



HIGH COURT OF ANDHRA PRADESH AT AMARAVATHI

ROC.No.2483/2024-CPS

TENDER NOTIFICATION

FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF
60 NUMBERS OF DELL i7 ALL-IN-ONE DESKTOP COMPUTERS AND
150 NUMBERS OF DELL i3 ALL-IN-ONE DESKTOP COMPUTERS
SPECIFICATIONS AND TERMS & CONDITIONS

ANNEXURE-I

S.No	Parameter	Specifications
1	Make & Model	Dell & Optiplex 7780 AIO
2	Quantity	60
3	Processor	10 th generation Intel Core i7-10700
4	Chipset	IntelQ470
5	Motherboard	OEM Mother Board
6	RAM	8 GB RAM
7	Hard Drive	512 GB SSD
8	Audio	Integrated Audio
9	Network Interface Card	Integrated On-board 10/100/1000 Mbps NIC or higher
10	Display Monitor	27" FHD IPS
11	Form factor	All-in-One
12	Keyboard & Mouse	USB Minimum 104 Keys Keyboard & USB 2 button Optical Scroll mouse
13	Ports	1RJ 45, 6USB ports, Audio Jack, Line-out, DP, HDMI
14	Operating System	Windows 10 Pro 64 bit

ANNEXURE-II

S.No	Parameter	Specifications
1	Make & Model	Dell & Optiplex 3280 AIO Non Touch
2	Quantity	150
3	Processor	10 th Generation – Intel Core i3-10105T Processor
4	Chipset	Intel B460 Chipset
5	Motherboard	OEM Mother Board
6	RAM	8 GB RAM
7	Hard Drive	1TB SATA HDD and 128 GB SSD
8	Audio	Integrated Audio
9	Network Interface Card	Integrated On-board 10/100/1000 Mbps NIC or higher
10	Display Monitor	21.5" FHD 1920x1080 IPS without touch
11	Form factor	All-in-One
12	Keyboard & Mouse	USB Minimum 104 Keys Keyboard & USB 2 button Optical Scroll mouse
13	Ports	Min 6 USB ports (min USB 3.0 -2 nos.), 1 No. of Video Port (DP)
14	Operating System	Windows 10 Professional 64 bit

BID TERMS AND CONDITIONS

1. The High Court of Andhra Pradesh invites bids for Comprehensive Annual Maintenance Contract (CAMC) of **60 Numbers of Dell All-in-One Desktop Computers of Model Optiplex 7780 AIO and 150 Numbers Dell All-in-One Desktop Computers of Model Optiplex 3280 AIO Non touch including one man power.**
2. Bids are invited from authorized Vendors/Dealers based in State of Andhra Pradesh, having at least 3 years of experience in Government/PSU/Other Autonomous Bodies and at least a turnover of Rs.1 Crore in each of the last three financial years i.e. 2022-23, 2023-24 and 2024-25, in ICT infrastructure and Software Sales, Service and Support.
3. The EMD Amount is Rs.50,000/- (Rupees Fifty Thousand only), the EMD should be in the form of BG/DD. Bank Guarantees/Demand Drafts (DD) that are issued by any Scheduled / Nationalized banks only will be accepted. BG Validity should be Six Months from the bid closing date. The EMD should be in favour of **Deputy Registrar-cum-Drawing and Disbursing Officer**, High Court of Andhra Pradesh.
4. Although the bidders under MSME/Startup India category are exempted from the past experience and turnover criteria and accordingly proof for the exemption of the same must be attached instead of Experience Certificate and Turnover Certificate.
5. Tender bid must contain the Name, Office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures. A certificate from Bidder's/Dealers HR/ legal department must be enclosed with the bid certifying that the person(s) who signed the bid is an authorized person on behalf of Company/Firm.
6. Un-signed, un-stamped bids and bids submitted by persons without certificate from bidder's HR / legal department shall not be accepted.
7. Bidder must take printout of the bid document, self attest each page of the same and upload it as the **Additional Document 1**, along with the duly filled Technical Bid document, merged in a single PDF file, in technical bid as a token of reading, understanding and agreeing with all the terms and conditions laid in the document. Failing to do so is liable to the rejection of bid.
8. The Bidder must provide with Technical bid, valid GST registration, PAN card, turnover certificate and past experience certificates and related other

documents as mentioned above in point Nos. 2 to 5 all merged in a single PDF file as **Additional Document 2** in the technical bid. Failure to provide any of the aforesaid documents will lead to the rejection of the bid.

