

**e-Tender for  
Supply and Installation  
of  
11 nos. Multimedia Projector  
on behalf of  
Punjab & Haryana High Court, Chandigarh**



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Website: [www.hartron.org](http://www.hartron.org), <https://haryanaeprocurement.gov.in>**

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## INTRODUCTION

Haryana State Electronics Development Corporation Ltd. (Hartron) is a Haryana State Govt. undertaking and is a Nodal Agency of Govt. of Haryana for the procurement of Electronics & IT related Hardware & Software products. Hartron is procuring various IT related Hardware & Software products for all the State Govt. Departments/Boards/Corporations/ Autonomous bodies, and other State Govt. Organizations. As a part of the procurement process, Hartron invites tender, inviting bids for the procurement of various IT Equipment's on behalf of Punjab & Haryana High Court, Chandigarh.

### Important Information

1.	Tender Inviting Authority Designation and Address	Haryana State Electronics Development Corporation Limited SCO - 111-113, Sector-17 B, Chandigarh
2.	a) Name of the Work	Supply and Installation of 11 nos. Multimedia Projector on behalf of Punjab & Haryana High Court, Chandigarh
	b) Tender reference	e-Tender/Hartron/Proc/2016-17/78
	c) Place of Execution	various subordinate court in the state of Punjab, Haryana and Chandigarh
3.	a) Tender document availability	Tender document is available at <a href="http://haryanaeprocurement.gov.in">http://haryanaeprocurement.gov.in</a>
	a) Processing Fee for Tender	The Payment for Tender Document Fee INR 2500/- (Rupees two thousand five hundred only) and eService Fee Rs. 1000/- (Rupees one thousand only (Non refundable) can be made by eligible bidders / contractors online directly through Debit Cards & Internet Banking Accounts.
4.	Publication of Tender Notice	06.04.2017 from 2.30 PM onwards
5.	Pre-bid conference	18.04.2017 at 2.30 PM at in the O/o of Registrar General, (Computerizations), Punjab & Haryana High Court, Sector-1, Chandigarh. The pre-bid queries in writing should be submitted before 17.04.2017 by 2.30 PM.
6.	Email address for communication for any queries/clarifications	<a href="mailto:md@hartron.org">md@hartron.org</a> , <a href="mailto:agmprocurement@gmail.com">agmprocurement@gmail.com</a> <a href="mailto:cpc-phc@indianjudiciary.gov.in">cpc-phc@indianjudiciary.gov.in</a>
7.	b) Earnest Money Deposit (EMD)	The Payment for EMD of Rs.18000/- (Rupees eighteen Thousand only) can be made online directly through RTGS / NEFT and the bidder would remit the funds at least T + 1 working day (Transaction + One working day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
8.	Last date and time for submission of e-Tender	27.04.2017 by 2.30 PM
9.	Last date and time for submission of hard copy of technical e-bid	27.04.2017 upto 3.00 PM at Hardware Division, HARTRON, Bays No.-73-76, Sector-2, Panchkula
10.	Date and Time of Opening of Technical Bids	27.04.2017 at 3.30 PM at Hardware Division, HARTRON, Bays No.-73-76, Sector-2, Panchkula

11	POC date	To be intimated later on (POC of offered products will be conducted by HARTRON/Punjab & Haryana High Court to evaluate the quality, performance and technical specifications of the offered product and commercial bid will be opened only for technical & POC qualified bidders)
12.	Date and Time of Opening of Commercial Bids	To be intimated later on
13.	Validity of e-bids	180 days from the date of opening of e-bids
14.	Validity of empanelment with all technically qualified bidders	1 year from the date of empanelment
15	Minimum Period for revision of rates/updation of technology. This will be done with all technically qualified bidders.	6 months from the date of empanelment
	<ul style="list-style-type: none"> <li>i. Eligibility Criteria: Please refer to the Annexure-7 of the Tender Document.</li> <li>ii. Two Bid System i.e. Stage-1 Technical Bid; Stage-2 Commercial Bid. Bids are to be submitted in electronically on <a href="http://haryanaeprocurement.gov.in">haryanaeprocurement.gov.in</a>. However, a hard copy of technical bid should also be submitted to Hardware Division, HARTRON after successful submission of e-bid.</li> <li>iii. Tenders received after due date and time will be summarily rejected.</li> <li>iv. Any Bid not conforming to the format will be summarily rejected.</li> </ul>	

## 1. INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

### 1.1 Registration of bidders on e-Procurement Portal:-

All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e-Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. Please visit the website for more details.

### 1.2 Obtaining a Digital Certificate:

1.2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

1.2.2 A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website - <https://haryanaeprocurement.gov.in>.

1.2.3 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

1.2.4 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).

1.2.5 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

1.2.6 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

1.2.7 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

### 1.3 Opening of an Electronic Payment Account:

For purchasing the tender documents online, bidders are required to pay the tender documents fees online using the electronic payments gateway service shall be integrated with the system. For online payments guidelines, please refer to the Home page of the e-tendering Portal <https://haryanaeprocurement.gov.in>.

### 1.4 Pre-requisites for online bidding:

In order to bid online on the portal <https://haryanaeprocurement.gov.in> , the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

### 1.5 Online Viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://haryanaeprocurement.gov.in>

### 1.6 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://haryanaeprocurement.gov.in>

#### 1.7 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

#### 1.8 Bid Preparation (Qualification & Financial) Online Payment of Tender Document Fee, eService fee, EMD fees of online Bids:

- 1.8.1 The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee can be made by eligible bidders/ contractors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD can be made online directly through RTGS / NEFT.
- 1.8.2 The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.
- 1.8.3 The bidders shall upload their technical offer containing documents , qualifying criteria, technical specification, schedule of deliveries, and all other terms and conditions except the rates (price bid).
- 1.8.4 The bidders shall quote the prices in price bid format.
- 1.8.5 If bidder fails to complete the Online Bid Preparation & Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted, and hence not appear during tender opening stage.
- 1.8.6 Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>.
- 1.8.7 For help manual please refer to the 'Home Page' of the eProcurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to .. ?' to download the file.

#### 1.9 Guideline for Online Payments in e-tendering

- 1.9.1 Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:
  - i. Debit Card
  - ii. Net Banking
  - iii. RTGS/NEFT

#### 1.9.2 Operative Procedures for Bidder Payments

##### A) Debit Card

The procedure for paying through Debit Card will be as follows.

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on "Continue" button
- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment
- (vi) The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal
- (viii) The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- (ix) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

##### B) Net Banking

The procedure for paying through Net Banking will be as follows:

- (i) Bidder selects Net Banking option in e-Procurement portal.

- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on “Continue” button
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- (v) Bidder chooses his / her Bank
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal
- (x) The status of the payment is displayed as “successful” in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.
- (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

### C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- I. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.
- iii. Each challan shall therefore include the following details that will be pre-populated:
  - Beneficiary account no: (unique alphanumeric code for e-tendering)
  - Beneficiary IFSC Code:
  - Amount:
  - Beneficiary bank branch:
  - Beneficiary name:
- iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
- vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

### D) List of Net banking banks

Sr. no	Name of the bank	Sr. no	Name of the bank
I.	Allahabad Bank	II.	Axis Bank
III.	Bank of Bahrain and Kuwait	IV.	Bank of Baroda
V.	Bank of India	VI.	Bank of Maharashtra
VII.	Canara Bank	VIII.	City Union Bank
IX.	Central Bank of India	X.	Catholic Syrian Bank
XI.	Corporation Bank	XII.	Deutsche Bank
XIII.	Development Credit Bank	XIV.	Dhanlaxmi Bank
XV.	Federal Bank	XVI.	HDFC Bank

XXVII.	ICICI Bank	XXVIII.	IDBI Bank
XIX.	Indian Bank	XX.	Indian Overseas Bank
XXI.	Indusind Bank	XXII.	ING Vysya Bank
XXIII.	J and K Bank	XXIV.	Karnataka Bank
XXV.	Kotak Mahindra Bank	XXVI.	Karur Vysys Bank
XXVII.	Punjab National Bank	XXVIII.	Oriental Bank of Commerce
XXIX.	South Indian Bank	XXX.	Standard Chartered Bank
XXXI.	State Bank Of Bikaner and Jaipur	XXXII.	State Bank of Hyderabad
XXXIII.	State Bank of India	XXXIV.	State Bank of Mysore
XXXV.	State Bank of Travencore	XXXVI.	State Bank Of Patiala
XXVII.	Tamilnad Mercantile Bank	XXXVIII.	Union Bank of India
XXIX.	United Bank of India	XL.	Vijaya Bank
XLI.	Yes Bank		

#### 1.10 PAYMENT OF TENDER DOCUMENT FEE AND EMD

- 1.10.1 The Bidders shall have to pay for the Tender documents, EMD Fees & eService Fee of Rs.1000/- online by using the service of secure electronic payment gateway. The secure electronic payments gateway is an online interface between contractors and online payment authorization networks.
- 1.10.2 The Payment for Tender Document Fee and eService Fee can be made by eligible bidders/ contractors online directly through Debit Cards & Internet Banking Accounts. The Payment for EMD can be made online directly through RTGS / NEFT and the bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
- 1.10.3 The bidders have to complete 'Bid Preparation & Submission' stage on scheduled time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as 'bids not submitted'.
- 1.10.4 Bidder must confirm & check his/her bid status after completion of his/her all activities for e-bidding.
- 1.10.5 Bidder can rework on his/her bids even after completion of 'Bid Preparation & submission stage' (Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Bidder Stage.



