

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.
(A Unit of H.P. Government Undertaking)



e-Tender
for
Selection of Agency for Comprehensive Annual Maintenance
Contract (C.A.M.C.) of Computer Hardware installed in the
High Court of H.P. as well as in the Additional Complex of
High Court, Shimla.

E-Tender No: HPSEDC/CAMC-HC/2K26-1980

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.,
1st FLOOR, I.T BHAWAN, MEHLI, SHIMLA-171013, H.P.
Tel. Nos.: 0177-2623259, 2623043, 2623513 (Telefax): 0177-2626320.
Email: procurement@hpsedc.in

Website: www.hpsedc.in, tender document can also be downloaded from <https://hptenders.gov.in>

16-07-2026

INDEX

SECTION-1.....	3
INVITATION FOR E-BIDS	3
SECTION 2	9
INSTRUCTIONS TO BIDDERS	9
A- INTRODUCTION	9
B- TENDER DOCUMENT	12
C - PREPARATION OF BIDS.....	12
D-SUBMISSION OF BIDS.....	15
E-BID OPENING AND EVALUATION.....	17
F - AWARD OF CONTRACT	20
SECTION-3	22
GENERAL CONDITIONS OF THE TENDER &CONTRACT	22
SECTION-4	28
SCOPE OF WORK	28
SECTION- 5 - ANNEXURES	46
ANNEXURE-A	46
EQUIPMENT SPECIFICATIONS.....	46
ANNEXURE-B	54
DECLARATION REGARDING CLEAN TRACK RECORD.....	54
ANNEXURE-C	55
Performance Bank Guarantee (BG) Format	55
ANNEXURE-D	58
COMMERCIAL PROPOSAL SUBMISSION FORM (ON BIDDER’S LETTER HEAD).....	58
ANNEXURE – E.....	60
LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS	60
ANNEXURE – F	61
CAMC HARDWARE AGREEMENT	61

SECTION-I

INVITATION FOR E-BIDS

1.1 E-TENDER NO: HPSEDC/CAMC-HC/2K26-1980

Note: The Press e-Tender Notice published in the daily Newspapers for inviting e-Tenders for Selection of Agency for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Computer Hardware installed in the High Court of H.P. as well as in the Additional Complex of High Court, Shimla. During the contract period, in case there is any decrease/ increase in prices, HPSEDC may asked the bidders to submit revised quotes in sealed envelopes. The tender notice will be published in the new papers.

The detailed e-Tender document contained in following sections has been prepared to elaborate all techno-commercial conditions of this tender. In case of any discrepancy between the Press Advertisement and detailed provisions of this Tender Document, the latter will prevail. For any further changes (if any, based on feedback/ queries from any quarter and pre-bid meeting) in this tender document, please see its updated version/corrigendum on www.hpsedc.in and <https://hptenders.gov.in>.

1.2 GIST OF IMPORTANT GENERAL CONDITIONS

- 1) The tender has been floated for Selection of Agency for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Computer Hardware installed in the High Court of H.P. as well as in the Additional Complex of High Court, Shimla as per specifications mentioned in Annexure- “I”. The rate will be finalised for all the components involved in the bid where the bidder has quoted lowest (L1) rate. L1 bidder shall be determined based on the lowest quoted amount. **Only L1 rates** will be conveyed and accordingly purchase orders would be placed for only L1 bidder’s rates. Bidders must ensure that the **rates quoted for this tender are economical** (or at least equal) than the rates in other rate contracts/ government supplies or open market anywhere else in the country.
- 2) After finalizing the L1 rates, the work order will be placed to L1 bidder for the quantity mentioned in this RFP. Therefore, bidders are advised to quote their best rates.
- 3) The committee reserves the right to negotiate the rates with L1 bidder to bring them to a reasonable level based on the best prices offered by other bidders and current market rates.
- 4) If the bidder quotes/ reduces, its price to render similar goods, works or services at a price lower than any tender/ rate contract price to anyone in the Country at any time during the currency of this tender, the price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under this tender and the same shall be amended, accordingly. The tender holder shall furnish the certificate to the HPSEDC that the provisions of this clause have been complied with in respect of supplies made or billed for upto the date of this certificate. On the conclusion of the tender the successful bidder shall furnish a certificate that the provision of this clause has been complied with during the period of tender/ rate contract.
- 5) Any prospective bidder can procure the Tender Document from the “H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD., FIRST FLOOR, I.T. BHAWAN, MEHLI, SHIMLA-171013, (H.P)”. Tender can also be downloaded from website <http://www.hpsedc.in> and <https://hptender.gov.in>.

Competitive bids are invited for Comprehensive Annual Maintenance Contract (CAMC) of Computers Hardware installed in the High Court of H.P. as well as in the Additional Complex at Industries Building, Shimla. The bidders need to upload technical bid along with the scanned copy of instrument submitted against earnest money. The hard copy of the instrument submitted against earnest money should be submitted to HPSEDC on or before last date of bid submission and commercial bid separately on the e-procurement website i.e. <https://hptenders.gov.in>.

The tender document will be available on all working days up to last date of bids submission on payment of Rs.5000/- (Rupees Five Thousand only) non-refundable, by demand draft/ RTGS in favour of “HP State Electronics Development Corporation Ltd., Shimla” payable at Shimla. If the tender document is downloaded from the website, the tender fee will have to be deposited along with the bid as a separate bank draft. E-tenders will be uploaded on HP Government e-Procurement portal <https://hptenders.gov.in> as well on HPSEDC website www.hpsedc.in. Interested bidder can participate by procuring tender.

1.3 SCHEDULE OF THE TENDER PROCESS:

S. No.	Information	Details
1.	RFP No. and Date	No: HPSEDC/CAMC-HC/2K26-1980 Date: 16/07/2026
2.	Price of Tender Document	Rs. 5,000/-
3.	Earnest Money Deposit	Rs. 30,000 (Rupees Thirty thousand only)
4.	Bid validity period	180 days from the last date (deadline) for submission of e-Tenders
5.	Last date of receiving queries from bidders	Pre-Bid queries will only be accepted up to 22/07/2026 at 5PM through email and no query will be entertained after 22/07/2026 through e-mail (procurement@hpsedc.in)
6.	Pre-Bid Meeting	Pre-Bid meeting will be held on 23/07/2026 at 11:30AM for discussion on the queries submitted up to 22/07/2026 through video conference. Video Conferencing link is as under: https://meet.google.com/pjm-dpwe-grr
7.	Bid submission start date	29/07/2026 at 11:00 AM
8.	Bid submission End date	11/08/2026 at 02:30 PM
9.	Opening of e-Tenders Bids	12/08/2026 at 02:30 PM
10.	Tender Download Site	www.hpsedc.in & https://hptenders.gov.in
11.	Venue	H.P. State Electronics Development Corporation Ltd., 1 st Floor, I.T. Bhawan, Mehli, Shimla-171013, H.P.

(i) Eligibility-cum-Technical Bids shall be opened initially, and eligibility documents will be evaluated.

(ii) Thereafter Technical Bids of Eligible Bidders shall be evaluated.

(iii) Commercial Bids of Eligible and Technically qualified bidders will be opened thereafter.

**** Any corrigendum, modifications, changes related to this tender before the day of bid submission shall be notified on website www.hpsedc.in or <https://hptenders.gov.in> only.**

The pre-bid queries must be submitted in the following format in excel sheet through email at procurement@hpsedc.in

S.No	Page No.	Section of RFP	Point of clarification required as per RFP	Requested clarification/ Suggested Changes	Remarks/ Justification

1.4 Notwithstanding anything else contained to the contrary in this Tender Document, the Managing Director, H.P. State Electronics Development Corporation Ltd., Shimla reserves the right to cancel/withdraw/ modify fully or partially the “Invitation for Bids” or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

1.5 INSTRUCTIONS TO BIDDERS FOR ELECTRONIC TENDERING SYSTEM

1.5.1 Registration of bidders on e-Procurement Portal: -

All the bidders intending to participate in the tender processed online are required to get registered on the centralized e - Procurement Portal i.e., <https://www.hptenders.gov.in>. Please visit this website for more details. In case of any problem in registration, please contact on toll free No. 1800-3070-2232

1.5.2 Obtaining a Digital Certificate:

1.5.2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

1.5.2.2 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

1.5.2.3 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system, or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and keep the copies at safe place under proper security (for its use in case of emergencies).

1.5.2.4 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney /lawful authorization to that User. The firm must authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000.

Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the company/firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

1.5.2.5 In case of any change in the authorization, it shall be the responsibility of management/ partners of the company/firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

1.5.2.6 The same procedure holds true for the authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

1.5.2.7 Pre-requisites for online bidding:

In order to bid online on the portal <https://www.hptenders.gov.in>, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup is available on the Home page of the e-tendering Portal.

1.5.3 Online Viewing of Detailed Notice Inviting Tenders (N.I.T.):

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://www.hptenders.gov.in>

1.5.4 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://www.hptenders.gov.in> and www.hpsedc.gov.in.

1.5.5 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

1.5.6 Bid Preparation (Qualification & Financial)

1.5.6.1 Payment of Tender Document Fee & EMD of online Bids: The payment for Tender document fee and EMD can be made as mentioned in schedule of the tender process.

1.5.6.2 The bidders shall upload their eligibility and technical offer containing documents, qualifying criteria, technical specifications, schedule of deliveries, and all other terms and conditions except the rates (price bid).

1.5.6.3 The bidders shall quote the prices in price bid format only.

1.5.6.4 If bidder fails to complete the Online Bid Preparation at Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted and hence not appear during tender opening stage.

1.5.6.5 Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://www.hptenders.gov.in>.

1.5.6.6 For help manual please refer to the 'Home Page' of the e-Procurement website at <https://www.hptenders.gov.in>., and click on the available link 'How to ...?' to download the file.

1.5.6.7 Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in.

NB: Any changes/corrigendum/revised tender related to this Tender Document will be published on our website www.hpsedc.in and <https://hptenders.gov.in>. Therefore, prospective bidders are requested to see the updates on these websites regularly.

SECTION 2 INSTRUCTIONS TO BIDDERS

A- INTRODUCTION

2.1. Eligible Bidders

Sr. No.	Pre- Qualification Criteria	Required details to be accompanying the bid document
1.	The bidder should be registered under the Indian Companies Act, 1956/ 2013 or Proprietor's firm/ Partnership Firms (LLP) registered under LLP Act 2008 or subsequent amendments. There to having valid Government licence and GSTN and PAN.	Memorandum of Association (MoA), Articles of Association (AoA) of bidder Detailed profile of the Company/ Firm/ Government License COI (Certificate of Incorporation) GSTN PAN
2.	(i) Tender Document Fee in favour of Managing Director, H.P. State Electronics Development Corporation, I.T. Bhawan, Mehli, Shimla-13. (ii) Earnest Money Deposit (EMD) in the shape of Demand Draft/ RTGS valid for 180 days in favour of Managing Director, H.P. State Electronics Development Corporation, I.T. Bhawan, Mehli, Shimla-13.	(i) Demand Draft (DD) of Rs. 5,000/- (Rupees Five Thousand only) (ii) Earnest Money (Rs. 30,000) Deposit (EMD) DD / EMD may be submitted through RTGS in HPSEDC A/c: (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.) Receipt/Copy of the demand draft/RTGS should be uploaded.
3.	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Managing Director/ Board of Directors / Managing Partner of the Bidding Company to sign the Bid and the Contract on their behalf.	A Certificate from the Managing Director/ Managing Partner of the Bidder certifying that the Bid signatory is authorized to do so.
4.	The average annual turnover of the bidder should be Rs 1 Crore during last 3 financial years i.e for year 2022-23, 2023-24, 2024-25.	Audited Balance sheets from company Statutory Auditor OR CA certificate of Bidder & financial data for the last three years
5.	The Bidder must be an income tax assessee for the last three financial years.	copies of income tax returns for three financial years must be submitted with the technical bid.
6.	The bidder must have completed Similar CAMC Services of computer hardware in the last three years in any Government/Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt.	Copies of supply orders/ satisfactory reports of last three years are to be submitted.
7.	The bidders who have been imposed penalty by any State/Central Govt. Department/PSU/	The bidder must submit undertaking in this regard as per Annexure-B.

