

**OFFICE OF DISTRICT AND SESSIONS JUDGE, KANGRA DIVISION AT
DHARAMSHALA**

No. DSJ/DMA/CN/AMC/2025:- 18802
Dated: 23/11/2025

From:-

Ld. District and Sessions Judge,
Kangra at Dharamshala(H.P.) 176215

Subject:- Annual Maintenance Contract for maintenance of Computer Hardware provided to Civil and Sessions Division, Kangra at Dharamshala(H.P.) 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, 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 office of Ld. District and Sessions Judge, Kangra at Dharamshala, H.P. on or before **30/11/2025 upto 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. as applicable tax etc., which should be submitted in the form of bank draft in the name of District and Sessions Judge, Kangra at Dharamshala, Himachal Pradesh. 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.

SCHEDULE OF EVENTS FOR SUBMISSION OF THE TENDER/BID

Sr. No.	Information	Details
1	Tender No.	No. DSJ/DMA/CN/AMC/2025- 18802
2	Tender Release Date	3 rd November 2025
3	Tender Document Fee	Nil
4	Bid Submission Start Date	From 3 rd November 2025 at 10:00 AM
5	Last date for submission of pre-bid queries for clarifications only through e-mail: dsj-kan-hp@nic.in	on or before 30 November 2025 upto 04:00 PM
6	Last date (deadline) for submission of bids	on or before 30 November 2025 upto 04:00 PM
7	Opening of Technical bids	To be notified later
8	Contact details and email id for queries.	01892-223274 Email: dsj-kan-hp@nic.in

1. Intent of the Civil and Sessions Division, Kangra at Dharamshala, H.P.

1.1 District Courts Himachal Pradesh intends to hire the services of a professional company / firm for the award of the Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of all Computer Hardware and peripherals as per Annexure-A and providing Facility Management services including installation of software/ specialized software/ Printer Drivers/ Drivers, Windows/ Ubuntu/ Mac operating system on all the desktops and laptops and Ubuntu/ Windows Servers in the Tower/Rack Servers and configuration of Managed Network Switch, Configuration of LAN Ports etc.

1.2 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.

1.3 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.

1.4 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. Bids received as per the prescribed instructions will be evaluated on the basis of documents, qualification/ eligibility criteria as indicated in the tender documents and over all quoted prices. However, District and Sessions Judge, Kangra at Dharamshala, Himachal Pradesh reserves the right to make variation in the quantities to be brought under CAMC at any given point of time.

1.5 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.

1.6 The successful bidder shall have to submit self attested copies of Degree/ Diploma certificates (in the field of IT) of the Engineers(REs) deployed in the District Court. The REs must have atleast 1 (one) year of relevant experience. The REs of the CAMC vendor will be solely responsible for resolution of Hardware as well software issues with Ubuntu, Windows, MAC OS so arises during the CAMC period, and the In-House Technical Team of the Civil and Sessions Division must not be held responsible for the same. If the REs are not able to resolve the issue in hand, the CAMC vendor must arrange the Engineer to resolve the same within stipulated time as mentioned here under in the tender.

1.7 The Engineers of the CAMC Vendor must wear proper formal Uniform with Blazer, Tie and formal Trousers and Identity Card duly issued by the vendor.

2. SCOPE OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) AND ITS IMPLEMENTATION.

2.1 The CAMC services comprise preventive and corrective maintenance covering hardware as well as installation of Operating Systems, Software, Anti Viruses, MS Office/ CIS etc. along with trouble shooting to make operational all sort of OS/ windows updates/ driver updates/ system software installation like MS Office, Acrobat Reader etc/ Network and replacement of parts and fittings of hardware. CAMC is comprehensive in nature and includes all parts of the computers/ servers/ printer/ scanner/ laptop excluding toner & cartridges of the printers. Any defective part of the

hardware has to be repaired/ replaced by the vendor at his own cost. Parts so replaced should be only 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 vendor, irrespective of the cause of the fault development.

The CAMC will also include providing the Facility Management System including software/ specialized software installation/ OS installations ensuring/ configuring network connectivity. The details of the Facility Management Services required is given below.

Details of the Facility Management System:

A. Desktop Management Service

- (a) REs are responsible for installing OS, Software, Anti Viruses, MS Office/ CIS etc. configuration of driver, update latest patches etc. on all the desktops/ laptops and computer hardware covered under this CAMC.
- (b) REs are responsible for backups and restore for all desktop/ laptops/ server systems along with the user data when formatting is required.

B. Network Management Service

- (a) REs are responsible for Networking Switches configuration & Management.
- (b) REs are responsible for Networking connectivity issue resolution.

