

THE GAUHATI HIGH COURT
(THE HIGH COURT OF ASSAM, NAGALAND, MIZORAM AND ARUNACHAL PRADESH)

NOTICE INVITING TENDER

Dated, Guwahati, the 08th December, 2017

Sealed quotations are invited affixing Court Fee stamp of Rs. 8.25 (Non-refundable) from the intending registered firms for **Comprehensive Maintenance Contract (CMC) of 15 (fifteen) numbers of Online UPS systems** installed in the Old Block of the Principal Seat of Gauhati High Court.

The tender should reach *Deputy Registrar (Finance)*, Gauhati High Court, Guwahati on or before 20th of December 2017.

By order,
Sd/- A. Hazarika
Registrar (Administration),
Gauhati High Court
Guwahati.

Memo No. HC IV-04/2006/ 9506 /Comp
Copy to:-

Dtd. 08/12/2017

1. The Directorate of Information & Public Relation, Dispur, Guwahati-06 (Janasanyog) with a request to publish the Notice inviting tender in one of the issues of an English and one in an Assamese local Newspaper and intimate the Registry regarding publication of the same.
2. The System Analyst, Gauhati High Court, Guwahati. He is requested to upload the quotation notice in the High Court Website.
3. The Gauhati High Court Notice Board.

8.12.17
Registrar (Administration)
Gauhati High Court,
Guwahati

A. Hazarika

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GENERAL TERMS & CONDITIONS

1. A processing fee of Rs. 1000.00 (non-refundable) in the form of Bank Draft pledged to the Registrar General, Gauhati High Court, from any Nationalized / Scheduled Bank, shall be enclosed along with the quotation.
2. The sealed envelope containing quotation shall be marked as "Quotation for Comprehensive Maintenance Contract (CMC) of 15 (fifteen) numbers of Online UPS" and the following documents must be annexed with the quotation.
 - a) Copy of PAN Card.
 - b) Copy of GST Registration certificate.
 - c) Copy of Guwahati Municipal Corporation Trade licence.
 - d) An established showroom or shop of respective products.

Each page of the documents should be signed by the bidder with seal to establish the Bidder's eligibility and its qualification to perform the supply of materials if its bid is accepted. In the absence of any of the above documents / informations, the offer may be summarily rejected without making any further reference in this regard.

3. The rates approved by the Registry of the Gauhati High Court, Guwahati, shall be valid for the period of one year from the date of approval letter of this Registry. Increase and decrease of Prices, Taxes and other statutory duties will not affect the price during this period. The supplier will be responsible for any increase in Prices, Taxes and Duties. Any increase in taxes and other statutory duties/levies after the approval of Rates shall be to the supplier's account.
4. Payments shall be made after satisfactory execution of the order on bill basis. The decision of the Registrar General towards satisfaction of quality of material shall be final.
 - A. Invoice in triplicate,
 - B. Delivery Challan duly signed by the consignee.
5. Registrar General, Gauhati High Court, Guwahati reserves the right to accept or reject any or all the tenders in part or full, without assigning any reason whatsoever.
6. Registrar General, Gauhati High Court, Guwahati is not bound to accept the lowest tender.
7. Registrar General, Gauhati High Court, Guwahati reserves the right, to award the work to one or more bidders.

8. Registrar General Gauhati High Court, Guwahati reserves the right to terminate the purchase order at any time by giving intimation in writing without assigning any reason.
9. In case of violation of terms and conditions of the tender document or unsatisfactory supply of material or of poor quality and below standard, Registrar General, Gauhati High Court, Guwahati reserves the right to terminate the supply order by giving intimation to the supplier/contractor.
10. The decision of the Registrar General in all respect shall be final and binding on all.

TECHNICAL TERMS AND CONDITIONS

1. The AMC is comprehensive i.e. no cost of parts replaced by vendor will be borne by THE GAUHATI HIGH COURT except batteries.
2. Scope of work also includes installation of batteries, thimble and connectors provided by THE GAUHATI HIGH COURT, as and when required.
3. The break down calls from the users must be attended promptly and if the fault is not rectified within one days, the vendor shall provide a suitable temporary replacement for the defective UPS with equivalent or higher configuration during the period of repair.
4. Agreement between vendor and THE GAUHATI HIGH COURT will remain in force for period of one year.
5. The service provider will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer.
6. The service provider shall be responsible for the discipline and good conduct of their service engineers.
7. The vendor should have enough spare parts of UPS at their service centre so that the UPS could be repaired timely.
8. The vendor should be able to handle/ repair third party UPS & understand their electronic circuits.
9. Vendor should have at least 5 years experience in the field of Service support of online UPS of different ratings from 2 KVA to 20 KVA from different manufacturers. Necessary documents, in this regard, must be enclosed along with the tender.
10. The service provider must have sufficient qualified manpower competent to carry out the maintenance work of the UPS. A list of its Service Engineers along with their qualifications and experience in maintenance of online UPS must be submitted along with the tender.

11. The service provider will provide list of contact number for emergency calling along with a detailed escalation matrix.
12. The preventive maintenance (PM) to be carried out at least once in a month, which includes -
 - i Cleaning of UPS and batteries.
 - ii Checking fitment of internal and external hardware and heating of the system.
 - iii Cleaning of PCBs if any and operating power parameters.
 - iv. Checking of input /output voltage of batteries.
13. The service engineers must be fully equipped with maintenance tool kit and accessories.
14. The selected firm shall pay a security deposit @ 10% of the value of the contract, which shall be in the form of D.D and deposit shall be retained for the entire contract period. The deposit will be refunded on expiry of contract. The deposit will bear no interest during the entire contract period.
15. Payment will be made on quarterly basis against the submission of bills along with the copies of the service reports duly signed by the authorised signatory deputed by the Gauhati High Court.
16. If the UPS is not repaired within three working days after reporting the complaint, liquidated damages will be levied at the rate of 0.5 % per week of AMC value and thereafter the machine can be repaired from outside at the risk and expense of the contractor firm by the High Court.
17. The service provider shall maintain a service book which shall be countersigned by the representative of High Court

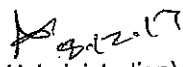
ELIGIBILITY CRITERIA

The technical evaluation will be done based on the below parameters:

1. Support Network.
2. Work Experience.
3. Standards & Procedures for such type of Work.
4. Valid Registration.
5. Maintaining Spare parts at warehouse to control down time.
6. Support Network: Should have an established office and team of experienced engineers in Guwahati.

7. Work Experience: The contractor should have experience in UPS maintenance at least for last 5 years in North East India in Government Institutions/ undertakings/ affiliated bodies/recognized educational institutions, Banks/financial institutions/PSUs.
8. Standards & Procedures: The contractor should have well established and certified standards/procedures for all the services rendered.
9. Valid Registration: The contractor shall have obtained the valid appropriate license of competent authority for carrying out the said job. The Service Tax registration is mandatory.
10. Spare Parts: Contractor should maintain adequate spare parts at warehouse to comply with the minimum stipulated downtime.

By Order


Registrar (Administration)
Gauhati High Court
Guwahati
