

THE HIGH COURT OF MEGHALAYA
SHILLONG

TENDER DOCUMENT
FOR
ANNUAL MAINTENANCE CONTRACT OF
Computers, Printers, Scanners, Server, VC,
Network Devices, Display Board, Xerox
Machine, Fax Machine and other IT
peripherals

TENDER NOTICE NO. HCM/16/2016/Comp/1586

Last date for Submission: 14th May 2021 at 3:00 P.M

THE HIGH COURT OF MEGHALAYA
SHILLONG

No. HCM.II/16/2016/Comp//586

Dated, Shillong the 28th April, 2021

NOTICE INVITING TENDER

Sealed bids affixing non-refundable court fee stamp of Rs 500/- (Rupees Rupees Five hundred only) are invited for the "Annual Maintenance Contract with spare parts" for Desktops, Printers & Scanners, Network equipment, VC equipment, Display Boards, Xerox Machine, fax machine and other IT peripherals for a period of 1(one) year, installed in the High Court of Meghalaya and residence of Hon'ble Chief Justice and Judges from reputed Vendors/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 the tender document.

The tender in sealed cover addressed to **REGISTRAR GENERAL** superscripting thereon "**Tender for AMC with spare parts.**" must reach in the office of Registrar General by 3.00 PM on or before **14th May 2021** and tenders will be opened at 3.30 P.M. on the same day in the Office chamber of the Registrar General.

The details of the tender is available in the High Court website <http://meghalayahighcourt.nic.in>.


REGISTRAR GENERAL

Memo No. HCM.II/16/2016/Comp//586A Dated, Shillong the 28th April, 2021
Copy to:

1. The Director, DIPR, Shillong for making wide publicity.
2. The Systems Analyst for uploading the same in the High Court Website.
3. Notice board

 4. Office copy


REGISTRAR GENERAL

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TERMS AND CONDITIONS FOR ALL BIDDERS

- a) Bidders are to go through the tender carefully to understand the documents required to be submitted as part of the bid.
- b) The bidders should have sufficient infrastructure and qualified residential engineer for execution of work.
- c) Copies of the following documents should be submitted along with the Bid.
 - i. Documents regarding Experience in providing similar services in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.
- d) The bidder should have a minimum experience of 3 (three) years in providing Annual Maintenance of Desktops, Printers & Scanners, Network equipment, Servers, VC equipment, Display boards, Xerox machine, Fax machine and other IT peripherals in Central Government/State Government Departments/Public Sector Undertakings/ Autonomous Bodies.
- e) The bidders are to submit the tender in 1 cover bid (sealed envelope) containing Tender fees, Earnest money deposit, related documents, Technical bid, financial bid addressed to REGISTRAR GENERAL superscripting thereon "Tender for AMC with spare parts."
- f) Tender once submitted will not be allowed to be withdrawn or altered.
- g) The tenders submitted without Tender fee and other required documents will be rejected forthwith.
- h) The bidders are to fill the details for Technical bid as per Annexure 'A' and Financial bid as per Annexure B of the Tender document.
- i) The bidder have to quote the rates for all items mentioned at Table 1 in Annexure-A. The bid for Bidders who failed to quote the rates for all items will be rejected.
- j) The High Court of Meghalaya reserves the right to postpone and/or extend the date of receipt/opening of quotations or to withdraw the same, without assigning any reason, whatsoever.

- k) The decision of the Registrar General, High Court of Meghalaya, Shillong, in all respect shall be final.
- l) The bidder should not have been blacklisted or debarred from carrying out business by any government department/ organization (State/ Central) in the last 3 (three) years. In case it is found/ revealed that the bidder has been blacklisted, it would be construed as willful suppression of facts and would invite immediate disqualification even if the bidder has bagged the order and is in the midst of execution of the Supply order and fresh tendering would be initiated.
- m) No interest shall be payable for the Earnest Money Deposit and no deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid.
- n) The High Court of Meghalaya reserves the right to renew the AMC contract for such term and at such rates as may be mutually agreed upon by the parties in the AMC agreement signed between the parties.

SCOPE OF WORK

- A. The place of performance will be at High Court of Meghalaya, Shillong and residence of the Hon'ble the Chief Justice and Hon'ble Judges.
- B. The Vendor shall provide maintenance services through at least one resident qualified experienced and competent engineer. The role of the engineer shall be as follows:-
 - a. 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, VC equipments and networking monitoring tools.
 - b. Any other work of similar nature assigned by the Registrar General, High Court of Meghalaya, Shillong.
 - c. Attending to complaints raised by various sections/individuals of the High Court of Meghalaya on daily basis.
 - d. Onsite preventive and corrective maintenance of Servers, computers, Printers & Scanners, Networks, VC, Display boards, Xerox machine, Fax machine and other peripherals covered

under AMC at the High Court of Meghalaya, Judges Residence, where the above equipments are installed as indicated from time to time.

