Civil and Sessions Division, Sirmaur HP - 173001

Nahan the 2nd day of April, 2026
Ref No:- DSJ/SIR/Comp/CAMC/CN/AP/NHN/2026-1671

From

The District and Sessions Judge,
Sirmaur District at Nahan, HP
173001

Subject: **Invitation of bids through limited tender system for Comprehensive Annual Maintenance Contract (C.A.M.C.) of computer hardware provided to Civil and Sessions Division, Sirmaur, under the e-courts project.**

Competitive item-wise rate tender(s)/quotation(s) with all spare parts are invited in sealed cover for awarding Comprehensive Annual Maintenance Contract in respect of Computer Hardware as under Annexure A, subject to the following conditions :-

The bidders are required to submit the physical copy of the Technical bids and Financial bids along with the hard copy of the instrument submitted against earnest money in the sealed envelope by way of post or by hand to the District and Sessions Judge, Sirmaur at Nahan, H.P. on or before _____20/04/2026_____ up to 04:00 PM.

The bidder shall have to furnish at least two percent (2%) as earnest money deposit (EMD) of the total amount quoted including G.S.T. and applicable tax etc., which should be submitted in the form of bank draft in the name of District and Sessions Judge, Sirmaur District at Nahan. However, exemption in depositing EMD is applicable for MSME registered firms. The earnest money of unsuccessful tenderer shall be returned within a reasonable time. No interest will be payable on the amount of the EMD. The EMD of successful tenderer shall be returned after he furnishes requisite Performance Security.

The Bid Security (EMD) may be forfeited:-

If a bidder withdraws his bid or increases his quoted prices during the period of Bid validity or its extended period, if any; or In the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within the specified duration.

The Bidders are expected to examine all instructions, forms, terms and specifications in the bidding Documents. Failure to furnish all the information required in the bidding Documents or submission of a Bid not substantially responsive to the bidding Documents in every respect, shall be at the Bidder's risk and may result in rejection of the Bid. The Bid is liable to be rejected outright without any intimation to the Bidder, if complete information as called for in the Tender Document is not given therein or if any particulars asked for in the Forms/ proforma in the Tender are not fully furnished.

The Bids shall contain no Interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case, such corrections shall be initialed by the person or persons signing the Bid in original.

The sealed quotation in the desired format as under **Annexure-A, Annexure-C, Annexure-D, Annexure-E** should be addressed to **"The District and Sessions Judge, Sirmaur District at Nahan, H.P. PIN 173001."** clearly depicting on the top of the envelope in **bold letters** that "**The quotations for the CAMC of computer hardware and last date for receipt of quotations is _____20/04/2026_____** ". Any quotation received after the aforesaid period shall not be entertained and as such, the same shall be liable to be rejected straightway.

The terms and conditions for making the payment shall be regulated as per mandate of Rule 108 of the H.P.F.R., 2009.

Any updates, corrigenda, or information pertaining to this tender shall be published from time to time exclusively on the official website of this Division.

Terms and Conditions **Annexure-A**

1. The service provider must have at least three years of experience in Computer Hardware CAMC with Government Departments and should submit an experience certificate / tender / Contract documents along with quotations.

2. The service provider should have sufficient Spare Parts backup, have at least one Resident Engineer at District Headquarters Nahan, and be in a position to provide maintenance services within 1 or 2 days of a telephone or email complaint.

3. The service provider will have to inspect the hardware before the inspection due date. However, the service provider is free to send Quotations without an inspection report.

4. The service provider may submit separate quotations for faulty hardware not covered in the previous AMC if found during inspection.

5. The CAMC contract will remain in force for specified periods as will be mentioned under the agreement signed between both the parties after successful bid of this advertisement and can be terminated at any time by giving two months advance notice.

6. The service provider shall also have to attend the calls for on-site installation of any other Operating System and/or Application Software / BIOS / UEFI / Firmwares in the mentioned Hardware subject to this agreement without any extra charges. The CAMC Provider should cover all parts / accessories / Keyboard / Mouse / Motherboards / RAM / Processor/ CPU/ any other Computer Accessories / switches / Fans / Circuit Boards / Power Supply / Transformers / cables etc. under CAMC for **repair / replacement**.