2.2 Number of Engineers to be deployed by the AMC Vendor: The Engineers (REs) deputed must have minimum 1 (one) year of experience in the relevant field. The successful bidder shall have to depute 1 (One) full time technically qualified Resident Engineers (REs) for the hardware mentioned in Annexure-A. The REs must be technically experienced in maintenance of all type of computer hardware mentioned in Annexure-A i.e all type of computers/ printers/ scanners/ UPS/ Servers etc. The AMC Vendor shall have to do the configuration of SAN Storage/ HBA Card Configuration/ Raid with serve's etc.

- (a) The REs will be single point of contact for any complaint related to service who will further contact their company/ bidder. No separate correspondence shall be made with the vendor in this regard.
- (b) The REs should inform about any planned leave and will ensure the alternate manpower.

(c) REs are responsible for the backup of user data in their own HDD/ Pen drive when formatting or updating is required. In case of data loss the vendor is liable for penalty.

(d) The REs will also help the Civil and Sessions Division, technical team in installation/ shifting of any Computer Hardware even not covered in the CAMC etc. as and when required.

Engineers (REs) must have certified diploma/ degree and having minimum one year of working experience in computer hardware and different type of peripherals including laser printers/ scanners etc. as mentioned in Annexure-A of tender document & software related maintenance. REs should be equipped with their own desktop/ laptop with internet facility for providing the services in the District Judiciary along with their own OS/ Software packages required to be installed and own maintenance kit for each REs comprising of tool box, multimeter, crimpers, pliers, spanners, diagnostic software, device driver software, HDD/ Pen Drive and any other tools required for carrying out such services. If any equipment covered under the CAMC is taken out of the premises of the Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh for any repair, it shall be under full responsibility of the vendor, till the same is returned to the concerned branch in satisfactory working condition. Item may be taken out only with the written permission issued by the authority. In case of emergency/ repairs during holiday and after working hours, the REs shall be made available in the District Judiciary at no extra charges. The REs shall not carry out any maintenance repair work of any IT Hardware which is not the property of this Judiciary in Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh premises. If any hardware/part gives repeated problems i.e. 2 (twice) or more repairs in a period of one month time, then the bidder/vendor/REs must replace it immediately with an original new one without any additional cost. All the components required to be replaced will be only of original make. In the service report, the details of the part number and serial number of hardware must be brought out clearly.

2.3 The vendor shall also provide the regular preventive maintenance service minimum once in three months which is mandatory which is 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. The Vendor/Bidder/REs are supposed to submit signed preventive maintenance report to the District and Sessions Judge, Kangra at Dharamshala, H.P. on quarterly basis.

Under this activity, following jobs are to be done:

- (a) Cleaning of all the Desktops, Printers, Laptops and IT hardware equipment's internally and externally using soft cloth, vacuum cleaner, carbon tetra chloride & appropriate polish etc. will be provided by the vendor within CAMC charges.
- (b) Installation/ trouble shooting for operational problems related to software/ antivirus.
- (c) Up-keeping of Desktops/ HDD/ Scanners/ Switches/ hardware components etc. as per Annexure-A to maintain satisfactory performance of the computer hardware.
- (d) The vendor is responsible for providing standby Computer hardware, as and when the need so arises.

2.4 The breakdown maintenance call will have to be attended immediately and the computer hardware/ printers etc. will have to be made functional within twenty four hours of logging of the complaint by simultaneously providing alternate computer hardware /systems with identical configuration till the machine/ computer hardware is repaired.

In case the vendor does not provide back up/ standby computer hardware or repair the faulty Computer Hardware, the penalty will start on the same day, once the complaint is logged with the Resident Engineer, whereas in case the back up computer hardware is provided the penalty will start after 3 working days for the delayed period upto maximum of 10 days after which a review of the CAMC may happen which may lead to termination of contract or further imposition of the penalty as per terms and conditions.

2.5 Complaint Registers maintained by REs will be kept in Computer /Server Room of Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh for registering the complaint. It will be the responsibility of the REs to attend to the call immediately in order to resolve the issue.

2.6 The Bidder/ REs shall always keep minimum five numbers of each (Keyboard/ Mouse (Branded ones) , 5/8 port unmanaged switches), CAT 6 cable minimum 100 meters along with the sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, Kodak Scanners Spare Parts, cables etc. In the premises of Civil and Sessions Division, Kangra at Dharamshala 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.

2.7 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.

2.8 Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh reserves the right to withdraw any number of equipment (computer/ printer/ scanner/ server/ laptop etc.) from the CAMC at any point of time during the contract.

2.9 REs should have their own vehicle and mobile with them for emergency contact on Sunday/ Holidays. Mobile numbers are to be submitted in advance before deputing any REs for duty at Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh.

