

HIGH COURT OF UTTARAKHAND AT NAINITAL

TENDER NOTICE

DATE: 30/3/2015

This Court invites sealed tender from eligible vendors for "On Site Comprehensive Annual Maintenance Contract" in respect of LED based Electronic Display Boards (Alpha Numeric) for one year, installed in the High Court of Uttarakhand, Nainital. The details of tender may be seen by the intended bidders at Management Section of this High Court on any working day. The details are also available on our website <http://www.highcourtofuttarakhand.gov.in>

The tender along with Earnest Money Deposit in sealed cover addressed to Registrar General superscripting thereon "TENDER FOR AMC OF LED BASED ELECTRONIC DISPLAY BOARD" must reach the office of Registrar General by 03.00 PM on or before 09.04.2015 and tender will be opened at 03.30 PM on same day. The tender received beyond the scheduled time shall be summarily rejected.

By order of the Court

Sd/-
Registrar General

HIGH COURT OF UTTARAKHAND AT NAINITAL
NOTICE INVITING TENDER

Dated: 20/3/2015

SUBJECT:- TENDER FOR ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
OF LED BASED DISPLAY SYSTEM (ALPHA NUMERIC) installed in the High
Court of Uttarakhand at NAINITAL.

Sealed quotations are invited for the "on site comprehensive Annual Maintenance Contract" of LED based Display System (Alpha Numeric) in the High Court of Uttarakhand from *Manufacturing Companies (OEM)*, reputed Vendors/Dealers, registered, bonafide, reputed, 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 other terms and conditions in this tender document.

1. Instructions to the tenderers:

- A. The tender alongwith Earnest Money Deposit & Tender Fee in sealed cover addressed to REGISTRAR GENERAL superscripting thereon "**TENDER FOR ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF LED BASED DISPLAY SYSTEM (ALPHA NUMERIC)**" must reach the office of Registrar General by 3.00 PM on or before 09.04.2015 and tenders will be opened at 3.30 PM on same day. The tender received beyond the scheduled time shall be summarily rejected.
- B. Tenders (only in the format issued by this office) are to be filled as per the conditions mentioned in the tender form and the bidders have to sign on the acceptance of conditions otherwise bid will be rejected.
- C. A cash receipt of Rs. 500/- (tender fee), which will be issued by Cash Section of this High Court on cash payment of Rs. 500/-, is to be attached in original with the tender, otherwise the tender will be rejected.
- D. Tender form can also be downloaded from website of the Hon'ble High Court. In this condition, a demand draft of Rs. 500/- (non-refundable) payable in the name of Registrar General, High Court of Uttarakhand, Nainital, is to be attached alongwith the tender, other bid will be rejected.
- E. The tender received beyond the scheduled time shall be summarily rejected.

2. Period of Contract:-

The contract will be initially for a period of one year, which can be extended further on mutual agreement subject to satisfactory performance of the contractor and will also depend upon the price trend for the services/products in the market on the date of extension.

3. Scope of Work:-

- A. The place of performance will be High Court of Uttarakhand at Nainital.
- B. Attending to complaints by High Court.
- C. The maintenance contract will include necessary repairs and maintenance of the installed LED based Display System (Alpha Numeric) and replacement of defective/damaged parts, components and other accessories.
- D. The vendor will be duty bound to maintain the LED based Display System (Alpha Numeric) in functional at all times.
- E. Maintaining log file of the complaints and its solution & put it before in-charge.
- F. The Vendor to look after all types of problems in the LED based Display System (Alpha Numeric), which are faced by the end-users.
- G. 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.
- H. The vendor may inspect the details of major units etc. of the LED based Display System (Alpha Numeric) at the site.