7. The service provider should also cover all LAN points including both male and female LAN connectors of any type falling between node and switch, including both ends under the **repair / replacement.**

8. If the reasons reported by the service provider for any kind of damage to the equipment are found wrong, misleading, or false at any stage of the CAMC the performance security will be forfeited.

9. The service provider must have to carry out a scheduled preventive maintenance at least once in three months, for which it shall depute a competent person to inspect the computer and equipment, covered under CAMC.

10. At each location, the record shall be maintained in respect of the machine failures, including nature of failure, date and time lodging the complaint, and duration of total downtime, if any. Such record to be maintained will be signed by the CAMC Service Engineer and countersigned by the superintendent of the concerned court.

11. The service provider shall submit a report with regard to periodical preventive maintenance in respect of maintenance of computer / equipment, covered under CAMC after the expiry of each quarter of the CAMC period.

12. In case a violation of the above-mentioned conditions or the reason reported by the CAMC provider for any kind of damage to the equipment is found wrong , misleading, or false at any stage of the CAMC the Bid and Performance Security will be forfeited.

13. **The bid security of 2%** of the estimated cost of the contract / bid in the shape of Accounts Payees Bank Draft or duly pledged Fixed Deposit Receipts for CAMC must be deposited along with the bid in favour of Ld. District and Sessions Judge Sirmaur District at Nahan. The bid security of unsuccessful bidder (s) will be refunded and bid security of successful bidders will remain in the custody of the Department till the completion of the contract.

14. **The performance security of 10%** of the value of the contract must be furnished by the successful bidder in the form of an Account Payee Demand Draft or duly pledged Fixed Deposit Receipt or Bank Guarantee from a commercial bank at the time of signing the contract in favour of Ld District and Sessions Judge, Sirmaur District at Nahan and will be valid for a period of sixty days from the date of completion of the contract to the best of satisfaction of the Department

Stamp of Firm_____ Signature of Proprietor_____ _____

15. HANDING OVER

16.1 The bidder shall provide services for minimum one month beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor.

16.2 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the bidder within the next ten working days failing which the bidder/vendor need to supply the new IT hardware against the faulty hardware or the purchase cost thereof shall be deducted from the last/ final CAMC payment.

16. Monitoring of the Contract

The performance of the contract will be continuously monitored by this office and in event of non performance of contract or not providing satisfactory services may leads to cancellation of contract.

17. The Bidder shall always keep minimum five numbers of each (Keyboard/ Mouse (Branded ones) , 5/8 port unmanaged switches, one 2KVA server UPS), CAT 6 cable minimum 100 meters along with the sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, Spare Parts, cables etc. in the premises of Civil and Sessions Division, Sirmaur at Nahan, Himachal Pradesh, as standby so as to use the same whenever any Computer Hardware/ peripherals is taken for repairs. Any cost incurred towards transportation of the faulty/ repaired as well as standby equipment shall be borne by the bidder.

18. Bidder has to participate for all the items mentioned in **Annexure-B**.

19. HANDING OVER

The bidder shall provide services for minimum one month beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor.

Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the bidder within the next ten working days failing which the bidder/vendor need to supply the new IT hardware against the faulty hardware or the purchase cost thereof shall be deducted from the last/ final CAMC payment.

20. The bidders who have been imposed penalty by any State/Central Govt. Department/PSU/ Autonomous body for non-satisfactory AMC Services in the past, shall be technically disqualified straightaway. The bidder must submit undertaking in this regard as per **Annexure-D.**

21. Penalty Clause

Down-time penalty for delay in completing the calls after the stipulated period, as indicated in Service Assurance will be as follows:-

Type of Computer Hardware	Down -Time Penalty details
Computers/ Printers/ Network Switches etc.	Rs.400/- per day
UPS	Rs.200/- per day
Scanners/FAX Machines etc.	Rs.300/- per day
Servers	Rs.1000/- per day

Delay in submission of Preventive Maintenance Reports on quarterly Rs.50/- per day basis.

22. Any additional term / condition imposed by the bidder contrary to above mentioned will lead to the rejection of bid and the bidder will be considered as unsuccessful bidder.

