

HIGH COURT OF PUNJAB AND HARYANA AT CHANDIGARH

NIQ No. 2304 /Spl.CB-9

Dated: 15/11/2022

Re: NOTICE INVITING SEALED QUOTATIONS FOR THE ANNUAL MAINTENANCE CONTRACT OF SAN STORAGE AND ITS ALLIED ITEMS, FOR PUNJAB AND HARYANA HIGH COURT, CHANDIGARH

Sealed Quotations are invited for the Execution of Annual Maintenance Contract of SAN storage and its allied items (as per Annexure-A) for Punjab and Haryana High Court, Chandigarh w.e.f 02.04.2023. Sealed Quotations must reach in the Computer Branch of this Court on or before 30.11.2022 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 30.11.2022 upto 5:00 P.M. Any offer received thereafter will not be entertained. The word "AMC FOR SAN STORAGE AND ITS ALLIED ITEMS" 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 for one year w.e.f. 02.04.2023 which may be renewed for further period of one year on the same terms and conditions, provided satisfactory 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). 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.


Deputy Registrar (Computer)
for the Registrar General

Annexure-A

S.No	Particulars	Qty.	Make/Model
1	SAN Controller & SAN Storage (20TB) with San Management Software as per NIT specification	1	IBM V7000
2	Tape library with all associated items as per NIT specification	1	Tandberg
3	42U racks with all accessories items as per NIT Specification	2	Prasha
4	LCD monitor with all associated items as per NIT specification	1	IBM 17"
5	20 KVA UPS with all accessories as per NIT specifications	2	Emerson