9. The successful bidder has to submit performance guarantee by way of **Bank Guarantee (BG) @ 5%** from any Nationalized banks of the Purchase order value for the duration of warranty period of the item(s). The performance guarantee will be returned on satisfactory services provided by the Bidder subject to deductions, if any, after the warranty period.
10. The High Court shall have the right to cancel the Tender at any time without assigning any reason(s) and intimation.
11. The OEM should submit the end of the life and launches Month & Year on their letter head/ certificate if any in this regard.
12. In case any equipment(s) are shifted from one location to another then in such a case successful bidder shall be responsible to provide support and maintenance at such locations also.
13. In case of any rectification of a defect or replacement of any defective Product during the CAMC period, the warranty for the rectified/ replaced shall remain till the original warranty period.
14. **Bidder shall furnish Uptime of installed Product:** The successful bidder shall arrange for regular upkeep and maintenance of the product/Equipment to keep the Product running to its optimal capacity. The successful bidder shall be required to maintain the computer systems in the High Court, Residence of Hon'ble Judges and Registrars till the completion of CAMC period. In case of fault, the Technician from the bidder firm will lodge complaint to successful bidder's toll free number/ web support system/email provided by them. Complaint shall be resolved within 24 hrs from the time of call log during the business hours (i.e. 09.00 am to 06.00 pm). This will be termed as a permissible time per site.
15. **Penalty:** In case the Product/Equipment is not rectified even after call login for more than 72 hours, penalty @ 0.5% of total value per site per day or part thereof the day will be deducted. In case, any equipment goes down for more than fifteen (15) days, the High Court may initiate termination for default and take remedial action(s) accordingly. Penalties will be deducted from due payment/performance securities.

16. All Services shall be offered at site including logistics, transportation, installation, testing & commissioning at the cost of the successful bidder only. All aspects of safe delivery and installation shall be the exclusive responsibility of the successful bidder.
17. The High Court or its representative shall have the right to inspect or to test the Equipment to confirm their conformity to the replaced part, if any. The successful bidder shall provide all reasonable facilities and assistance to the inspecting authority at no charge. In case any spare part or equipment replaced, fails to conform to the specifications, High Court may reject them and successful bidder shall replace the rejected equipment with the new one in conformity with the specifications at free of cost to High Court.
18. The successful bidder shall provide the following documents at the time of replacing any component in the CAMC covered Computers:
 1. Serial no of Product.
 2. OEM Warranty certificates.
 3. Installation Reports
19. The successful bidder shall complete the preventive maintenance of all the CAMC covered computers within the first three months and thereafter for every four months and shall submit the maintenance reports in Computer Section, duly signed by the respective users.
20. The High Court would be entitled to impose Liquidated Damages for the delay in replacement of the spare parts in place of the defective parts and installation @ 1% of the value of total Products at non-delivered/non-commissioned sites per week or part of the week of delayed period. In case of delay beyond 7 weeks or as specified, High Court may initiate termination for default and take remedial action(s) accordingly. The Liquidated damages will be deducted from due payment/performance securities.
21. Payment will be made on quarterly basis after receiving preventive maintenance report of all systems, through CFMS.
22. The successful bidder shall submit its claim for payment in writing along with relevant documents, as stipulated in Contract/PO and in the manner as also specified therein. The documents which the successful bidder has to furnish while claiming payment are:
 1. Original Invoice (GST Compliant format) with serial no. of each item.
 2. Delivery challan, Installation report duly received (sign & Stamped from concerned officer) for any replaced part.
 3. Warranty document from OEM

4. **Performance Bank Guarantee @ 5%** of the Purchase Order Value valid for a period of 5 Years from the date of installation.
 5. Any other document specified by High Court during the course of project.
23. The bidder should submit/give declaration stating that they are not debarred/black listed by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices.
24. If the bidder is debarred/ blacklisted as mentioned above, such bidder becomes ineligible to participate in the bidding process. In case of any concealing of information relating to blacklisting or pending of cases as mentioned above or submission of fake information/fake documents, APHC reserves the right to cancel the work order/contract allotted, apart from forfeiting PBG. APHC reserves the right further to take penal action on the bidder.

