

No. D&SJ/MND/Comp/(AMC)/2026/.....
OFFICE OF THE DISTRICT AND SESSIONS JUDGE, MANDI, H.P.
Dated Mandi, the 7th September, 2026

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 the Limited Tender System, as per Rule 116 of the H.P.F.R., 2009, are hereby invited in sealed covers for awarding the Annual Maintenance Contract (AMC) for the computer hardware mentioned in **Annexure-A**, installed in different Courts of the Civil and Sessions Division, Mandi, Himachal Pradesh. The tenderers shall furnish complete details with regard to the terms and conditions, etc.

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 30.09.2026 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.


District and Sessions Judge,
Mandi, District Mandi, HP

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Endst. No. D&SJ/MND/Comp/(AMC)/2026/.....Dated: 7th September, 2026

Copy forwarded to the Central Project Coordinator, Hon'ble High Court of H.P., Shimla, for kind information and with a request to upload the same on the official website of the Hon'ble High Court of H.P. for wider publicity (through email).

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District and Sessions Judge,
Mandi, District Mandi, HP

Annexure-A

LIST OF COMPUTER HARDWARE ITEMS FOR AMC, INSTALLED IN THE
CIVIL & SESSIONS DIVISION, MANDI

Sl. No.	Description	Quantity
1.	Dell PowerEdge T440 Server	2
2.	Canon DR-F120 ADF Scanners	7
3.	ATEN KVM Switch	2
4.	Projector HITACHI, Model No. CP-RX70EF	1
5.	Acer i5 Desktop with Monitor, Keyboard & Mouse	16
6.	Acer i3 Desktop with Monitor, Keyboard & Mouse	48
7.	Brother MFC-L2701DW Printer	6
8.	Brother HL-L2361DN Printer	35
9.	HP 108a Printer	8
10.	POLY STUDIO X50 4k CAMERA	1
11.	REMOTE CONTROL FOR POLY STUDIO	1
12.	POLYCOM EXPANSION MICROPHONE WITH CABLE	1
13.	POLYCOM EAGLE EYE 12XZOOM CAMERA	1
14.	ONFINITY V555 DOCUMENT VISUALIZER	1
15.	Onfinity Technologies Smart Television Model: ST 32	1
16.	HP Pro AllinOne 400 G1	3
17.	HP ProOne 400 G6	6

	i5-10500-10th Gen, 8GB 1TB HDD, 23" LED FHD	
18.	HP Pro 440 23.8" G9 All in One Computer, i5, 12th Gen 8GB,512 SSD	3
19.	Samsung 40 inch LED	3
20.	Samsung 43 inch LED	2
21.	Dell All-In-One (OptiPlex 5250 All-In-One)	2
22.	Kiosk Machine with touch display panel	6
23.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	150
24.	Dlink 24 Port Switch	6
25.	2KVA Emerson Liebert UPS	6
26.	Cloud HDD 1TB	6
27.	Samsung Display Board (Samsung (32 inch) model DB32E)	16
28.	Samsung 18 inch Monitor	16
29.	Brother Printer HL-B2000D	118
30.	HP LaserJet Pro M202dw	2
31.	HP Laser 108w Printer	3
32.	OptiPlex 3060 Tower	3

I - GENERAL INFORMATION

1. Manner of Depositing the Bids

Sealed quotations should be sent to **"The District & Sessions Judge, Mandi, District Mandi, H.P.-175001"** so as to reach this office by the due date and time. The **Earnest Money Deposit (EMD)** is to be submitted in a separate envelope, which should be clearly marked. The envelope(s) should contain the following: .

a) **Earnest Money Deposit (EMD)**

b) **Sealed Envelope for Technical Bid (Annexures-B, C and D)** along with the requisite documents.

c) **Sealed Envelope for Financial Bid (Annexure-E)**

Late tenders will not be considered. No responsibility will be taken for any postal delay.

2. Date and Time for Depositing the Bids

The bids must be deposited latest by **30th September 2026 at 04:45 P.M.**

The sealed bids should reach this office by the due date and time. The responsibility for ensuring timely delivery of the bids shall lie entirely with the bidder.

