

HIGH COURT OF PUNJAB AND HARYANA AT CHANDIGARH

NIQ No. 229 Spl/Comptuer/CB-9

Dated: 06/02/24

Re: NOTICE INVITING SEALED QUOTATIONS FOR THE ANNUAL MAINTENANCE CONTRACT OF THE HARDWARE (AS PER LIST AT ANNEXURE 'A', 'B' AND 'C'), FOR PUNJAB AND HARYANA HIGH COURT, CHANDIGARH.

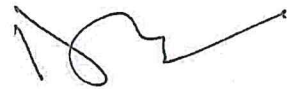
Sealed Quotations are invited for the Execution of Annual Maintenance Contract of the Hardware (as per List at Annexure 'A', 'B' and 'C'), with back to back support from OEM/ without back to back support from OEM for Punjab and Haryana High Court, Chandigarh. Sealed Quotations must reach in the Computer Branch of this Court on or before 21.02.2024 up to 5.00 P.M:

TERMS AND CONDITIONS

1. The Sealed Proposals, addressed to THE REGISTRAR (COMPUTERIZATION), PUNJAB AND HARYANA HIGH COURT, SECTOR-1, CHANDIGARH' should reach in this office latest by 21.02.2024 upto 5:00 P.M. Any offer received thereafter will not be entertained. The word "AMC FOR HARDWARE (AS PER LIST AT ANNEXURE 'A', 'B' AND 'C')," should be clearly inscribed on the top of the sealed envelope containing the Proposal.
2. It is made clear here that merely quoting lowest rates will not entitle any offer for its acceptance rather decision with regard to the acceptance of the offer would be taken by the Hon'ble Computer Committee after weighing proposal in its entirety e.g. experience of the vendor in the field, ability to provide timely maintenance services at the spot, qualification/experience of technical manpower to be deputed etc., goodwill of the firm etc. The High Court reserves its right to reject any or all the quotations without assigning any reason.
3. The Maintenance Contract will be initially for one year which may be renewed for further period of one year on the same terms and conditions subject to providing services to the satisfaction of the High Court.
4. Maintenance Contract will include all parts and spares of the Hardware Items and labour including repairs/ replacement.
5. Unscheduled, on call, corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts. The parts replaced will either be new parts or equivalent in performance to new parts. Whether

a defective item or components is to be replaced or repaired shall be at the sole discretion of vendor. In the case of a part, the defective part removed from the system will become the property of vendor.

6. The vendor to depute well qualified and trained Technical manpower to this High Court for the immediate attendance of complaint(s), within 3 hours. Also, the vendor will provide the Escalation Matrix (Contact Number and Email) to this Court for the immediate redressal of complaint(s).
7. In case of any fault the same will be rectified immediately and in case the problem is likely to take more than 3 hours, the vendor will make stand-by arrangement so as to ensure smooth functioning of the urgent Court/office work.
8. The firm will be providing basic preventive maintenance to the equipment every 3 months to ensure that the Hardware remain in good working conditions as the company finds it necessary for the long and proper functioning of the equipments.
9. Any question, dispute or difference arising under the contract, shall be referred to the Arbitrator, who shall be appointed by the Registrar General of this High Court. The award of the Arbitrator shall be final and binding on both the parties. The venue of the arbitration shall be Chandigarh. The proceedings will be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the Rules made there under.



Joint Registrar (C & IT)  
for the Registrar General

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**Annexure-‘A’**

S.No.	Item Name	RAM	CPU Cores	Space (No. of Disks)	Service Tag	Express Service Tag	Mfg date
1	DELL EMC POWEREDGE R440 DUAL CPU 8 CORE EACH	128	8	7 x 2.4 (TB) SAS	9KRV3W2	20847165554	20190413
2	DELL EMC POWEREDGE R440 DUAL CPU 4 CORE EACH	128	4	2 x 2.4 (TB) SAS	9KRT3W2	20847072242	20190413
3	DELL EMC POWEREDGE R440 DUAL CPU 8 CORE EACH	128	8	8 x 2.4 (TB) SAS	9KPV3W2	20843806322	20190413
4	HCL 17" TFT LCD Monitor			Product Name : HCM7LFAN21		Model No: TFT1780PS	

## Annexure- 'B'

#	Item Name	Os Image name	Vender ID	CPU Family	Model	CPU Processer	DRAM
1	Fortinet 300E Series <b>Serial No.</b> <b>FG3H0E5819900840</b>	Flatke	GenuineIntel	6	14	Intel® Core™i5-6500 CPU @ 3.20GHz	8176MB 2128MHz

## Annexure – 'C'

Network Device Detail						
Sr.No.	Device Type	Model No.	Device no.	Serial	QTY.	Warranty Status
1	Cisco Router	CP1111-8P	FGL2241102F		1	1 Year from date of purchase
2	Brocade Switch	ICX 7250-24G	DUG3828L06L		1	1 Year from date of purchase
3	Brocade Switch	ICX 7250-24G	DUG3824N0EA		1	1 Year from date of purchase