



**HIGH COURT OF MANIPUR**

HCM/E-43/2016Estt/Pt-I/Vol-V

**Dated: 17/11/2017.**

Supply, Testing, Installation and Maintenance of  
LAN for the Sub-ordinate Courts, MJA and DLSA in  
Manipur State Judiciary

**Office of the Registrar General,  
High Court of Manipur,  
Mantripukhri, Imphal – 795002.**

**e-mail: [cpc-mnp@aij.gov.in](mailto:cpc-mnp@aij.gov.in)  
Phone: 9856143587**

## 1. INTRODUCTION

The High Court of MANIPUR invites online bids (Technical & Financial) from eligible bidders for “**The Supply, Testing, Installation and Maintenance of LAN at Sub-ordinate Courts, MJA and DLSA in Manipur State Judiciary**”, in implementation of Phase-II of eCourts project under the e-Committee, Hon’ble Supreme Court of India.

## 2. QUANTITY

- I. 24 Port SWITCHES – **3 Nos**
- II. 8 Port SWITCHES – **10 Nos**
- III. Rack – **12 Nos**
- IV. Patch Panel – **13 Nos**
- V. LAN points – **78 Nos**
- VI. (a)1000 – SX SFP transceiver, (b)Cat 6 cable, casing, capping etc. per meter, (c)3 feet patch chord and (d)10 feet patch chord (**Quantity to be decided after site survey by vendor**)

The total requirement of quantity mentioned above is to be Supplied, Installed, Configured and Commissioned in the Sub-ordinate Courts, MJA & DLSA in the State as per **Annexure-1**.

## 3. SPECIFICATION OF

LAN components should have the specifications mentioned in **Annexure 2**. In case of any clarifications/queries, interpretation of Technical Specifications by e-Committee, Hon’ble Supreme Court of India is final.

## 4. SCOPE OF WORK

**4a) Supply, Testing, Installation and Maintenance of LAN** with onsite comprehensive warranty for 5(five) Years.

**4b) Installation & Working satisfactory reports to be collected from the Court Locations:** The Successful Bidder, shall supply the hardware as per the specifications referred in **clause 3**.

All hardware shall first be delivered at the High Court of Manipur at

Mantripukhri as transit point. The hardware shall then be checked and tested in the High Court Premise in presence of High Court technicians. If no defects are found, the vendor shall deliver the said hardware to the respective Court Locations as given at Annx. 1 for installation.

After Supply, Install, Configure and Commissioning of LANs at respective Court Locations, the successful bidder shall collect the reports –

**(i) Proof of Delivery, (ii) Installation & Working Satisfactory Certificate** - within 7 (Seven) working days from the date of installation duly signed, with seal/court seal by the senior most Judicial Officer or the Nodal Officer of the court location and Technical Person, if any, of respective District Court with a proper documentation. This is required for further process of auditing, payment, lodging the complaints etc.

**4c) Payment Processing:** Only on production of such certificates as mentioned above with a proper documentation of the successful bidder, the payment shall be processed by the High Court of Manipur.

**4d) Information Sharing:** Court Location wise supplied items description, make model, items serial numbers, Date of Installation, Date of warranty Start and Date of Warranty end & Escalation Matrix are to be furnished to the High Court of Manipur.

## **5. QUALIFICATIONS CRITERIA**

The bidder shall possess the following qualifications as minimum conditions:

**a)** Technical Specifications - Compliance sheet is to be Filled/Enclosed in column 4 of **Annexures 2.**

- b) The bidder should have a turnover of at least Rs. 25 lakh per year from dealing with IT products in the last three years i.e. for the year 2014-2015, 2015-2016 & 2016-2017.

Bidders who have experience in installation of LAN may be preferred.

**Turnover Information** and documentary evidence to support this response shall be attached as per **Annexure-3**.

- c) The successful bidder should be a manufacturer or an authorized dealer and shall submit **Manufacturer Authorized Form (MAF)** as per **Annexure-4**.

- d) Experience in relevant area is to be summarized and enclosed as per – **Annexure-5**.

- e) Financials is to be indicated in the format at **Annexure-6** inclusive of all Taxes, Levies, freight, forwarding, other expenses, etc. Conditional price bid would not be acceptable to tendering authority.

**f) Note:**

(1). Uploading of **Annexure-1 and Annexure-7** is NOT required.

(2). Uploading of **Annexure-2, Annexure-3, Annexure-4, Annexure-5 and Annexure-6** are mandatory.

