Civil and Sessions Division, Una, HP 174303

DSJ(UNA)/AP/eCourts/AMC/2025-9463
Una, the 18th day of November, 2025

Subject: **Annual Maintenance Contract (A.M.C.) for maintenance of Computer Hardware provided to Civil and Sessions Division, Una, under the e-Courts project.**

Competitive item-wise rate tender(s)/quotation(s) (with or without spares) are invited in sealed cover for awarding Annual Maintenance Contract (AMC) in respect of following Computer Hardware and peripherals, subject to the following conditions :-

1. Service Provider should be an Authorized Service Provider with sufficient back- up of Spare Parts, having an Authorization Certificate in this effect from OEM(Original Equipment Manufacturer), based anywhere in and around Himachal Pradesh, having at least one Resident Engineer at Una or within 50 KM radius. It should be already providing such maintenance services to at least 3 or more Departments of the State Governments, for the financial year i.e. 2025-2026 and in a position to provide maintenance services within 1 or 2 days through a centralized system of call logging".
2. The company of firm should not be **debarred/black-listed or penalized(Penalty)** by any Government /Semi Government organizations.
3. The bids shall be procured in the following manners, namely:-

   a) **Technical Bid** consisting of all technical details of services to be provided by the contractor along with commercial terms and conditions and **Financial Bid** indicating the cost of services mentioned in the Technical bid should be submitted separately by the bidders.

   b) The **Technical Bid** and **Financial Bid** should be sealed by the bidder(s) in separate covers duly super-scribed. Both these sealed covers should be put in a bigger cover which shall also be sealed and duly-scribed.

c) The bids received after the date and time specified for their receipt and as mentioned at serial b above will not be considered.

4. **Monitoring of 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.

5. The Annual Maintenance Contract (A.M.C) shall remain effective for a period of one year.

6. The Contract will remain in force for a period of one year and can be terminated at any time by District and Sessions Judge.

7. 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 Service Engineer and countersigned by the Proprietor.

8. The AMC Service Provider shall also have to attend to calls for on-site installation of any other Operating System and/or Application Software in the mentioned Hardware subject to this agreement without any extra charges. **The AMC Provider should cover all parts of the AMC items Keyboard / Mouse / Motherboards / Computer Accessories / HDD/ RAM/ switches / Fans / Circuit Boards / Power Supply / Transformers / CMOS Batteries, UPS Batteries etc under AMC.**

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

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

11. **AWARD OF CONTRACT:-** The bidder whose commercial offer will be lowest will be ranked as R1. If **District & Sessions Judge, Una** and **Committee's** does not find the best offer acceptable, it may go in for negotiations, which can be done with the bidders who have quoted lowest and

second lowest price (R1 and R2). During the negotiations a revised RFP Offer will be taken from the representative of the bidders by way of sealed offer. The letter of intent (LOI) will be issued to the bidder ranked as R1.

12. 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 as applicable tax etc, which should be submitted in the form of bank draft in the name of District & Sessions Judge, Una, Himachal Pradesh, payable/drawn at Una. Any quotation received without earnest money shall be liable to be rejected straightway. However, the earnest money received from the unsuccessful tenderer's shall be released to them without interest with in a reasonable period.

13. **The Bid Security (EMD) may be forfeited:-** If a bidder withdraws his bid or increases his quoted prices during the period of Bid validity of its extended period, if any: or in case of successful Bidder, if the bidder fails to sign the contract or to furnish Performance Bank Guarantee within the specified duration.

14. **Evaluation of Bids:-**

a) The Tender Evaluation Committee constituted by the District & Sessions Judge, Una, shall evaluate the Tenders. The decision of the Evaluation Committee in the evaluation of the Technical Bids and Commercial Bids shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the committee.

b) Only technically qualified bids will be processed for Financial/Commercial evaluation.

LIST OF COMPUTER HARDWARE FOR AMC

Sr.No	Description of Computer Hardware	Quantity at Courts Complex		Total	Items Covered/ Not covered
		Una	Amb		
Computer Systems					
1	Tower Server Dell Power Edge T440 Hard Disk 2 TB, Memory-16 GB, Intel Xeon(R) Bronze 3106 CPU @1.70 GHZ*8.	1	0	1	Including all spare parts RAM, HDD, MotherBoard, Cd/DVD Drive, Keyboard, Mouse, Screen, LED/TFT, LAN Cards, Cables, SMPS, Software Installation) (Replacement will be provided in case of non-repairable)
2	Rack Server HP PROLINT DL 2-U 160 GB*2 4GB RAM	0	1	1	
3	Acer Veriton, 2X4=8GB RAM, Intel®Core™ i5, i3-6100,6600 CPU @ 3.30,3.20GHz × 4 including Monitor, Key Boards & Mouse etc.	23	4	27	
Printers					
4	Brother Lase Printer MFD -L2701DW (All in One)	1	1	2	Excluding Toners and head Cartridge, everything is covered I.e PCB Circuit Board, Pressure Roller, gears, teflon sleeve, fuser lamp (Replacement will be provided in case of non-repairable)
5	Brother Lase Printer HL-L2361DN	7	0	7	
6	Monochrome Laser Printer Brother HL-B 2000D	46	16	61	
7	Monochrome HP laser printer 108 a	7	0	7	
Switches & LAN					
8	Cisco 2960, 24 port Switch	2	1	3	All Switches and Routers , LAN cables, CAT 6, RJ 45 Connector
9	Cisco Router 2800 Series	1	0	1	

