

**HIGH COURT OF CHHATTISGARH, BILASPUR**

**NOTICE INVITING TENDER**

No. 5773 /CPC/2019

Bilaspur, dated 23/05/2019

The Registrar General, High Court of Chhattisgarh, Bilaspur invites sealed tenders for Annual Maintenance Contract of Professional Monitors (LFD) with its accessories (Display System), installed in the building of High Court of Chhattisgarh, Bilaspur, Office of the Advocate General, building of the High Court Bar Association, High Court premises, Bilaspur, as per the attached terms and conditions (Annex.-"A").

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|--|-------------------------------|
| Last Date and time of Submission Financial Bid | - 17th June 2019              |
| Date and Time of Opening Financial Bid         | - It will be intimated Later. |
| EMD Charges                                    | - Rs. 1,25,000/-              |

Encl.:- As above.

  
23.5.19

(Neelam Chand Sankhla)  
Registrar General

**TECHNICAL TERMS AND CONDITIONS FOR  
ANNUAL MAINTENANCE CONTRACT OF PROFESSIONAL MONITORS (LARGE  
FORAMT DISPLAY SYSTEM) WITH ITS ACCESSORIES**

**GENERAL CONDITIONS**

1. The period of the contract may be awarded for a minimum of two year. However, the same may be extended for the next one year based on satisfactory services provided by the firm and dully 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. Service Tax Returns for the last two years.
4. If the firm is authorized by any company for saling/maintenance of Professional Monitors 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 PROFESSIONAL MONITORS (LARGE FORMATE DISPLAY SYSEM) WITH ITS ACCESSORIES "
6. The Firm /Vendors should have the capabilities to handle AMC for Professional Monitors (Large Formate Display Sysstem) with its all accessories and hardwares used with Display System deployed on High Court of Chhattisgarh Bilaspur, Office of the Advocate General and building of the High Court Bar Association, Bilaspur. Vendor should physically inspect Display System with its accessories and Hardwares (mentioned in last page of this Tender) and quote to cover all equipments/Hardwares of Display System, as this AMC should be of comprehensive nature.

**ESSENTIAL ELIGIBILTY CONDITIONS:**

1. The firm should attach an undertaking that no Government / undertaking organizations have blacklisted the firm for any reason .
2. The firm should have a valid ISO certification. (*Preference will be given to those firms having an ISO 27001:2013 Certification specially in the field of AMC of Professional Monitors (Large Formate Display System).*) (Certificate should be submitted).
3. The firm should have successfully carried out at least one Annual Maintenance Contract of minimum 15 Professional Monitors (Large Format Display System) in any Government Organization/Semi Government Organization or Government under taking Organization/ Any reputed organisation in single orders in last three financial year.(All relevant documents/proof should be submitted).

4. 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.
5. The Vendor should be a Firm registered in India and their Office at Chhattisgarh preferably in Bilaspur, Chhattisgarh. If their 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).
6. If a Display System or its accessories 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.
7. In cases of downtime beyond those stipulated above, penalty should be automatically deducted from the payable amount.
8. The firm shall maintain all the Professional Monitors (Large Format Display System) with its accessories and Other Hardwares deployed for Display System 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.
9. If the firm fails in execution and successful completion of the maintenance work within given stipulated time, a penalty of minimum Rs. 100/- per day per complaint or any amount which is fixed by the High Court per down Display System should be deducted from his payment.
10. 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.
11. The payment towards the charges of Annual Maintenance Contract of Professional Monitors Large Formate Display System shall be made half yearly.
12. The firms shall give the pricing inclusive of all levies & taxes.
13. The EMD Charges shall be submitted in the Name of Registrar General, High Court of Chhattisgarh, Bilaspur (C.G.).

14. All correspondence should be made in the name of the Registrar General, High Court of Chhattisgarh, Bilaspur (C.G.).
15. The quotations received after due date and time i.e. on 17/06/2019 at 04:30 PM, shall not to be entertained.
16. The Registrar General shall reserve the right to reject any Bids in any stage without assigning any reasons thereof.

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

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| 1. Data Wall Display System LFD Monitors 46" Samsung Make            | - 33 Nos. |
| 2. Data Wall Display System LFD Monitors 55" Samsung Make            | - 01 Nos. |
| 3. Display Cable Set alongwith Booster Transmitter                   | - 01 Nos. |
| 4. Display Cable Set alongwith Booster Receiver                      | - 29 Nos. |
| 5. Long Distance Display Cable Set along with Booster 200 M receiver | - 04 Nos. |
| 6. 8 Port Switch   | - 12 Nos. |
| 7. Cat-6 Cable (Approximate 2800 Meter)                              |           |

 23.5.19

**(Neelam Chand Sankhla)**  
Registrar General