

No. D&SJ/MND/AP/(AMC)/2023/.....
Office of the District and Sessions Judge, Mandi Civil and Sessions Division, Mandi,
District Mandi, HP
Dated: the 23rd August, 2023

From

The District and Sessions Judge,
Mandi, District Mandi, HP 175001

Subject: Annual maintenance Contract (AMC) of Computer hardware installed in
the District and Sessions Division Mandi.

Tenders/bids through limited tender system (as per Rule 116 of the H.P.F.R., 2009) are hereby invited in sealed cover for awarding Annual Maintenance Contract (AMC) by furnishing full details with regard to terms and conditions etc. in respect of Computer hardware mentioned in **Annexure-A**, installed in the Civil and Sessions Division, Mandi, Himachal Pradesh.

The sealed quotation in the desired format as under **Annexure-B, Annexure-C, Annexure-D & Annexure-E**, should be addressed to "**The District and Sessions Judge, Mandi, District Mandi, HP 175001.**" clearly depicting on the top of the envelope in bold letters that "**The quotations for the AMC of Computer hardware**". Any quotation received after the aforesaid period shall not be entertained and as such, the same shall be liable to be rejected straightway. The interested tenderers are requested to furnish earnest money to the extent of 2% of the total tendered amount in the form of bank guarantee or bank draft of the nationalized or recognized banking institution in favour of "The District and Session Judge, Mandi" payable /drawn at Mandi. The successful tenderer shall also have to furnish performance security to the extent of five (5) percent of the total consideration amount of the contract in the form of bank guarantee or bank draft for a period of fourteen (14) months from the date of commencement of the AMC at the time of signing agreement.

The quotations complete in all respect alongwith requisite earnest money must reach this office **on or before 06.09.2023 upto 4.45 P.M.** and any quotation received thereafter shall not be entertained and the same shall deemed to be rejected. The successful tenderer shall have to depute a full time Service Engineer at Mandi District during the subsistence of Annual Maintenance Contract.

The terms and conditions for making the payment shall be regulated as per Rule 108 of the H.P.F.R., 2009. The undersigned reserve every right to select or reject any or all the quotations received without assigning any reason whatsoever.

-sd-

The District and Sessions Judge,
Mandi, District Mandi, HP.

Endst. No. D&SJ/MND/AP/(AMC)/2023..... ..Dated: 23rd August, 2023

Copy forwarded to:-

1. The Worthy Registrar General, Hon'ble High Court of Himachal Pradesh, Shimla for information(through eMail).

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The District and Sessions Judge,
Mandi, District Mandi, HP.

Annexure-A**List of Computer Hardware Items for AMC**

Sl. No.	Description	Quantity	Items Covered / Not Covered
1.	Slim PC with Monitor, Keyboard & Mouse HP Compaq 6000 Pro Small Form Factor	18	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair LCD/ TFT/ Monitor, Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc. (Replacement will be provided in case of non repairable.)
2.	Server HP PROLIANT Server	4	
3.	Scanner HP Scanjet 8270	6	Everything is covered except scanner lamp (Replacement will be provided in case of non repairable.)
4.	Laser Printer (HP LaserJet P1008)	14	Excluding toner, drum, head cartridge, everything is covered i.e. (PCB / circuit board (Supply & main), fuser unit, lamp etc.)) (Replacement will be provided in case of non repairable.)
5.	Laser Printer (HP LaserJet P1566)	6	
6.	ATEN KVM Switch	2	Everything is covered (Replacement will be provided in case of non repairable.)
7.	Projector HITACHI, Model No. CP-RX70EF	1	
8.	Router Cisco 2800 Series Router	2	
9.	Acer power Desktop PC Dual Core with Monitor, Keyboard & Mouse	14	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair LCD/ TFT/ Monitor, Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc. (Replacement will be provided in case of non repairable.)
10.	HP All-in-One Model No. 20-r011il (FOR CIRCUIT COURTS)	4	
11.	Polycom VSX 7000PAL	1	(Replacement will be provided in case of non repairable.)
12.	Polycom Microphone	1	
13.	Polycom Speaker	1	
14.	Elnova UPS(CYBER 1000) 1KV	6	
15.	Sony DVD Recorder	1	
16.	HP Pro AllinOne 400 G1	3	
17.	Samsung 40 inch LED	3	

