

IN THE HIGH COURT OF DELHI AT NEW DELHI

F.No.729-B/DA-4/IT/DHC/No.

14409

Dated: 25.07.2024

From,

The Registrar General
Delhi High Court
New Delhi

To,

(On the website of Delhi High Court)

Sub: Notice inviting Tender for award of Onsite Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware & Other Peripherals alongwith the services of Resident Engineers for Delhi High Court

This Court invites sealed tender(s) with validity of rates for 180 days from the date of closing of instant tender for award of Onsite Comprehensive Annual Maintenance Contract (AMC) for a period of one (01) year (which can be extended for another year at the sole discretion of Delhi High Court subject to maximum 10% increase in rates of AMC) in respect of Servers, Desktops and other Computer/electronics Peripherals etc. alongwith Local Area Network (LAN) installed in the premises of this Court as well as at the residential offices of Hon'ble the Chief Justice & Hon'ble Judges and the Officers of this Court {List of computer hardware & other peripheral items can be obtained alongwith detailed Tender Document (mentioned at S.No.8 of terms & conditions of this tender)}.

Maintenance also includes recovery and transfer of the data of the user, replacement of consumables (to be supplied by High Court), updation of antivirus, maintenance of Local Area Network (LAN) and internet connectivity etc. In case there is anything extra which is required not to be included in the AMC, it must be clearly indicated by the vendor.

**Note: The participating firm(s) / vendor(s) (Based in Delhi/NCR Region only) must submit duly filled in price bid sheet as per Annexure-'A' and also have to furnish an undertaking (strictly as per Annexure-'B')*


The terms & conditions of this tender are as under:-

1. The interested firm (s) / vendor(s) (Based in Delhi/NCR Region only) are requested to submit the necessary quotation(s) along with Earnest Money Deposit (EMD) worth Rs.5,00,000/- (Rupees Five Lakh) by way of **Demand Draft or Bankers Cheque** drawn in favour of "The Registrar General, Delhi High Court" payable at New Delhi.
2. Quotations received without EMD shall be summarily rejected and no request for waiver of EMD will be entertained.
3. Rates offered in the Tender shall not be enhanced during the period of contract.

4. The tenderer (s) must have experience of minimum 03 years for providing service support in Government/Public Sector Undertakings dealing with similar hardware/software in respective fields and should have minimum turnover of at least Rupees one (1) Crore in support service only during the last financial year i.e., 2023-2024. Relevant documentary evidence (duly signed & stamped by the authorized person) and confirmation regarding above must be enclosed, duly flagged and numbered failing which the tenderer (s) shall stand disqualified.
5. Successful firm / vendor will be required to depute **fifteen (15) certified/trained resident engineers including one supervisor with dedicated mobile numbers (having minimum experience of two years) for maintenance of hardware. The resident engineer must include one (01) or two(02) engineers well versed in Mac devices, at least one(01) engineer independently capable of resolving problems of all kind of printers, one(01) engineer capable of repairing all kind of UPS, one (01) experienced CCNA certified resident engineer for maintenance of Local Area Network (LAN) of Delhi High Court separately & two (02) loaders to move the hardware for repair in Delhi High Court premises for attending the complaints at various locations. Sufficient Spare parts shall also be made available by the firm / vendor at site without fail.**
6. No transportation expenses will be provided by this Court for attending the complaints at the residences of the Hon'ble Judges & officers.
7. The quantity of Computer hardwares and other peripherals are likely to vary subject to consequent addition or deletion in/from the list from time to time.
8. The interested companies (***Based in Delhi/NCR Region only***) having relevant experience in this field may obtain the detailed tender document containing eligibility criteria, scope of work and terms and conditions from AOJ (IT), Lawyers' Chamber Block-III, Room No. 6, Ground Floor, Delhi High Court, on producing the copy of receipt evidencing deposit of Rs.5,000/- with Chief Cashier of this Court, S-Block, Ground floor towards cost of tender document, on any working day from 29-07-2024 to 17/08/2024 from 10AM to 5PM.
9. Sealed envelopes containing Financial Bid & EMD must reach to the AOJ (IT), Lawyers' Chamber Block-III, Room No. 6, Ground Floor, Delhi High Court on or before 20-08-2024 till **5:30P.M.**
10. The sealed envelopes should be addressed in the name of "**The Registrar General, Delhi High Court, New Delhi**" and the subject & due date for which the quotation is submitted should be clearly superscribed on the envelope.
11. The validity of rates must not be less than 180 days from the last date of submission of quotations. Quotations with less period of validity of rates shall be summarily rejected.
12. Quotation received after due date shall be summarily rejected and no request for extension of last date/due date of the Tender will be entertained. Sealed Envelope(s) without subject as referred to above having been mentioned on them shall be summarily rejected.
13. The offer of quotation must be tendered strictly in the format mentioned in Annexure-'A' of this tender. Quotation(s) offered in any other format than prescribed shall be liable to be rejected.

14. The DD/Pay order towards EMD of all the tenderers, except the lowest three, shall be returned to vendors on their written request after finalization of Tender Process & EMD of successful tenderer will be returned only after fulfilling all codal formalities.
15. The DD/Pay Order of L-2 & L-3 will be returned upon written request after issuance of the Award Letter to the successful tenderer. If the offer of quotation is withdrawn by the tenderer before/after opening of tender or if any other default is found in the quotation, the amount of EMD shall be forfeited and the firm will be blacklisted from participation in future tenders of this Court.
16. If multiple quotations are submitted by a firm / vendor, all such quotations submitted shall be liable to be rejected at the first instance.
17. After opening of the sealed quotation by the independent officer of this Court if any correction is found in the offered rate which renders the whole Tender process doubtful or ambiguous, the said offer of quotation shall be summarily rejected.
18. The firm/vendor shall also have to furnish an undertaking (**strictly as per Annexure-'B'**) separately for each category that neither the firm nor its Partner/Director/Proprietor has been blacklisted/banned and its Business dealings with the Central/State Government/Public Sector Undertakings/Autonomous Bodies have been banned/terminated on account of poor performance/conduct and also that all the terms and conditions of the instant Tender Notice are acceptable to them. The quotation received without undertaking shall be summarily rejected.
19. No employee of this Court or his/her dependent family members be involved in the instant tender process in contravention of the requirements/provisions contained in Central Civil Services (Conduct) Rules, 1964.

This Court reserves the right to modify/amend the quotation letter/terms & conditions at a later stage. This Court reserves the right to cancel the 'Tender' without assigning any reason(s) thereof.


25/07/24
(Rajeev Kumar Chauhan)
Joint Registrar (IT)
for Registrar General

CC to:- Director (IT), Delhi High Court, for uploading on the official website of the Delhi High Court.