Note: Relevant documents in support of above eligibility criteria should be furnished.

25. If there is an unsatisfactory resolution of the issues raised by the High Court in written/email, the High Court may take any one or more of the following contractual remedies.
1. Temporarily withhold payments due to the successful bidder till recoveries due to invocation of other contractual remedies are complete.
 2. Recover liquidated damages/penalties for delays.
 3. Encash and/or Forfeit performance or other contractual securities.
 4. High Court may debar the contractor or any of its successors from participating in any Tender Process undertaken by all its procuring entities for a period not exceeding two years commencing from the date of debarment.

26. **ARBITRATION**

If any dispute or difference of opinion arises between parties concerning the terms of agreement or their respective rights, responsibilities or liabilities, then the parties shall meet and try to settle these amicably. If the parties fail to reach an amicable settlement within a reasonable time, the dispute, doubt or difference of opinion shall be referred to arbitration of a sole arbitrator to be nominated by the HIGH COURT. The decision of the arbitrator shall be conclusive, final and binding on both the parties. The jurisdiction of the court will be in the State of Andhra Pradesh.

Time schedule of various tender related events:

Bid calling date	11.12.2025
Bid closing date/time	22.12.2025, 03.30 PM
Bid opening date/time	22.12.2025, 04.00 PM
APHC Contact person	The Registrar(IT-cum-CPC) Mob:7901625203, email: cpc-ap@aij.gov.in
APHC Reference No.	ROC.No.2483/2024-CPS
Bid Document Fee	Rs.1,000/-. To be paid through offline. The Document Fee should be in favour of Deputy Registrar-cum-Drawing and Disbursing Officer , High Court of Andhra Pradesh.

SuperScribing:

"On-site Comprehensive Annual Maintenance Contract (CAMC) of 60 Nos. of Dell i7 Optiplex 7780 All-In-One Desktop Computers and 150 Nos. of Dell i3 Optiplex 3280 Model AIO Non touch including one man power"

Quotations submitting address:

The Registrar (IT-cum-CPC), High Court of Andhra Pradesh, Nelapadu at Amaravarti, Guntur District.

Note: Mention full address with Mobile number on the sealed cover of the quotation.

Model Contract Form

Contract Ref No: _____

THIS AGREEMENT is made on ____ day of _____

BETWEEN

1. The Registrar (IT-cum-CPC), High Court Andhra Pradesh, 2nd Floor, Interim Judicial Complex, Nelapadu, Amaravati, Guntur District - 522202, Andhra Pradesh, India (hereinafter called "the Purchaser"), on behalf of High Court of AP and
2. _____ a company incorporated under the laws of India and having its registered office at _____. (Hereinafter called "the Supplier").

WHEREAS the Purchaser invited bid for certain goods and ancillary services viz., Supply, delivery and Installation of _____ for supply at _____ and has accepted a bid by the Supplier for the supply of those goods and services in the sum of Rs. _____ (Rupees _____) including all taxes and duties (hereinafter called as "the Contract Price")

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of bid document referred to

1. Scope of the Work

Brief outline of the work: To Supply, Delivery & Installation of devices/s/items as per the staggered orders issued time to time during the contract period _____ at _____. The detailed scope is as covered in RFP and subsequent clarifications.

2. Contract Documents

The following documents shall constitute the Contract between the User and the Supplier, and each shall be read and construed as an integral part of the Contract:

- I. This Contract Agreement and the Annexures attached to the Contract Agreement
- II. Notification of award
- III. Minutes of CPC meeting held on _____
Bid document Ref No. _____ Dt. _____

Performance Security BG Form

(To be issued by a bank scheduled in India and having at least one branch in Vijayawada or Guntur town)

To:..... (Address of APHC)

WHEREAS..... (Name of Vendor) hereinafter called "the Vendor" has undertaken, in pursuance of Contract No.....Dated...(Date), to supply called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs. and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs..... .(Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of (Date)

Place:


11/12/25
JOINT REGISTRAR


11/12/25
JOINT REGISTRAR


11/12/25
REGISTRAR (IT-cum-CPC)