- g) Bidders should be GST compliant and should submit the proof of GST registration. A copy of GST/VAT/ST/CST No. allocated by the Sales Tax Authorities, as well as PAN number of the firm allotted by the Income Tax authorities should be submitted. The bidder should be registered with Service tax department of the Government.

## **6. PERIOD OF WARRANTY**

- a) The warranty shall be for a period of 5 (Five) Years with comprehensive onsite support for all the Hardware parts.
- b) If additional period of warranty is provided by the vendor at the same cost, that will be an added advantage.

**7. EARNEST MONEY DEPOSIT (EMD):** Each bidder shall pay Rs. **40,000/- (Rupees Forty Thousand) only** as the Earnest Money Deposit in the form of demand draft. The demand draft should be drawn on a nationalized/scheduled bank valid for minimum 90 days and in favour of “CPC, Central Project Coordinator”, High Court of Manipur payable at Imphal. The tender without the EMD would be rejected outright.

## **8. PERIOD OF RATE CONTRACT**

This rate contract shall be valid for a period of **24 (Twenty Four)** months from the date of entering into the agreement. High Court of Manipur reserves the right to place orders for additional quantities as and when required during this period.

## **9. RESPONSIBILITY OF THE SUCCESSFUL BIDDER**

The responsibilities of the Successful bidder are as follows:

- a) Supply, Testing, Installation and Maintenance of LAN as per **Annexures-2.**
- b) Comprehensive onsite maintenance for 5 (Five) Years including all the Hardware that are going to be supplied by the vendor as in **clause 6** for period of warranty.

- c) An agreement has to be executed in this behalf in the form approved by the High Court of Manipur. – Draft **Service Level Agreement(SLA)** is at **Annexure-7**. (Subject to final approval by the High Court of Manipur).
  
- d) The vendor should install all the items at specified site without any additional charge.

## **10. OTHER TERMS OF CONTRACT**

- 10.1) Quote:** The bidders shall quote in Indian Rupees and the quoted price shall be inclusive of all taxes, duties, statutory levies, supplying, installing, commissioning, freight & forwarding. Any Change in the quoted price is not allowed after the submission of the bid.
- 10.2) Licenses:** All licenses should be in the name of the “Registrar General, High Court of Manipur, Imphal”.
- 10.3) Performance Bank Guarantee(PBG):** The successful bidder is required to furnish an unconditional and irrevocable Bank Guarantee for an amount equivalent to 10% of total price as quoted in the financial bid within 15 days of issue of purchase order valid for the period of contract + 1 month. Else, EMD amount would be forfeited.
- 10.4) Unresponsive Bids:** Bids with incomplete documentation may be treated as non-responsive and summarily be rejected. Bidders are hereby directed to ensure that all documentation/supporting

documentation including documentary evidences in support of qualification criteria, testimonials etc., are complete and submitted as part of the Bid.

**10.5) Award of Contract:** The Contract will be awarded to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid. The decision of High Court of Manipur is final in this regard.

**10.6) Reports:** Reports to be collected from the Court Locations by the successful bidder – After Supply, Testing and Installation of LAN at respective Court Locations, the successful bidder shall collect the reports as contemplated in **Clause 4(b)**.

**10.7) Payment to Successful Bidder:** The payment terms shall be as follows: -

- (i) Payment shall be processed in full on receipt of the installation report and working satisfactory report as referred in **clause 4(b)** and **clause 10.6** of the tender notification document.
- (ii) High Court of Manipur is entitled to make recoveries of penalties, excess payment and applicable taxes from bidder's bill if lawfully needed.

**10.8) Penalty for delivery and installation:** If successful bidder fails to supply and install the hardware within **60 (sixty) days** from the date of issue of Purchase Order, a penalty of 1% of the total cost of the particular hardware per week (maximum 2 weeks) of that location

will be charged and deducted from the amount payable to bidder. For supplies and installation beyond two weeks, penalty of 2% per week will be charged until the delivery & installation is complete.

**10.9) Termination of contract:** High Court of Manipur reserves the right to cancel the contract placed on the bidder if:

- a) The bidder commits breach of any of the terms and conditions.
- b) The bidder goes in to liquidation voluntarily or otherwise.
- c) The service is found unsatisfactory during the warranty period.

**10.10) The Earnest Money Deposit (EMD):** may be forfeited:

- a) If the bidder withdraws its bid during the period of bid validity.

OR

- b) In case of successful bidder, if the bidder fails to sign the contract and furnish the Performance Bank Guarantee (PBG) as per **clause 10.3** from the date of the order.

**10.11) Unsuccessful bidder's Earnest Money Deposit (EMD):** will be discharged as early as possible.

**10.12) Successful bidder's Earnest Money Deposit (EMD):** will be discharged upon the bidder furnishing the Performance Bank Guarantee (PBG) as per **clause 10.3** along with all other compliances of Supply, Testing, Installation etc.,

**10.13) Site not ready:** In case it is found that, the site is not ready for



delivery and installation, Office of the District Judge of concerned District/Presiding Officer of Tribunal or Special Court concerned will make arrangements to take material into stock, test the items and certify for further needful steps.

- 10.14) Variation in Quantity:** The quantity of items to be procured is indicative & the same may vary.
- 10.15) Service Centre of the Bidder:** Bidder should have at-least one authorized Service Centre in the State of Manipur and the same shall be furnished to this office at any time on demand. In case the Bidder does not have one, the bidder will have to open/arrange a Service Center within one month of the issue of the Purchase Order.
- 10.16) The bidder should not be blacklisted:** by Central Government /Government of Manipur/any Other State Government/UT or its agencies for any reasons including for corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from execution of contract after award of work.
- 10.17) Pending Judicial Case:** Neither the bidder nor the OEM should have any pending case with Central/State/UT pertaining to fraud/any corrupt practices in India.
- 10.18) Technical Manuals:** All equipment will have to be supplied with all the detailed operational & maintenance manuals at free of cost.
- 10.19) Currency Rate Variation:** High Court of Manipur is not responsible for variation in foreign currency exchange rates.
- 10.20) Validity of the Bid:** The bid validity is 180 days from the date of opening the Financial Bid.
- 10.21) Legal Jurisdiction:** All legal disputes are subject to the jurisdiction of High Court of Manipur only.

## **11. SUBMISSION, RECEIPT, AND OPENING OF BIDS TIME LINES:**

**a) Submission:** The original proposal shall be prepared and uploaded in the e-procurement portal of Government of Manipur namely *manipurenders.gov.in*. The completed price bid must be uploaded on or before the due date.

### **b) Last Date for Bid Submission:**

The last date for bid submission through e-procurement portal and the date of opening of tenders will be as mentioned below:

**a) LAST DATE FOR SUBMISSION OF BIDS: 8-12-2017 @ 10:00 am**

**b) DATE FOR OPENING OF BIDS: 8.12.2017 @ 11:00 am**

**c) Date of opening of Financial Bids of Technically Qualified Bidders: Within 3(three) days from the date of declaring technically qualified bids.**

**12. BID FORMAT:** The tender is a two bid cover system. Technical Bid and Financial bid are to be submitted separately in e-Procurement portal only. The formats for bid evaluations are enclosed at **Annexures 2, 3, 4, 5 & 6**. After technically qualified bids are identified, financial bids will be opened. Financial bids shall quote all-inclusive price i.e. price inclusive of all taxes and all other levies, Supply, Testing, Install, Maintenance, freight & forwarding expenses etc., for supply, delivery and installation of the LANs.

**(a) Technical bids shall include format Annexures 2, 3, 4 and 5.**

**(b) Financial bid shall be submitted in the format as mentioned in Annexure-6. Financial Bid/Bill of Quantity (BOQ) shall be downloaded, filled up properly and uploaded in the financial bid after digital signature.**

- 13. PRICE BID EVALUATION:** The Technical bid will be opened as scheduled **clause 11(b)** in e-Procurement portal. Further financial bids of technically qualified bidders will be opened in e-portal as per the schedule in **clause 11(b)-(c)**. The Contract will be awarded to the successful Bidder, whose Bid has been determined to be substantially responsive by the High Court of Manipur and has been determined as the Best Value Bid.
14. HIGH COURT OF MANIPUR will not be liable or responsible for any delays due to postal/online failure or other reasons.
15. HIGH COURT OF MANIPUR reserves the right to cancel the tender, without assigning any reasons and also the right to change the quantity as per its requirements.