Stamp of Firm_____ Signature of Proprietor_____

Annexure-B

Computer Hardware at Civil & Sessions Division(s) Sirmaur District, H.P. for CAMC

1	2	3	4	5	6	7
S.No	**Hardware Detail**	**Nahan (DSJ+ADSJ+ CJM+ JMFC)**	**Paonta Sahib (ADJ+ACJM +JMFC)**	**Rajgarh (Rajgarh+Sarahan)**	**Shillai**	**Total**
1	Acer Verton, 2X4=8GB RAM, Intel® Core™ i5-6600 CPU @ 3.30GHz × 4 **(Phase-II)**	1+1+1+1=4	1+1+1=3	1+1=2	0	9
2	Acer Verton, 4X1=4GB RAM, Intel® Core™ i3-6100 T CPU @ 3.20GHz × 4 **(Phase-II)**	2+3+3+3=11	0+3+3=06	1+3=4	0	21
3	HP Slim Client, 2GB RAM, Dual Core CPU E5700 @3.00 Ghz X2	0+0+1+0=1	1+0+0=1	1		3
4	HP AIO 400G6 core i5 10500, 8GB, 1 TB, 256GB SSD, (Bio)	2	1	1	1	5
5	HP AIO HP PRO 440 23.8 inch G9 Core i5 -12500 T, 8GB ,512 GB SSD (VC DAIS)	1+1=2	0	0	0	2
6	Brother Printer HLB200D Duplex	10+5+5+5=25	5+5+5=15	5	5	50
7	HP Printer Laser 108a / 108w	02+0+01=03	1	1	1+1=2	7
8	Brother HL-2361DN Duplex Network Printer	2	2	0	0	4
9	HP Laser Jet Printer 1566 / M226dw / M305DN (eSeva)	1 M305DN	1+1+1=3	1	1 (M226dw)	6
10	Canon Image Class LBP 162 DW	0	0	0	1	1
11	KVM 4 PORT SWITCH	1	1	0	0	2
12	Network Switches CISCO: 24 Ports (CISCO catalyst 2960 , Dlink DGS 1510 28, Dlink Xstack DGS 3120 24TC)	3	1	1	0	5
13	CISCO / DLINK 8 port switch	1	0	1	0	2
14	Scanner: Canon DR F120	3	1	0	0	4
15	UPS : Emerson 600 VA / Eaton Aurora 600 VA /Luminous	1+0+4+0=5	0	0	1	6
16	UPS : Emerson 2KVA online Server / Eaton 9E 2000 IN	1	1	1+1=2	1 Eaton	5
17	UPS : Emerson / Uniline 1 KVA online VC	1	1	1	0	3
18	Mount Server HP PROLIANT DL 185 G5	2	2	0	0	4
19	Tower Server Dell Power Edge T440, Hard Disk 2TB, Memory 16GB, intel Xeon ® Bronze 3106 CPU @1.70GHz*8 , Nahan	1	0	0	0	1
20	Dell Power Edge T440 Server Xeon 4208, 64GB Ram , 3*1.2 TB SSD, RSP, Shillai	0	0	0	1	1
21	Dell AIO Desktop Computer Core i5 12th Gen 8GB , 512 GB SSD (eSeva Kendra)	2	1 VC room	1 for VC room	0	4
22	Samsung 32 inch (TV) Display Boards	1+1+1+1=4	1+1=2	0	0	6
23	Samsung 18.5 inch LED court room	1+1=2	0	0	0	2
24	USB HARD DISK 320 GB SLEEK :TREK	1	1	1	0	3
25	LAN POINTS I + II	24 +21 = 45	19+18=37	7+6=13	10	105
26	LG 55 inch Display (VC Room)	1	1 (Samsung)	1 (Samsung)	0	3
27	Kiosk Machine Dual Core CPU 4GB Ram	1	1	1	0	3
28	Kiosk Machine Dual Core CPU 22 inch LG usb touch display panel	1	1	1	0	3
		Subtotal				

Annexure-C

CAMC Quotations for Computer Hardware at Civil & Sessions Division(s) Sirmaur District, H.P.