	Autonomous body for non-satisfactory AMC Services in the past, shall be technically disqualified straightaway.	
8.	The Bidder should have certifications like ISO 9001:2015, etc	Copy of Valid certificates from accredited organizations.
9.	The bidder should either have positive Net worth in last three years or should be a profit-making Company/ firm in any two years during the immediately preceding last 3 financial years as per audited balance sheets.	Supporting financial documents/Balance sheet/ certificate from company's Statutory Auditor/ CA.
10.	The Bidder must submit declaration in the form of Annexure-B from the Company Secretary or the Managing Director in respect of the Company and from the Managing Partner in respect of a firm and from the Proprietor in the case of a proprietorship concern to the effect that the bidder is not currently blacklisted or penalized in the past by any Government organization/PSU/ autonomous body in India or abroad.	Certificate from the authorized signatory prescribed in Annexure - B
11.	The bidder should have submitted the declaration of acceptance of terms and conditions of this RFP as per FORM B	Declaration from Authorized Signatory as per Annexure - C
12.	The Bidder must have its own office or must have a service agent stationed in Himachal Pradesh. The bidder is required to furnish certificate in this behalf.	Supporting documents/ certificate from company's authorised signatory shall be submitted by the bidder.
13.	The Resident Engineers (REs) deputed must have atleast 1 (one) year of experience in the relevant field. The successful bidder shall have to depute 4 (four) full time technically qualified Resident Engineers (REs) in the High Court.	

- Technical Bids consisting of all technical details along with commercial terms and conditions and financial bid indicating item-wise prices for the items mentioned in the technical bid be submitted separately by the tenderer.
- The financial bids of only technically qualified bidders shall be opened for financial evaluation and ranking before awarding the contract.
- The bidder will have to produce the original documents (as mentioned above) as and when demanded.
- No queries shall be entertained after the last date as mentioned for submission of written queries/ clarifications only through e-mail.
- Any tender document received by HPSEDC after the prescribed date and time of receipt, will be treated as late/ delayed tenders and the same will not be considered for any purpose.

- Bidder has to participate for all the items mentioned in Annexure-A.
- The bidder claiming any exemption from any of the conditions of this tender document/bid shall support his claim with documentary proof failing which the bid shall be rejected.

NOTE:

The bidder shall be responsible for the software as well as the hardware maintenance including server and network maintenance of the Digital Displays. The firm would also be responsible for providing necessary software for running the digital displays remotely.

It is also brought to the notice of bidders that some of the computer hardware of Annexure-A is in the premises of Additional Complex at Industries Building, Near High Court however, the same has been included in the tender and as such would be covered under CAMC.

The Resident Engineers shall also be responsible to do the maintenance/ installation/ technical support of the computer hardware in the offices at the Residences of Hon'ble the Chief Justice and Hon'ble Judges and Registrars.

The Resident Engineers shall also be responsible for troubleshooting of the products that are under the warranty with the technical support of the original manufacturer.

Note: -

Exemption, if any in evaluation criteria or any other terms & conditions of this document, will be as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 issued by Controller of Stores Himachal Pradesh or any other orders issued by Govt. of Himachal Pradesh in case the committee deems it fit.

It is reiterated that Purchaser's decision regarding Bidder's eligibility will be final and binding on all the Bidders.

2.2 Cost of Bidding:

2.2.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and H.P. State Electronics Development Corporation Ltd., Shimla (hereinafter referred to as the 'Purchaser' or "HPSEDC" in short) will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

B- TENDER DOCUMENT

2.3 Contents of Tender Document:

2.3.1 This Tender Document comprises of the following Parts/ Sections.

Section-1: Invitation for e-Bids

Section-2: Instructions to Bidders

Section-3: General Conditions of the Tender & Contract

Section-4: Scope of Work

Section-5: Technical Specifications & Annexures.

2.4 The Bidder is expected to examine the Tender Document carefully. Failure to furnish all information required as per the Tender Document may result in the rejection of the Bid.

2.5 Clarification regarding Tender Document:

The clarifications/ changes in tender document/ corrigendum can be uploaded up to 3 days before the bid-submission date.

2.6 Amendment of Bids:

2.6.1 Bids once submitted cannot be amended. However, in some circumstances (such as major anomaly in the technical specifications having a major impact on pricing), the Purchaser may decide to take fresh bids from all the Bidders before opening of the Commercial Bids.

2.6.2 In order to afford prospective Bidders reasonable time to make amendment in their bids, the Purchaser may, at his discretion, extend the deadline for the submission of bids. However, no such request in this regard shall be binding on the Purchaser.

C - PREPARATION OF BIDS

2.7 Language of Bid & Correspondence:

2.7.1 The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English and the correspondence between the Bidder & Purchaser will be in English Language only. The correspondence by Fax / E-mail must be subsequently confirmed by a duly signed copy (unless already signed digitally).

2.8 Documents comprising of Bid:

The Bidder will prepare the bid in two parts.

I. FEE-ELIGIBILITY CLAIM-CUM-TECHNICAL BID:

In support of his eligibility cum technical bid, a Bidder must submit/upload the relevant documents strictly in accordance with criteria asked in this RFP, marked with page numbers on e-portal <https://hptenders.gov.in>.

Packet-I (Fee/other Eligibility Documents/Technical) (to be uploaded in Packet-1 on e-procurement portal)

II. COMMERCIAL BID:

Commercial Bids of only eligible and technically qualified bidders will be opened as per the date notified by the purchaser on its website (www.hpsedc.in and <https://hptender.gov.in>). Those technically qualified bidders who have also deposited the tender cost and Bid Security shall be termed as Substantially Responsive (i.e., eligible, and technically qualified and have also deposited Bid Security & tender cost). The Tender Committee's determination of a Bid's responsiveness is to be based on the contents of the Bid itself and not on any extrinsic evidence. However, while determining the responsiveness of various Bidders, the Tender Committee may waive off any minor infirmity, which does not constitute a material deviation. The decision of the Tender Committee in this regard shall be final.

The bidder has to submit their Commercial Bids online as per BOQ in Packet-2 on the e-procurement portal.

(i) Sample BOQ / Price Bid will be as per Schedule I.

2.9 Bid Currencies:

2.9.1 Prices shall be quoted in Indian Rupees.

2.9.2 The contract price shall be paid in Indian Rupees.

2.10 Bid Security:

2.10.1 The Bidder shall furnish Bid security, as part of its bid as mentioned hereunder. Any bid submitted without bid security or with the lesser bid security amount, as indicated below may be rejected being non-responsive.

Sr. No.	Description	Bid security amount in Rupees.
1.	e-Tender for Selection of Agency for Comprehensive Annual Maintenance Contract (C.A.M.C.) of Computer	Rs 30,000/- (Rupees Thirty thousand only)

	Hardware installed in the High Court of H.P. as well as in the Additional Complex of High Court, Shimla .	
--	---	--

2.10.2 The Bid Security is required to protect the Purchaser against the risk of Bidder's conduct which may require forfeiture of security pursuant to Para 2.10.8.

2.10.3. The Bid Security shall be in the shape of Demand Draft/ through RTGS in favour of “M.D., H.P State Electronics Development Corporation Ltd., Shimla” Payable at Shimla.

2.10.4 Any bid not secured in accordance with Para 2.10.1 and 2.10.3 will be rejected by the Purchaser.

2.10.5 Unsuccessful Bidders’ Bid Security will be refunded as promptly as possible.

2.10.6 The successful Bidder's bid-security will be discharged upon the Bidders executing the contract and furnishing the performance security in accordance with Para 3.5.

2.10.7 No interest will be payable by the Purchaser on the above-mentioned Bid Security.

2.10.8 The Bid Security may be forfeited:

1. If a Bidder withdraws its bid during the period of bid validity specified by the bidder and required by the Purchaser.
2. During the tendering process, if a Bidder indulges in any such activity as would jeopardise or unnecessarily delay the tender process. The decision of the Purchaser regarding forfeiture of the Bid Security/EMD shall be final & shall not be called upon question under any circumstances.
3. In the case of a successful Bidder, if the Bidder fails,
 - (i) to sign the contract by raising issues contrary to the provisions of the RFP or the Bid or undertakings given during evaluation of bids, or
 - (ii) to furnish Performance Security, or
 - (iii) Violates any of such important conditions of this tender document or indulges in any such activity as would jeopardise the interest of the Purchaser. The decision of the Purchaser regarding

forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.

2.11 Period of validity of Bids:

2.11.1 For the purpose of placing the order, the Bids shall remain valid for at least 180 days after the date of bid opening. A bid valid for a shorter period may be rejected by the Purchaser as being non-responsive. During the period of validity of Bids, the rates quoted shall not change. However, in case of general fall in prices of a product in the IT/ Electronics Industry before despatch of goods, such a reduction shall be passed on to the Purchaser after mutual negotiations.

2.11.2 In exceptional circumstances, the Purchaser may ask for extension of the period of validity and such a request shall be binding on the Bidder. The Purchaser's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

D-SUBMISSION OF BIDS

2.12 Submission of Bids:

2.12.1 Bidder(s) shall submit their bids only on online e-procurement portal www.hptenders.gov.in. All the instructions regarding e-bids submission are also available on www.hptenders.gov.in.

2.12.2 The original DD or RTGS documents related to tender cost and bid security should be deposited in HPSEDC on or before the last date and time for bids opening.

2.12.3 Every envelop and forwarding letter of various parts of the Bid shall be addressed as follows:

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor,
IT Bhawan, Mehli, Shimla-171013.

2.13 Deadline for Submission of Bids:

2.13.1 Bids will be online submitted/uploaded on e-procurement portal <https://hptenders.gov.in> on or before the deadline mentioned on the e-portal.

2.13.2 The Purchaser may, at its discretion, extend this deadline as per Para 2.6.2. The Purchaser may also extend this deadline for any other administrative reason.

2.14. Bids not submitted online:

2.14.1 Any bid not submitted/uploaded through e-portal will not be received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser, as per clause 2.13.1 or 2.13.2, will be rejected.

2.15 Modification and withdrawal of Bids:

- 2.15.1 E-bids can be modified up to last date & time has not been closed by e-procurement system.
- 2.15.2 E-Bids cannot be withdrawn in the interval after its submission of bids and before the expiry of Bid's validity specified by the Purchaser. Withdrawal of Bid during this interval may result in the forfeiture of Bidder's Bid security pursuant to clause 2.10.8.

E-BID OPENING AND EVALUATION

2.16. Opening of bids by Purchaser:

2.16.1 The e-Bids shall be opened on the date and time already described in the tender/e-portal or on any other later day and time fixed as per Para 2.6.2 or other enabling provisions in this behalf, in H.P State Electronics Development Corporation Ltd, First Floor, IT Bhawan, Mehli, Shimla-13 (H.P.) in the presence of representatives of the Bidders who may choose to attend the proceedings. The representatives of Bidders will sign a register in evidence of their presence.

2.16.2 In order to assist in the examination, evaluation and comparison of Bids, the Purchaser may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.

2.16.3 In the first instance, Eligibility and technical bid documents uploaded on the e-portal will be opened and evaluated for eligibility of each Bidder will be ascertained. Commercial Bids of only those Bidders shall be evaluated who are found to be eligible as per the criteria laid down in para 2.1 and 2.8 (I) and submitted bid security and tender cost as per Para 2.10. In doubtful cases (where further documents or clarification are required to establish eligibility), the Purchaser in its discretion, may seek clarifications. However, such Bids can be rejected subsequently, if it is found that the bidder has claimed eligibility on false grounds.

2.16.6. Opening of Bid Security:

The document containing bid security will be opened and checked at the time of determining eligibility of the bidders at the time of eligibility bid opening.

2.16.7. Opening of Commercial Bids of substantially Responsive Bidders:

The Commercial Bids of only those Bidders will be opened who are found substantially responsive. A Substantially Responsive Bidder is one which conforms to all the stipulations of para 2.8 (II) read with para 2.16.6 above. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself and not on any extrinsic evidence. However, while determining the responsiveness of various Bidders the Purchaser may waive off any minor infirmity, which does not constitute a material deviation. The decision of the Purchaser in this regard shall be final.

2.16.8 A Bid determined as not substantially responsive will be rejected by the Purchaser. Such a Bid will not be normally allowed to be made responsive subsequently by way of correction/ modification.

2.17. Evaluation and Comparison of Commercial Bids:

2.17.1 The comparison of Commercial Bids shall be done as follows:

2.17.2 Bid Comparison:

The Bidders are required to complete their Commercial Bid/ BOQ in Schedule - I. The commercial quote of the lowest bidder shall be notified as L1.

Note : *The Bidder shall not quote prices subject to certain conditions. Bids containing any conditional prices may be rejected or the Purchaser may take a final decision in its discretion about such conditionality.*

2.18. RANKING OF BIDDERS:

2.18.1. Bidders will be ranked in the inverse order of total amount quoted.

2.18.2 Reduction in Statutory Duties and Levies:

If any reduction in taxes takes place after opening the commercial bids, but before despatch of goods; the Successful Bidder shall pass on the proportional benefit to the Purchaser. However, if any such reduction takes place after the opening of bids but before the finalisation of tender, revised sealed commercial bids shall be taken.

