

**HIGH COURT OF JHARKHAND**  
**NOTICE INVITING TENDERS**

Ref. No. 2012/Accts.

Date- 07.08.2025

Tender is invited from the reputed firms for Annual Maintenance Contract (with spares) for 15 nos. of Digital EPABX systems alongwith intercom telephones installed in the residences of Hon'ble Judges and Judges Bungalow no. 132 (Judges Guest House) of this Court for a period of one (1) year.

Tenders in sealed envelopes and addressed to the undersigned must be submitted in the establishment of this Court on or before **05:00 PM of 20.08.2025** by post or by hand.

Tenders reaching in the office of the undersigned after closing date of **20.08.2025** shall not be accepted, under any circumstances.

**Tenders, so submitted shall invariably contain the following information:-**

- Name of the Firm.
- Address of the Firm.
- Details of experience in the field (if any).
- Valid GST registration.
- Aadhar Number.
- PAN Number.
- Contact details of Service Engineers.
- Escalation Matrix with full contact details.
- Valid Trade license/ Registration certificate.
- Item wise AMC rate must be quoted alongwith Cost of AMC with respect to unit rate per site must be mentioned separately as well as total cost for a period of 1 year inclusive of all charges and taxes.

Incomplete tenders without desired documents shall be liable for outright rejection and no communication in this regard shall be entertained.

Allotment of AMC shall be subject to terms and conditions mentioned in the next page.

Sd/-

**Registrar (Establishment)**

**Terms and conditions for Annual Maintenance Contract**

1. The firm must have local establishment/support office/service centre in Ranchi.
2. The Tenderer winning the contract of AMC shall be required:-
  - To provide services promptly and to resolve the complaint within 1 day after being reported.
  - To provide substitute devices in case the installed devices needs repair.
  - To provide free maintenance service quarterly and to provide 'Satisfactory Work' reports from each site before submitting the bills.
3. The payment will be done with a condition that 50% of the consideration amount will be released after 06 (six) months and the rest 50% of the consideration amount will be released on conclusion of the maintenance period thereafter subject to submission of 'Satisfactory Service Reports' from the concerned Sections during the AMC period.
4. Without any prejudice to any one, the Court also reserves its right to modify unilaterally, the terms & conditions mentioned above, in the interest of administration of the Court.
5. In event of any complaint/deficiency in services from the firm or any other parameters which are not found satisfactory, High Court of Jharkhand, Ranchi reserves the right to deduct amount from the bills or cancel the contract as well as blacklist the firm.

Clarification on any of the points mentioned above may be sought for from the Accounts (Establishment) Section during working hours of the Court.

Sd/-

**Registrar (Establishment)**