2.10 Any faulty part so replaced by the bidder/ REs is to be submitted back to the concerned court of Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh. Bidder should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the bidder/ REs of the bidder during the period of the contract.

2.11 Any damage caused to Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh property or personnel within Civil and Sessions Division, Kangra at Dharamshala Himachal Pradesh premises by the Vendor/Bidder/REs during the operation of the contract will be to his account and are recoverable.

3. TERMS OF PAYMENT

3.1 No advance payment will be made to the bidder. The performance of the bidder will be monitored/ assessed by the authorities of Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh, 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.

DEDUCTION: If Resident Engineer does not report for call duty, vendor should provide alternative REs of the same capacity on the same day. If vendor fails to provide alternate REs, then DEDUCTION @ 500.00 ₹ per engineer per day upto a maximum 10 days will be deducted from the bill of CAMC after that review of contract may happen which may further lead to termination of contract.

3.2 Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh shall have the right of addition/ deletion of the quantity of the items under the contract, either before the start of the CAMC or at the beginning of each month during the CAMC under intimation to the contractor and the payment will be made on pro- rata basis, after deducting penalty amount from payments as per terms and conditions of the contract.

3.3 TDS will be deducted from the contract price payable to the contractor/vendor for performing the service under the contract.

4. PERIOD AND AWARD OF CONTRACT

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

4.2 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 and Sessions Judge, Kangra at Dharamshala, Himachal Pradesh reserves the right to terminate the contract along with forfeiture of the performance security by giving the one month notice to the vendor.

4.3 Tenderer will not be entitled to claim any compensation of what so ever nature if the termination/ cancellation of CAMC is imposed by District and Sessions Judge, Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh for any reason.

5. HANDING OVER

5.1 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.

5.2 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.

6. TECHNICAL CRITERIA

(The criteria for submission of technical bid are as under)

6.1 The bidder shall have to furnish at least 2% amount as earnest money (EMD) of the total amount quoted including G.S.T. taxes etc., which should be sent in the form of bank draft or a bank guarantee in the name of District and Sessions Judge, Kangra at Dharamshala, Himachal Pradesh. However, the earnest money of unsuccessful tenderer shall be returned within a reasonable time.

6.2 The tenderer must have its own office or must have a service agent stationed in Himachal Pradesh. The tenderer is required to furnish certificate in this behalf.

6.3 The Certificate in Annexure-B from the Company Secretary or the Managing Director or its representative 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.

6.4 The tenderer must have a turnover of Rupees Twenty Five Lac consolidated for the last three financial years and a certificate to this effect duly issued by a Chartered Accountant must be annexed with the technical bid.

6.5 The tenderer must be an income tax assessee for the last three financial years and copies of income tax returns for three financial years must be submitted with the technical bid.

6.6 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-B.

6.7 The Engineers (REs) deputed must have atleast 1 (one) year of experience in the relevant field.

6.8 Technical Bids consisting of all technical details along with commercial terms and conditions and financial bid indicating item-wise prices for the items mentioned in the technical bid be submitted separately by the tenderer.

6.9 The financial bids of only technically qualified bidders shall be opened for financial evaluation and ranking before awarding the contract.

6.10 The bidder will have to produce the original documents at Sl. No. 6.2 to Sl. No. 6.5 and Sl. No. 6.7 (as above) as and when demanded.

6.11 No queries shall be entertained after the last date as mentioned for submission of written queries/ clarifications only through e-mail.

6.12 Any tender document received by Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh after the prescribed date and time of receipt, will be treated as late/ delayed tenders and the same will not be considered for any purpose.

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

6.14 The bidder claiming any exemption from any of the conditions of this tender document/bid shall support his claim with documentary proof failing which the bid shall be rejected.

6.15 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 the Financial bid should be sealed by the bidder(s) in separate covers duly superscribed. Both these sealed covers should be put in a bigger cover which shall also be sealed and duly superscribed.

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

7. Monitoring 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.

8. 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 Down Time Penalty Details desktop, printer, servers and switches etc.)

Computers/Desktop/ Network Switches / Printers/VC equipment	₹ 400/- for each working day
UPS/Other hardware	₹ 200/- for each working day
Scanners	₹ 200/- for each working day
Servers	₹ 500/- for each working day
Delay in submission of Preventive Maintenance Reports on quarterly basis.	₹ 50/- for each working day

Note:-

The bidder shall be responsible for the software as well as the hardware maintenance including server and network maintenance of the Digital Displays. The firm would also be responsible for providing necessary software for running the digital displays remotely.

The Resident Engineers shall also be responsible to do the maintenance/ installation/ technical support of the computer hardware in the offices at the Residences of the Hon'ble Authorities.