- e. Maintaining daily log file of the complaints and its solution & put it before in-charge computer on a daily basis.
 - f. Firm should be an authorized supplier of any one of the companies like Samsung/HP/Acer/LG etc. There are computers, scanners and printer of HP/Acer/Lexmark make in Table 2 which are under warranty, the firm will be required to liaison with the O.E.M. for maintenance of these computers/ printers/ scanners etc.
- C. The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
- D. 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 and the residence of the Chief Justice and Judges.
- E. 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.
- F. It will be the duty of the vendor to have the credentials of the Service Engineers verified and certified.
- G. The parts/components/sub-assemblies used for repair/replacement by the firm 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 firm will arrange all other parts/components/subassemblies including fuser assembly of laser printer free of cost.

BID SUBMISSION PROCEDURE

The bids for this tender have to be submitted in accordance with the instructions given below:

Court Fees & EMD	Any bidder who have not submitted the Court Fees & EMD will lead to rejection of the bid.
Technical Bid	<p>It must contain the Compliance sheets as per Annexure A Technical Bid along with all the supporting documents.</p> <p>All the bids documents must be signed and sealed by the authorized signatory of the company. In case the bid is signed by other than authorized signatory of company, the bidder must enclose authorization letter from HR department of the company for the officer, who signed the bid.</p>
Financial Bid	<p>It must contain the Detailed price bid as per Annexure B Financial Bid</p> <p>All the bid documents must be signed by the authorized signatory of company. In case the bid is signed by other than authorized signatory of company, the bidder must enclose authorization letter from HR department of the company for the officer, who signed the bid.</p>

BID OPENING PROCESS

- a. The Technical Bid and Financial bid will be opened in the presence of representatives of the bidders who chose to remain present as mentioned in the **"TIME SCHEDULE"** *through a virtual link which will be shared with the firm in advance.*
- b. Technical bid will be evaluated first. The bidders not fulfilling Technical bid criteria will be rejected and their financial bid will no longer be evaluated.
- c. Financial bids of only those bidders, whose bids found technically qualified, by the Procurement Committee, will be evaluated.
- d. The bid for Bidders who failed to quote the rates for all items in Annexure B Financial bid will be rejected.

- e. The bidder who quoted the lowest rates (total cost of all items) in the financial bid will be considered. Rates should be quoted inclusive of all charges and taxes.

TIME SCHEDULE

Bid Opening date: 14th May 2021 at 3:30 P.M in the Office chamber of the Registrar General

AWARD OF CONTRACT

- a. The bidder who quoted the lowest rates (total cost of all items) in the financial bid will be awarded with the contract.
- b. The terms and condition (for successful bidder) should be followed.

TERMS AND CONDITIONS OF THE SUCCESSFUL BIDDER

- a. Successful bidder have to deposit earnest money of 10,000/- only as Security deposit in the form of bank guarantee in favour of Registrar General, High Court of Meghalaya, Shillong, issued by any Nationalized/Scheduled Bank payable at Shillong by way of Demand Draft (DD).
- b. The successful bidder will have to sign the AMC agreement with the High Court, thereafter, work order will be issued.
- c. Prices once approved will remain valid throughout the AMC period. Increase and decrease of Taxes and other statutory duties will not affect the price during this period. The bidders will be responsible for any increase in Taxes and Duties.
- d. The security deposit will be refunded after completion of the AMC period without any interest.
- e. The High Court of Meghalaya reserves the right to renew the AMC contract for such term and at such rates as may be mutually agreed upon by the parties.

DUTIES AND RESPONSIBILITIES OF THE RESIDENTIAL ENGINEER

- a. The Residential Engineer should attend to all the complaints, raised by various sections/individuals of the High Court of Meghalaya on a daily basis.
- b. 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.
- c. Protection of equipments & maintaining the systems in perfect working condition.
- d. To regularly update the Antivirus systems to avoid any loss of data.
- e. To replace all such parts which are damaged and which cannot be repaired, to keep the Desktops, Servers, Printers & Scanners, Networks, VC 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, VC 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, repair & service of all hardware, software, peripherals at various locations at the High Court of Meghalaya and residences of Hon'ble Judges.
- j. The engineer is also liable to work on all holiday and Saturday/Sunday (if services are required) and no additional amount will be paid.
- k. Onsite preventive and corrective maintenance of Servers, computers, Printers & Scanners, Networks, VC and peripherals covered under AMC at the High Court of Meghalaya, Judges Residence, where the above equipments are installed as indicated from time to time.
- l. Maintaining daily log file of the complaints and its solution & put it before in-charge computer on a daily basis
- m. Any other work assigned by the Registrar General irrespective of the nature of work.

PAYMENT PROCESS

Payment will be made on a quarterly basis on production of bills in triplicate provided the services is found to be satisfactory.