3. Opening of Technical & Financial Bids

The Technical and Financial Bids will be opened **on or after 03-10-2026 at 04:00 P.M.**

If, due to any exigency, or if the due date for opening of the bids is declared a closed holiday, the bids will be opened on the next working day or on such other working day as may be decided by the Office. The date and time of opening shall be intimated by the Office.

4. Earnest Money Deposit

Any quotation received without the Earnest Money Deposit shall be liable to be rejected outright. However, the EMD received from unsuccessful tenderers shall be released to them without interest within a reasonable period.

II - TERMS AND CONDITIONS

1. Eligibility and Experience

The bidder/service provider shall have a minimum of three (3) years' experience in providing Computer Hardware Comprehensive Annual Maintenance Contract (CAMC) services to Government Departments/Organizations. The bidder shall submit documentary evidence in support of the experience claimed, such as experience certificates, copies of work orders/contracts, or satisfactory completion certificates issued by the concerned Government Department/Organization, along with the bid.

2. Pre-Bid Inspection of Hardware

The bidder/service provider may inspect the hardware and other equipment proposed to be covered under the CAMC before the date specified for inspection. The bidder shall be deemed to have satisfied itself regarding the condition, quantity, specifications and location of the equipment before submitting its bid.

Submission of a bid shall constitute acceptance by the bidder that it has either inspected the equipment or has satisfied itself regarding the condition of the equipment from the information made available by the Department. Non-inspection shall not be a ground for any subsequent claim for additional payment or alteration of the quoted rates.

3. Response and Resolution Time

Since service calls are required to be attended to at different courts/offices under the Civil and Sessions Division, Mandi, all calls received on any working day shall be attended to on or before 1:00 P.M. of the next working day.

Where replacement of any spare part/component is required, the defect shall be rectified and the required replacement shall be carried out within a maximum period of three (3) working days, unless the Department permits an extension for reasons recorded in writing.

In the event that the required repair/replacement cannot be completed within the stipulated period, the CAMC service provider shall provide suitable backup equipment/component of equivalent or higher specifications, without any additional cost, so that the functioning of the concerned office/court is not disrupted. Failure to comply with this requirement shall attract the applicable penalty under the penalty clause of the CAMC.

The above time limits shall exclude holidays notified by the Government/Department, provided that such exclusion shall not apply where the

CAMC service provider is specifically required by the Department to attend to the complaint on a holiday.

4. Operating System, Application Software, BIOS/UEFI and Firmware

The CAMC service provider shall attend on-site calls relating to the installation/reinstallation of operating systems, application software, BIOS/UEFI and firmware in the hardware covered under the CAMC, where such installation/reinstallation is required for proper functioning of the equipment and is within the scope of the CAMC, without any additional charges.

The CAMC shall cover repair/replacement of defective parts and accessories of the covered computer hardware, including, but not limited to, keyboards, mice, motherboards, RAM, processors/CPU components, cooling fans, circuit boards, power supply units, transformers, cables, switches and other internal/external computer accessories forming part of the covered equipment.

5. Printer Coverage

The CAMC shall cover all parts and components of the printers covered under the contract, except toner and drum.

All other defective components, including PCBs/circuit boards (power supply and main boards), pressure rollers, gears, fuser units and other printer components, shall be repaired or replaced by the CAMC service provider without additional charges.

6. LAN Points and Connectivity

The CAMC service provider shall attend to and rectify faults relating to all LAN points covered under the contract, including LAN cables, connectors, plugs/jacks and associated components between the network node and the switch, including connectors at both ends, wherever such components form part of the Department's covered LAN infrastructure.

7. Failure to Rectify Defects

If any defect covered under the CAMC remains unresolved for a continuous period of fifteen (15) days despite notice to the CAMC service provider, the Department shall be entitled, after giving reasonable notice to the service provider, to get the necessary repair/rectification work carried out through another agency at the risk and cost of the CAMC service provider.

The actual expenditure incurred by the Department for such repair/rectification shall be recoverable from any amount payable to the CAMC service provider,

including the CAMC dues or performance security, without prejudice to any other remedy available to the Department under the contract.

