

**High Court of Uttarakhand, Nainital**

07.12.2020

**Notice**

This Court invites proposals for the “onsite comprehensive maintenance contract (with parts)” of EPABX systems installed at the official residences of Hon’ble Judges and at the High Court Guest House of this High Court for 03 years from the reputed firms dealing in this field. You are also informed that this contract will be for the period of one year (with the condition that contract will be extended for next year, on the same rates, terms and conditions, if service of the firm will be satisfactory). For further queries, the firms may contact to Management Section of this High Court at 05942-233826.

**Details of condition & terms may be downloaded from the website of this High Court i.e. [www.highcourtofuttarakhand.gov.in](http://www.highcourtofuttarakhand.gov.in).**

You are, therefore, requested to submit the desired sealed quotations/proposals (with parts) through Post/by-hand on or before 21.12.2020 till 03:00 pm.

(Hira Singh Bonal)  
Registrar General

**Terms & Conditions for onsite comprehensive maintenance Contract of EPABX systems:-**

These are the terms & conditions for the Maintenance contract provider:-

1. This onsite comprehensive maintenance contract will be for 03 years. Rates will be quoted for a period of one year (with the condition that contract will be extended for next year, on the same rates, terms and conditions, if service of the firm will be satisfactory).
2. The firm shall provide on-site support for the maintenance of said EPABX system and no labour/visit charge shall be paid in lieu of on-site support.
3. Firm/Maintenance contract provider has to provide stand-by machine/systems/ components, in case the problem could not be resolved onsite by their support team for the smooth functioning of the system.
4. Firm/maintenance contract provider has to provide the original & genuine machine/systems/ components at the time of replacement. Firm/maintenance contract provider has to use original & genuine parts during repairing of system/machine/components.
5. Successful firm has to comply with the terms and the conditions, failing which, said firm will be blacklisted for participation in any AMC/tender etc. issued by this High Court.
6. Successful firm has to made preventive visits quarterly basis for the maintenance of EPABX systems and has to submit the visit report.
7. Information may be taken regarding all the EPABX systems at the Management Section of this High Court during office hours. Interested firm/maintenance provider could visit for the said system. These EPABX systems are of different manufactures. Number of EPABX systems may be increased or decreased at the time of finalization of onsite comprehensive maintenance contract. The support team of the firm has to attend the complaint made by the office, within 24 hours onsite after lodging of the complaint.
8. The support team of the firm will have to visit the system quarterly in a year and to submit their report at the office, after due verification.
9. Payment of the maintenance contract will be done after successful completion of service of one year and on the satisfactory report.
10. Interested Firm/Maintenance contract provider has to submit their sealed proposals/quotations at the office of Registrar General, High Court of Uttarakahnd through Post or by hand on or before 21.12.2020 till 03:00 p.m. (Received quotations from other mode and unsealed quotation will be rejected out rightly).
11. Interested firms/maintenance contract provider has to submit the proposals with the Annexure- 1 with proper stamp and signature.
12. Successful
13. Interested firms/maintenance contract provider has to submit the proposals with parts.
14. The firms are also requested to super-scribe/write "**onsite comprehensive maintenance contract (with parts)**" on the sealed proposal/quotation.
15. For any further queries, Management Section of this High Court could be contacted at phone no. 05946-233826.

Sd/-  
(Registrar General)