00 P.M. of 23/09/2025** or sent by registered post / speed post / courier service so as to reach us by the same date and time. Bidders are requested to provide detailed address with Pin Code and Mobile number for communication. **Annual Maintenance Contract for Computers etc**" shall be indicated in bold letter on the top of the envelop. The Bids may be opened on /09/2025 at 03:00P.M, if possible. Interested party may remain present during opening of the Bids. Tender Bids received after the scheduled time will be summarily rejected. Postal delay should not be considered.
- 14) The date of opening of the quotations may, however, be changed if required at the discretion of the Authority.
- 15) The Director of Family Welfare & PM, Government of Tripura reserves the right to accept or reject any quotation including the lowest one without assigning any reason thereof.
- 16) The rate should be typed and quoted both figure and in word clearly in Indian currency. The unit cost of each rate should be mentioned separately and clearly in the financial bid (In the Format). No overwriting shall be entertained in any circumstances.
- 17) Income Tax/Service Tax/GST/Other Tax shall be deducted from the bill as per guidelines of the Government, if applicable.
- 18) Preventive maintenance would be carried on every 15(fifteen) days basis. The contractor should prepare checklist for preventive maintenance and get the same verified by the authority after the start control.
- 19) Bill copy along service report duly signed by the user should be submitted to the Head of Office.
- 20) The faulty machine should be repaired for the smooth running of the office work and the report duly signed by the user & Section In-charge should be submitted.
- 21) The selected service provider should have to send their technical expert within 24 hour after the fault is communicated by telephone or by other means & as and when required in between 10.00 am to 5.30 pm for repairing in working days.
- 22) The selected service provider should give an undertaking that he/she will provides services with same rate submitted by him /her if the number of desktops, computer, computer printer, multifunction printer, internet connection, UPS, scanner, laptop & Xerox machine increases in future within this AMC period.
- 23) All spares consumables and tools required for carrying out the maintenance jobs shall be in the scope of the contractor. The rate of spares required for the maintenance work to be approved by the competent authority.
- 24) Breakdown maintenance-other than the scheduled servicing visit the service provider shall be attending for any breakdown/ failure as and when required. Unlimited instances of breakdown maintenance are covered under the contract.
- 25) List of the Computers and its peripherals and other machines:


Sl. No.	Name of the items	Total quantity and that may be increased or decreased.
01.	Desktop Computer (Monitor & CPU)	45 (forty-five) nos.
02.	UPS	80 (Eighty) nos.
03.	Laser Printer	37 (thirty- seven) nos.
04.	All in one Computer	29 (twenty- nine) nos.
05.	All in one printer	32 (thirty- two) nos.
06.	Xerox Machine	08(Eighty) nos.

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- 26) Payment to the successful bidder shall be made on bill basis only after successful completion of the work and services.
- 27) Bidder should keep a ready stock of spare parts at their custody which will have to be manufactured by the OEM.
- 28) **The successful bidder will have to enter into an agreement for Annual Maintenance Contract** of Desktop PCs, Printers, UPS, Scanner, Xerox Machine, etc. **with Director of Family Welfare & PM, Government of Tripura before start the work.**
- 29) **The evaluation of the equipment will be done collectively except Xerox Machine. The Xerox Machine will be evaluated separately.**
- 30) The following certificate/document should be submitted along with the technical bid of the Quotation. All the papers submitted with the quotation are to be self certified/self attested.
- Up to date GST Registration Certificate and last return of GST.
 - PAN Card.
 - Fresh deposit at call Demand Draft drawn from any scheduled Commercial Bank/Nationalized Bank for an amount of Rs.5,000/- (Rupees Five Thousand) only in favour of Director of Family Welfare & PM, Government of Tripura is to be deposited along with the tender as earnest money.
 - Copy of Valid Trade license with renewal certificate thereof.
 - A copy of the constitution/ registration of the firm/ tenderer.
 - Performance report of the firm/contractor should have minimum three years of similar work experience in handling Government contracts of computer maintenance of the similar nature.
 - An undertaking for acceptance of terms & condition of the SNIQ as per Annexure- I.
 - The list of documents submitted should be given in a separate sheet as per Annexure – II.
 - The rate should be quoted by the bidder as per Annexure-III.
- 31) If any, additional charges will not be borne by the Director of Family Welfare & PM, Government of Tripura.

N.B:- 1. The Service Provider/firm/Supplier/Contractor may physically verify the Hardware as mentioned above before the submission of the quotation, if desired by the bidders after taking necessary permission from the Authority.

2. The bidders may verify / check all the equipment during 03.00 P.M to 05.00 P.M between 03/09/2025 to 15/09/2025 on all working days.


I/C, Director of Family Welfare & PM.
Government of Tripura, Agartala.

UNDERTAKING / DECLARATION to be submitted by the Bidder on Letter Head.

Quotation/Tender: No.F.10 (158)-DFW&PM/S&P/2019-20(Sub-1) Dated: /__/_/2025.

Sir,

I / We, Shri/Smt., on behalf of M/s. having registered office at....., certify that all information provided is true to the best of my/our knowledge. I/We also understand that if any information provided is found to be false at any time, my/our application is liable to be rejected.

I / We undertake to provide committed & efficient maintenance services for the period of contract and also ensure availability of spares for a minimum period of two years.

I/We have gone through the terms and conditions mentioned in the quotations and undertake to unconditionally comply with the same.

I/We agree to the conditions of the SNIQ under which the EARNEST MONEY DEPOSIT and SECURITY DEPOSIT shall be forfeited by authority.

I/We hereby undertake to pay the penalty as per the terms and conditions of the contract for delayed supply of the ordered items.

The SNIQ inviting authority has the right to accept or reject any or all the tenders without assigning any reason.

I/We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

Signature of the Proprietor

Date:

Place:

Name & Address of the firm.

Seal of the Company



List of documents submitted should be given in a separate sheet.

Sl. No.	List of documents	Page No
01.	Up to date GST Registration Certificate and last return of GST.	
02.	PAN Card.	
03.	EMD in the shape of Demand Draft drawn from any scheduled Commercial Bank for an amount of Rs.5,000/- (Rupees Five Thousand) only in favour of Director of Family Welfare & PM, Government of Tripura is to be deposited along with the Quotation as earnest money.	
04.	Copy of Valid Trade license with renewal certificate thereof.	
05.	A copy of the constitution of the firm/ bidder.	
06.	Performance Report of the firm for three years.	

* Attach separate sheets if the space is found insufficient in respect of these items.

SIGNATURE of Proprietor :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM:

ANNEXURE III**FORMAT OF QUOTATION FOR EQUIPMENTS TO BE COVERED UNDER AMC.****(Submitted In Financial Bid)**

Sl. No.	Name of the items	Quantity of Item (nos.)	AMC RATE PER UNIT PER YEAR in Rs. (Basic rate)	GST rate	Involvement

The above rates/prices are inclusive of all taxes as applicable as per Govt. norms. We confirm that the prices quoted above will be valid for a minimum period of two years from the date of agreement.

Date:**Full Signature of the Proprietor with Seal**