TRIPURA UNIVERSITY
(A Central University)
Suryamaninagar
Tripura West – 799022

No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020 Dated: 17-09-2026

NOTICE INVITING e-Tender

Tripura University invites e-tenders from reputed service providers holding a valid Service Authorization Certificate from the respective OEM and relevant experience for the Comprehensive Annual Maintenance Contract (CAMC) of Sharp and HP photocopier machines across various locations on campus. Complete details are available on the Tripura University website at www.tripurauniv.ac.in; however, all document submissions must be completed online via the Central Public Procurement Portal at https://eprocure.gov.in/eprocure/app.

Sd/-
[Dr. Nirmalya Debnath]
Drawing and Disbursing Officer

Digitally signed by NIRMALYA DEBNATH
Date: 2026.09.17 16:27:34 IST
Location: eProcure-EPROC

TRIPURA UNIVERSITY

(A CENTRAL UNIVERSITY)

e- Tender No:- No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020

E-TENDER Document for:

Name of the work:- Comprehensive Annual Maintenance Contract (CMC) of Sharp and HP photocopier machines across various locations of Tripura University

TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar – 799022

No.F.TU/FIN/AMC (Misc.)/362/Vol-I/2020 **Dated 17-09-2026**

Name of Work: Comprehensive Annual Maintenance Contract (CMC) of Sharp and HP photocopier machines across various locations of Tripura University

[Dr. Nirmalya Debnath]
Drawing and Disbursing Officer

SECTION- I

NOTICE INVITING TENDERS

LIST OF DATES

TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar – 799022

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NOTICE INVITING E-TENDER

1.Tripura University invites e-tenders from reputed service providers holding a valid Service Authorization Certificate from the respective OEM and relevant experience for the Comprehensive Annual Maintenance Contract (CAMC) of Sharp and HP photocopier machines across various locations on campus. Complete details are available on the Tripura University website at www.tripurauniv.ac.in; however, all document submissions must be completed online via the Central Public Procurement Portal at https://eprocure.gov.in/eprocure/app.

List of Items with Specification and quantity

Sl No	Branch	Location	Model	Type	Qty
01	Finance Branch	Purchase Section	BP-20M28	Black & White	01
		Bill Section	BP-20M22	Black & White	01
		Pay Bill Section	MFP-M42625dn	Black & White	01
02	Vice Chancellor's Secretariate	Vice Chancellor's Secretariate	AR-6020D	Black & White	01
03	Registrar's Branch	Establishment Section	AR-6020V	Black & White	01
		Samarth Room	BP-20M31	Black & White	01
04.	Office of the CDC	Office	AR-6031N	Black & White	01
05.	Examinations Branch	Office	MX-M5051N	Black & White	01
		Office	BP-50M45	Black & White	01
		Office	MX-3561	Colour	01
		Office	MFP-E826	Black & White	01
		Office	MFP-E826	Black & White	01
				Total	12 Nos.

2. The tenderers fulfilling the required criteria as mentioned may download the tender document from the websitehttps://eprocure.gov.in/eprocure/app and submit online as per the schedule given below. However, the tender documents can also be viewed in the website of the University www.tripurauniv.ac.in.

Date and time of tender publication in the websites.	17-09-2026 at 3.00 PM
Date and time for closing of submission.	30-09-2026 at 12.00 PM
Date and time for opening of technical bid document.	01-10-2026 at 12.00 Noon
Date and time for opening of financial bid.	03-10-2026 at 11.30 AM

SECTION- II

General Terms & Condition

1. Scope of the Agreement

The Agreement shall constitute a Comprehensive Annual Maintenance Contract (AMC) covering routine maintenance, servicing, labour charges, and replacement of specified spare parts required to keep the photocopiers in proper working condition.

The bidder/service provider must possess a valid OEM Authorized Service Provider/Service Authorization Certificate issued by the respective Original Equipment Manufacturer (OEM) for the photocopier models covered under this AMC.

2. Contract Period

The AMC shall remain valid for a period of one (01) year from the date of issue of the Work Order.

Any extension of the contract beyond the initial period shall be subject to mutual written consent of both parties and satisfactory evaluation of the service provider's performance during the contract period.

3. Services to be Provided

3.1 Preventive Maintenance

The Service Provider shall carry out preventive maintenance of each photocopier once every two months. Such maintenance shall include routine servicing, inspection, cleaning, adjustment, and other necessary activities to minimize machine breakdowns and ensure proper functioning.

3.2 Breakdown Support

The Service Provider shall provide unlimited service calls during normal working hours for attending to and rectifying operational faults and breakdowns of the photocopiers covered under the AMC.

3.3 Response Time

The Service Provider shall attend to all complaints within 24 to 48 hours from the time of registration of the complaint.

4. Inclusion of Spare Parts

The AMC shall include the replacement of all defective or worn-out spare parts required for proper functioning of the photocopiers, except the MCU PWB (Mother Board), at no additional cost to the University.

Only genuine and original OEM spare parts/components shall be used for replacement under the AMC.

5. Consumables

Consumable items such as Toner, Drum, Developer, Upper Web Unit, Lower Web Unit, and other similar consumables shall not be covered under this AMC. Such consumables shall be procured separately by the University.

However, the Service Provider shall not levy any additional labour charges for the installation or fitting of consumables purchased/provided by the University.

6. Payment Terms

Payment shall be made on a monthly basis against submission of the duly signed monthly service/user report.

The actual bill shall be processed and honoured only upon submission of the complete and duly signed user/service report for the relevant period.

No advance payment shall be made under this Agreement.

All payments shall be made strictly through RTGS/NEFT/Bank Transfer to the bank account of the Service Provider.

7. Tender Processing Fee

An online tender processing fee of ₹1,000/- (Rupees One Thousand only), which shall be non-refundable, shall be deposited through RTGS/NEFT.

A scanned copy of the payment proof shall be uploaded along with the tender documents.

The bank details are as follows:

- Name of Account: Tripura University Online Deposit Account
- Type of Account: Savings Bank Account
- Account Number: 44836399405
- IFSC: SBIN0010495

8. Earnest Money Deposit (EMD)

An Earnest Money Deposit (EMD) of ₹10,000/- (Rupees Ten Thousand only), refundable as per applicable tender conditions, shall be deposited through RTGS/NEFT.

A scanned copy of the payment proof shall be uploaded along with the tender documents.

The bank details are as follows:

- Name of Account: Tripura University Online Deposit Account
- Type of Account: Savings Bank Account
- Account Number: 44836399405
- IFSC: SBIN0010495

9. Performance Penalties and Termination

9.1 Downtime Penalty

If any photocopier remains non-functional for more than 48 working hours due to a fault attributable to the Service Provider, a penalty equivalent to 0.5% of the half-yearly billing amount may be deducted from the Service Provider's invoice.

9.2 Standby/Backup Photocopier

In the event of a major breakdown resulting in the machine remaining non-functional for more than three (03) working days, the Service Provider shall provide a standby photocopier of suitable capacity at no additional cost to the University until the original machine is restored to working condition.

9.3 Early Termination

Either party may terminate the Agreement by providing 30 days' written notice to the other party.

However, the University reserves the right to terminate the Agreement with immediate effect in the event of repeated failure by the Service Provider to attend to critical complaints or otherwise provide satisfactory services as stipulated under the Agreement.

10. Documents to be Submitted

The bidder shall submit the following documents along with the quotation/tender:

1. BID specific Authorization from OEM mentioning details of signing authority (i.e. Name/ Designation/ contact Number/ e-mail ID) along with Authorised Service provider certificate.

2. Valid GST Registration Certificate.
3. Copy of PAN Card of the bidder/firm.
4. Valid Trade License of the bidder/firm.

11. Retention and Record of Replaced Spare Parts

All old/defective spare parts removed from the photocopiers after replacement with new spare parts shall be retained by the concerned Controlling Officer on a daily basis.

The Controlling Officer shall maintain a proper record of all old/replaced spare parts throughout the contract period, including details of the machine, date of replacement, description of the spare part, and other relevant particulars.