The Resident Engineers shall also be responsible for troubleshooting of the products that are under the warranty with the technical support of the original manufacturer.

The Annual Maintenance Contract Provider should cover all spare parts of the Annual Maintenance Contract items like Keyboard / Mouse / Motherboards /Computer

Accessories / HDD/ RAM/ WiFi card/ Switches / Fans / Circuit Boards / Power Supply / Transformers / CMOS Batteries, UPS Batteries, Fuser Assembly, Printer sleeve, Teflon, Laser Unit, Paper feeder, Duplex tray, Power Supply, Formatter Board, frame etc. and all other component of the computer hardware under Annual Maintenance Contract.

Annexure-A : Computer Hardware Items Computer Hardware Installed in the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh. The Bidders are required to quote the rate for all the items mentioned hereunder otherwise the bid shall be rejected.

Note:- Quantity can be increased or decreased at the discretion of District and Sessions Judge, Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh at any point of time.

Annexure-A : ITEM WISE HARDWARE IN THE KANGRA CIVIL AND SESSIONS DIVISION		
S.No.	Item Type and Serial No.	Qty
1.	Cisco 24 Port 10/100mbps 1.2 Catalyst Series Switch	5
2.	Dell EMC Power Edge R540 Server	1
3.	Dell Tower PowerEdge T440 Server	1
4.	Dlink 24 Port Switch	4
5.	Dlink 8 Port Switch	8
6.	Cisco 8 Port 10/100mbps 1.2 Catalyst 2960 Series Switch	7
7.	ATEN KVM Switch Model CS1780A	4
8.	Projector HITACHI Model CP-RX82EP	1
9.	HP Pro One 400 All in One PC RAM 4 GB	9
10.	Acer Veriton M2640G Core i5 Desktop alongwith Monitor, Keyboard & Mouse	28
11.	Acer Veriton M2640G Core i3 Desktop alongwith Monitor, Keyboard & Mouse	84
12.	Samsung (32 inch) model DB32E	19
13.	Brother Duplex Network printers (HL-L2361DN)	42
14.	Brother Multi-functional Device(MFD) MFC2701DW	8
15.	2 KVA UPS Emerson Liebert GXT+MT Long run model	8
16.	2 TB Hard Disk WD MY Cloud	8

17.	600VA Emerson UPS ITON CX	112
18.	Brother Printer HL-B2000D	128
19.	Dell Vostro 3681	7
20.	Dell i3 Optiplex 3060	3
21.	Eaton 9E-IN 2000VA/1800W UPS	1
22.	HP Laser 108a/108w	5
23.	HP LaserJet M202dw	3
VC EQUIPMENT		
24.	Samsung 40' LED TV Screen	4
25.	Logitech Eagle Eye Conferencing Camera	4
26.	Jabra Bluetooth Wireless Speaker & Microphone	4
27.	HP ProOne 400 G1 All in One PC	4
28.	Globus Visualizer Visual Presenter GVP 501	4
29.	UPS Uniline 1 KVA	4
30.	Polycom VC HDX 8000-720 HD Codec with Remote, Sr. No. 8212510F884BCG	1
31.	Polycom Eagle Eye HD Camera Sr. No. 167479329	1
32.	Polycom HDX Mic Array Sr. 82124805196AC5	1
33.	LG 47 inch LCD TV Sr. No. 310 KCWCAP481 with remote	1
34.	Dlink Switch Model DES-3200-10 PVJW3C7000034	1
35.	Globus Document Visual Presenter GVP-501 Sr. D35 JP00N610195*ANT with remote and cables	1
36.	1 KVA Online UPS Numeric, GXTMT+BX1KVALB, Sr.No. 8312L1211100477	1
Note: This hardware is installed in the various court complexes at Dharamshala, Kangra, Dehra, Palampur, Nurpur, Baijnath, Indora, Jawali, Jaisinghpur and is required to be serviced on-site.		

Important Note :-

The aforesaid tender(s)/quotation(s) should reach the Office of the undersigned on or before **30.11.2025 at 4:00 PM** with clear terms and conditions, mentioning the rates for the A.M.C. with all spare parts. Technical bids will be opened by the Technical and Financial Committee of this Civil and Sessions Division. The sealed quotation in the desired format should be addressed to "The District and Sessions Judge, Kangra at

Dharamshala H.P PIN 176215" clearly depicting on the top of the envelope in bold letters that "The quotations for the Annual Maintenance Contract of Computer Hardware". 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 percent(5) of the total consideration amount of the contract at the time of signing agreement.

