

PRINCIPAL DISTRICT COURT, KANNIYAKUMARI AT NAGERCOIL

E-courts/AMC/2023

**The Principal District Court,
Court Road, Nagercoil,
Kanniyakumari District.
Pin-629001
Dated: 12 /01/2023**

TENDER NOTICE

Quotations are invited from the AMC vendors for undertaking to Comprehensive Annual Maintenance Contract (AMC) of the Computers and ICT equipments installed in various Courts in the Kanniyakumari District for the period of one year.

The item wise description, specification and Court locations are mentioned in the Annexure. For further details if any, can be obtained from the office of the Principal District court, Kanniyakumari on all working days between 10 am to 5.45 pm.

The quotation should be superscribed “QUOTATION FOR UNDERTAKING AMC COMPUTERS AND ICT EQUIPMENTS” and should be addressed to the Principal District Judge, Kanniyakumari either personally or through authorized agents or by post on or before 05.45 P.M of 03/02/2023 along with relevant documents stated in the Terms and Conditions. Quotation received after the specified date will not be taken into consideration and the Principal District Judge reserve every right to rejecting any estimates / quotation without assigning any reason thereof.

Place: Nagercoil
Date: 12.01.2023

Sd/- XXXXX
Principal District Judge
Kanniyakumari at Nagercoil

TERMS AND CONDITIONS OF AMC

1. The AMC Provider – (here-in after referred to as Vendor) are required to quote their lowest rates for above mentioned Computers and Accessories, Printers, scanners and covering all parts of computers Accessories for repair which should be valid for One year from the date of acceptance/approval by the Competent Authority and Price quoted should be inclusive of all applicable Taxes and levies and quote should not exceed 10% of the basic cost.

2. The Vendors should have done a minimum of Rs.2 Crores (Two crores) AMC business in Tamil Nadu in the preceding 3 Years time, prior to submit quote for AMC and must be a register IT/IT Services / IT Manufacturing / ITES company by the same name as the quoting company. Hence, The Vendors are required to provide the Last Three Years Bank Statement in the Account Name of quoting company and provide the IT/IT Services / IT manufacturing / ITES Company Registration certificate.

3. The AMC Provider should have qualified service engineers within the city limits and or able to depute one service engineer exclusively for the court.

4. The AMC Provider shall undergo preventive maintenance on monthly basis and to submit report though Judicial officers concerned.

5. The AMC Provider should not have been blacklisted in any of the Government Departments and shall provide an affidavit sworn to the effect.

6. The AMC Provider should provide the referrals from a minimum of 3 Government Offices/Departments for the satisfactory completion AMC over preceding 2 years from the date of the quote and must submit Nil down Time report for the above period from AMC for similar or higher capacity of computers systems.

7. The AMC Provider should provide a quality certification such as ISO 9000, for the IT Support services/AMC.

8. The AMC Provider should have own service /repair station with adequate stock of spares in Tamil Nadu at more than one station.

9. Vendor Should have Proper Complaint – Call – Registration Procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance; The AMC Provider shall issue a customer service slip after every service visit, clearly indicating the time of call by user Department, time of attendance of the fault by the AMC holder, nature of fault observer and whether cleared or not. if under further observation, then whether normal usage can be continued and details of subsequent visit after 2 days of observation , closure of call, clearance of fault and any other relevant information

10. The AMC Provider should provide equivalent standby units where clearance of fault is

likely to take beyond 2 days due to details in sourcing of spares etc., and may affect the Business Process of this court.

11. The AMC Provider shall give the unique call registration number and such relevant details as to the registration process leading to timely clearance of faults within 2 working days, Complaint pending beyond 2 days, a down time will be recorded for penalty.

Table of reference for penalty as per the guidelines of Government of Tamil Nadu.

S.No	Type of computer/Eqpt	Suggested Down time - Penalty
1.	Slim Clients/Desktop	300/-Per day
2.	Thin Clients	100/-
3.	Scanner	300/-
4.	Laser Printer	100/-
5.	Dot Matrix Printer	100/-
6.	Projector /TV	200/-
7.	UPS-500VA	100/-
8.	UPS -2 KVA	300/-
9.	Server	1000/Per day
10.	Parts of Computer Failure	Same as Slim Clients
11.	If Equivalent standby is given within 2 days ,Down time is NIL	NIL penalty
12.	Down time >30 days for mission critical server / Computers / Peripherals	50% or Higher

12. The repair/ maintenance/ preventive maintenance of Inverters will have to be made immediately on the same day, if the complaint is lodged by the Registry before 6.00 P.M. and in any case by forenoon on the next day if the complaint is lodged after 6.00 P.M. In case of emergency, standby should be provided.

13. The quotation value should be valid for a minimum period of 90 days from the date of Quotation received.

14. No charges will be allowed for all the work related to maintenance, dismantling, re-installation, providing of standby and other preventive maintenance will be given by the AMC provider and Preventive maintenance includes monthly, quarterly, annually.

ANNEXURE

Sl.No	Description of Item	Make	Model	Court Complex locations	Quantity
1	Server	HP	Proliant ML350e Gen8	Nagercoil	1
2	Server	HP	Proliant ML350e Gen9	Nagercoil	1
3	Server	HCL	Infiniti Global line 2701HC	Kuzhithurai	2
4	Server	HCL	Infiniti Global 1701	Padmanabhapuram	2
5	PC	Dell	OPTIPLEX 3020	Nagercoil	36
6	PC	HP	Prodesk i3	Nagercoil, Boothapandy , Eraniel, Padmanabhapuram, Kuzhirurai	58
7	PC	HP	Prodesk i5	Nagercoil, Boothapandy , Eraniel, Padmanabhapuram, Kuzhirurai	58
8	MFD	Canon	246DN	Nagercoil, Boothapandy , Eraniel, Padmanabhapuram, Kuzhirurai	29
9	Laser Printer	Canon	LBP151DW	Nagercoil, Boothapandy , Eraniel, Padmanabhapuram, Kuzhirurai	29
10	Slim Client PC	HCL	Infiniti LA380 Pro	Kuzhithurai, Padmanabhapuram	10
11	Slim Client PC	HP	HP 6000 Pro	Eraniel and Boothapandy	3
12	Dot Matrix Printer	TVS	MSP455XL Classic	Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	13
13	Dot Matrix Printer	EPSON	DX	Nagercoil	12
14	Laser Jet Printers	Samsung	3310nd	Nagercoil	2
15	Laser Jet Printers	Samsung	2826ND	Nagercoil	12

16	Laser Jet Printers	Samsung	3320ND	Nagercoil	2
17	Laser Jet Printers	HP	P1566	Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	13
18	Scanner	Avision	AV610c2	Nagercoil	1
19	Scanner	HP	Scan jet 8270	Nagercoil	1
20	Desktop	Acer	Veriton M200B- HB1	Nagercoil	1
21	Desktop	HP	HP 110	Nagercoil	2
22	Desktop	HP	Slim line	Nagercoil	2
23	Laser Jet Printer	HP	1020 Plus	Nagercoil	2
24	Laser Jet Printer	Samsung	M2876ND	Nagercoil	1
25	Dot Matrix Printer	TVS	MSP	Nagercoil	1
26	Additional Monitor With Splitter	HP	18.5 inch	Nagercoil, Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	29
27	PC	Dell	Optiplex 3070	Nagercoil	2

Sd/- XXXXXX
Principal District Judge
Kanniyakumari at Nagercoil