

HIGH COURT OF PUNJAB AND HARYANA AT CHANDIGARH

No. 1476 Spl./Comp.4

Dated : 2.9.14

Subject: NOTICE INVITING QUOTATION FOR MAINTENANCE OF COMPUTER ITEMS AND PERIPHERALS

Invited sealed quotations on or before 17.09.2014 till 5:00 P.M. from the firms having atleast 5 years' experience in the field and have executed atleast 3 maintenance contracts of about 200 Computers Systems pertaining to Govt. Departments / Corporations/ Institutions during the last three years, for execution of Maintenance Contract for Computer Hardware items as at Annexure 'A' initial for two years, extendable for another year on same terms and conditions.

TERMS AND CONDITIONS

1. The Sealed Proposals accompanied by Earnest Money amounting to ₹25,000/- in the form of Demand Draft, addressed to '*THE REGISTRAR GENERAL, PUNJAB AND HARYANA HIGH COURT, CAPITOL COMPLEX, SECTOR 1, CHANDIGARH*' should reach in this office latest by 17.09.2014 till 5:00 P.M. Any offer received thereafter will not be entertained. The word "*MAINTENANCE CONTRACT FOR COMPUTERS SYSTEMS AND PERIPHERALS*" should be clearly inscribed on the top of the sealed envelope containing the proposal.
2. It is made clear here that merely quoting lowest rates will not entitle any offer for its acceptance rather decision with regard to the acceptance of the offer would be taken by the Hon'ble Computer Committee after weighing proposal in its entirety e.g. experience of the vendor in the field, ability to provide timely maintenance services at the spot, qualification/experience of technical manpower to be deputed, goodwill of the firm, etc. The High Court reserves its right to reject any or all the bids without assigning any reason.
3. The offer should accompany a '*Demand Draft*' amounting to ₹25,000/- as refundable Earnest Money in the form of Demand Draft in favour of '*The Registrar General, Punjab & Haryana High Court*' payable at Chandigarh and proof of execution of atleast 3 contracts of AMC about 200 Computers Systems pertaining to Govt. Departments / Corporations/ Institutions during the last three years. The Earnest Money would be forfeited, if any Bidder withdraws during the process or after the acceptance of the bid or the vendor fails to comply with any of the terms, conditions or requirement.
4. The Maintenance Contract will be for two years, which may be renewed for further period of one year on the same terms and conditions, subject to satisfactory services to the satisfaction of the High Court. However, High Court can terminate the entire contract or part thereof at any time by giving three months' notice in writing.
5. Maintenance Contract will include all spares, plastic parts, printer head, batteries of UPS etc. and would be replaced or repaired by the vendor free of cost. However, consumable items, such as, floppies, printer ribbons, toner Cartridges etc., will be provided by the High Court.
6. Unscheduled, on call, corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts. The parts replaced will either be a new parts or equivalent in performance to new parts.
7. *Operating System (OS) Support*: This contract is comprehensive inclusive of OS Support on all systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, System configuration and network configuration will be attended & rectified. All required device drivers will be provided by the vendor.

8. *Anti-virus Software (AVS) Support:* This contract includes the Anti-Virus Software Support on the Systems covered under this Contract. Any problem related with System Virus will also be attended and rectified by the Vendor. Server based licensed Anti-virus Software is duly installed on the systems.
9. The vendor to depute sufficient number of well qualified and trained Technical manpower to this High Court for the immediate attendance of complaints.
10. To indemnify and keep indemnified the High Court, the firm will furnish Bank Guarantee to the extent of 25% of the total consideration amount, valid for the period of Maintenance Contract, for the losses and damages that may be caused to or suffered by the High Court in the event of continuous and consistent non-performance as agreed upon in the above order of the equipment under Contract.
11. In case of any fault, the same will be rectified immediately and in case the problem is likely to take more than 3 hours, the vendor will make stand-by arrangement so as to ensure smooth functioning of the urgent Court/office work. In any case, the problem will not be resolved within 7 days, a penalty equivalent to 1% of quarterly payment per call will be imposed. However, total penalty should not exceed 10% of the quarterly payment per quarter. In case total penalty exceeds 10% of quarterly payment for two consecutive quarters, High Court may terminate the agreement and impose demurrage (severance penalty) by liquidating the Bank Guarantee, furnished by the vendor.
12. The Vendor will perform basic preventive maintenance to the equipment half yearly to ensure that the computers remain in good working conditions as the vendor finds it necessary for the long and proper functioning of the equipments.
13. The payment of total amount of Maintenance Contract will be made in quarterly instalments subject to services to the satisfaction of this Court during the relevant period.
14. If the services provided by the Vendor are not found to be satisfactory, the High Court retains the right to terminate the contract at any time and even Bank Guarantee furnished will be liquidated.
15. The equipments will be handed over back to this High Court after the period of Maintenance Contract in good working condition.
16. Any question, dispute or difference arising under the contract, shall be referred to the Arbitrator, who shall be appointed by the Registrar-General of this High Court. The award of the Arbitrator shall be final and binding on both the parties. The venue of the arbitration shall be Chandigarh. The proceedings will be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the Rules made thereunder.
17. The Courts at Chandigarh alone shall have jurisdiction in all matters arising out of or connected with this Agreement.

