

HIGH COURT OF ANDHRA PRADESH
TENDER NOTIFICATION
ROC.NO.365/2019-CPS

Sealed quotations are invited from the reputed firms for Annual Maintenance Contract (AMC) for the following hardware of the High Court of Andhra Pradesh. The details are as under:

SI. No	DESCRIPTION	MAKE & MODEL NO	TOTAL Nos.	YEAR OF PURCHASE
01	Justice Clock	ADDSOFT/ADD WALL-OUT-P8	01	2020
02	Online Controller along with Receiver Card		01	2022

The intending bidders shall submit their sealed quotations to the undersigned on or before the 12th November, 2025 by 04:00 PM.

Note: The interested bidders can inspect the Justice clock during the office hours between 10:30 AM and 05.00 PM at Computer Section, High Court of Andhra Pradesh, on all working days up to 07.11.2025.

Terms and Conditions for calling Quotation for Annual Maintenance Contract (AMC) of Justice Clock.

1. Scope of Work

- a. Technical Specifications sheet of Justice Clock are specified at **Annexure - 1**
- b. The service provider will be responsible for the maintenance and servicing of Justice Clock for the duration of the Annual Maintenance Contract (AMC).
- c. The contract will cover both preventive maintenance (scheduled) and breakdown maintenance (unscheduled) for the Justice Clock.
- d. The contract includes the replacement of defective parts (either through repair or full replacement) during the AMC period at the cost of High Court of Andhra Pradesh.
- e. The service provider will ensure that the Justice Clock functionality is maintained throughout the contract period.

2. Eligibility Criteria

- a. The bidder must have a minimum of 5 years experience in the providing maintenance service for the Outdoor Display.
- b. The bidder should have certified and trained technicians specifically qualified for Outdoor Display and other related equipments repairs and maintenance.

- c. The bidder should submit valid registration certificates, company profile, GST registration, and proof of previous related AMC contracts.

3. Duration of Contract

- a. The Annual Maintenance Contract (AMC) will be valid for a period of One year from the date of Agreement.
- b. The contract may be extended based on mutual agreement and satisfactory performance at the option of the High Court.

4. Quotation Submission

- a. Quotation should be submitted in a sealed envelope cover in the name of the Registrar (IT-cum-CPC), High Court of Andhra Pradesh.
- b. The quotation must be in Unit Price inclusive of all charges and taxes (GST or other).
- c. Quoted prices should be valid for 90 days from the date of submission.
- d. Partial or incomplete quotations will not be accepted.
- e. The successful bidder will have to furnish unconditional Bank Guarantee @10% of the Annual Maintenance Contract (AMC) value to the High Court of Andhra Pradesh, valid for 14 months within 15 working days from the date of issue of Purchase/Work Order towards service guarantee, in the name of the "Registrar (Administration), High Court of Andhra Pradesh."

5. Payment Terms

- a. Payment will be made quarterly after submission of the invoice, through CFMS.
- b. Payments will be released after verification of the services provided and certification of the concerned Authorized Officer of the High Court.
- c. No advance payments will be made. Deductions for poor performance or delays may apply as per the penalty clause.

6. General Service

- a. The service provider is required to perform General Service of Justice Clock at least once in every quarter.
- b. A detailed report of General Service must be submitted after each visit.

7. Breakdown Maintenance

- a. In case of any breakdown, the service provider must respond within 24 hours after receiving a complaint.
- b. All breakdowns must be resolved within 48 hours. If there is a delay in service beyond the stipulated period, a penalty of 0.5 % of bill amount will be imposed.
- c. The service provider should maintain sufficient stock of spare parts to ensure prompt service.

8. Spare Parts and Consumables

- a. The service provider shall be responsible for providing genuine Outdoor Display spare parts in case of replacement.
- b. The spares parts shall be replaced with original spare parts at the cost of High Court of Andhra Pradesh.
- c. If a specific part is not available, the service provider must inform the High Court and arrange for a replacement within a reasonable time frame.
- d. The warranty provided by the OEM shall be applicable on replaced consumables and spare parts from the date of installation.

9. Exclusions

- a. The Annual Maintenance Contract (AMC) covers damage caused due to electrical fluctuations, physical damage, or mishandling of the Justice Clock.

10. Service Documentation

- a. The service provider is required to maintain a detailed log of all services performed, including date and time, nature of the fault, parts replaced, and resolution.
- b. All service reports must be signed by the Authorized Officer of the High Court at each visit.

11. Termination

- a. The High Court reserves the right to terminate the contract with 30 days prior notice in the event of unsatisfactory performance violation of terms, or breach of the contract.
- b. The service provider may terminate the contract by giving 30 days written notice, provided that all pending services have been completed.

12. Penalties

- a. In case of delays in service, failure to respond within the agreed upon time frame, or repeated breakdowns, penalties will be applied as follows:
- b. Delay beyond 72 hours: 1% deduction from the total payable bill amount.
- c. Failure to provide General Service: 2% penalty on total bill amount for each unattended service.

13. Jurisdiction

- a. In case of disputes arising from this contract, the jurisdiction will be Guntur District, and all legal proceedings will be handled accordingly.

14. Force Majeure

- a. Neither parties will be held responsible for delays or inability to fulfill obligations due to unforeseen events like natural disasters, acts of war, or any other situation beyond their control.

15. Contact Details

- a. The service provider must designate a point of contact for all communication regarding service requests, complaints, and issues.
- b. Emergency contact numbers and escalation procedures must be provided at the start of the contract.

16. Agreement

- a. The successful bidder shall enter into MoU/Annual Maintenance Contract (AMC) with the Authorized Officer of the High Court of Andhra Pradesh duly mentioning all the terms and conditions within 15 days of receipt of Work/ Purchase Order.

Time schedule of various tender related events:

Bid calling date	04.11.2025
Bid closing date/time	12.11.2025, 04.00 PM
Bid opening date/time	12.11.2025, 04.30 PM
APHC Contact person	The Registrar(IT-cum-CPC) Mob:7901625203, email: cpc-ap@aij.gov.in
APHC Reference No.	ROC.No.365/2019-CPS
Bid Document Fee	Rs.1,000/- . To be paid through offline. Bid Document Fee should be in favour of Deputy Registrar-cum-Drawing and Disbursing Officer , High Court of Andhra Pradesh.

Note: The Registrar (IT-cum-CPC) reserves the right to accept or reject any or all the quotations without assigning any reason(s).

ANNEXURE-I

TECHNICAL SPECIFICATION FOR JUSTICE CLOCK

			Bidder's Compliance Remark (Office Use)
Main Parameters	LED Lamp	SMD 3535	
	Module Size	160mm x 320 mm	
	Module Resolution	20 x 40 DOTS	
	Cabinet Resolution	120 x 120	
	Cabinet Size	960mm x 960mm	
	Cabinet Material	MS IRON	
	Refresh Rate	2200HZ	
	Brightness	>7000 cd/m2	
	Driving IC	MBI 5024	
	Wall Size	7 feet x 10 feet (Approx.)	
PC Module/Accessories	Processor	CPC processor Core i7	
	Memory	16 GB or better	
	Operating System	Windows	
	Ports	8 I/O Ports, 1 Ps/2, 6 USB, 2 USB 2.0, 1 VGA, Serial Port, 1 LAN	
	Remote server connectivity through LAN/Internet Wireless Keyboard & Mouse Control		

AMARAVATI
DT: 04.11.2025


JOINT REGISTRAR


JOINT REGISTRAR


REGISTRAR (IT-CUM-CPC)

