



HIGH COURT OF ANDHRA PRADESH AT AMARAVATHI

ROC.No.3378/2026-CPS

TENDER NOTIFICATION

**FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF
200 NUMBERS OF ACER M4690G DESKTOP COMPUTERS**

SPECIFICATIONS AND TERMS & CONDITIONS

S.No	Parameter	Specifications
1	Make & Model	Acer M4690G Desktop Computer
2	Quantity	200
3	Processor	12 th Gen i3-12100
4	Chipset	B660
5	Motherboard	OEM Mother Board
6	RAM	2*8nDual Channel DDR4 RAM 3200 MHz
7	Storage	1 TB SSD PCIe 3.0
8	Audio	Integrated High Definition Audio
9	Network Interface Card	Gigabyte Ethernet
10	Display Monitor	21.5" TFT LED Monitor with TC07 certification or higher with min 250 nits.
11	Form factor	Tower/SFF (Slim)
12	Keyboard&Mouse	Wired Mechanical Keyboard & USB 2 button Optical Scroll mouse
13	Slots	1xPCI Express x16 Gen4 slot, 2xPCI Express x1 Gen4 slot, 1xM.2 Slot Type 2260/22080 PCI-eX4 Gen4(for SSD), 1xM.2 slot Type 2230 (for WLAN)
14	Ports	Front Panel I/O: Power Button, Headphone Combo Jack, 2x USB 3.2 2x USB 2.0 Rear Panel I/O: 1x COM Port, 1x HDMI Port 1x DP Port, 1x D-Sub (VGA) Port, 2x USB 3.2 Gen2 Ports (Type A+ Type C), 1x PS/2 Keyboard+Mouse 2x USB 2.0, 1x RJ45 port, 1x Audio port(Line-in, Line-Out, MIC)
15	Power Supply	250 W Standard 85% Efficiency
16	Operating System	Windows 11 Pro

BID TERMS AND CONDITIONS

1. The High Court of Andhra Pradesh invites bids for the Comprehensive Annual Maintenance Contract (CAMC) of 200 (One Hundred) Acer M4690G Desktop Computers, including the deployment of one dedicated on-site Service Engineer for maintenance and technical support services during the contract period. The bidder shall submit the quotation for a period of one (1) year, including taxes.
2. Bids are invited from authorized Vendors/Dealers having their office in the State of Andhra Pradesh, with a minimum of three (3) years' experience in providing CAMC/AMC services for Desktop Computers and other computer peripherals to Government Departments/PSU/Other Autonomous Bodies with a minimum annual turnover of Rs.40,00,000/- (Rupees Forty Lakhs only) in the last three financial years i.e. 2023-24, 2024-25 and 2025-26.
3. The bidder shall furnish an EMD Amount of Rs.80,000/- (Rupees Eighty Thousand only) in the form of BG/DD issued by any Scheduled / Nationalized bank, Valid for a period of Six (6) Months from the bid closing date, in favour of **Deputy Registrar–cum-Drawing and Disbursing Officer**, High Court of Andhra Pradesh.
4. The bidders under MSME/Startup India category are exempted from the past experience and turnover criteria, subject to submission of valid documentary proof in support of exemption in lieu of the relevant experience and turnover certificates.
5. The bid shall contain the name, registered office address, correspondence address, contact numbers and e-mail ID of the authorized signatory. The bid shall be accompanied by an authorization certificate issued by the bidder's HR or Legal Department, certifying that the signatory is duly authorized to submit and sign the bid on behalf of the Company/Firm.
6. Unsigned or unstamped bids, or bids submitted without the authorization certificate prescribed under Clause 5, shall be summarily rejected.
7. The bidder shall submit a duly signed and self-attested copy of the complete bid document, along with the duly filled Technical Bid, as a token of having read, understood and accepted all the terms and conditions of the tender.
8. The bidder shall submit the Bid along with valid GST Registration (Andhra Pradesh), PAN Card, turnover certificate, experience certificates and other relevant supporting documents. Failure to furnish any of the required documents shall render the bid liable for rejection.

9. The successful bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the Work Order value, issued by a Nationalized Bank, valid for the entire CAMC period. The PBG shall be released after satisfactory completion of the contract, subject to adjustment of any dues or penalties.
10. The High Court shall have the right to cancel the Tender at any time without assigning any reason(s) and intimation.
11. The bidder/OEM shall furnish, on its letterhead, the End-of-Life (EOL) status, if any, and the month and year of launch of the All-in-One Desktop Computer model covered under the CAMC.
12. In the event of relocation of any CAMC-covered computer during the contract period, the successful bidder shall continue to provide maintenance and support services at the new location without any additional cost.
13. Any component repaired or replaced during the CAMC period shall continue to be covered under the original warranty/CAMC up to its expiry.
14. The successful bidder shall furnish a dedicated escalation matrix containing the names, designations, mobile numbers, e-mail IDs and contact details of the Service Engineer, Service Manager and the authorized senior representative for resolution of complaints.
15. The successful bidder shall ensure optimum uptime of all CAMC-covered computers by providing preventive and breakdown maintenance at the High Court and the residences of Hon'ble Judges and Registrars throughout the CAMC period. All complaints shall be registered with the OEM through its toll-free number, web portal or e-mail and resolved within twenty-four (24) hours from the time of logging the complaint during business hours (09:00 A.M. to 06:00 P.M.). The said period shall be treated as the permissible resolution time for each site.
16. Where a defect cannot be rectified within the stipulated resolution period due to non-availability of spare parts or any reason attributable to the successful bidder, a standby system of equivalent or higher configuration shall be provided, wherever required, until the original system is restored to working condition, at no additional cost to the High Court.
17. If any CAMC-covered computer remains non-functional beyond seventy-two (72) hours from the time of logging the complaint, a penalty at the rate of 0.5% of the applicable CAMC charges per site per day or part thereof shall be levied until restoration. If the equipment remains non-functional for more than fifteen

(15) days, the High Court may terminate the contract for default and take such remedial action as deemed fit. The penalty shall be recovered from the payments due or the Performance Bank Guarantee.

18. All services under the CAMC, including transportation, installation, testing, commissioning and replacement of spare parts, shall be provided at the site at the sole cost and responsibility of the successful bidder.
19. The High Court or its authorized representative may inspect or test any replacement component to verify its conformity with the prescribed specifications. Any non-conforming component shall be replaced with a new genuine component of the required specifications at no additional cost to the High Court.
20. The successful bidder shall provide details and identity particulars of all technicians deployed under CAMC and ensure that only authorized and duly identified personnel are permitted to attend complaints.
21. At the time of replacing any component under the CAMC, the successful bidder shall furnish the following documents:
 1. Make and Model of the replaced component.
 2. Serial Number of the replaced component and the corresponding computer.
 3. OEM Warranty Certificate, wherever applicable.
 4. Installation Report duly signed by the authorized user/official.
22. The successful bidder and its personnel shall maintain strict confidentiality of all data, files, documents and information stored in the CAMC-covered computers and shall not access, copy, disclose, transfer, retain or misuse the same except to the extent required for authorized troubleshooting. Any unauthorized access, disclosure or data breach shall constitute a material breach of the contract and may result in termination of the CAMC, forfeiture of the Performance Bank Guarantee and such other action as deemed appropriate by the High Court.
23. The successful bidder shall carry out preventive maintenance of all CAMC-covered computers within the first three (3) months of commencement of the contract and thereafter at intervals not exceeding four (4) months. The preventive maintenance reports, duly signed by the respective users, shall be submitted to the Computer Section.
24. The successful bidder shall maintain the following records throughout the CAMC period:

(a) A service register/call log containing the complaint number, date and time of complaint, nature of fault, action taken, details of components replaced, date and time of restoration and the particulars of the attending technician, which shall be produced before the High Court whenever required.

(b) An asset register containing the make, model, serial number, installation location, warranty/CAMC period and maintenance history of each CAMC-covered computer, including details of repairs and replacement of components.

25. 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.

26. Payment will be made on quarterly basis after receiving preventive maintenance report of all systems, through CFMS.

27. 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 in triplicate.
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 Work Order Value valid for the duration of CAMC.
5. Preventive Maintenance Report including the details of any spares replacement along with Serial Nos of the Computers and the parts replaced.
6. Any other document specified by High Court during the course of project.

28. 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.

29. 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.

30. 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.

31. **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	30.07.2026
Bid closing date/time	10.08.2026, 04.00 PM
Bid opening date/time	10.08.2026, 04:30 PM
APHC Contact person	The Registrar(IT-cum-CPC) Mob:7901625203, email: cpc-ap@aij.gov.in
APHC Reference No.	ROC.No.3364/2026-CPS
Bid Document Fee	Rs.1,000/-. To be paid through offline. Bid Document Fee should be made by Demand Draft drawn in favour of Deputy Registrar-cum-Drawing and Disbursing Officer , High Court of Andhra Pradesh and payable at Nelapadu, Amaravati (India).

SuperScribing:

"On-site Comprehensive Annual Maintenance Contract (CAMC) of 200 NUMBERS OF ACER M4690G DESKTOP COMPUTERS 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.


30.7.2026

ASSISTANT REGISTRAR


30/7/26
JOINT REGISTRAR


30/7/26
REGISTRAR (IT-cum-CPC)

