

**HIGH COURT OF CHHATTISGARH, BILASPUR**

**NOTICE INVITING TENDER**


No. 5771/CPC/2019.

Bilaspur dated 23/05/2019

The Registrar General, High Court of Chhattisgarh, Bilaspur invites sealed tenders for Annual Maintenance Contract of Two Nos. Of KIOSK Information Machine with its accessories, installed in the building of High Court of Chhattisgarh, Bilaspur and building of the High Court Bar Association, High Court premises, Bilaspur as per the attached terms and conditions (Annex.-"A").

Last Date and time of Submission Financial Bid	- 17 <sup>th</sup> June 2019
Date and Time of Opening Financial Bid	- It will be intimated Later.
EMD Charges	- Rs. 20,000/-

Encl.:- As above.

  
23.5.19  
(Neelam Chand Sankhla)  
Registrar General

**TECHNICAL TERMS AND CONDITIONS FOR  
ANNUAL MAINTENANCE CONTRACT OF TWO NOS. OF KIOSK INFORMATION  
MACHINES WITH ITS ACCESSORIES**

**GENERAL CONDITIONS**

1. The period of the contract may be awarded for a minimum of two years. However, the same may be extended for the next one year based on satisfactory services provided by the firm and duly recommended by the Hon'ble Committee for Computerization of this High Court.
2. **The rates should to be quoted for comprehensive maintenance** both in words and figures. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition should not be considered.
3. The firm should enclose the copy of Registration and Income Tax. Required Tax Returns for the last two years.
4. If the firm is authorized service center of companies like Dell/HP/Lenovo/etc., then proof of the same to be attached.
5. The quotation should be submitted in a sealed cover. The sealed cover must be superscripted with "ANNUAL MAINTENANCE CONTRACT OF KIOSK SYSTEMS WITH ITS ACCESSORIES "
6. The Firm /Vendors should have the capabilities to handle AMC for brands and types of hardware and peripherals used with KIOSK deployed on High Court and Bar. Vendor should physically inspect KIOSK Systems and quote to cover all equipments/hardwares of KIOSK system as this AMC should be of comprehensive nature.

**ESSENTIAL ELIGIBILITY CONDITIONS:**

1. The firm should attach an undertaking that no Government / undertaking organizations have blacklisted the firm for any reason.
2. The vendor should be a firm, registered in India and their Office at Chhattisgarh preferably in Bilaspur, Chhattisgarh. If there office is not located in Bilaspur, Chhattisgarh then, they should have local authorization/partners in Bilaspur to resolve the issues/calls timely. (Details of local authorization/partners and Registration Certificate should be submitted).
3. The firm should have a valid ISO certification. (Preference will be given to ISO for IT service support).
4. The firm should have successfully carried out at least one AMC works of Computer Hardware (Certificate of satisfactory service from above three organisations may be enclosed) as desired by the High Court.
5. The firm should have at least two years experience in the field of Computer Hardware maintenance.
6. Each complaint must be attended and fixed on same day within working hours/

within 4 hours. If the component needs time for repairing or replacement then an alternate temporary arrangement must be made by the company. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components shall be provided free of cost by the firm within 24 hours of the call. Where any items/parts/components need replacement, the same shall be replaced with same make, specification and brand of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with superior quality of the items/parts/components. This office will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situation of the nature beyond its control that may cause the equipment to malfunction.

7. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
8. If a KIOSK system is down for more than four working hours, then down time penalty should start from the Next Business Day if call is not attended by the Vendor. In case the call is attended but due to any reason, system is not working then down time penalty should start from the working day following the NBD of the day in which complaint/call is logged.
9. In cases of downtime beyond those stipulated above, penalty should be automatically deducted from the payable amount.
10. If the firm fails in execution and successful completion of the maintenance work within given stipulated time, a penalty of Rs. 100/- per day per complaint or any amount which is fixed by the High Court per down KIOSK System should be deducted from his payment.
11. Penalty to be imposed should be subject to a maximum of total value of the Annual maintenance contract. In case of the gross negligence and downtime, there should be immediate cancellation of the contract.
12. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause should apply accordingly.

**Details of equipments to be covered in Annual Maintenance contract:-**

S.No.	Discription	Configuration/Make/Model	Quantity
1	Information KIOSK Processor Based free Standing Type with one laser Printer (Installed at Bar room).	Display size: 48.3 cm (19 inches), type of display: Colored LCD Touch Monitor, 1280x1024 APR/SAW type antiglare & overplay tempered vandal resistant glass, CPU Dell Optiplex 9010 SFF, Processor: Intel core i3, 3.3 GHz or Higher, 2 GB RAM, DVD(RW), 500 GB HDD with laser printer HP1108.	01
2.	KIOSK (Installed at High Court).	Details not available.	01

  
 (Neelam Chand Sankhla)  
 Registrar General