DISTRICT COURT SAMASTIPUR

TENDER NOTICE NO.:- 01/2026/E-COURT

DATED 21/08/2026

Sealed quotation along in favour of Nodal Officer E Court Project are invited from reputed firms having back to back capable for providing the services of Annual Maintenance of HP, Canon and Brother PRINTERS at Samastipur District court, including Dalsingsarai, Rosera and Shahpur Patori Sub-Division. The bids be submitted within **three weeks** from the date of publication of the tender notice. Details of notice along with bidding documents may be downloaded from the website of this court i.e. https://samastipur.dcourts.gov.in/ or may be obtained from the office of Nodal Officer E-court during office hours.

21/08/26

TERMS AND CONDITIONS

1. **Instructions to the tenders:**

Quotations are to be submitted in sealed envelope consisting of Techno-commercial bid & Financial Bid the title "QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT FOR REPAIRING OF PRINTERS AT DIFFERENT LOCATIONS OF THE SAMASTIPUR JUDGESHIP and addressed to Nodal Officer E-Court Project and the bid will be submitted in the office of Nodal Officer E-Court Project. **The bid be submitted within three weeks from the date of publication of the tender notice. The Tenders received after the due date/time will not be considered.**

Tender relates to 'Comprehensive' maintenance of Printers. The Tenderer shall clearly specify what items (Hardware)/Services will not be covered under the maintenance contract. All the remaining items/ services shall be treated as covered under the maintenance contract.

2. **Period of Contract:**

The contract will be initially **for a period of one year** which can be extended further for two years on mutual agreement subject to satisfactory performance of each year by 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:**

(i) The place of performance will be Samastipur District courts, including Dalsingsarai, Rosera and Shahpur Patori Sub-Division Courts.

(ii) It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.

(iii) It must be noted that number of Printers may increase or decrease at the sole discretion of the Nodal Officer E-Court Samastipur Court In that case, payment will increase/decrease proportionately.

(iv) Any other work of similar nature assigned by Nodal Officer E-Court Samastipur Court.

4. **Duties and responsibilities:-It** shall be duty & responsibilities of the firms:-

(i) To attend all the complaints, irrespective of their nature.

(ii) To ensure protection of equipment & maintaining the machinery in perfect working condition.

(iii) Repair to be carried out at the location of the equipment.

(iv) Standby arrangement to be made in case the equipment is to betaken to workshop for repairs.

(v) The Contractor shall depute one qualified engineer/Technician who can maintain the equipment listed properly. The Engineer should be an Indian national only, having Good Knowledge in Computer hardware and related field. Engineer/Technician should have 3 years of experience and should be specialist in repairing and maintaining of Printers. The engineer/Technician shall be required to report if and when required upon call From 10:00 A.M. to 4:30 PM . All the engineer/Technician deployed by the contractor shall work in coordination with System Officer or any other person authorized by him. Here it is made clear that the Engineer/Technician deputed may not frequently changed/ assigned work at different project/place by the service provider.

(vi) To replace all such parts which are damaged and cannot be repaired, and to keep the Printers good working condition.

(vii) To use only **genuine original spare parts**

(viii) **The contractor would carry out preventive maintenance of each printer once in every month,** in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of printers on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.

5. Eligibility Criteria:-

A. The Agency applying should possess Income Tax PAN No., Service Tax Account Number and GSTIN no. The Agency should have a minimum experience of 03 years in providing Annual Maintenance of Printers in Central Government/State Government Departments/ Semi Govt. organization including Public Sector Undertakings/ Autonomous Bodies. Possession of valid ISO Certificate in the same field may be an added advantage.

B. The Tenderer must have an average annual turnover of Rs. 10, 00,000/- (Rupees Ten lac) during the last three years in the same field. Copies of the following documents should be submitted along with the Bid:-

a) Audited Profit & Loss Account of last three years i.e. 2023-24, 2024-25 and 2025-2026

b) Service Tax Certificate GSTIN NO.

c) Income Tax PAN.

d) Income Tax Return for the last three years i.e. 2023-24

2024-25 and 2025-2026

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.

6. **Evaluation of Bids:**

The Bid shall be open Before in the chamber of the Chairman DCC,

7. **Performance Guarantee (Security Deposit)**

The successful tenderer will be required to furnish security deposit amounting **Rs. 10,000/- (Ten thousand rupees only)** within 10 (ten) days from the date of acceptance of tender. The security deposit shall be in the form of FDR through any / commercial / nationalized bank in favour of Nodal Officer E-court Samastipur. However the Security Deposit will be refundable thereafter expiry of the contract without interest. 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,/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action that the contractor firm may invite upon themselves due to any of the reasons specified above.

8. Other terms and conditions:

(i) The Nodal Officer E-Court Fund has the right of accepting or rejecting any or all tenders without specifying any reason(s) thereafter. The Chairman DCC Samastipur Civil Court is under no obligation to accept the lowest tender.

(ii) There is no obligation on the part of the DCC Samastipur Civil Court to inform the unsuccessful tenderer of the outcome of the tender process and reasons for rejection of tender.

(iii) The payment shall be made in two installments, on half-yearly basis. The payment of second half period will be made on successful completion of the Contract based on the performance.

(iv) It shall be mandatory on the firm to conduct routine checks to maintain the Printers in perfect working condition and to submit the routine check reports on quarterly basis to the Nodal Officer E-Court Project

(v) AMC Service Provider, i.e. the contractor shall also attend to calls for any other Operating System and/or Application Software in the printer without any extra charge.

(vi) Premature withdrawal of the tender by the tenderer shall make him liable for forfeiture of the earnest money.

(vii) All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.

(viii) If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200 /- per day will be imposed for non-attendance of Service Engineers after the call is registered through Nodal Officer E-court. In this regard, the decision of the Nodal Officer E-court shall be conclusive and binding on the service provider.

(ix) Nodal Officer E-court, Samastipur, reserves the right to review the performance whenever he so desires, and also to terminate the contract at any point of time during the tenure of the AMC in case the performance and the service rendered by the contract firm is found to be unsatisfactory.

(x) The Nodal Officer E-court, Samastipur, 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.

List of Printer Model

Sl. No	Name of Printer Model
1.	HP 427FDW
2.	HP P1566
3.	HP P1108
4.	HP 1020w Tank
5.	Canon 465dw
6.	Canon MF244dw
7.	Brother DCP-B7535DW
8	Brother DCP-L2520D

Rohit Kr. Saroj
NODAL OFFICER 21/08/26
SAMASTIPUR