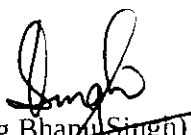
The terms and conditions for making the payment shall be regulated as per mandate of Rule 108 of the H.P.F.R., 2009.

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. However, the District and Sessions Judge, may, in view of the facts and circumstances can relax the technical criteria.


(Chirag Bhanu Singh)
District and Sessions Judge,
Kangra at Dharamshala, H.P

Endst. No. DSJ/DMA/CN/AMC/2025: 18802-824 Dated: 03-11-2025
Copy for information and necessary action is forwarded to:

1. The Central Project Coordinator, Hon'ble High Court of Himachal Pradesh, Shimla for kind information please with the request to upload the tender on website of Hon'ble High Court of H.P for larger publicity (through email only).
2. All the Judicial Officers of this Division to place this tender on display boards of respective courts for larger publicity.
3. The Technical Manpower of this office, for uploading it on the official website of this Division for larger publicity.


(Chirag Bhanu Singh)
District and Sessions Judge,
Kangra at Dharamshala, H.P

Annexure-B: DECLARATION REGARDING CLEAN TRACK RECORD

Tender Reference No.: DSJ/DMA/CN/AMC/2025-

Date:

To

Ld. District and Sessions Judge,
Civil and Sessions Division,
Kangra at Dharamshala, H.P.

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. DSJ/DMA/CN/AMC/2025- , 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-C: PERFORMANCE SECURITY FORM

Tender Reference No.: DSJ/DMA/CN/AMC/2025-
Date:

To

Learned District and Sessions Judge,
Civil and Sessions Division,
Kangra at Dharamshala, H.P.

WHEREAS (Name of Tenderer) has undertaken the Contract, as per Tender No. _____ dated _____ to supply _____ (Description of goods and Services) hereinafter called "the Contract". (Guarantee shall be restricted to an amount not exceeding INR _____).

1. In consideration of the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh (hereinafter called C&SD") having agreed to exempt M/S (hereinafter called "_____ the said Contractor(s)" from the demand under the terms and conditions of Tender No. _____ issued by the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh for purchase of _____ for _____ from security deposit for the due fulfillment by the said contractor of the terms and conditions contained in the said Tender of a Bank Guarantee for on demand.

2. We (Bank Name) a company incorporated under the Companies Act, 1956 and a banking company within the meaning of Banking Regulation Act, 1949 and having Registered Office at _____ and one of its branches at _____ do hereby undertake to pay INR _____, the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the C&SD. Any such demand made on the Bank by the C&SD shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the C&SD and we, bound ourselves with all the directions given by C&SD regarding this bank guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

3. We undertake to pay to the C&SD any money so demanded not with standing any dispute or disputes raised by the contractor(s) in any suit or proceeding before any court

or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.

4. We , further agree that the performance guarantee herein contained shall remain in full force and effective _____ and that it shall continue to be _____ enforceable for above specified period till all the dues of D&SJ under or by virtue of the said contract have been fully paid and its claims satisfied or discharged or till the C&SD certifies that the terms and conditions of the said contract have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We, further agree with the C&SD that the C&SD shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercised by the C&SD against the said contractor(s) and to forbear or enforce any of the conditions of tender document for selection of the vendor for purchase of ____ for and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part the C&SD or any indulgence by the C&SD to the said contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of us (Bank Name) under this guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).
7. We , lastly undertake not to revoke this guarantee except with the prior consent of the C&SD in writing.
8. This performance guarantee shall remain in valid and in full effect until it is decided to be discharged by the C&SD. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to INR.
9. It shall not be necessary for the C&SD to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable

against the Bank notwithstanding any security which the C&SD may have obtained or obtain from the contractor.

10. We _____, verify that we have a branch at _____. We undertake that this Bank Guarantee shall be payable at _____. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.

11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/ are the recipient of authority by express delegation of power(s) and has /have full power(s) to execute this guarantee for the management delegation issued by the bank.

Yours sincerely

Name.....

Signed..... In the
capacity of..... Duly authorized
to sign the Application for and on behalf of..... Stamp
/Seal

Annexure-D: COMMERCIAL PROPOSAL SUBMISSION FORM (ON BIDDER'S LETTER HEAD)

To

Learned District and Sessions Judge,
Civil and Sessions Division,
Kangra at Dharamshala, H.P.

Sir,

We, the undersigned, offer to undertake the AMC of the computer hardware mentioned in Annexure A (please specify the services that your company is opting for) We have submitted the Financial / Commercial bid in the format of Bill of Quantity. Our Financial Proposal shall be binding upon us upto expiration of the validity period of the proposal i.e. six months. We also understand you are not bound to accept any proposal you receive either from us or from any other person.