10	D-Link 24 1*24 Switch	3	2	5	(Replacement will be provided in case of non-repairable)
11	Jack Panel	6	4	10	
12	LAN point with IO boxes	80	10	90	
UPS					
13	1 KVA online UPS Emerson for VC Unit	1	0	1	Including all spare parts with batteries (Replacement will be provided in case of non-repairable)
14	UPS Emerson 2KVA Online for Servers	1	1	2	
15	Emerson UPS 600 VA	7	3	10	
16	Eaton Aurora 600 VA UPS	2	0	2	
17	Numeric Digital 600 VA UPS	3	0	3	
Scanners					
18	Cannon DR-F Scanner	5	1	6	Everything is covered (Replacement will be provided in case of non-repairable)
LED and SCREEN					
19	Samsung Slim Fit 32 inch CRT Display	8	3	11	Include Motherboard, LAN Port and all spare parts (Replacement will be provided in case of non-repairable)
20	Samsung Monitor 18.5" along-with Splitter	8	3	11	
KIOSK					
21	Kiosk Machine with UPS	1	1	2	Including all spare parts RAM, HDD,TFT/SCREEN Motherboard Cd/DVD, LAN card, Cables, SMPS, Software Installation (Replacement will be provided in case of

					non-repairable)
VC UNIT					
22	Poly studio X50 4K Camera with remote	1	0	1	Including all spare parts RAM, HDD, Motherboard, CD/DVD Drive/Mouse, Screen, LED/TFT, LAN Cards, Cables, SMPS, Speaker,Camera, Software Installation (Replacement will be provided in case of non-repairable)
23	Polycom Expansion Microphone with Cable	1	0	1	
24	Polycom Eagle Eye 12*Zoom Camera	1	0	1	
25	47 Inch LG LCD TV with Remote Control for VC Unit	1	0	1	
26	Samsung 43 Inch LED with remote	0	1	1	
27	Dell All in One Vc Unit	0	1	1	
28	Logitech BCC950 Web Camera	0	1	1	
29	Logitech P710e Microphone -cum-Speaker	0	1	1	
HDD					
30	WD Mycloud 1 TB LAN Hard Disk	1	1	2	Complete HDD (Replacement will be provided in case of non-repairable)

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 (such as desktop, printer, servers and switches etc.)	**Down – Time Penalty details**
Computer: Acer Desktop and Network Switches, Brother MFC-L2701DW , HL-L2361DN and HL-B2000D	₹ 300/- for each working day
HP Laser Printer 108A	₹ 100/- for each working day
UPS	₹ 100/- for each working day
Scanner: Cannon	₹ 200/- for each working day
Mount Server HP PROLINT DL 2-U 160 GB*2 4GB RAM, Tower Server Dell Power Edge T440 Hard Disk 2 TB, Memory-16 GB, Intel Xeon(R) Bronze 3106 CPU @1.70 GHZ*8.	₹ 500/- for each working day
Delay in submission of Preventive Maintenance Reports on quarterly basis.	₹ 10/- for each working day

Important Note :

The aforesaid tender(s)/quotation(s) should reach the Office of the undersigned on or before **12.12.2025** at 4:00 PM during the office hours with clear terms and conditions, mentioning the rates for the A.M.C. with all spare parts. Technical bids will be opened on **23.12.2025** at 4:00 PM by Evaluation Committee of this Civil and Sessions Division. .

The sealed quotation in the desired format as under Annexure - A to Annexure - D should be addressed to "**The District and Sessions Judge, Una H.P. PIN 174303"** clearly depicting on the top of the envelope in bold letters that "**The quotations for the AMC of computer hardware and last date for receipt of quotations is 12.12.2025** ". Any quotations received after the aforesaid period shall not be entertained and as such, the same shall be liable to be rejected straightway. **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 at the time of signing agreement.**

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

This Office reserves all rights to alter the quantity / hardware at the time of agreement, select and reject any or all the quotations received, without assigning any reason whatsoever.

Yours faithfully,

(Naresh Kumar)
District and Sessions Judge,
Una Civil and Sessions
Division, Una, H.P.

