

HIGH COURT OF MADHYA PRADESH : JABALPUR

SECOND CALL

NIT No. Reg(IT) (SA)/2019/530

Jabalpur, Dated:08-04-2019

Subject: - Tender for Comprehensive Annual Maintenance Contract of Digital display system installed at High Court of Madhya Pradesh, Jabalpur & Bench at Indore and Gwalior.

The Registrar General, on behalf of High Court of Madhya Pradesh, Jabalpur invites sealed tenders in two cover system from experienced and reputed firms/organizations for the **“Comprehensive Annual Maintenance Contract of Digital display system installed at High Court of Madhya Pradesh, Jabalpur & Bench at Indore and Gwalior.”**

Sl. No.	Estimated cost (Rs.)	EMD (Rs.)	Cost of Tender Document (Rs.)	Online tender submission last date	Hardcopy of tender submission last date at High Court of M.P., Jabalpur	Date and Time of Opening of online technical bids/hardcopy.
1.	15 Lakh	30,000/-	5,000/-	13 th May, 2019 before 06:00 P.M.	14 th May, 2019 before 05:00 P.M.	15 th May, 2019 at 11:00 A.M.

1. Tender documents may be viewed or purchased online by interested and eligible bidders from the website www.mptenders.gov.in after paying Tender fee of Rs.5,000/- and Processing Fee, as applicable. The tender document is also available in website www.mphc.gov.in for reference.
2. Bidders can submit its tender online at www.mptenders.gov.in on or before the key dates given above. The Physical copy of the Technical Bid also be submitted at the address below latest by **14th May, 2019 before 05:00 P.M.**
3. All further notifications/amendments, if any shall be posted on www.mptenders.gov.in and www.mphc.gov.in only. No separate communication shall be made with individual Bidders.
4. **The financial bids are to be submitted online and no hard copy to be submitted along with the bid**

All other terms and conditions for submission of tender are contained in this document. If the date of submitting/opening of the Bid is declared as holiday then the bids shall be submitted / opened on next working day.

The Registrar General, High Court of Madhya Pradesh, Jabalpur (M.P.) reserves the right to accept or reject any or all bids without assigning any reason thereof.

Address for communication:

Registrar General,

High Court of Madhya Pradesh

Jabalpur (M.P.) , Email: mphc@nic.in , Landline: 0761-2623358

Terms and Conditions for e-Tendering:-

1. For participation in e-tendering module, it is mandatory for prospective bidders to get registration on website **www.mptenders.gov.in**. Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.
2. Tender documents can be purchased *only online* on payment of tender fees and downloaded from website **www.mptenders.gov.in** by making online payment for the tender document fee.
3. Service and gateway charges shall be borne by the bidders.
4. Since the bidders are required to sign their bids online using class – III Digital Signature Certificate, they are advised to obtain the same at the earliest.
5. For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website www.mptenders.gov.in . Please note that it may take upto 7 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for delay in issue of Digital Signature Certificate.
6. If bidder is going first time for e-tendering, then it is obligatory on the part of bidder to fulfill all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
7. Bidders are requested to visit our e-tendering website regularly for any clarification and / or due date extension.
8. Bidder must positively complete online e-tendering procedure at **www.mptenders.gov.in**
9. Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatever.
10. For any type of clarification bidders can / visit www.mptenders.gov.in and help desk contract no. or any technical related queries please call at 24 x 7 Help Desk Number 0120-4001 002, 0120-4200 462, 0120-4001 005, 0120-6277 787 Technical - support-eproc@nic.in Support timings: Monday to Saturday from **10:00 AM to 7:00 PM**.
11. Interested bidders may attend the free training programme in Bhopal at their own cost. For further query please contact help desk.
12. The bidder who so ever is submitting the tender by his Digital Signature Certificate shall invariably upload the scanned copy of the authority letter as well as submit the copy of same in physical form with the offer of particular tender.
The firms registered under NSIC are exempted for submission of tender fees and EMD. But they have to enclose valid documents in this regard.

1. Instructions to the tenderers:-

Tenders will be invited in sealed envelope consisting of technical bid. The bid will be made and put in the sealed single envelope containing the title “**TENDERS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DIGITAL DISPLAY SYSTEM AT HIGH COURT OF MADHYA PRADESH JABALPUR & BENCH AT INDORE AND GWALIOR.**” and addressed to the “**Registrar General, High Court of Madhya Pradesh, Jabalpur**” and the bid will be submitted in the Inward/ Receipt Section at the High Court of Madhya Pradesh, Jabalpur latest by **14th May, 2019 at 05:00 P.M.** The tender will be opened on **15th May, 2019 at 11:00 A.M.** **Online Tenders are to be submitted by 13th May, 2019 before 06:00 P.M.**

2. Period of Contract:-

The maintenance contract will be initially for a period of one year which can be extended further on mutual agreement subject to satisfactory performance of the contractor and will also depend upon the price trend for the services/products in the market on the date of extension.

3. Scope of Work:-

- 3.1. The place of performance will be High Court of Madhya Pradesh, Jabalpur & Bench at Indore and Gwalior.
- 3.2. It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.
- 3.3. It must be noted that number of items in Digital display system may increased or decreased at the sole discretion of the High Court of Madhya Pradesh. In that case, payment will increase/decrease in same proportionate.
- 3.4. Any other work of similar nature assigned by the High Court of Madhya Pradesh, Jabalpur.

4. Duties and responsibilities:-

- 4.1 Vendor should attend to all the complaints, irrespective of its nature.

- 4.2 Protection of Digital display system & maintaining the Digital display system in perfect working condition.
- 4.3 To attend the complaints without fail within the shortest possible time and in no case shall exceed 2 working days down time.
- 4.4 To depute service engineer to check the Digital display system and rectify the problem immediately to make it functional.
- 4.5 To replace all such parts which are damaged and which cannot be repaired to keep the Digital display system in perfect working condition.
- 4.6 To use only **Genuine Original spare parts** of manufacturing company in the Digital display system.
- 4.7 To carry out preventive maintenance (PM) on six monthly basis of all the components of Digital display system and to submit the report to the Registrar General, High Court of M.P., Jabalpur accordingly.
- 4.8 To maintain extra inventory of hardware items for proper running of Digital display system.
- 4.9 To maintain highest order of integrity, moral and social responsibility and decorum of the High Court.

5. Eligibility Criteria :-

- 5.1. The Agency applying should possess valid Income Tax PAN No. and GST registration. The Agency should have a minimum experience of 03 years in providing Annual Maintenance of Digital display system/similar hardware in Central Government / State Government Departments/Public Sector Undertakings/ Autonomous Bodies/ reputed private organization.
- 5.2. The Tenderer must have an average annual turnover of Rs. 20 lakh during the last three years in the field of Display systems, panels, monitors etc.. Copies of the following documents should be submitted alongwith the Bid.
 - a. GST Registration and latest return.

- b. Income Tax PAN No.
- c. Income Tax Return for last three financial years.
- d. Documents along with proof regarding Experience of 3 years in providing similar services in Central Government/State Government /Public Sector Undertakings/Autonomous Bodies/reputed private organization.

6. Evaluation of Bids:

6.1 The Techno-Commercial Bid and price Bid will be evaluated as a package simultaneously. It must satisfy all the terms and conditions mentioned in this document and must be accompanied by all the requisite documents.

6.2 Filling up of all the columns in Techno-Commercial Bid and Price Bid is compulsory.

7. Performance Guarantee (Security Deposit):-

The successful bidder shall give performance security in the form of Account Payee Demand Draft or unconditional Bank Guarantee from a Nationalized Bank / Scheduled Banks amounting to 10% of the total contractual value in favour of **Registrar General, High Court of Madhya Pradesh, Jabalpur**. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor firm including warranty obligations. The Security Deposit will be refunded only after the expiry of the contract. This deposit is liable to be forfeited, if during the period of contract the services of the contract are found to be unsatisfactory in any respect, and/or if any of the conditions of the contract is contravened/breached, an/or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the High Court of Madhya Pradesh that the contractor firm may invite upon themselves due to any of the reasons specified above.

8. Other terms and conditions:-

8.1. The Registrar General, High Court of Madhya Pradesh, Jabalpur has the right of accepting or rejecting any or all

tenders without specifying any reason(s) thereof. The Registrar General is under no obligation to accept the lowest tender.

- 8.2. There is no obligation on the part of the Registrar General, High Court of Madhya Pradesh to inform the unsuccessful Tenderer of the outcome of the Tender process and reasons for rejection of tender.
- 8.3. The successful contractor shall, during the validity of the contract, engage/depute Service Engineers to attend the complaints Digital display system.
- 8.4. Payment of contractual value, in appropriate proportion, shall be released every quarter (3 months) based on the performance of the vendor.
- 8.5. It shall be mandatory on firm to conduct routine checks to maintain the Digital display system in perfect working condition and to submit the routine check reports on six month basis to the Registrar General, High Court of M.P., Jabalpur.
- 8.6. In case of pecuniary loss suffered by any of the users/beneficiaries of the High Court of Madhya Pradesh attributed to the Contractor, the Registrar General, High Court of Madhya Pradesh will have the right to forfeit the Security Deposit and in case the Security Deposit falls short to match the pecuniary loss being insufficient, such balance will be recovered from the payments due to the Contractor.
- 8.7. The rates finally approved/accepted by the High Court of Madhya Pradesh, Jabalpur shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstances whatsoever. However on introduction of new taxes / levies the rate shall be change in the same proportionate.
- 8.8. Under no circumstances, shall the successful firm appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the

contract will be terminated forthwith without any notice, by the Registrar General, High Court of Madhya Pradesh.

- 8.9. The contract can be terminated by the Registrar General High Court of Madhya Pradesh, Jabalpur at any time without assigning any reason if the work of the contractor is found unsatisfactory. In this respect, the decision of the Registrar General, High Court of Madhya Pradesh, Jabalpur will be final and binding on the contractor. The Registrar General, High Court of Madhya Pradesh, Jabalpur reserves the right to accept or reject any bid in whole or in part without assigning any reasons thereof.
- 8.10. The bills in triplicate for the services prepared on the basis of rates will have to be submitted in favour of The Registrar General, High Court of Madhya Pradesh, Jabalpur for effecting payment. No advance payment shall be made for the maintenance services.
- 8.11. The job carried out shall be to the satisfaction of the High Registrar General, High Court of Madhya Pradesh, Jabalpur after getting certification from the concerned District Judge and Judicial Officers **failing which deductions @ 10% of the total bill shall be made.** Depending upon the severity of negligence, the Registrar General, High Court of Madhya Pradesh reserves the right to blacklist the agency for a suitable period or from further participation in any of the jobs to be done for the High Court of Madhya Pradesh, Jabalpur. The decision of the Registrar General of the High Court of Madhya Pradesh shall be final and binding on the firm/agency.
- 8.12. Premature withdrawal of the Tender by the Tenderer shall make him liable for forfeiture of the earnest money (EMD).
- 8.13. **All the pages of the tender document should be serially numbered and duly stamped and signed by the bidder.**
- 8.14. A penalty of Rs.500/- per day will be imposed for non-attendance of Service Engineers after the call is

registered with the vendor. In this regard, the decision of the Registrar General shall be conclusive and binding on the service provider.

8.15. The Registrar General, High Court of Madhya Pradesh, Jabalpur reserves the right to review the performance whenever so desires, and also to terminate the contract at any point of time during the tenure of the contract in case the performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the Registrar General shall be binding on the Contractor. Contract can also be terminated at any point of time if the above mentioned work is no more required.

8.16. The Registrar General, High Court of Madhya Pradesh, Jabalpur reserves the right to vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Annual Maintenance Contract.