8. Liquidated Damages / Service-Level Deduction

In case of any delay in attending to or resolving a service call beyond the stipulated response/resolution period, without an acceptable justification or an approved extension, the Department shall be entitled to impose liquidated damages/service-level deduction at the rate of 5% of the AMC cost of the particular item, as specified under the contract.

The amount of such liquidated damages/service-level deduction shall be recoverable from the bills payable to the CAMC service provider and shall be without prejudice to the Department's right to take further action in accordance with the terms of the contract in cases of persistent or material default.

9. Temporary Replacement Equipment

Where any computer component/equipment covered under the CAMC cannot be repaired on-site within the stipulated time, the successful bidder shall, wherever necessary, provide a temporary replacement component/equipment of equivalent or higher specifications at no additional cost, until the original equipment is repaired and restored.

Where the equipment is beyond economical repair or cannot be restored within the maximum period of fifteen (15) days, the CAMC service provider shall replace it with equipment of the same make/model or equivalent or higher specifications, subject to the approval of the Department, without any additional cost, where the defect is covered under the CAMC.

10. Preventive Maintenance Reports

The CAMC Service Provider shall submit a quarterly Preventive Maintenance Report to the Department upon completion of each quarter of the CAMC period.

The report shall contain details of the equipment inspected/serviced, preventive maintenance activities carried out, defects noticed, corrective actions taken, parts replaced, if any, and the date(s) of maintenance. The report shall be duly signed by the authorized representative of the CAMC Service Provider and acknowledged by the concerned office/official.

Failure to carry out the scheduled preventive maintenance within the stipulated period of each quarter shall attract a penalty/service-level deduction of 5% of the total contract value for that quarter. The applicable penalty shall be recoverable from the bills payable to the CAMC Service Provider, without prejudice to any other action available to the Department under the terms and conditions of the contract.

11. Subcontracting

The successful bidder shall not subcontract or assign the CAMC services, in whole or in part, to any other agency without the prior written approval of the competent authority.

The CAMC service provider shall not remove or take any computer hardware/equipment outside the concerned court/office premises or hand over the same to any third-party service provider without prior written permission of the competent authority.

Notwithstanding any such permission, the successful bidder shall remain fully responsible for the safety, security, repair, replacement and timely restoration of the equipment and for all acts and omissions of any approved third party engaged by it.

12. Defective Parts and Liability for Damage

All defective parts/components replaced during the CAMC shall be handed over to the concerned office/Department, unless otherwise directed by the Department.

The CAMC service provider shall be responsible for any loss or damage caused to the equipment, property or other assets of the Department due to negligence, faulty workmanship, improper handling or failure to follow prescribed procedures by the service provider or its personnel.

13. Payment

No advance payment shall ordinarily be made to the CAMC service provider.

Payment shall be released after satisfactory rendering of the services, on submission of a proper and duly supported invoice/bill, after verification/certification by the competent authority/authorized officer.

Payment shall be subject to applicable statutory deductions, recovery of liquidated damages/service-level deductions, if any, and any other recoveries lawfully due from the CAMC service provider.

Payment shall be regulated in accordance with the applicable provisions of the Himachal Pradesh Financial Rules, 2009.

14. Performance of Contract and Termination

The performance of the CAMC service provider shall be monitored throughout the contract period.

In the event that the services of the CAMC service provider are found to be unsatisfactory, or the service provider commits persistent or material breaches of the contract, the Department shall be entitled to take action in accordance with the terms

of the contract, including termination of the contract, after issuing a written notice to show cause and providing reasonable opportunity to the service provider to rectify the default, wherever required.

In case of termination due to default of the CAMC service provider, the Department shall be entitled to recover/forfeit the performance security and recover any other amount due in accordance with the contract and applicable rules, without prejudice to other remedies available under law.

15. Post-Contract Support / Handover

The successful bidder shall provide necessary assistance and cooperation for the smooth handover of the equipment and pending service records to the Department or the succeeding CAMC service provider after expiry/termination of the contract.

Any support required for completing pending calls and handing over service records shall be provided in accordance with the terms of the contract. No automatic extension of the CAMC beyond the contractual period shall be deemed to have been granted by this clause.