2.19. NEGOTIATIONS:

2.19.1 The Purchaser may finalise the Tender & award the Contract without any negotiations if it is satisfied with reasonableness & workability of the lowest offers. Therefore, the bidders are advised to quote lowest possible rates in the first instance only.

2.19.2 During the negotiations a revised offer will be taken from the representative of the Bidder by way of sealed bids. This revised offer will replace/supersede the earlier Technical & Commercial Bid, provided that the original offer (i.e., Technical/ Commercial) will not be allowed to be changed to the detriment of the Purchaser, as far as rates of every individual item & terms/ conditions are concerned. Therefore, Bidders are advised to send sufficiently senior representatives (who can take spot decisions) for negotiations.

2.19.4 During the negotiations on prices & other related terms/conditions, prevalent worldwide street-prices of such product, prices finalised in bids of similar size on GEM portal/Other State Government tender/rate contract etc. will be kept in mind. The scope of negotiations may also include precise *modus-operandi* of

after-sales service, mode of delivery, system integration and price of add-ons & consumables etc.

2.19.5 During the negotiations, the Purchaser may even go in for marginally higher or lower configurations as per its absolute discretion.

2.19.6 After this final ranking is done based on negotiated prices, award of tender will be made to the lowest Bidder, subject to post qualification in Para 2.20 below.

F - AWARD OF CONTRACT

2.20 Post Qualification:

2.20.1 HPSEDC will devise a performance criterion in consultation with successful bidders which will include online after sales feedback from the Government departments. The lowest Bidder can be denied the right of continuing with the contract, if the services/equipment being supplied by him, fails the standard performance criteria. In such an event, the next lowest bidder (L-2) shall be considered.

2.21 Purchaser's right to vary Quantities:

2.21.1 The Purchaser reserves the right to place the supply received from various Government departments/ Govt. Institutions/ Autonomous bodies on the approved vendors during the currency of the tender.

2.22 Purchaser's Right to accept any Bid and to reject any or all Bids:

2.22.1 Notwithstanding anything else contained to contrary in this Tender Document, The Purchaser reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Bids at any time prior to the award of Contract, without incurring any liabilities in this regard.

2.23 Notification of Award:

2.23.1 Prior to the expiry of the period of Bid validity, the Purchaser will notify the successful Bidder in writing by speed post or email that their Bid has been accepted.

2.23.2 The liability of the supplier(s) to deliver the Goods and perform the services will commence from the "date of Notification of Award". The Delivery Period shall be counted from the date of 'Placing the Supply Order'. The "date of delivery" shall be the date on which the equipment / material is received at the destinations.

2.23.3 Upon the successful Bidders' furnishing of performance security, the purchaser will promptly notify each unsuccessful Bidder and will refund their Bid Security.

2.24 Signing of Contract:

2.24.1 After the Purchaser notifies the successful Bidder(s) that his 'Bid' has been accepted, the Purchaser will sign an agreement (described as Contract herein after) within 10 days with the successful Bidder on mutually agreed terms for efficacious implementation of the order.

2.24.2 The Purchaser's liability of taking the goods/services from the selected supplier(s) shall commence only from date of signing the date of the Contract.

2.25 Period of Contract

The CAMC shall be awarded for a period of one year from the date of entering into contract.

Performance of the contract: In case the services of the under are not found satisfactory at any time during the period of the contract, HPSEDC reserves the right to terminate the contract along with forfeiture of the performance security by giving the one-month notice to the vendor. Tenderer will not be entitled to claim any compensation of whatsoever nature if the termination/ cancellation of CAMC is imposed by HPSEDC for any reason.

2.26 HANDING OVER

- The bidder shall provide services for minimum one month beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor.
- Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the bidder within the next ten working days failing which the bidder/vendor need to supply the new IT hardware against the faulty hardware or the purchase cost thereof shall be deducted from the last/ final CAMC payment.

NOTE:

- The bidder shall be responsible for the software as well as the hardware maintenance including server and network maintenance of the Digital Displays. The firm would also be responsible for providing necessary software for running the digital displays remotely.
- It is also brought to the notice of bidders that some of the computer hardware of Annexure-A is in the premises of Additional Complex at Industries Building, Near High Court however, the same has been included in the tender and as such would be covered under CAMC.
- The Resident Engineers shall also be responsible to do the maintenance/ installation/ technical support of the computer hardware in the offices at the Residences of Hon'ble the Chief Justice and Hon'ble Judges and Registrars.
- The Resident Engineers shall also be responsible for troubleshooting of the products that are under the warranty with the technical support of the original manufacturer.

SECTION-3

GENERAL CONDITIONS OF THE TENDER & CONTRACT

3.1 Definitions:

3.1.1 In this part, the following interpretation of terms shall be taken:

- (a) "The Contract" means an agreement regarding supply of the goods & provision of services entered into between the HPSEDC and the Supplier, as recorded in the Contract Form signed by the parties, including all appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all the equipment and/or other material, which the Supplier is required to supply to the Purchaser under the Contract.
- (d) "Services" mean services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, training, maintenance and other such obligations of the Supplier covered under the Contract.
- (e) "The Purchaser" means the H.P. State Electronics Dev. Corporation Ltd" or "HPSEDC" in short.
- (f) "The successful bidder" means short listed Bidder supplying the goods and services under this Contract.
- (g) "End User" means various Government Departments, Boards, and Corporation etc. in the State of Himachal Pradesh.

Note: The aforesaid definitions will be valid with respect to one or more Suppliers short-listed to execute the Project. Services to be executed by each Supplier have been explained in detail in this Tender Document.

3.2. Application:

3.2.1 These General Conditions shall apply to the extent that these are not superseded specific by provisions in other parts of this tender document. A detailed Contract agreement shall be signed after the order is placed. Detailed provisions of such a contract-agreement shall have an over-riding effect vis-a-vis this Tender Document.

3.3 Standards:

3.3.1 The goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications and the latest improvements incorporated after the

finalisation of contract, but before the dispatch.

3.4 Patent Rights of the Goods:

3.4.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in India.

3.5 Performance Security:

3.5.1 Performance Security for delivery/ installation and maintenance during warranty period.

3.5.2 Within 10 days of 'Notification of Award', the successful bidder/ Supplier shall initially furnish a 3% Performance Bank Guarantee of total order value valid for 15 months to safeguard the purchaser against timely delivery/installation and maintenance of ordered equipment during the currency of the contract.

(1) In case work orders increases the above-mentioned quantity then 3% amount of each work order will be deducted as PBG from due payment from bidder & same will be released after expiry of the warranty period or bidder has an option to submit additional PBG against the work order.

(3) EMD of successful bidder(s) will only be released after signing of agreement and submission of PBG.

3.5.3 The proceeds of the Performance Bank Guarantee/ additional Performance Bank Guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete his obligations under the Contract. The Purchaser may claim such compensation in addition to initiating any other legal proceedings.

3.5.4 The Performance Bank Guarantee shall be given in one of the following forms:
An irrevocable and unconditional Bank Guarantee in favour of the Purchaser issued by a Nationalised/schedule bank in a format given by the Purchaser. This Bank Guarantee should be of a sufficient duration to cover the risk of the Purchaser.

3.11 PAYMENTS

3.11.1 No advance payment will be made to the bidder. The performance of the bidder will be monitored/ assessed by the authorities of High Court of Himachal Pradesh; accordingly, the payment will be made as per mandate of Rule 108 of H.P.F.R., 2009 subject to the condition that proper Invoice/ Bill is furnished by the bidder well in time. The payment will be released only after deduction of down-time penalty amount etc., if any.

DEDUCTION: If Resident Engineer does not report for duty, vendor should provide alternative REs of the same capacity on the same day. If vendor fails to provide alternate REs, then DEDUCTION @ ₹500.00 per engineer per day upto a maximum 10 days will be deducted from the bill of CAMC after that review of contract may happen which may further lead to termination of contract.

3.11.2 High Court of Himachal Pradesh/ HPSEDC shall have the right of addition/ deletion of the quantity of the items under the contract, either before the start of the CAMC or at the beginning of each month during the CAMC under intimation to the contractor and the payment will be made on pro-rata basis, after deducting penalty amount from payments as per terms and conditions of the contract.

3.11.3 TDS will be deducted from the contract price payable to the contractor/vendor for performing the service under the contract.

Note: *Any bill supported by requisite documents will be processed and objections, if any, will be conveyed in one go. If the claim is found in order, the payment will be made accordingly as per the funds released from the End User.*

3.12 Prices:

3.12.1 Subject to the provision to Rule 2.11.1, the prices charged by the Supplier for Goods delivered and services performed under the Contract shall not vary from the prices quoted by the Supplier in his Bid. But in case of global or national fall in prices of a product in IT/ Electronics industry due to a change in Government Policy or otherwise, such a reduction shall be passed on to the Purchaser after mutual negotiations.

3.12.2 There shall be no effect of the exchange rate variation etc., on the rates to be quoted by the Vendor during one-year period. However, if rates will increase/ decrease, HPSEDC will call techno-commercial bids from the empanelled bidders on requests received from them.

3.13 Modification in the Order:

3.13.1 The Purchaser may at any time, by written order given to the Supplier make changes within the general scope of the Contract in anyone or more of the following:

- (a) The specifications of the Goods
- (b) The method of shipment or packing
- (c) The service to be provided by the Supplier
- (d) Quantity of goods
- (e) Any other change that the purchaser may deem fit

3.13.2 If any such change causes an increase or decrease in the cost of, or the time required for the Supplier's performance of any part of the work under the Contract, an equitable adjustment shall be made in the Contract price or delivery Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be put forth within 30 days from the date of the Supplier's receipt of the Purchaser's change order.

3.14 Subcontract:

3.14.1 The Supplier shall not assign in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

3.14.2 The Supplier shall notify the Purchaser, in advance in writing, of all sub-Contracts awarded under the Contract if not already specified in his bid. Such notification, in his original bid or later (even if with prior approval of Purchaser) shall not relieve the Supplier of any liability or obligations under the Contract.

3.14.3 Subcontracts must comply with the clauses of the tender document.

3.16 Termination for Default:

3.16.1 The Purchaser may without prejudice to any other remedy for breach of contract, (including forfeiture of Performance Security) by written notice of default sent to the supplier, terminate the Contract in whole or in part after sending a notice to the Supplier in this regard.

- (a) if the Supplier fails to deliver any or all of the goods within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to clause 2.11.2, or
- (b) If the Supplier fails to perform any other obligation under the Contract.

3.16.2 In the event the Purchaser terminates the Contract in whole or in part, he may procure, upon such terms in such manner, as it deems appropriate, goods similar to those undelivered, and the Supplier shall be liable to pay excess cost of such similar

goods to the Purchaser. This liability will be in addition to forfeiture of performance guarantee and any other legal proceedings, which the Purchaser may initiate as per Para 3.15.2.

3.17 Force Majeure:

3.17.1 Notwithstanding the provisions of the clauses 3.15 and 3.16, the Supplier shall not be liable for forfeiture of its performance security or termination for default, or payment of any damages, if and to the extent that his delay in performance under the Contract is the result of an event of Force Majeure.

3.17.2 For purpose of this clause, Force Majeure means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser either in its sovereign or contractual capacity, war, revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.17.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing or such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract, as far as reasonably practical, and shall seek all reasonable alternative means for performance, not prevented by the *Force Majeure* event.

3.18 Taxes and Duties:

3.18.1 Supplier shall be entirely responsible for payment of all taxes, duties and levies, imposed up to/until the delivery point specified in the Contract. If there is a reduction in any of the statutory duties and levies before the despatch of goods, the benefit of the same will be passed on to the Purchaser.

3.19 Limitation of Liability:

The liability of the supplier in respect of all claims under this tender including penalty for delay in delivery, services, liquidity damages etc. shall not exceed the aggregate value of the goods and services supplied under this tender. Either party shall not be liable for any claim made for any indirect, consequential or incidental losses and indirect damages, costs or other expenses related thereto.

3.20 Arbitration:

All disputes, differences, claims and demands arising under this tender shall be referred to arbitration of a sole arbitrator to be appointed with mutual consent of both the parties. All arbitration will be held in Shimla, if the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by

one party to the other of existence of any dispute and need for appointment of an arbitrator. Further action will be taken in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the award made under this tender shall be final and binding upon the parties hereto, subject to legal remedies available under the law.