Note:- In case no bid is received within the stipulated period, then the lone bid, received earlier against NIQ No. 1277 Spl./Comp.4, dated 01.08.2014, will be considered.


Joint Registrar (Computerization & I.T.)
for Registrar General 

LIST OF COMPUTER ITEMS TO BE COVERED UNDER MAINTENANCE CONTRACT

COMPUTERS

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	Computer	Computer System, installed in the Museum (Mid-Range XW4400 Intel Core 2 Duo E6600 Processor)	01	01.12.2007	Museum
2.	Computer	Computer System HCL make Intel Core 2 Duo E8400, 250 GB SATA 7200 rpm, RAM 1 GB DDR-II 667 MHz)	50	01.10.2008	Chambers of Hon'ble Judges
3.	Computer	Computer System ACER make	35	01.07.2009	CRC/DRR for day to day work
4.	Computer	Computer System HP DX 7900 (C2D) with 2 GB RAM, DVD Writer and 18.5' (Sr.No. of TFT CNT95253WC; Sr. No. of CPU SGH001R42L)	01	22.02.2010	o/o Registrar (Vigilance)
5.	Computer	Computer System HCL make Small Form Factor with 18.5' TFT Core 2 Quad E 8400 Processor, 2GB RAM, 320 HDD, DVD Writer (Sr. No. of TFT:- 5105BG340001; Sr. No. of CPU:- 5103AA415865)	01	12.03.2010	o/o Registrar (Vigilance)
6.	Computer	Computer System HCL make	100	14.09.2010	Various Branches
7.	Computer	Computer System HCL with Noiseless keyboards	50	31.10.2010	Court Rooms – For Secretarial Staff
8.	Computer	Computer System HCL make	50	25.02.2011	Various Branches
9.	Computer	Computer System HCL make	40	01.12.2012	Various Branches (AMC will commence w.e.f. 05.12.2014)
		Total	328		

PRINTERS

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	Printer	Laser Printer HP 1022 (Sr.No.VNRJ67M34D)	01	16.06.2006	o/o Registrar (Vigilance)
2.	Printer	Laser Printer HP 1015/1022	25	01.07.2006	Residences of Hon'ble Judges
3.	Printer	Laser Printer HP 2014	50	01.09.2007	Secretarial Staff and Branches
4.	Printer	Laser Printer HP 2014 (Sr.No.CNBR7DB0TZ)	01	28.03.2008	Installed in Branch
5.	Printer	Laser Printer HP 1505	08	01.08.2008	Residences of Hon'ble Judges
6.	Printer	Laser Printer HP 1505 (Sr.No.VNF3213036)	01	25.03.2010	o/o Registrar (Vigilance)
7.	Printer	Laser Printer HP 1505	50	01.04.2010	Secretarial Staff and Branches
8.	Printer	Laser Printer HP 1566	01	16.04.2010	Secretarial Staff and Branches

9.	Printer	Laser Printer HP 1566	50	03.09.2010	Secretarial Staff and Branches
10.	Printer	Laser Printer HP 1566 (for Secretarial Staff in Court Rooms)	50	25.10.2010	Secretarial Staff in Court Rooms
11.	Printer	Laser Printer HP 1566	20	21.03.2011	Secretarial Staff and Branches
12.	Printer	Laser Printers HP 1566	47	01.11.2011	Residences of Hon'ble Judges, Secretarial Staff and Branches
13.	Printer	Laser Printer HP 1566	50	01.06.2012	Residences of Hon'ble Judges, Secretarial Staff and Branches (AMC will commence w.e.f. 13.06.2014)
		Sub Total	354		
14.	Printer (Coloured)	Laser Printer Colour HP 2025 dn	01	31.03.2011	Residential Office of Hon'ble the Chief Justice
		Sub Total	01		
15.	Printer Line	Line Printer LIPI 6312/6312L	02	01.11.2006	CRC/DRR for printing cause lists
16.	Printer Line	Line Printer LIPI 6312/6312L	02	01.03.2009	CRC/DRR for printing cause lists
		Sub Total	04		
17.	Printer MFP	Printer MFP HP 3390	01	01.03.2008	Lying in Store
18.	Printer MFP	Printer MFP - cum Fax Machine Canon MF-4150 (Sr. No. KVZ27379)	01	31.03.2008	o/o Registrar (Vigilance)
19.	Printer MFP	Printer MFP - cum Fax Machine Canon MF-4150 (Sr. No. KVZ16939)	01	03.11.2008	o/o Registrar (Vigilance)
20.	Printer MFP	Printer MFP (Samsung SCX 4828 FM)	50	01.02.2009	Chambers of Hon'ble Judges
		Sub Total	53		
21.	Printer MFP Inkjet	Printer MFP Inkjet HP 4615	01	01.03.2007	Residential Office of Hon'ble the Chief Justice
		Sub Total	01		
22.	Printer Thermal	Printer Thermal Epson make TM-81	20	01.03.2012	DRR & Central Copy Branch - for Generation of Receipts (AMC will commence w.e.f. 01.04.2015)
		Sub Total	20		
		Total	423		

