

HIGH COURT OF UTTARAKHAND AT NAINITAL

TENDER NOTICE

DATED: January 21, 2013

This Court invites sealed tender from eligible vendors for **"On Site Comprehensive Annual Maintenance Contract"** in respect of LED based Display System (Alpha Numeric) for one year, installed in the High Court of Uttarakhand, Nainital & **"supply & installation of LED based multi colour display strip"** The details of tender may be seen by the intended bidders at Management Section of this High Court on any working day during office hours from 22.01.2013 to 13.02.2013. The details are also available on our website <http://www.highcourtofuttarakhand.gov.in>

The tender alongwith Earnest Money Deposit in sealed cover addressed to REGISTRAR GENERAL superscripting thereon **"TENDER FOR AMC OF LED BASED DISPLAY SYSTEM"** must reach the office of Registrar General by 3.00 PM on or before **14.02.2013** and tenders will be opened at 3.30 P.M. on same day. The tender received beyond the scheduled time shall be summarily rejected.

By order of the Court
Sd/-
Registrar General

HIGH COURT OF UTTARAKHAND AT NAINITAL

NOTICE INVITING TENDER

Dated: January 21, 2013

SUBJECT: - TENDER FOR ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF LED BASED DISPLAY SYSTEM (ALPHA NUMERIC) installed in the High Court of Uttarakhand at NAINITAL AND SUPPLY, INSTALLATION OF LED BASED MULTI COLOUR DISPLAY STRIP (SAME AS PRESENTLY INSTALLED AT THE CHAMBER OF REGISTRAR GENERAL) FOR THE USE OF THE COURT.

Sealed quotations are invited for the "on site Comprehensive Annual Maintenance Contract" of LED based Display System (Alpha Numeric) & "supply & installation of LED based multi colour display strip" *including necessary cable to be layed as per actual* (same as presently installed at the chamber of Registrar General) in the High Court of Uttarakhand *from Manufacturing Companies (OEM)*, reputed Vendors/Dealers, registered, bonafide, reputed, experienced and eligible firms who have executed similar nature of work in Government Ministries/Departments, Semi-government organizations including Public Sector Undertakings and satisfying all other terms and conditions in this tender document.

1. Instructions to the tenderers:

The tender alongwith Earnest Money Deposit in sealed cover addressed to REGISTRAR GENERAL superscripting thereon "**TENDER FOR AMC OF LED based Display System (Alpha Numeric)**" must reach the office of Registrar General by 3.00 PM on or before **14.02.2013** and tenders will be opened at 3.30 P.M. on same day. The tender received beyond the scheduled time shall be summarily rejected.

2. Period of Contract:-

The AMC contract will be initially for a period of one year which can be extended further on mutual agreement subject to satisfactory performance of the contractor and will also depend upon the price trend for the services/products in the market on the date of extension.

3. Scope of Work:-

A. The place of performance will be High Court of Uttarakhand at Nainital.

- B. It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.
- C. Attending to complaints raised by various user of the High Court of Uttarakhand, Nainital.
- D. The LED based Multicolour are to be installed at the following places:-
- a. Chamber of Registrar(Judicial)
 - b. Registry Block of High Court
 - c. At the Ground Floor & First floor of the office building of Glenthorn Forest Compound.
- E. Onsite preventive and corrective maintenance of computers, printers connected in LAN and peripherals at the High Court of Uttarakhand, Nainital. Where the above equipments are installed as indicated from time to time.
- F. The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other *accessories* free of cost.
- G. The Vendor to look after all types of problems which are faced by the end-users.
- H. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like: laser printer toner, CDs. The contractor will arrange all other parts/components/subassemblies including fuser assembly of laser printer, battery of U.P.S., charger & battery of laptop free of cost.
- I. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of the Registrar General, High Court of Uttarakhand, Nainital regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

SN	Description of items	Qty
1.	Small Court Hall Display- 09 nos. of small court hall display boards installed out side of each court with 800 Mili Candela of luminous intensity LED, 4 inches and 6 alpha numeric characters	09
2.	Controllor- 09 court hall displays with small 104 keys a keyboard which is used as external key board for laptops.	09
3.	Composite Court Halls Display- 12 nos. of court hall display in one board with 800 Mili Candela of luminous intensity LED, 6 inches and 6 alpha numeric characters	04
4.	Message Board in the bottom of Composite Court Hall Display Unit. (Message board size-24 characters, each character of 6 inch size in the bottom of composite display unit)	
5.	Computer System (Intel® Core™ i3-540 Processor (3.06GHz, 1333MHz FSB, 4MB Cache) /Genuine Windows(R) 7 Home Basic 32 bit (English)/4GB	01