SECTION-4

SCOPE OF WORK

4.1 BACKGROUND:

- a. High Court of Himachal Pradesh intends to hire the services of a professional company / firm for the award of the Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of all Computer Hardware and peripherals as per Annexure-A and providing Facility Management services including installation of software/specialized software/Printer Drivers/Drivers, Windows/Ubuntu/Mac operating system on all the desktops and laptops and Ubuntu/Windows Servers in the Tower/Rack Servers and configuration of Managed Network Switch, Configuration of LAN Ports etc.
- b. The bidder selected for award of Comprehensive AMC shall be required to replace all the defective parts of the equipment with only genuine/original spare parts of respective OEM make i.e. replacement of the defective hardware shall only be *“like to like items”*. Only Toner & Cartridge of the printers are excluded from the scope of CAMC whereas other consumables such as fuser units/ sleeves/ gears or any other part is included in the purview of CAMC. In the service report, the details regarding the part number, serial number of the desktop/printer and make must be mentioned clearly by the Resident Engineer.
- c. The details of equipment's viz. make, model etc. and quantities of the equipment for which CAMC is to be awarded are indicated at Annexure-A of tender document. Online e-Bids received as per the prescribed instructions will be evaluated on the basis of documents, qualification/ eligibility criteria as indicated in the tender documents and over all quoted prices. However, Registrar General, High Court of Himachal Pradesh reserves the right to make variation in the quantities to be brought under CAMC at any given point of time.
- d. The successful bidder shall have to execute a contract/agreement with this office on a Non-Judicial stamp paper incorporating the terms & conditions. The Stamp duty for the said contract will be paid by the bidder.
- e. The successful bidder shall have to submit self-attested copies of Degree/ Diploma certificates (in the field of IT) of the Resident Engineers(REs) deployed in the High Court. The REs must have atleast 1 (one) year of relevant experience.
- f. The Resident Engineers (REs) deputed by the CAMC vendor shall be solely responsible for resolving all hardware and software-related issues that may arise on systems running Ubuntu, Windows, or macOS during the CAMC period. The In-House Technical Team of the High Court shall not be held accountable for any such issues.
In cases where the REs are unable to resolve an issue, the CAMC vendor must ensure that a qualified engineer is arranged and deployed to resolve the matter within the stipulated time frame as defined in the tender document.
Additionally, the REs shall be responsible for:
 - Troubleshooting of computer hardware items, whether they are under warranty, not under warranty, or not covered by AMC.
 - Logging and managing complaint tickets with the respective OEMs (Original Equipment Manufacturers) and following up until resolution.
- g. The Resident Engineers of the CAMC Vendor must wear proper formal Uniform with formal Trousers and Identity Card duly issued by the vendor.

- h. The Successful bidder/ vendor will not be entitled for any claim of refund for the repairs that are done for the items covered under the CAMC.

4.2 SCOPE OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) AND ITS IMPLEMENTATION

4. 2.1 The CAMC services comprise preventive and corrective maintenance covering hardware as well as installation of Operating Systems, Software, Anti Viruses, MS Office and any other application software etc. along with trouble shooting to make operational all sort of OS/ windows updates/ driver updates/ system software installation like MS Office, Acrobat Reader etc/ Network and replacement of parts and fittings of hardware. Ubuntu OS is mostly used in the High Court, therefore, the REs must be fully conversant with Linux/Ubuntu OS.

CAMC is comprehensive in nature and includes all parts of the computers/ servers/ printer/ scanner/ laptop excluding toner & cartridges of the printers. Any defective part of the hardware has to be repaired/ replaced by the vendor at his own cost. Parts so replaced should be only new original parts of the OEM depending on the item under contract. All small accessories of computer/ printer/ scanner/ laptop which are essential for running the item are covered under CAMC. All type of adapters, amplified speakers, all power supplies of computers/ printers /laptop / scanner are to be repaired/ replaced by the vendor, irrespective of the cause of the fault development.

The CAMC will also include providing the Facility Management System including software/ specialized software installation/ OS installations ensuring/ configuring network connectivity. The details of the Facility Management Services required is given below.

Details of the Facility Management System:

A. Desktop Management Service

- REs are responsible for installing OS, Software, Anti Viruses, MS Office/ CIS etc. configuration of driver, update latest patches etc. on all the desktops/laptops and computer hardware covered under this CAMC.
- REs are responsible for backups and restore for all desktop/ laptops/ server systems along with the user data when formatting is required.

B. Network Management Services

- REs are responsible for Networking Switches configuration & Management.
- REs are responsible for Networking connectivity issue resolution.

4. 2.2 Number of Resident Engineers to be deployed by the CAMC Vendor:

The Resident Engineers (REs) deputed must have minimum 1 (one) year of experience in the relevant field. The successful bidder shall have to depute 4 (four) full time technically qualified Resident Engineers (REs) for the hardware mentioned in Annexure-A. The REs must be technically experienced in maintenance of all type of computer hardware mentioned in Annexure-A i.e. all type of computers/ printers/ scanners/ SAN Storage/ UPS/ Servers etc. The AMC Vendor shall have to do the configuration of SAN Storage/ HBA Card Configuration with servers etc.

- The REs will be single point of contact for any complaint related to service who will further contact their company/ bidder. No separate correspondence shall be made with the vendor in this regard.
- The REs should inform about any planned leave and will ensure the alternate manpower.
- REs are responsible for the backup of user data in their own HDD/Pen drive when formatting or updating is required. In case of data loss the vendor is liable for penalty.
- The REs will also help the High Court of Himachal Pradesh technical team in installation/ shifting of any Computer Hardware even not covered in the CAMC etc. as and when required.

Resident Engineers (REs) must possess a certified diploma or degree and have a minimum of one year of relevant working experience in computer hardware and various peripherals, including laser printers, scanners, and other equipment, as specified in Annexure-A of the tender document. They should also have experience in software-related maintenance. Each RE must be equipped with their own desktop or laptop with internet connectivity to provide services within the Registry. Additionally, they are required to have their own operating systems and necessary software packages installed, along with a comprehensive maintenance kit. This kit should include essential tools such as a toolbox, multimeter, crimpers, pliers, spanners, diagnostic software, device driver software, HDD or pen drive, and any other tools necessary to carry out maintenance and support services effectively.

The REs must be available at the High Court of Himachal Pradesh on all working days from 9:15 a.m. to 6:00 p.m., and they are required to mark their attendance daily through the biometric machine or attendance register maintained by the Registry. Once deputed, Resident Engineers should not be frequently replaced without a valid reason to ensure continuity and familiarity with the systems. They will not be entitled to any of the High Court's holidays, including winter vacations and Dussehra holidays, and must be available even after regular office hours in case of urgent requirements or emergencies. The REs will also have to be available during any events/functions being organized by the High Court.

If any equipment covered under the CAMC is taken out of the premises of the High Court of Himachal Pradesh for any repair, it shall be under full responsibility of the vendor, till the same is returned to the concerned branch in satisfactory working condition. Item may be taken out only with the written permission issued by the authority. In case of emergency/ repairs during holiday and after working hours, the REs shall be made available in the Registry at no extra charges. The REs shall not carry out any maintenance repair work of any IT Hardware which is not the property of this Registry in High Court of Himachal Pradesh premises. REs have also to provide IT Support during the events of High Court of Himachal Pradesh like high level meetings, events, workshops etc. in the High Court Auditorium on working days and even on non working days for smooth functioning of the event. If any hardware/part gives repeated problems i.e. 2 (twice) or more repairs in a period of one month time, then the bidder/vendor/REs must replace it immediately with an original new one without any additional cost. All the components required to be replaced will be only of original make. In the service report, the details of the part number and serial number of hardware must be brought out clearly.

4.2.3 The vendor shall also provide the regular preventive maintenance service minimum once in three months which is mandatory which is cleaning of desktops/ printers and other IT

hardware from internally and externally only after office working hours and can be carried out on holidays also with the permission from authorities for which no extra charges shall be levied. The Vendor/Bidder/REs are supposed to submit signed preventive maintenance report to the Registrar General on quarterly basis. Under this activity, following jobs are to be done :-

- Cleaning of all the Desktops, Printers, Laptops and IT hardware equipment internally and externally using soft cloth, vacuum cleaner, carbon tetra chloride & appropriate polish etc. will be provided by the vendor within CAMC charges.
- Installation/ trouble shooting for operational problems related to software/ antivirus.
- Up-keeping of Desktops/ HDD/ Scanners/ Switches/ hardware components etc. as per Annexure-A to maintain satisfactory performance of the computer hardware.
- The vendor is responsible for providing Computer of latest configuration (minimum 2 nos), stand alone printer (minimum 2 nos), MFD printer (minimum 2 nos), scanner (2 nos), Pen Drives, External Hard drives to the REs of the firm and the High Court will not provide any computer hardware to the REs. This Computer Hardware will be provided to the staff of High Court as backup, as and when the need so arises.

4.2.4 The breakdown maintenance call will have to be attended immediately and the computer hardware/ printers etc. will have to be made functional within twenty four hours of logging of the complaint by simultaneously providing alternate computer hardware /systems with identical configuration till the machine/ computer hardware is repaired. In case the vendor does not provide back up/ standby computer hardware or repair the faulty Computer Hardware, the penalty will start on the same day, once the complaint is logged with the Resident Engineer, whereas in case the back up computer hardware is provided the penalty will start after 5 working days for the delayed period upto maximum of 10 days after which a review of the CAMC may happen which may lead to termination of contract or further imposition of the penalty as per terms and conditions.

4.2.5 Complaint Registers maintained by REs will be kept in Computer Branch, High Court of Himachal Pradesh for registering the complaint. It will be the responsibility of the REs to attend to the call immediately in order to resolve the issue.

4.2.6 The Bidder/ REs shall always keep minimum five numbers of each (Keyboard/ Mouse (Branded ones) , 5/8 port unmanaged switches), CAT 6 cable minimum 100 meters along with the sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, Kodak Scanners Spare Parts, cables etc. in the premises of High Court of Himachal Pradesh, as standby so as to use the same whenever any Computer Hardware/ peripherals is taken for repairs. Any cost incurred towards transportation of the faulty/ repaired as well as standby equipment shall be borne by the bidder.

4.2.7 The Bidder shall not subcontract the maintenance job to any other agency and the bidder shall not take the Computer Hardware to any Third-Party Vendor without prior approval and the entire responsibility to repair the Computer Hardware lies with the vendor/ bidder.

4.2.8 High Court of Himachal Pradesh reserves the right to withdraw any number of equipment (computer/ printer/ scanner/ server/ laptop etc.) from the CAMC at any point of time during the contract.

4.2.9 REs should have their own vehicle and mobile with them for emergency contact on Sunday/ Holidays. Mobile numbers are to be submitted in advance before deputing any REs for duty at High Court of Himachal Pradesh.

4.2.10 Any faulty part so replaced by the bidder/ REs is to be submitted back to the Computer Branch, High Court of Himachal Pradesh. Bidder should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the bidder/ REs of the bidder during the period of the contract.

4.2.11 Any damage caused to High Court of Himachal Pradesh property or personnel within High Court of Himachal Pradesh premises by the Vendor/Bidder/REs during the operation of the contract will be to his account and are recoverable.

SCHEDULE - I

SAMPLE OF PRICE SCHEDULE/BOQ

[Para 2.8 (II) (i)]

(to be completed by bidder as per the format available on e-procurement portal
<https://hptenders.gov.in>)

Sl. No.	Item Description	Qty	BASIC RATE per year . To be entered by the Bidder in Rs. P	GST Amount in percent age (%)	Unit Price with GST Rs. P	TOTAL AMOUNT Without Taxes Rs. P	Gross Bid Value Inclusive Taxes Rs. P	TOTAL AMOUNT In Words
A. LAPTOPS/ NOTEBOOKS								
1.	HP 270 G7 Laptops	2						
B. COMPUTER SYSTEMS								
2.	Dell 3280 AIO Computers	16						
3.	Dell Optiplex 3050 i3 Processor, 1TB, 4GB	54						
4.	Dell Optiplex 3060 i3 Processor, 1TB, 4GB	51						
5.	Acer Veriton Z4694G All in One Computers 23.08" (These computers shall be covered in AMC w.e.f. 01.04.2027 and prices must be quoted accordingly)	160						

6.	Dell LT 3660 Tower Workstation	3						
7.	Dell Optiplex 5000 Tower	1						
8.	HP Pro Tower 280 G9	1						
9.	HP 280 G3 i3 Processor, 1TB, 4GB, SFF Computers	11						
10.	Dell Optiplex 7080 27" AIO	5						
11.	HP 27" AIO i5/i7 (Elite 870 G9/ One 27")	12						
12.	Acer Veriton M2640G Processor: Core i5, HDD 1TB,8 GB, Desktop Computer Systems.	5						
13.	Acer Processor: Core i5, HDD 500GB, RAM 4GB Desktop Computer Systems.	32						
14.	Computer System ACER Intel Core i5 Intel H61 chipset / 2 GB DDR3 RAM / 500 GB SATA HDD.	40						
15.	DR-C230 Scanner	1						