## 2. SCOPE OF WORK:-

Haryana State Electronics Development Corporation Ltd. (HARTRON), a State Govt. undertaking invites sealed bids from the manufacturers/their authorized distributors for supply and installation of Supply and Installation of 11 nos. 4500 Lumens Multimedia Projector on behalf of Punjab & Haryana High Court, Chandigarh. The scope of the tender is to equip all District & Subordinate Courts with necessary hardware in court complexes all across the States of Punjab for PAWAN Connectivity. This tender caters to the supply, testing, installation, and maintenance of hardware systems and related sub-systems required for the project. These items are to be supplied at various Courts in the state of Haryana, Punjab and Chandigarh within 30 days from the date of placement of Purchase Order. These items should carry a comprehensive onsite warranty as mentioned in the tender document from the date of acceptance sign-off on its hardware and associated software. The bidders are allowed to submit their bids for all or any the items as mentioned in this tender document. However, they must fulfill the eligibility criteria as mentioned below for each item.

### 3. Eligibility Criteria for Bidders:

#### 3.1 Bidders General Qualifications:

- i. This tender is open to all firms/companies from within India, who are eligible to do business under relevant Indian laws as in force at the time of bidding.
- ii. Firm/company declared by GoH to be ineligible to participate for corrupt, fraudulent or any other unethical business practices shall not be eligible during the period for which such ineligibility is declared.
- iii. Breach of general or specific instructions for bidding, general and special conditions of contract with GoH may attract a proceeding to declare a firm/company ineligible for a certain period or certain number of consecutive tender calls.
- iv. Eligibility Criteria is given as under and compliance must be filled by the bidders in the technical envelope as per Annexure-7:-

#### 3.2 Minimum Eligibility Criteria:

S. No.	Clause	Documents Required
1.	Processing fee for Tender Document should have been submitted.	The Payment for Tender Document cost INR 2500/- (Rupees two thousand five hundred only) and eService Fee Rs. 1000/- (Rupees one thousand only (Non refundable) can be made by eligible bidders / contractors online directly through Debit Cards & Internet Banking Accounts.
2.	Earnest Money Deposit (EMD)	The Payment for EMD of Rs. 18000/- (Rupees Eighteen Thousand Only) can be made online directly through RTGS / NEFT and the bidder would remit the funds at least T + 1 working day (Transaction + One working day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
3.	The Bidder should be registered in India under the Indian Companies Act, 1956/ Partnership firm/sole proprietorship firm and existing for the past 3 years	The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms/VAT or Service Tax Registration Certificate for Sole Proprietorship Firms.

S. No.	Clause	Documents Required
4.	Bidder must be an OEM of offered item or System Integrator (SI)/dealer/distributor. The OEM/ SI/Dealer/distributor must have tie-ups/techno commercial collaboration with	Certificate of dealership/authorization letter as per the Annexure-5 from OEM.
5.	The minimum cumulative Turn-over of the bidding company during last three audited financial years should be minimum Rs. 3.00 Crore (FY2013-14, FY 2014-15 & FY2015-16)	Audited Balance sheet of the Bidder for each of the last 3 financial years
6.	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company for atleast two years out of the last three audited financial years (FY 2013-14, FY2014-15 & FY2015-16)	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years
7.	The bidding company must be in the business of supplying offered items for the last three years as on date of submission of e-bid.	Copy of Purchase Order issued in the name of Bidder and copy of the completion/ Performance Certificate for the above Purchase Order shall be submitted.
8.	Should not have been black listed by any central/State Govt. Department/ Organization for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit as per the Annexure-2 to be submitted by bidder
9.	The Bidder must have successfully executed three orders each of minimum Rs. 5.00 lac in any Govt. Departments/ Organization India in last 3 years as on the date of submission of Bid.	Copy of the purchase order/a certified letter from the concerned Client confirming the date of engagement and successful completion of order.
10.	In case Bidder is not an OEM then an authorized undertaking will be required from the OEM stating that OEM will discharge all responsibilities under warranty for the period indicated in the contract, in case the Bidder fails to do the same for any reason.	Authorized undertaking from the OEM as per the Annexure-5
11.	The bidder/OEM shall have minimum one service center atleast at Chandigarh.	In case of OEM's/bidder's Own Service Centre, copies of the landline telephone bills or valid rent agreement as on tender opening date shall be submitted as a proof for availability of the service centers.
12.	ISO 9001:2008 Certificate issued in the name of OEM for Manufacturing Process and ISO 14001 Certificate issued in the name of OEM for handling of hazardous items in the manufacturing process.	Copies of valid ISO 9001:2008 and ISO 14001 Certificates.

S. No.	Clause	Documents Required
13.	The Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid Sales tax/Service Tax Registration Certificate	Copies of Sales Tax, Service Tax Certificate & PAN No.
14.	Technical compliance of the offered model.	The bidder should submit the Technical compliance of the offered model should on OEM and bidder letter head as per format at annexure-IV.

Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation

#### 4. Minimum Technical Specifications of the product

Details of equipment's and Minimum Technical Specifications/requirement to be empanelled/procured are given as under: -

1. 4500 Lumens Multimedia Projector: - 11 nos. (Quantity can be increases or decreases at the discretion of Punjab & Haryana High Court)

S#	Description	Minimum technical specifications	Compliance Yes/No
	<b>Make &amp; Model</b>		
1.	Brightness	4500 Lumens or more	
2.	Technology	LCD	
3.	Contrast	12000:1 or more	
4.	Inbuilt	WiFi	
5.	Resolution	XGA or higher	
6.	Daylight view	Basic or similar feature	
7.	USB Type	Type A and Type B, Including 15 Mtrs VGA Cable, 15 Mtrs HDMI Cable & Projector Kit along with roof mount fitting with set of extra long signal cables compete with fitting etc.	
All the above specifications should be read as equivalent or higher			

**5. Price Bid:**

1. The prices bid is to be filed by the bidder in price bid sheet (.xls format) of e-tender and pdf copy of same is also to be uploaded in price bid envelope.
2. Prices in Financial Bid should be quoted as per the minimum technical specifications mentioned.
3. All prices should be quoted with Five-year warranty.
4. Prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.
5. Quoting incredibly low value of items with a view to subverting the tender process shall be rejected straight away and EMD of such vendor will be forfeited.
6. Sum total of all taxes to be given in Column 3 (Taxes).

**5.1 4500 Lumens Multimedia Projector : - (Qty: 11) (Quantity can be increases or decreases at the discretion of Punjab & Haryana High Court)**

S #	Item Description	Unit Price with 5 year warranty
1	(A)Unit Price exclusive of Taxes	
2	(B)Applicable Taxes	
3	(C)Unit price inclusive of all taxes (A+B)	
4	Net Total price after buy back	

**Note: - Unit Price (sr. no. 3) should include all taxes, packing, forwarding, freight, insurance, installation, commissioning, warranty or any other charges. (All fields in the financial bid format are MANDATORY.**

Authorized Signatory

Name:

Date:  
Place:

SEAL

## 6. Bid Submission Process:

- 6.1 The Bids should be submitted in two parts i.e. Pre-Qualification cum Technical Bid and Commercial Bid.
- a. **Pre-Qualification cum Technical bid (stage 1):** - The Technical Bid format as given in the Tender shall be filled, signed and stamped on all pages. Errors if any shall be attested by the Bidders. The Technical Bid shall not contain any indications of the Price otherwise the Bid will be summarily rejected. The bidders shall submit the details of make and model of the items offered against the tender requirement. The technical bid should be submitted through e-bid as well as hard copy of technical bid should also be submitted at Hartron Bhawan, Bays No. 73-76, Sectro-2, Panchkula as per schedule given in tender.
  - b. **Price Bid Form (Stage 2):**-All the Price items as asked in the Tender shall be filled in the Price Bid Format as given in the Tender. The Prices quoted shall be only in INDIAN RUPEES (INR) only. The tender is liable for rejection if Price Bid contains conditional offers.
- 6.2 The following documents shall be enclosed by every vendor along with the Technical bids: -
- i. Make and model of all systems, sub systems and optional items should be mentioned in the technical bid and complete technical details should be provided in the form of brochures and write ups and evaluation reports from the neutral/accredited third party.
  - ii. Completely filled technical compliance must be submitted for each quoted configuration.
- 6.3 Tender bid must contain the name, office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures. A certificate from bidder's HR/ legal department must enclosed with the bid certifying that the person(s) who signed the bid is a authorized person on behalf of company.
- 6.4 Un-signed, un-stamped and without certificate of authorized person from bidder's HR / legal department bid shall not be accepted.
- 6.5 All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.
- 6.6 Bids NOT submitted as per the specified format and nomenclature will be out rightly rejected.
- 6.7 Ambiguous bids will be out rightly rejected.
- 6.8 HARTRON or PUNJAB AND HARYANA HIGH COURT will NOT be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.
- 6.9 The offers submitted by telegram/ fax/ E-mail etc. shall NOT be considered. No correspondence will be entertained on this matter.
- 6.10 The basic prices in Indian rupees should be quoted separately for each set of items given in Technical specifications inclusive of Interface Cables, Power Cables, related accessories, Documentations of sub assemblies of system and Operating Manuals of the systems, Packing, Forwarding, Freight, Insurance, Installation charges at sites and Warranty etc. Excise duty and Sales tax and any other tax as applicable should be quoted separately, failing which these are not payable extra.
- 6.11 Financial bid may be submitted as per price bid envelope for the corresponding configuration/description indicated in technical specifications.
- 6.12 The price shall be for delivery at desired destination in Chandigarh/Haryana/Punjab including installation/commissioning and complete operationalization and including statutory levies, if any.
- 6.13 Bidders shall indicate their rates in clear/visible figures as well as in words. In case of a mismatch, the rates written in words will prevail.

- 6.14 Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected.
- 6.15 Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.
- 6.16 If any clarification is required, the same should be obtained before or during pre-bid meeting only.
- 6.17 Bidder shall furnish a compliance statement (Point-wise) of specifications & features of offered equipments/sub-systems with the Technical Bid. No deviations in terms & conditions of the tender document as well as technical specifications (on the lower side) will be accepted in any case.
- 6.18 Tender process will be over after the issue of Purchase order/empanelment letter(s) to the selected vendor(s). Thereafter, information submitted by the participating bidders before and during the bidding process may be put by HARTRON/Punjab & Haryana High Court in the public domain. Competent Authority in HARTRON/Punjab & Haryana High Court MAY NOT exercise the privilege given under Right to Information Act Section 8(1) (d) which says “there shall be no obligation to give any citizen information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless competent authority is satisfied that larger public interest warrants the disclosure of such information”.
- 6.19 Tender Process Section will return all the un-opened sealed bid envelopes to the bidder who failed to qualify for the next stage of bid processing starting from opening of EMD envelope to Eligibility Criteria Envelope to Technical Bid Envelope to Financial Bid envelope, as the case may be. Such bidder will acknowledge the receipt of the same to the Tender Process Section.
- 6.20 Bids not quoted as per the format given in the tender will be rejected straightway.
- 6.21 The bidder must quote for all the items mentioned in the Annexure including optional items / Services. In case any item not quoted, the bid shall be summarily rejected.
- 6.22 Bidder must quote only one option (Make/model) against the third party items from amongst the items listed in the technical specifications.
- 6.23 Vendor should not quote products which are nearly end of life during the empanelment. However if it happens, empanelled vendor will supply the next higher version of the technically accepted product at the same administered empanelled price.
- 6.24 If required HARTRON in consultation with PUNJAB AND HARYANA HIGH COURT may allow finally empanelled vendors to supply any of the technically qualified products (make / model), depending upon project requirements, at the same empanelled price provided, documentary evidence as per eligibility criteria is provided.
- 7. Bid Opening Process**
- 7.1 The covers containing EMD only will be opened in the first instance in the presence of representatives of the bidders who chose to remain present at the time of opening of e-bid as mentioned Time Schedule.
- 7.2 Eligibility Criteria and Technical bids of only those bidders, whose EMD instruments are found to be in order, will be opened afterwards in the same bid opening session, in the presence of the vendor’s representatives.
- 7.3 Financial bids of only those bidders, whose bids found technically qualified, by the Technical Evaluation Committee, will be opened in the presence of the vendor’s representatives subsequently for further evaluation.
- 7.4 One authorized representative of each of the bidder would be permitted to be present at the time of aforementioned opening of the bids.
- 8. Technical Evaluation Process**
- 8.1 Technical Bids will be evaluated by the duly constituted Technical Evaluation Committee (TEC) and will shortlist Technical Bids on the basis of technical parameters

- including possible visit to inspect manufacturing and supply facilities, if considered necessary.
- 8.2 If considered, necessary, the short listed Bidders may be asked to bring one of each of the quoted products, as per specifications set out in “Minimum Technical specifications” for technical evaluation, along with their own test, measuring equipment and technical manpower, to HARTRON/Punjab & Haryana High Court at vendor premises as per schedule to be intimated to them. In case the vendor fails to bring and demonstrate the working of quoted products within the time frame given by HARTRON/Punjab & Haryana High Court for evaluation, the bid shall be rejected.
  - 8.3 For Technical evaluation, bidders have to ensure the availability of appropriate specialist, along with every type of documentation required, from their organization for interacting with TEC & evaluation team. In case a bidder does not make the required specialist along with proper documentation available, then such defaulting bidder shall be taken off the tender evaluation process and the bid will stand rejected.
  - 8.4 During the technical evaluation, if any of the items FAIL to meet the specification requirement, no subsequent opportunity will be given to the bidder (s). However, a standby system of already quoted make & model, if available instantly on the spot could be considered by the TEC for evaluation only once.
  - 8.5 Bidders are advised to ensure that the systems if asked to bring for evaluation, conforms to all technical parameters and is a tested system.
  - 8.6 TEC may visit the vendors’ premises for technical demonstration/evaluation if required.
  - 8.7 As part of technical evaluation, the bidders shall give presentation on how they will meet the schedule of delivery & how they will successfully carry out the installation of hardware orders so as to meet the schedule. They also should specify their inventory management & manpower deployment at State level (two resident engineers, vendor representatives identified at each High Court and one resident Project Manager at Punjab and Haryana High Court) for smooth implementation of the Project during warranty. Vendor must have a web based complaint registration system in place to cater online complaint registration and status monitoring from equipment installed locations across the country for the items supplied under the project. The system should have good response. During technical evaluation, bidder has to demonstrate their package.
  - 8.8 It is mandatory for the bidders to strictly adhere to the schedule of delivery & installation of hardware systems during implementation of the Project.
  - 8.9 **Proof of Concept (POC):** The quality, performance & technical specifications of the offered product may be evaluated by joint Technical Committee of Punjab & Haryana High Court and HARTRON in terms of their functional requirements using “Proof of Concept” (POC). POC clearly indicates the capabilities & limitation of their offered product and how it achieves the expectations/requirements of Punjab & Haryana High Court. POC will be done using the same make & model of product mentioned in the technical bid. The technical committee will evaluate the offered solution/products. Further, If POC done, then the Commercial Bid will be opened only of those bidders who will qualify Pre-qualification Bid, Technical Bid and “Proof of Concept” (POC).
9. **Evaluation of Financial Bids**
- 9.1 The Financial Bids of only those Bidders short listed from the Technical Bids by TEC will be opened in the presence of their representatives on a specified date and time to be intimated to the respective Bidders by Tender Process Section, and the same will be evaluated by a duly constituted Finance Evaluation Committee (FEC).
  - 9.2 If HARTRON in consultation with PUNJAB AND HARYANA HIGH COURT considers necessary, revised Financial Bids could be called for from the technically short-listed Bidders, before opening the original financial bids for recommending the final empanelment.



- 9.3 In the event of revised financial bids being called the revised bids should NOT be higher than the original bids except in case of change in Government levies and USD (\$) - Exchange Rate Variations; otherwise the bid shall be rejected.
- 9.4 The NEGOTIATION will be as per the CVC guidelines prevailing at that point of time.
- 9.5 Lowest Quoting Bidder will be selected.
- 9.6 No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of Punjab and Haryana High Court can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