4. Duties and responsibilities: -

- A. The vendor should attend to all the complaints, irrespective of its nature.
- B. It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.
- C. Protection of equipments & maintaining the systems in perfect working condition.
- D. To attend the complaints without fail within the shortest possible time and to solve the complaints immediately, in no case shall exceed 24 hours down time.
- E. To replace all such parts which are damaged and which cannot be repaired to keep the system in good working condition.
- F. To use only genuine original spare parts of reputed firms/manufacturing company in the system. Before changing/replacing any part, the vendor will have to submit a certificate that the part in question has become defective and the same cannot be repaired or the cost of repair is more than the original cost or even after repair, the part will not function effectively.
- G. To maintain highest order of integrity, moral and social responsibility and decorum of the Courts.

5. Eligibility Criteria:-

- A. The Agency applying should possess Income Tax PAN No. and Service Tax Account No. The Agency should have a minimum experience of 03 years in providing Annual Maintenance of Display Boards in Central Government/State Government Departments/Public Sector Undertakings/

Autonomous Bodies/Reputed Private Institutions. Possession of valid ISO Certificate in the same field may be an added advantage.

- B. The Tenderer must have an average annual turnover of at least Rs. 05 Lakh from AMC during the last three years. Copies of the following documents should be submitted alongwith the Bid.
- a. Audited Profit & Loss Account of last three financial years.
 - b. Service Tax Certificate.
 - c. Income Tax PAN No.
 - d. Income Tax Return for the last three financial years.
 - e. ISO Certification. (Optional)
 - f. Latest Service Tax Return.
 - g. Documents regarding Experience of 03 years in providing similar services in Central Government/State Government/Public Sector Undertakings/ Autonomous Bodies/ Reputed Private Institutions.
 - h. The Earnest Money Deposit (EMD) of Rs. 12,000/- (twelve thousand only) through Account Payee Demand Draft or Fixed Deposit Receipt or unconditional Bank Guarantee.
 - i. The Tender Fee (non-refundable) of Rs. 500/- (five hundred only) through demand draft/cash receipt issued by Cash Section of the Court.

6. Evaluation of Bids:-

- A. The Techno-Commercial Bid and price Bid will be evaluated as a package simultaneously. It must satisfy all the terms and conditions mentioned in this document and must be accompanied by all the requisite documents.
- B. Filling up of all the columns in Techno-Commercial Bid and Price Bid is compulsory.

7. Earnest Money Deposit:-

The Quotations should be accompanied by Earnest Money Deposit (EMD) of Rs. 12,000/- (twelve thousand only) in the form of Account Payee Demand Draft/Fixed Deposit Receipt or unconditional Bank Guarantee from any of the nationalized/scheduled banks in an acceptable form drawn in favour of Registrar General, High Court of Uttarakhand, Nainital without which the quotations will not be considered. The earnest money will be returned to all the unsuccessful Tenderers after finalization of the Contract.

8. Performance Guarantee (Security Deposit):-

The successful Bidder shall give performance security in the form of Fixed Deposit Receipt or unconditional Bank Guarantee from a Nationalized Bank amounting to 10% of the total contractual value in favour of the Registrar General, High Court of Uttarakhand, Nainital. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor firm including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, and/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the High Court of Uttarakhand that the contractor firm may invite upon themselves due to any of the reasons specified above.

9. Other terms and conditions:-

- A. The Registrar General, High Court of Uttarakhand, Nainital has the right of accepting or rejecting any or all tenders without specifying any reason(s) thereof. The Registrar General is under no obligation to accept the lowest tender.
- B. There is no obligation on the part of the Registrar General, High Court of Uttarakhand, Nainital to inform the unsuccessful Tenderer of the outcome of the Tender process and reasons for rejection of tender.
- C. Payment of contractual value, in appropriate proportion, shall be released quarterly based on the performance and services of the firm.
- D. It shall be mandatory on firm to conduct routine checks to maintain the system in perfect working condition and to submit the routine check reports on quarterly basis to the Registrar General, High Court of Uttarakhand, Nainital.
- E. The Contractor will ensure that only qualified engineers are deputed for performance of maintenance contract.
- F. In case of pecuniary loss suffered by any of the users/beneficiaries of the High Court of Uttarakhand, Nainital attributed to the Contractor, the Registrar General, High Court of Uttarakhand will have the right to forfeit the Security Deposit and in case the Security Deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the Contractor.
- G. Registrar (I/c), High Court of Uttarakhand shall conduct surprise checks to ascertain the performance of the equipments.
- H. Rates offered in the Tender will not be enhanced during the period of contract.

