



# DELHI STATE LEGAL SERVICES AUTHORITY

(Constituted Under the 'Legal Services Authorities Act, 1987', an Act of Parliament)  
Under the Administrative Control of High Court of Delhi  
Central Office, Rouse Avenue Courts Complex, New Delhi - 110001  
Email : procurement-dslsa@nic.in



Ref.No.11/DSLSA/P.Wing/AMC of Server/23-24/ 10091 -

Dated:- 25-09-2023

## TENDER NOTICE

Sealed quotations/Tender are invited from the IT Registered Reputed Firm/Channel Partner/Franchise having office at Delhi/NCR region where the Bidder must have executed at least one single order of 80% value of the Bid or 2 orders each of 50% value of the Bid or 3 orders each of 40% value of the Bid for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company) for the Comprehensive Annual Maintenance Contract of Server (IBM & HP) installed in the Central Office, Delhi State Legal Services Authority, Rouse Avenue Court Complex, New Delhi. The estimated Cost of the AMC is Rs. 2,50,000/- approx.

**The quotations must include the following:-**

1. Upkeep and maintenance of hardware installed.
2. To provide and maintain the required hardware for maintaining the equipment's.
3. Repair to be carried out at the location of the equipment.
4. Any other maintenance work to be undertaken related to Server.
5. The interested agencies will submit the rates for AMC (As per Annexure B) on or before 10.10.2023 till 3 P.M.
6. Interested agencies shall furnish their proposal/rates through two bid system i.e. General Information/Technical Bid (Annexure-A) and Financial Bid (Annexure-B).
7. The replacement of any part, whenever required, must be carried out by the service provider/vendor with genuine part of same specification and warranty.
8. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.

**The other terms and conditions for awarding the AMC shall be as under :-**

1. The tender is for a period of 02 years. However, the second year of the service may be continued on the basis of satisfactory work performance of the vendor. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Competent Authority, based on the performance of the service provider and a written request by the service provider.
2. The service engineers would take up any reported fault within Four hours. As far as possible, the repairs would be carried out on-site.
3. The selected bidder has to ensure that the problem reported or any fault developed in the items under AMC is replaced/rectified promptly within 24 hours of reporting the call.
4. Each quotation must accompany an EMD deposit of Rs.15,000/- (Rs. Fifteen thousand only) except in the case of MSME entities who will furnish their Certificate in lieu of that, in the shape of Bank Draft of any Nationalized Bank in favour of 'DDO, DSLSA, which will be returned to the tenderers, whose tenders are not accepted except in case of the successful bidder.
5. The interested firm must be having its office situated in Delhi/NCR region.



6. The successful Annual Maintenance Contractor shall be required to deposit 10% of amount of the total rates offered as Security Deposit/Performance Guarantee during the period of AMC in the form of fixed deposit in the name of "DDO, DSLSA" which shall be valid till beyond 60 days of the contract period and shall be returned after successfully completion of his tenure for AMC. In case of any violation of contract, the Security Deposit/Performance Guarantee shall be forfeited.
7. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover superscribing "Quotation for AMC of Server" addressed to "Member Secretary, Delhi State Legal Services Authority, Central Office, Rouse Avenue Court Complex, New Delhi-110002" latest by 10.10.2023 at 03 P.M.. Financial Bid shall be opened only of those bidders who successfully qualified the Technical Bid.
8. Quotations received after due date or those received without separate sealed cover or rates not quoted in specified proforma or without EMD will not be accepted. DSLSA reserves the right to reduce or increase the number of items offered for maintenance contract during the period of the AMC.
9. The Tender is not transferable.
10. This Authority reserves the right to accept or reject any or all tenders without assigning any reasons.
11. The contractor shall be responsible for any loss or damage caused owing to negligence on his part.
12. The successful bidder will supply original spare parts of servers only manufactured by the OEM. If at any point of time it is observed/noticed that any spurious part has been supplied, this Authority will replace the same with genuine part and its cost shall be recovered from the Service Provider.
13. In the event of dispute, Member Secretary shall appoint the arbitrator and his decision shall be final and binding on both the parties. The territorial Jurisdiction shall be New Delhi only.
14. The interested bidders before rating quote may inspect/survey the Server Room before 10.10.2023 after giving a days prior intimation and as per confirmation given by DSLSA or (may contact Ms. Sonia Sr. Programmer/Mr. Anil Chaudhary, Technical Programmer at 011-23236267 (1352)). The firm/bidder shall not be allowed to enhance or charge extra amount for repair/replacement for any defect found by them after finalization of Tender.
15. The interested bidders must ensure that they are registered in Income Tax Dept., GST and have to submit the proof of latest return.
16. Penalty and liquidated damages shall be deducted from the quarterly payments.


  
25/09/23  
(Sudhir)

Incharge (Proc.), DSLSA

Ref.No.11/DSLSA/P.Wing/AMC of Server/23-24/10092-10094 Dated:- 25/09/2023

Copy forwarded for display at the Notice Boards of:-

- (i) Notice Board, DSLSA, Rouse Avenue Court, New Delhi.
- (ii) Notice Board of District Courts, Rouse Avenue Courts, New Delhi.
- (iii) Ms. Sonia, Sr. Programmer with the directions to upload the same on the website of this Authority.
- (iv) P.S. to The Principal Secretary (Law, Justice & Legislative Affairs, Delhi Secretariat, New Delhi with request for uploading this on their Website.

  
25/09/23  
(Sudhir)

Incharge (Proc.), DSLSA

**AMC required for the Server as follows:-**

**FINANCIAL BID**

**ANNEXURE-B**

1	Name of firm	
2	Address of firm	
3	Tel. No. of the authorized signatory and other Tel. Nos. of the firm	
		<b>Amount to be quoted (Annually)</b>
4	<p>a) A Rack Server for Open and DMS Solution with supporting s/w like o/s MS Office etc. IBM Server X3550M 4P/N=7915-1VZ S/No=06FFBGE IBM 600GB P/No.=49Y2004, S.No. PZU52BD, S/No.PZMX87D. IBM 8GB P/V=00D5038, S/No. MV4CSI0W, S/No.MU53K184, IBM Windows Server, P/No=4849MSM, S/No. R0074124WA, IBM Qlogics P/No. 2072520, S/No7826909, IBM 8GB FC SW P/No 004523, S/No.X66FN8 B, S.No. 66N75, N/No X 66 FN39, S/NoX66FN9Y. IBM 8GBFC2 Port Card. 5M Fibre Cable.</p> <p>b) A SAN (Storage Area Network), appx. 10-12 TB IBM 1.2</p> <p>c) Two Tower Top of HP</p>	

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25-9-23

**GENERAL INFORMATION****ANNEXURE-A**

1	Name of the Firm	
2	Full Address	
3	Registration No. (If any of the firm)	
4	Name of authorised signatory	
5	Specimen signature of the Authorized signatory	
6	Tel. No. of the authorized signatory and other Tel No. of the Firm	

**MANDATORY REQUIREMENTS FOR TECHNICAL BID**

1	Whether EMD enclosed. If "yes" then DD/Bank Draft Details	
2	PAN No. (With Proof)	
3	Registration in GST (with proof of filing of latest return)	
4	Office in Delhi/NCR (Address)	
5	The Bidder must fulfil any of the conditions mentioned below:- 1. Have executed at least one single order of 80% value of the Bid <b>or</b> 2. Two orders each of 50% value of the Bid <b>or</b> 3. Three orders each of 40% value of the Bid (for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company)	

*Sd/-*  
*25-9-23*