SCANNERS

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	Scanner	Laser Printer HP 8250 Scan Jet	02	01.04.2006	i) ILR ii) Store
2.	Scanner	Scanner HP 8350	01	01.01.2008	Museum

3.	Scanner	Scanner HP Scanjet 7500 Flatbed	01	25.04.2012	Networking Control Centre (NCC) (AMC will commence w.e.f. 26.04.2015)
		Total	04		

TOUCH SCREENS

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	Touch Screen	Touch Screens Agmatel make	05	01.04.2008	Installed at different locations
2.	Touch Screen	Touch Screen HCL make	01	01.08.2008	Installed at Gate No.2 in the premises of this Court
3.	Touch Screen	Touch Screens Agmatel (for DRR Sections)	02	04.02.2011	DRR Section
4.	Touch Screen	Touch Screen (Agmatel)	05	01.03.2012	Different Locations in High Court Premises (AMC will commence w.e.f. 01.04.2015)
		Total	13		

U.P.S.

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	UPS Offline	UPS Offline 625 VA Sukam make	50	01.03.2008	Chambers of Hon'ble Judges
2.	UPS Offline	UPS Offline WeP make	35	01.07.2009	CRC/DRR for day to day work
3.	UPS Offline	UPS Offline 650 VA APC make	01	16.03.2010	o/o Registrar (Vigilance)
4.	UPS Offline	UPS Offline 650 VA APC make	01	25.03.2010	o/o Registrar (Vigilance)
5.	UPS Offline	UPS Offline 625 VA Uniline make	100	16.09.2010	Various Branches
6.	UPS Offline	UPS Offline 625 VA Uniline make	50	21.10.2010	Secretarial Staff in Court Rooms
7.	UPS Offline	UPS Offline 600 VA APC make (Sr.No.B1038007245)	01	14.02.2011	o/o Registrar (Vigilance)
8.	UPS Offline	UPS Offline 625 VA Uniline make	50	18.03.2011	Various Branches of this Court
9.	UPS Offline	UPS Offline 625 VA Uniline	40	01.12.2012	Various Branches (AMC will commence w.e.f. 05.12.2014)
		Sub Total	328		
10.	UPS Offline 1 KVA	UPS Offline 1 KVA, installed in the Museum	01	01.02.2008	Museum
11.	UPS Offline 1 KVA	UPS Offline 1 KVA Uniline	02	01.07.2008	Installed for LAN
12.	UPS Offline 1100 VA	UPS Offline 1100 VA APC make	16	01.08.2010	Installed with Switches for Local Area Network

13.	UPS Offline 1 KVA	UPS Offline 1 KVA	20	01.12.2011	Installed for LAN (AMC will commence w.e.f. 01.01.2015)
		Sub Total	39		
		Total	367		

Miscellaneous

Sr. No.	Category	Item description	Qty.	Date of purchase	Remarks
1.	Misc.	Projector LCD Sharp make with 3000 Lumens with Motorized Glass Bedded Screen	01	01.11.2006	Used as standby in small functions
2.	Misc.	TV LED (32") Samsung Smart model (#32E55600) (installed in Hon'ble Chief Justice's Chamber)	01	29.01.2013	Chamber of Hon'ble the Chief Justice
3.	Misc.	Wacom Pen Tablets Cintiq 22HD (21.5" Full HD interactive LCD Screen with Cordless, Battery-free Pen) with touch with 1 year warranty	10	01.01.2014	N.C.C. (2 Nos.) & remaining in store (AMC will commence w.e.f. 02.01.2015)