## 10. Empanelment Process

- 10.1 Keeping in view the project commitment, HARTRON/Punjab & Haryana High Court reserves the right to evolve a super-set of technically qualified accepted systems and subsystem, items of their brands and models for the entire range of systems covered in this tender so as to take care of the service delivery related aspects concerning the suitability of configuration needs matching the project requirements and priorities from time to time.
- 10.2 In the event the vendor's Company or the concerned division of the Company is taken over/bought over by another company, all the obligations and execution responsibilities under the agreement with Punjab and Haryana High Court, should be passed on for compliance by the new company in the negotiation for their transfer.
- 10.3 All empanelled vendors have to agree for honoring all tender condition and adherence to all aspects of fair trade practices in executing the purchase orders placed by HARTRON/Punjab and Haryana High Court.
- 10.4 If the name of the product is changed for describing substantially the same in a renamed form; then all techno-fiscal benefits agreed with respect to the original product, shall be passed on to Punjab and Haryana High Court and the obligations with Punjab and Haryana High Court taken by the Vendor with respect to the product with the old name shall be passed on along with the product so renamed.
- 10.5 In the case of Bidders whose tender bids are accepted for empanelment, bidders shall be required to give Security Deposit for the equivalent amount of EMD. Security Deposit will be in the form of Bank Guarantee (BG) of any commercial bank drawn in the name of MD, HARTRON valid till empanelment. In case of default by the vendor on non acceptance of the purchase orders, this EMD/BG will be forfeited and empanelment will be cancelled.
- 10.6 The vendor should not assign or sublet the empanelment or any part of it to any other agency in any form. If found doing so, shall result in termination of empanelment and forfeiture of Security Deposit/EMD.
- 10.7 Punjab & Haryana High Court may, at any time, terminate the empanelment by giving written notice to the empanelled vendor without any compensation, if the empanelled vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to Punjab and Haryana High Court.
- 10.8 During the validity of the panel including the extended period, if any, if the Vendor quotes, sells or exhibits written intention to sell any System or sub-system of the same or equivalent configuration to any other Department/ Organization at a price lower than the price fixed against this e-tender under similar terms and conditions, the vendor shall voluntarily pass on the price difference to HARTRON. The effective date will be the date of quoting lower rates by the bidder in the bid/quote. In the event of lowering of government levies subsequent to the finalization of the panel, the vendor shall automatically pass on the benefits to the HARTRON.

- 10.9 Bidder will submit the foreign exchange rate ('\$' - US Dollar) applicable on tender submission date, as given in financial bid. The foreign exchange rate on last date of bid submission published at RBI site will be taken as reference. The request by empanelled vendors for rate revision due to the fluctuation in foreign exchange rate (USD), will be considered only when the fluctuation is more than 10% of the defined reference value. Method of rate revision due to above fluctuation is defined in the financial bid Performa. If the fluctuation is downwards, Punjab and Haryana High Court will revise price downwards as per the method defined in financial performa.
- 10.10 During the validity of the panel, in case Punjab and Haryana High Court notices that the market rates have come down from the time the rates were finalized or selection of new system configuration based on market trends or for the reasons of technological changes, Punjab & Haryana High Court will ask the technically qualified bidders to re-quote the prices and the vendor(s) will be selected on the basis of procedure given earlier. The time difference between such re-quotes will be minimum 6 months except in case of the Union Budget. All those technically qualified bidders, whose EMD have been returned by HARTRON during/after the evaluation of the tender, will have to submit the EMD of the same amount along with the revised price quotations.

### **11. Placing of Purchase Orders**

- 11.1 HARTRON in consultation with PUNJAB AND HARYANA HIGH COURT has the right to choose any subset of the tendered items for placement of supply orders.
- 11.2 In case Purchase Orders are placed on more than one vendor, the distribution of purchase orders shall be at State/High Court wise. However, the distribution will be at the sole discretion of HARTRON and Punjab and Haryana High Court, Chandigarh.
- 11.3 In general, single purchase order shall be given for all activities. However, in specific cases, subset of items may be ordered.
- 11.4 Objection, if any, to the Purchase Order must be reported by the vendor within three (3) working days counted from the Date of Purchase Order for modifications, otherwise it is assumed that the vendor has accepted the Purchase Order in totality. This is applicable in case of electronic publishing/delivery of Purchase Order also. After receiving the Purchase Order, amendment if any, of the same Purchase Order is requested by the vendor or done by Punjab and Haryana High Court, installation period will be calculated from the amendment date and not from the original Purchase Order date.
- 11.5 On the receipt of the Purchase Orders, the Vendor(s) shall obtain all the necessary documents for the State Entry Permit in respective States wherever required by them, for complete, safe and timely delivery of the ordered products.

### **12. Terms and Conditions:**

- 12.1 Inspection: pre-delivery inspection will be done by the Committee at OEM premises.
- 12.2 Warranty: As per Annexure-8.
- 12.3 Services to be provided by the vendor: As per Annexure-9.
- 12.4 Delivery Period:- As per Annexure-10.
- 12.5 Penalty:- As per Annexure-11.
- 12.6 Payment Schedule: As per Annexure-12
- 12.7 Forfeiture of Earnest Money:
- i) If the Bidder withdraws his bid before the expiry of validity or after the acceptance of the bid, the Earnest Money Deposited by the bidder will be forfeited.
  - ii) If the Bidder fails to comply with any of the terms, conditions or requirement of order and the technical specifications of the tender document. The Earnest Money deposited by the Bidder will be forfeited.
  - iii) In case successful bidder fails to comply with the delivery period as specified the earnest money deposit will be forfeited.
- 12.8 Cancellation of Order:

- i) In the event of the successful bidder failing duly and properly to fulfill the order or committing breach of any of the terms and conditions of this order or repeatedly supplying goods liable to rejection hereunder or failing, declining, neglecting or delay to comply with any demand or requisition or otherwise not executing the same in accordance with terms of this contract or if the bidder or his agent or servants being guilty of fraud in respect of this contract or any of his partners or representatives found directing, giving, promising or offering any bribes, gratuity, gift loan, perquisite, reward or advantage pecuniary or otherwise to any person in the employment of Government in any way relating to such officers or person or persons, officer or employment or if the bidder or any of his partners become insolvent or apply for relief as insolvent debtor or commence any insolvency proceedings or make any composition with his/their creditors or attempts to do so, then without prejudice to HARTRON's as well as Punjab & Haryana High Court rights and remedies otherwise, HARTRON on behalf of and in consultation with Punjab & Haryana High Court shall be entitled to cancellation of order forth with and to blacklist the bidder and may claim back all or part of the money already paid to the bidder.
- ii) If during the currency of execution of order, the successful bidder becomes bankrupt or otherwise insolvent or is likely to become insolvent or bankrupt, HARTRON on behalf of and in consultation with Punjab & Haryana High Court may, at any time, cancel the order by giving written notice to the successful bidder. Notwithstanding the above, such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to HARTRON and Punjab & Haryana High Court.

#### 12.9 Consequences of Cancellation of Order:

- i) Upon cancellation of order, the successful bidder shall deliver or cause to be delivered all works carried out for and on account of the indenting department and all data and records required from or on account of the Punjab & Haryana High Court.
- ii) Cancellation of order shall not affect any continuing obligations of the successful bidder under the Contract Agreement, which, either expressly or by necessary implication, are to survive its expiry or termination such as confidentiality obligations of the successful bidder.
- iii) Upon cancellation of order for any reason whatsoever, the successful bidder shall return to the Punjab & Haryana High Court any and all confidential information and any other property of the Punjab & Haryana High Court.
- iv) HARTRON on behalf of and in consultation with Punjab & Haryana High Court may procure services similar to those undelivered, upon such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful bidder and the successful bidder shall be liable for any additional costs for such services.
- v) The successful bidder shall continue the performance of the order to the extent not terminated.
- vi) Upon cancellation of order for whatsoever, HARTRON on behalf of and in consultation with Punjab & Haryana High Court shall have the right to perform the following penalties:-
  - a) Forfeiture of earnest money
  - b) Imposition of liquidated damage.
  - c) Black listing of the successful bidder.

### **13. Acceptance Testing Process**

- 14.1 The systems must be supplied in full as per ordered configuration for acceptance.
- 14.2 No system with short supply or alternate product with different technical specifications shall be taken up for conduct of acceptance testing under any circumstances.
- 14.3 The acceptance tests will include running of the evaluation test as conducted during technical evaluation of the items quoted by vendor. The systems must give same performance results as shown during initial Technical Evaluation tests.
- 14.4 The offered systems, in addition to meeting the evaluation tests, should also contain the same subsystems (Brand/Manufacturer) as were given at the time of initial evaluation tests.
- 14.5 Failure to fulfill any of the aforementioned conditions will entail cancellation of the Purchase Order along with forfeiture of the EMD/Security Deposit. Further,

- HARTRON/Punjab and Haryana High Court can procure same items from alternate sources at the risk and cost of the defaulting vendor.
- 14.6 No acceptance testing will be undertaken by HARTRON and Punjab and Haryana High Court unless the Technical Verification Data Sheet (TVDS) concerned with offered products, is provided to HARTRON/Punjab and Haryana High Court, at least 15-Days in advance prior to date from which the actual acceptance testing is to start/or days specified by HARTRON/PHHC.
  - 14.7 During empanelment period, on subassembly level if any item's specifications / model changes & becomes non available due to obsolescence/ up gradation of technology, vendor within already approved cost may offer the item with equivalent or having better features in terms of performance and specifications. The item(s) so offered will be evaluated at Punjab and Haryana High Court /any other site as decided by Punjab and Haryana High Court for its acceptance.
  - 14.8 The schedule for conduct of acceptance testing dates shall be provided along with comprehensive material details by vendors within 15 working days from the date of purchase order to the Testing Division, mentioned in the purchase order, so that all the related documentation work by Punjab and Haryana High Court could be completed and tested supplies are handed over to vendors for ensuring the delivery and installation within the stipulated time frame as per purchase order.
  - 14.9 The testing of items must be generally completed as specified in the purchase order before the delivery date as per purchase order.
  - 14.10 Normally, testing and acceptance of the Systems will be done at the Factory premises/Testing Lab., or at Punjab and Haryana High Court or any other premises in India or abroad suggested by Vendor where it will be tested as per ordered specifications where representatives from vendor and Punjab and Haryana High Court will be present. The testing location/premises must be suitable/ agreeable to Punjab and Haryana High Court. The testing premises must fulfill the normal working IT office environment conditions.
  - 14.11 MD, HARTRON in consultation with Punjab and Haryana High Court reserves the right to reject any item, if found unsuitable and /or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by good items forthwith at the cost of the vendor. No payment will be made for rejected items.
  - 14.12 The items which are accepted after testing should be sealed inside carton under the joint signatures of the representative(s) of Punjab and Haryana High Court and vendor's representative and then sent along with the packing list giving serial numbers and part numbers of all possible Items and copy of the acceptance test report to the specific location or Technical Store at Punjab and Haryana High Court. The top cover of the carton must have a label carrying the complete Punjab and Haryana High Court Purchase Order Number, vendor's bill number and Delivery location.
  - 14.13 A sticker mentioning the Service Support Call Centre Number of the vendor should be pasted on each system.
  - 14.14 The Systems to be supplied should work under the specified Operating Systems i.e. customized Linux 14.04 and Windows 8 Windows 10. It shall be the exclusive responsibility of the Vendors supplying the Systems to provide appropriate device drivers and solutions for these system software platforms. The systems needs to be preloaded with Linux 14.04 customized version approved by Hon'ble e-Committee.

#### **14. Delivery Process**

- 14.1 All aspects of safe delivery shall be the exclusive responsibility of the Vendor. At the destination Site, the cartons will be opened only in the presence of concerned District Judge or a Nodal Officer identified by District Judge and Vendor's

representative and the intact position of the Seal for not being tampered with, shall form the basis for receipt in good condition.

- 14.2 Vendor must apply to the respective authority for issue of road permit /waybill in time.
- 14.3 Delays on account of getting relevant permits shall not make vendors' eligible for waiver of penalties.
- 14.4 Delivery Challan needs to be signed and stamped on completion of delivery of items. In case any discrepancy with regard to sign, stamp or date etc on above delivery challan, a mail from concerned user/ Nodal Officer of Punjab and Haryana High Court may be treated as delivery challan.
- 14.5 The Vendor should install all the items at specified site without any additional charge.
- 14.6 Though HARTRON/Punjab and Haryana High Court will provide all the necessary documents for ensuring smooth delivery of goods at the respective destinations, it is the responsibility of the vendor to delivery the goods in time. If any tax is required to be paid, the same will be reimbursed on actual basis.

#### **15. Penalty Calculation Process**

- 15.1 Any delay beyond the delivery and installation schedule as per purchase order will render the vendor liable for penalty at the rate as mentioned in the "Annexure 11: Penalty".
- 15.2 Penalty will be charged on the non execution Purchase Order value and final payment will be made on full execution of Purchase Order.

#### **16. Installation Process**

- 16.1 During installation at site, if any item is found to be defective or broken, it will be replaced with new one by the vendor at its own cost and risk within 30 days from the date on which the vendor has been informed of such damage.
- 16.2 Consolidated Installation Report, based on the successful installations of the individual items, duly signed by concerned District Judge / Concerned court registrar / a Nodal Officer identified by District Judge and District Informatics Officer / authorized Punjab and Haryana High Court officer should be submitted to Punjab and Haryana High Court along with the bills.
- 16.3 It may be noted that only the items technically tested/accepted as per Purchase Order shall be installed as per the schedule mentioned in "Annexure 10"

#### **17. Payment Process**

- 17.1 Payment will be processed as per the "Annexure 12: Payment".
- 17.2 Payments shall be subject to deductions of any amount for which the empanelled agency is liable under the empanelment or tender conditions. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the current Income-Tax Act.

#### **18. Onsite Warranty Maintenance**

- 18.1 The warranty period for the systems shall be taken into account as per the "Annexure 8" from the date of completion of supply of products, its successful installation/commissioning and acceptance by Punjab and Haryana High Court, including free spare parts, kits etc, whichever is later.
- 18.2 During warranty period, besides service/maintenance of Hardware and its peripherals and System Software and all driver software upgradation, installing patches and services shall also be provided at no extra cost.
- 18.3 The vendor should provide support for all supplied items in all the District/Subordinate Courts as mentioned in the Annexure 9: Support during warranty period.
- 18.4 The vendor should fulfill the following conditions during warranty period:

- i. Any failure in the system or a subsystem thereof should be rectified within maximum period of 48 hours of lodging complaint at State Capitals and Sites with-public air-transport facilities. Normal transit time not exceeding 24 hours additionally will be allowed if the Site happens to be other than State Capital and Sites without public air-transport facilities.
- ii. If any of the system is down beyond two Working days (at State Capitals & Sites with public air-transport facilities) or 3 working days (at other District Sites) or 5 working days (at Block/Tehsil/Taluka Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of given in the “Annexure 11: Penalty”.
- iii. Any system, failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime for three months has crossed 15.0% of the system value, will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.
- iv. On completion of the Warranty period, the Security Deposit, without any interest accrued, shall be released after satisfying that proper free warranty support has been provided during warranty period of five years for all the systems. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of either already due payments or from their Security Deposit, while releasing the Security Deposit. After expiry of warranty, Punjab and Haryana High Court has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems as per the quoted price/negotiated price.

#### **19. General Conditions**

- 19.1 For services required under the project at different court complexes, please refer to Annexure 9: Services to be provided.
- 19.2 No interest shall be payable for the Earnest Money Deposit and the No deviations from these terms and conditions will be accepted. Any violation there off will lead to rejection of the bid.
- 19.3 The Security Deposits without any interest accrued, shall be released only after the expiry of the warranty period of the systems successfully.
- 19.4 The decision of HARTRON arrived during the various stages of the evaluation of the bids is final & binding on all vendors.
- 19.5 In case the empanelled vendor is found in-breach of any condition(s) of tender or supply order, at any stage during the course of supply/ installation/commissioning or warranty period, the legal action as per rules/laws will be taken.
- 19.6 Any attempt by vendor to bring pressure towards Punjab and Haryana High Court's decision making process, such vendors shall be disqualified for participation in the present tender and those vendor may be liable to be debarred from bidding for Punjab and Haryana High Court tenders in future for a period of three years.
- 19.7 The bidders shall give presentation on how they will meet the schedule of delivery & how they will successfully carry out the installation of hardware orders so as to meet the schedule. They also should specify their inventory management & manpower deployment at State level (one resident engineer, vendor representatives identified at each High Court and one resident Project Manager at Chandigarh) for smooth implementation of the Project during warranty. Vendor must have a web based complaint registration system in place to cater on line complaint registration and status monitoring from equipment installed locations across the country for the items supplied under the project. The system should have good response. During technical evaluation, bidder has to demonstrate their package.

- 19.8 It is mandatory for the bidders to strictly adhere to the schedule of delivery & installation of hardware systems during implementation of the Project.
- 19.9 Printed conditions mentioned in the tender bids submitted by vendors will not be binding on HARTRON/Punjab and Haryana High Court. All the terms and conditions for the supply, testing and installation, payment terms, penalty etc. will be as those mentioned herein and no change in the terms and conditions by the vendors will be acceptable. Alterations, if any, in the tender bids should be attested properly by the vendor, failing which, the tender will be rejected.
- 19.10 Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- 19.11 No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- 19.12 Indemnity: The selected vendor shall indemnify the HARTRON/Punjab and Haryana High Court against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware etc. and related services or any part thereof. HARTRON/Punjab and Haryana High Court stand indemnified from any claims that the hired manpower may opt to have by virtue of working on the project for whatever period. Punjab and Haryana High Court /User department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project.
- 19.13 Termination for Insolvency: HARTRON/Punjab and Haryana High Court may at any time terminate the purchase order / contract by giving written notice of four weeks to the Supplier, without any compensation to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent.
- 19.14 HARTRON/Punjab and Haryana High Court will not be responsible for any misinterpretation or wrong assumption by the vendor, while responding to this tender.
- 19.15 Force Majeure: If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

