CIVIL COURT BHOJPUR AT ARA

Sealed quotations are hereby invited from the bona-fide and reputed registered firms/ OEM authorized dealers for comprehensive AMC (Annual Maintenance Contract) of Dell PowerEdge Server installed at District Court, Bhojpur at Ara and sub-divisional courts at Jagdishpur and Piro respectively.

(A) Instructions to the Tenderers:-

I. Quotations are to be submitted in sealed envelope consisting of Techno-commercial bid in a separate sealed cover & Financial Bid in a separate sealed cover and both bids will be put in the sealed single envelope containing the title "Comprehensive AMC (Annual Maintenance Contract) of Dell PowerEdge Server of District Court, Bhojpur at Ara and sub-divisional courts at Jagdishpur and Piro respectively.

II. The Tenderer shall clearly specify what items (Hardware)/Services, if any will not be covered under the maintenance contract. All the remaining items services shall be treated as covered under the maintenance contract.

III. The bidders may inspect the Dell PowerEdge Server during the bid submission in office hours (10:00 AM to 5:OOPM).

IV. The Bidder will have to obtain and submit its bid in e-Sewa Kendra, Civil Court, Bhojpur at Ara through Gate no. 02.

(B) Period of Contract: -

The contract will be initially for a period of one (01) year which can be extended further for one (01) year on mutual agreement subject to satisfactory performance by the contractor as well as the price trend for the services/products in the market on the date of extension. However, the firm has to

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provide services at the current rate for the period up to the finalization of new agreement.

(C) Scope of Work:-

I. The place of performance will be District Court, Bhojpur at Ara and sub-divisional courts at Jagdishpur and Piro respectively.

II. It will be duty of the Service Provider to have the credentials of the Service Engineers verified and certified.

III. The AMC (Annual Maintenance Contract) will be comprehensive which shall include preventive maintenance/ monthly regular service of machine/ replacement of any spare part for keeping the machine active and free from any defects/ disturbances.

IV. The comprehensive AMC also includes replacement of the spare/ parts except consumable parts, if required, without any extra cost and the same should be genuine.

V. This AMC (Annual Maintenance Contract) charge should also cover manpower cost e.g.-Service Engineer visit charge and other incidental labour charges in rectifying defects in the machine. It also includes the cost of replacement of any other part which requires to be replaced due to any other part(s) being defective and no replacement of such part is available.

VI. The service provider shall undertake preventive maintenance of the machine under this AMC (Annual Maintenance Contract) at regular interval of time and keep a record (service report) of the same. The periodicity of such preventive maintenance shall be monthly.

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(D) Duties and responsibilities: -

It shall be duty & responsibilities of the firms:-

I. To resolve all the complaints related to repair and maintenance of Dell PowerEdge Server as and when required.

II. To routine checkup the Machines. There shall be 12 preventive servicing in a year strictly on monthly basis.

III. In the event of breakdown/or failure in machine after servicing, vendor's representative would visit this Court as and when intimated and the vendor or his technician shall have to attend this without any extra charge.

IV. Defective spare parts (including developer unit) will be replaced without any cost under AMC agreement.

V. To ensure protection of equipment & maintaining the Dell PowerEdge Server in perfect working condition.

VI. Repair to be carried out at the location of the equipment.

VII. Prior information would have to be given and direction should be obtained to replace all such parts which are damaged and cannot be repaired, and to keep the aforesaid machine in good working condition.

VIII. To use only genuine original spare parts, as per requirement, for maintenance of items.

IX. The AMC provider shall maintain the Dell PowerEdge Server as per manufacturer's guidelines. The items supplied by the AMC provider as part of AMC services should be of original company make and should be new & genuine.

(E) Documents required to be submitted along with bid:-

1. Proof of GST Registration Certificate.

II. Copy of PAN Card.

III. Copy of Income Tax Return for the last two years.

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IV. Copy of OEM/ OEM Authorized Dealer Certificate of HP Printers.

V. The firm shall submit an affidavit to the effect that the firm has not been black listed/de-registered/barred by the Central/State Government/Society during their period of business.

VI. The firm should have previous experience of at least two years in maintenance of HP Printer in Central Government/ State Government Departments/ Semi Government organization including Public Sector Undertakings/ Autonomous Bodies. Copies of experience certificate are to be enclosed along with the bid.

(F) Payment Terms:-

I. No advance payment shall be made. The payment to the firm shall be made in two installments. on half-yearly basis at the end of each six-month subject to satisfactory performance. The firm will have to attach the satisfactory service report along with the bill. The payment of both periods will be made on successful completion of the Contract based on the performance.

II. If performance is not found satisfactory, payment for that part will be forfeited and if unsatisfactory performance is continued then contract is liable to be terminated.

III. Tax at source will be deducted as per extant rules/act made under Income Tax Act GST Act, if applicable from each amount of bill submitted by contractor/ service provider.

(G) Other terms and conditions-

1. All the tender proposals will have to be submitted in hard copy with all the pages duly numbered, signed and stamped. The bid must be complete in all respect.
2. Bidders are advised to study carefully the terms and conditions before quoting their bid. All the pages should be signed by the bidder as a token of acceptance.

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3. The rate quoted in the tender should be inclusive of GST and service charges.

4. Rates offered in the tender will not be enhanced during the period of contract.

5. The rates finally approved/ accepted by the District Court, Bhojpur at Ara, shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstance whatsoever.

6. Under no circumstances, shall the successful firm/ service provider appoint and subcontract or sub-lease the contract. If it is found that the service provider has violated these conditions, the contract will be terminated forthwith without any notice.

7. The contract can be terminated by the Civil Court, Bhojpur at Ara at any time without assigning any reason if the work of the contractor/ service provider is found unsatisfactory. In this respect, the decision of Civil Court, Bhojpur at Ara, will be final and binding on the contractor/service provider.

8. Conditional tenders shall not be accepted.

9. The Court reserves the right to accept or reject any or all quotations without assigning any reason whatsoever. Further, No correspondence in this regard will be entertained. The Court also reserves the right to cancel the tender at any stage, without assigning any reason.

10. In the event of any dispute arising from this tender, the decision of Civil Court, Bhojpur at Ara shall be final and binding on all parties. Any dispute whatsoever shall be subject to the Civil Court, Ara only.

11. During the continuance of AMC, if the machine becomes obsolete/ unserviceable, then the contract will be terminated in that month itself in which the machines becomes obsolete/unserviceable. The payment, therefore, will be made on pro-rata-basis (proportionately).

13. On the top· of the Envelope, the "Bid number" and "Comprehensive AMC (Annual Maintenance Contract) of Dell PowerEdge Server of Civil Court, Bhojpur

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at Ara" shall be clearly mentioned. The interested firms/ bidder may submit their quotations in the name of undersigned on the above terms and condition on or before 18.11.2025 up to 05:00 P.M. in e-Sewa Kendra Counter. Address for submission of the Tender:- In e-Sewa Kendra Counter at Civil Court, Bhojpur at Ara.

17.10.25

By the Order of Chairman
District Court Computer Committee
Civil Court, Bhojpur at Ara

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