


**District & Sessions Court, Jalgaon**

**TENDER NOTICE**

No./Comp./<sup>5753</sup>/2024  
Dt. 31.08.2024

The District & Sessions Court at Jalgaon invites sealed quotations from the reputed and experienced service provider/firm for "**On Site Comprehensive Annual Maintenance Contract of Various Hardware provide in Phase-II of the e-Court Project.**" installed at this Judicial District Jalgaon and its subordinate Taluka Courts for the period w.e.f. 15/09/2024 to 14/09/2025 (12 Months) or from the date of award of contract. Interested parties may submit their sealed quotations on or before 10/09/2024 upto 5:00 pm. For details of terms & conditions, interested firm/service providers may log on to the Official Website of District Court Jalgaon i.e. <https://jalgaon.dcourts.gov.in/>

Place : Jalgaon  
Date : 31/08/2024

  
District Project Co-ordinator &  
District Judge - 2, Jalgaon

**Copy forward for information:**  
The Notice Board, District Court, Jalgaon

## District & Sessions Court, Jalgaon

### **Terms and Conditions for Maintenance Contract of "Various Hardware provide in Phase-II of the e-Court Project."**

1. The tenderer shall quote comprehensive rates, which will include the maintenance charges for maintaining the Hardware's in proper order, including all parts & accessories, be it an internal component or external component like keyboard, mouse, power adapter, RAM, Display, Network equipment's, Fuser kit, Teflon, Pickup roller, plastic parts, all consumable parts, etc. throughout the contract period. Comprehensive Maintenance rates per Hardware should be quoted as per Annexure-'A'. Taxes, if any, should be indicated separately in **Annexure-'A'**.
2. The tenderer shall be authorized service partner of said hardware shall be given priority.
3. The tenderer must possess valid PAN No., GST No. & Service Tax registration number and copy of the same must be enclosed with tender document. Every page of the Tender document and the terms and conditions should be signed & stamped by the authorized signatory of the service provider/firm.
4. The Contract Period is 12 months from 15/09/2024 to 14/09/2024 or from the date of award of contract. The contract can be terminated during the contract period if the services of the firm are not found to be proper.
5. The service provider / firm should send the quotation in a sealed cover super scribed as **"On Site Comprehensive Annual Maintenance Contract of Various Hardware provide in Phase-II of the e-Court Project."** and sent to **"The Registrar, District and Sessions Court, Near Chhatrapati Shivaji Maharaj Statue, Jalgaon - 425 001"** so as to reach **on or before 5.00 pm on 10/09/2024.**
6. The tenderer(s) must have experience of minimum 3 years for providing service support in Government/Public Sector Undertakings dealing with similar hardware/devices in respective fields. Also service provider/firm should have good turn over in support service during the last financial year i.e. 2023-2024 (Relevant documents in support must be enclosed).
7. The preference will be given to the tenderer who has already in AMC with any of the Subordinate Courts in Maharashtra (Relevant documents in support must be enclosed).
8. Quotations received beyond the scheduled time / after the due date, incomplete in any respect or not accompanied by prescribed documents are liable to be rejected.
9. Administration of District Court, Jalgaon reserves the right to split orders and/or accept or reject any quotation as also to alter any or all of the terms and conditions without assigning any reason there for.
10. Administration of District Court, Jalgaon reserves right to **re-negotiate** the prices for AMC hardware items.
11. The Tenderer should submit demand draft of any Nationalised Bank for Rs. 10,000/- as Earnest Money Deposit [EMD] and Cash Rs. 500/- to Nazar Section or Demand Draft of Rs. 500/- (Non-refundable) as Tender Fees in favour of **Addl. District Judge**

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**& Addl. Sessions Judge, Jalgaon** with the quotation. The Earnest Money will be refunded to the successful bidder only after depositing the performance security amount and to the unsuccessful bidders by obtaining signature.