16.	HP MFP 4104 DW	4						
17.	Canon MF3010 Image Class Printer	1						
18.	Dell M7GFE79 Desktops	4						
19.	Canon LBP 6230/6240 Printers	5						
20.	Slim Client PC – HP with 17” Monitor, Keyboard and Mouse	3						
21.	HP 208 DW Printer	12						
22.	HP 205G1 AMD Dual Core All in One, 4GB, 500GB HDD SATA.	5						
C. SERVERS/ RACKS								
23.	HCL Server HCL Model : HCL Infiniti Global-line 2700 HN with 2 X 3.0 GH Processor and 2 X 72 GB HDB.	2						
24.	Rack Mount Server 2 U- HP DL380 (2 Installed at High Court and 2 at Data Information Center, Himachal Pradesh).	4						
25.	Flat 17” TFT LCD Monitor	1						

	Rack Mountable foldable (1 U from Factor with Keyboard & Mouse to be connected to KVM Switch)							
26.	Rack for Server : 42 U Rack	1						
D. E-KIOSKS SYSTEMS:								
27.	Touch Screen System (E-Kiosks).	2						
E. HP LASERJET PRINTERS/ MFD:								
28.	Canon MFP 244 DW	1						
29.	Canon LBP 6030B Mono Laser Printer	5						
30.	HP Laserjet Pro M202DW	15						
31.	HP Laserjet Pro 108A	15						
32.	Brother HL2361 DN Printers	40						
33.	Brother MFC 2701 DW	1						
34.	Brother DCP T310	1						
35.	HP Laserjet 1022 Laser Printers	10						
36.	HP Laserjet 1505 Laser Printers	1						
37.	HP Laserjet 1566 Laser Printers	13						
38.	HP Laserjet P-1606dn Printer	20						

39.	HP Laserjet 1020	3						
40.	Mono Laserjet Printer P1008	10						
41.	Mono Laserjet Printer LJP2105DN Capacity 20 PPM.	1						
42.	Brother HL 2000D Printers	140						
43.	HP Color LaserJet Pro MFD jM477FNW Printer	1						
44.	LaserJet M1213nf MFP	1						
45.	HP Laserjet Pro M403DW Printer	1						
F. SCANNERS								
46.	HP Scanner Scanjet 8270	1						
47.	BAR Code Scanners-BS-L100N-1D Laser HH	2						
G. VC UNITS/ DISPLAYS								
48.	40" HD LCD-LG422D461	1						
49.	43" Commercial TV	2						
50.	32" Commercial TV	10						
51.	Thin Client Mini PC	10						

52.	Cameras with Digital Zoom	1						
53.	HD Stream Webcam	9						
54.	Audio Interface	1						
55.	Wall Mount Speakers	2						
56.	Desktop Systems for VC Hosting	10						
H. SAN STORAGE								
57.	SAN Storage HP MSA 450*20 (i.e. 10 TB) 12G SAS, 10 TB, 2 SAN Switches, 2 HBA Cards- HP MSA 2040 8 GB SW FC SFP 4 PK1	1						
J. SWITCHES								
58.	HUB/Switch (16 Port), 10/100 mbps D-Link 16 Port Switch.	1						
59.	Cisco Catalyst SG 300 24 Port Switch	11						
60.	D Link DES 1024 D- 16 Port Switch	1						
61.	D Link DES 1016 D- 16 Port Switch	1						
62.	Cisco Catalyst 2960 – 24 Port Switch	2						
63.	Layer 2 Switches 8 numbers.	6						

	DES – 3226 S – Make D-Link. (24 Ports)							
64.	CISCO WS-C3750G-12S-E Catalyst Switch L-3, S.No. FDO1412X2 9C	1						
65.	24 Port Switch 10/100 Mbps and 2 Port 10/100/1000 Mbps SFP Ports, wire speed, SNMP Managed, full duplex, Layer 2 Switch.	7						
66.	8 Port Switch 10/100/1000 Mbps & 1 Port 1/100/1000 Mbps & SPF port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch.	6						
67.	24 Port Cisco Catalyst 2960 G	10						
K. NETWORKING COMPONENTS:								
68.	Router	1						
69.	1000-SX SFP Transceiver	3						
70.	24 Port Patch panel and	35						

	termination of UTP cables on patch panel with wire manager.							
71.	Optical Fiber Patch Cord, MM, SC, LC	2						
72.	2 Mbps Leased Line Modem (Desktop) with G703 Interface	1						
73.	2 Mbps Leased Line Modem (Desktop) with V.35 Interface.	1						
74.	19" Rack Wall Mount 530 depth, 9 U Height, Front Glass/vented door (lockable)	2						
75.	19" Rack, Floor standing 800 mm depth 24U Height, Front & Back Door (Lockable), front glass door.	2						
76.	19" Rack, Floor standing depth 800mm 12U Height, Front Back Glass Door (lockable), with all accessories.	8						

77.	Fiber Optical Outdoor armored cable installed in the premises of the High Court to connect all buildings (inside and outside)	Full optical fiber installed in the campus.						
78.	LIU, 12 Fiber, 1U drawer Style 19" Rack Mount enclosure.	2						
79.	USB KVM Switch 8 Port rack Mountable (form factor : 1 U)	1						
80.	7 Feet cables & accessories to connect KVM Switch for Monitor, KBD & Mouse (per Set)	4						
81.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	540						
82.	Dlink DES-1024D 24 Port	1						
83.	Dlink DES-1024C 24 Port	1						
84.	Dlink DES-1100-06 16 Port	1						

85.	Dlink DES-1016A 16 Port	3						
86.	Dlink DES-1005 8 Port	1						
Kodak Scanner Installed in the High Court of Himachal Pradesh, Shimla.								
87.	Scanner (Kodak Scanner, i 2600)	1						
88.	Scanner (Kodak Scanner, i1420, A3 Size with AD F/60PPM/ upto 12000 pages per day scanning)	6						
89.	Scanner Canon DR-120	1						
Computer and Printers received from HP State Administrative Tribunal								
90.	HP Notebook Pavilion 15-AB522	1						
91.	HP Pro one 400 GI 4330T AIO Desktop with 19.5" LED	20						
92.	HP Server ML 150 G9 Intel E5-2603V3	1						
93.	HP Pro one 400 GI AIO Desktop with 19.5" LED	6						
94.	HP Laserjet printer 1136	2						
95.	HP Laserjet printer 1566	7						

96.	HP Laserjet 128FN MFP	1						
97.	HP Laserjet 202N	13						
98.	HP Laserjet 12a Printers	10						
99.	HP Laserjet Pro M 26a	1						
100.	HP Colour Laser Jet Pro 200	1						
101.	HP Scanner Jet 8270	2						
DIGITAL DISPLAY BOARDS								
102.	55" Brand Samsung Display (Model MD55C)	10						
103.	32" Brand Samsung (Model MD32C)	29						
104.	32" Samsung Display DC32E	6						
105.	Samsung Smart TV 32" UA32T4510 AKXXL/2020	1						
106.	VAMAAH MINI PC	4						
107.	Network Rack/ Switch	6						
108.	Thin Client /OPS	33						
109.	Hp Server pro Desk 400 G1MT	1						
110.	Outdoor Video Wall (Justice Clock) LED Lamp Module Size Module Resolution							

	Cabinet Resolution Cabinet Size Cabinet Material Refresh Rate Brightness Driving IC Wall Size							
111.	PC Modules/ Accessories Processor Memory Hard Disk Operating System Ports							
112.	Resident Engineer	4						

ANNEXURES

Tender Document No:

HPSEDC/CAMC-HC/2K26-1980



NB: Final specifications uploaded after pre-bid meeting. Please visit our websites www.hpsedc.in & <https://hptenders.gov.in> for latest amendments or notices in reference to this tender.

*** The quoted product should not be end of life at the time of bid submission. The support shall be provided by the bidder/ OEM for next three years, an undertaking for the same shall be provided by the OEM.**

*** The warranty of the below mentioned items would be Annual three years on-site.**

SECTION- 5 - ANNEXURES

ANNEXURE-A

EQUIPMENT SPECIFICATIONS

The bidder shall agree to provide the services mentioned in the above scope of work under the Comprehensive Annual Maintenance Contract (CAMC) to keep the equipment in good working order as mentioned below:-

The compliance sheet for the following to be submitted by the bidder.

S.No	Item Description	Quantity	Items Covered/ Not Covered
A. LAPTOPS/ NOTEBOOKS			
1.	HP 270 G7 Laptops	2	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, all Consumables, Charger, CMOS Battery, BIOS Installation/Update/Repair/ LCD/Display Screen, Keypad, LAN Card, USB Ports, Software installation & user data backup etc. (Excluding Laptop/Note Book Battery)
B. COMPUTER SYSTEMS			
2.	Dell 3280 AIO Computers	16	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair LCD/ TFT/ Monitor, Keyboard, Mouse, LAN Card, SMPS,
3.	Dell Optiplex 3050 i3 Processor, 1TB, 4GB	54	

			Software installation & user data backup etc.	
4.	Dell Optiplex 3060 i3 Processor, 1TB, 4GB	51	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
5.	Acer Veriton Z4694G All in One Computers 23.08" (These computers shall be covered in AMC w.e.f. 01.04.2027 and prices must be quoted accordingly)	160		
6.	Dell LT 3660 Tower Workstation	3		
7.	Dell Optiplex 5000 Tower	1		
8.	HP Pro Tower 280 G9	1		
9.	HP 280 G3 i3 Processor, 1TB, 4GB, SFF Computers	11		
10.	Dell Optiplex 7080 27" AIO	5		
11.	HP 27" AIO i5/i7 (Elite 870 G9/ One 27")	12		
12.	Acer Veriton M2640G Processor: Core i5, HDD 1TB,8 GB, Desktop Computer Systems.	5		
13.	Acer Processor: Core i5, HDD 500GB, RAM 4GB Desktop Computer Systems.	32		
14.	Computer System ACER Intel Core i5 Intel H61 chipset / 2 GB DDR3 RAM / 500 GB SATA HDD.	40		
15.	DR-C230 Scanner	1		
16.	HP MFP 4104 DW	4		
17.	Canon MF3010 Image Class Printer	1		
18.	Dell M7GFE79 Desktops	4		
19.	Canon LBP 6230/6240 Printers	5		
20.	Slim Client PC – HP with 17” Monitor, Keyboard and Mouse	3		
21.	HP 208 DW Printer	12		
22.	HP 205G1 AMD Dual Core All in One, 4GB, 500GB HDD SATA.	5		
C. SERVERS/ RACKS				
23.	HCL Server HCL Model : HCL Infiniti Global-line 2700 HN with 2 X 3.0 GH Processor and 2 X 72 GB HDB.	2		Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery,

24.	Rack Mount Server 2 U- HP DL380 (2 Installed at High Court and 2 at Data Information Center, Himachal Pradesh).	4	BIOS Installation/ Update/ Repair, LCD/TFT/Monitor, Keyboard, Keypad, Mouse, LAN Card, SMPS, Software installation & data backup etc. Complete SAN Storage and accessories and configuration of the SAN Storage with HBA Card to connect it with the Servers etc.
25.	Flat 17” TFT LCD Monitor Rack Mountable foldable (1 U from Factor with Keyboard & Mouse to be connected to KVM Switch)	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
26.	Rack for Server : 42 U Rack	1	
D. E-KIOSKS SYSTEMS:			
27.	Touch Screen System (E-Kiosks).	2	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, LCD/TFT/Monitor, Touch Screen, Keyboard, Mouse, LAN Card, SMPS, Software installation & data backup etc. (The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
E. HP LASERJET PRINTERS/ MFD:			
28.	Canon MFP 244 DW	1	
29.	Canon LBP 6030B Mono Laser Printer	5	Excluding toner, head cartridge, everything is covered i.e. (PCB / circuit board (Supply & main), pressure roller, gears, teflon sleeve, fuser unit, lamp etc.))
30.	HP Laserjet Pro M202DW	15	
31.	HP Laserjet Pro 108A	15	

32.	Brother HL2361 DN Printers	40	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
33.	Brother MFC 2701 DW	1	
34.	Brother DCP T310	1	
35.	HP Laserjet 1022 Laser Printers	10	
36.	HP Laserjet 1505 Laser Printers	1	
37.	HP Laserjet 1566 Laser Printers	13	
38.	HP Laserjet P-1606dn Printer	20	
39.	HP Laserjet 1020	3	
40.	Mono Laserjet Printer P1008	10	
41.	Mono Laserjet Printer LJP2105DN Capacity 20 PPM.	1	
42.	Brother HL 2000D Printers	140	
43.	HP Color LaserJet Pro MFD jM477FNW Printer	1	
44.	LaserJet M1213nf MFP	1	
45.	HP Laserjet Pro M403DW Printer	1	
F. SCANNERS			
46.	HP Scanner Scanjet 8270	1	Everything is covered except scanner lamp (The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
47.	BAR Code Scanners- BS-L100N-1D Laser HH	2	Complete Bar Code Scanner (The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
G. VC UNITS/ DISPLAYS			
48.	40” HD LCD- LG422D461	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
49.	43” Commercial TV	2	Replacement will be provided in case of non-repairable.
50.	32” Commercial TV	10	
51.	Thin Client Mini PC	10	
52.	Cameras with Digital Zoom	1	

