

HIGH COURT OF ANDHR PRADESH

TENDER NOTIFICATION

ROC.NO.163/2022-CPS

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

SI. No.	DESCRIPTION	MAKE & MODE No.	Total Nos.	Year of Purchase
01	TSC Industrial Thermal Transfer Barcode Printers.	MH241(14")	23	2023

The intending bidders shall submit their sealed quotations to the undersigned on or before the 03.10. 2025 by 04:00 PM.

Note: The interested bidders can inspect the hardware during the office hours between 10:15 A.M and 5:00 PM at Computer Section, High Court of Andhra Pradesh, on all working days up to 29.09.2025.

Terms and Conditions for Calling Quotation for Annual Maintenance Contract of TSC Industrial Thermal Transfer Barcode Printers.

1. Scope of Work

- The service provider will be responsible for the maintenance and servicing of TSC Industrial Thermal Transfer Barcode Printers, for the duration of the Annual Maintenance Contract (AMC).
- The contract will cover both preventive maintenance (scheduled)
- The contract includes the replacement of defective parts (either through repair or full replacement) and unlimited printouts during the AMC period.
- The service provider will ensure that the printers functionality, is maintained throughout the contract period.

2. Eligibility Criteria

- The bidder must have a minimum of 5 years of experience in providing maintenance services for TSC Industrial Thermal Transfer Barcode Printers or similar products.
- The bidder should have certified and trained technicians specifically qualified for TSC Industrial Thermal Transfer Barcode Printers repairs and maintenance.

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

3. Duration of Contract

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

4. Quotation Submission

- i. Quotations should be submitted in a sealed envelope cover in the name of Registrar (IT-cum-CPC), High Court of Andhra Pradesh.
- ii. The quotation must be with Unit Price inclusive of all charges, including service charges, manpower, spare parts, consumables and applicable taxes (GST or other).
- iii. Quoted prices should be valid for 30 days from the date of submission.
- iv. Partial or incomplete quotations will not be accepted.
- v. 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 one (1) year within 15 working days from the date of issue of Purchase Order towards service guarantee, in the name of the Registrar (Administration), High Court of Andhra Pradesh.

5. Payment Terms

- i. Payment will be made at the end of each quarter, after submission of the invoice.
- ii. Payments will be released after verification of the services provided and certification of the authorized officer of the High Court.
- iii. No advance payments will be made. Deductions for poor performance or delays may apply as per the penalty clause.

6. Preventive Maintenance

- i. The service provider is required to perform preventive maintenance of each printer at least once in every quarter.
- ii. A detailed report of preventive maintenance must be submitted after each visit.

7. Breakdown Maintenance

- i. In case of any breakdown, the service provider must respond within 24 hours after receiving a complaint.

- ii. 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.
- iii. The service provider should maintain sufficient stock of spare parts to ensure prompt service.

8. Spare Parts and Consumables

- i. The service provider shall be responsible for providing genuine TSC Industrial Thermal Transfer Barcode Printers parts in case of replacement.
- ii. The spares shall be replaced with original spare parts at the cost of service provider.
- iii. 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.
- iv. The warranty provided by the OEM shall be applicable on replaced consumables and spare parts.

9. Exclusions

- i. The Annual Maintenance Contract does not cover damage caused due to electrical fluctuations, physical damage, or mishandling of the Printer.

10. Service Documentation

- i. 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.
- ii. All service reports must be signed by the Authorized Officer of the High Court at each visit.

11. Termination

- i. 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.
- ii. The service provider may terminate the contract by giving 30 days written notice, provided that all pending services have been completed.

12. Penalties

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

13. Confidentiality

- i. The service provider must ensure that no data or information stored in the printers during service.
- ii. The service provider must follow data security protocols to protect sensitive information.

14. Jurisdiction

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

15. Force Majeure

- i. Neither party 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.

16. Contact Details

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

18. Agreement

1. The successful bidder shall enter into MoU/Annual Maintenance Contract with the Authorized Officer of the High Court of Andhra Pradesh duly mentioning all the terms and conditions within receipt of 15 days of work order.

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

Time schedule of various tender related events:

Bid calling date	22.09.2025
Bid closing date/time	03.10.2025, 04.00 PM
Bid opening date/time	06.10.2025, 04.30 PM
APHC Contact person	The Registrar(IT-cum-CPC) Mob:7901625203, email: cpc-ap@aij.gov.in
APHC Reference No.	ROC.No.163/2022-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.

Amaravati

DT: 22.09.2025


Deputy Registrar


Joint Registrar
22/9/25


Registrar (IT-cum-CPC)