Methodology --

1. Our Bid shall be valid for a period of 180 days i.e six months from the last date fixed for submission of the bids in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period and on acceptance it shall remain binding on us till the conclusion of the entire contract.
2. If our Bid is accepted, we commit to submit a performance bank guarantee to the extent of 5% of the total tendered amount in accordance with the Bidding Documents.
3. We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal comprehensive contract is executed;
4. We also understand that you can reject any bid without assigning any reason.
5. We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Yours sincerely

Name.....

Signed.....

In the capacity of.....

Duly authorized to sign the Application for and on behalf of.....

Stamp /Seal.....

Annexure-E: LETTER CONDITIONS OF ACCEPTANCE OF TERMS AND CONDITIONS

(on the Tenderer's Letter Head.)

To

Learned District and Sessions Judge,
Civil and Sessions Division,
Kangra at Dharamshala, H.P.

Sir,

Sub:- Out Bid for_____.

With reference to our Bid, having examined and understood the instruction, terms and conditions forming part of the Bid, we hereby enclose our offer for the AMC of the Computer Hardware as detailed in your above referred Tender Document. We further confirm that the Offer is in conformity with the terms and conditions as mentioned in your above referred Tender Document and these shall also be the part of the Agreement at Annexure-F. We also understand that the District and Sessions Judge, Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh, is not bound to accept the Offer either in part or in full and the District and Sessions Judge, Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh, has right to reject the Offer in full or in part without assigning any reasons whatsoever.

Yours Faithfully,

Authorized Signatories,

(Name & Designation, Seal of the Firm)

Date:_____

Annexure-F: AMC HARDWARE AGREEMENT

This Agreement is made on the.....day of.....2026, between the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh, through its District and Sessions Judge (hereir after referred to as First Party) AND (hereinafter referred to as Second party), for maintenance of the Computer Hardware installed in the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh, in the Agreement.

1. WHEREAS :

The First party is desirous of entering into the Comprehensive Annual Maintenance Contract (C.A.M.C.) Agreement, with the Second party, for the maintenance of Computer Hardware, as per the detail given below, installed in Kangra Civil and Sessions Division, for a period of one year w.e.f. to.....for a sum of/- inclusive of taxes :

Annexure-A : ITEM WISE HARDWARE IN THE KANGRA CIVIL AND SESSIONS DIVISION		
S.No.	Item Type and Serial No.	Qty
1.	Cisco 24 Port 10/100mbps 1.2 Catalyst Series Switch	5
2.	Dell EMC Power Edge R540 Server	1
3.	Dell Tower PowerEdge T440 Server	1
4.	Dlink 24 Port Switch	4
5.	Dlink 8 Port Switch	8
6.	Cisco 8 Port 10/100mbps 1.2 Catalyst 2960 Series Switch	7
7.	ATEN KVM Switch Model CS1780A	4
8.	Projector HITACHI Model CP-RX82EP	1
9.	HP Pro One 400 All in One PC RAM 4 GB	9
10.	Acer Veriton M2640G Core i5 Desktop alongwith Monitor, Keyboard & Mouse	28
11.	Acer Veriton M2640G Core i3 Desktop alongwith Monitor, Keyboard & Mouse	84
12.	Samsung (32 inch) model DB32E	19
13.	Brother Duplex Network printers (HL-L2361DN)	42
14.	Brother Multi-functional Device(MFD) MFC2701DW	8

15.	2 KVA UPS Emerson Liebert GXT+MT Long run model	8
16.	2 TB Hard Disk WD MY Cloud	8
17.	600VA Emerson UPS ITON CX	112
18.	Brother Printer HL-B2000D	128
19.	Dell Vostro 3681	7
20.	Dell i3 Optiplex 3060	3
21.	Eaton 9E-IN 2000VA/1800W UPS	1
22.	HP Laser 108a/108w	5
23.	HP LaserJet M202dw	3
VC EQUIPMENT		
24.	Samsung 40' LED TV Screen	4
25.	Logitech Eagle Eye Conferencing Camera	4
26.	Jabra Bluetooth Wireless Speaker & Microphone	4
27.	HP ProOne 400 G1 All in One PC	4
28.	Globus Visualizer Visual Presenter GVP 501	4
29.	UPS Uniline 1 KVA	4
30.	Polycom VC HDX 8000-720 HD Codec with Remote, Sr. No. 8212510F884BCG	1
31.	Polycom Eagle Eye HD Camera Sr. No. 167479329	1
32.	Polycom HDX Mic Array Sr. 82124805196AC5	1
33.	LG 47 inch LCD TV Sr. No. 310 KCWCAP481 with remote	1
34.	Dlink Switch Model DES-3200-10 PVJW3C7000034	1
35.	Globus Document Visual Presenter GVP-501 Sr. D35UP00N610195*ANT with remote and cables	1
36.	1 KVA Online UPS Numeric, GXTMT+BX1KVALB, Sr.No. 8312L1211100477	1
Note: This hardware is installed in the various court complexes at Dharamshala, Kangra, Dehra, Palampur, Nurpur, Baijnath, Indora, Jawali, Jaisinghpur and is required to be serviced on-site.		

2. CONTRACT :

The Second party has agreed to maintain the aforesaid Computer Hardware for a sum of inclusive of all taxes, in accordance with the provisions laid down in the contract.

3. 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 good working condition:-

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.

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.

The CAMC will also include providing the Facility Management System including software/ specialized software installation OS installations ensuring/ configuring network connectivity as per details given hereinafter.

The bidder shall be responsible for the software as well as the hardware maintenance including server and network maintenance of the Digital Displays. The firm would also be responsible for providing necessary software for running the digital displays remotely.

The REs of the CAMC vendor will be solely responsible for resolution of Hardware issues as well software issues with Ubuntu, Windows, MAC OS so arises during the CAMC period and the In-House Technical Team of the District Court must not be held

responsible for the same. If the REs are not able to resolve the issue in hand, the CAMC vendor must arrange the Engineer to resolve the same within stipulated time as mentioned hereunder in the tender.

The vendor is responsible for providing standby items as per Annexure-A to the REs of the firm and the Civil and Sessions Division will not provide any computer hardware to the REs. This Computer Hardware will be provided to the staff of Civil and Sessions Division as backup, as and when the need so occurs.

4. Details of the Facility Management System:

a) Desktop Management Service:

- i. Installing operating systems, configuration of drivers, update latest patches etc.
- ii. Backups/restore for all desktop/server systems along with the user data when formatting is required.

b) Network Management Services

- i. Networking Switches configuration & Management.
- ii. Networking connectivity issue resolution.

The Second Party should provide a printed status report at the end of each month, showing the status of all the complaints lodged in the month & their status, whether resolved, unresolved/pending.

5. The Resident Engineers (REs)/Representatives deputed must have minimum 1 (one) year of experience in the relevant field. REs should be equipped with the maintenance kit comprising tool box, multi-meter, spanner, diagnostic software, device driver software, external DVD drive, storage drive (HDD/ Pen Drive) and any other tools required for carrying out such services. The REs should be made available in Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh on all working days during office hours for maintenance/ repair of the systems/ peripherals in Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh.

If any equipment covered under the CAMC is taken out of the premises of the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh for any repair, it shall be under full responsibility of the Second Party, till the same is returned to the concerned branch in satisfactory working condition. Item may be taken out only with

the written permission of the authority. In case of emergency/ repairs during holiday and after working hours, the REs shall be made available at no extra charges. The REs shall not carry out any maintenance repair work of any other party in Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh premises. REs have also to provide IT Support during the events of Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh like high level meetings etc.

6. The Second Party shall also provide the regular preventive maintenance service minimum once in three months which is mandatory. Under this activity, following jobs are to be done:

1. The REs will be single point of contact for any complaint related to service who will further contact their company/bidder and no separate correspondence shall be made with the vendor/second party in this regard.
2. The REs should inform about any planned leave and will ensure the alternate manpower.
3. Cleaning of all equipment externally using soft cloth, carbon tetra chloride & appropriate polish etc. will be provided by Second Party within CAMC charges.
4. Internal cleaning of the equipment's (only which are under CAMC) using/other appropriate means like vacuum cleaner. Trouble shooting for operational problems related to software/antivirus.
5. Up-keeping of Desktops/HDD/Scanners/Switches/hardware components etc. to maintain satisfactory performance of the computer hardware.
6. The REs will also help the Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh technical team in installation/ shifting of any Computer Hardware etc. as and when required.

7. Complaint Registers maintained by RE will be kept in Computer Branch for registering the complaint. It will be the responsibility of the REs to attend immediately in order to resolve the issue.

8. The Second Party/REs 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, Kangra at Dharamshala, 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/repared as well as standby equipment shall be borne by the bidder. The bidder agrees as follow:

1. The Second Party shall not subcontract the maintenance job to any other agency.
2. Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh reserves the right to withdraw any number of equipment (computer/ printer/ scanner/ server/ laptop etc.) from the CAMC at any point of time during the contract.
3. REs/Representatives should have their own vehicle and mobile with them for emergency contact on Saturday/ Sunday/ Holiday. Mobile numbers are to be submitted in advance before deputing any REs for duty at Civil and Sessions Division, Kangra at Dharamshala, Himachal Pradesh.
4. Any faulty part so replaced by the Second Party/REs needs to be submitted back to the Computer Branch, Civil and Sessions Division, Kangra at Dharamshala, 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, Kangra at Dharamshala, Himachal Pradesh property or personnel within Civil and Sessions Division, Kangra at Dharamshala, 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 Resident Engineers of the CAMC Vendor must wear proper formal Uniform with Blazer, Tie and formal Trousers and Identity Card duly issued by the vendor. Penalty will be charged on the vendor for the REs without uniform and ID card, the penalty will be equal to the amount prescribed for absence of the REs.

9. TERMS :

1. This contract is for the period of one year w.e.f. to..... and either party can terminate the contract at any time by giving one months advance notice in writing.
2. System maintenance charges shall also not include the cost of consumables and supply items such as ribbons, computer stationery and re-filling of

toners cartridge etc.

3. This contract does not cover damage from manual breakage, rodents, cockroaches, fluids of all kind, voltage surge and other natural calamities, seepage and water leakage due to rains etc.
4. At each location, the record will be kept by the Second party about the machine failures including the nature of failure, date and time of the complaint and the duration of the total down time. This record will be signed by the Service Engineer and countersigned by Proprietor of the Second party.
5. In case the services of the Second Party are found not satisfactory at any time during the period of the contract, District and Sessions Judge, Civil and Sessions Division, Kangra at Dharamshala(H.P.) has the right to terminate the contract along with forfeiture of the performance security.
6. The Second Party will not be entitled to claim any compensation of what so ever nature if the termination /cancellation of CAMC is imposed by District and Sessions Judge, Kangra at Dharamshala, Himachal Pradesh for any reason.
7. 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.

10. SERVICE ASSURANCE :-

The breakdown maintenance call will have to be attended immediately and the computer hardware/ printers etc. will have to be made functional within twenty four hours of logging of the complaint by simultaneously providing alternate computer hardware/ systems with identical configuration till the machine/ computer hardware is repaired. In case the vendor does not provide back up/ standby computer hardware or repair the faulty Computer Hardware, the penalty will start on the same day once the complaint is logged with the Resident Engineer, whereas in case the back up computer hardware is provided the penalty will start after 4 working days for the delayed period upto maximum of 10 days after which a review of the CAMC may happen which may lead to termination of contract or further imposition of the penalty as per terms and conditions.

11. PENALTY :

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

<i>Type of Computer Hardware</i>	<i>Down Time Penalty Details</i>
Computer: HP Slim PC / Acer Desktop and Network Switches / Printers	₹400/- for each working day
UPS/Other hardware	₹200/- for each working day
Scanners	₹200/- for each working day
Servers/Mount Servers	₹500/- for each working day
Delay in submission of Preventive Maintenance Reports on quarterly basis.	₹50/- for each working day

Note:-

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. Penalty will be charged on the vendor for the REs without uniform and ID card, the penalty will be equal to the amount prescribed for absence of the REs.

12. 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.

13. 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 condition that proper Invoice/Bill is furnished by the Second party to the First party well in time. The payment will be released only after the deduction of down-time penalty amount, so calculated, if any.

DEDUCTION: If Resident Engineer does not report for duty, Second Party shall have to provide alternative REs of the same capacity. If Second Party fails to provide alternate REs, then DEDUCTION @ Rs.500.00 per engineer per day upto a maximum of 10 days will be deducted from the bill of CAMC after that review of contract may

happen which may further lead to termination of contract.

TDS will be deducted at source from the contract price payable to contractor for performing the service under the contract.

14. REVISION OF MAINTENANCE CHARGES :

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

15. ADHERENCE TO OFFICE PROTOCOL:

Since the REs/Representatives will also be required to attend the call for resolving technical issues in the Court Rooms, Chambers and office at Residences of the Hon'ble Authorities, the Resident Engineers of the CAMC Vendor must wear proper formal Uniform with Blazer, Tie and formal Trousers and Identity Card duly issued by the vendor.

16. ARBITRATION CLAUSE :

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

17. GENERAL PROVISION :

All the terms and conditions mentioned in the tender document shall form part this agreement and same shall be complied and agreed by the second party.

**FOR AND ON BEHALF OF THE
FIRST PARTY.**

Signature:

Designation: District and Sessions Judge,
Kangra at Dharamshala

Date:

**FOR AND ON BEHALF OF THE
SECOND PARTY.**

Signature:

Designation:

Date:

WITNESSES

In the Presence of :

1. Signature:

WITNESSES

In the Presence of :

1. Signature:

Name:
Designation:

2. Signature:
Name:
Designation:

Name:
Designation:

2. Signature:
Name:
Designation: