

HIGH COURT OF MADHYA PRADESH: JABALPUR

//NOTICE INVITING E-TENDER//

Tenders are invited by the High Court of Madhya Pradesh from experienced and reputed firms / organizations / Original equipments manufacturer (OEM) for the **"Comprehensive Annual Maintenance Contract of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series installed at the High Court of Madhya Pradesh, Jabalpur"**. The last date of online tender submission is **18th February, 2026 before 06:00 P.M. (mandatory)**. The sealed tender complete in all respect addressed to **"Registrar General, High Court of Madhya Pradesh, Jabalpur"** must be submitted before **05:00 P.M. on 19th February, 2026 (mandatory)**. The technical bids of the tender shall be opened online on **20th February, 2026 at 11:30 A.M.** The detailed tender document is available in the official website of the High Court of Madhya Pradesh www.mphc.gov.in and Government e-procurement portal www.mptenders.gov.in.

Sd/-

REGISTRAR GENERAL

HIGH COURT OF MADHYA PRADESH: JABALPUR

// NOTICE INVITING E-TENDER //

Ref.No.Reg(IT)(SA)/2026/161

Dated:30/01/2026



Bid Document for
Comprehensive Annual Maintenance Contract of Cisco Catalyst
9800-40 Wireless Controller & Cisco SNS 3600 Series installed at
the High Court of Madhya Pradesh, Jabalpur.

Note: - This document contains total 19 pages including cover. No change and modification in the document by the bidder is permissible.

HIGH COURT OF MADHYA PRADESH: JABALPUR

// NOTICE INVITING E-TENDER //

Ref.No.Reg(IT)(SA)/2026/161

Dated:30/01/2026

Subject: - Tender for Comprehensive Annual Maintenance Contract of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series installed at the High Court of Madhya Pradesh, Jabalpur.

E-tenders are invited for the **Comprehensive Annual Maintenance Contract of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series installed at the High Court of Madhya Pradesh, Jabalpur** from Manufacturing Companies (OEM), reputed Vendors/Dealers, registered, bonafide, experienced and eligible firms who have executed similar nature of annual maintenance contract work in Government Ministries /Departments, Semi-government organizations including Public Sector Undertakings and reputed private organizations and satisfying all other terms and conditions in this tender document.

Estimated /Approximately project cost (In Rs.)	EMD (In Rs.)	Online Fees of Tender Document (In Rs.)	Last Date / Time of online tender Submission	Last Date/ Time of tender submission in hardcopy	Date and Time of Opening of Technical Bid (online/ hardcopy)
15 Lakh	30,000/-	1,000/-	18th February, 2026 before 06:00 P.M.	19th February, 2026 before 05:00 P.M.	20th February, 2026 at 11:30 A.M.

- 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.1,000/- and Processing Fee, as applicable. The tender document is also available in website <http://www.mphc.gov.in> for reference.*

- *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 **19th February, 2026 at 05:00 P.M.***
- *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.*
- **The financial bids are to be submitted only 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: regithcjbp@mp.gov.in

Landline: 0761-2623358

TERMS AND CONDITIONS FOR E-TENDERING

- I. 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.
- II. 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.
- III. Service and gateway charges shall be borne by the bidders.
- IV. 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.
- V. 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 07 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for delay in issue of Digital Signature Certificate.
- VI. 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.
- VII. Bidders are requested to visit our e-tendering website regularly for any clarification and / or due date extension.
- VIII. Bidder must positively complete online e-tendering procedure at www.mptenders.gov.in.
- IX. Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatever.
- X. **For any type of clarification bidders can / visit www.mptenders.gov.in. For any technical related queries please call at 24x07 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 07:00 PM.

- XI.** Interested bidders may attend the free training programme in Bhopal at their own cost. For further query please contact help desk.
- XII.** 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.
- XIII.** ***In case of any technical issue at the time of filing of bid document the High Court of Madhya Pradesh will not be responsible for any non-submission / late submission of bid documents.***
- XIV.** ***The firms registered under NSIC and MSME (The vendor to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.***

1. Instructions To Bidders:-

Bidders will be invited in sealed envelope consisting of techno commercial & Price Bid in separate envelopes. The bid will be made and put in the sealed single envelope containing the title "**TENDERS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF CISCO CATALYST 9800-40 WIRELESS CONTROLLER & CISCO SNS 3600 SERIES INSTALLED AT THE HIGH COURT OF MADHYA PRADESH, JABALPUR** Bid from: M/s _____" "**NOT TO BE OPENED BEFORE 20th February, 2026 at 11:30 A.M.**", which will be received and time mentioned in the Schedule of Events. The Bid is to be submitted to the "Inward / Receipt Section, High Court of M.P., Jabalpur".

2. Period of Contract:-

The contract of AMC will be initially for the 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 as on the date of extension.

3. Scope of Work:-

- 3.1. The place of performance will be the High Court of Madhya Pradesh, Jabalpur.
- 3.2. It will be duty of the Contractor to have the credentials of the Service Engineers verified and certified.
- 3.3. Any other work of similar nature assigned by the "Registrar General, High Court of Madhya Pradesh, Jabalpur".
- 3.4. Attending to complaints raised by various sections / individuals of the High Court of Madhya Pradesh on daily basis.
- 3.5. The maintenance contract will include necessary repairs /upgrades to the installed Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series appliances/ items and replacement of defective/damaged parts, components and other accessories free of cost.

- 3.6. The maintenance services will be provided on all working days from 09:30 Hrs to 18:30 Hrs (Monday to Saturday).
- 3.7. Maintaining daily log file of all the complaints and its solution.
- 3.8. The contractor to look after all types of problems which are faced by the end-users.
- 3.9. The contractor shall provide maintenance services through qualified experienced and competent service engineers.

3.10 The role of these engineers shall be as follow:

- a. The onsite service engineer responsible for hardware maintenance should have expertise to cover all types of errors of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series appliances/ items.
 - b. To carry out the preventive maintenance of installed Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series appliances/ items covered under this maintenance contract on every six month.
- 3.11 The parts/components/equipment's used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems.
 - 3.12 Any defect occurred due to physical damage, natural calamities, Fire, Short circuit, rat spoiled are not covered in AMC. It shall be repaired / replaced on chargeable basic. The decision of Registrar General in this case shall be final and binding on the parties.

4. Duties and responsibilities:-

- 4.1 The contractor should attend to all the complaints, irrespective of its nature.
- 4.2 Protection of equipment's & maintaining the systems in perfect working condition.

- 4.3 To attend the complaints without fail within the shortest possible time and to solve the complaints immediately, in no case shall exceed 48 Hours down time.
- 4.4 To replace all such parts which are damaged and which cannot be repaired to keep the Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series appliances/ items in good working condition.
- 4.5 To use only genuine original spare parts of reputed firms /manufacturing company for the said equipment's.
- 4.6 To maintain highest order of integrity, moral and social responsibility and decorum of the Hon'ble High Court.

5. Duties and responsibilities:-

- A. The contractor applying should possess Income Tax PAN No., GST registration details. The contractor should have experience of minimum 03 years in comprehensive annual maintenance of Servers, WiFi Access System, Wide Area Network / Local Area Network, Network Switches, Routers etc., in Central Government /State Government Departments/Public Sector Undertakings/ Autonomous Bodies and reputed Private Organizations.
- B. The Tenderer must have an average annual turnover of **Rs.25 Lakh** during the last three years. Copies of the following documents should be submitted along with the bid:
 - a. Income Tax PAN No., GST Registration and Latest GST Return.
 - b. Income Tax Return for the last three financial years i.e. 2022-23, 2023-24 and 2024-25.
 - c. Documents regarding Experience of 03 years in providing annual maintenance of Servers, WiFi Access System, Wide Area Network / Local Area Network, Network Switches, Routers etc. in Central Government/State Government /Public Sector Undertakings/Autonomous Bodies and reputed Private Organization.

Evaluation of Bids:-

- (i) 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.
- (ii) Filling up of all the columns in Techno-Commercial Bid and Price Bid is compulsory.

6. Earnest Money Deposit and tender fees:-

The proposal should be submitted along with **online application fee** of **Rs.1,000/- (Rupees One Thousand Only)** and Earnest Money Deposit (EMD) of **Rs.30,000/- (Rupees Thirty Thousand Only)** in the form of **only online mode** through e-procurement tender portal www.mptenders.gov.in in favour of "Registrar General, High Court of Madhya Pradesh, Jabalpur" valid for the period of 06 months. The Bid submitted without EMD and/or the application fee shall be summarily rejected.

7. Performance Guarantee (Security Deposit):-

The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to **05%** of the Contract Value valid for a period of **36 months within 30 days** from the date of issue of Work Order. The Performance Bank Guarantee in favour of the Registrar General, High Court of Madhya Pradesh, Jabalpur. 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, and/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. ARBITRATION:-

In case of any dispute following arbitration clause will apply:-

Seal and Signature of the bidder any question, dispute or difference arising under the contract, shall be referred to the sole arbitrator appointed by Hon'ble the Chief Justice of High Court of M.P., Jabalpur. The award of the arbitrator shall be final and binding on both the parties to the contract.

The place of arbitration shall at Jabalpur only. The expense of arbitration will be incurred by the parties asked and subject to final award. The "Arbitration & Reconciliation Act, 1996" and the rules there under, any statutory modification thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this contract.

9. Other terms and conditions:-

- i. 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.
- ii. 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.
- iii. **Payment of contractual value, in appropriate proportion, shall be released every six months (06 months) based on the performance and services of the contracting firm. The bills in triplicate for the maintenance 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 services.**
- iv. It shall be mandatory on contractor to conduct routine checkup to maintain the Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series appliance / items in perfect working condition and to submit

- the routine checkup reports on six month basis to the Registrar General, High Court of M.P., Jabalpur.
- v. The Contractor shall ensure that only qualified engineer possessing education qualification of Diploma in Computer or Electronics/BCA/MCA/B.E. are deputed for performance of maintenance contract failing which **penalty of Rs.1,000/- (Rupees One Thousand Only)** on each occasion shall be imposed.
 - vi. In case of pecuniary loss suffered by any of the users/beneficiaries of the High Court of Madhya Pradesh, Jabalpur attributed to the Contractor, the Registrar General, High Court of Madhya Pradesh will have the right to forfeit the Performance Bank Guarantee / 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.
 - vii. A surprise check shall be conducted by the **PR.REGISTRAR(IT-SA)**, High Court of Madhya Pradesh, Jabalpur to ascertain the performance of the said appliances / items.
 - viii. Rates offered in the Tender will not be enhanced during the period of contract.
 - ix. The rates and prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subjected to adjustment. The rates shall be valid for the period of one year from the date of agreement and the contract on same rates can be extended for one more year depending upon the contractor. However, in case of introduction of new taxes / levies the rate may change in same proportionate.
 - x. 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 authority who has approved the award of the contract.

- xi. The successful Tenderer will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to **05%** of the Contract Value valid for a period of **36 months within 30 days** from the date of issue of Work Order. The unconditional Bank Guarantee will be refundable only after the expiry of the contract. The security deposit will be forfeited if during the period of contract vendor services are found to be unsatisfactory in any respect.
- xii. 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.
- xiii. The bills in triplicate for the maintenance 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 services.
- xiv. The job carried out shall be to the satisfaction of the Registrar General, High Court of Madhya Pradesh, Jabalpur after getting certification from the concerned officials 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.
- xv. Premature withdrawal of the tender by the tenderer shall make him liable for forfeiture of the earnest money.

- xvi. All the pages of the tender document should be serially numbered and duly stamped and signed by bidder.
- xvii. The Registrar General, High Court of Madhya Pradesh reserves right to increase or decrease the number of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series Appliances/ items at its discretion.
- xviii. A register of surprise/routine checks shall be maintained by the contractor which shall also be inspected by officers of the High Court of Madhya Pradesh.
- xix. 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. The contract can also be terminated at any point of time if the above mentioned work is no more required.
- xx. 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.

**(REGISTRAR GENERAL)
HIGH COURT OF MADHYA PRADESH
JABALPUR**

Section – VII
Price Bid

Detail Break up of Cost*

Name of the Bidder:

S. N.	Name of the components /appliances	Numbers of Items	Rate per item	Taxes per item	Total rate per Hardware item	Total Amount (inclusive of all taxes and duties)
A	B	C	D	E	F= D+E	G=CXF
01	Cisco Catalyst 9800-40 wireless controller (C9800-40-K9) (HA Model).	02				
02	Small secure Network server for ISE Applications (SnS-3615-K9) (HA Model).	02				
03	Technical resource for managing the above hardware and WiFi Network of 50 District Courts.	01				
Total Price (In Rs.)						