1	2	3	4	5	6	7	8	9
S.No	**Hardware Detail**	**Nahan (DSJ+ADSJ + CJM+ JMFC)**	**Paonta Sahib (ADJ+ACJM +JMFC)**	**Rajgarh (Rajgarh+ Sarahan)**	**Shillai**	**Total**	**Unit Price**	**Total Price**
1	Acer Verton, 2X4=8GB RAM, Intel® Core™ i5-6600 CPU @ 3.30GHz × 4 **(Phase-II)**	1+1+1+1=4	1+1+1=3	1+1=2	0	9		
2	Acer Verton, 4X1=4GB RAM, Intel® Core™ i3-6100 T CPU @ 3.20GHz × 4 **(Phase-II)**	2+3+3+3=11	0+3+3=06	1+3=4	0	21		
3	HP Slim Client, 2GB RAM, Dual Core CPU E5700 @3.00 Ghz X2	0+0+1+0=1	1+0+0=1	1		3		
4	HP AIO 400G6 core i5 10500, 8GB, 1 TB, 256GB SSD, (Bio)	2	1	1	1	5		
5	HP AIO HP PRO 440 23.8 inch G9 Core i5 -12500 T, 8GB ,512 GB SSD (VC DAIS)	1+1=2	0	0	0	2		
6	Brother Printer HLB200D Duplex	10+5+5+5=25	5+5+5=15	5	5	50		
7	HP Printer Laser 108a / 108w	02+0+01=03	1	1	1+1=2	7		
8	Brother HL-2361DN Duplex Network Printer	2	2	0	0	4		
9	HP Laser Jet Printer 1566 / M226dw / M305DN (eSeva)	1 M305DN	1+1+1=3	1	1 (M226dw)	6		
10	Canon Image Class LBP 162 DW	0	0	0	1	1		
11	KVM 4 PORT SWITCH	1	1	0	0	2		
12	Network Switches CISCO: 24 Ports (CISCO catalyst 2960 , Dlink DGS 1510 28, Dlink Xstack DGS 3120 24TC)	3	1	1	0	5		
13	CISCO / DLINK 8 port switch	1	0	1	0	2		
14	Scanner: Canon DR F120	3	1	0	0	4		
15	UPS : Emerson 600 VA / Eaton Aurora 600 VA /Luminous	1+0+4+0=5	0	0	1	6		
16	UPS : Emerson 2KVA online Server / Eaton 9E 2000 IN	1	1	1+1=2	1 Eaton	5		
17	UPS : Emerson / Uniline 1 KVA online VC	1	1	1	0	3		
18	Mount Server HP PROLIANT DL 185 G5	2	2	0	0	4		
19	Tower Server Dell Power Edge T440, Hard Disk 2TB, Memory 16GB, intel Xeon ® Bronze 3106 CPU @1.70GHz*8 , Nahan	1	0	0	0	1		
20	Dell Power Edge T440 Server Xeon 4208, 64GB Ram , 3*1.2 TB SSD, RSP, Shillai	0	0	0	1	1		
21	Dell AIO Desktop Computer Core i5 12th Gen 8GB , 512 GB SSD (eSeva Kendra)	2	1 VC room	1 for VC room	0	4		
22	Samsung 32 inch (TV) Display Boards	1+1+1+1=4	1+1=2	0	0	6		
23	Samsung 18.5 inch LED court room	1+1=2	0	0	0	2		
24	USB HARD DISK 320 GB SLEEK :TREK	1	1	1	0	3		
25	LAN POINTS I + II	24 +21 = 45	19+18=37	7+6=13	10	105		
26	LG 55 inch Display (VC Room)	1	1 (Samsung)	1 (Samsung)	0	3		
27	Kiosk Machine Dual Core CPU 4GB Ram	1	1	1	0	3		
28	Kiosk Machine Dual Core CPU 22 inch LG usb touch display panel	1	1	1	0	3		
		Subtotal						
		Good and Service Tax @_____%						
		Grand Total						
	G. Total in Words							

Stamp and Signature

EVENTS OF CAMC

S.NO.	Name of Event	Date
1	**CAMC Publish Date**	**02/04/2026**
2	**Hardware Inspection**	**02/04/2026 to 10/04/2026**
3	**Quotations Acceptance Start Date**	**03/04/2026**
4	**Last Date of Quotations Acceptance**	**20/04/2026**
5	**Updates/ Corrigenda / Information**	**Official website : https://sirmaur.dcourts.gov.in/**
6	**Query Resolution (Last Date)**	**10/04/2026**
	Contact for queries	**Office Land Line 01702-224564 Email : dsjsirmaur-hp@nic.in**
	1. Technical Queries	**Sh. Ravinder Singh Chauhan (Assistant Programmer) O/o Ld. District & Sessions Judge Sirmaur District at Nahan**
	2. Financial Queries	**Sh. Sandeep (Civil Nazir) O/o Ld. District & Sessions Judge Sirmaur District at Nahan**

Sd/-

(Yogesh Jaswal)
District and Sessions Judge
Sirmaur District at Nahan.