**12. The service provider / firm to whom the tender will be awarded, will have to deposit the performance security equal to 3% of the total amount tentatively arrived till such time the period of contract expires. If the services are not found to be satisfactory, the performance security is liable to be forfeited. No Interest will be paid on performance security.**

13. During the period of Maintenance, if it is found that the terms & conditions of contract are violated or there is unsatisfactory performance or services are not provided to the satisfaction of District and Subordinate Taluka Courts, then Principal District and Sessions Judge, Jalgaon reserves the right to terminate the Maintenance contract and forfeit the Performance Security without any notice.

14. Rates once finalized will not be enhanced during the contract period.

15. No advance payment in any case would be made to the firm/service provider for carrying the services.

16. In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the performance security deposited would be forfeited.

17. In case within the contract period, for any reasons, the systems under maintenance are disposed of by Administration of District Court, Jalgaon, the contract amount for that particular system shall be repaid by the vendor, or deducted from the amount payable by Administration of District Court, Jalgaon, on a pro rata basis. The vendor shall reimburse such amount to Administration of District Court, Jalgaon, if any, by bank draft, addressed to Principal District & Sessions Judge, District & Sessions Court, Jalgaon.

18. After the contract is finalized, an agreement [so as terms and conditions decided by this Office] shall be entered into with the successful firm/service provider.

19. The Administration of District Court, Jalgaon reserves the right to cancel the contract at any time during the period of contract without giving any reason.

**20. The Service Provider / firm should provide their service at all Courts in this Judicial District, which are located at Jalgaon, Amalner, Chopda, Dharangaon, Parola, Erandol, Bhadgaon, Chalisgaon, Pachora, Jamner, Bhusawal, Muktaingar, Raver, Yawal, Bodwad etc.**

21. In case of devices/hardware items being shifted to any other location in this Judicial District, maintenance shall continue to be applicable at new location.

22. It shall be responsibility of the firm(s) to make all the Various Hardware provide in Phase-II of the e-Court Project work satisfactorily throughout the contract period properly.

23. The service provider/firm shall provide the service in respect of installation of OS, Configuration of Router, Gateways & Manageable Switches, installation of printer if

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it's not working properly. **(While repairing/replacing it, the service provider/firm shall configure the same)**

24. The service provider/firm shall provide genuine or compatible parts of the hardwares, devices, networking devices in case parts are required to be changed.
25. The service provider/firm shall provide separate **one Full time trained resident engineer at District Court, Jalgaon** on full day basis during working hours of the District Court Jalgaon i.e. from 10.00 am to 6.30 pm.
26. Engineers must be fully equipped with maintenance tool kit and accessories.
27. Any reported fault would be taken up by the service provider / firm's Engineer within 24 hours. The repairs would be carried out on-site itself.
28. No transport will be provided to the service engineer(s).
29. To avoid interruption in the official work at the District and Subordinate Taluka courts in this Judicial District, standby inventory of hardware should be kept in the respective court.
30. The firm/service provider will provide maintenance and repair service on holidays, in case of emergency.
31. The firm shall nominate one of its officers as "Nodal officer" who shall receive complaints and keep a proper record mentioning the date & time of the complaint received, the date & time when the complaint was duly attended and the defects rectified. The status of pending calls at all locations should be submitted to this office on 5<sup>th</sup> day of every month by e-mail.
32. Penalty @ 300/- per day per device/hardware will be charged by the Administration of District Court, Jalgaon, in case any of the device/hardware is not repaired within 24 hours of reporting of fault.
33. The firm/service provider shall be liable for any loss or damage to the specified Computer hardware items equipment caused due to negligence of the service provider/firm during the contract period. The service provider/firm shall make good the loss or damage to the specified Computer hardware items cause if any, during the course of maintenance.
34. Any un-towards incidents in respect of service engineers will be the sole responsibility of the service provider / firm. Engineers should be suitably covered for insurance.
35. The tenderer shall arrange monthly visit of the Area Manager to District Court, Jalgaon.
36. The firm shall not take any advantage of any misinterpretation of the conditions due to typing or any other error and if any doubt shall bring it to the notice of the District Court authorities without delay. In case of any contradictions, only the printed rules and books should be followed and no claim for the misinterpretation shall be entertained. The administration's decision in such cases shall be final.