Total Price in Indian Rupees (in words) _____

Form: PQ-1
Techno-commercial Bid

Tender for Comprehensive Annual Maintenance Contract of Cisco Catalyst 9800-40
Wireless Controller & Cisco SNS 3600 Series Appliances

S. No.	Description	Indicate also page number where the sheet 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 bidder 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 03 Financial Year's Income Tax Return i.e. 2022-23, 2023-24 & 2024-25.	
6.	Copy of valid GST registration details.	
8.	Latest GST Return (Please attach copy).	
9.	Annual Turnover during last 03 financial years: 2022-23 _____ 2023-24 _____ 2024-25 _____	
10.	Experience Certificates / details of 03 years in providing annual maintenance of Servers, WiFi Access System, Wide Area Network / Local Area Network, Network Switches, Routers etc. in Central Government /State Government /Public Sector Undertakings /Autonomous Bodies and reputed Private Organization.	
11.	Details of Online Bid Security/Earnest Money Deposit: (Rs. 30,000/-) a) Amount: b) Online Reference no: c) Date of issue:	
12.	Details of Online Tender Fees: (Rs. 1,000/-) a) Amount: b) Online Reference No: c) Date of issue:	

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

Note: Please indicate the page numbers where documents are attached. The entire Tender documents should be serially page numbered including enclosures.

Previous experience(s) of the services provided by the Agency to the Govt./Semi-Government Department and reputed/Ltd. Companies (minimum Three years' experience is essential)				
S. No.	Name	Billing Amount (In Rs.)	Period	Status

It is certified that the particulars given above are true to the best of my/our knowledge/behalf and I/We have read terms/conditions and duties /responsibilities of the Technical Staff to be deputed for the purpose and have also understood the same and to hereby undertake to abide by the same without any reservations on any grounds whatsoever. In case of any breach of the said conditions. I/We shall be responsible for the consequences arising out of such situation(s).

Name & Signature of the
Authorized Signatory of the Agency
(with Seal of the Agency affixed)

Date:

Place:

Form: PQ-2
BIDDER'S ANNUAL TURNOVER

_____ (Location)

_____ (Date)

From (Name & Address of the Auditor)

To,

The Registrar General,

High Court of Madhya Pradesh,

Jabalpur (M.P.)

Ref.: _____

Sir,

We hereby certify that the average annual turnover of M/s. _____
(name of the bidder) is not less than **Rs. 25 Lakh** during the last three financial
years.

S. No.	Firm / Bidder	Year 2022-23	Year 2023-24	Year 2024-25
		Amount	Amount	Amount
1.				

Yours Sincerely,

(Seal & Signature of Auditor)

Name of the Auditor:

Name and address of the Bidder Company

Seal:

PART – I
BID FORM (1 sheet)

Tender No. :

Date:

To,

**The Registrar General
High Court of M.P.,
Jabalpur (M.P.)**

Respected Sir,

1. Having examined the conditions of the contract and details in the tender document and annexure, the receipt of which is hereby duly acknowledged, we, undersigned, offer Comprehensive Annual Maintenance Contract of Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum **05%** of the purchase / contract value.
3. We agree to abide by this Bid for a period of **180 days** from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. Until a formal Work Order of Contract is prepared and a contract is executed accordingly, this Bid together with your written acceptance thereof in your notification of award shall constitute a contract binding on us, subject to terms and conditions mentioned in the tender document.
5. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
6. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid without assigning reason therefore and you may vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Contract.

Dated this day of **2026**

Name and Signature

In the capacity of

Duly authorized to sign the bid for and on behalf of

Witness

Address

Signature

Section – VIII

C E R T I F I C A T E S

WE CERTIFY THAT:

1. We will not LEAK / DISCLOSE any information of the High Court of Madhya Pradesh to any other institutions/organizations, bodies and also in the market on the rates less than the prices quoted by us to the High Court.
2. The rate of TAXES / DUTIES mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities as per Law.
3. The comprehensive maintenance contract of the Cisco Catalyst 9800-40 Wireless Controller & Cisco SNS 3600 Series shall be the best strictly in accordance with the terms and condition of the tender document.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms and conditions of tender as applicable from time to time and agree to abide by them.
6. We will meet 100% Confidentiality and Integrity of High Court and District Courts Database and Software.

Authorized Signatory

(Seal of the Company)