

PRINCIPAL DISTRICT COURT, KANNIYAKUMARI AT NAGERCOIL

E-courts/AMC/2021-22

**The Principal District Court,
Court Road,
Nagercoil,
Kanniyakumari District.**

Pin-629001

Dated: 23 /11/2021

TENDER NOTICE

Quotations are invited from the AMC vendors for undertaking to Comprehensive Annual Maintenance Contract (AMC) of the Computers and ICT equipments installed in various Courts in the Kanniyakumari District for the period of one year.

The item wise description, specification and Court locations are mentioned in the Annexure. For further details, if any, can be obtained from the office of the Principal District court, Kanniyakumari on all working days between 10 am to 5.45 pm.

The quotation should be superscribed ” QUOTATION FOR UNDERTAKING AMC COMPUTERS AND ICT EQUIPMENTS” and should be addressed to the Principal District Judge, Kanniyakumari either personally or through authorized agents or by post on or before 05.45 P.M of 15/12/2021 along with relevant documents stated in the Terms and Conditions. Quotation received after the specified date will not be taken into consideration and the Principal District Judge reserve every right to rejecting any estimates / quotation without assigning any reason thereof.

Place: Nagercoil
Date: 23.11.2021

Sd/-XXXXXXXX
Principal District Judge
Kanniyakumari at Nagercoil

TERMS AND CONDITIONS OF AMC

1. The AMC Provider – (here-in after referred to as Vendor) are required to quote their lowest rates for above mentioned Computers and Accessories, Printers, scanners and covering all parts of computers Accessories for repair which should be valid for One year from the date of acceptance/approval by the Competent Authority and Price quoted should be inclusive of all applicable Taxes and levies and quote should not exceed 10% of the basic cost.

2. The Vendors should have done a minimum of Rs.2 Crores (Two crores) AMC business in Tamil Nadu in the preceding 3 Years time, prior to submit quote for AMC and must be a register IT/IT Services / IT Manufacturing / ITES company by the same name as the quoting company. Hence, The Vendors are required to provide the Last Three Years Bank Statement in the Account Name of quoting company and provide the IT/IT Services / IT manufacturing / ITES Company Registration certificate.

3. The AMC Provider should have qualified service engineers within the city limits or within 5 K.M

4. The AMC Provider should not have been blacklisted in any of the Government Departments and shall provide an affidavit sworn to the effect.

5. The AMC Provider should provide the referrals from a minimum of 3 Government Offices/Departments for the satisfactory completion AMC over preceding 2 years from the date of the quote and must submit Nil down Time report for the above period from AMC for similar or higher capacity of computers systems.

6. The AMC Provider should provide a quality certification such as ISO 9000, for the IT Support services/AMC.

7. The AMC Provider should have own service /repair station with adequate stock of spares in Tamil Nadu at more than one station.

8. Vendor Should have Proper Complaint – Call – Registration Procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance; The AMC Provider shall issue a customer service slip after every service visit, clearly indicating the time of call by user Department, time of attendance of the fault by the AMC holder, nature of fault observer and whether cleared or not. if under further observation, then whether normal usage can be continued and details of subsequent visit after 2 days of observation , closure of call, clearance of fault and any other relevant information.

9. The AMC Provider should provide equivalent standby units where clearance of fault is likely to take beyond 2 days due to details in sourcing of spares etc., and may affect the Business Process of this court.

10. The AMC Provider shall give the unique call registration number and such relevant details as to the registration process leading to timely clearance of faults within 2 working days, Complaint pending beyond 2 days, a down time will be recorded for penalty.

Table of reference for penalty as per the guidelines of Government of Tamil Nadu.