**20. Definition for default :**

- 20.1 Default is said to have occurred
- i. If the Supplier fails to accept the Purchase Orders
  - ii. If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or during any extension thereof granted by Punjab and Haryana High Court.
  - iii. If the supplier fails to perform any other obligation(s) under the contract
- 20.2 If the agency defaults on (I) of above circumstances, his Bid security (EMD)/BG received against this empanelment will be forfeited and empanelment will be cancelled.
- 20.3 If the agency defaults on II & III of above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from Punjab and Haryana High Court (or takes longer period in spite of what Punjab and Haryana High Court may authorize in writing), Punjab and Haryana High Court may terminate the contract / purchase order in whole or in part. In addition to above, Punjab and Haryana High Court may at its discretion also take the following actions:
- i. Punjab and Haryana High Court may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate Punjab and Haryana High Court for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10 % of the work order as cancellation charges whichever is higher.
- 20.3. Arbitration: If any question, difference or objection whatsoever shall arise, in any way connected with or arising out of this contract or the meaning or operation of any part thereof or the rights, duties or liabilities or either party than save in so far as the decision of any such matter is here in before provided for and has been so decided every such matter including whether its decision has been otherwise provided for and/or whether it has been finally decided accordingly in whether the contract should be terminated or has been rightly terminated in whole or part and as regards the rights and obligations of the parties as the result of such termination, shall be referred for arbitration to the Punjab & Haryana High court or any other officer/official appointed by him and his decision shall be final and binding. And where the matter involves a claim of the amount if any awarded in such arbitration shall be recoverable in respect of the matters so referred. All disputes will be settled within the jurisdiction of Chandigarh.
- 20.4 Applicable Law**
- 20.4.1 The agency shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
  - 20.4.2 All disputes in this connection shall be settled in Chandigarh jurisdiction.
  - 20.4.3 HARTRON/Punjab and Haryana High Court reserves the right to cancel this tender or modify the requirement, at any stage of Tender process cycle.
  - 20.4.4 HARTON/Punjab and Haryana High Court also reserves the right to modify/relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective vendors / parties to be kept informed about it.
  - 20.4.5 HARTRON/Punjab and Haryana High Court in view of projects requirement may reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.
  - 20.4.6 The vendor should provide with every System manual and related User manual, irrespective of the fact that more than one system may be meant for any location.



## AFTER SALE SERVICE CERTIFICATE

From:

-----  
 -----

To

Managing Director,  
 HARTRON, SCO-111-113,  
 Sector 17-B,  
 Chandigarh

Whereas, we M/s (Bidder Name) are established & reputable manufacturers/authorized dealer for sales & services of (Make of items) of [items name] having service offices atleast at Chandigarh,. The Details are as under:

Sr. No.	State Name	Service Centers	Contact details such as Names, phones, e-mails, website etc.	Manpower	Escalation Matrix
1.	Chandigarh				

We do hereby confirm that:

Services including repair/replacement of defective parts will be done by us and fully backed by (name of the principal). Replacement of defective Systems/parts will be done by equivalent or better systems/parts of the same make. We will attend all the complaints/service calls within 24 hours. Down time will not exceed beyond 48 hours. In case, down time exceed 48 hours then we will be liable to pay the penalty as per terms of tender document.

(Signature)

Name :

Designation :

(Head or Senior Executive of Firm)

Address :

Phone No :

Fax No :

Pager No :

Mobile No :

Undertaking

*Self-Declaration on not being blacklisted*

(To be enclosed with Technical bid)

Date: \_\_\_\_\_

From

\_\_\_\_\_  
\_\_\_\_\_

To  
The Managing Director,  
Haryana State Electronics Development Corporation  
SCO: 109-110, Sector 17B Chandigarh

I, \_\_\_\_\_ son of Sh. \_\_\_\_\_ resident  
of \_\_\_\_\_ do hereby solemnly affirm and  
declare as under:-

That we M/s \_\_\_\_\_ hereby confirm that  
we M/s \_\_\_\_\_ has not been blacklisted by any  
State Government/ Central Government/ Public Sector Undertakings during the last three years  
and further confirm that our EMD/SD/Performance bank guarantee has not been forfeited by any  
State Government / Central Government / Public Sector Undertakings during the last three years  
due to our non-performance, non-compliance with the tender conditions etc.

That we M/s \_\_\_\_\_ hereby declare that  
all the particulars furnished by us in this Tender are true to the best of my/our knowledge and  
I/We understand and accept that if at any stage, the information furnished is found to be incorrect  
or false, I/We am/ are liable for disqualification from this tender and also are liable for any penal  
action that may arise due to the above.

That we M/s \_\_\_\_\_ certify that no  
refurbished components are used in the manufacturing and supply of Quoted Items and its related  
accessories / tendered items.

That in case of violation of any of the conditions above, We M/s \_\_\_\_\_  
understand that We M/s \_\_\_\_\_ are liable to be blacklisted by Hartron for a period  
of three years from participating any tender published by Haryana Government.

DEPONENT

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my  
knowledge and nothing has been concealed therein.

DEPONENT

*Annexure 3**Statutory Undertaking*

(To be enclosed with Technical bid)

Date: \_\_\_\_\_

Managing Director  
 Haryana State Electronics Development Corporation Limited (HARTRON)  
 SCO 111-113 Sector 17 B, Chandigarh. 160017

I/We (Name of the Bidder) having registered office at (Address of the registered office) and local office at (Address of the local office), hereby declare and confirm that-

- 1) The contents of the Tender have been carefully gone through and we undertake to fully comply with the terms and conditions specified in the tender document including addendum, if any thereof.
- 2) I/We are not engaged into litigation as of date with any Government Department/ PSU/ Autonomous body on account of similar services for indulging in corrupt or fraudulent practices. We also confirm that we are not determined non-performing by any of the entities specified above.
- 3) Neither the Bidder nor any of its Directors are the subject of criminal or civil proceedings that could be expected to adversely affect its business or its ability to Bid in the present tender.
- 4) We understand that the technical Bid, if found incomplete in any respect and/or if found with conditional compliance or not accompanied with the requisite Bid Security/ Earnest Money Deposit, shall be summarily rejected.
- 5) We understand that if at any time, any averments made or information furnished as part of this Bid is found incorrect, then its Bid and the contract if awarded on the basis of such Bid shall be cancelled.
- 6) We offer to execute the work in accordance with the Terms of Reference and Conditions of Contract of this Tender.
- 7) The information provided in the technical proposal (including the attachments) is true, accurate and complete to the best of my knowledge & belief.

Authorized Signatory (ies)[In full and initials]: \_\_\_\_\_

Name and Title of Signatory (ies): \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ (Affix the Official Seal of the Bidding Company)

**Annexure 4****Technical Compliance**

(To be enclosed with Technical bid)

Date: \_\_\_\_\_

**Managing Director****Haryana State Electronics Development Corporation Limited (HARTRON)****SCO 111-113 Sector 17 B, Chandigarh. 160017**

I/We (Name of the Bidder) having registered office at (Address of the registered office) and local office at (Address of the local office), hereby declare and confirm that the specifications of the items (name of the item) offered match/exceed the ones quantified as minimum requirements in the Tender document.

1. **4500 Lumens Multimedia Projector: - 11 nos. (Quantity can be increases or decreases at the discretion of Punjab & Haryana High Court)**

S#	Description	Minimum technical specifications	Compliance Yes/No
1.	<b>Make &amp; Model:</b>		
2.	Brightness	4500 Lumens or more	
3.	Technology	LCD	
4.	Contrast	12000:1 or more	
5.	Inbuilt	WiFi	
6.	Resolution	XGA or higher	
7.	Daylight view	Basic or similar feature	
8.	USB Type	Type A and Type B, Including 15 Mtrs VGA Cable, 15 Mtrs HDMI Cable & Projector Kit along with roof mount fitting with set of extra long signal cables compete with fitting etc.	
All the above specifications should be read as equivalent or higher			

As per specifications mentioned in the Technical Part of the tender document

Yours faithfully,

Authorized Signatory (ies)[In full and initials]: \_\_\_\_\_

Name and Title of Signatory (ies): \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ *(Affix the Official Seal of the Bidding Company)*

**Certificate of Dealership/Authorization Letter/Warranty**

(To be provided by the OEMs of devices as mentioned in this tender document on their Letterhead) to be enclosed with Technical bid

Date: \_\_\_\_\_

Managing Director  
Haryana State Electronics Development Corporation Limited (HARTRON)  
SCO 111-113 Sector 17 B, Chandigarh. 160017

Sir,

This is to certify that I/We am/are the Original Equipment Manufacturer in respect of the products listed below. I/We confirm that

- <Name of Bidder> have due authorization from us to provide product(s) listed below and related services of warranty, licensing and maintenance.
- We endorse the warranty, contracting and licensing terms provided by <Bidder> as per the requirement of this tender.
- We further undertake that we as an OEM of the below mentioned equipment will discharge all responsibilities under warranty for the period indicated in the contract, in case the Bidder fails to do the same for any reason.
- We also certify that the below mentioned product being supplied by the <Bidder> meets the minimum specifications given in the tender document.

