



MAHARAJA BIR BIKRAM UNIVERSITY
College Tilla, Agartala -799004
Dial : (0381) 251 2250, 251 2252, 251 2254

No.F.32(10)/MBBU/Tender/AMC/Computer etc./2025/6811 March 06, 2025

Press Notice Inviting Tender

On behalf of the Maharaja Bir Bikram University, Agartala sealed tenders/bids are hereby invited from the reputed and experienced firm/agency/contractor/service provider for AMC (Annual Maintenance Contract) of Desktop & Laptop computers with operating systems, UPS (Online & Offline), Printers, Projectors, Interactive panels & accessories and maintenance of ICT equipments of internet connectivity etc. of MBB University up to March 25, 2025 at 5.30 PM. Details of notice is available in the MBB University website <https://mbbuniversity.ac.in>. Any subsequent corrigendum will be available in the website only.

(Dr. Sumanta Chakrabarti)
Registrar

06/03/2025

6/3/25



MAHARAJA BIR BIKRAM UNIVERSITY

P.O: Agartala College – 799 004

Dial: (0381) 251 2250, 251 2252, 251 2254

Email: mbbuniversityagt@gmail.com

No.F.32(10)/MBBU/Tender/AMC/Computer etc./2025/ 6808-10

March 06, 2025

NOTICE INVITING TENDER

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Tenders complete in all respects must be sent/submitted to the office of the undersigned on or before **March 25, 2025** during office hours (except holidays). Interested and experienced firm/agency/contractor/ service provider may submit their tenders as per the equipments mentioned in Annexure-A along with all the supporting documents.

Details of notice with terms and conditions can be seen and downloaded from the MBB University website <https://mbbuniversity.ac.in>.

(Dr. Sumanta Chakrabarti)

Registrar

Sumanta
06/03
2025

Copy to:

- 1) PA to the Vice-Chancellor, MBB University, Agartala.
- 2) The Drawing and Disbursing Officer, MBB University, Agartala.
- 3) Assistant Registrar, MBB University, Agartala with a request to upload the Notice Inviting Tender on MBB University website.

6/3/25

1)	Name of AMC work/ Service	:	Annual Maintenance Contract (AMC) of Desktop & Laptop Computers with Operating Systems, UPS (Online & Offline), Printers, Projectors, Interactive Panels & Accessories and maintenance of ICT Equipments of Internet Connectivity etc. of MBB University
2)	Website (URL)	:	https://mbbuniversity.ac.in .
3)	Type of Tender	:	Open
4)	Earnest Money Deposit (EMD)	:	Rs 10,000/- (Rs Ten thousand) only.
5)	Cost of tender papers (Non-refundable and non-adjustable)	:	Rs 500/- (Rs Five hundred) only.
6)	Last date for submission of Tenders/Bids	:	March 25, 2025 up to 5.30 P.M.
7)	Probable date and time of opening of the bids	:	March 27, 2025 at 11.00 AM, if possible
8)	Validity of rates	:	90 days after the deadline date specified in the tender document.
9)	Tenders are to be Submitted in sealed envelopes addressed to	:	Registrar Maharaja Bir Bikram University P.O: College Tilla, Agartala West Tripura, Pin: 799004.

(A) Scope of the work:

- (i) MBB University intends to enter into comprehensive AMC for desktops computers, laptops, UPS (online & offline), printers, projectors, interactive panels & accessories and maintenance of ICT equipments of internet connectivity.
- (ii) The charges of AMC will be inclusive of all costs of services and taxes.
- (iii) The service provider/firm/contractor is also required to supply all spare parts as and when required for maintenance purposes of the items/equipments and regular up-keeping of the computers and other equipments under AMC. The payment of the spare parts will be made on submission of bills on actual basis.
- (iv) MBB University is not bound to purchase spare parts from the service provider and may be purchased from other vendors/suppliers maintaining the purchase procedure.

