No. DCK/ACCT/ 85 /2025-2026.

Office of the District and
Sessions Court, Kalaburagi,
Dated 29.01.2026.

TENDER NOTIFICATION

Notification No. 01/2025-26 Dated: 29.01.2026.

Subject:- Sealed tenders are invited from interested and eligible firms for comprehensive annual maintenance contract (AMC) of 25 numbers of bio-metric machines & one server installed at Kalaburagi unit for the period of 2 years.

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The Office of the Prl. District & Sessions Judge, Kalaburagi intended to obtain sealed tenders for comprehensive Annual Maintenance Contract of 25 bio-metric machines & one server installed in Kalaburagi unit with the following additional information.

1. All the 25 Nos of bio-metric machines and one server are installed in Kalaburagi unit are in working condition. However, the firms may kindly check or inspect it to their satisfaction between 10.30 a.m. to 02.00 p.m. before tendering the rates. Any changes in rate shall not be permissible after submission of bids.

2. The bids shall be submitted in the "Two bid system" manner. i.e, technical bid should be indicate the business profile of the firm. The financial bid should indicate that maintenance rate of 25 Nos biometric machines & one server. The bids should be submitted for comprehensive AMC and indicate rates for each item separately. At

first, technical bid should be evaluated in respect of this bidder profile and then financial bid shall be evaluated only for those bidders who qualify in technical bid. Technical bid must be kept in separate envelope clearly mentioning technical bid for comprehensive maintenance of biometric and financial bid must be kept in separate envelope clearly mentioning financial bid for comprehensive maintenance of biometric. Both technical bid and financial bid should be kept in a single envelope with title, quotations for comprehensive maintenance of biometric machines.

3. Rate/unit and total amount should be mandatorily quoted in tender documents for all the items mentioned in financial bid. However, L-1 firm will be determined on overall prices quoted by the firm.

4. Duly filled and sealed quotation should be addressed and sent to Principal District & Sessions Judge, Kalaburagi so as to reach this office on or before 14.02.2026 by 05.30 p.m. No tender will be entertained or received after due time and date. The technical bid and the financial bid will be opened on 16.02.2026 in the chambers of Hon'ble Prl. District and Sessions Judge, Kalaburagi,

5. The successful bidder has to enter into the agreement on terms and conditions of this tender notice.

6. The decision of competent authority shall be final and binding to the bidders in case of any disputes.

7. The firm must submit an EMD amount of Rs. 2,000/- in the form of DD. In favour of Principal District & Sessions Judge,

Kalaburagi along with technical bid. Failing which the bids shall not be entertained.

8. The AMC will be valid for the period of 2 years from the date of awarding the contract.

9. Biometric systems/items in any, and which comes under the purview of AMC during the financial year 2025-26 proportionate charges for fraction period will be paid for the services provided.

10. Conditional bids either at technical or financial stage shall not be entertained.

11. Only onsite support bid should be entertained and support by means of remote in bid shall not be entertained.

Terms and Conditions for Comprehensive Annual Maintenance Contract.

1. SCOPE OF THE CONTRACT

1.1. This contract shall cover preventive and breakdown maintenance of Biometric including NVR, DVR, etc., and satisfactory working of equipment of surveillance system including software. The contract shall also improve maintenance of software.

1.2. The maintenance contract is for compressive maintenance and shall include repairs/replacement of all spare parts sub-assemblies. The firm shall use good quality spare parts, preferably of the same brand as that available in the original system.

1.3. The items under AMC shall be repaired or provided a standby or similar configuration against any specific complaint within

24hrs, from the time of reporting, failing which, the penalty shall be imposed as under:-

a). If complaint is resolved (either providing stand-by or setting original equipment right) within 24hrs., no penalty shall be levied.

b). If stand-by is provided after 24hrs, penalty of 10% of per unit AMC charge, per day per item shall be levied after 3 days till the original hardware unit is set right.

c). If stand-by not provided even after 24hrs, penalty of 20% of the per unit AMC charge, per day per item shall be levied till the original equipment is set right.

d). If original equipment becomes beyond repair, it shall in any case be replaced within a week, failing which a penalty of 50% of the book value of the equipment shall be levied.

e). If original equipment is lost in the custody of firm, it shall be considered as serious concern of carelessness and the loss will be compensated by levying penalty as competent authority may think fit.

1.4 It shall be the responsibility of the firm to ensure error free performance of existing LAN and maintenance of Biometric including NVRs, DVRs, etc. during AMC period.

1.5 The firm may be asked to provide information on backup and recovery process of biometric data from time to time.

2. PERIOD OF THE CONTRACT.

2.1. This contract shall remain valid for a period of 2 years from the date of award of contract and shall be specified in the letter of acceptance.

2.2. If the office is not satisfied with the performance of the firm, the contract may be terminated before completion of AMC period by giving one month notice to the firm. The decision of competent authority shall be final in this regard.

2.3. If situation demands, competent authority may direct AMC awardee firm to provide their service after expiry of the period. The firm shall be paid pro rata basis for the services provided in this situation.

3. RATES FOR AMC

3. 1. The firm should quote their rates in words as well as in figures on the tender form.

3.2. The rates offered shall remain firm and valid for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

4. PAYMENT RATE TERMS

4.1. The annual maintenance charges would be paid in four installments after completion of each quarter. First, installment would be due for payment after expiry of quarter from the date of commencement of the Contract. Payment would be made on submission of bills separately by the contractor to Prl. District and Sessions Judge, Kalaburagi and certify after ensuring that the work

has been executed satisfactorily as per terms and conditions of the agreement. The last quarter payment will be released after all the measures under AMC are checked. No advance payment in any case would be made. Recoveries on account of penalties etc. shall be deducted from the quarterly bills.

4.2 Deduction of tax at source shall be made by the office, whenever applicable for income tax, work contract tax etc. as per rules.

5. OTHER TERMS

5.1. A log register shall be maintained in the computer section of this office for recording the complaints received. The date and time of complaint, its type shall be recorded in the register. The time of the complaint recorded in this register shall be considered as the log time. The firm's representatives shall record there the date and time of the rectification with their name and signature, provision of the standby etc. in this register. The log register will be checked and authenticated by a designated officer of this office and the complaint would then be considered as resolved. If standby has been provided, then the time in which the standby should be replaced by the original equipment would be calculated from the time of authentication by the designated officer of this office. When the original equipment is returned after repair, the representative of the firm and this office would record it in the log register and complaint would be treated as resolved.

5.2. Preventive maintenance with special cleaning of Biometric from outside· with liquid cleaner will be carried out on quarterly basis. Failure to clean external parts of Biometric and an amount of ~ 50 per equipment (biometric) per quarter will be deducted from AMC payable to the firm. The report of the preventive maintenance shall be sent quarterly by the 5th day of expiry of each quarter to Principal District Sessions Judge, Kalaburagi in writing.

5.3 As far as possible, the repairs would be carried out on-site itself. Necessary tools/ equipment's for service/maintenance will be brought by the service engineer while attending the complaints of biometric. However, all necessary assistance for providing electricity point needed in connection with testing (at the location of equipment), repairing etc., shall be provided by the office. In case the equipment is required to be taken to workshop, all the arrangements shall be made by the firm.

5.4 Service call report shall be submitted quarterly by the firm indicating the status of attending various complaints along with date and time of repairing.

5.5. An annual Maintenance Contract (AMC) for biometric systems ensures the ongoing functionality, upkeep, and support of both the biometric devices (e.g., fingerprint, face recognition scanners) and the servers/software they connect to.

. Key Features of a Biometric AMC:

- **Preventive Maintenance:** Regular inspections and checks-ups to prevent futures issues.
- **Repairs & Technical Support:** Prompt resolution of glitches, connectivity issues, or hardware failures by expert technicians.
- **Software Updates:** Ensuring the biometric management software stays current with security patches and new features.
- **Reduced Downtime:** A proactive approach minimizes disruptions to operations (e.g., employee attendance tracking).

. Types of AMC:

- **Comprehensive:** Covers both labor and the cost of replacement parts (except in cases of physical damage).
- **Non-Comprehensive:** Typically covers labor and service but not necessarily the cost of all replacement parts.

Biometric Server Functionality

A server in a biometric system acts as the central repository for user data and management software:

- It stores the unique biometric templates (fingerprints, face scans, etc.,) and employee details securely.
- It authenticates users online from the stored data when a scan is presented at a device.
- It manages access control and time/attendance records, often generating reports for HRMS and payroll.

- Connectivity is typically achieved via TCP/IP networking, allowing devices to push data to the central server.

5.6 Tender documents should be undersigned (on each page) by authorized representative of firm with seal.

6. SECURITY DEPOSIT

6.1 Security Deposit for the AMC shall be 10 percent of the contract value. First installment payment will be released after submission of bank guarantee/FDR (validity of FDR is contract period + 60 days) equal to 10% of the total AMC amount or after deducting the security deposit amount from the amount due to the firm.

6.2 Security deposit (SD)/performance guarantee shall be returned to the contractor after the completion of the period of the AMC and after the approval of the competent authority. Before releasing the security deposit, an unconditional and unequivocal no claim certificate from the service provider concerned shall be obtained.

6.3 No interest will be paid upon security deposit or amounts payable to the contractor under the contract.

7. LIABILITY FOR COSTS AND DAMAGES.

7. 1 All costs of damages or expenses which this office may incur on the part of the firm may be deducted by the administration at its discretion either from money due or to become due or refundable to him. The competent authority reserves all the rights and shall be entitled to retain payments to extent of damages recoverable from the firm under this contract and to set off the same against all

claims whether arising out of this contract or out of any other transaction whatever due to the contractor.

7.2 Contractor shall follow all Central/State Legislation's related to labour, e.g. Minimum Wages Act, the Workmen Compensation Act, or any other Act/law in vogue.

8. AGREEMENT.

The successful bidder shall be required to execute an agreement with the Principal District & Sessions Judge, Kalaburagi authorized by him for carrying out the work according to the instruction to bidders and condition of contract.

9. JURISDICTION.

All the disputes and differences arising out of or in connection with this contract/ agreement shall be subject to the exclusive jurisdiction of Court of Law at Kalaburagi.

Sd/-
Prl. District & Sessions Judge,
Kalaburagi.