16. Equipment Not Restored at the End of Contract

Any equipment covered under the CAMC which is not in working condition on the last working day of the contract shall be repaired/restored by the CAMC service provider within ten (10) working days, subject to the terms of the contract.

In case the service provider fails to restore the equipment within the stipulated period, the Department may get the equipment repaired/replaced through another agency at the risk and cost of the CAMC service provider, and the actual expenditure incurred may be recovered from the amounts payable to the service provider and/or the performance security, in accordance with the contract.

17. Call Reports

The CAMC service provider shall maintain a separate service/call report for every complaint/service call received.

The call reports shall be duly signed by the concerned official and shall be produced before the Department whenever required, particularly for verification of bills, assessment of performance and settlement of any dispute.

18. Compliance with HPFR and Other Applicable Rules

The procurement and execution of the CAMC contract shall be governed by the Himachal Pradesh Financial Rules, 2009, as amended from time to time, and other applicable Government instructions, orders and statutory requirements.

19. Contract Period

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

20. Support Beyond Contract Period

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

21. Certificate Regarding Blacklisting

The bidder shall submit a certificate in **Annexure-C**, from the Company Secretary or Managing Director in the case of a company, from the Managing Partner in the case 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 has not been penalized in the past by any Government organization/PSU/autonomous body in India or abroad.

22. Previous Penalty for Non-Satisfactory AMC Services

Bidders upon whom any penalty has been imposed by any State/Central Government Department/PSU/Autonomous Body for non-satisfactory AMC services in the past shall be **technically disqualified outright.**

The bidder must submit an undertaking in this regard as per **Annexure-C.**

23. Participation for All Items

The bidder **shall 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/Comp/(AMC)/2026/

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. No. D&SJ/MND/Comp/(AMC)/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)

TECHNICAL BID FORM

Tender Notice No. & date :- D&SJ/MND/Comp/(AMC)/2026/ Dated : 07-09-2026

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/Comp/(AMC)/2026/ Dated : 07-09-2026
For Computer Hardware at Civil & Sessions Division, Mandi, H.P.

Sl. No.	Description	Quantity	Unit rate	Total Cost
1.	Dell PowerEdge T440 Server	2		
2.	Canon DR-F120 ADF Scanners	7		
3.	ATEN KVM Switch	2		
4.	Projector HITACHI, Model No. CP-RX70EF	1		
5.	Acer i5 Desktop with Monitor, Keyboard & Mouse	16		
6.	Acer i3 Desktop with Monitor, Keyboard & Mouse	48		
7.	Brother MFC-L2701DW Printer	6		
8.	Brother HL-L2361DN Printer	35		
9.	HP 108a Printer	8		
10.	POLY STUDIO X50 4k CAMERA	1		
11.	REMOTE CONTROL FOR POLY STUDIO	1		
12.	POLYCOM EXPANSION MICROPHONE WITH CABLE	1		
13.	POLYCOM EAGLE EYE 12XZOOM CAMERA	1		
14.	ONFINITY V555 DOCUMENT VISUALIZER	1		
15.	Onfinity Technologies Smart Television Model: ST 32	1		
16.	HP Pro AllinOne 400 G1	3		
17.	HP ProOne 400 G6 i5-10500-10th Gen, 8GB 1TB HDD, 23" LED FHD	6		
18.	HP Pro 440 23.8" G9 All in One Computer, i5, 12th Gen 8GB,512 SSD	3		

19.	Samsung 40 inch LED	3		
20.	Samsung 43 inch LED	2		
21.	Dell All-In-One (OptiPlex 5250 All-In-One)	2		
22.	Kiosk Machine with touch display panel	6		
23.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	150		
24.	Dlink 24 Port Switch	6		
25.	2KVA Emerson Liebert UPS	6		
26.	Cloud HDD 1TB	6		
27.	Samsung Display Board (Samsung (32 inch) model DB32E)	16		
28.	Samsung 18 inch Monitor	16		
29.	Brother Printer HL-B2000D	118		
30.	HP LaserJet Pro M202dw	2		
31.	HP Laser 108w Printer	3		
32.	OptiPlex 3060 Tower	3		
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 _____