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37. If any dispute(s) arises between the Administration of District Court, Jalgaon and firm/service provider with reference to the contract, the District Court, Jalgaon will decide it and its decision will be binding on the firm/service provider.

### **Scope of Work :**

1. **Replacement of Parts:** The firm shall replace all spares including consumables & non- consumables electronic circuitry, plastic parts, power adapter etc. under maintenance of Hardware.
2. **Preventive Maintenance:** The firm shall carry out the periodical maintenance of the Various Hardware provide in Phase-II of the e-Court Project. in every 3 months during the period of contract.
3. **Quality of Spare:** Spares used for repairing of Hardware should be compatible, genuine. In case, Hardware/Device is not repairable an equivalent Hardware/Device shall be provided by firm.
4. **Working Hours:** The Maintenance work shall normally be carried out by the firm during working hours of the District and Subordinate Taluka Courts. However, in case of emergency maintenance shall have to be done beyond office hours and even on Holiday or Public Holiday.
5. **Response time:** Response time for attending maintenance call shall not exceed 24 hours for maintenance of the hardware and resolution of problem within 48 hours.
6. **Extension of AMC:** The AMC will be extendable up to next 2 terms (yearly basis) on the basis of satisfactory performance of the service provider / firm.

### **Confidentiality**

1. The firm/service provider shall not divulge to any person, subsidiaries or groups of the firm/service provider (s) or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the firm/service provider (s) shall be treated as professional communications and confidential. **Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.**
2. The firm/service provider shall not encourage or partake in any form of software piracy during the contract period.
3. The firm/service provider shall not take District Court, Jalgaon as reference to their prospectus or clientele for any purpose.


### **General Terms & Conditions:**

1. **Terms of Payment:** The payment will be made after completion of three months with reasonable time taken for passing the bills from treasury, after satisfactory performance. The payment would be made after deducting necessary taxes applicable, if any.
2. **Document Scrutiny:** On the Scrutiny of Document, if the Administration of District Court found that, the furnished documents of L1 bidder is not as per terms and

conditions/Eligibility Criteria of tender document etc., the Administration of District Court reserves the right to award the said contract to L2 or L3 bidder, who has fulfilled eligibility criteria.

3. **Statutory Levies:** The Maintenance Contract cost includes all statutory levies if any, charge by State or Central Government for rendering this type of service.
4. **Court of Law:** Disputes if any, shall be subject to Jurisdiction of Jalgaon Court.

Place : Jalgaon  
Date : 31/08/2024

  
District Judge-2 & Addl.S.J.,  
Jalgaon

## Annexure-A

**QUOTATION FOR AWARD OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF SERVERS, DESKTOP PC, PRINTERS, SCANNERS, PROJECTOR, KIOSK MACHINE, UPS, NETWORK SWITCHES, ROUTERS, TRANSCEIVER, KVM SWITCH, LEASED LINE MODEMS, ETC. & ITS PERIPHERALS.**

### HARDWARE/DEVICE LIST

Sr. No	Hardware / Device	Location wherever the HW / Devices are available	Hardware / Device Purchase Cost in Rs. (Per Unit)		Quantity (nos.)	Comprehensive Maintenance Rate in Rs. (Per Unit)	Total Comprehensive Maintenance amount in Rs.
			Item 1	Item 2			
1	Printer Kyocera M2040DN	Jalgaon & All Taluka in this District		16520	81		
2	Canon Printer LBP151DW	Jalgaon & All Taluka in this District	Item 1	10934.4	68		
			Item 2	10747	52		
			Item 3	8800	05		
3	Kodak Scanner i1150	Jalgaon & All Taluka in this District		25659.1	61		
4	UPS RS Power Systems (P) Ltd, Power Plus 2KVA Online with 6 batteries	Jalgaon & All Taluka in this District		59000	15		
5	UPS RS Power Systems (P) Ltd, Power Plus 2KVA with 6 batteries	Jalgaon / Amalner		48734	2		
6	UPS RS Power Systems (P) Ltd, Power Plus 1KVA with 2 batteries	Jalgaon & All Taluka in this District		18272.30	13		
7	Rack Mountable (1U) 8 Port KVM Switch (202DC)	Jalgaon / Bhusawal / Amalner / Muktainagar		24843.76	4		
8	Dell Power Edge 2P (Pedestal Server) T440 Intel Xeon Bronze 3106	Jalgaon & 7 Taluka in this District		200948.2	7		
9	Dell PowerEdge 2P (Rack Mount Server) 16 GB R440 Xeon Bronze 3106	Jalgaon & 7 Taluka in this District		194403	7		
10	Projector Hitachi CP X3042WN & Projector Screen	Jalgaon & All Taluka in this District		60843.51	16		
11	<b>Kiosk Machine</b> Make :- Infnit as i300 Pedestal Model Construction Base : Bajaj steel or Tata Steel CRCA 1.6 mm Product No :- Processor : i-3-7100, RAM-4GB, 500 GB, HDD HDMI UPS : (Circle) Power YPB	Jalgaon & All Taluka in this District		98889	19		

