

**HIGH COURT OF JUDICATURE AT BOMBAY
BENCH AT AURANGABAD**

No. N/Cash/16427/2025

Date: 03/12/2025

**E-Tender Notice: Comprehensive Annual Maintenance
Contract for Computer Hardware, LAN, and Peripherals at the
Bombay High Court, Aurangabad Bench**

The High Court of Judicature at Bombay, Bench at Aurangabad invites e-Tenders in two part bidding system [Technical Bid & Financial Bid] from eligible vendors for “Onsite Comprehensive Annual Maintenance Contract for various Computer Hardware Items & Networking”.

Interested parties may submit their Tender Offer on or before 11/12/2025 upto 3.00 p.m. on e-tendering website of Government of Maharashtra i.e. <https://mahatenders.gov.in>. The tender document and terms and conditions are available on the websites viz. <https://mahatenders.gov.in> and <https://bombayhighcourt.nic.in>.

Other Tender Information:

Tender Fees	E.M.D.	Security Deposit	Contract Period	Tender Value approx.
Rs.3200/- Non-Refundable	Rs.18000/-	10% of Contract Value	01 Year	900000/-

The e-tenderers to note that, it is highly important that, all activities like buying forms /downloading / filling in bids / inclusion of bids / depositing Tender Fees/E.M.D. etc. should be completed within a stipulated time according to the time table given below.

SCHEDULE FOR E-TENDER

Date & Time of Publication	04/12/2025 at 10.00 a.m.
Date & Time to Start for Document Download/Sale.	04/12/2025 at 10.00 a.m.
Date & Time to Start for submission of Bid.	04/12/2025 at 10.00 a.m.
Last date & time for Document downloading / Sale.	11/12/2025 at 3.00 p.m.
Last date & time for submission of Bid	11/12/2025 at 3.00 p.m.
Date & Time to Open Bid.	12/12/2025 at 3.05 p.m. [if possible]

Interested Parties/firms/bidders may log on the website <https://mahatenders.gov.in> & www.bombayhighcourt.nic.in for details Terms and Conditions and to inquire for technical information inquire on Toll Free No. 0120-4001 002/0120-4001 005/0120- 4493395 & on phone No.0240-2993303 for tender inquiry.

Date: 03/12/2025.

Sd/-
Registrar [Admn.]
High Court of Bombay
Bench at Aurangabad

**HIGH COURT OF JUDICATURE AT BOMBAY
BENCH AT AURANGABAD**

**E-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR COMPUTER HARDWARE, LAN, AND
PERIPHERALS AT THE BOMBAY HIGH COURT, BENCH AT
AURANGABAD.**

GENERAL INSTRUCTIONS:-

1. The Bidders are expected to examine all instructions, forms, terms and conditions in bidding documents. Failure to furnish all information required by the bidding Documents or submission of a Bid not substantially responsive to the bidding Documents in every respect, shall be at the Bidder's risk and may result in rejection of the Bid. The Bid is liable to be rejected outrightly without any intimation to the Bidder, if complete information called for the Tender Document is not given therein or if any particulars asked for in the Forms / Proforma in the Tender are not fully furnished.
2. As far as possible the Bidder should be authorized Service Partner of respective Companies.
3. The bidder shall quote the price for the CAMC of computer hardware as per the details mentioned in Annexure "A" of the tender document. The quoted price shall be in Indian Rupees and shall include GST, all statutory levies (if any), and any charges imposed by the State or Central Government. The price shall remain firm and will not be subject to any escalation during the contract period.
4. The Tender Offer shall be valid for a period of 180 days from the date of submission of tender.
5. The High Court of Bombay, Bench at Aurangabad reserves the right to split orders and / or accept or reject any tender as also to alter any or all of the terms and conditions without assigning any reasons thereof.
6. The Annual Maintenance Contract shall cover comprehensive maintenance of

the specified Hardware including the Software installed thereon, recovery and transfer of data of user, Power cables, Power Adapter etc.

7. In case of specified Computer Hardware items being shifted to any other locations, maintenance shall continue to be applicable.