Endst No. DSJ/SIR/Comp/CAMC/AP/NHN/2026-1672 to 1675 Dated: 02.04.2026

Copy for information and necessary action is forwarded to :-

1. The Central Project Coordinator, Hon'ble High Court of HP Shimal for kind information please and request to upload the same on the official website of Hon'ble High Court of H.P. for larger publicity (through email)
2. To all the previous vendors / bidders (through email).
3. Civil Nazir of this office.
4. The Assistant Programmer in this office, with direction to send this tender through email to the known vendors and upload the same on the official website of this office for larger publicity

Sd/-

District and Sessions Judge
Sirmaur District at Nahan.

Annexure-C:

DECLARATION REGARDING CLEAN TRACK RECORD

Date:

Tender Reference No.: DSJ/SIR/Comp/CAMC/CN/AP/NHN/2026- 1671 dated 02.04.2026

To

The Ld. District and Sessions Judge,
Sirmaur District at Nahan, H.P. 173001

Subject: Declaration regarding clean track record of the firm/ company / proprietorship concern. Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Reference DSJ/SIR/Comp/CAMC/CN/AP/NHN/2026-1671 dated 02.04.2026

I hereby declare that my company/ firm/ proprietorship concern has not been debarred/ black listed/ penalized by any Government/ Semi Government organization in India or abroad in the past. I further certify that the competent authority in my company/ firm/ proprietorship concern has authorized me to make this declaration.

Yours Sincerely,

Name:_____

Designation:_____

Company/firm:_____

Proprietorship concern_____

Address: _____

_____

(Stamp & Signature)

Annexure-D

LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS

Date:

Tender Reference No.: DSJ/SIR/Comp/CAMC/CN/AP/NHN/2026-1671 dated 02.04.2026

To

The Ld. District and Sessions Judge,
Sirmaur District at Nahan, H.P. 173001

Subject: Out Bid for_____

With reference to our bid, and having examined and understood the instructions, terms, and conditions forming part of the bid as detailed under Annexure-A, we hereby submit our offer for the Annual Maintenance Contract (AMC) of Computer Hardware, as specified in the above-referred Tender Document.

We further confirm that our offer is fully in conformity with the prescribed terms and conditions, and we are not imposing any conditions contrary to those mentioned under Annexure-A. We understand that any deviation, if found, shall result in the rejection of our offer, as stated in the Tender Document. These terms shall also form an integral part of the Agreement as per Annexure-F.

We also acknowledge that the District and Sessions Judge, Civil and Sessions Division, Sirmaur, Himachal Pradesh, is not bound to accept the offer either in part or in full and reserves the right to reject the offer, wholly or partially, without assigning any reason whatsoever.

Yours Faithfully,

(Signature and Stamp)
Authorized Signatories,

(Name _____)

Designation_____

Date:_____

Note: *(To be printed on the Tenderer's letterhead.)*

Annexure-E

AGREEMENT

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (C.A.M.C) FOR MAINTENANCE OF COMPUTER HARDWARE AND BROTHER PRINTERS PROVIDED TO CIVIL AND SESSIONS DIVISION, SIRMAUR, UNDER THE E-COURTS PROJECT

This contract is made on _____ between the **District and Sessions Judge, Sirmaur District at Nahan, H.P.** (here-in-after to be referred as **First party**) AND M**/s** _____, (here-in-after to be referred as **Second party**) for maintenance of the Computer Hardware as mentioned **under Annexure-A** of this Agreement.

WHEREAS

1. The **First party** is desirous of entering into an Comprehensive Annual Maintenance Contract (C.A.M.C.) with the **Second party,** for the maintenance of Computer Hardware and Brother printers provided to Civil and Sessions Division, Sirmaur (H.P.) as per the details given below, for a period of one year with effect from _____ to _____, for a sum of **Rs.** _____**for Computer Hardware as mentioned under Annexure-A in this agreement** inclusive of taxes, as per details given below.