- I. The rates finally approved/accepted by the High Court of Uttarakhand, Nainital shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstances whatsoever.
- J. Under no circumstances, shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice, by the authority that has approved the award of the contract.
- K. The successful Tenderer will be required to furnish security deposit amounting to 10% of the contractual value within 15 days from the date of acceptance of tender and issue of letter of acceptance/Intent. The security deposit shall be in the form of FDR through any nationalized bank in favour of the Registrar General, High Court of Uttarakhand, Nainital or unconditional Bank Guarantee of any Nationalized Bank of equal amount. The security deposit money/unconditional Bank Guarantee will be refundable only after the expiry of the contract. The security deposit will be forfeited if during the period of contract vendor services are found to be unsatisfactory in any respect.
- L. The Registrar General High Court of Uttarakhand, Nainital can terminate the contract at any time without assigning any reason. In this respect, the decision of the Registrar General, High Court of Uttarakhand, Nainital will be final and binding on the contractor. The Registrar General, High Court of Uttarakhand reserves the right to accept or reject any bid in whole or in part without assigning any reasons thereof.
- M. The bills in triplicate for the maintenance services prepared on the basis of rates will have to be submitted in favour of the Registrar General, High Court of Uttarakhand, Nainital for effecting payment. No advance payment shall be made for the services.
- N. The job carried out shall be to the satisfaction of the Registrar General, High Court of Uttarakhand, Nainital after getting certification from the In-charge computer of the High Court of Uttarakhand failing which deductions @ 10% of the total bill shall be made. Depending upon the severity of negligence, the Registrar General, High Court of Uttarakhand reserves the right to blacklist the agency for a suitable period or from further participation in any of the jobs to be done for the High Court of Uttarakhand, Nainital. The decision of the Registrar General of the High Court of Uttarakhand shall be final and binding on the firm/agency.
- O. Premature withdrawal of the Tender by the Tenderer shall make him liable for forfeiture of the earnest money.
- P. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.

Q. Response time, removal of defects etc. must be as under, failing which penalty mentioned there against shall be levied against the vender(s).

Response time		Removal of defects		Extension of time with cogent reasons in writing	Beyond extended time
Not exceeding (From the time of receipt of complaint)	Failing which penalty @ per day per complaint per item	Within	Failing which penalty @ per day per complaint per item	Upto 24 Hours	Making available standby (of same configuration) + enhancement of penalty to Rs. 400/- per day per complaint per item from 2 nd day onwards.
01 Hour	Rs. 200/-	12 Hours	Rs. 200/-		

In this regard, the decision of the Registrar General shall be conclusive and binding on the service provider.

- R. The Registrar General High Court of Uttarakhand, Nainital reserves the right to review the performance whenever so desires, and also to terminate the contract at any point of time during the tenure of the contract in case the performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the Registrar General shall be binding on the Contractor. Contract can also be terminated at any point of time if the above-mentioned work is no more required.
- S. The Registrar General, High Court of Uttarakhand, Nainital reserves the right to vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Annual Maintenance Contract.
- T. Any condition or term in the bid of the successful bidder, which is against the basic scope & nature of work or this tender notice or is against principals of Procurement Rules or is against the common rules of business, shall be termed as void ab-initio.