Annexure-A

Sr. No	Description of Computer Hardware	Quantity at Courts Complex		Total	Unit Cost	Total Cost
		Una	Amb			
1	Tower Server Dell Power Edge T440 Hard Disk 2 TB, Memory-16 GB, Intel Xeon(R) Bronze 3106 CPU @1.70 GHZ*8.	1	0	1		
2	Rack Server HP PROLINT DL 2-U 160 GB*2 4GB RAM	0	1	1		
3	Acer Veriton, 2X4=8GB RAM, Intel®Core™ i5, i3-6100,6600 CPU @ 3.30,3.20GHz × 4 including Monitor, Key Boards & Mouse etc.	23	4	27		
4	Brother Lase Printer MFD-L2701DW(All in One)	1	1	2		
5	Brother Lase Printer HL-L2361DN	7	0	7		
6	Monochrome Laser Printer Brother HL-B 2000D	46	16	61		
7	Monochrome HP laser printer 108 a	7	0	7		
8	Cisco 2960, 24 port Switch	2	1	3		
9	Cisco Router 2800 Series	1	0	1		
10	D-Link 24 1*24 Switch	3	2	5		
11	Jack Panel	6	4	10		
12	LAN point with IO boxes	80	10	90		
13	1 KVA online UPS Emerson for VC Unit	1	0	1		
14	UPS Emerson 2KVA Online for Servers	1	1	2		
15	Emerson UPS 600 VA	7	3	10		
16	Eaton Aurora 600 VA UPS	2	0	2		

17	Numeric Digital 600 VA UPS	3	0	3		
18	Cannon DR-F Scanner	5	1	6		
19	Samsung Slim Fit 32 inch CRT Display	8	3	11		
20	Samsung Monitor 18.5" along-with Splitter	8	3	11		
21	Kiosk Machine with UPS	1	1	2		
22	Poly studio X50 4K Camera with remote	1	0	1		
23	Polycom Expansion Microphone with Cable	1	0	1		
24	Polycom Eagle Eye 12*Zoom Camera	1	0	1		
25	47 Inch LG LCD TV with Remote Control for VC Unit	1	0	1		
26	Samsung 43 Inch LED with remote	0	1	1		
27	Dell All in One Vc Unit	0	1	1		
28	Logitech BCC950 Web Camera	0	1	1		
29	Logitech P710e Microphone -cum-Speaker	0	1	1		
30	WD Mycloud 1 TB LAN Hard Disk	1	1	2		
Total Cost						
GST applied on Service(if applicable)						
Grand Total						

Total amount in words:.....

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Annexure-B

DESCRIPTION FOR AMC AGENCY

Item	Response to be filled in by
1. Name of the Bidder [Full name of the firm/company]	
2. Main / Head / Corporate office [Full address, telephone numbers, fax numbers, and email address]	
3. Name and designation of the CEO/Owner of the company [Name, designation and full address of the Chief Executive Officer of the bidding organization, including contact numbers and email address]	
4. Dealing Office [i.e. the office dealing with this proposal] [Full address, telephone and fax numbers]	
5. Name and designation of the contact person dealing with this project [Name, designation and full address of the contact person of the dealing office, including contact numbers and email address]	
6. Helpdesk Contact: **email ID :** **Contact No.**	

Signature & Seal

Annexure-C

DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE RFP DOCUMENT

To

The District and Sessions Judge,
Civil and Sessions Division, Una,
H.P.

Respected Sir,

"Jai Hind"

I have carefully gone through the Terms & Conditions contained in the RFP Document for 'AMC of hardware (attach at Form-A) for District Court, Una'.

I declare that all the provisions of this RFP Document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours truly,

Signature.....

Name:.....

Designation:.....

Company:.....

Address:.....

Date :.....
Place :.....

Annexure - D

DECLARATION REGARDING CLEAN TRACK RECORD

To

The District and Sessions Judge,
Civil and Sessions Division, Una,
H.P.

Respected Sir,

"Jai Hind"

I have carefully gone through the Terms & Conditions contained in the Tender Document for 'AMC of hardware for District Court, Una'.

I hereby declare that my company has not been debarred/black-listed by any Government/ Semi Government organizations. I further certify that I have been authorized by the competent authority in my company to make this declaration.

Yours truly,

Signature.....

Name:.....

Designation:.....

Company:.....

Address:.....

Endst No. DSJ(UNA)/AP/eCourts/AMC/2025-9464 to 9466 Dated:18th November, 2025

Copy for information and necessary action is forwarded to :-

1. *The Central Project Coordinator, Hon'ble High Court of HP Shimla for kind information please. It is requested to share the Tender link of Una Division. Website https://una.dcourts.gov.in/#tenders with aforesaid subject for larger publicity. (through email only)*
2. *All The Judicial officers of this Division to place this Advertisement information on the display boards of respective courts for larger publicity. (through email only)*
3. *The Assistant Programmer in this office, for uploading it on the official website of this Division for larger publicity.*

(Naresh Kumar)
District & Sessions Judge
Una Civil and Sessions
Division Una H.P