1	2	3	4	5	6	7	8	9
S.No	**Hardware Detail**	**Nahan (DSJ+ADSJ + CJM+ JMFC)**	**Paonta Sahib (ADJ+ACJM +JMFC)**	**Rajgarh (Rajgarh+ Sarahan)**	**Shillai**	**Total**	**Unit Price**	**Total Price**
1	Acer Verton, 2X4=8GB RAM, Intel® Core™ i5-6600 CPU @ 3.30GHz × 4 **(Phase-II)**	1+1+1+1=4	1+1+1=3	1+1=2	0	9	xx	xx
2	Acer Verton, 4X1=4GB RAM, Intel® Core™ i3-6100 T CPU @ 3.20GHz × 4 **(Phase-II)**	2+3+3+3=11	0+3+3=06	1+3=4	0	21	xx	xx
3	HP Slim Client, 2GB RAM, Dual Core CPU E5700 @3.00 Ghz X2	0+0+1+0=1	1+0+0=1	1		3	xx	xx
4	HP AIO 400G6 core i5 10500, 8GB, 1 TB, 256GB SSD, (Bio)	2	1	1	1	5	xx	xx
5	HP AIO HP PRO 440 23.8 inch G9 Core i5 -12500 T, 8GB ,512 GB SSD (VC DAIS)	1+1=2	0	0	0	2	xx	xx
6	Brother Printer HLB200D Duplex	10+5+5+5=25	5+5+5=15	5	5	50	xx	xx
7	HP Printer Laser 108a / 108w	02+0+01=03	1	1	1+1=2	7	xx	xx
8	Brother HL-2361DN Duplex Network Printer	2	2	0	0	4	xx	xx
9	HP Laser Jet Printer 1566 / M226dw / M305DN (eSeva)	1 M305DN	1+1+1=3	1	1 (M226dw)	6	xx	xx
10	Canon Image Class LBP 162 DW	0	0	0	1	1	xx	xx
11	KVM 4 PORT SWITCH	1	1	0	0	2	xx	xx
12	Network Switches CISCO: 24 Ports (CISCO catalyst 2960 , Dlink DGS 1510 28, Dlink Xstack DGS 3120 24TC)	3	1	1	0	5	xx	xx
13	CISCO / DLINK 8 port switch	1	0	1	0	2	xx	xx
14	Scanner: Canon DR F120	3	1	0	0	4	xx	xx
15	UPS : Emerson 600 VA / Eaton Aurora 600 VA /Luminous	1+0+4+0=5	0	0	1	6	xx	xx
16	UPS : Emerson 2KVA online Server / Eaton 9E 2000 IN	1	1	1+1=2	1 Eaton	5	xx	xx
17	UPS : Emerson / Uniline 1 KVA online VC	1	1	1	0	3	xx	xx
18	Mount Server HP PROLIANT DL 185 G5	2	2	0	0	4	xx	xx
19	Tower Server Dell Power Edge T440, Hard Disk 2TB, Memory 16GB, intel Xeon ® Bronze 3106 CPU @1.70GHz*8 , Nahan	1	0	0	0	1	xx	xx
20	Dell Power Edge T440 Server Xeon 4208, 64GB Ram , 3*1.2 TB SSD, RSP, Shillai	0	0	0	1	1	xx	xx
21	Dell AIO Desktop Computer Core i5 12th Gen 8GB , 512 GB SSD (eSeva Kendra)	2	1 VC room	1 for VC room	0	4	xx	xx
22	Samsung 32 inch (TV) Display Boards	1+1+1+1=4	1+1=2	0	0	6	xx	xx
23	Samsung 18.5 inch LED court room	1+1=2	0	0	0	2	xx	xx
24	USB HARD DISK 320 GB SLEEK :TREK	1	1	1	0	3	xx	xx
25	LAN POINTS I + II	24 +21 = 45	19+18=37	7+6=13	10	105	xx	xx
26	LG 55 inch Display (VC Room)	1	1 (Samsung)	1 (Samsung)	0	3	xx	xx
27	Kiosk Machine Dual Core CPU 4GB Ram	1	1	1	0	3	xx	xx
28	Kiosk Machine Dual Core CPU 22 inch LG usb touch display panel	1	1	1	0	3	xx	xx
		Subtotal					xx	xx
		Good and Service Tax @_____%						xxxxx
		Grand Total						xxxxxxx
	G. Total in Words xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx							

CONTRACT

The **Second party** has agreed to maintain the Computer Hardware detailed above in this Agreement, for a sum of **Rs.₹ XXXXXX /- (Rupees XXXXXXXXXX only. /-)** respectively inclusive of taxes.

CONTRACT PERIOD

The Comprehensive Annual Maintenance Contract (C.A.M.C.) shall remain effective for a period of one year w.e.f. **__/__/202x to __/__/202x**

SCOPE AND SERVICES

The Second party has agreed to provide the following services under the contract to keep the Computer hardware, as mentioned here-in-above, in a good working condition :-

1) The CAMC services comprise preventive and corrective maintenance covering hardware as well as trouble shooting to make operational all sort of OS (Windows/ Linux/ Macintosh) / OS updates/ Printer Driver installation/ updates/ system software installation like MS Office, Acrobat Reader etc/ Network and replacement of parts and fittings. The CAMC vendor shall be responsible for providing the support of all the software/ hardware issues irrespective of the fact that it is a paid support by the OEM or by any other firm.

2) CAMC is comprehensive in nature and includes all parts of the computers/ servers/ printer/ scanner/ laptop excluding toner & cartridges of the printers and lens of the scanner. Any defective part of the hardware has to be repaired/ replaced by the Second Party at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computer/printer/scanner/laptop which are essential for running the item are covered under CAMC. All type of adapters, amplified speakers, all power supplies of computers/ printers/ laptop/ scanner are to be repaired/ replaced by the bidder, irrespective of the cause of the fault.

TERMS

1. The Contract will remain in force for a period of one year w.e.f __/__/_ to __/__/__ either party can terminate the contract at any time by giving one month advance notice, in writing.

2. **The CAMC Service Provider** shall also have to attend to calls for on-site installation of any other Operating System and/or Application Software / BIOS / UEFI / Firmwares in the mentioned Hardware subject to this agreement without any extra charges. **The CAMC Provider should cover all parts / accessories / Keyboard / Mouse / Motherboards / switches / Fans / RAM / Processor / any other attached Accessories/ Circuit Boards / Power Supply / Transformers Printer Logic Cards / Fuser Units etc under CAMC for repair / replacement.**

3. The Second Party shall keep sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, cables etc. in the premises of the Civil and Sessions Division, Kullu, Himachal Pradesh, as standby so that the same may be provided as back up in case of any issue /failure in Computer Hardware covered under CAMC/peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/repaired as well as standby equipment shall be borne by the bidder. The bidder agrees as follow:

4. Any faulty part so replaced by the Second Party needs to be submitted back to the Computer Branch, Civil and Sessions Division, Sirmaur, Himachal Pradesh. Second Party should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship during the period of the contract.

5. Any damage caused to Civil and Sessions Division, Sirmaur, Himachal Pradesh property or personnel within Civil and Sessions Division, Sirmaur, Himachal Pradesh & Subordinate Courts premises by the Second Party's Representative (REs) during the operation of the contract will be to his account and are recoverable.

6. **The CAMC Service Provider** should also cover all LAN points including both male and female LAN connector of any type under the repair / replacement.

7. If the reason reported by the CAMC provider for any kind of damage to the equipment is found wrong / misleading / false at any stage of the CAMC, the first party should have the right to recover the cost paid as well as 50% of the cost paid as damages.

8. The CAMC Service Provider must have to carry-out a scheduled preventive maintenance at least once in three months for which it shall depute a competent person to inspect the Computer/equipment, covered under CAMC.

9. At each location, the record shall be maintained in respect of the machine failures including nature of failure, date and time lodging the complaint and duration of total down time, if any. Such record to be maintained will be signed by the CAMC Service Engineer and countersigned by the superintendent of the concerned court.

10. The CAMC Service Provider shall submit a report with regard to periodical preventive maintenance in respect of maintenance of Computer / equipment, covered under CAMC after the expiry of each quarter of the CAMC period.

11. In case of violation of any of the above mentioned conditions by CAMC provider, he shall be liable to refund the entire contract amount plus 50% of the same as damages.

