

HIGH COURT OF JUDICATURE AT PATNA

TENDER NOTICE No.- 04/2025 A. D. (Establishment)

Sealed quotations are invited from the bona-fide and reputed registered firms/ OEM authorized dealers (having office located at Patna) for the Comprehensive AMC (Annual Maintenance Contract) of Coral make Digital IP EPABX system (320 line extension) of Hon'ble Patna High Court, Patna along with technical manpower.

A. Instructions to the Tenderers:-

- i. Quotations are to be submitted in sealed envelope consisting of Techno-commercial bid in a separate sealed cover & Financial Bid in a separate sealed cover and both bids will be put in the sealed single envelope containing the title "Comprehensive AMC (Annual Maintenance Contract) of Coral make Digital IP EPABX system (320 line extension) of Hon'ble Patna High Court along with technical manpower" and addressed to the Learned Registrar (Establishment), Patna High Court, Patna.
- ii. The Tenderer shall clearly specify what items (Hardware)/Services, if any will not be covered under the maintenance contract. All the remaining items services shall be treated as covered under the maintenance contract. The bidders may inspect the Coral Digital EPABX System and all its Main Distribution Frames (MDF) during the bid submission period in office hours (10:00 AM to 5:00 PM) on working days.

B. Period of Contract:-

The contract will be initially for a period of one year which can be extended further for one year on mutual agreement subject to satisfactory performance of each year by the contractor/ service provider and will also depend upon the price trend for the services/products in the market on the date of extension. However, the firm has to provide services at the current rate for the period up to the finalization of new agreement.

C. Scope of Work:-

- i. The place of performance will be Patna High Court, Patna.
- ii. It will be duty of the Service Provider to have the credentials of the Service Engineers verified and certified.
- iii. All the machines will be in working condition at the time of commencement of contract. The contractor will have to hand over all the machines in working condition at the time of completion of contract.
- iv. Any other work of similar nature assigned by the Patna High Court Patna.
- v. The rates shall be quoted for the comprehensive maintenance of the EPABX system including repair/ maintenance of Coral Digital EPABX Machine, repair/ maintenance of all extension lines, repairs of telephone instruments and deployment of technical person for prompt attendance of any faults in the system and its immediate rectification.

D. Duties and responsibilities:- It shall be duty & responsibilities of the firms: -

- i. To attend all the complaints related to EPABX/Intercom/Cordless phone/CLI telephone/PRI and associated cable matter.
- ii. To attend all the complaints related to associated cable from EPABX System to Main Distribution Frames(MDF) located at different places in Court premises.
- iii. Rectification of all hardware/ software problems/ defects of EPABX System and also include cost of all parts/ repairs/ replacements necessary for the proper maintenance /functioning of the above mentioned EPABX systems and telephones.
- iv. Maintenance of Software/ Programming of EPABX system, Adaptor, Line Cord, Telephone Cable (internal / external), PVC channel/ pipeline (internal / external), MDF box with Krone frame, Roget box and all other related peripherals etc. including replacement as and when required.
- v. Laying of telephone lines for new or fresh connection, if required, including cables and PVC channel / pipelines.
- vi. No extra charges for any general wear and tear / spare parts, etc shall be paid by this Court.

- vii. Maintenance / repair of Telephone instruments as and when required.
- viii. To ensure protection of equipment & maintaining the EPABX System and associated Main Distribution Frames (MDF) in perfect working condition.
- ix. Repair to be carried out at the location of the equipment.
- x. Standby arrangement to be made in case the equipment (like motherboard, line card, CPU, PRI line card etc) is to be taken to workshop for repairs.
- xi. The Contractor/ service provider shall depute one qualified Technician who can maintain the EPABX System and associated line. The Technician shall be required to report on all working days, if and when required on Holiday, at 10:00 A.M. before I/c Telephone, Patna High Court, Patna. Engineer/technician will sign the attendance register kept in A.D. (Establishment) everyday with timing. The technician deployed by the contractor/ service provider shall work in coordination with S.O. I/c Telephone Patna High Court, Patna or any other person authorized by him. Here, it is made clear that the technician deputed may not frequently be changed /assigned work at different project/place by the service provider.
- xii. Prior information be given and direction be obtained to replace all such parts which are damaged and cannot be repaired, and to keep the EPABX System in good working condition.
- xiii. To use only genuine original spare parts, as per requirement, for maintenance of items.

E. Documents required to be submitted along with bid

- I. Proof of GST Registration Certificate.
- II. Copy of PAN Card.
- III. Copy of Income Tax Return for the last two years.
- IV. Copy of OEM/ Authorization Certificate/ Authorized Dealer Certificate. The service provider/contractor must be authorized from the OEM for the contract period and authorization should be attached with the tender. OEM Authorization Certification in Maintenance of EPABX System will be an added advantage. **Service Provider/ Contractor with valid authorization certificate of Coral make EPABX System will be preferred.**

- V. The firm shall submit an affidavit to the effect that the firm has not been black listed/de-registered/barred by the Central/State Government/Society during their period of business.
- VI. An Earnest Money Deposit (EMD) of Rs. 8,000/- must be enclosed along with quotation in the form of Demand Draft issued from Nationalized/ Scheduled Bank in favour of Registrar General, Patna High Court, Patna, Payable at Patna. However, this will be not applicable on those who are registered with Central Purchase Organisation/ State Purchae Organisation/ National small Industries Corporation (NSIC). No interest shall be paid on the EMD and the EMD shall be forfeited in case the selected/successful bidder does not accept the work order or unable to supply goods/services as per stipulated terms.
- VII. The firm should have previous experience of at least two years in maintenance of EPABX system in Central Government/ State Government Departments/ Semi Government organization including Public Sector Undertakings/ Autonomous Bodies. Copies of experience are to be enclosed along with the bid.