Sd/-
Registrar General
High Court of Uttarakhand,
Nainital

S.N.	Description of items	Qty
1.	Small Court Hall Display -9 nos. of small court hall display boards installed outside of each court with 800 Mili Candela of luminous intensity LED, 4 inches and 6 alpha numeric characters.	9
2.	Controller-9 court hall displays with small 104 keys a keyboard which is used as external key board for laptops.	9
3.	Composite Court Halls Displays- 12nos. of court hall display in one board with 800 Mili Candela of luminous intensity LED, 6 inches and 6 alpha numeric characters.	4
4.	Message Board in the bottom of Composite Court Hall Display Unit. (Message board size- 24 characters, each character of 6 inch size in the bottom of composite display unit)	4
5.	Computer System (Inter® Core™ i3-540 Processor (3.06 GHz, 1333MHz FSB, 4MB Cache)/Genuine Windows ® 7 Home Basic 32 bit (English)/4GB (2 x2GB) DDR3 SDRAM 1333MHz Memory/320GB SATA 3.0 Gb/s Hard Drive/ 19" Widescreen TFT color Monitor/NVIDIA(R) GeForce (R) G310 512MB/16x DVD+/-RW with Dual Layer Write Capability / RS-232 (9 pin port)	1
6.	Multi Colour Strip	1
7.	Network Adaptor	1
8.	Cable/ I/O Parts	AS PER ACTUAL

ANNEXURE-I
Techno-commercial Bid

**Tender for Comprehensive Annual Maintenance Contract of the Display Boards
installed at this High Court**

S. N.	Description	Indicate also page no. where attached
1.	Name, address & telephone number of the agency/firm	
2.	Name, designation, address & telephone number of authorized person	
3.	Please Specify As To Whether Tenderer Is Sole Proprietor/Partnership Firm/Private or Limited Company	
4.	Name, address & telephone number of Directors/Partners, Fax No., e-mail address	
5.	Copy of PAN Card issued by income Tax Department and copy of previous 03 Financial Year's Income Tax Return.	
6.	Valid ISO Certificate, if any (Please attach copy)	
7.	Service Tax Registration No. (Please attach)	
8.	Latest Service Tax Return (Please attach)	
9.	Annual Turnover during last 03 years: 2011-12 _____ 2012-13 _____ 2013-14 _____ (Please attach proof in the form of Profit & Loss Account)	
10.	Experience Certificates of 03 years in providing services in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies.	
11.	Details of Bid Security/Earnest Money Deposit: a) Amount: b) Demand Draft/FDR or unconditional Bank Guarantee: c) Date of issue: d) Name of issuing Bank:	

Declaration by the Bidder:-

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to strictly abide by them.

Signature of the Tenderer with Seal

Note: Please indicate the page numbers where documents are attached. The entire Tender documents should be serially page numbered including enclosures.

Previous experience(s) of the services provided by the Agency to the Govt./Semi-Government Department and reputed/Ltd. Companies				
S.N.	Name	Billing Amount (in Rs.)	Period	Status

It is certified that the particulars given above are true to the best of my/our knowledge/belief and I/We have read terms/conditions and duties/responsibilities of the Technical Staff to be deputed for the purpose and have also understood the same and to hereby undertake to abide by the same without any reservations on any grounds whatsoever. In case of any breach of the said conditions, I/We shall be responsible for the consequences arising out of such situation(s).

**Name & Signature of the
Authorized Signatory of the Agency
(with Seal of the Agency affixed)**

Date:

Place:

ANNEXURE-II

Price Bid

SN	Details	Bid Amount (in Rupees)
<u>FOR 01 (ONE) YEAR</u>		
1.	With Spares & Without Resident Engineer	
<u>FOR 05 (FIVE) YEARS</u>		
2.	With Spares & Without Resident Engineer	

Note: All Duties/Taxes are to be mentioned by the contracting Firm.

All the terms and conditions of the tender for providing Comprehensive AMC of the Display Boards installed at High Court of Uttarakhand are acceptable to me.

Signature of Contractor with Seal

CERTIFICATES

WE CERTIFY THAT:

1. We will not LEAK/DISCLOSE any information of the High Court of Uttarakhand to any other institutions/organizations.
2. The rate of TAXES/DUTIES mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities.
3. The Comprehensive AMC of the Display Boards at High Court offered by our firm shall be of the best quality strictly in accordance with the specifications and particulars as detailed in the tender.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms and conditions of tender as applicable from time to time and agree to abide by them.
6. We shall not disclose any information/data of the High Court to any other third party.

Authorized Signatory
(Seal of the Company)