12. The CAMC service provider i.e. Second Party should perfrom the earthing test every month and report it to the Firts Party. The dame due to very poor / no earthing covers only 50 % of the cost of part damaged only in case same issue comes to all devices on same earthing.

13. The fisrt party will reserve the right to get the "reported damage resaons" be verified by any third party at any time/stage of the CAMC.

14. The CAMC Service Provider i.e. **Second party** shall also have to attend to calls for on-site installation of any other Operating System and/or Application Software/ BIOS / Firmware in the mentioned Hardware subject to this agreement without any extra charges.

15. At each location, the record be maintained in respect of the machine failures including nature of failure, date and time lodging the complaint and duration of total down time, if any. Such record to be maintained will be signed by the Service Engineer and countersigned by the Proprietor of **Second party**.

16. The CAMC Service Provider i.e. **Second party shall** submit a report with regard to periodical preventive maintenance in respect of maintenance of Computer / equipment; covered under CAMC after the expiry of each quarter of the CAMC period otherwise penalty clause will apply.

SERVICE ASSURANCE

Since the calls are required to be attended at CIVIL AND SESSIONS DIVISION, SIRMAUR, therefore, the calls received on any working day shall definitely be attended on the next working day before 1:00 P.M. If any spares are required to be replaced / repaired, in that event, the call has to be attended to within a period of 3 working days and a spare computer / hardware / printer need to be installed, positively; otherwise, penalty clause will be attracted. This period does not include any holiday, falling during intervening period.

PENALTY CLAUSE :-

Type of Computer Hardware	Down -Time Penalty details
Computers/ Printers/ Network Switches etc.	Rs.400/- per day
UPS	Rs.200/- per day
Scanners/FAX Machines etc.	Rs.300/- per day
Servers	Rs.1000/- per day

Delay in submission of Preventive Maintenance Reports on quarterly Rs.50/- per day basis.

NOTE:

1. Whenever any computer component(s) which is/are covered under the present AMC cannot be repaired on site within the specified time limits, the Second party will have the option to provide an alternate equipment(s) of matching specification which will be replaced within a period of maximum 3 days with the equipment of same make/model, failing which, the penalty clause will apply.

TAKING OVER :

The Second Party shall provide services for minimum thirty working days or maximum sixty days beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor. The second party shall undertake to declare that it has taken over and inspected all the computer hardware covered under AMC as per Annexure-A. Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Second Party within the next ten working days failing which the equipment shall be rectified from alternative sources and the cost thereof shall be deducted from the last/ final CAMC payment.

PAYMENT

The payment will be released by the **First party** to the **Second party,** as per mandate of Rule 108 of H.P.F.R, 2009 subject to the conditions that proper Invoice/ Bill is furnished by the **Second party** to the **first party** well in time and all preventive maintenance reports has been submitted to this office. However, the payment for the last installment will be released only after the expiry of CAMC period and after the deduction of down-time penalty amount, so calculated, if any.

REVISION OF MAINTENANCE CHARGES

Changes or enhancement in systems features may necessitate revision of the specified minimum maintenance charges and shall be recovered by an addendum to this contract.

GENERAL PROVISION

This agreement shall supersede all previous communications, both oral and written and the provisions contained here-in-above shall not be omitted, added to or amended in any manner except, in writing, and singed by both parties hereof.

ARBITRATION CLAUSE

In case of any dispute or differences having arisen under the contract, it shall be referred to the Arbitrator, as shall be nominated by the Hon'ble the Chief Justice in accordance with provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under.

The Parties in witness of the aforesaid agreement append their signatures this the _____, in presence of the witnesses mentioned here-in-below:

FOR AND ON BEHALF OF THE FIRST PARTY

SIGNATURE

NAME:
DESIGNATION:
DATE: _____

FOR AND ON BEHALF OF THE SECOND PARTY.

SIGNATURE

NAME:
DESIGNATION:
DATE: _____

WITNESS:-

IN THE PRESENCE OF

1. SIGNATURE
   NAME:
   DESIGNATION:

2. SIGNATURE

   NAME:

DESIGNATION:

IN THE PRESENCE OF

1. SIGNATURE
   NAME:
   DESIGNATION:

2. SIGNATURE

   NAME:

DESIGNATION: