

HIGH COURT OF JUDICATURE AT PATNA

TENDER NOTICE No. -12/2025 A. D. (Establishment)

Sealed quotations are hereby invited from the bona-fide and reputed registered firms/ OEM authorized dealers (having office located at Patna) for comprehensive AMC (Annual Maintenance Contract) of two (02) Xerox B1025 photocopier machines of this Court.

(A) Instructions to the Tenderers:-

- i. Quotations are to be submitted in sealed envelope consisting of Techno-commercial bid in a separate sealed cover & Financial Bid in a separate sealed cover and both bids will be put in the sealed single envelope containing the title " comprehensive AMC (Annual Maintenance Contract) of two (02) Xerox B1025 photocopier machines of Hon'ble Patna High Court" and addressed to the Learned Registrar (Establishment), Patna High Court, Patna.
- ii. The Tenderer shall clearly specify what items (Hardware)/Services, if any will not be covered under the maintenance contract. All the remaining items services shall be treated as covered under the maintenance contract.
- iii. The bidders may inspect the Xerox photocopier machines during the bid submission in office hours (10:00 AM to 5:00PM). List of Photocopier machines to be maintained is provided as **Annexure-I**.
- iv. **The Bidder will have to obtain a Pass from Pass Counter before submitting the Quotation.**

(B) Period of Contract: -

The contract will be initially for a period of one (01) year which can be extended further for one (01) year on mutual agreement subject to satisfactory performance of each year by the contractor and will also depend upon the price trend for the services/products in the market on the date of extension. However, the firm has to provide services at the current rate for the period up to the finalization of new agreement.

(C) Scope of Work:-

- i. The place of performance will be Patna High Court, Patna.
- ii. It will be duty of the Service Provider to have the credentials of the Service Engineers verified and certified.
- iii. The AMC (Annual Maintenance Contract) will be comprehensive which shall include preventive maintenance/ monthly regular service of machine/ replacement of any spare part for keeping the machine active and free from any defects/ disturbances.
- iv. The comprehensive AMC also includes replacement of the spare/ parts except consumable parts, if required, without any extra cost and the same should be genuine.
- v. This AMC (Annual Maintenance Contract) charge should also cover manpower cost e.g.- Service Engineer visit charge and other incidental labour charges in rectifying defects in the machine. This shall also include the transport charges, if any, required for shifting of the machine to and from the workshop. It also includes the cost of replacement of any other part which requires to be replaced due to any other part(s) being defective and no replacement of such part is available.
- vi. The service provider shall undertake preventive maintenance of the machine under this AMC (Annual Maintenance Contract) at regular interval of time and keep a record (service report) of the same. The periodicity of such preventive maintenance shall be monthly.

(D) Duties and responsibilities: -

It shall be duty & responsibilities of the firms:-

- i. To resolve all the complaints related to repair and maintenance of **two (02) Xerox B1025 photocopier machines** as and when required.
- ii. To routine checkup the Machines. There shall be 12 preventive servicing in a year strictly on monthly basis.
- iii. In the event of breakdown/or failure in machine after servicing, your representative would pay a visit to this Court as and when intimated and you shall have to attend this forth-with without any extra charge.

- iv. Defective spare parts (including developer unit) will be replaced without any cost under AMC agreement.
- v. To ensure protection of equipment & maintaining the photocopier Machines in perfect working condition.
- vi. Repair to be carried out at the location of the equipment.
- vii. Prior information should have to be given and direction should be obtained to replace all such parts which are damaged and cannot be repaired, and to keep the aforesaid machine in good working condition.
- viii. To use only genuine original spare parts, as per requirement, for maintenance of items.
- ix. The AMC provider shall maintain the Photocopier Machines as per manufacturer's guidelines. The items supplied by the AMC provider as part of AMC services should be of original company make and should be new & genuine.

(E) Documents required to be submitted along with bid:-

- i. Proof of GST Registration Certificate.
- ii. Copy of PAN Card.
- iii. Copy of Income Tax Return for the last two years.
- iv. Copy of OEM/ OEM Authorized Dealer Certificate of Xerox Photocopier Machines
- v. The firm shall submit an affidavit to the effect that the firm has not been black listed/de-registered/barred by the Central/State Government/Society during their period of business.
- vi. An Earnest Money Deposit (EMD) of Rs. 1,000/- (Rupees One Thousand) only, must be enclosed along with quotation in the form of Demand Draft issued from Nationalized/ Scheduled Bank in favour of Registrar General, Patna High Court, Patna, Payable at Patna. No interest shall be paid on the EMD and the EMD shall be forfeited in case the selected/successful bidder does not accept the work order or unable to supply good/services as per stipulated terms.

- vii. The firm should have previous experience of at least two years in maintenance of Photocopier Machine in Central Government/ State Government Departments/ Semi Government organization including Public Sector Undertakings/ Autonomous Bodies. Copies of experience certificate are to be enclosed along with the bid.

(F) Payment Terms: -

- i. No advance payment shall be made. The payment to the firm shall be made in two installments, on half-yearly basis at the end of each six-month subject to satisfactory performance. The firm will have to attach the satisfactory service report along with the bill. The payment of both periods will be made on successful completion of the Contract based on the performance.
- ii. If performance is not found satisfactory, payment for that part will be forfeited and if unsatisfactory performance is continued then contract is liable to be terminated.
- iii. Tax at source will be deducted as per extant rules/act made under Income Tax Act GST Act, if applicable from each amount of bill submitted by contractor/ service provider.
- iv. Payment will be made in account of the firm through CFMS instead of cash.

(G) Other terms and conditions-

1. All the tender proposals will have to be submitted in hard copy with all the pages duly numbered, signed and stamped. The bid must be complete in all respect.
2. Bidders are advised to study carefully the terms and conditions before quoting their bid. All the pages should be signed by the bidder as a token of acceptance.
3. The Registered firms/ OEM authorized dealer/ service provider must have office/ Branch located in Patna.
4. The rate quoted in the tender should be inclusive of GST and service charges.
5. Rates offered in the tender will not be enhanced during the period of contract.

6. The rates finally approved/ accepted by the Patna High Court, Patna shall be valid for the whole of the contract tenure and no upward revision will be allowed under any circumstance whatsoever.
7. Under no circumstances, shall the successful firm/ service provider appoint and subcontract or sub-lease the contract. If it is found that the service provider has violated these conditions, the contract will be terminated forthwith without any notice.
8. The contract can be terminated by the Patna High Court, Patna at any time without assigning any reason if the work of the contractor/ service provider is found unsatisfactory. In this respect, the decision of the Patna High Court, Patna, will be final and binding on the contractor/service provider.
9. Conditional tenders shall not be accepted.
10. The Court reserves the right to accept or reject any or all quotations without assigning any reason whatsoever. Further, No correspondence in this regard will be entertained. The Court also reserves the right to cancel the tender at any stage, without assigning any reason.
11. In the event of any dispute arising from this tender, the decision of Patna High Court shall be final and binding on all parties. Any dispute whatsoever shall be subject to the jurisdiction of Courts at Patna, Bihar only.
12. During the continuance of AMC, if the machine becomes obsolete/ unserviceable, then the contract will be terminated in that month itself in which the machines becomes obsolete/unserviceable. The payment, therefore, will be made on pro-rata-basis (proportionately).
13. On the top of the Envelope, the **“Tender number”** and **“Comprehensive AMC (Annual Maintenance Contract) of two (02) Xerox B1025 photocopier machines of Hon’ble Patna High Court”** shall be clearly mentioned.

The interested firms/ bidder may submit their quotations in the name of undersigned on the above terms and condition on or before **05.12.2025 (Friday)** up to **05:00 P.M.** in the box kept outside the chambers of the Ld. Registrar (Establishment), Patna High Court, Patna, which

is scheduled to be opened near the chambers of the undersigned on **06.12.2025 (Saturday)** at **12:30 P.M.** in the presence of all the bidders and authorized officials of the Patna High Court, Patna.

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

Dated: 13/11/2025



Registrar (Establishment)

Patna High Court, Patna

Annexure-I

List of Photocopier machines to be maintained alongwith their location of installation

Sl. No.	Details of Photocopier Machines	Section
1.	Xerox Photocopier Machine (Model No-B1025) (Sl. No. 3435341690)	Protocol Section
2.	Xerox Photocopier Machine (Model No-B1025) (Sl. No. 3435338592)	L.P.A & C. Rev. (Pending) Section

Annexure-II

Techno-commercial Bid

Tender for "Comprehensive AMC (Annual Maintenance Contract) of two (02) Xerox B1025 photocopier machines of this Court.

Sl. No.	Information Sought	Page No.	Please tick (✓)
1.	Separate sealed envelope consisting of Techno-commercial bid and Financial Bid	a) Techno -commercial bid	
		b) Financial Bid	
2.	Details of bidding Firm Name, address, contact number	a) Name -	
		b) Address -	
		c) Contact No.-	
		d) Email -	
3.	Local address of the bidding Company/ Firm	Address -	
4.	Type of Firm (Proprietary/Partnership etc.)	a) Sole proprietor	
		b) Partnership firm	
		c) Private/Limited Company	
5.	Copy of GST Certificate	a) GSTN-	
6.	Copy of PAN Card	a) PAN	

		b) Copy of IT return Financial Years. (2023-24)		
		c) Copy of IT return Financial Years. (2024-25)		
7.	Details of Earnest Money Deposit However, this will be not applicable on those who are registered with Central Purchase Organization/State Purchase Organization/ National Small Industries Corporation (NSIC).	a) Amount -		
		b) Demand Draft -		
		c) Date of issue -		
		d) Name of issuing Bank -		
8.	Experience Certificate of 2 Years in providing AMC of Xerox Photocopier Machine in Central Govt./State Govt./Public Sector Undertakings/ Autonomous Bodies.			
9.	An affidavit to the effect that the firm has not been blacklisted/ de-registered/ barred by the Central/State Government/Society during their period of business.			
10.	OEM Authorization Certificate in Maintenance of Xerox Photocopier Machine			

Bidder's Signature

Date:

ANNEXURE- III

Financial Bid

Name of the Firm- _____

Full Postal Address- _____

Telephone/ mobile number- _____

E-mail ID- _____

Contact Person Name- _____

Sl. No.	Machine details	Quantity	AMC Rate per unit (Including GST)	Total Price (Including GST)
1.	Xerox Photocopier Machine (Model No- B1025)	02		

Bidder's Signature

Date: