

HIGH COURT OF MEGHALAYA, SHILLONG

TENDER NOTICE

No.HCM.II/16/2016/ 1143

Dated: 15th April, 2016

Sealed Quotations affixing non-refundable court fee stamp of Rs 20/- are invited for the "Annual Maintenance Contract with spare parts" " in respect of Desktops, Servers, Printers & Scanners, Networks and other IT peripherals for a period of 1(one) year, installed in the High Court and residences of Hon'ble Chief Justice and Judges of this Court from reputed Vendors/Dealers, registered, experienced and eligible firms who have executed similar nature of work in Government Ministries/Departments, Semi-government organizations including Public Sector Undertakings and satisfying all terms and conditions in this tender document. The details of the tender are available on our website <http://meghalayahighcourt.nic.in>.

The tender in sealed cover addressed to REGISTRAR GENERAL superscripting thereon "**Tender for AMC of Computer Items etc.**" must reach in the office of Registrar General by 3.00 PM on or before **29th April, 2016** and tenders will be opened at 3.30 P.M. on the same day in the Office chamber of the Registrar General.

Terms and Conditions:-

- a. The Firm must submit its tender in sealed envelope
- b. The Firm should have a minimum experience of 03 years in providing Annual Maintenance of Desktops, Servers, Printers & Scanners, Networks and other IT peripherals in Central Government/State Government Departments/Public Sector Undertakings/ Autonomous Bodies.
- c. Copies of the following documents should be submitted along with the Bid.
 - a. Provisional Tax Certificate
 - b. CST certificate
 - c. Sales Tax certificate
 - d. Finance Stability certificate
 - e. Documents regarding Experience in providing similar services in Central Government/State Government/Public Sector Undertakings/ Autonomous Bodies.

Incomplete Tenders shall be liable to be rejected

- d. The decision of accepting authority shall be final and binding on all the parties
- e. Rates should be quoted including all charges and taxes. Nothing extra shall be paid.

- f. The Authority concerned reserves the right to accept or reject any or all Tenders without assigning any reason.

Scope of Work:

- A. The place of performance will be at High Court of Meghalaya, Shillong and residence of Hon'ble Chief Justice and Judges.
- B. It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.
- C. Any other work of similar nature assigned by the Registrar General, High Court of Meghalaya, Shillong.
- D. Attending to complaints raised by various sections/individuals of the High Court of Meghalaya, Shillong on daily basis.
- E. Onsite preventive and corrective maintenance of computers, Printers & Scanners, Networks and peripherals at the High Court of Meghalaya, Shillong, where the above equipments are installed as indicated from time to time.
- F. The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
- G. The maintenance contract also includes removal of virus (if required), software patch Updation, HDD crash recovery, software support/troubleshooting to keep the system fully operational. The agency will be responsible for providing virus free computing environment at the High Court of Meghalaya, Shillong.
- H. The maintenance services will be provided on all working days from 10:00 Hrs to 18:00 Hrs (Monday to Friday). Provision of availability of service engineers on Saturdays and Sundays or other holidays and at late night should be made in case of emergency.
- I. Maintaining daily log file of the complaints and its solution & put it before in-charge computer on daily basis.
- J. The Vendor shall provide maintenance services through at least one resident qualified experienced and competent engineer. The role of these engineers shall be as follows:-
 - a. The onsite engineer responsible for hardware maintenance should have expertise to cover all items of Desktops, Servers, Printers & Scanners Networks and other IT peripherals.
 - b. Provide user software support services including virus cleaning/patch installation, software installation, etc. He should be well conversant

with the latest trends in trouble shooting of computing equipments and networking monitoring tools.

- c. To carry out preventive Maintenance of Desktops, Servers, Printers & Scanners, Networks and peripherals covered under this AMC.
- K. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like: printer toners, CDs. The contractor will arrange all other parts/components/subassemblies including fuser assembly of laser printer free of cost.
- L. The Desktops, Servers, Printers & Scanners, Networks and other Peripherals proposed to be covered under this maintenance contract.

Duties and responsibilities: -

- A. The vendor should attend to all the complaints, irrespective of its nature.
- B. Protection of equipments & maintaining the systems in perfect working condition.
- C. To attend the complaints without fail within the shortest possible time and to solve the complaints immediately, in no case shall exceed 02 hours down time.
- D. To regularly update the Antivirus systems to avoid any loss of data (if required).
- E. To replace all such parts which are damaged and which cannot be repaired to keep the Desktops, Servers, Printers & Scanners, Networks and other IT peripherals in good working condition.
- F. To use only genuine original spare parts of reputed firms/manufacturing company in the Desktops, Servers, Printers & Scanners, Networks and other IT peripherals.
- G. To maintain highest order of integrity, moral and social responsibility and decorum of the Courts.
- H. Recovery and transfer of the data of users.
- I. Maintenance & service of all hardware, software, peripherals at various locations at the High Court of Meghalaya premises and residences of Hon'ble Judges.
- J. Maintenance & repair of all Printers & Scanners including replacement of Teflon, Logic Card, etc and all other consumable items except toner cartridge.

K. The engineer is also liable to work on all holiday and Saturday/Sunday (if services are required) and no additional amount will be paid.


REGISTRAR GENERAL

Memo No HCM.II/16/2016/ 1143A

Dated: 15th April, 2016

Copy to:-

1. Joint Registrar cum Secretary to Hon'ble Chief Justice
2. System Analyst, to upload the same in the Official Website
3. Notice board
4. Account Section
- ✓ 5. Office file


REGISTRAR GENERAL

Tender for Annual Maintenance Contract of Computer Items

1. Name of the Tenderer :
(in case of Firm, the name of Proprietor/Partner should also be mentioned)
2. Address of the Firm with Phone and Mobile No:
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3. Details of Experience (along with enclosed sheets)

Schedule of Rates

Serial No.	Description	Quantity (Nos)	Rate(Rupees per Item) inclusive of all charges and taxes.
M/C Type:-			
1.	Rack Server: HCL Infosystems Limited, Intel® Xeon™ Processor.	2	
2.	Desktops: HCL Infosystems Limited, Intel® Pentium® Dual CPU, Keyboard, Mouse, Monitor, CPU.	40	
3.	Kiosk: HCL Infosystems Limited, Intel® Core™2 Duo CPU, 2 GB of RAM, 150 GB HDD, Keyboard, Mouse, Monitor, CPU.	1	
Printers & Scanners:-			
1.	HP Laserjet P1010	4	
2.	HP Laserjet P1008	20	
3.	HP LaserJet 2015DN	1	
4.	HP Scanjet 8270	1	
5.	HP Laserjet M1522n	1	
6.	HP Color Laserjet CP1515n	1	
7.	HP Laserjet P1020	1	
8.	Cisco WS C2960-8TC-L	2	
9.	Cisco WS C2960-24TC-L	4	
10.	Cisco 2800 Series Router	1	

Date:

Signature of Tenderer with seal