Annexure-I
Techno-Commercial Bid
TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF DIGITAL DISPLAY SYSTEM

Sl.No.	Description	Indicate also page number where attached
1.	Name, address & telephone number of the agency/firm	
2.	Name, designation, address & telephone number of authorized person	
3.	Please specify as to whether Tenderer is sole Proprietor/Partnership Firm/Private or Limited Company.	
4.	Name, address & telephone number of Directors/Partners, Fax No., e-mail address.	
5.	Copy of PAN Card issued by Income Tax Department and Copy of previous 3 Financial Year's Income Tax Return.	
6.	GST Registration & GST Return (Please attach copy)	
7.	Experience of 3 years in providing services in Central Government/State Government/Public Sector Undertakings/Autonomous Bodies/ reputed private organization.	
8.	Details of Bid Security/Earnest Money Deposit: a) Amount: b) Demand Draft/Pay Order / Banker / Cheque No.: c) Date of issue: d) Name of issuing Bank:	

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to strictly abide by them.

Signature of the Tenderer with Seal

Annexure-II
PRICE BID

S. No.	Name of Item	Quantity	Unit Price (Rs.)	GST in % applicable (Rs.)	Any Other Taxes/Duties/Levies/Sales / Service Tax (Rs.) as applicable any other duties / taxes (RS.)	Total Cost (RS.)
1.	2.	3.	4.	5.	6.	7=3x(4+5+6)
1.	Rugged Professional LCD Display Panels/Monitors (26") LG Model : 26LD341C (19 numbers) and 26" TV Model LG 26CS410 (28 numbers)	47				
2.	Rugged Professional LCD Display Panels/Monitors (46") (MAKE: Samsung 460MX-3)	58				
3.	Rugged Profession LCD Display Panels/Monitors (55") (MAKE Samsung LED-550EX/ 550DX3)	18				
4.	Media Player 3 M with software	89				
5.	UPS (1500 VA with 1 Hour Backup) make: Sukam 1500VA UPS (excluding batteries)	20				
6.	UPS (800 VA with 1 Hour Backup) make: Sukam 800 VA UPS (excluding batteries)	07				
7.	Managed/Smart 24 port 10/100/1000 Mbps Gigabit switch with Jack Panel.	06				
	Total Bid Price					

In Rupees :

Note : All Duties/Taxes are to mentioned by the contracting Firm.

All the terms and conditions of the tender for providing **Comprehensive AMC of Digital display system** are acceptable to me.

Signature of Contractor with Seal

Details of Display Panel with UPS and switches installed in the High Court of M.P., Jabalpur.

S.No.	Item Details	Quantity
1.	LCD Display Panel/Samsung (26"), LG model 26LD341C	19
2.	LCD Display Panel/monitor (46"), Samsung Model 460mx-3	26
3.	LCD Display Panel / Monitor (55"), Samsung Model LED-550ex	06
4.	Media Player (3M/HP) with centralize software	40
5.	UPS (1500VA with 1hour backup), Make: Sukam (excluding batteries)	20
6.	UPS (800 VA with 1 hour backup), Make: Sukam (excluding batteries)	07
7.	Managed / smart 24 port /10/100/1000 Gigabit switch	02

Details of Display Panel with switches installed in the High Court of M.P. Bench at Indore.

S.No.	Item Details	Quantity
1.	26" TV Model LG26CS410	17
2.	46" TV Model Samsung 460MX3	18
3.	55" TV Model Samsung 550DX3	05
4.	Smart Switches 24 port	02
5.	3M RTG Thin Media Players HP Company	27

Details of Display Panel with switches installed in the High Court of M.P. Bench at Gwalior.

S.No.	Item Details	Quantity
1.	26" TV Model LG26CS410	11
2.	46" TV Model Samsung 460MX3	14
3.	55" TV Model Samsung 550DX3	07
4.	Cisco Smart Switches	02
5.	3M RTG Thin Media Players HP/Dell Company	22