F. Other terms and conditions:-

1. All the tender proposals will have to be submitted in hard copy with all the pages duly numbered, signed and stamped. The bid must be complete in all respect.
2. The Registered firms/ Service provider / OEM authorized dealer must have office/ Branch located in Patna.
3. The rates shall be quoted for the comprehensive annual maintenance of the EPABX system including repair/ maintenance of all extension lines, repairs of telephone/Cordless Phone and deployment of technical person for prompt attendance of any faults in the system and its immediate rectification.
4. The rate quoted in the tender should be inclusive of GST and service/ Installation charges.
5. Rates offered in the tender will not be enhanced during the period of contract.
6. Conditional tenders shall not be accepted.
7. The rates finally approved/ accepted by the Patna High Court, Patna shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstance whatsoever.

8. Under no circumstances, shall the successful firm appoint and subcontractor or sub-lease the contract. If it is found that the service provider has violated these conditions, the contract will be terminated forthwith without any notice.
9. The contract can be terminated by the Patna High Court, Patna at any time without assigning any reason if the work of the contractor is found unsatisfactory. In this respect, the decision of the Patna High Court, Patna, will be final and binding on the contractor/service provider.
10. The Court reserves the right to accept or reject any or all quotations without assigning any reason whatsoever. Further, No correspondence in this regard will be entertained. The Court also reserves the right to cancel the tender at any stage, without assigning any reason.
11. No advance payment shall be made. The payment shall be made in two installments, on half-yearly basis. The payment of both periods will be made on successful completion of the Contract based on the performance.
12. Payment will be made in account of the firm through CFMS instead of cash.
13. In the event of any dispute arising from this tender, the decision of Patna High Court shall be final and binding on all parties. Any dispute whatsoever shall be subject to the jurisdiction of Courts at Patna, Bihar only.
14. Statement regarding any previous supplies made to government institutions may be provided.
15. All the items related to EPABX replaced will be of standard quality with ISI/BIS mark.
16. The faulty items once replaced, the same should be handed over to the office by the firm.
17. The bid not complying with the conditions prescribed above will be summarily rejected.
18. No quotation received after due date and time shall be entertained and they will be summarily rejected.
19. On the top of the Envelope, the "Tender number" and "Comprehensive AMC (Annual Maintenance Contract) of Coral make Digital IP EPABX system (320 line extension) of Hon'ble Patna High Court along with technical manpower"" shall be clearly mentioned.

The interested firms/ bidder may submit their quotations in the name of undersigned on the above terms and condition within **Ten (10) days** from the date of publication of the notice on official website of Patna High Court, Patna i.e. <https://patnahighcourt.gov.in/notices/tenders> i.e. on or before **28.06.2025 (Saturday)** up to **02:00 P.M.** in the box kept outside the chambers of the Ld. Registrar (Establishment), Patna High Court, Patna, which is scheduled to be opened near the chambers of the undersigned on **28.06.2025 (Saturday)** at **03:00 P.M.** in the presence of all the bidders and authorized officials of the Patna High Court, Patna.

Address for submission of the Tender:- In the Box kept near the Chamber of Ld. Registrar (Establishment), Patna High Court, Patna-800028.

Dated: 18.06.2025



Registrar (Establishment)

Patna High Court, Patna

Annexure-I

Techno-commercial Bid

Tender for comprehensive Annual Maintenance Contract of one Coral Digital IP EPABX System (320 line extension) installed at Hon'ble Patna High Court, Patna with technical manpower.

Sl. No.	Information Sought	Page No.	Please tick ()
1.	Separate sealed envelope consisting of Techno-commercial bid and Financial Bid	a) Techno -commercial bid	
		b) Financial Bid	
2.	Details of bidding Firm Name, address, contact number	a) Name	
		b) Address	
		c) Contact No.-	
		d) email	
3.	Local address of the bidding Company/ Firm	Address	
4.	Type of Firm (Proprietary/Partnership etc.)	a) Sole proprietor	
		b) Partnership firm	
		c) Private/Limited Company	
5.	Copy of GST Certificate	a) GSTN-	
6.	Copy of PAN Card	a) PAN	
		b) Copy of IT return Financial Years. (2022-23)	
		c) Copy of IT return Financial Years. (2023-24)	
7.	Details Earnest Money Deposit	a) Amount	
		b) Demand Draft	

	However, this will be not applicable on those who are registered with Central Purchase Organization/State Purchase Organization/National Small Industries Corporation (NSIC).	c) Date of issue		
		d) Name of issuing Bank		
8.	Experience Certificate of 2 Years in providing AMC of EPABX system in Central Govt./State Govt./Public Sector Undertakings/ Autonomous Bodies.			
9.	An affidavit to the effect that the firm has not been blacklisted/ de-registered/ barred by the Central/State Government/Society during their period of business.			
10.	OEM Authorization Certificate in Maintenance of Coral Digital EPABX System.			

Bidder's Signature

ANNEXURE- II

Financial Bid

Sl. No.	Machine details	Rate (including GST)
1.	one Coral Digital IP EPABX System (320 line extension)	
2.	Technical Manpower	

Bidder's Signature