18.	Jabra Speaker	3	
19.	Logitech BCC950(WEB CAMERA)	5	
20.	Acer i5 Desktop with Monitor, Keyboard & Mouse	16	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair LCD/ TFT/ Monitor, Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc. (Replacement will be provided in case of non repairable.)
21.	Acer i3 Desktop with Monitor, Keyboard & Mouse	48	
22.	Brother MFC-L2701DW Printer	6	Excluding toner, drum, head cartridge, everything is covered i.e. (PCB / circuit board (Supply & main), pressure roller, gears, , fuser unit, lamp etc.)) (Replacement will be provided in case of non repairable.)
23.	Brother HL-L2361DN Printer	35	
24.	KIOSK	6	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, LCD/TFT/Monitor, Touch Screen, Keyboard, Mouse, LAN Card, SMPS & Software installation etc. (Replacement will be provided in case of 8 non repairable.)
25.	Switches Cisco 24 port 10/100 Mbps L2Switch	8	Inclusive LAN cable, Cat 6 Cable, RJ45 Connector, Information outlets and termination of CAT 6 cable on I/O (LAN Points) (Replacement will be provided for the networking components/LAN/RJ45 Connectors etc in case of non repairable.
26.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	150	
27.	Dlink 24 Port Switch	6	
28.	2KVA Emerson Liebert UPS	6	(Replacement will be provided in case of non repairable.)
29.	600VA Emerson Liebert UPS	64	

I - General Information

1. Manner of depositing the Bids. Sealed quotations should be sent to the address given so as to reach by the due date and time. **EMD** is to be submitted in a separate envelope and it should be clearly marked. Envelope should contain the following:-
 - a) Earnest Money Deposit (EMD)
 - b) Sealed Envelope for Technical Bids (**Annexure-B, C, D** alongwith documents)
 - c) Sealed Envelope for Financial Bids (**Annexure-E**)Late tenders will not be considered. No responsibility will be taken for postal delay.
2. Date and time for depositing the Bids: Latest by **6th September 2023 at 04:45 pm**. The sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.
3. Technical & Financial Bid Opening – on or after 11-09-2023 at 04.00 P.M
If due to any exigencies or if the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on another working day, the date and time of which, will be intimated by the Office.
4. Any quotation received without earnest money shall be liable to be rejected straightway. However, the earnest money received from the unsuccessful tenderers shall be released to them without interest within a reasonable period.

II - Terms and Conditions

1. The bidder selected for award of Comprehensive AMC shall be required to replace all the defective parts of the equipment with only genuine/original spare parts of respective OEM make i.e. replacement of the defective hardware shall only be “like to like items”. Only Toner & Cartridge of the printers are excluded from the scope of CAMC whereas other consumables such as fuser units/ sleeves/ gears or any other part is included in the purview of CAMC. In the service report, the details regarding the part number, serial number of the desktop/printer and make must be mentioned clearly by the Engineer.
2. The details of equipments viz. make, model etc. and quantities of the equipment for which CAMC is to be awarded are indicated at **Annexure-A** of tender document.
3. The successful bidder shall have to execute a contract with this office on a Non-Judicial stamp paper incorporating the terms & conditions. The Stamp duty for the said contract will be paid by the bidder.

4. The Service engineers should be qualified with an experience of not less than 03 years in Computer Hardware as well as Software maintenance. A copy of Identity Card shall be submitted for each of the Service Engineer to this office for verification.
5. Since the calls are required to be attended at different courts in Civil and Sessions Division, Mandi, therefore, the calls received on any working day shall definitely be attended before 1.00 P.M of the next working day. If any spare are required to be replaced, in that event, the call has to be attended within a period of 3 working days, positively, otherwise, penalty clause will be attracted. This period does not include any holiday, falling during the intervening period.
6. If any defect in the behest is not remedied within 15 days, the customer shall have the right to carry out the necessary work at their own cost and the same would be deducted from the AMC value of the Firm.
7. Down-time penalty @ 5 % on AMC value of the defective hardware for delay in completing the calls after the stipulated period would be imposed for each day.
8. Whenever any computer component(s), which are covered under the present AMC cannot be repaired on-site within the specified time limits, the successful bidder will have the option to provide an alternate component/equipment of matching specification which will have to be replaced within a period of maximum 15 days with the equipment of same make/model, failing which, the penalty clause will apply.
9. The vendor shall also provide the regular preventive maintenance service minimum once in three months which is mandatory which includes cleaning of desktops/ printers and other IT hardware from internally and externally only after office working hours and can be carried out on holidays also with the permission from authorities for which no extra charges shall be levied.
10. The Bidder shall not subcontract the maintenance job to any other agency and the bidder shall not take the Computer Hardware to any Third Party Vendor without prior approval and the entire responsibility to repair the Computer Hardware lies with the vendor/ bidder.
11. Any faulty part so replaced by the bidder is to be submitted back to the this office. Bidder should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the bidder during the period of the contract.

12. No advance payment will be made to the bidder. The performance of the bidder will be monitored/ assessed by the authorities of District & Sessions Court, Mandi, accordingly the payment will be made as per mandate of Rule 108 of H.P.F.R., 2009 subject to the condition that proper Invoice/ Bill is furnished by the bidder well in time. The payment will be released only after deduction of down-time penalty amount etc., if any.