The authorization will remain valid till <Date of renewal of dealership>

Sr. No.	Product Name
1	<Fill Model number and Product name>
2	...
3	
4	

Thanking You,

Yours faithfully,

Authorized Signatory (ies)[In full and initials]: \_\_\_\_\_

Name and Title of Signatory (ies): \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ (Affix the Official Seal of the Bidding Company)

**Annexure 6****Undertaking for honoring warranty**

Authorized Undertaking from the Bidder to be enclosed with Technical bid

(Letter on the Bidder letterhead)

Date: \_\_\_\_\_

Managing Director  
Haryana State Electronics Development Corporation Limited (HARTRON)  
SCO 111-113 Sector 17 B, Chandigarh. 160017

Sub: Undertaking for honoring warranty for the period indicated in the contract

This bears reference to our quotation Ref. \_\_\_\_\_ Dated \_\_\_\_\_

We warrant that,

- 1) All Products supplied by us shall be brand new (purchased within 2 months of the date of supply), free from all defects and faults in material, workmanship and manufacture. They shall be of the highest grade and quality and shall be consistent with the established industry standards.
- 2) We shall provide the documentary proof for warranty and proof of purchase at the time of deployment of infrastructure
- 3) None of the components and sub-components are declared "End-of-sale" by the respective OEM in next three (3) years as on date of submission of Bid.
- 4) If the infrastructure supplied by us is not-supported by the OEM during the period of contract for any reason, we will replace the product with a suitable higher alternate for which support is provided by the OEM at no additional cost to Hartron/Indenting department and without impacting the performance or timelines of this engagement
- 5) We would provide on-site maintenance of the installed system for a period of three (3) years from the date of commissioning of the system within the price quoted by us in the Commercial Bid.

Yours faithfully,

Authorized Signatory (ies)[In full and initials]: \_\_\_\_\_

Name and Title of Signatory (ies): \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ (Affix the Official Seal of the Bidding Company)

## Annexure 7

**Checklist to be enclosed with Technical bid**

We M/s \_\_\_\_\_ has enclosed documentary evidence for fulfilling the Eligibility in the Technical Bid and other requirement laid in the tender document.

S#	Clause	Documents Required	Documents submitted Yes/No
1.	Processing fee for Tender Document should have been submitted.	The Payment for Tender Document cost INR 2500/- (Rupees two thousand five hundred only) and eService Fee Rs. 1000/- (Rupees one thousand only (Non refundable) can be made by eligible bidders / contractors online directly through Debit Cards & Internet Banking Accounts.	
2.	Earnest Money Deposit (EMD)	The Payment for EMD of Rs. 18000/- (Rupees eighteen Thousand only) can be made online directly through RTGS / NEFT and the bidder would remit the funds at least T + 1 working day (Transaction + One working day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.	
3.	The Bidder should be registered in India under the Indian Companies Act, 1956/ Partnership firm/sole proprietorship firm and existing for the past 3 years.	The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms/VAT or Service Tax Registration Certificate for Sole Proprietorship Firms.	
4.	Bidder must be an OEM of offered item or System Integrator (SI)/dealer/ distributor. The OEM/ SI/Dealer/ distributor must have tie-ups/techno commercial collaboration with subsystems/ peripheral manufacturer.	Certificate of dealership/authorization letter as per the Annexure-5 from OEM.	
5.	The minimum cumulative Turn-over of the bidding company during last three audited financial years should be minimum Rs. 3.00 Crore (FY2013-14, FY2014-15 & FY2015-16)	Audited Balance sheet of the Bidder for each of the last 3 financial years	
6.	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company for atleast two years out of the last three audited financial years (FY2013-14, FY2014-15 & FY2015-16)	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years	

S#	Clause	Documents Required	Documents submitted Yes/No
7.	The bidding company must be in the business of supplying offered items for the last three years as on date of submission of e-bid.	Copy of Purchase Order issued in the name of Bidder and copy of the completion/ Performance Certificate for the above Purchase Order shall be submitted.	
8.	Should not have been black listed by any central/State Govt. Department/ Organization for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	An affidavit as per the Annexure-2 to be submitted by bidder	
9.	The Bidder must have successfully executed three orders each of minimum Rs. 5.00 lac in any Govt. Departments/ Organization India in last 3 years as on the date of submission of Bid.	Copy of the purchase order/a certified letter from the concerned Client confirming the date of engagement and successful completion of order.	
10.	In case Bidder is not an OEM then an authorized undertaking will be required from the OEM stating that OEM will discharge all responsibilities under warranty for the period indicated in the contract, in case the Bidder fails to do the same for any reason.	Authorized undertaking from the OEM as per the Annexure-5	
11.	The bidder/OEM shall have minimum one service center atleast at Chandigarh.	In case of OEM's/bidder's Own Service Centre, copies of the landline telephone bills or valid rent agreement as on tender opening date shall be submitted as a proof for availability of the service centers.	
12.	ISO 9001:2008 Certificate issued in the name of OEM for Manufacturing Process and ISO 14001 Certificate issued in the name of OEM for handling of hazardous items in the manufacturing process.	Copies of valid ISO 9001:2008 and ISO 14001 Certificates.	
13.	The Bidder should have all necessary licenses, permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid Sales tax/Service Tax Registration	Copies of Sales Tax, Service Tax Certificate & PAN No.	
14.	Technical Compliance of the offered model.	The bidder should submit the Technical compliance of the offered model should on OEM and bidder letter head as per format provided annexure-IV.	



Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation

Yours faithfully,

Authorized Signatory (ies)[In full and initials]: \_\_\_\_\_

Name and Title of Signatory (ies): \_\_\_\_\_

Name of Bidding Company/Firm: \_\_\_\_\_

Address: \_\_\_\_\_ (*Affix the Official Seal of the Bidding Company*)

## Annexure 8: Warranty

Sr.No	Description
1	The complete systems should be under 5 (Five) years free on-site comprehensive warranty Level 1 support service from the vendor and Level 2 support from OEM from the date of installation or 65 months free warranty support service from the date of delivery of the systems at site, whichever is early, including free provision of spare parts as and when necessary.
2.	<b>The vendor should fulfill the following conditions during warranty period:</b>
2(a)	<b>The vendor should provide support for all supplied items in all the District/ Subordinate Courts as mentioned in the Annexure : Support during warranty period.</b>
2(b)	Supplier will maintain enough spares in India (not less than 10%) so as to provide satisfactory on-site comprehensive maintenance services during the warranty period. Supplier will indicate the level of spares, 2(a) which will be stored by them in India for providing comprehensive onsite warranty services to PUNJAB AND HARYANA HIGH COURT sites. Vendor will also provide a status report every six months through e-mail to PUNJAB AND HARYANA HIGH COURT/user about the support related complaints lodged by different users and availability of spares at the vendor warehouse.
2(c)	Vendor would provide the helpdesk support services through telephone/e-mail where users can lodge their complaint. Each user will be assigned a unique trouble ticket number through which he should be able to track the action taken on his complaint through a support portal. The resident Project Manager at Chandigarh will maintain the list of trouble tickets being opened and closed.
2 (d)	Any failure in the equipments supplied / any accessories thereof should be rectified within maximum period of one Working day (at 2(d)State Capitals & Sites with public air-transport facilities) or 2 working days (at other District Sites) or 3 working days (at Block/Tehsil/Taluka Sites) as the case may be
2 (e)	If any of the system is down beyond two Working days (at State Capitals & Sites with public air-transport facilities) or 3 working days(at other District Sites) or 5 working days (at Block/Tehsil/Taluka Sites) as the case may be, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of given in the “Annexure:11 Penalty”.
3 (f)	Any system failing at subsystem level at least three times in three months, displaying chronic system design or manufacturing defects or quality control problem will be totally replaced by the vendor at his cost and risk within 30 days
3 (g)	Vendor shall visit each site at least once in every six months to carry out preventive maintenance and fine-tune the performance of the system besides regular service calls during warranty period.
3 (h)	PUNJAB AND HARYANA HIGH COURT is establishing its own centralized Call Centre for maintenance of hardware systems across the country. All service support calls will be Routed through this call centre to the vendors. Vendors shall attend the complaints lodged by the Punjab and Haryana High Court /users during warranty period. Incase of default by the vendor, penalty will be imposed as specified in the <b>Annexure:11 Penalty</b> .
3 (i)	On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper free warranty support has been provided during warranty period of five years for all the systems. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of either already due payments or from their Security Deposit while releasing the Security Deposit. After expiry of warranty, Punjab and Haryana High Court has option to enter into Annual Maintenance Contract with the supplier for post warranty maintenance of the systems.

## Annexure 9

## Services to be provided

Sr. No.	Description	Requirements
1.	Delivery of Items	<ul style="list-style-type: none"> <li>At the destination site, the cartons will be opened only in the presence of Nodal Officer.</li> <li>Inventories at all their service locations shall be maintained by the vendor(s) for immediate replacement of H/w items in case of failure.</li> </ul>
2.	Installations	<ul style="list-style-type: none"> <li>Upon satisfactory installation of the equipment, vendor should obtain signed installation certificate from the Courts official after making the stock entry at their end and specify the same in the installation certificate. The same shall be submitted along with the bills by the vendor for payment.</li> <li><b>A sticker with label 'e-Court Project Phase-II' along with the Service Support Call Centre Number of the vendor should be pasted on each equipment.</b></li> </ul>
3.	Warranty	<ul style="list-style-type: none"> <li>In case of a System (Hard Disk) failure, vendor will ensure recovery of data from the Hard Disk and its restoration, while making the system operational, at the site. However, vendor is not liable to provide any guarantee for Data Integrity. User will be encouraged to take regular backup of his data. Time lapsed in taking data back if any will not be counted for down time calculations.</li> </ul>
4.	Manpower Support	<ul style="list-style-type: none"> <li>Vendor shall provide one resident Project Manager at Chandigarh from the date of empanelment whose responsibility will be to monitor the project and coordinate with the vendor representatives identified at each High Court</li> <li>Also vendor shall exclusively post at least one resident engineer at each Punjab and Haryana High Court State Centre for ensuring smooth implementation and maintenance of the hardware systems supplied at District/ Taluka Courts in the State during warranty period. These resident engineers will report to Punjab and Haryana High Court e-Courts Project Coordinator in the State.</li> <li>Vendor(s) shall formulate a centralized web-based monitoring mechanism for delivery, installation and maintenance of the hardware provided at District &amp; Subordinate courts during the warranty period. They should submit the periodical reports to Nodal Officer, Punjab and Haryana High Court.</li> </ul>

## Annexure 10

## Delivery and Installation

Sr. No.	Location	Maximum period for delivery from the date of Purchase order	Maximum period for installation from the date of delivery
1.	Various courts in State of Haryana, Punjab and UT Chandigarh	30 days	30 days

**Note:** The installation schedule mentioned above entails all activities including delivery and installation of LAN active items, and delivery, installation of all hardware and related software items.

## Annexure 11

## Penalty

Sr. No.	Activity	Rate
1.	Failure in maintaining the delivery schedule	0.2% (Zero point two percent) per day subject to maximum of <b>15 days on the Purchase Order Value</b> , thereafter HARTRON/Punjab and Haryana High Court holds the option for cancellation of the order and re-procure the same from any other vendor at the cost of the supplier and forfeit the EMD/ Security deposit of the vendor
2.	Failure in maintaining installation Schedule	0.2% (Zero point two percent) per day subject to maximum of <b>15 days as per “penalty described at point no III FOR PAYMENT ON ITEM INSTALLATION: in ANNEXURE: PAYMENT”</b> , thereafter PUNJAB AND HARYANA HIGH COURT, CHANDIGARH holds the option for cancellation of the order and re-procure the same from any other vendor at the cost of the supplier and forfeit the EMD/ Security deposit of the vendor.
3.	Maintenance during warranty period	0.2% (Zero point two percent) per day subject to warranty period <b>ON VALUE OF THE ITEM</b> , If fault arise beyond 30 days, thereafter PUNJAB AND HARYANA HIGH COURT, CHANDIGARH holds the option for cancellation of the order and re-procures the same from any other vendor at the cost of the supplier and forfeit the EMD/ Security deposit of the vendor. The un-installed items can be taken back by the vendor. In addition, vendor shall also be liable to pay to HARTRON/Punjab and Haryana High Court a cancellation charge of 10% (Ten percent) of the value of unsupplied items.
4.	Replacement of the faulty system	Any system, failing at subsystem level at least three faulty system times in three months, displaying chronic system design or manufacturing defects or Quality Control problem or where the penalty amount on account of downtime has crossed 15.0% of the system value, will be totally replaced by the Vendor at his cost and risk within 30 days, from the date of last failure.
5.	Limitation of Liability	Taking into consideration all the above cases, the total penalty that can be levied on the vendor shall not exceed the purchase order value.

## Payment

### I. PAYMENT SCHEDULE

A pre-receipted bill (five copies) shall be submitted to HARTRON in the name of “PUNJAB AND HARYANA HIGH COURT, CHANDIGARH.”

An invoice will contain the items ordered under one Purchase Order only. Bill / Invoice shall not be combined for more than one purchase order.

Payment shall be done as per the following schedule:

- A. 70% on inspection and delivery of all items included in the purchase order.
- B. 30% on completion of installation of all items in the purchase order and submission of Performance Bank Guarantee of equivalent amount valid for 65 months from the date of installation. However, on completion of 1<sup>st</sup> year or period state below, the vendor has an option to submit revised Bank Guarantee as per details given below:-

Year	Amount
1 <sup>st</sup> year	30%
2 <sup>nd</sup> year	24%
3 <sup>rd</sup> Year	18%
4 <sup>th</sup> year	12%
5 <sup>th</sup> year	07%

### II. FOR PAYMENT ON ITEM DELIVERY:

**70% payment will be made on delivery of items at any specified site as per the following process:**

- 1) The vendor will deliver the items at designated Court complexes(s) as per the purchase order and obtain signature with date and stamp on Delivery Challan(s) of the concerned **In-charge Judge or his/her authorized person/nodal officer** at the district/taluka court.
- 2) The vendor will submit a copy of Delivery Challans to the **Judge In-charge or a Nodal Officer identified by the Judge**.
- 3) The vendor will submit the bills & original delivery challans to the HARTRON.
- 4) Penalty if any, will be imposed as per Annexure 11: Penalty

### III. FOR PAYMENT ON ITEM INSTALLATION:

**Balance 30% payment will be made after complete installation of all items as per the following process:**

- 1) Vendor has to install the ordered items and will prepare **installation report** for each District Court/Taluka Courts as per the purchase order and get it signed by the concerned **In-charge Judge or his/her authorized person/nodal officer**.
- 2) Based on these installation reports, the vendor will further prepare a **consolidated installation report** consisting of serial no. of each ordered and installed item, location of installation, date of installation, etc. Please refer to format attached below. **This consolidated installation report will be District-wise only.**
- 3) The vendor will submit all **original installation reports**, which would include District/Taluka/City Courts under the jurisdiction of a particular District Court to the DIO concerned/District Courts pre-designated officer.
- 4) The consolidated installation report will be duly signed with date and stamped by the District & Session Judge / concerned Court Registrar / nodal officer identified by District Judge
- 5) Vendor will submit the following documents:-
  - i) One copy of **consolidated installation reports** along with Original installation report to HARTRON along with Bank guarantee of equivalent amount valid upto 1 month more than expiry of warranty period.
  - ii) **Original Installation reports** to concerned District & Sessions Judge/District Courts.
  - iii) **Site wise Installation reports & Consolidated installation reports** on DVD/CD Rom to concerned District & Sessions Judge/District Courts.
  - iv) One DVD/CDROMs at PUNJAB AND HARYANA HIGH COURT, CHANDIGARH.

along with bills.

**IV FOR PART PAYMENT of 30% AGAINST INSTALLATION IN CASE OF MULTI-LOCATION SITES and SITE NOT READY CASES**

a. In case, it is a multi-location Purchase order say PO No 12345 and locations are Site A , Site B... and Site Z and ALL SITES ARE READY for installation, vendor will raise a single invoice for PO No 12345 and payment will be released by Punjab and Haryana High Court taking into account the installation schedule. For calculating penalty if any, each site will be treated as a separate independent case and penalty will be imposed on the pro-rata value of the site PO.

b. In case, it is a multi-location purchase order say PO No 12345 and locations are Site A , Site B... and Site Z and SOME sites are NOT ready for installation, vendor will obtain the Site Not Ready (SNR) certificate duly signed and stamped from the USER for all those sites which are not ready. Vendor will be in constant touch with the User to know the status of SITE READINESS. Vendor is supposed to finish the installation work within 15 days from the date of intimation of SITE READINESS. Vendor will raise a single invoice for all the remaining sites where site not ready reported earlier and no Penalty is applicable in such cases provided all the documents are in order. However, if vendor fails to install within 15 days of such intimation, penalty will be imposed site wise and on pro-rata value of site PO.

V However it is emphasized that the balance payments against installation (30%) will be done only in two parts

- i) 1st Part - For locations where installation is complete in all respect site wise
- ii) 2nd Part- Balance amount after installation in all remaining sites where site not ready reported earlier.
- iii) In the case of delay in installation, penalty will be charged site wise i.e. for each delayed site, the penalty will be charged on the number of days installation is delayed.

CONSOLIDATED PROOF OF INSTALLATION REPORTS AT DISTRICT COURT, (NAME)

Page of XX

Purchase Order Number:		Purchase order Date:				
Sr. No.	Court Complex Name & Address	Item Name	Serial NO. of Item	Date of installation	Name of the Nodal Officer	Remarks

All items have been delivered & successfully installed at each site as per the purchase order.

(District Judge/Court Registrar/OR  
Nodal Officer)  
(Sign & Stamp)

(Vendor Representative)  
  
(Sign & Stamp)

Please ensure that signatures are taken on each page of the consolidated report