8. The Contract period is for one year or contract period is subject to replacement of Hardware items by authorities, if such replacements are made, the office reserves right to deduct the amount of such replacements if any, while making payment. The contract is liable to be terminated during the contract period, if the services of the firm is not up to the satisfaction of competent Authority(s).

9. In case of any up-gradation in the system during the proposed maintenance period, the maintenance shall be continued to cover the upgraded system during Contract period.

10. The Vendor shall not have any objection regarding the third party Hardware installation by High Court of Bombay, during the Contract period.

11. The Vendor shall arrange monthly visit by the Area Manager and quarterly visit by the Regional Manager.

12. The Bidder should quote prices in Bill of Quantity [BOQ] only.

13. **Bidders, in advance, should keep ready the bid documents to be submitted as indicated in the Tender document/ Schedule in PDF/RAR {OCR searchable} format. Scanned documents should be legible. Bidder needs to note that subsequent sending of documents by e-mail or by any other mode instead of uploading against their bid will not be considered.**

14. List of Hardware items for Comprehensive Annual Maintenance Contract is enclosed at **Annexure “A”**.

BID SECURITY (EMD – EARNEST MONEY DEPOSIT)

1. Interested vendors are required to submit Tender Fees of Rs. 3200/- [Non refundable] and EMD of Rs.18000/- [Refundable) through online mode.
2. The Earnest Money Deposit will be returned as per procedure of e-Tendering Procedure.
3. The EMD will be forfeited under the following circumstances: (i) If a Bidder withdraws its bid during the period of bid validity, or (ii) If the Bidder fails to accept corrections of arithmetic errors identified by the High Court in the Bidder's bid (if any), or (iii) If the Successful Bidder fails to make arrangement within the stipulated time, or (iv) If the Successful Bidder fails to accept the Letter of Award and /or execute an agreement within the stipulated time, or (v) If the Successful Bidder fails to furnish the Performance Bank Guarantee/ Security Deposit in the form of Performance Bank Guarantee within stipulated time.
4. As per Government Resolution dated 01/12/2016 Industry Energy & Labour Department, the Micro and Small, Medium Enterprises registered as manufacturers under the Micro, Small & Medium Enterprises Development Act, 2006 (MSMED Act-2006) are exempted from paying Tender fees and Earnest Money Deposit (EMD). The exemption has been granted to the Government Boards/Corporations/Undertakings and Manufacturers and Suppliers registered under the Micro, Small & Medium Enterprises from paying Tender fee and Earnest amount of Tenders. In the absence of a valid certificate from the MSME or NSIC such Tenders shall be rejected straightway.

PERFORMANCE BANK GUARANTEE :-

1. The successful Bidder shall at his own expenses submit an unconditional and irrevocable Performance Bank Guarantee with Tender Issuing Authority within fifteen (15) working days from the date of award of Contract or Prior to signing the

contract whichever is earlier. An unconditional and irrevocable Performance Bank Guarantee (as per Annexure - B) of an amount equivalent to 10% of Contract value in Indian Rupee, be submitted by successful bidder.

2. No interest shall be payable on the Performance Bank Guarantee.
3. The Performance Bank Guarantee will be returned to the successful bidder without interest after satisfactory completion of contract period. If bidder has breached any of the terms and conditions or fails to provide satisfactory services, the said Performance Bank Guarantee will be immediately confiscated by this Registry.

SCOPE OF WORK AND UPTIME GUARANTEE :-

1. The Vendor should guarantee a minimum uptime of 99% during the maintenance period. The Vendor shall always maintain a detailed 'breakdown and repair' records of Computer Hardware items.
2. In case of break down or any obstacle in functioning of a specified Computer Hardware items, the Vendor shall ensure that, the same is repaired within specified time. In case of failure to repair, Vendor should provide an equivalent or higher configuration spare replacement, without any additional charges.
3. The Vendor should provide OEM/genuine parts, for Servers and Laptops etc. as a mandate, during service period.
4. The Spare parts for standby or replacement should be 100% compatible and shall support respective equipment in the specified Computer Hardware items. The spare parts are to be made available at site itself, by the vendor.
5. **The successful Vendor shall appoint two (02) well experienced Service Engineers at their own expense to ensure the smooth operation of hardware maintenance and networking in both the old and Annex buildings of the Registry. The Registry shall not be held liable in any way concerning this matter.**
6. **The Service Engineer(s) appointed by the vendor shall attend the**