S.No	Type of computer/Eqpt	Suggested Down time - Penalty
1.	Slim Clients/Desktop	300/-Per day
2.	Thin Clients	100/-
3.	Scanner	300/-
4.	Laser Printer	100/-
5.	Dot Matrix Printer	100/-
6.	Projector /TV	200/-
7.	UPS-500VA	100/-
8.	UPS -2 KVA	300/-
9.	Server	1000/Per day
10.	Parts of Computer Failure	Same as Slim Clients
11.	If Equivalent standby is given within 2 days ,Down time is NIL	NIL penalty
12.	Down time >30 days for mission critical server / Computers / Peripherals	50% of Bank Guarantee or Higher

11. The AMC Provider Shall submit a Bank guarantee to the value of 40% of the AMC value, which shall be forfeited by AMC Holder .If AMC Provider not able to provide fault clearance in time or if over all time of the computer systems exceed 30 days in annual contract 50% of the bank guarantee amount (or 20 % of the AMC Value) will be forfeited by this court.

12. The repair/ maintenance/ preventive maintenance of Inverters will have to be made immediately on the same day, if the complaint is lodged by the Registry before 6.00 P.M. and in any

case by forenoon on the next day if the complaint is lodged after 6.00 P.M. In case of emergency, standby should be provided.

13. The quotation value should be valid for a minimum period of 90 days from the date of Quotation received.

14. No charges will be allowed for all the work related to maintenance, dismantling, re-installation, providing of standby and other preventive maintenance will be given by the AMC provider and Preventive maintenance includes monthly, quarterly, annually.

ANNEXURE

Sl.No	Description of Item	Make	Model	Court Complex locations	Quantity
1	Server	HCL	Infiniti Global line 2701HC	Kuzhithurai	2
2	Server	HCL	Infiniti Global 1701	Padmanabhapuram	2
3	Server	HP	491532-B21	Eraniel	2
4	PC	Dell	OPTIPLEX 3020	Nagercoil	36
5	Slim Client PC	HCL	Infiniti LA380 Pro	Kuzhithurai, Padmanabhapuram	10
6	Slim Client PC	HP	HP 6000 Pro	Eraniel and Boothapandy	3
7	Dot Matrix Printer	TVS	MSP455XL Classic	Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	13
8	Dot Matrix Printer	EPSON	DX	Nagercoil	12
9	Laser Jet Printers	Samsung	3310nd	Nagercoil	2
10	Laser Jet Printers	Samsung	2826ND	Nagercoil	12
11	Laser Jet Printers	Samsung	3320ND	Nagercoil	2
12	Laser Jet Printers	HP	P1566	Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	13
13	500 VA UPS	Numeric	W2X65AH SMF Battery	Kuzhithurai, Padmanabhapuram, Eraniel and Boothapandy	13
14	KVM Switch	KVM	8 port	Nagercoil	1
15	Scanner	Avision	AV610c2	Nagercoil	1
16	Scanner	HP	Scanjet 8270	Nagercoil	1

17	2 KVA UPS	Uniline	Uniline 2 KVA	Nagercoil	1
18	Router	Cisco Systems	2800 Series	Nagercoil	1
19	Modem	Nomus Gateway	DSL VTU	Nagercoil	2
20	Switch	8 Port	HP	Padmanabhapuram, Kuzhithurai, Eraniel, Boothapandy	3
21	Switch	28 Port	HP	Padmanabhapuram, Kuzhithurai, Eraniel, Boothapandy	3
22	UPS	RPC	RPC 600VA	Nagercoil	13
23	UPS	FRONTLINE	600VA	Nagercoil, Padmanabhapuram, Kuzhithurai, Eraniel, Boothapandy	22
24	Desktop	Acer	Veriton M200B- HB1	Nagercoil	1
25	Desktop	HP	HP 110	Nagercoil	2
26	Desktop	HP	Slimline	Nagercoil	2
27	Laser Jet Printer	HP	1020 Plus	Nagercoil	2
28	Laser Jet Printer	Samsung	M2876ND	Nagercoil	1
29	DotMatrix Printer	TVS	MSP	Nagercoil	1
30	UPS	VGuard	Zesto 600VA	Nagercoil	4

Sd/-XXXXXXXXX
Principal District Judge
Kanniyakumari at Nagercoil