53.	HD Stream Webcam	9	
54.	Audio Interface	1	
55.	Wall Mount Speakers	2	
56.	Desktop Systems for VC Hosting	10	
H. SAN STORAGE			
57.	SAN Storage HP MSA 450*20 (i.e. 10 TB) 12G SAS, 10 TB, 2 SAN Switches, 2 HBA Cards-HP MSA 2040 8 GB SW FC SFP 4 PK1	1	Complete SAN Storage and accessories and configuration of the SAN Storage with HBA Card to connect it with the Servers etc. (The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
J. SWITCHES			
58.	HUB/Switch (16 Port), 10/100 mbps D-Link 16 Port Switch.	1	Replacement will be provided for the switches in case of non repairable.
59.	Cisco Catalyst SG 300 24 Port Switch	11	(Note: The vendor will be responsible for all the Hardware as well software part of the Switches irrespective of the fact that OEM still provides the support for same or not.)
60.	D Link DES 1024 D- 16 Port Switch	1	
61.	D Link DES 1016 D- 16 Port Switch	1	
62.	Cisco Catalyst 2960 – 24 Port Switch	2	
63.	Layer 2 Switches 8 numbers. DES – 3226 S – Make D-Link. (24 Ports)	6	
64.	CISCO WS-C3750G-12S-E Catalyst Switch L-3, S.No. FDO1412X29C	1	
65.	24 Port Switch 10/100 Mbps and 2 Port 10/100/1000 Mbps SFP Ports, wire speed, SNMP Managed, full duplex, Layer 2 Switch.	7	
66.	8 Port Switch 10/100/1000 Mbps & 1 Port 1/100/1000 Mbps & SPF port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch.	6	
67.	24 Port Cisco Catalyst 2960 G	10	

K. NETWORKING COMPONENTS:

68.	Router	1	Inclusive LAN cable, Cat 6 Cable, RJ45 Connector, Information outlets and termination of CAT 6 cable on I/O (LAN Points)
69.	1000-SX SFP Transceiver	3	(Replacement will be provided for the networking components/LAN/RJ45 Connectors etc in case of non repairable.
70.	24 Port Patch panel and termination of UTP cables on patch panel with wire manager.	35	
71.	Optical Fiber Patch Cord, MM, SC, LC	2	
72.	2 Mbps Leased Line Modem (Desktop) with G703 Interface	1	
73.	2 Mbps Leased Line Modem (Desktop) with V.35 Interface.	1	
74.	19" Rack Wall Mount 530 depth, 9 U Height, Front Glass/vented door (lockable)	2	
75.	19" Rack, Floor standing 800 mm depth 24U Height, Front & Back Door (Lockable), front glass door.	2	
76.	19" Rack, Floor standing depth 800mm 12U Height, Front Back Glass Door (lockable), with all accessories.	8	
77.	Fiber Optical Outdoor armored cable installed in the premises of the High Court to connect all buildings (inside and outside)	Full optical fiber installed in the campus.	
78.	LIU, 12 Fiber, 1U drawer Style 19" Rack Mount enclosure.	2	
79.	USB KVM Switch 8 Port rack Mountable (form factor : 1 U)	1	
80.	7 Feet cables & accessories to connect KVM Switch for Monitor, KBD & Mouse (per Set)	4	
81.	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	540	
82.	Dlink DES-1024D 24 Port	1	
83.	Dlink DES-1024C 24 Port	1	
84.	Dlink DES-1100-06 16 Port	1	
85.	Dlink DES-1016A 16 Port	3	

86.	Dlink DES-1005 8 Port	1	
Note:- Quantity can be increased or decreased at the discretion of High Court of Himachal Pradesh at any point of time.			
7.2 Kodak Scanner Installed in the High Court of Himachal Pradesh, Shimla.			
87.	Scanner (Kodak Scanner, i 2600)	1	Everything is covered except scanner lamp
88.	Scanner (Kodak Scanner, i1420, A3 Size with AD F/60PPM/ upto 12000 pages per day scanning)	6	
89.	Scanner Canon DR-120	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
7.3 Computer and Printers received from HP State Administrative Tribunal			
90.	HP Notebook Pavilion 15-AB522	1	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair, LCD/TFT/Monitor, Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc
91.	HP Pro one 400 GI 4330T AIO Desktop with 19.5” LED	20	
92.	HP Server ML 150 G9 Intel E5-2603V3	1	
93.	HP Pro one 400 GI AIO Desktop with 19.5” LED	6	
94.	HP Laserjet printer 1136	2	
95.	HP Laserjet printer 1566	7	
96.	HP Laserjet 128FN MFP	1	
97.	HP Laserjet 202N	13	
98.	HP Laserjet 12a Printers	10	
99.	HP Laserjet Pro M 26a	1	
100	HP Colour Laser Jet Pro 200	1	
101	HP Scanner Jet 8270	2	
7.4 DIGITAL DISPLAY BOARDS			
102	55” Brand Samsung Display (Model MD55C)	10	Replacement will be provided in case of non-repairable.
103	32” Brand Samsung (Model MD32C)	29	
104	32” Samsung Display DC32E	6	
105	Samsung Smart TV 32” UA32T4510AKXXL/2020	1	
106	VAMAAH MINI PC	4	
107	Network Rack/ Switch	6	
108	Thin Client /OPS	33	
109	Hp Server pro Desk 400 G1MT	1	

110	Outdoor Video Wall (Justice Clock)		
		LED Lamp	All the hardware items such as APC Sheet/Display Screen/ LAN Cables and power cables etc is to be covered under AMC.
		Module Size	
		Module Resolution	
		Cabinet Resolution	
		Cabinet Size	
		Cabinet Material	
		Refresh Rate	
		Brightness	
		Driving IC	
		Wall Size	
111	PC Modules/ Accessories		
		Processor	
		Memory	
		Hard Disk	
		Operating System	
		Ports	

At the first instance the technical bids shall be opened and financial bids of only the technically qualified bidders shall be opened for financial evaluation. The interested tenderers may also attend the process of opening the technical bids at the relevant date and time. The interested tenderer shall furnish earnest money in the shape of a bank draft/ RTGS from any recognized banking Institution and the successful tenderer shall have to furnish performance security of 3% of the total consideration amount of the contract in the shape of a bank guarantee as per format at Annexure-C and also enter into a comprehensive agreement with the Registrar General, H.P. High Court, Shimla and HPSEDC.

The e-Bids submitted without any earnest money or after the last date, or not as per the requirement of this tender document, shall be liable to be summarily rejected and HPSEDC reserves every right to select or reject any or all the tender(s)/ bid(s) received, without assigning any reason, whatsoever. However, the Registrar General, High Court / HPSEDC, may, in view of the facts and circumstances relax the technical criteria.

ANNEXURE-B

DECLARATION REGARDING CLEAN TRACK RECORD

Date: _____

Tender Reference No.: _____

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor, IT
Bhawan, Mehli, Shimla-171013.

Subject Declaration regarding clean track record of the firm / company / proprietorship concern.

Sir,

I have carefully gone through the Terms and Conditions contained in the **Tender Reference No. _____**, I hereby declare that my company/ firm/ proprietorship concern has not been **debarred/ black listed/ penalized** by any Government/ Semi Government organization in India or abroad in the past. I further certify that the competent authority in my company/ firm/ proprietorship concern has authorized me to make this declaration.

Yours Sincerely,

Name: _____

Designation: _____

Company/firm: _____

Proprietorship concern. _____

Address: _____

(Stamp & Signature)

ANNEXURE-C

Performance Bank Guarantee (BG) Format

Date _____

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor,
IT Bhawan, Mehli, Shimla-171013.

Dear Sir,

WHEREAS _____ (Name of Tenderer) has undertaken the Contract, as per Tender No. _____ dated _____ to supply _____ (Description of goods and Services) hereinafter called "the Contract".

(Guarantee shall be restricted to an amount not exceeding INR _____).

1. In consideration of **the Himachal Pradesh State Electronics Development Corporation** (hereinafter called "HPSEDC") having agreed to exempt M/S _____ (hereinafter called "the said Contractor(s)") from the demand under the terms and conditions of Tender No. _____ issued by the HPSEDC for purchase of _____ for _____ from security deposit for the due fulfillment by the said contractor of the terms and conditions contained in the said Tender of a Bank Guarantee for _____ on demand.
2. We _____ (Bank Name) a company incorporated under the Companies Act, 1956 and a banking company within the meaning of Banking Regulation Act, 1949 and having Registered Office at _____ and one of its branches at _____ do hereby undertake to pay INR _____, the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the HPSEDC. Any such demand made on the Bank by the HPSEDC shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the HPSEDC and we _____, bound ourselves with all the directions given by HPSEDC regarding this bank guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.
3. We _____ undertake to pay to the HPSEDC any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding before any court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We _____, further agree that the performance guarantee herein contained shall remain in full force and effective up to __/__/____ and that it shall continue to be enforceable

H.P. State Electronics Development Corporation Ltd.

55 | Page

for above specified period till all the dues of HPSEDC under or by virtue of the said contract have been fully paid and its claims satisfied or discharged or till the HPSEDC certifies that the terms and conditions of the said contract have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We _____, further agree with the HPSEDC that the HPSEDC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercised by the HPSEDC against the said contractor(s) and to forbear or enforce any of the conditions of tender document for selection of the vendor for purchase of _____ for _____ and we shall not be relieved from out liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part the HPSEDC or any indulgence by the HPSEDC to the said contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of us _____(Bank Name) under this guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).
7. We _____, lastly undertake not to revoke this guarantee except with the prior consent of the HPSEDC in writing.
8. This performance guarantee shall remain in valid and in full effect until it is decided to be discharged by the HPSEDC. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to INR_____.
9. It shall not be necessary for the HPSEDC to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the HPSEDC may have obtained or obtain from the contractor.
10. We _____, verify that we have a branch at _____. We undertake that this Bank Guarantee shall be payable at _____. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/ are the recipient of authority by express delegation of power(s) and has /have full power(s) to execute this guarantee for the management delegation issued by the bank.

Witness

Signature

Name

M/s. _____ (complete address)

Note: This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the Guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

ANNEXURE-D

COMMERCIAL PROPOSAL SUBMISSION FORM (ON BIDDER'S LETTER HEAD)

Date:_____

Tender Document No.:_____

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor,
IT Bhawan, Mehli, Shimla-171013.

Sir,

We, the undersigned, offer to undertake the CAMC of the computer hardware mentioned in Annexure A ----- (please specify the services that your company is opting for)

We have uploaded the Commercial bid in the format of Bill of Quantity (BOQ) sheet on the e-procurement website i.e. <https://hptenders.gov.in>

Our Financial Proposal shall be binding upon us upto expiration of the validity period of the proposal i.e. six months. We also understand you are not bound to accept any proposal you receive either from us or from any other person.

Methodology –

1. Our Bid shall be valid for a period of **180 days** i.e **six months** from the last date fixed for submission of the bids in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period and on acceptance it shall remain binding on us till the conclusion of the entire contract.
2. If our Bid is accepted, we commit to submit a performance bank guarantee of 3% of the total tendered amount in accordance with the Bidding Documents.
3. We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal comprehensive contract is executed;
4. We also understand that you can reject any bid without assigning any reason.
5. We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Yours sincerely

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of.....

Stamp / Seal.....

ANNEXURE – E

LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor,
IT Bhawan, Mehli, Shimla-171013.

Sir,

Sub:- Out Bid for _____.

With reference to our Bid, having examined and understood the instruction, terms and conditions forming part of the Bid, we hereby enclose our offer for the CAMC of the Computer Hardware as detailed in your above referred Tender Document.

We further confirm that the Offer is in conformity with the terms and conditions as mentioned in your above referred Tender Document and these shall also be the part of the Agreement at Annexure-F.

We also understand that HPSEDC, Shimla, is not bound to accept the Offer either in part or in full and HPSEDC, Shimla, has right to reject the Offer in full or in part without assigning any reasons whatsoever.

Yours Faithfully,

Authorized Signatories,
(Name & Designation, Seal of the Firm)

Date:_____

ANNEXURE – F

CAMC HARDWARE AGREEMENT

This Agreement is made on the ____ day of _____, 2026, between the High Court of Himachal Pradesh, Shimla through its Registrar General (hereinafter referred to as **First party**) AND M/s _____ through its proprietor _____, (hereinafter referred to as **Second party**), for maintenance of the Computer Hardware installed in the High Court of Himachal Pradesh, Industries Building near High Court Computer in the Agreement.

WHEREAS :

1. The **First party** is desirous of entering into the Comprehensive Annual Maintenance Contract (C.A.M.C.) Agreement, with the **Second party**, for the maintenance of Computer Hardware, as per the detail given below, installed in its Registry, for a period of one year **w.e.f.** _____, for a sum of _____, inclusive of taxes :

1.1 Computer Hardware Installed in the High Court of Himachal Pradesh, Shimla.

Sl. No.	Item Description	Qty.	Items Covered / Not Covered	Offered Price including GST
A) LAPTOPS / NOTE BOOKS:				
1	HP 270 G7 Laptops	2	Inclusive Spares, RAM, HDD, Mother Board, CD/DVD Drive, all Consumables, Charger, CMOS Battery, BIOS Installation/Update/Repair/ LCD/Display Screen, Keypad, LAN Card, USB Ports, Software installation & user data backup etc. (Excluding Laptop/Note Book Battery)	
B) COMPUTER SYSTEMS :				
2	Dell 3280 AIO Computers	16	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair LCD/ TFT/ Monitor,	

3	Dell Optiplex 3050 i3 Processor, 1TB, 4GB	54	Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc.		
4	Dell Optiplex 3060 i3 Processor, 1TB, 4GB	51	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)		
5	Acer Veriton Z4694G All in One Computers 23.08" (These computers shall be covered in AMC w.e.f. 01.04.2027 and prices must be quoted accordingly)			160	
6	Dell LT 3660 Tower Workstation	3			
7	Dell Optiplex 5000 Tower	1			
8	HP Pro Tower 280 G9	1			
9	HP 280 G3 i3 Processor, 1TB, 4GB, SFF Computers	11			
10	Dell Optiplex 7080 27" AIO	5			
11	HP 27" AIO i5/i7 (Elite 870 G9/ One 27")	12			
12	Acer Veriton M2640G Processor: Core i5, HDD 1TB,8 GB, Desktop Computer Systems.	5			
13	Acer Processor: Core i5, HDD 500GB, RAM 4GB Desktop Computer Systems.	32			
14	Computer System ACER Intel Core i5 Intel H61 chipset / 2 GB DDR3 RAM / 500 GB SATA HDD.	40			
15					
16	DR-C230 Scanner	1			
17	HP MFP 4104 DW	4			
18	Canon MF3010 Image Class Printer	1			
19	Dell M7GFE79 Desktops	4			
20	Canon LBP 6230/6240 Printers	5			
21	Slim Client PC – HP with 17” Monitor, Keyboard and Mouse	3			
22	HP 208 DW Printer	12			

23	HP 205G1 AMD Dual Core All in One, 4GB, 500GB HDD SATA.	5		
C) SERVERS/RACKS:				
24	HCL Server HCL Model : HCL Infiniti Global-line 2700 HN with 2 X 3.0 GH Processor and 2 X 72 GB HDB.	2	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair, LCD/TFT/Monitor, Keyboard, Keypad, Mouse, LAN Card, SMPS, Software installation & data backup etc. Complete SAN Storage and accessories and configuration of the SAN Storage with HBA Card to connect it with the Servers etc.	
25	Rack Mount Server 2 U- HP DL380 (2 Installed at High Court and 2 at Data Information Center, Himachal Pradesh).	4		
26	Flat 17” TFT LCD Monitor Rack Mountable foldable (1 U from Factor with Keyboard & Mouse to be connected to KVM Switch)	1		(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)
27	Rack for Server : 42 U Rack	1		
D) E-KIOSKS SYSTEMS:				
28	Touch Screen System (E-Kiosks).	2	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, LCD/TFT/Monitor, Touch Screen, Keyboard, Mouse, LAN Card, SMPS, Software installation & data backup etc.	
			(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
E) HP LASERJET PRINTERS/MFD:				
29	Canon MFP 244 DW	1		
30	Canon LBP 6030B Mono Laser Printer	5	Excluding toner, head cartridge, everything is covered i.e. (PCB / circuit board (Supply & main),	

			pressure roller, gears, teflon sleeve, fuser unit, lamp etc.))	
31	HP Laserjet Pro M202DW	15		
32	HP Laserjet Pro 108A	15		
33	Brother HL2361 DN Printers	40		
34	Brother MFC 2701 DW	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
35	Brother DCP T310	1		
36	HP Laserjet 1022 Laser Printers	10		
37	HP Laserjet 1505 Laser Printers	1		
38	HP Laserjet 1566 Laser Printers	13		
39	HP Laserjet P-1606dn Printer	20		
40	HP Laserjet 1020	3		
41	Mono Laserjet Printer P1008	10		
42	Mono Laserjet Printer LJP2105DN Capacity 20 PPM.	1		
43	Brother HL 2000D Printers	140		
44	HP Color LaserJet Pro MFD jM477FNF Printer	1		
45	LaserJet M1213nf MFP	1		
46	HP Laserjet Pro M403DW Printer	1		
F) SCANNERS				
47	HP Scanner Scanjet 8270	1	Everything is covered except scanner lamp	
			(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
48		2	Complete Bar Code Scanner	

	BAR Code Scanners- BS-L100N-1D Laser HH		(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
G) VC Units/ Displays				
49	40” HD LCD- LG422D461	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
50	43” Commercial TV	2	Replacement will be provided in case of non-repairable.	
51	32” Commercial TV	10		
52	Thin Client Mini PC	10		
53	Cameras with Digital Zoom	1		
54	HD Stream Webcam	9		
55	Audio Interface	1		
56	Wall Mount Speakers	2		
57	Desktop Systems for VC Hosting	10		
H) SAN Storage				
58	SAN Storage HP MSA 450*20 (i.e. 10 TB) 12G SAS, 10 TB, 2 SAN Switches, 2 HBA Cards- HP MSA 2040 8 GB SW FC SFP 4 PK1	1	Complete SAN Storage and accessories and configuration of the SAN Storage with HBA Card to connect it with the Servers etc.	
			(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
J) SWITCHES:				
59	HUB/Switch (16 Port), 10/100 mbps D-Link 16 Port Switch.	1	Replacement will be provided for the switches in case of non repairable.	
60	Cisco Catalyst SG 300 24 Port Switch	11	(Note: The vendor will be responsible for all the Hardware as well software part of the Switches irrespective of the fact that OEM still provides the support for same or not.)	
61	D Link DES 1024 D- 16 Port Switch	1		
62	D Link DES 1016 D- 16 Port Switch	1		

63	Cisco Catalyst 2960 – 24 Port Switch	2		
64	Layer 2 Switches 8 numbers. DES – 3226 S – Make D-Link. (24 Ports)	6		
65	CISCO WS-C3750G-12S-E Catalyst Switch L-3, S.No. FDO1412X29C	1		
66	24 Port Switch 10/100 Mbps and 2 Port 10/100/1000 Mbps SFP Ports, wire speed, SNMP Managed, full duplex, Layer 2 Switch.	7		
67	8 Port Switch 10/100/1000 Mbps & 1 Port 1/100/1000 Mbps & SPF port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch.	6		
68	24 Port Cisco Catalyst 2960 G	10		
K) NETWORKING COMPONENTS:				
69	Router	1	Inclusive LAN cable, Cat 6 Cable, RJ45 Connector, Information outlets and termination of CAT 6 cable on I/O (LAN Points	
70	1000-SX SFP Transceiver	3	(Replacement will be provided for the networking components/LAN/RJ45 Connectors etc in case of non repairable.	
71	24 Port Patch panel and termination of UTP cables on patch panel with wire manager.	35		
72	Optical Fiber Patch Cord, MM, SC, LC	2		
73	2 Mbps Leased Line Modem (Desktop) with G703 Interface	1		
74	2 Mbps Leased Line Modem (Desktop) with V.35 Interface.	1		
75	19" Rack Wall Mount 530 depth, 9 U Height, Front Glass/vented door (lockable)	2		
76	19" Rack, Floor standing 800 mm depth 24U Height,	2		

	Front & Back Door (Lockable), front glass door.			
77	19" Rack, Floor standing depth 800mm 12U Height, Front Back Glass Door (lockable), with all accessories.	8		
78	Fiber Optical Outdoor armored cable installed in the premises of the High Court to connect all buildings (inside and outside)	Full optical fiber installed in the campus.		
79	LIU, 12 Fiber, 1U drawer Style 19" Rack Mount enclosure.	2		
80	USB KVM Switch 8 Port rack Mountable (form factor : 1 U)	1		
81	7 Feet cables & accessories to connect KVM Switch for Monitor, KBD & Mouse (per Set)	4		
82	Information outlets and termination of CAT 6 cable on I/O (LAN Points)	540		
83	Dlink DES-1024D 24 Port	1		
84	Dlink DES-1024C 24 Port	1		
85	Dlink DES-1100-06 16 Port	1		
86	Dlink DES-1016A 16 Port	3		
87	Dlink DES-1005 8 Port	1		
<i>Note:- Quantity can be increased or decreased at the discretion of High Court of Himachal Pradesh at any point of time.</i>				
7.2 Kodak Scanner Installed in the High Court of Himachal Pradesh, Shimla.				
88	Scanner (Kodak Scanner, i 2600)	1	Everything is covered except scanner lamp	
89	Scanner (Kodak Scanner, i1420, A3 Size with AD F/60PPM/ upto 12000 pages per day scanning)	6		

90	Scanner Canon DR-120	1	(The non-repairable part shall be replaced, excluding damage from power surges, natural calamities, or other factors not covered under AMC.)	
7.3 Computer and Printers received from HP State Administrative Tribunal				
91	HP Notebook Pavilion 15-AB522	1	Inclusive Spares, consumables, RAM, HDD, Mother Board, CD/DVD Drive, CMOS Battery, BIOS Installation/ Update/ Repair, LCD/TFT/Monitor, Keyboard, Mouse, LAN Card, SMPS, Software installation & user data backup etc	
92	HP Pro one 400 GI 4330T AIO Desktop with 19.5” LED	20		
93	HP Server ML 150 G9 Intel E5-2603V3	1		
94	HP Pro one 400 GI AIO Desktop with 19.5” LED	6		
95	HP Laserjet printer 1136	2		
96	HP Laserjet printer 1566	7		
97	HP Laserjet 128FN MFP	1		
98	HP Laserjet 202N	13		
99	HP Laserjet 12a Printers	10		
100	HP Laserjet Pro M 26a	1		
101	HP Colour Laser Jet Pro 200	1		
102	HP Scanner Jet 8270	2		
7.4 Digital Display Boards				
103	55” Brand Samsung Display (Model MD55C)	10	Replacement will be provided in case of non-repairable.	
104	32” Brand Samsung (Model MD32C)	29		
105	32” Samsung Display DC32E	6		
106	Samsung Smart TV 32” UA32T4510AKXXL/2020	1		
107	VAMAAH MINI PC	4		
108	Network Rack/ Switch	6		
109	Thin Client /OPS	33		
110	Hp Server pro Desk 400 G1MT	1		
111	Outdoor Video Wall (Justice Clock)			
		LED Lamp	All the hardware items such as APC Sheet/Display Screen/ LAN Cables and power cables etc is to be covered under AMC.	
		Module Size		
		Module Resolution		
		Cabinet Resolution		

		Cabinet Size	
		Cabinet Material	
		Refresh Rate	
		Brightness	
		Driving IC	
		Wall Size	
	PC Modules/ Accessories		
		Processor	
		Memory	
		Hard Disk	
		Operating System	
		Ports	
		Grand Total including GST etc.	

2. CONTRACT :

The **Second party** has agreed to maintain the aforesaid Computer Hardware for a sum of _____ (_____), inclusive of all taxes, in accordance with the provisions laid down in the contract.

3. SCOPE AND SERVICES :

The **Second party** has agreed to provide the following services under the contract to keep the Computer hardware, as mentioned here-in-above, in good working condition:-

- 1) The CAMC services comprise preventive and corrective maintenance covering hardware as well as trouble shooting to make operational all sort of OS (Windows/ Linux/ Macintosh) / OS updates/ Printer Driver installation/ updates/ system software installation like MS Office, Acrobat Reader etc/ Network and replacement of parts and fittings. The CAMC vendor shall be responsible for providing the support of all the software/hardware issues irrespective of the fact that it is a **paid support by the OEM or by any other firm.**
- 2) CAMC is comprehensive in nature and includes all parts of the computers/servers/printer/scanner/laptop excluding toner & cartridges of the printers and lens of the scanner. Any defective part of the hardware has to be repaired/ replaced by the Second Party at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computer/printer/scanner/laptop which are essential for running the item are covered under CAMC. All type of adapters, amplified speakers, all power supplies of

computers/printers/laptop/scanner are to be repaired/ replaced by the bidder, irrespective of the cause of the fault.

- 3) The CAMC will also include providing the Facility Management System including software/ specialized software installation/ OS installations ensuring/ configuring network connectivity as per details given hereinafter
- 4) The bidder shall be responsible for the software as well as the hardware maintenance including server and network maintenance of the Digital Displays. The firm would also be responsible for providing necessary software for running the digital displays remotely.
- 5) The REs of the CAMC vendor will be solely responsible for resolution of Hardware issues as well software issues with Ubuntu, Windows, MAC OS so arises during the CAMC period and the In-House Technical Team of the High Court must not be held responsible for the same. If the REs are not able to resolve the issue in hand, the CAMC vendor must arrange the Engineer to resolve the same within stipulated time as mentioned hereunder in the tender.
- 6) The vendor is responsible for providing Computer of latest configuration (minimum 2 nos), stand alone printer (minimum 2 nos), MFD printer (minimum 2 nos), scanner (2 nos), Pen Drives, External Hard drives to the REs of the firm and the High Court will not provide any computer hardware to the REs. This Computer Hardware will be provided to the staff of High Court as backup, as and when the need so occurs.

4. Details of the Facility Management System:

a) Desktop Management Service:

- (a) Installing operating systems, configuration of drivers, update latest patches etc.
- (b) Backups/restore for all desktop/server systems along with the user data when formatting is required.

b) Network Management Services

- (a) Networking Switches configuration & Management.
- (b) Networking connectivity issue resolution.

The Second Party should provide a printed status report at the end of each month, showing the status of all the complaints lodged in the month & their status, whether resolved, unresolved/pending.

- 4 **The Resident Engineers (REs)** deputed must have minimum 1 (one) year of experience in the relevant field. The successful bidder shall have to depute 4 (four) full time technically

qualified **Resident Engineers (REs)** for the hardware mentioned in Annexure-A . REs should be equipped with the maintenance kit comprising tool box, multimeter, spanner, diagnostic software, device driver software, external DVD drive, storage drive (HDD/ Pen Drive) and any other tools required for carrying out such services. The REs should be made available in High Court of Himachal Pradesh on all working days during office hours for maintenance/ repair of the systems/ peripherals in High Court of Himachal Pradesh.

If any equipment covered under the CAMC is taken out of the premises of the High Court of Himachal Pradesh for any repair, it shall be under full responsibility of the Second Party, till the same is returned to the concerned branch in satisfactory working condition. Item may be taken out only with the written permission of the authority. In case of emergency/ repairs during holiday and after working hours, the REs shall be made available at no extra charges. The REs shall not carry out any maintenance repair work of any other party in High Court of Himachal Pradesh premises. REs have also to provide IT Support during the events of High Court of Himachal Pradesh like high level meetings etc.

- 5 The Second Party shall also provide the regular preventive maintenance service minimum once in three months which is mandatory. Under this activity, following jobs are to be done:
 - i. The REs will be single point of contact for any complaint related to service who will further contact their company/bidder and no separate correspondence shall be made with the vendor/second party in this regard.
 - ii. The REs should inform about any planned leave and will ensure the alternate manpower.
 - iii. Cleaning of all equipments externally using soft cloth, carbon tetra chloride & appropriate polish etc. will be provided by Second Party within CAMC charges.
 - iv. Internal cleaning of the equipments (only which are under CAMC) using /other appropriate means like vacuum cleaner.
 - v. Trouble shooting for operational problems related to software/antivirus.
 - vi. Up-keeping of Desktops/HDD/Scanners/Switches/hardware components etc. to maintain satisfactory performance of the computer hardware.
 - vii. The REs will also help the High Court of Himachal Pradesh technical team in installation/shifting of any Computer Hardware etc. as and when required.
- 6 Complaint Registers maintained by RE will be kept in Computer Branch for registering the complaint. It will be the responsibility of the REs to attend immediately in order to resolve the issue.

- 7 The Second Party/REs shall keep sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, cables etc. in the premises of the High Court of Himachal Pradesh, as standby so that the same may be provided as back up in case of any issue /failure in Computer Hardware covered under CAMC.
- 8 The second party/RE shall keep sufficient number of spares such as CPUs monitors, /peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the bidder. The bidder agrees as follow:
1. The Second Party shall not subcontract the maintenance job to any other agency.
 2. High Court of Himachal Pradesh reserves the right to withdraw any number of equipment (computer/printer/scanner/server/laptop etc.) from the CAMC at any point of time during the contract.
 3. REs should have their own vehicle and mobile with them for emergency contact on Saturday/Sunday/Holiday. Mobile numbers are to be submitted in advance before deputing any REs for duty at High Court of Himachal Pradesh.
 4. Any faulty part so replaced by the Second Party/REs needs to be submitted back to the Computer Branch, High Court of Himachal Pradesh. Second Party should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship during the period of the contract.
 5. Any damage caused to High Court of Himachal Pradesh property or personnel within High Court of Himachal Pradesh & Subordinate Courts premises by the Second Party's Representative (REs) during the operation of the contract will be to his account and are recoverable.
 6. The Resident Engineers of the CAMC Vendor must wear proper formal Uniform with Blazer, Tie and formal Trousers and Identity Card duly issued by the vendor.

9.) TERMS :

1. This contract is for the period of one year w.e.f. / /2026 to / /2027 and either party can terminate the contract at any time by giving one months advance notice in writing.
2. System maintenance charges shall also not include the cost of consumables and supply items such as ribbons, computer stationery and re-filling of toners/cartridge etc.
3. **This contract does not cover damage from manual breakage, rodents, cockroaches, fluids of all kind, voltage surge and other natural calamities, seepage and water leakage due to rains etc. The vendor will have to provide written**

confirmation regarding the damage and same will be verified by the High Court and vendor may be penalized for deficiency in services.

4. At each location, the record will be kept by the **Second party** about the machine failures including the nature of failure, date and time of the complaint and the duration of the total down time. This record will be signed by the Service Engineer and countersigned by Proprietor of the Second party.
5. In case the services of the Second Party are found not satisfactory at any time during the period of the contract, Registrar General, High Court of Himachal Pradesh reserves the right to terminate the contract along with forfeiture of the performance security.
6. The Second Party will not be entitled to claim any compensation of what so ever nature if the termination /cancellation of CAMC is imposed by High Court of Himachal Pradesh for any reason.
7. The AMC Vendor shall have to do the configuration of SAN Storage/ HBA Card Configuration with servers etc.
8. The CAMC vendor shall be responsible for providing the support of all the software/hardware issues irrespective of the fact that it is a paid support by the OEM or by any other firm.

10. SERVICE ASSURANCE :

The breakdown maintenance call will have to be attended immediately and the computer hardware/ printers etc. will have to be made functional within twenty four hours of logging of the complaint by simultaneously providing alternate computer hardware /systems with identical configuration till the machine/ computer hardware is repaired. In case the vendor does not provide back up/ standby computer hardware or repair the faulty Computer Hardware, the penalty will start on the same day once the complaint is logged with the Resident Engineer, whereas in case the back up computer hardware is provided the penalty will start after 5 working days for the delayed period upto maximum of 10 days after which a review of the CAMC may happen which may lead to termination of contract or further imposition of the penalty as per terms and conditons.

11. PENALTY:

Penalty for completing any calls after the prescribed time limit as indicated in Service Assurance, will be as follows :-

In case of all Laptops.	Rs.400/- per working day:
in case of all Computer Systems/ PCs.	Rs.400/- per working day:
for Servers.	Rs.500/- per working day:
For SAN Sotrage.	Rs.500/- per working day;
Printers.	Rs.100/- per working day:
for UPS Online 20 KVA (Emerson) Libert.	Rs.400/- per working day:
for Switches : HUB/Switch (16 Port),10/100 mpbs, D-Link, 16 Port. Layer 2 Switches, 16 Port (Netgear) HUB/Switch (16 Port),(Micronet).	Rs. 100/- per working day:
for Layer 2 Switches , DES-3226 S, 24 Port, D-Link.	Rs.200/- per working day:
for External Hard Disk Drive.	Rs.100/- per working day:
For Portable Projector (LCD Projector) Make HITACHI, Model CP-RX70	Rs. 100/- per working day:
For Digital Display Boards	Rs. 500/- per working day
For Kodak Scanners	Rs. 500/- per working day
Failure to provide the alternate/standby Computer Hardware, an amount equal to prescribed for the said hardware shall be levied	
In case of data loss penalty as prescribed for the said hardware shall be levied.	Rs.5,000/-
Failure to configure the HBA Cards etc, penalty equal to as prescribed for Server and HBA Card shall be levied.	Rs. 100/- per working day

NOTE :

Whenever any computer component(s) which is/are covered under the present AMC cannot be repaired on site within the specified time limits, the Second party will have the option to provide an alternate equipment(s) of matching specification which will be replaced within a period of maximum 5 days with the equipment of same make/model, failing which, the penalty clause will apply.

Penalty will be charged on the vendor for the REs without uniform and ID card, the penalty will be equal to the amount prescribed for absence of the REs.

12. TAKING OVER

The Second Party shall provide services for minimum thirty working days beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract is handed over to the next contractor. The second party shall undertake to declare that it has taken over and inspected all the computer hardware covered under AMC as per annexure-A.

Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Second Party within the next ten working days failing which the equipment shall be rectified from alternative sources and the cost thereof shall be deducted from the last/ final CAMC payment.

13.) PAYMENT :

The payment will be released by the **First party** to the **Second party**, as per mandate of Rule 108 of H.P.F.R., 2009 subject to the condition that proper Invoice/Bill is furnished by the **Second party** to the **First party** well in time. The payment will be released only after the deduction of down-time penalty amount, so calculated, if any.

DEDUCTION: If Resident Engineer does not report for duty, Second Party shall have to provide alternative REs of the same capacity. If Second Party fails to provide alternate REs, then DEDUCTION @ Rs.500.00 per engineer per day upto a maximum of 10 days will be deducted from the bill of CAMC after that review of contract may happen which may further lead to termination of contract.

TDS will be deducted at source from the contract price payable to contractor for performing the service under the contract.

14.) REVISION OF MAINTENANCE CHARGES :

Changes or enhancement in systems features may necessitate revision of the specified minimum maintenance charges and shall be covered by an addendum to this contract.

15.) ADHERENCE TO OFFICE PROTOCOL:

Since the REs will also be required to attend the call for resolving technical issues in the Court Rooms, Chambers and office at Residences of the Hon'ble Authorities, **the Resident Engineers of the CAMC Vendor must wear proper formal Uniform with formal Trousers and Identity Card duly issued by the vendor.**

16.) The bidder claiming any exemption from any of the conditions of this tender document/bid shall support his claim with documentary proof.

17.) **ARBITRATION CLAUSE :**

In case of any dispute or difference having arisen under the contract, it shall be referred to the Arbitrator, as shall be nominated by Hon'ble the Chief Justice in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed thereunder.

18.) **GENERAL PROVISION :**

All the terms and conditions mentioned in the tender document shall form part this agreement and same shall be complied and agreed by the second party.

**FOR AND ON BEHALF OF THE
FIRST PARTY.**

**FOR AND ON BEHALF OF THE
SECOND PARTY.**

SIGNATURE

SIGNATURE

NAME :

NAME :

DESIGNATION : **Registrar General.**

DESIGNATION : **Proprietor.**

DATE : _____

DATE : _____

WITNESSES :-

IN THE PRESENCE OF

IN THE PRESENCE OF

1. SIGNATURE

1. SIGNATURE:

NAME :

NAME :

DESIGNATION:

DESIGNATION:

2. SIGNATURE

2. SIGNATURE:

NAME :

NAME :

DESIGNATION :

DESIGNATION:

Latest instructions for bidders:

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - a. An entity incorporated, established, or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established, or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established, or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- IV. The beneficial owner for the purpose of (III) above will be as:
 1. In the case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical persons, has a controlling ownership interest or who exercises control through other means.

Explanation—

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company.
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder agreements or voting agreements.

2. In the case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical persons, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

The Bidder has to provide the following declarations (duly signed and stamped):

Declaration 1 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."

Declaration 2 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

Declaration 3 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached"]

In case the bidder is a Himachal based company/ firm/ entity, then the bidder should submit a self-declaration certificate regarding above mentioned Declaration 1, 2 and 3.

Note: Interested bidders may refer to the Office Memorandum (F. No. 6/18/2019-PPD) dated 23.07.2020 of the Department of Expenditure, Ministry of Finance, Govt. of India for further details and all the requirements will be in accordance with this memorandum.