13. The CAMC shall be awarded for a period of one year from the date of entering into contract.

14. Performance of the contract: In case the services of the vendor are not found satisfactory at any time during the period of the contract, District & Sessions Judge, Mandi, reserves the right to terminate the contract along with forfeiture of the performance security by giving one month notice to the vendor.

15. 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. 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.

17. The Certificate in **Annexure-C** from the Company Secretary or the Managing Director in respect of the Company and from the Managing Partner in respect of a firm and from the Proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted or penalized in the past by any Government organization/PSU/ autonomous body in India or abroad.

18. 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-C**.

19. Bidder has to participate for all the items mentioned in **Annexure-A**.

Firm _____ **do hereby agree to all above terms and conditions**

Date _____ **Place** _____

Stamp of Firm _____ **Signature of Proprietor** _____

DECLARATION REGARDING CLEAN TRACK RECORD

Date: _____ **Tender Reference No.:** D&SJ/MND/AP/(AMC)/2023/

To

The District and Sessions Judge,
Mandi, District Mandi, HP 175001

**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 No. D&SJ/MND/AP/(AMC)/2023, 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)

TECHNICAL BID FORM

Tender Notice No. & date :- No. D&SJ/MND/AP/(AMC)/2023/ Dated : 23-08-2023

For AMC of Computer Hardware at Civil & Sessions Division, Mandi, H.P.

Sl. No.	Description	Details
1.	Name of Tendering Company / Firm	
2.	Name of Owner / Partners/ Directors	
3.	Full Postal Address	
4.	Contact No. & Email ID of Firm/Company	
5.	Certificate of Registration / Incorporation of the Agency / Firm / Company	
6.	GST Registration No.	
7.	PAN No.	
8.	List of Organizations/ offices, where firm is presently providing Computer Hardware AMC Services :-	
9.	Experience with Govt./ Semi Govt./ Autonomous Bodies during last three years alongwith copy of proof/ certificate issued by the concerned Deptt./ Body :-	
10.	Detail of litigation, if any, pending before any of the Courts in H.P., in which the bidder is a party :-	
11.	Any other information which the bidder consider necessary to furnish:	

Note : Self attested copies of above stated certificates / documents must be uploaded.

Name of Firm _____

Stamp of Firm _____

Signature of Proprietor _____

Date _____

FINANCIAL BID FORM

Tender Notice No. & date :- No. D&SJ/MND/AP/(AMC)/2023/ Dated : 23-08-2023

For Computer Hardware at Civil & Sessions Division, Mandi, H.P.

Sl. No.	Description	Quantity	Unit rate	Total Cost
1.	Slim PC with Monitor, Keyboard & Mouse HP Compaq 6000 Pro Small Form Factor	18		
2.	Server HP PROLIANT Server	4		
3.	Scanner HP Scanjet 8270	6		
4.	Laser Printer (HP LaserJet P1008)	14		
5.	Laser Printer (HP LaserJet P1566)	6		
6.	ATEN KVM Switch	2		
7.	Projector HITACHI, Model No. CP-RX70EF	1		
8.	Router Cisco 2800 Series Router	2		
9.	Acer power Desktop PC Dual Core with Monitor, Keyboard & Mouse	14		
10.	HP All-in-One Model No. 20-r011il (FOR CIRCUIT COURTS)	4		
11.	Polycom VSX 7000PAL	1		
12.	Polycom Microphone	1		
13.	Polycom Speaker	1		
14.	Elnova UPS(CYBER 1000) 1KV	6		
15.	Sony DVD Recorder	1		
16.	HP Pro AllinOne 400 G1	3		
17.	Samsung 40 inch LED	3		
18.	Jabra Speaker	3		
19.	Logitech BCC950(WEB CAMERA)	5		

20.	Acer i5 Desktop with Monitor, Keyboard & Mouse	16		
21.	Acer i3 Desktop with Monitor, Keyboard & Mouse	48		
22.	Brother MFC-L2701DW Printer	6		
23.	Brother HL-L2361DN Printer	35		
24.	KIOSK	6		
25.	Switches Cisco 24 port 10/100 Mbps L2Switch	8		
26.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	150		
27.	Dlink 24 Port Switch	6		
28.	2KVA Emerson Liebert UPS	6		
29.	600VA Emerson Liebert UPS	64		
Subtotal				₹
Goods and Service Tax @ _____ %				₹
Grand Total				₹
G Total amount in words :				

Declaration by the Firm/ Agency/ Service Provider:-

This is to certify that I/ We before signing this tender have read and fully understood all the terms and conditions and instructions contained in **Annexure-B** as well as the tender notice referred to above and undertake myself/ ourselves to abide by the said terms and conditions.

Name of Firm _____

Stamp of Firm _____

Signature of Proprietor _____

Date _____