

PROCEEDING OF THE PRINCIPAL DISTRICT JUDGE, MADURAI

PRESENT: Thiru.S.Sivakadatcham.,B.Sc.,M.L.,,

Principal District Judge, Madurai

D.No: 11970 /Comp/2024 Dated: 09.12.2024

Sub: Annual Maintenance Contract for the Printers in Madurai District Judiciary – Quotations called for entering into Annual Maintenance Contract for the period 2024-2025 - Regarding.

Ref: Office Order of this Court, Dated: 06.12.2024

TENDER NOTICE

Quotations are invited from the AMC vendors for undertaking to Comprehensive Annual Maintenance Contract (AMC) of the Printers installed in various Courts in the Madurai District for the period of one year.

The item wise descriptions are mentioned in the enclosed Annexure For further details if any, can be obtained from the office of the Principal District court, Madurai on all working days between 10 am to 5.45 pm.

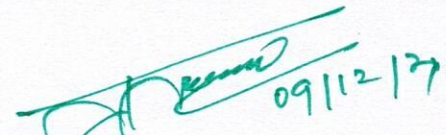
The quotation should be superscribed “QUOTATION FOR UNDERTAKING AMC COMPUTERS AND ICT EQUIPMENTS” and should be addressed to “**The Principal District Judge, Combined Courts Building, Madurai – 625020**” either personally or through authorized agents or by post on or before 05.45 P.M of 19.12.2024 along 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.

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 Printers and covering all parts, 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 AMC Provider should have qualified service engineer to depute one service engineer exclusively** to all court working days from 10.00AM to 6.30PM
3. The AMC Provider shall undergo preventive maintenance on monthly basis and to submit report to this Court.
4. The AMC Provider should not have been blacklisted in any of the Government Departments and shall provide an affidavit sworn to the effect.
5. The Vendor should have a quality certification such as ISO 9000, for the IT Support services /AMC. Vendor should also submit the turn over certificate and should have referrals from a minimum of 3 Government Offices / Departments for the satisfactory completion of AMC over the preceding 2 years.
6. The Vendor should have own service /repair station with adequate stock of spares in Tamil Nadu at more than one station.
7. 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.

8. AMC Provider should provide full spare parts support and maintenance for Printers mentioned in the annexure.
9. 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 and If the defective component is not repairable , the same shall be replaced with an equivalent or higher configuration. Preventive maintenance should be done every quarter.
10. 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.
11. Quotation value should be valid for a minimum period of 90 days from the date of Quotation received.
12. At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the Printers / Electronic Devices are in satisfactory working condition and that no faults or complaints are pending.


09/12/24
PRINCIPAL DISTRICT JUDGE,
MADURAI.

Encl: Annexure.

To: 1. Publish Through District Court Website.
2. Head Clerk of this Court.

R.P.
9/12/24

9/12/24

ANNEXURE

S.No	NAME OF THE IT PERIPHERALS	DESCRIPTION	MODEL	QTY
1	MULTI FUNCTIONAL DEVICE(LASER)	CANON	MF 246DN	51
2	LASER PRINTER	CANON	LBP 151	51
		SAMSUNG	2826 ND	30
		SAMSUNG	3320 ND	4
		HP	HP PRO P1566	7
		HP	1020 Plus	8

[Signature] 09/12/24.
**PRINCIPAL DISTRICT JUDGE,
MADURAI.**

R.B.
9/12/24

[Signature]
9/12/24