complaints and its resolution under Contract. The Service Engineers will receive complaints and keep a proper Call Log Record. Call Logging to the company and follow up for receiving and replacing component will be the responsibility of Service Engineer. The Service Engineers shall also be required to attend complaints / calls of other hardware equipment, which are not covered under Contract. The complaint Log of such calls will have to be maintained separately. The Service Engineer will also be required to attend any type of System related calls at the residences of the Hon'ble Judges (Including Hardware & Networking.)

7. The Service Engineer(s) appointed under the Contract shall have to attend his duties in this Hon'ble Court from 9.45 a.m. till call log/related work is finished by Computer Section on working days. The Service Engineer(s) may also be required to attend complaints during odd hours and on Court holidays including, complaints from the residences of the Hon'ble Judges. The service engineer(s) should be well qualified and able to resolve all hardware & networking related problems.

8. Interested bidder(s), if so desire, may obtain detailed configuration of the Computer Hardware on any working day between 4 p.m. to 5 p.m. from Computer Section of this Registry. No complaint in this respect should be entertained after the submission of tender.

OPENING OF BIDS AND BID EVALUATION :-

1. The technical Covers will be opened as per Schedule mentioned in the Tender Document and Financial Covers of technically qualified Bids only will be opened on later date as per procedure of e-Tendering System of Government of Maharashtra.

2. The CAMC award will be given to the bidder on the basis of lowest in total cost of bid, including Hardware maintenance etc.

3. The decision of the Evaluation Committee in the evaluation of the

Qualification criteria and Commercial Bids will be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee of this Registry.

Note: The Bombay High Court of Bombay, Bench at Aurangabad, reserves the right to waive any minor informality or non-conformity or irregularity in the Technical bid.

4. The Bombay High Court of Bombay, Bench at Aurangabad reserves the right to accept or reject any Bid and to annul the Bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Tendering Authority's action.

CONTRACT FORM :-

1. The successful Bidder shall enter into a contract with the Tender Issuing Authority as per terms and conditions decided by this Registry. The Terms and Conditions specified in the Tender Document shall become part and parcel of the Contract Document.

2. Failure of the successful Bidder to agree with the Terms and Conditions of the Bid/Contract shall constitute sufficient grounds for annulment of the award, in that event, Tender issuing Authority may make the award to the next Best Value Bidder or call for new Bids.

OTHER CONDITIONS OF THE CONTRACT

CONFIDENTIALITY :-

1. The Vendor shall not divulge to any person, subsidiaries or groups of the Vendors or to any other person, any information obtained by him in the course of its

execution of work and all the information gathered by the Vendor shall be treated as professional communications and confidential. Any violation of this clause shall lead to cancellation of the Contract and invoking Performance Bank Guarantee, if any, without notice to the Vendor and appropriate action will be taken by this Registry against the contractor.

2. The Vendor shall not encourage or partake in any form of Software piracy during the Contract period.

3. The Vendor shall not take High Court of Bombay as reference to their prospectus of clientele for any purpose.

TERMINATION :-

1. This Registry reserves the right to terminate the Contract by giving due notice in case of breach of any of the material obligations under the Contract, if committed by the Vendor, during the Contract period.

2. The Contract may also be terminated without notice in case of any unsatisfactory service performance during the Contract period.

PAYMENT TERMS :-

1. The Payment will be made on quarterly basis after receipt of invoice subject to availability of Budget and passing of bill from Treasury at Chhatrapati Sambhajanagar. However, it is provided that if there is a delay in making payment of the bill, then this Registry shall not be liable to any interest / charges to the bidder.

2. The payment would be made after satisfactory performance report received from the Computer Section of this Registry after deducting GST and Income Tax as per Government Rules.

DOWNTIME PENALTY :-

1. The response time, removal of defects etc. must be as under, failing which, penalty mentioned against Hardware items shall be levied against the Vendor.

<u>Items</u>	<u>Response time</u>	<u>Removal of defects</u>	
	<u>Not exceeding</u> <u>(From the time of</u> <u>receipt of complaint</u>	<u>Within</u>	<u>Failing which</u> <u>penalty @ per day</u> <u>per complaint</u>
<u>Desktop</u> <u>Computers/Thin</u> <u>Clients</u>	<u>Same day</u>	<u>24 Hrs</u>	<u>Rs.50/- per day</u>
<u>Servers</u>	<u>2 Hrs</u>	<u>5 Hrs</u>	<u>Rs.100/- per day</u>
<u>Other articles</u>	<u>2 Hrs</u>	<u>5 Hrs</u>	<u>Rs.100/- per day</u>

In case of inordinate delay in rectifying the defects noticed, this Registry shall have every right to repair defective Hardware from local market at Vendor's cost.

- 2. If any of the Engineers of the Bidder remains absent and no Engineer of the same qualification and experience is provided in the replacement of such Engineer, Liquidated Damages of min. Rs. 500/- per day will be imposed on the Bidder and same will be deducted from his quarterly bill.**

ARBITRATION:-

In the event of any dispute or difference arising out or touching upon any of the terms and conditions of this contract and / or in relation to the implementation or interpretation thereof, the same shall be resolved initially by mutual discussion and conciliation but in the event of failure thereof, the same shall be referred to the sole arbitrator appointed by High Court Registry. The arbitration shall be at Chhatrapati Sambhajanagar and the Arbitrator shall give his award in accordance with "The Arbitration and Conciliation Act, 1996". The decision of the Arbitrator shall be final and binding upon the parties.

LEGAL JURISDICTION :-

All Legal disputes are subject to the Jurisdiction of Aurangabad Court in Maharashtra State only.

Date:- 03/12/2025.

Sd/-
Registrar [Admn.]
High Court of Bombay
Bench at Aurangabad.

Annexure – “A”

List of Hardware items to be covered under AMC

(For the period w.e.f. 01.01.2026 to 31.12.2026)

Hardware & Network Components

Sr. No.	Particulars	No. of items	Year of Purchase
SERVERS			
1	HP Company Make SAN Server (Model : HP Store Easy 1430 storage, Model: HP/P 2000 SAN System) 30 TB Storage Capacity. Usable Capacity on SATAII/NL-SAS Drive).	01	2014
2	Dell Company Make (Model : DLES5356-2P Power Edge R 440) 2 Processor Intel Xeon CPU Silver 4116 2.10GHz, Memory :128GB, Storage :1.2TB 10K X SAS Disk).	02	2019
3	Dell Company Make DLES5356- 2 PROCESSOR, RACK MOUNT SERVER, Power Edge R440, Motherboard and Chipset: Intel C621, Intel Xeon Bronze 3106, 16 GB , Storage : 2X 1TB SATA III Hot Swap HDD 7200rpm, DVD ROM DRIVE.	08	2019
COMPUTERS			
4	HP Company Make Desktop Computer All-in-one (Model 600 G4) (Ubuntu OS) Intel i5 8 th Gen, 4 GB RAM , HDD Storage 1TB.	100	2019
5	Make Acer Desktop Computer All-in-one Model Z4640G All-in-one (Model 600 G4) (Windows OS) Intel i5 7 th Gen, 4 GB RAM , HDD Storage 1TB).	11	2018
6	HP Make Desktop Computer All-in One (HP Pro One 400 G6 24) (Windows OS)	70	2021

	Intel Core i5 V Pro, 8 GB RAM , HDD Storage 1TB.		
7	Thin Client (HCL Winbee)	05	2009
8	Thin Client (TVS Itona)	01	2005
9	Laptop (Model No.HP 440 G7 i5)	32	2021
PRINTERS			
10	Canon Laser Printer – LBP151DW	150	2018
11	Laser Color Printer MF643CDW	02	2023
NETWORK COMPONENTS			
12	I/O PORTS (CAT 6 Connectivity)	540	2021
13	D-link Switches (Model No. D-link DGS-1210 -2S)	38	2021
14	Fiber Switch (Model Dlink DGS 1210-12TS/ME)	01	2021
15	Fiber Switch (Model D -Link DGS 3130-30S)	01	2021
16	D-link Switch (Model : DLS 1024C, DLS1024D AND DLS 1250-28X)	37	2023
17	D-link Switches (Model No. D-link DGS-1210 -2S)	06	2021
18	I/O PORTS (CAT 6 Connectivity)	450	2023
19	Fiber to CAT 6 Media Convertors Model (Syrotech GOMC-B3512-20) 10/100/1000M, Single Fiber	36	2023
20	D-link switch 24 Port (Server Rack)	02	2021
21	CISCO 1800 Series Routers (Model: CISCO 1840)	01	2021
22	Switches (Model No. D-link DGS-1210-28s)	03	2024

23	Rack Mountable 1(U) 8 Port KVM Switch Model : ExpreZo EZ-108	02	2021
24	CISCO Switch 28 Ports Model : SG350-28Port Gigabit Switch	01	2023
SCANNERS			
25	Scanner (i1150) Make - Kodak Scan Mate	07	2018
26	RICOH MAKE SCANNER Scanner Fujitsu Fi-7460	05	2023
27	Kodak Alaris 1025 ADF Scanners	04	2021
28	High Speed Scanner Kodak S3100f	03	2022
KIOSK MACHINE			
29	Kiosk (Make-infinity as i 300 Pedestal, Information Kiosk Sr. no.IN1805120 Model No. Dell E2218HN Touch Screen PCAP 22")	01	2018
PROJECTOR			
30	Projector Make :- Hitachi Model No. :- CP- X3042WN	01	2018

NOTE:- Hardware & Network / Peripherals devices stated in **Annexure-“A”** may be added/modified/removed during the contract period.

ANNEXURE - "B"
PERFORMANCE SECURITY FORM

To,
The Registrar [Admn.],
High Court of Judicature at Bombay
Bench at Aurangabad.

WHEREAS _____ (Name of Contractor) has undertaken the Contract, as per Tender No. _____ dated, _____ to provide _____ (Description of goods and Services) hereinafter called "the Contract".

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

AND WHEREAS we have agreed to give the Tenderer a guarantee:-

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

This guarantee is valid until the _____ day of _____ 20__.

Signature and Seal

of Guarantors _____

Date :- _____

Address: _____

ANNEXURE 'C'
TENDER DOCUMENT

**e-Tender Notice for Comprehensive Annual Maintenance Contract of Hardware Items
installed at High Court, Bench at Aurangabad**

**(This tender document proforma should be filled in & uploaded with the
technical bid)**

Name of Agency	
Detailed address	
Telephone Numbers	
E-mail Id	

Section I: - Eligibility Criteria

Sr. No.	Eligibility Criteria/ List of documents to be uploaded serially in technical cover	Documents uploaded Yes/No
1	The bidder should have a minimum aggregate turnover of ₹50 Lakhs during the last three financial years. <i>(CA Certificate to be uploaded)</i>	
2	The bidder should have a minimum of 3 years' experience in providing maintenance and service support to Government Departments or PSUs, dealing with similar hardware/software in the relevant field. <i>(Copies of work orders and certificates of satisfactory performance to be uploaded)</i>	
3	Certificate of GST Registration	
4	Certificate of PAN	
5	Income Tax Returns for the last three financial years	
6	Copy of Acceptance of terms and conditions with the sign & seal of company/agency	
7	Shop Registration/Trade license	

Undertaking

1) We M/s. _____, do hereby undertake that, I/We have read and understood all the terms and conditions of e-tender notice and agree to abide by them.

2) We M/s. _____ Company/agency hereby undertake(s) that, the above mentioned information is true and correct and my company/firm is/are not black listed by The Central/State Government, Corporations or Government Undertakings.

Seal & Sign of Company/agency/firm