	600VA. AC Adapter: Minter : 12V 1A USB : 2x2.0,2x3.0 Speaker : Two Model No. :- Dell E2218 IIN Touch Screen : PCAP 22" Screen :- 21.5"					
12	<b>Dell i5 Desktop</b> Model - Dell Vostro 3470 SFF Desktop with i5 8400 processor	Amalner / Jamner / Erandol / Muktaingar	39699.92	4		
13	<b>Dell i3 Desktop</b> Model - Dell Vostro 3470 SFF Desktop with i3 8100 processor with Graphics Card Drive	Amalner / Jamner / Erandol / Muktaingar	29287.6	12		
14	Dell AIO Model - OptiPlex 3050 AIO Dell with Intel core i3 7100 Processor	Jalgaon / Amalner	34167	8		
15	<b>HP Scanner</b> Pro 2000 S1	Jalgaon	24100	2		
16	HP Laser Printer P1606dn	Jalgaon & All Taluka in this District	8823	30		
17	Hp Laser Printer Pro M202dw	Jalgaon & All Taluka in this District	8644	29		
18	Cisco Manageable Switch 2960 24Port	Jalgaon & Amalner	57018	8		
19	Cisco Manageable Switch 3750 24 Port	Jalgaon	57018	1		
20	Cisco 2801 Router	Jalgaon	102722	1		
21	1000-SX SFP transceiver	Jalgaon	10227.36	8		
21	HCL Single Processor Pedestal Server- eCourts	Dharangaon / Parola	48319	2		
22	Uniline UPS 3KVA with 30 Batteries	Jalgaon	82000 (Appx)	1		
Total						
Please mention Govt. Taxes if any						
Grand Total						

Date :

(Authorised Signatory of the firm)



**Annexure-B**  
**Application Form**

(This form should be filled up & attached with documents serially with the Quotation)

Name of Agency	
Detailed Address	
Telephone Numbers	
Fax Numbers	
E-mail ID	
DD No.: _____ dt. ____/____/2024 for Rs.10,000/-	
DD No.: _____ dt. ____/____/2024 for Rs.500/- (Non-refundable)	

**Section I :- Eligibility Criteria**

Sr.No.	Eligibility Criteria / List of documents to be attached serially with the quotation	Documents Attached Yes/No
1	Maintenance Experience certificate in Govt./PSU offices dealing with the similar hardware/software in respective fields. (Copies of Work Order and certificate of satisfactory services should be enclosed.)	
2	Authorisation Certificates of Service Partners i.e.HP,HCL,Wipro,CISCO etc.	
3	The copies of registration of VAT/TIN, Service Tax, PAN	
4	The copy of Registration of Company/Agency/firm/service provider	
5	Authorization Letter for authorized service partner of respective companies (if applicable)	
6	Copy of Acceptance of terms and conditions with the sign & seal of company/agency	

**Undertaking**

I/We \_\_\_\_\_ Company/Agency is hereby undertake that the above mentioned information is true and correct and my company/firm is not black listed by The Central/State Government, Corporations or Government Undertakings.

Seal & Sign of Company/Agency/firm