	(2X2GB) DDR3 SDRAM 1333MHz Memory /320 GB SATA 3.0Gb/s Hard Drive /19" Widescreen TFT color Monitor/NVIDIA(R) GeForce (R) G310 512MB/16X DVD+/-RW with Dual Layer Write Capability / RS-232 (9 pin port)	
6.	Multi Colour Strip	01
7.	Network Adaptor	1
8.	Cable	AS PER ACTUAL

4. Duties and responsibilities: -

- A. The vendor should attend to all the complaints, irrespective of its nature.
- B. Protection of equipments & maintaining the systems in perfect working condition.
- C. To attend the complaints without fail within the shortest possible time and to solve the complaints immediately, in no case shall exceed 24 Hours down time.
- D. To replace all such parts which are damaged and which cannot be repaired to keep the Display System in good working condition.
- E. To use only genuine original spare parts of reputed firms/manufacturing company in the Display Boards/systems.
- F. To maintain highest order of integrity, moral and social responsibility and decorum of the Courts.
- G. Maintenance & service of all hardware, software, peripherals at various locations at the High Court of Uttarakhand premises.
- H. Maintenance & service of system software and other software packages/ material and customization of system as and when required.
- I. Integration of the complete system and testing of the complete system as and when required.
- J. Maintenance of LAN cables network connectivity in the existing setup at High Court including the replacement of faulty network cables, I/O Box, removable Jacks (RJ-45) as and when required. The bidder should be fully responsible for functioning connectivity for all users.
- K. Installation of Antivirus in all desktop of user and further updation (as and when required) and Antivirus license will be provided by this High Court.
- L. To support users to resolve the problems related with hardware/software.
- M. The engineer is also liable to work on holiday and Saturday/sunday (if services are required) and no additional amount will be paid.

5. Eligibility Criteria:-

- A. The Agency applying should possess Income Tax PAN No. and Service Tax Account No. The Agency should have a minimum experience of 03 years in providing Annual Maintenance of Display Boards in Central Government/State Government Departments/Public Sector Undertakings/Autonomous Bodies. Possession of valid ISO Certificate in the same field may be an added advantage.
- B. Copies of the following documents should be submitted alongwith the Bid.
- a. Audited Profit & Loss Account of last three financial years.
 - b. Service Tax Certificate.
 - c. Income Tax PAN No.
 - d. Income Tax Return for the last three financial years.
 - e. ISO Certification. (Optional)
 - f. Latest Service Tax Return.
 - g. Documents regarding Experience of 3 years in providing similar services in Central Government/State Government /Public Sector Undertakings/Autonomous Bodies.
 - h. The Earnest Money Deposit (EMD) of Rs. 10,000/-(Rupees ten Thousand Only) through a Demand Draft/Pay Order /unconditional Bank Guarantee.

6. Earnest Money Deposit:-

The Quotations should be accompanied by Earnest Money Deposit (EMD) of Rs.10,000/- (Rupees ten Thousand Only) in the form of Account Payee Demand Draft/Fixed Deposit Receipt or unconditional Bank Guarantee from any of the nationalized/scheduled banks in an acceptable form drawn in favour of Registrar General, High Court of Uttarakhand, Nainital without which the quotations will not be considered. The earnest money will be returned to all the unsuccessful Tenderers after finalization of the Contract.

7. Performance Guarantee (Security Deposit):-

The successful Bidder shall give performance security in the form of Account Payee Demand Draft or unconditional Bank Guarantee from a Nationalized Bank amounting to 10% of the total contractual value in favour of the Registrar General, High Court of Uttarakhand, Nainital. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor firm including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are

found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the High Court of Uttarakhand that the contractor firm may invite upon themselves due to any of the reasons specified above.