12. Record of Preventive and Breakdown Visits

Every visit made by the Service Provider for preventive maintenance, breakdown maintenance, inspection, or replacement of spare parts shall be recorded separately in the respective service/maintenance card.

The record shall contain the date of visit, nature of work carried out, details of spare parts replaced, if any, and the signature of the concerned user/authorized officer.

13. Monthly Maintenance Report

The Service Provider shall submit a monthly report covering all preventive and breakdown maintenance carried out during the relevant month, including details of spare parts replaced, if any.

The monthly report shall be duly verified and signed by the concerned user department, such as Heads of Departments (HoDs), Coordinators, Wardens, Superintendents, Managers, or other authorized officials, along with the official rubber stamp.

The duly signed monthly maintenance report shall be attached to the corresponding monthly invoice for processing of payment.

14. Right of the University

Tripura University reserves the right to accept or reject any or all quotations/bids, in whole or in part, without assigning any reason thereof, in the interest of the University.

The lowest quoted rate (L1) shall not necessarily be the sole criterion for selection of the successful bidder. The University may consider the bidder's technical capability, OEM authorization, past performance, service capability, compliance with the tender conditions, and other relevant factors while evaluating the bids.

SECTION - III

INSTRUCTIONS TO BIDDERS

Tripura University (A Central University), Suryamaninagar, Agartala, Tripura invites E-tenders for: **"Subject:** - Comprehensive Annual Maintenance Contract (CMC) of Sharp and HP photocopier machines across various locations of Tripura University" as per details given in the tender document uploaded onhttps://eprocure.gov.in/eprocure/app.

The offers, in the prescribed format, shall be submitted online at https://eprocure.gov.in/eprocure/appas per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with e-tender website https://eprocure.gov.in/eprocure/app.

The tender document is also available on Tripura University (A Central University) website: **https://www.tripurauniv.ac.in/** for reference and viewing only but not for submission. **However, for the purpose of submission, the website**https://eprocure.gov.in/eprocure/app**should be referred to NIT (notice inviting tender).**

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

REGISTRATION

Bidders are required to enroll on the e-Procurement Portal (https://eprocure.gov.in/eprocure/app.

1. with clicking on the link "**Online bidder Registration**" on the e-tender Portal by paying the requisite **Registration fee through online banking.**
2. Aspart of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbersas part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued by any Certifying Authority recognized by CCA India (e.g.Sify/ TCS/ nCode/ eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/ e-token.
7. The scanned copies of all original documents should be uploaded on portal**.**

<u>Annexure I</u>

All the documents mentioned should be submitted/uploaded in the Central Procurement Portal

Technical Bid

Sl. No	Particulars	Details
1.	Name of the Firm	
2.	Complete Postal Address	
3.	OEM Authorized Service Provider Certificate and BID specific authorization	
4.	Contact Address: Name of the Contact Person; Email No.; Mobile No.; Website Address, etc.	
5.	Date of Establishment of Firm	
6.	Certificate of the Firm Registration	
7.	GST Registration Certificate	
8.	PAN Card copy of the bidder/firm	
9.	Trade License copy of the bidder/firm.	
10.	Name of the Proprietor/Director	
11.	Copy of at least 2 No's of similar projects Documentary proof needs to be attached along with the Bid	
12.	Certificates / Undertaking to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies.	
13.	EMD (Refundable) Amount .... Transaction No............... Dt. .... Name of the drawing Bank	
14.	Cost of Tender Document (Non-Refundable) Amount .... Transaction No............... Dt. .... Name of the drawing Bank	

Declaration by the Bidder/ Firm/Agency/Contractor/Vendor

I/we am/are submitting my/our best our in response to your NIT vide No ……………………………………………………………. Dated………………………….. For further course of evaluation. I/We have gone through the terms and conditions as mentioned and understood properly without any short of ambiguity. Therefore, all the informations given by me/us are true to the best of my/our knowledge and belief. I/We bind myself/ourselves for compliance of all the terms and conditions as mentioned if the work is offered.

Signature of the Bidder/Firm/Agency/Contractor/Vendor with seal

Digitally signed by NIRMALYA DEBNATH
Date: 2026.09.17 16:29:28 IST
Location: eProcure-EPROC