(B) Instruction to the Bidders:

- The MBB University shall not be held responsible for loss and non-receipt of tender sent by post.
- Tenders received after the last date and time stipulated in the notice are liable for rejection.
- Each bidder shall submit only one tender/bid. A bidder, who submits more than one tender/bid, shall be disqualified and considered non-responsive.
- The service provider/firm/contractor shall not assign or sub-let his contract or any substantial part thereof to any other agency.
- MBB University is not responsible for the accidental opening of the envelope (s) that are not properly super scribed and sealed before the time scheduled for opening.
- The tenders/bids will be opened in the Administrative Block of MBB University, College Tilla, Agartala, Tripura.
- The bidders or their authorized representatives may remain present on the date & time of opening of the tenders/bids. Either the bidder himself or one of his representatives with proper authorization only will be allowed at the time of opening of the bids. If any of the bidders is not present on the date and time of opening of tenders/bids, the tender opening authority read out and records the deficiencies, if any and this will be binding on the bidder.
- All the relevant documents, statements, certificates, demand drafts etc. submitted by the bidders with the bids will be scrutinized by the TC (Tender Committee) of the University as per terms & conditions mentioned in the tender document. The technically qualified & responsive bidders will be identified and considered for final selection.

(C) Terms and Conditions:

- 1) Bidder should mention the name of the tender/bid on the sealed envelope as “**AMC (Annual Maintenance Contract) of Desktop & Laptop Computers with Operating Systems, UPS (Online & Offline), Printers, Projectors, Interactive Panels & Accessories and maintenance of ICT Equipments of Internet Connectivity etc. of MBB University.**”
- 2) The tender/bid have to be submitted in the prescribed proforma of Annexure-A, Annexure –B, Annexure –C and Annexure-D. Tenders not submitted in the prescribed proforma or tenders which are incomplete are liable to be rejected.
- 3) **The bidder must have its own office or must have service agents stationed at Agartala, West Tripura. The bidder is required to furnish a certificate on this behalf and, if service agents stationed at Agartala, West Tripura then a certificate to that effect also.**
- 4) AMC service providing agency/firm/contractor having more than 03 (three) years of service record for providing of AMC services of total 100 numbers (minimum) computers & laptops, UPS, printers and related peripherals at Central/State Government Departments, Statutory bodies, Universities, Colleges, Public sector organizations and fulfilling the following conditions are eligible for participating/ bidding.
 - a) *The Agency/Firm/Contractor must not have been blacklisted by any Government/ Ministry/ Department/ University/PSU etc., nor should they have been debarred from dealing with any public Department.*
 - b) *The Agency/Firm/Contractor must be registered with all Government/ statutory authorities such as GST, and Income Tax Department etc. as required in the normal course of business to render providing similar services.*
- 5) The tender papers should be downloaded and submitted with 02 (Two) separate Demand Drafts (DD) of **Rs 500/-** (Rupees Five hundred) only as Cost of tender papers (Non-refundable) and **Rs 10,000/-** (Rupees Ten thousand) only as Earnest Money Deposit or EMD from any Nationalized Bank in favour of “Drawing and Disbursing Officer (DDO), MBB University” Payable at Agartala. Tender without Cost of tender papers & EMD will be summarily rejected.
- 6) The EMD may be forfeited in full:
 - i. If the bidder withdraws bid during the period of bid validity,
 - ii. If the selected bidder, fails or refuses to furnish the performance security in accordance with the terms of the tender,
 - iii. If the selected bidder fails or refuses to execute the contract.
- 7) Bidders exempted under specific Government order/ rules from submitting EMD have to furnish copy/certificate of the related Governments order/rules in English language, along with the tender in support of his/her/their claim for exemption of submitting EMD/Cost of tender papers.

8) **The average financial turnover during the last 03 (three) financial years (i.e. FY 2021-22, FY 2022-23 & FY 2023-24) should be at least Rs 10.00 (Ten) Lakhs of the bidder.**

9) The tenders of the bidders blacklisted by any Central Government/ State Government or instrumentalities thereof shall not be considered. The Tenders/Bids of the bidders/their Partners/ Directors/ Agents against whom any criminal case is pending before any Court shall also not be considered. A self-declaration on the agency/firm/contractor/ service provider's letter head stating that the bidder is neither blacklisted by the Central Government/ State Government or instrumentalities thereof nor any criminal case against the bidder/ its partners/ directors/agents is pending before any court shall be submitted by the bidder in the bid.

10) **Rate of AMC:**

(i) AMC (Annual Maintenance Contract) rates should be quoted inclusive of all taxes viz., GST etc. and of all other service costs (like; *traveling cost of service engineers, transportation, food and lodging cost etc.*), if any. No charge for rendering service will be borne by the University.

(ii) The AMC cost includes all statutory levies, if any, charged by State or Central Government for rendering this type of service.

(iii) The rates (Unit price per item) quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.

(iv) GST Should be charged according to applicable rates.

(v) In case of any discrepancy between the rates in figures and that in words, the rates in words will be accepted as correct. No over-writing is permissible.

11) The Bidder is required to quote for the complete price bid partial quote are liable to be rejected. Bidder to be participated for all the items as mentioned under **Annexure-A**.

12) Performance security @ **5% (five percent)** of the contract value or an amount decided by MBB University is to be submitted by the successful bidder before issuing of the AOC (Award of Contract) in the shape of a Demand Draft (DD) in favour of "**Drawing and Disbursing Officer (DDO), MBB University**" Payable at Agartala. Performance Security shall remain valid for the entire contract period plus 60 (Sixty) days beyond the date of completion of the AMC service for completions of all contractual obligations of the service provider.

13) Award of contract (AOC) shall be issued only after submission of the performance security. Performance security will be refunded without interest to the service provider after the AMC period completed successfully/satisfactorily.

14) The Earnest Money Deposit (EMD) of the bidders will be refunded without any interest after receiving the requisite performance security from the selected bidder & after issuing of the AOC.

- 15) **Lowest (L1) bidder will be determined on the basis of total price. The bid with the lowest total price & technically qualified shall be considered for the AOC (Award of Contract).**
- 16) The contract will be awarded initially for a period of 02 (Two) years from the date of engagement and it may be extended for further period based on satisfactory performance of the service provider/agency/firm/contractor at the same rates (*Unit price per item*) and the terms & conditions or on mutually agreed terms during the AMC period.
- 17) **Payment of the said AMC will be made on quarterly basis (25% of AMC Contract value) after completion of the each quarter subject to satisfactory performance of the AMC service provider/firm/contractor. Quarter shall mean three months.**
- 18) Maintenance cost of the laptops, desktop computers, printers, UPS (Online & Offline), projector, interactive panels & accessories & ICT equipments of internet connectivity or any other items (*Software or Operating Systems of Laptops and Desktops etc.*) should be inclusive in the AMC. If any spare parts of any of the equipments needs to be replaced than it should be informed the University first with an estimate of the equipment which needs to be replaced and then the spare parts to be replaced after getting the approval of the University.
- 19) If the University purchased the spare parts from the AMC service provider than the AMC provider shall provide new and original spare parts (OEM spare parts) for the items, if requires, which develop defects/ suffer breakdown during the period of AMC. In that case payment to be made after submission of bill (on actual basis) to the University for the replaced defective spare part(s).
- 20) Any faulty part so replaced by the service engineer needs to be submitted back to the Store section, MBB University.
- 21) Vendor should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the service provider during the period of the contract.
- 22) All the liabilities regarding minimum wages, EPF or ESI of the workmen engaged under the AMC works, wherever applicable as per the prevailing Central or State Government norms, shall be borne by the firm/contractor/service provider. University shall not be held responsible for any liability /claims whatsoever in this regard.
- 23) Periodical preventive maintenance will be made in every month by the service provider/firm/contractor and it is mandatory.
- 24) The maintenance work shall normally be done during office working hours, however, in case of emergency; maintenance work(s) may be done beyond office hours and even on holidays. In such case, prior arrangement through proper communication should be worked out by the servicing agency.
- 25) The service engineer will be allowed to handle the respective equipments only with the permission of the Officer in-Charge.

- 26) Normal response time for repair is 24-hours from the actual time of reporting the problem to the service provider/ vendor of AMC, failure of which will strictly be followed as per the response time table given below:

Response Time Table

Response Time	Period	Penalty
	Above 24 hours & below 48 hours	Warning but no penalty
	Above 24 hours & below 96 hours	A penalty of 1% of the contract amount per system
	Above 96 hours	A penalty of 2% of the contract amount per system with cumulative effect for the entire period beyond 96 hours.

- 27) In case, the successful bidder refuses to accept the award the bidder may be black listed for future business with the MBB University.
- 28) It will be the responsibility of the service provider to ensure regular inspection of the items after every 2 (two) weeks and also ensure timely service/ maintenance/ repair etc. as indicated in the tender throughout the AMC period.
- 29) The service provider is required to comply with the requirements of all the Acts, Rules and Regulations etc., if any, framed by the State Government/Central Government relating to the contract work and the University will not be responsible for any breach thereof.
- 30) The service engineer(s) to be assigned for carrying out maintenance and repairs should possess knowledge in the relevant field and shall be well versed in solving any problems and shall also be capable of installing the relevant software and configuration of any repairable item(s). They shall be well versed with equipment/ maintenance/ repair. They shall also be equipped with all maintenance kits comprising tool box, multi-meter tools (both hardware and software) etc. for analyze and troubleshoot any repairable item(s) and any other tools required for carrying out such services.
- 31) In the event of services/ maintenance required after working hours or on holidays including gazette holidays, the service provider should provide services with no extra charges. In case of unsatisfactory performance of the assigned engineer reported by the University, the service provider has to replace the assigned engineer within 3 (three) days time and provide new service engineer and submit the name & contact details of the new engineer to the University.
- 32) The successful bidder shall always keep sufficient number of spares, such as CPU, monitor, keyboard, mouse, other spare parts related to AMC articles like mother board, key board, SMPS, display, cables etc. of desktop & laptop computer as standby so as to put these in systems whenever required systems/ peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/ repaired as

well as standby equipment shall be borne by the service provider.

- 33) In case any shifting and re-installation/ re-fixation of any article under AMC as and when required shall be carried out by the service provider without any additional charge.
- 34) The bidder shall carefully examine and understand all the forms, instructions, terms & conditions, specifications etc. of the bid document to ensure that they have understood all specifications/ conditions of the bid document. Failure to furnish the information required as per the bid document or submission of bids not substantively responsive to the bid document shall be summarily rejected.
- 35) Service engineer should have their own vehicle and mobile with them for emergency contact on Sunday or holidays. Mobile numbers are to be submitted in advance before deputing any service engineer (s) for duty at MBB University.
- 36) The successful bidder shall not subcontract the maintenance job to any other outside Agency/Firm/Contractor.
- 37) TDS (Income tax, GST etc.) will be deducted at source from the contract price payable to service provider for performing the service(s) under the contract.
- 38) In case the services of the vendor are found not satisfactory at any time during the period of the contract, the MBB University reserves the right to terminate the contract along with or without forfeiture of the performance security in full.
- 39) Successful bidder will not be entitled to claim any compensation of what so ever nature if the termination/ cancellation of AMC is imposed by MBB University for any reason.
- 40) The successful bidder shall provide services for minimum 02 (two) months beyond the date of expiry of the contract as per approved rates of the contract so that all the equipment under maintenance contract is handed over to the next service provider/contractor.
- 41) Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the vendor within the next 10 (ten) working days failing which the bidder/ vendor need to supply the new IT hardware against the faulty hardware or the purchase cost thereof shall be deducted from the last/ final AMC payment.
- 42) In case an equipment/ item/ part is being taken out for repairs/ servicing to company's premises/ service centre, the service provider shall provide standby equipment/ item/ part and will take prior permission of MBB University taking the equipment/ item/ part out. The equipment/ item/ part being taken to the workshop for repair would be at service provider own risk and expenses.
- 43) Call reports should be prepared/ submitted after attending each call. Also, the service provider shall submit monthly reports to the MBB University, stating the complete list of call reported/ resolved and status of the all AMC items.

- 44) The final authority regarding payments, any dispute in AMC etc. will be settled by the Registrar, MBB University.
- 45) Disagreement if any, arising out of the contract shall be settled by either party in a court of law under the jurisdiction of the High Court of Tripura only.
- 46) The date of opening of the tenders may, however, be changed if required at the discretion of the authority with intimation to the bidder(s).
- 47) The bid/tender shall remain valid for a period of 90 (*ninety*) days from the last date of submitting the tender/bid. However, in exceptional circumstances, the University may request the consent of the bidder for an extension of the period of bid validity. The request and the response thereto shall be made in writing. If bidder accepts the request and grant extension than the bidder will not be permitted to modify his bid/tender.
- 48) Brand/Model of the desktop computers, laptops, UPS (online & offline), printers, projectors, interactive panels and other items along with quantity of the items are mentioned in attached **Annexure-A**, which may be increased or decreased during the contract period. If MBB University purchases any new items (*Desktop Computer/Laptop/Printer/UPS etc.*) with the same specifications in the contract period, than the service provider should provide AMC service to those items also with the approved rates.
- 49) In case of any higher specification item (*Desktop Computer/Laptop/Printer/UPS etc.*) purchased by MBB University in the contract period than service provider will provide AMC service to those items also with a mutually agreed rates.
- 50) The MBB University reserves the right to accept or reject any tender including the lowest one without assigning any reason therefore.
- 51) The University shall impose penalty as determined by the authority of the University for deficiency in services or for violation of any terms and conditions of the tender and/or award.
- 52) All pages of this tender document to be duly signed by the authorized signatory as a token of acceptance of all the terms and conditions of the tender.


(Dr. Sumanta Chakarbarti)
Registrar

06/03
2025

ANNEXURE-A**Annual Maintenance contract of the following items**

Sl No	Item/Equipment Name	Brand & Model No	Quantity (nos.)
1	Desktop Computers	HP 260-A102IN	15
		HP 270-P033IN	20
		HP 280 G1MT	04
		Dell Vostro 3888 MT	05
		Dell Vostro 3681 SFF	04
		HP 280 Pro G6	13
		Dell Optiplex 3090 Tower	01
		Dell Vostro Desktop 3710	10
		HP 280 G9 MT	20
2	Laptop Computers	Dell Inspiron 5559	01
		Dell Inspiron 3567	02
		ASUS PRO P1440FA	02
		Dell Latitude 5430	02
		Dell Vostro 3510	01
		HP 240 G9	10
3	Laserjet Printers	HP Laserjet MFP M233SDW	07
		HP MFP M1005	11
		Canon MF 3010	40
		HP-P1108	01
4	Uninterruptible Power Supply (UPS) (1000 VA/600 VA)	Foxin/ Frontech/ Zebronic/Cyber Power/ Uniline (Smartline)	93
5	Online UPS (2 KVA)	Cyber Power OLS2000 ECXL-42ah	02
		Delta INX 2KVA SB	02
		Online UPS (Server Room)	01

6	Projector	BENQ MX808PST	02
		View Sonic PA503XE	01
		View Sonic PA503X	01
7	Interactive Panels and Accessories	View Sonic IFP7550-3	01
		View Sonic IFP6550-3	01
		Ekin 65 inch panel, PTZ Camera	01
		Solitaire SLTR75i with UPS	04
8	Network Switch 24 & 16 Port	Digisol	09
9	Rack (9U)	D-link	04
10	Patch Panel 24 Port	Digisol	08
11	IO Box	Digisol	142

Date:

Place:

(Name, Signature & seal of the authorized person of Contractor/Firm)

N.B: *MBB University has the rights to increase or decrease the quantity of the equipments as per requirements of the University.*

DECLARATION

(To be submitted by the Bidder in Letter Head)

I/We hereby declare that no case is pending with the police/court against the service provider/firm/agency/contractor. Also I/we have not been suspended/ blacklisted by any PSU/State Government Department/Central Government Department/Financial Institution/Court/ University/ Educational Institution etc.

I/We have read and agreed with all the terms and conditions, specifications included in the tender document and offer to execute the AMC work at the rates quoted by me/us in the price bid.

Notwithstanding anything mentioned in our offer, I/we hereby accept all the terms and conditions of this tender and I/we do not have any deviation to this tender enquiry. We hereby undertake and confirm that we have understood the scope of work(s) properly and shall be carried out as mentioned in this tender enquiry

The information furnished in this bid is true and correct to the best of my/our knowledge and belief

Date:

Place:

(Name, Signature & seal of the authorized person of Contractor/Firm)



TECHNICAL BID PROFORMA

General Information

(To be filled by Bidder in Letter Head)

Sl No	Description	Information to be furnished by the Bidder
1	Name of the Bidder (Service Provider /Firm/Contractor)	
2	Year of establishment/incorporation (Copy enclose)	
3	Whether proprietorship/partnership/ limited Company (Copy enclose)	
4	Name (s) of the Proprietor/ Partner/managing Director etc.	
5	Address	
	Contact No	
	e-mail	
	Fax	
6	Whether the bidder has any office or branch in Agartala, Tripura. If so, give details with complete address, Contact Person & Contact number (s)	
7	Number of similar nature of works undertaken in the past five years with names of Institutions (Copy enclose) <i>[brief description of works to be mentioned with work order(s) and/or satisfactory completion certificate of the competent authority during the preceding five years]</i>	

8	Turnover for last Three Financial Years: (a) FY 2021-22: (b) FY 2022-23: (c) FY 2023-24:	2021-22:	
	Year wise audited Balance Sheets/Turnover Certificate required to be attached with the bid.	2022-23	
		2023-24:	
9	Details of the existing client is required to be enclosed, with this proforma in the following format: (a) Name of the Organization/Office: (b) Contact number and e-mail: (c) Contract Period: (Work Order is required to be enclosed)		
10	Whether the bidder has ever been black listed, if yes give details		
11	Whether any criminal case is pending against the bidder/their partners/Directors/Agents before any Court, if yes give details		
12	The bidder is required to furnish the following details with proof (Copy enclose): (a) PAN Number: (b) Registration Number/Trade License: (c) GST No:		
13	Bankers Name and Address (Bankers' Solvency Certificate is required to be attached)		

14	Income Tax (ITR) returns of the preceding three financial years (i.e. FY 2021-22, 2022-23 and 2023-24) are required to be attached (Copy enclose)	
15	Any other information which the bidder considers appropriate is required to be furnished for the purpose of the bid.	

Date:

Place:

(Name, Signature & seal of the authorized person of Contractor/Firm)



PRICE BID PROFORMA**Comprehensive Annual Maintenance Contract of the following items****(To be filled by Bidder in Letter Head)**

Sl No	Item/Equipment Name	**Quantity (nos.)	Unit Price including all costs	Tax (viz; GST)	Total with all costs and taxes
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	$F=C \times (D + E)$
1	Desktop Computers	92			
2	Laptop Computers	18			
3	Laserjet Printers	59			
4	Uninterruptible Power Supply (UPS 1000 VA/600 VA)	93			
5	Online UPS (2 KVA)	05			
6	Projector	04			
7	Interactive Panels and Accessories	07			
8	Network Switch 24 & 16 Port	09			
9	Rack (9U)	04			
10	Patch Panel 24 Port	08			
11	IO Box	142			
Grand total price with taxes and costs (Rs)					

In words:

(Rupees) only

Date:

Place:

(Name, Signature & seal of the authorized person of Contractor/Firm)****NB:**

- Quantity of the equipments may be increased or decreased during the contract period.
- Bidder to be participated for all the items as mentioned under Annexure-A.