8. Other terms and conditions:-

- A. The Registrar General, High Court of Uttarakhand, Nainital has the right of accepting or rejecting any or all tenders without specifying any reason(s) thereof. The Registrar General is under no obligation to accept the lowest tender.
- B. There is no obligation on the part of the Registrar General, High Court of Uttarakhand, Nainital to inform the unsuccessful Tenderer of the outcome of the Tender process and reasons for rejection of tender.
- C. The firm shall have to supply and installation of requisite items within a period of two weeks from the date of order. In case of failure, the Court shall have a right to take appropriate action including forfeiture of security.
- D. If any item supplied by the firm is found not upto the mark, the items will not be accepted and supplier shall be liable to pay 5% of cost of items as damages and it may be adjusted from the security amount or shall be recovered.
- E. The Company has to give free service maintenance for one year after installation of the Multicolor display strips.
- F. The firm shall have to supply the items at High Court of Uttarakhand, Nainital at its own expenses.
- G. Payment of contractual value, in appropriate proportion, shall be released every quarter (3 months) based on the performance and services of the firm.
- H. It shall be mandatory on firm to conduct routine checks to maintain the Display System in perfect working condition and to submit the routine check reports on quarterly basis to the Registrar General, High Court of Uttarakhand, Nainital.
- I. A surprise check shall be conducted by the Additional Registrar / In-charge Computer High Court of Uttarakhand to ascertain the performance of the equipments.
- J. Rates offered in the Tender will not be enhanced during the period of contract.

- K. The rates finally approved/accepted by the High Court of Uttarakhand, Nainital shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstances whatsoever.
- L. Under no circumstances, shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice, by the authority who has approved the award of the contract.
- M. The successful Tenderer will be required to furnish security deposit amounting to 10% of the contractual value within 15 days from the date of acceptance of tender.
- N. The contract can be terminated by the Registrar General High Court of Uttarakhand, Nainital at any time without assigning any reason.
- O. The bills in triplicate for the maintenance services prepared on the basis of rates will have to be submitted infavour of the Registrar General, High Court of Uttarakhand, Nainital for effecting payment. No advance payment shall be made for the services.
- P. The job carried out shall be to the satisfaction of the Registrar General, High Court of Uttarakhand, Nainital after getting certification from the Incharge computer of the High Court of Uttarakhand failing which deductions @ 10% of the total bill shall be made. Depending upon the severity of negligence, the Registrar General, High Court of Uttarakhand reserves the right to blacklist the agency for a suitable period or from further participation in any of the jobs to be done for the High Court of Uttarakhand, Nainital. The decision of the Registrar General of the High Court of Uttarakhand shall be final and binding on the firm/agency.
- Q. Premature withdrawal of the Tender by the Tenderer shall make him liable for forfeiture of the earnest money.
- R. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.
- S. The successful contractor shall, during the validity of the contract, engage/depute a minimum of one dedicated Service Engineer at High Court of Uttarakhand, Nainital
- T. The Registrar General, High Court of Uttarakhand reserves right to increase or decrease the number of items at its discretion.
- U. Response time, removal of defects etc. must be as under, failing which penalty mentioned there against shall be levied against the vender(s).

ems	Response time		Removal of defects		Extension	Beyond extended
	Not exceeding (From the time of receipt of	Failing which penalty @ per day	Within	Failing which penalty @ per day	of time with cogent reasons in writing	time

		complaint)		complaint per item		complaint per item					
ktops	Des	Hours	12	R	4 Hrs	200/-	Rs.	Upto 48 Hrs	with penalty	Making available standby (of same configuration) + enhancement of penalty to Rs. 400/- per day per complaint per item from 4rd day onwards.	
ters	Prin			s. 200/-							
	UPS										
nners	Sca										
tchs	Swi										

In this regard, the decision of the Registrar General shall be conclusive and binding on the service provider.

- V. A register of surprise/routine checks shall be maintained by the contractor which shall also be inspected by Registrar (IT), High Court of Uttarakhand.
- W. The Registrar General High Court of Uttarakhand, Nainital reserves the right to review the performance whenever so desires, and also to terminate the contract at any point of time during the tenure of the contract in case the performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the Registrar General shall be binding on the Contractor. Contract can also be terminated at any point of time if the above mentioned work is no more required.
- X. The Registrar General, High Court of Uttarakhand, Nainital reserves the right to vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Annual Maintenance Contract.

Sd/-

(REGISTRAR GENERAL)
HIGH COURT OF Uttarakhand
NAINITAL