REGISTRAR GENERAL

TECHNICAL BID

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)
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4. The firm will provide services to all items mentioned at Table 1.

5. Full time Residential Engineer provided will be provided by the firm.

Table 1

Serial No.	Description	Quantity (Nos)
1	HP Laserjet P1010	3
2	HP Laserjet P1008	13
3	HP LaserJet 2015DN	1
4	HP Scanjet 8270	1
5	HP Laserjet M1522n	1
6	HP Laserjet P1020	1
7	Cisco WS C2960-8TC-L	2
8	Cisco WS C2960-24TC-L	5
9	Cisco 2800 Series Router	1
10	Desktops: HP Desktop Intel Corei3 4 th gen, 500 GB HDD, 4 GB RAM, Keyboard, Mouse, Monitor.	20
11	Desktops: HP i5 4 th Gen, 500 GB HDD, RAM 4 GB, Monitor, Keyboard, Mouse.	5
12	Computer: HP Pavilion 21-A255 All-in-one with UPS 600 VA	2
13	UPS: APC UPS 600VA	28
14	Desktops: HP i7 2 nd Gen, 500 GB HDD, 2 GB RAM, Monitor, Keyboard, Mouse.	2
15	Samsung Printer pro xpress M3370FD	1
16	Samsung Printer Pro xpress M3870FD	1
17	HP LaserJet Pro P1108	2
18	HP CLJ 1025 Color Printer	1
19	HP LaserJet Pro 202 dw	4
20	Kyocera Taskalfa 2201	1
21	Kyocera Taskalfa 1800	1
22	Kyocera Taskalfa 300i	1
23	Kyocera ecosys FS-1120 MFD	2
24	HP DeskJet Ink Advantage 3545	1
25	HCL KVM Switch 8 port	1

26	Polycom HDX 7000 VC equipment	1
27	Display Board Monitor Panasonic	14
28	Display Board Monitor LG	4
29	HP Laserjet Pro m403n	19
30	Canon image runner advance	1
31	HP Laserjet Pro MFPM226dw	4
32	HP Scanjet Pro 4500 fn1	1
33	Panasonic printer cum fax machine	1

Date:

Signature of Tenderer with seal

ANNEXURE B**FINANCIAL BID**

Serial No.	Description	A Quantity (Nos)	Rate as per quantity at A inclusive of tax
1	HP Laserjet P1010	3	
2	HP Laserjet P1008	13	
3	HP LaserJet 2015DN	1	
4	HP Scanjet 8270	1	
5	HP Laserjet M1522n	1	
6	HP Laserjet P1020	1	
7	Cisco WS C2960-8TC-L	2	
8	Cisco WS C2960-24TC-L	5	
9	Cisco 2800 Series Router	1	
10	Desktops: HP Desktop Intel Corei3 4 th gen, 500 GB HDD, 4 GB RAM, Keyboard, Mouse, Monitor.	20	
11	Desktops: HP i5 4 th Gen, 500 GB HDD, RAM 4 GB, Monitor, Keyboard, Mouse.	5	
12	Computer: HP Pavilion 21-A255 All-in-one with UPS 600 VA	2	
13	UPS: APC UPS 600VA	28	
14	Desktops: HP i7 2 nd Gen, 500 GB HDD, 2 GB RAM, Monitor, Keyboard, Mouse.	2	
15	Samsung Printer pro xpress M3370FD	1	
16	Samsung Printer Pro xpress M3870FD	1	
17	HP LaserJet Pro P1108	2	
18	HP CLJ 1025 Color Printer	1	
19	HP LaserJet Pro 202 dw	4	

20	Kyocera Taskalfa 2201	1	
21	Kyocera Taskalfa 1800	1	
22	Kyocera Taskalfa 300i	1	
23	Kyocera ecosys FS-1120 MFD	2	
24	HP DeskJet Ink Advantage 3545	1	
25	HCL KVM Switch 8 port	1	
26	Polycom HDX 7000 VC equipment	1	
27	Display Board Monitor Panasonic	14	
28	Display Board Monitor LG	4	
29	HP Laserjet Pro m403n	19	
30	Canon image runner advance	1	
31	HP Laserjet Pro MFP M226dw	4	
32	HP Scanjet Pro 4500 fn1	1	
33	Panasonic printer cum fax machine	1	

Date:

Signature of Tenderer with Seal

Table 2

Serial No.	Description	Quantity (Nos)	Warranty ends
1	HP 280 G4 MT PC	10	Nov 2021
2	Acer Veriton M 200	71	Nov 2021
3	HP Scanjet 4500fn 1	2	Nov 2021
4	600VA UPS CyberPower	81	Nov 2021
5	HP LaserJet 226dw MFD	5	Nov 2021
6	HP LaserJet 403n network printer	21	Nov 2021
7	Information Kiosk Globus	2	Nov 2021
8	Lexmark MS321 LaserJet printer	10	
9	Polycom group 500	1	