

PRINCIPAL DISTRICT COURT, TIRUNELVELI

The Principal District court,
Tirunelveli - 627002

QUOTATION INVITED

Sub: e-Courts-Comprehensive AMC of computers & ICT Equipments installed in the Tirunelveli District - Inviting Quotation-Reg.

Ref: Office Orders of this court dated: 13.02.2025

Quotations are invited from the AMC vendors for undertaking to Comprehensive Annual Maintenance Contract (AMC) of the Computers and ICT Equipments installed in various courts in the Tirunelveli District for the period of one year from the date of the execution of AMC Agreement.

The quotation should clearly mention, the details of the peripherals are to be covered and services offered under the AMC (listed in Annexure) and the terms and conditions, and also mention the items which are not covered under AMC.

Further the item wise description, specification and serial numbers are mentioned in the Annexure. For further details, if any, can be obtained from the office of the Principal District court, Tirunelveli on all working days between 10 am to 5.45 pm and also visit us in "<https://tirunelveli.dcourts.gov.in>"

The quotation should be superscripted "QUOTATION FOR UNDERTAKING AMC COMPUTERS AND ICT EQUIPMENTS" and should be addressed to the Principal District judge, Tirunelveli along with relevant documents stated in the Terms and Conditions. And the quote should not exceed 10% of the basic cost of the items (excluding tax) mentioned in the Annexure. Last date of receipt of quotation will be 28/02/2025 at 5.45 pm.

Place: Tirunelveli
Date: 13.02.2025


PRINCIPAL DISTRICT JUDGE
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Annual Maintenance Contract

The AMC Provider – (here-in after referred to as Vendor) may be sent your Quotation either through post or may be delivered to Principal District Judge, Tirunelveli. If Vendor is sent through Messenger, an authority letter from the Vendor with proof of identity may also be given to the Messenger.

AMC Excludes Clause: AMC will not include computer stationary like Paper/Ribbons/Laser printer Toners and cartridges.

TERMS AND CONDITIONS OF AMC

1. The Vendors are required to quote their lowest rates for above mentioned Computers and Accessories, Printers, scanners and covering all parts of computers Accessories for repair which should be valid for One year from the date of acceptance/approval by the Competent Authority and Price quoted should be inclusive of all applicable Taxes and levies.
2. The AMC Provider should have done a minimum of Rs.2 Crores (Two crores) AMC business in Tamil Nadu in the preceding 3 Years time, prior to submit quote for AMC and must be a register IT/IT Services / IT Manufacturing / ITES company by the same name as the quoting company. Hence, The Vendors are required to provide the Last Three Years Bank Statement in the Account Name of quoting company and provide the IT/IT Services / IT manufacturing / ITES Company Registration certificate.
3. The AMC Provider should have qualified service engineers within the city limits or within 5 K.M.
4. The AMC Provider should not have been blacklisted in any of the Government Departments and shall provide an affidavit sworn to the effect.

5. The AMC Provider should provide the referrals from a minimum of 3 Government Offices/Departments for the satisfactory completion AMC over preceding 2 years from the date of the quote and must submit Nil down Time report for the above period from AMC for similar or higher capacity of computers systems.

6. The AMC Provider should provide a quality certification such as ISO 9000, for the IT Support services/AMC.

7. The AMC Provider should have own service /repair station with adequate stock of spares in Tamil Nadu at more than one station.

8. Vendor Should have Proper Complaint – Call – Registration Procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance; The AMC Provider shall issue a customer service slip after every service visit, clearly indicating the time of call by user Department, time of attendance of the fault by the AMC holder, nature of fault observer and whether cleared or not. “if under further observation, then whether normal usage can be continued?, and details of subsequent visit after 2 days of observation , closure of call, clearance of fault and any other relevant information.

9. The AMC Provider should provide equivalent standby units where clearance of fault is likely to take beyond 2 days due to details in sourcing of spares etc ., and may affect the Business Process of the this court.

10. The AMC Provider shall give the unique call registration number and such relevant details as to the registration process leading to timely clearance of faults within 2 working days, Complaint pending beyond 2 days, a down time will be recorded for penalty.

Table of reference for penalty as per guidelines of Government of Tamil Nadu.


S.No	Type of computer/Eqpt	Suggested Down time - Penalty
1.	Desktops	300/-Per day
2.	Laser Printer	100/-
3.	Dot Matrix Printer	100/-
4.	If Equivalent standby is given within 2 days ,Down time is NIL	NIL penalty
5.	Down time >30 days for mission critical server / Computers / Peripherals	50% of Bank Guarantee or Higher

11. The AMC Provider Shall submit a Bank guarantee to the value of 40% of the AMC value, which shall be forfeited by AMC Holder. If AMC Provider not able to provide fault clearance in time or if over all time of the computer systems exceed 30 days in annual contract 50% of the bank guarantee amount (or 20 % of the AMC Value) will be forfeited by this court.

12. The repair/ maintenance/ preventive maintenance of Inverters will have to be made immediately on the same day, if the complaint is lodged by the Registry before 6.00 P.M. and in any case by forenoon on the next day if the complaint is lodged after 6.00 P.M. In case of emergency, standby should be provided.

13. The quotation value should be valid for a minimum period of 90 days from the date of quotation received.

14. No charges will be allowed for all the work related to maintenance, dismantling, replacement of spares, re-installation, providing of standby and other preventive maintenance will be given by the AMC provider and Preventive maintenance includes monthly, quarterly, annually.



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ANNEXURE

LIST OF HARDWARE FOR AMC

TIRUNELVELI DISTRICT

SL. No	Description	Make	No. of Device
1	Laser Printer	Samsung/Epson /Canon /HP	71
2	Multifunction Printer	Canon / HP/Epson	38
3	2 KVA UPS	Hitachi	6
4	1 KVA UPS	Hykon	8
5	600 VA UPS	RPC/FrontLine/Uniline/	70
6	LAN Switches (24 Port)	HP/D-Link/Plexonics	19


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