

**HIGH COURT OF UTTARAKHAND**



**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**ON SITE COMPREHENSIVE MAINTENANCE CONTRACT OF ICT ITEMS**

**FOR**

**A PERIOD OF 3 YEARS**

**AT**

**HIGH COURT OF UTTARAKHAND, NAINITAL**

**Tender Reference Number:**

**Tender No. 20022026/UHC/IT/ICT-AMC/2026**

**Office of the Registrar General**

**HIGH COURT OF UTTARAKHAND, AT NAINITAL**

**e-mail:[cpc-uk@nic.in](mailto:cpc-uk@nic.in)**

**HIGH COURT OF UTTARAKHAND AT NAINITAL**

**Tender Notice**

**On Site Comprehensive Maintenance Contract for a Period Of 3 Years**

E-tenders are invited for the “On Site Comprehensive Maintenance Contract” for three years with five (5) on site resident engineers of Servers, Desktop/Laptop Computers, Printers, U.P.S.’s & Network components and other IT Peripherals installed in the High Court of Uttarakhand and residences of Hon’ble Judges & Officers of this Court, in two-cover system.

The last date of submission of e Bids shall be 12/03/2026 at 11:00 AM. The detail of tender document along with terms and conditions of e-tender can be downloaded from “<http://uktenders.gov.in>” and on the official website of High Court of Uttarakhand, Nainital i.e.“<http://www.highcourtofuttarakhand.gov.in>”.

Sd/-

Registrar General  
High Court of Uttarakhand, Nainital

## 1. **Time schedule of tender**

*\*In case, a bidder fails to submit the Banker's cheque/DD/FD for EMD in original before last date/time of bid submission end date, the bid of the bidder shall not be accepted and rejected out rightly. No communication shall be entertained in this regard.*

SN	DESCRIPTIONS	DETAILS
1.	Date of release of tender	20.02.2026; 02:00 PM
2.	Document down load start date	20.02.2026; 02:15 PM
3.	Bid submission start date	20.02.2026; 03:00 PM
4.	Pre-Bid Meeting	25.02.2026; 03:00 PM
5.	Bid submission end date	12.03.2026; 11:00 AM
6.	Date of Technical Bid opening	12.03.2026; 02:00 PM
7.	Date of Financial Bid opening	Will be specified later
8.	Venue of Opening of Bids/Pre-Bid Meeting/Presentation	High Court of Uttarakhand, Nainital
9.	E-tender Fees (Non-refundable) in the form of Demand Draft in favor of "Registrar General, High Court of Uttarakhand at Nainital".	Rs.4,720/- (Four thousand seven hundred twenty only)
10.	Earnest Money Deposit (E.M.D.) (Refundable) valid for 90 days or more from the date of proposal submission in favor of Registrar General, High Court of Uttarakhand at Nainital.	Rs. 1,50,000/- (One Lakh Fifty Thousand only) in the form of Unconditional Bank Guarantee/ FDR
11.	Address for Communication	Registrar General, High Court of Uttarakhand at Nainital
12.	Websites for downloading RFP/Bidding documents	<a href="https://uktenders.gov.in">https://uktenders.gov.in</a>

## 2. **INSTRUCTIONS TO THE TENDERERS/SUBMISSION OF BID:**

### 2.1 **Preparation of Bids:**

- i. Bidder should take into account any corrigendum published on the e-Tender document before submitting their bids.
- ii. Please note the manner in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid. Bidder should not upload commercial bids in any kind of documentary format (scanned images/ .pdf /.doc /.docx /.xls /.xlsx) other than uploading in prescribed field in e-procurement portal of this tender.

### 2.2. **Submission of Bids:**

- Bidder should log into the <https://uktenders.gov.in> well in advance for bid submission so that he/ she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- The bidder shall seal the original Bank Draft/ Bankers Cheque / Bank Guarantee /FDR in an envelope. The Bidder shall mark "name and tender reference number on the back of the Bank Draft/ FDR/Bankers Cheque" before sealing the same. The address of High Court, name and address of the bidder and the Tender Reference Number shall be marked on the envelope. If the envelope is not marked as specified above, High Court of Uttarakhand will not assume any responsibility for its misplacement, pre-mature opening etc.
- The bidder shall deposit the envelope at the designated time and place, on or before bid submission date. In case EMD is sent through Speed Post and it must

reach as per date and time mentioned above.

- Tender Fee/EMD not meeting above deadlines will not be accepted and their uploaded bid will be rejected.
- A standard Bill of Quantity (BoQ) format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the requisite cells with their respective financial quotes and other details (such as name of the bidder etc.). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected summarily.
- The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI or any other encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **2.2 Assistance to Bidders:**

- I.** Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- II.** Any queries relating to the process of online bid submission or queries relating to State e-tender portal in general may be directed to the 24x7 State e-tender portal Helpdesk. The contact numbers for the helpdesk is mentioned in the respective e-Procurement Portal. No queries related with online portal shall be considered by this Court.

## **2.3 Clarification on Tender Document:**

- I.** A prospective Bidder requiring any clarification on the Tender Document may submit his queries, in writing, at the High Court of Uttarakhand in the mailing

address i.e. **cpc-uk@nic.in**. The queries must be submitted in the following format (in Excel file, \*.xls or .xlsx) only to be considered for clarification:

SN	Section No.	Clause No.	Reference/ Subject	Clarification Sought

- II. All queries on the Tender Document should be received on or before 24/02/2026, 03:00 PM. The High Court shall hold a pre-bid conference (**PBC**) as per the date mentioned in **TIS**. Queries not submitted within this deadline or not in the given format may not be taken up at the **PBC**. High Court of Uttarakhand may hold a virtual **PBC** in case of contingencies and information regarding the same will be published on the portal/website.
- III. Only two representatives of each prospective bidder shall be allowed to participate in the pre bid conference. Letter from Authorized signatory from the intended bidder will clearly specify the names of the participants.
- IV. High Court of Uttarakhand's response (**including the query but without identifying the source of inquiry**) would be uploaded in the State e-tender portal (URL: <https://www.uktenders.gov.in>). Bidders are responsible for duly checking the above website for any clarifications.
- V. High Court of Uttarakhand reserves the right to not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it shall be in appropriate to do so or do not find any merit in it.

**Note: Inputs/ suggestions/ queries submitted by bidders as part of the pre-bid meeting and otherwise will be given due consideration by the e-Tender committee, however, High Court of Uttarakhand is not mandated to accept any submission made by the bidder and nor the bidder will be given any written response to their submissions. If an input is considered valid by the committee the same will be accepted and incorporated as part of the corrigendum.**

### **3. OPENING OF BID**

- A. Only online submission of bid is permitted, therefore; bids must be submitted online on website: "http://uktenders.gov.in". The bids (Annexure-I/Technical) will be opened online at given date/time in time schedule by the authorized officers and in the presence of authorized representative(s) of the Bidders, who choose to remain present, in the office of Registrar General, High Court of Uttarakhand, Nainital.
- B. After opening of the Tender Bid Annexure-1/technical, evaluation shall be done and the bidder shall be evaluated for qualification. The list of the technically qualified bidders shall be displayed on the portal "http://uktenders.gov.in".
- C. The bids (Annexure-II/Financial) of technically qualified bidders will be opened online by the authorized officers and in the presence of authorized representative(s) of the Bidders, who choose to remain present, in the office of Registrar General, High Court of Uttarakhand, Nainital. The time will be specified later.
- D. The bid shall be valid for a period of 180 days from the date of opening of Techno-Commercial bid.
- E. Correction of errors – As financial bid shall be submitted online, so no correction shall be allowed after opening of online financial bid.
- F. Information relating to the examination, clarification, evaluation, and comparison of bids

and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced. Any attempt by a Bidder to influence the Purchaser's processing of bids or award decisions may result in the rejection of his Bid.

- G. Conditional/unsolicited tenders shall not be considered.
- H. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time and venue.

**4. ELIGIBILITY CRITERIA/SUBMISSION OF DOCUMENTS:-**

Following are the pre-requisites for bidding/participating in the RFP /Tender as qualification criteria-

SN	Qualification Criteria	Enclose document
<b>Criteria 1 - Entity</b>		
1.	A duly stamped Power of Attorney in the name of the Authorized Signatory for this tender	Power of Attorney must be specific for this tender.
2.	The Bidder should be registered under the Companies Act, 1956, or Partnership Act 1932 or registered under LLP Act 2008 should be in existence in India for at least 10 years.	Certificate of Incorporation
3.	Bidder must have latest GST/ TAN/ PAN registration & Tax Clearance Certificate from the Competent Authority.	Documentary evidence to be provided
4.	The bidder must have an office in Uttarakhand and major Metro Cities for supply and service of ICT items for proper implementation of the project.	Self-declaration from the bidder.
<b>Criteria 2 - Experience and Past Performance:</b>		
1.	<p><b>Work Experience:</b> Bidder must have Completed or substantially (work of AMC with FMS support of at least 5 Manpower in which at least <b>60%</b> have been paid) completed/in process similar works during last <b>5 years</b>, should be either of the following: -</p> <ul style="list-style-type: none"> <li>• Three similar completed works each costing not less than the amount equal to Rs. 40.00 Lakh; or</li> <li>• Two similar completed works each costing not less than the amount equal to Rs. 50.00 Lakh; or</li> <li>• One similar completed work costing not less than the amount equal to Rs. 80.00 Lakh;</li> </ul> <p>With Any High Court/Large Govt. Department/PSU/Govt. Undertakings etc.</p>	Work Completion/ in process Certificates from concerned High Court/Large Govt. Department/PSU/ Govt. Undertakings
<b>Criteria 2 -Non-performing Contracts and Litigation</b>		
1.	<p>Bidder shall furnish documentary evidence to demonstrate that-</p> <ul style="list-style-type: none"> <li>(a) Non-performance of a contract did not occur within the last 10 years, based on all fully settled disputes or litigation information.</li> <li>(b) Financial implications of all pending litigation shall in total not exceed 10% of the Bidder's net worth.</li> <li>(c) Failure to sign a contract after receiving a notice of award</li> </ul>	Undertaking to be provided by bidder involved in the bid. Notarized affidavit on 100/- Rupees stamp is required for

	has not occurred in the past 10 years. <b>(d)</b> Declaration regarding Non-Blacklisting for last 10 years.	declaration of non-blacklisting.
<b>Criteria 3 – Performance Capability</b>		
<b>1.</b>	Certifications required – <ul style="list-style-type: none"> <li>• ISO 9001:2015 – Quality Management System</li> <li>• ISO 20000-1 – IT Service Management</li> <li>• ISO 27001 – Information Security Management</li> </ul>	Copy to be submitted along with the bid
<b>2.</b>	Vendor must have 100+ employees on their payroll during last three financial years.	Documentary evidence employee name along with ESIC or PF number is required.
<b>Criteria 4-Financial Status:</b>		
<b>1.</b>	<b>Turnover:</b> Minimum average annual turnover of at least <b>of Rs. 5 crore</b> , at least Rs. <b>2.25 Crore</b> of which should be from Service Contracts, calculated as total certified payments received for contracts in progress or completed, within the last <b>3</b> years, and Turnover Information along with documentary evidence in support shall be furnished.	Turnover information shall be furnished with Chartered Accountant certificate only.
<b>2.</b>	<b>Financial Viability</b> (a) The average coefficient of Current ratio (Current Assets / Current Liabilities): Greater than <b>1</b> (b) The average coefficient of Debt ratio (Total Debt / Total Assets): Less than <b>50%</b>	Valid C.A. Certificate must be annexed
<b>3.</b>	<b>Financial Liquidity:</b> Bidder should have access to or has available liquid assets, lines of credit and other financial means, other than any contractual advance payments, to meet 3 months' cash flow of the estimated bid value net of applicant's commitments in this period for other contracts. <b>The net worth:</b> The Net worth of Bidder firm (or principal of authorized representative) should not be negative on 'The Relevant Date' and should not have eroded by more than 30% in the last 3 years.	Valid C.A. Certificate must be annexed

**Note:** - The criteria mentioned above will constitute the preliminary scrutiny and only those bidders complying with them will be eligible for technical evaluation.  
All the document should be placed only in this (as listed in this clause) order and an index be provided separately.  
The bid will be summarily rejected if all the documents mentioned above are not enclosed in technical bid. All supporting documents must be clearly visible and readable.

**Purchase Preference Policies of the Government:** The State Government, through the Administrative Department and with the consent of the Finance Department of the Government, may give preference in purchase/price to small cottage industries/Khadi/Micro enterprises manufacturing within the geographical area of the state. This will not be more than 10 percent of the preferred minimum rate. Provided that up to 15 percent discount on purchase basis will be allowed on materials manufactured in micro, small and medium industries/units established at an altitude of more than 4000 feet in the state of Uttarakhand. However, a valid document as mentioned above shall be filed by bidder for that purpose.

## **5. BID FORMAT:**

The tender is of “**Two Cover Bid Proposal**” which consists of Technical and Commercial Bids– to be submitted separately by the bidder on or before the specified date and time, in e-Procurement Portal in relevant fields only. No manual submission or uploading of commercial

bids in any other format is permissible. Manual submission/uploading commercials in any other format are liable for rejection.

**5.1. Unresponsive Bids:**

Bids with incomplete documentation will be treated as non-responsive and summarily be rejected. Bidders are hereby directed to ensure that all documentation/supporting documentation in support of qualification criteria, testimonials, etc., is complete and submitted as part of the Bid.

**5.2. Performance Bank Guarantee(PBG):**

The successful bidder is required to furnish an unconditional and irrevocable Bank Guarantee from any nationalized bank for an amount equivalent to 5% of the total price as quoted in the commercial bid within 15 days of issue of LOI order valid for the period of **contract + 3 months**. Else, as per the EMD Clause/Amount would be revoked/forfeited/debarred to participate for one year.

**5.3. Validity of the Bid:**

The bid validity is 180 days from the date of opening the Technical Bid.

**5.4. Forfeiture of the Earnest Money Deposit (EMD)/debarred to participate for one year:**

- If the bidder withdraws his bid during the period of bid validity or violates EMD Declaration, or
- In case of successful bidder fails to execute the agreement and furnish the Performance Bank Guarantee (PBG) within 15 days from the date of issuing of the purchase order.

**5.5. Unsuccessful bidder's Earnest Money Deposit (EMD):**

If EMD amount is paid, refund will be initiated in the e-Procurement portal as early as possible after the validity of tender/RFP or within 30 days of signing of contract with successful bidder.

**5.6. Successful bidder's Earnest Money Deposit (EMD):**

If EMD amount is paid, it will be discharged upon the bidder furnishing the Performance Bank Guarantee (PBG) as per other compliances of Supply, Installation, Configure and commissioning, etc., Refund of EMD of Successful bidder will be initiated if deposited on completion of Installation and submission of all installation reports, invoice and on furnishing PBG (Performance Bank Guarantee).

**5.7. Tax/Currency Rate Variation:**

High Court of Uttarakhand is not responsible for variation in tax structure or foreign currency exchange rates, after submission of the bid.

**5.8. Applicable Rules:**

This tender is processed following the Uttarakhand Procurement Rules, 2025 and amendments therein.

**5.9. Submission, Receipt and Opening of Bids Time Lines:**

The original proposal shall be uploaded in the e-procurement portal of the Government of Uttarakhand on or before the due date. Scheduled dates are mentioned in TIS.

**5.10. Amendment of Tender Document:**

At any time prior to the last date for receipt of bids, the High Court of Uttarakhand, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. The amendment will be notified on e-procurement portal

<https://www.uktenders.gov.in> and should be taken into consideration by the prospective agencies while preparing their bids.

**5.11. Language of Bids:**

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the High Court of Uttarakhand, shall be written in English/Hindi language.

**5.12. Documents Comprising the Bids:**

The bid prepared by the Bidder shall comprise of the following components:

- Earnest Money Deposit (EMD) in the form of a Bankers Cheque/Bank Guarantee/Fixed Deposit Receipt of a Scheduled/Nationalized Bank
- Eligibility Criteria Forms mentioned in the Eligibility Criteria Table
- Technical Bid
- Financial Bid
- Power of Attorney executed by the Bidder in favor of the tender calling authority or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender (As per e-Tender)
- Self-Declarations as requested
- Document of proof as requested in the all the Schedules & the Annexure.

**5.13. BID PRICES:**

- The Bidder shall indicate in the Performa prescribed, the unit rates and total Bid Prices of the Equipment / Services, proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Tender Documents.
- In absence of above information as requested in, a bid may be considered incomplete and be summarily rejected.
- Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- The bidders shall quote in Indian Rupees and the quoted price shall be inclusive of all taxes, duties, statutory levies, supplying support for installing, commissioning, freight & forwarding. Any modification/change in the quoted price is not allowed after the submission of the bid.
- The rate quoted by the bidder should be valid **for 6 months** from the contract award date, in case the High Court of Uttarakhand decides to procure/place an order for additional quantity of IT infrastructure within 9 months from the contract award date.
- The Bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work & the BOQ is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by the High Court of Uttarakhand. The Bidder shall carry out all the tasks in accordance with the requirement of the tender documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender documents. If during the course of execution of the project any revisions to the work requirements i.e. Technical specifications, Equipment sizing, Technical Architecture etc. are to be made to meet the goals of

the High Court of Uttarakhand, all such changes shall be carried out within the current price without any impact to the High Court of Uttarakhand .

**5.14. Last Date for Receipt of Bids:**

Bids will be received by the High Court of Uttarakhand through e-Tender Portal, no later than the time and date specified in Section I -Invitation for Bids. In the event of the specified date for the receipt of Bids being declared a holiday for the High Court of Uttarakhand, only hard copy of EMD and Tender Fee will be received up to the appointed time on the next working day.

**5.15. Late Bids:**

Any bid received by the High Court of Uttarakhand after the last date and time for receipt of bids prescribed by the High Court of Uttarakhand, will be rejected.

**5.16. Modification and Withdrawal of Bids:**

No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD.

**5.17. Address for Correspondence:**

The Bidder shall share the official mailing address, place and fax number to which all correspondence shall be sent by the High Court of Uttarakhand. No Bidder shall contact the High Court of Uttarakhand on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. Any effort by a Bidder to influence the High Court of Uttarakhand bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

**5.18. Local Conditions:**

It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors at the site which would have any effect on the performance of the contract and / or the cost.

The Bidder is expected to make a site visit to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.

Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender documents.

The bidder and any of its personnel or authorized agents will be granted permission by High Court of Uttarakhand to enter its facilities at various locations for the purpose of such visits, but only upon the condition that the bidder, its personnel, and authorized agents, will indemnify the High Court of Uttarakhand from and against all liability in respect thereof, and will be responsible for any loss of or damage to property/manpower, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the bidder. The Bidder shall at its own risk, peril, cost and liability undertake site visits to designated facilities in the state.

**5.19. Sub-Contracting:**

Sub contracting of the work or any part is not allowed.

**5.20. Overall Evaluation Methodology and Award Criteria:**

The Technical bid will be opened by Bid opening and Evaluation Committee (BEC) in

the e-Procurement portal. Further commercial bids of technically qualified bidders will be opened in e-portal as per the rules by Bid opening and Evaluation Committee (BEC). **Financial Bid variation of more than 40% of average quote of successful bidders shall be considered as non responsive.** Bid evaluation will be sole discretion of BEC and no communication in this regard shall be entertained and the decision of BEC shall be binding to all the bidders.

**5.21. Award of Contract:**

The Contract will be awarded to the successful Bidder, whose Bid has been determined to be substantially responsive with reasonableness and the **Best Value Bid**. The decision of the High Court of Uttarakhand is final in this regard.

**6. 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. The vendor shall issue identity cards to the engineers accordingly.
- C.** It must be noted that number of Desktops/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT peripherals may increased or decreased at the sole discretion of the High Court of Uttarakhand, Nainital. In that case, payments will increase/decrease proportionately.
- D.** New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty at the same rate of similar category or nearest category product. The items getting obsolete shall also be removed and payment be decreased accordingly.
- E.** The tenderer must attend the complaints raised by various sections/individuals of the High Court of Uttarakhand, Nainital/residence of Hon'ble Judges/Officers on daily basis (real time) irrespective of holidays/night.
- F.** On site 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.
- G.** The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
- H.** The maintenance contract also includes removal of virus (if required), software patch updation, HDD crash recovery, software support/troubleshooting to keep the system fully operational. The agency will be responsible for providing virus free computing environment at the High Court of Uttarakhand, Nainital.
- I.** The maintenance services will be provided 24x7. Provision of availability of service engineers on Sundays or other holidays and at late night should be made accordingly by the contractor.
- J.** Maintaining daily log file of the complaints and its solution & put it before in-charge computer on daily basis. The complaint lodging process and entire circle, log etc should be software based not manual.
- K.** There must be biometric/face/retina method of marking attendance of engineers. The engineers should be equipped with mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent/on leave without providing a substitute.
- L.** The engineer should well equipped with sufficient tools including handheld vacuum cleaner and blower.

- M.** The faulty keyboards, mouse, power adopter, power cable, USB cable, Data cable etc. will be repaired/replaced by the firm.
- N.** The contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all devices, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm.
- O.** The bidder must keep sufficient standby backup of all ICT equipments. Initially the bidder must provide 10 desktop(AIO), 10 printers, 25 keyboards, 15 mouse, 50 patch cords (20nos-3mtr, 20nos-5mtr and 10 nos-10mtr) and 10 units of 500/600 VA UPS etc.
- P.** Unintentional physical damage/accidental electricity burnt items will be also covered under this maintenance contract.
- Q.** The Vendor to look after all types of technical problems, which are faced by the end- users.
- R.** The Vendor shall provide maintenance services through 5 (Five) onsite resident qualified experienced and competent engineers having minimum 3 years polytechnic diploma in IT/CS. Out of five at least two engineers must be having good knowledge of Networking and he/she must possess additional qualification related with networking e.g. CCNA. The role of these engineers shall be as follows:-
- The onsite engineer responsible for hardware maintenance should have expertise to cover all items of Server, Desktop/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT peripherals.
  - Provide user software support services including virus cleaning/patch installation, software installation, required support and assistance for android and IOS devices of Hon'ble Judges etc. He should be well conversant with the latest trends in trouble shooting of computing equipments and networking monitoring tools.
  - To carry out preventive of Desktop/Laptop Computers, Laser Printers, U.P.S.'s, network components and peripherals covered under this AMC.
  - To carry out any other related work assigned by competent authority.
  - 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, adaptors & battery of laptop free of cost.
  - In case the vendor is not able to repair any item then the vendor will provide free replacement of said item. The replacement must be same or higher model of item. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/ components/ assemblies may be withdrawn from the maintenance contract. The report of non-availability of parts by the vendor should accompany a report of similar said nature from the manufacturing company of the system or part. 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.
  - The list of Servers, Desktop/Laptop Computers, Printers, U.P.S.'s, network components and other Peripherals proposed to be covered under this maintenance contract are as under:

**ICT PERIPHERAL DETAILS**

S.N.	DESCRIPTION	QUANTITY	YEAR OF COMMISSIONING
1.	DELL SERVER POWER EDGE T110 II INTEL XEON CPU E3-1220 V2@3.10 GHZ, 8 GB RAM, 1TB SCSI HDD, 19" TFT	01	2015

	COLOR MONITOR, KEY BOARD & MOUSE		
2.	DELL SERVER POWER EDGE R730	01	2019
3.	LENOVO SERVER SR 660	04	2020
4.	LENOVO SERVER SR 550	01	2020
5.	KVM SWITCH DELL (MPU2016) 16 LAN PORT RACK MOUNTABLE	01	2009
6.	17" TFT LCD MONITOR, RACK MOUNTABLE, FOLDABLE WITH INTEGRATED KEYBOARD, MOUSE AND DRAWER	01	2009
7.	NETWORK RACK 42U	01	2009
8.	Desktop- Intel Core 2 Quad Q9550 (2.83 GHz speed, 1333 MHz FSB & 12 Mb L2 Cache), Gigabit Ethernet Controller, 2*2 GB DDR2 800 MHz, 250 GB SATA, OEM Keyboard & optical scroll Mouse with mouse pad, Dual Layer DVD	60	2011
9.	DESKTOP CORE I5-2300(2.8 GHZQUAD CORE. 6MB CACHE) INTEL H61 CHIPSET, 4 GB DDR-III 1333 MHZ, 500 GB SATA-II HDD 7200RPM, INTEGRATED DUAL LAYER DVD WRITER, 104 KEYS OEM KEYBOARD WITH OEM OPTICAL SCROLL MOUSE WITH MOUSE PAD	15	2014
10.	DESKTOP VERITRON AMD A10-7800 RADEON R7 12 COMPUTE CORES 4C+8G 3.50 GHZ, 4GB RAM, WINDOWS 10 PRO, HDD-1TB, DVD RW, 21.5" LCD MONITOR	25	2016
11.	DESKTOP DELL OPTIPLEX 3050	25	2018
12.	DESKTOP DELL OPTIPLEX 3060 SFF INTEL CORE I5-8500, CHIPSET H370, 8GB RAM, 1TB HDD,DVD RW,21.5" LED	30	2019
13.	LENOVO DESKTOP D22-10	71	2020
14.	LENOVO ALL-IN-ONE (A340-22IWL) (E-SEWA KENDRA)	01	2021
15.	DESKTOP ACER VERITON M200-H510	91	2022
16.	SAMSUNG 55' LED TV (VC ROOM)	01	2015
17.	SAMSUNG SMART MONITOR	07	2022
18.	KIOSK (INFORMATION KIOSK KEY TOUCH SCREEN COMPUTER) INTEL(R) CORE™ I3 - 3210 CPU@3.20 GHZ, @GB RAM, 320 GB HDD WITH MICROTEK UPS	02	2013
19.	PRINTER- HP LASER 1020 PLUS	09	2012
20.	PRINTER HP OFFICEJET 8600 PLUS (ALL-IN-ONE PRINTER )	01	2014
21.	PRINTER HP LASERJET PRO P1606DN	15	2014
22.	HP LaserJet Pro 400 Color M451DN Color Printer	02	2014
23.	PRINTER BROTHER HL-L2360DN	65	2016

24.	PRINTER HP 1020 PLUS	01	2016
25.	PRINTER HP LASERJET 1020 PLUS	52	2020
26.	PRINTER CANON LBP 2900 B	25	2021
27.	PRINTER HP LASER JET PRO P1108 PLUS	10	2024
28.	PRINTER BROTHER DCP T300 INK TANK COLOR	02	2016
29.	PRINTER EPSON L380 COLOR INK TANK	01	2016
30.	EPSON M15140 ECO TANK (MULTIFUNCTION DEVICE – PRINTER, SCANNER & COPIER)	03	2018
31.	EPSON DS 32000 SCANNER	04	2023
32.	Hitachi Portable Projector	01	2009
33.	EPSON (EB924) PROJECTOR WITH ACCESSORIES (UK- SLSA)	01	2012
34.	NUMERIC 5-KVA ONLINE UPS WITH BATTERIES	01	2009
35.	UNILINE 2-KVA ONLINE UPS WITH BATTERIES	01	2009
36.	NUMERIC 600 VA UPS WITH BATTERY	06	2018
37.	ELNOVA UPS 600VA WITH BATTERY	20	2020
38.	NUMERIC 600 VA UPS WITH BATTERY	03	2021
39.	NUMERIC DIGITAL 600EX UPS WITH BATTERY	31	2022
40.	LOGITECH CAMERA FOR VC	25	2020
41.	HP WEB CAMERA 300	03	2021
42.	A&T SNAP U4 CAMERA	10	2023
43.	I BALL DÉCOR 9 SPEAKER	25	2020
44.	LOGITECH Z120 SPEAKER 2W	03	2021
45.	ZEBRONIC ZEB-S350 SOUL SPEAKER	10	2023
46.	A&T LFH BLUETOOTH HEADPHONE	10	2023
47.	LAPTOP DELL XPS	1	2021
48.	LAPTOP ASUS P2451F	4	2021

**DISPLAY BOARD ITEMS**

S.N.	DESCRIPTION	QUANTITY	YEAR OF COMMISSIONING
1.	LG LED TV 55" WITH ACCESSERIES	9	2019
2.	LG LED TV 43" WITH ACCESSERIES	13	2019
3.	5 KVA NUMERIC ONFINITY UPS	1	2019
4.	1 KVA NUMERIC OFFLINE UPS	4	2019
5.	I/O PORT	37	2019
6.	CAT 6 LAN CABLE	3900 METER	2019
7.	D-LINK 24 PORT SWITCH, MEDIA CONVERTOR WITH POWER ADAPTOR ,PATCH PANEL.	3	2019
8.	42U NETWORK RACK	1	2019
9.	KVM SWITCH DEXTAN 8 PORT RACK MOUNTABLE	01	2019
10.	DEXTAN 17" TFT LCD MONITOR, RACK MOUNTABLE, FOLDABLE WITH INTEGRATED KEYBOARD,MOUSE AND DRAWER	01	2019

**JUSTICE CLOCK (LARGE LED VIDEO WALL)**

S.N.	DESCRIPTION	QUANTITY	YEAR OF COMMISSIONING
1.	LARGE VIDEO WALL/ELECTRONIC DISPLAY BOARD WITH SOFTWARE INTEGRATION SYSTEM including COMPUTER SYSTEM (CPU+MONITOR+WIRELESS KEYBOARD MOUSE+ OFC connectivity from Server Room to Large Video Wall)	1	2020

**Note:**

1. The list of items mentioned above is tentative and items may be added/removed any time during the entire AMC period.
2. The Number of Desktop/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT peripherals can be increased or decreased for maintenance contract. The amount shall be paid in the same proportion for annual maintenance.

**7. PERIOD OF CONTRACT:-**

The contract will be initially for a period of 3 (three) year, which could be extended further for 2 (two) years on same rate and terms of conditions on mutual agreement subject to satisfactory performance of the contractor.

**8. 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 02 hours down time.
- D.** To regularly update the Antivirus systems to avoid any loss of data (if required).
- E.** To replace all such parts which are damaged and which cannot be repaired to keep the Desktop/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT peripherals in good working condition.
- F.** To use only genuine original spare parts of reputed firms/manufacturing company in the Desktop/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT peripherals.
- G.** To maintain highest order of integrity, moral and social responsibility and decorum of the Courts and preserve confidentiality of the central data of the Court.
- H.** Maintenance of Internet connectivity in the High Court and at the residence of Hon'ble Judges and Officers of this Court.
- I.** Recovery and transfer of the data of users.
- J.** Maintenance & service of all hardware, software, peripherals at various locations at the High Court of Uttarakhand premises and residences of Hon'ble Judges.
- K.** Maintenance & service of UPS including replacement of batteries of branded make, wherever required.
- L.** Maintenance & repair of all printers including replacement of Teflon, USB Cable, power adapters, Logic Card, etc and all other consumable items except toner cartridge.
- M.** Maintenance & service of system software and other software packages/material and customization of system as and when required.
- N.** Integration of the complete system and testing of the complete system as and when required.
- O.** 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 Internet/Intranet connectivity for all users.
- P.** Installation of Antivirus in all desktop/laptop of users and further updation (as and when required) and Antivirus license will be provided by this High Court.
- Q.** To support users to resolve the problems related with hardware/software, office tools like word processor, power point presentation, video chatting tools and printing of documents/images etc.

- R.** The engineers are also liable to work on all holiday and Saturday/Sunday (if services are required) and no additional amount will be paid.
- S.** Bidder should mention in clear terms that the amount quoted inclusive of Taxes, if it's not mentioned, it should be treated as inclusive.
- T.** TDS, GST and any other Govt. levies applicable on bill as per Govt. of India/Uttarakhand Government instructions issued time to time shall be deducted.
- U.** The contract can be cancelled at any stage, if the performance is not found satisfactory without assigning any reason.
- V.** The rates should be quoted as per the Performa. Incomplete tender will be rejected, out rightly.
- W.** Each paper of tender document & Annexure must be signed and stamped.
- X.** In case two similar rates are received, Hon'ble High Court will make the decision for awarding the work on the basis of recommendation of the Purchase Committee.
- Y.** No revision of prices shall be entertained after bids have been opened.
- Z.** The Bidder shall provide mechanism to lodge complaint mandatorily along with e-mail account in the Tender Application Form (Annexure-I) apart from the telephone numbers of their service agency for lodging of complaints. All complaints shall be attended by the Bidder immediately within given time frame of lodging (email or telephone), failing which penalty as prescribed in para 10-AA, shall be imposed on the Contractor and the decision of the Registrar General, Hon'ble High Court of Uttarakhand shall be final and binding.

**13. EVALUATION OF BIDS:-**

- a.** The Technical Bid will be evaluated as a package simultaneously. It must satisfy all the terms and conditions mentioned in this document and must be accompanied by all the requisite documents.
- b.** Filling up of all the columns in Technical Bid and Price Bid is compulsory.

**14. PERFORMANCE GUARANTEE(SECURITY DEPOSIT):-**

The successful Bidder shall give performance security in the form of Fixed Deposit Receipt or unconditional Bank Guarantee from a Nationalized Bank amounting to 5% 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. 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.

**15. OTHER TERMS AND CONDITIONS:-**

- a.** There shall be an agreement between High Court and successful vendor immediately after award of work order. The cost of said agreement shall be borne by successful bidder.
- b.** 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.

- c. 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.
- d. Payment of contractual value, in appropriate proportion, shall be released every Quarter (03 months) based on the satisfactory performance and services of the firm.
- e. It shall be mandatory on firm to conduct routine checks to maintain the Desktop/ Laptop Computers, Printers, U.P.S.'s, network components and IT other Peripherals in perfect working condition and to submit the routine check reports on quarterly basis to the Registrar General, High Court of Uttarakhand, Nainital.
- f. The Contractor will ensure that only qualified experienced manpower possessing education qualification of diploma in I.T./C.S. from Govt. polytechnic/BE/B.Tech (Computer Science)/MCA/AMIE/Diploma in Computer/BCA/I.T.I. (CS) or equivalent having minimum one year experience in related field are deputed as on site resident Engineers for performance of maintenance contract.
- g. In case there is any change in Engineer, the details with educational qualification will be informed to the Registrar General, High Court of Uttarakhand, Nainital in advance.
- h. The minimum wages which will be paid to onsite resident engineers shall be in accordance with latest rates as defined by U.P.N.L. (Uttarakhand) for high skilled category of manpower.
- i. In case of pecuniary loss suffered by any of the users/beneficiaries of the High Court of Uttarakhand, Nainital attributed to the Contractor, the Registrar General, High Court of Uttarakhand will have the right to forfeit the Security Deposit and in case the Security Deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the Contractor.
- j. A surprise check shall be conducted by the Registrar/In-charge Computer High Court of Uttarakhand to ascertain the performance of the equipments.
- k. Rates offered in the Tender will not be enhanced during the period of contract.
- l. 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.
- m. 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 that has approved the award of the contract.
- n. AMC and payment will be in accordance with Uttarakhand Procurement Rules 2025 (as amended time to time) or decisions of Hon'ble Court.
- o. The TDS & GST will be deducted as per provisions of the Income Tax Act.
- p. The High Court administration will not be responsible for any loss or damage to service provider's material equipments etc.
- q. Contractor will make his own arrangements to meet such eventualities as per existing Government rules/regulations.
- r. The successful Tenderer will be required to furnish security deposit amounting to 5% of the contractual value within 15 days from the date of acceptance of tender and issue of letter of acceptance/Intent. The security deposit shall be in the form of FDR through any nationalized bank in favour of the Registrar General, High Court of Uttarakhand, Nainital or unconditional Bank Guarantee of any Nationalized Bank of equal amount. The security deposit money/unconditional Bank Guarantee will be refundable only after a period of sixty days beyond the date of completion of all contractual obligations of the contractor firm. The

security deposit will be forfeited if during the period of contract vendor services are found to be unsatisfactory in any respect.

- s. The Registrar General High Court of Uttarakhand, Nainital can terminate the contract at any time without assigning any reason. In this respect, the decision of the Registrar General, High Court of Uttarakhand, Nainital will be final and binding on the contractor. The Registrar General, High Court of Uttarakhand reserves the right to accept or reject any bid in whole or in part without assigning any reasons thereof.
- t. The bills in triplicate for the maintenance services prepared on the basis of rates will have to be submitted in favour of the Registrar General, High Court of Uttarakhand, Nainital for effecting payment. No advance payment shall be made for the services.
- u. The job carried out shall be to the satisfaction of the Registrar General, High Court of Uttarakhand, Nainital after getting certification from the In-charge 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.
- v. Premature withdrawal of the Tender by the Tenderer shall make him liable for forfeiture of the earnest money.
- w. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.
- x. The firm should have 05 years of experience in this field i.e. AMC of Desktop/ Laptop Computers, Printers, U.P.S.'s, network components and other IT equipments in the Government Ministries/Departments/Semi-Government organizations including public sector undertaking.
- y. The Registrar General, High Court of Uttarakhand reserves right to increase or decrease the number of Desktop/Laptop Computers, Printers, U.P.S.'s and other Peripherals at its discretion.
- z. Response time, removal of defects etc. must be as under, failing which penalty mentioned there against shall be levied against the vender(s). ***The decision of the Registrar General shall be conclusive and binding on the service provider in this regard.***

Below is the priority-wise clause presented in clear tabular format suitable for direct insertion into a tender / AMC document.

<b>RESPONSE TIME, RECTIFICATION TIMELINE AND PENALTY STRUCTURE (PRIORITY-WISE)</b>							
<b>Priority Level</b>	<b>Applicability (Illustrative)</b>	<b>Response Time</b>	<b>Penalty for Delay in Response</b>	<b>Rectification Time</b>	<b>Penalty for Delay in Rectification</b>	<b>Extended Time (With Written Justification &amp; Approval)</b>	<b>Action &amp; Penalty Beyond Extended Time</b>
<b>High Priority (Critical)</b>	Servers, core network devices, storage systems, courtroom systems, equipment affecting judicial work	Within 1 Hour	₹ 500 per day per complaint per item	Within 24 Hours	₹ 1,000 per day per complaint per item	Up to 72 Hours	(i) Mandatory standby of same or higher configuration; and (ii) ₹ 1,000 per day per complaint per item from expiry of 72 hours until restoration
<b>Medium Priority</b>	Desktop computers, printers, scanners,	Within 4 Hours	₹ 300 per day per complaint per item	Within 48 Hours	₹ 700 per day per complaint per item	Up to 96 Hours	Standby arrangement mandatory; ₹ 700 per day

	section-level networking and essential administrative ICT equipment						per complaint per item until rectification
<b>Normal Priority</b>	Non-critical peripherals and equipment not directly impacting court proceedings	Within 8 Hours	₹ 200 per day per complaint per item	Within 72 Hours	₹ 500 per day per complaint per item	Not ordinarily extendable beyond 72 Hours	Suitable temporary arrangement; ₹ 500 per day per complaint per item until rectification

**Note:-**

1. Extension of time shall be granted only upon submission of cogent reasons in writing and approval of the competent authority.
2. Penalty shall be calculated on a per complaint, per item basis.
3. Repeated failure to adhere to service levels may invite further action including deduction from Performance Security or termination of contract, as decided by the High Court.

- aa. A register of surprise/routine checks shall be maintained by the contractor which shall also be inspected by Registrar (Computer), High Court of Uttarakhand.
- bb. 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.
- cc. 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

**ANNEXURE-I**  
**Technical Bid**

**TENDER FOR COMPREHENSIVE MAINTENANCE CONTRACT OF SERVERS, DESKTOP/LAPTOP COMPUTERS, PRINTERS, U.P.S.'S, NETWORKING COMPONENTS AND OTHER IT PERIPHERALS OF THE HIGH COURT OF UTTARAKHAND**

SN	Qualification Criteria	Page Number From... to...
1.	Name, address & telephone number of the agency/firm	
2.	Name, designation, address & telephone number of authorized person	
3.	Please Specify As To Whether Tenderer is Sole Proprietor/ Partnership Firm/ Private or Limited Company	
4.	Name, address & telephone number of Directors/Partners, Fax No., e-mail address	
5.	Bidder must have latest GST/ TAN/ PAN registration & Tax Clearance Certificate from the Competent Authority.	
6.	The Bidder should be registered under the Companies Act, 1956, or Partnership Act 1932 or registered under LLP Act 2008 should be in existence in India for at least 10 years.	
7.	A duly stamped Power of Attorney in the name of the Authorized Signatory for this tender	
8.	The bidder must have an office in Uttarakhand and major Metro Cities for supply and service of ICT items for proper implementation of the project.	
9.	<p><b>Work Experience:</b> Bidder must have Completed or substantially (work of AMC with FMS support of at least 5 Manpower in which at least <b>60%</b> have been paid) completed/in process similar works during last <b>5 years</b>, should be either of the following: -</p> <ul style="list-style-type: none"> <li>• Three similar completed works each costing not less than the amount equal to Rs. 40.00 Lakh; or</li> <li>• Two similar completed works each costing not less than the amount equal to Rs. 50.00 Lakh; or</li> <li>• One similar completed work costing not less than the amount equal to Rs. 80.00 Crore;</li> </ul> <p>With Any High Court/Large Govt. Department/PSU/Govt. Undertakings etc.</p>	
10.	<p>Bidder shall furnish documentary evidence to demonstrate that-</p> <p><b>(a)</b> Non-performance of a contract did not occur within the last 10 years, based on all fully settled disputes or litigation information.</p> <p><b>(b)</b> Financial implications of all pending litigation shall in total not exceed 10% of the Bidder's net worth.</p> <p><b>(c)</b> Failure to sign a contract after receiving a notice of award has not occurred in the past 10 years.</p> <p><b>(d)</b> Declaration regarding Non-Blacklisting for last 10 years.</p>	
11.	Declaration of Acceptance of Terms and Conditions in RFP	
12.	<p>Certifications required</p> <ul style="list-style-type: none"> <li>• ISO 9001:2015 – Quality Management System</li> <li>• ISO 20000-1 – IT Service Management</li> <li>• ISO 27001 – Information Security Management</li> </ul>	
13.	Vendor must have 100+ employees on their payroll. As a documentary evidence employee name along with ESIC or PF number is required.	
14.	<p><b>Turnover:</b> Minimum average annual turnover of at least <b>of Rs. 5 crore</b>, at least Rs. <b>2.25 Crore</b> of which should be from Service Contracts, calculated as total certified payments received for contracts in progress or completed, within the last <b>3</b> years, and Turnover Information along with documentary evidence in support shall be furnished.</p>	

15.	<p><b>Financial Viability</b></p> <p>(a) The average coefficient of Current ratio (Current Assets / Current Liabilities): Greater than <b>1</b></p> <p>(b) The average coefficient of Debt ratio (Total Debt / Total Assets): Less than <b>50%</b></p>	
16.	<p><b>Financial Liquidity:</b> Bidder should have access to or has available liquid assets, lines of credit and other financial means, other than any contractual advance payments, to meet 3 months' cash flow of the estimated bid value net of applicant's commitments in this period for other contracts.</p> <p><b>The net worth:</b> The Net worth of Bidder firm (or principal of authorized representative) should not be negative on 'The Relevant Date' and should not have eroded by more than 30% in the last 3 years.</p>	
17.	Tender cost as mentioned in the tender towards tender Cost of Rs. 4,720/- drawn from a Scheduled Bank and in favour of the Registrar General, High Court of Uttarkhand, Nainital	
18.	EMD as mentioned in the tender towards EMD as mentioned in the tender	

**Note:- If the relevant documents are not properly page-numbered, the bid shall be liable to outright rejection. No correspondence or clarification in this regard shall be entertained.**

**ANNEXURE-II**

**Financial-Bid**

<b>Tender Inviting Authority:</b> Registrar General, High Court of Uttarakhand, Nainital							
<b>Name of Work:</b> Tender for Comprehensive Annual Maintenance Contract of Servers, Desktop/Laptop Computers, Printers, U.P.S.'s, Networking Components and other IT Peripherals of the High Court of Uttarakhand							
<b>Contract No:</b> UHC/IT/ICT-AMC/2026							
<b>Name of the Bidder/Bidding Firm/Company:</b>							
<b><u>PRICE SCHEDULE</u></b>							
(This BOQ template must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )							
<b>SN</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Year-1 Rate</b> <i>(Inclusive of Taxes)</i> (₹)	<b>Year-2 Rate</b> <i>(Year-1 + 5%)</i> (₹)	<b>Year-3 Rate</b> <i>(Year-2 + 5%)</i> (₹)	<b>Total Amount</b> Inclusive of all Taxes in Rs.	<b>Total Amount</b> <b>In Words</b>
<b>1</b>	<b>2</b>	<b>3</b>		<b>4</b>		<b>5</b>	<b>6</b>
1	Item-1	-				0.00	INR Zero Only
2	Item-2	-				0.00	INR Zero Only
3	Item-3	-				0.00	INR Zero Only
4	Item-4	-				0.00	INR Zero Only
5	Item-5	-				0.00	INR Zero Only
.	.....	-				-----	-----
<b>Total in Figures</b>						<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>						<b>INR Zero Only</b>	

**Note:-**

1. Aforementioned BOQ is only for indicative purpose. The vendor is required to fill and upload the BOQ which was given in the e-tender Portal.
2. Item wise Basic Rates inclusive of all taxes in figures are entered by the bidder exclusively for Three (3) Years as the tenure of the Contract is Three years.

**DECLARATION BY THE BIDDER**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to strictly abide by them.

**Signature of the Tenderer with Seal**

**Note:** Please indicate the page numbers where documents are attached. The entire Tender documents should be serially page numbered including enclosures.

<b>Previous experience(s) of the services provided by the Agency to the High Court/Govt./Semi Government Department and reputed/Ltd. Companies (minimum five years experience is essential)</b>				
<b>S.N.</b>	<b>Name</b>	<b>Billing Amount (in Rs.)</b>	<b>Period</b>	<b>Status</b>

It is certified that the particulars given above are true to the best of my/our knowledge/belief and I/We have read terms/conditions and duties/responsibilities of the Technical Staff to be deputed for the purpose and have also understood the same and to here by undertake to abide by the same without any reservation son any grounds what so ever. In case of any breach of the said conditions, I/We shall be responsible for the consequences arising out of such situation(s).

**Name & Signature of the Authorized  
Signatory of the Agency  
(With Seal of the Agency affixed)**

**Date:**

**Place:**

## **CERTIFICATES**

### **I/WE CERTIFY THAT:**

1. We will not LEAK/DISCLOSE any information of the High Court of Uttarakhand to any other institutions/organizations.
2. The rate of TAXES/DUTIES mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities.
3. The Comprehensive AMC of Servers, Desktop/Laptop Computers, Printers, U.P.S/'s, networking components and other IT Peripherals offered by our firm shall be of the best quality strictly in accordance with the specifications and particulars as detailed in the tender.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms and conditions of tender as applicable from time to time and agree to abide by them.
6. We shall not disclose any information/data of the High Court to any other third party.

**Authorized Signatory (Seal of the Company)**

-----END OF DOCUMENT-----