(Yumkham Rother)  
Central Project Coordinator,  
High Court of Manipur

### **Annexure - 1**

#### **LAN HARDWARE TO BE ALLOTTED TO THE SUB-ORDINATE COURTS, MJA AND DLSA IN MANIPUR STATE JUDICIARY**

<i>Sl. No.</i>	<i>Court</i>	<i>Court Complex</i>	<i>No. of 24 port Switch</i>	<i>No. of 8 port Switch</i>	<i>No. of Rack</i>	<i>No. of Patch Panel</i>	<i>No. of LAN Nodes</i>
1	<i>Family Court, Imphal East</i>	<i>Lamphel Court Complex</i>		1		1	12
2	<i>Family Court, Thoubal</i>		1		1	1	12
3	<i>Family Court, Bishnupur</i>		1		1	1	12
4	<i>MJA</i>	<i>High Court Complex</i>	1		1	1	15
5	<i>DLSA, Imphal East</i>			1	1	1	3
6	<i>DLSA, Imphal West</i>			1	1	1	3
7	<i>DLSA, Thoubal</i>			1	1	1	3
8	<i>DLSA, Bishnupur</i>			1	1	1	3
9	<i>DLSA, Churachandpur</i>			1	1	1	3
10	<i>DLSA, Senapati</i>			1	1	1	3
11	<i>DLSA, Chandel</i>			1	1	1	3
12	<i>DLSA, Ukhrul</i>			1	1	1	3
13	<i>DLSA, Tamenglong</i>			1	1	1	3
<b>Total</b>			<b>3</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>78</b>

**STATEMENT SHOWING THE SPECIFICATIONS**

**Annexure – 2**

<b>Sr. No.</b>	<b>Items</b>	<b>Detailed Specification</b>	<b>Bidder's Compliance Remark</b>
1	8 port 10/100/1000 Mbps & 2 port 10/100/1000 Mbps / SFP port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch	<p>8 ports of 10 BaseT/ 100 BaseT/1000TX on UTP with 2 port 10/100/1000BaseT / SFP-based Gigabit port for uplink, autosense and auto negotiation, full duplex, Compliance to IEEE 802.3 (10BaseT), IEEE 802.3u (100BaseTX) &amp; IEEE 802.3z (1000BaseSx/LX/T) standards, with following features Compliance to IEEE 802.3x standards for full duplex support on 10BaseT, 100 BaseTx &amp; 1000BaseT ports Switching Bandwidth 20 Gbps, Forwarding bandwidth 10 Gbps, Forwarding rate 14.88 Mpps, IPV4 &amp; IPV6 support, Inbuilt SNMP module supporting SNMP v1,v2,v3</p> <p>RMON support Indicators for per port status, system status, power &amp; bandwidth utilization IEEE 802.1D compliant Spanning tree protocol IEEE 802.1Q compliant VLANs support (Port &amp; MAC/tag based) VLAN &gt; 250 IEEE 802.1p compliant prioritization In band management support via SNMP, WEB browser &amp; Telnet Support for External RADIUS /TACACS for console access restriction and authentication MAC address based security support Support IPV6security Like RA guar, DHCPv6 guard, IPv6 binding integrity guard Switch should support port security, DHCP snooping, dynamic arp inspections Traffic management support based on MAC source / destination address &amp; IP source /destination address Support for IGMP snooping &amp; Port aggregation / Trunking Support QoS for egress and ingress traffic Compliance to 802.1X port level authentication, Port based ACLs &amp; support NTP Power requirement 240</p>	

		<p>VAC, 50 Hz, Operating temperature 0 to 45 degree centigrade, Operating humidity 10% to 85 % (non condensing), UL &amp; IEC safety certifications, FCC/EN Electromagnetic Emission certificates, MTBF 6 years IPv6 ready logo with day one</p>	
2	<p>24 port 10/100/1000 Mbps &amp; 4 SFP ports, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch</p>	<p>24 ports of 10 BaseT/ 100 BaseTX on UTP &amp; 4 SFP gigabit ports for uplink ,autosense and auto negotiation, full duplex Compliance to IEEE 802.3 (10BaseT ), IEEE 802.3u (100BaseTX) &amp; IEEE 802.3z (1000BaseSx/LX/T) standards, with following features Compliance to IEEE 802.3x standards for full duplex support on 10BaseT, 100 BaseTx &amp; 1000BaseT ports Switching Bandwidth 56 Gbps, Forwarding bandwidth 28 Gbps, Forwarding rate 41.67 Mpps, IPV4 &amp; IPV6 support, Inbuilt SNMP module supporting SNMP v1,v2,v3 RMON support Indicators for per port status, system status, power &amp; bandwidth utilization, IEEE 802.1D compliant Spanning tree protocol IEEE 802.1Q compliant VLANs support (Port &amp; MAC/tag based) VLAN &gt; 250 IEEE 802.1p compliant prioritization In band management support via SNMP, WEB browser &amp; Telnet Support for External RADIUS /TACACS for console access restriction and authentication MAC address based security support Support IPV6security like RA guard, DHCPv6 guard, ipv6 binding integrity guard Switch should support port security, DHCP snooping, dynamic arp inspections Traffic management support based on MAC source / destination address &amp; IP source /destination address Support for IGMP snooping &amp; Port aggregation / Trunking Support QoS for egress and ingress</p>	

		authentication, Port based ACLs & support NTP Power requirement 240 VAC, 50 Hz, Operating temperature 0 to 45 degree centigrade, Operating humidity 10% to 85 % ( noncondensing), UL & IEC safety certifications, FCC/EN Electromagnetic Emission certificates, MTBF 6 years IPv6 ready from day one with logo	
3	SFP transceiver with LC connectors	SFP based Gigabit UTP and Fiber transceiver A) 1000-SX SFP transceiver.	
4	Supply & laying of Cat 6 cable capping with flat casing	Cat 6, TIA/EIA 568-C.2	
5	Supply & Installation of 24 port patch panel & Termination of UTP cables	Cat 6, TIA/EI module PCB board	
6	Supply and Installation of Information outlets and termination of CAT 6 cable on I/O	1 port with shutter white material ABS/Plastic UL-94V-0.	
7	Supply and Installation of 3 feet patch chord	Cat 6, TIA/EIA 568	
8	Supply and Installation of 10 feet patch chord	Cat 6, TIA/EIA 568	
9	Supply & Installation of wall Mount	19 inch Rack , wall mount 530mm depth, 6 U height, Front Glass/Vented door(lockable)	

**Annexure – 3**

**Format for Turnover information**

Total turnover of the bidder during the preceding 3 years:

<b>Financial year</b>	<b>Turnover in INR (Rs. In Lakhs)</b>
2014-15	
2015-16	
2016-17	



**Annexure -4**

**MAF (Manufacturer Authorization Form)**

Date:

**Ref Number:** HCM/E-43/2016-Estt/Pt-I/Vol-V Dated 17/11/2017

**To:**

**The Registrar General,  
High Court of Manipur,  
Imphal.**

**e-mail: [cpc-mnp@aij.gov.in](mailto:cpc-mnp@aij.gov.in)**

Dear Sir/Madam,

**SUB: Supply, Testing, Installation and Maintenance of LAN at the Sub-Ordinate Courts, MJA and DLSA in Manipur State Judiciary.**

We authorize M/s **XYZ Limited** to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and or the contract for the equipment and services offered against this invitation for tender offer by the M/s **XYZ Limited**.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or the period of contract.

Yours Faithfully,

**Annexure – 5**

**Experience Statement**

Experience in the relevant areas with the clients (Attach separate statement)

<b>Sl. No.</b>	<b>Year</b>	<b>Name of the client organization</b>	<b>Scope of the work</b>	<b>Value of the work (in Rs. lakhs)</b>
1	2014-15			
2	2015-16			
3	2016-17			

**(Please attach the relevant certification from the Client Organization along with a certified copy of the Purchase order)**

## Annexure – 6

### Financial Bid Format for the LAN hardware

1. All prices should be quoted for **Five-year warranty**
3. Prices should be quoted in Indian Rupees
4. 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.

Sr. No.	Item Description	Unit Price (Rs.)	GST / any other Tax applicable	Unit Price (inclusive of all Taxes)
1	8 port 10/100/1000 Mbps & 2 port 10/100/1000 Mbps/SFP port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch			
2	24 port 10/100/1000 Mbps & 4 SFP port, wire speed, SNMP Managed, Full Duplex, Layer 2 Switch			
3	Supply & Installation of 1000 – SX SFP Transceiver			

4	Supply and installation of Cat 6 cable, casing, capping etc per meter			
5	Supply & Installation of 24 port patch panel & Termination of UTP cables on patch panel			
6	Supply and Installation of Information outlets and termination of CAT 6 cable on I/O			
7	Supply and Installation of 3 feet patch chord			
8	Supply and Installation of 10 feet patch chord			
9	Supply & Installation of wall Mount Rack 6 U with accessories			
	<b>GRAND TOTAL VALUE (GTV) in Rs.</b>			

The **Total Price** of above financial bid inclusive of all taxes & expenses for 5(Five) years on-site maintenance & support will be taken as the basis for evaluation of financial bids.

## ANNEXURE-7

### Service Level Agreement (SLA)- (Template/Model).

**THIS AGREEMENT** executed on this day of \_\_\_\_\_ between the High Court of Manipur, Mantripukhri, Imphal-795002, represented by its Central Project Coordinator, presently Shri \_\_\_\_\_ AND \_\_\_\_\_ Co., represented by its Authorized Signatory Shri 'X' which expression shall include unless the context otherwise requires its successors and permitted assigns.

Whereas the High Court of Manipur vide orders dated \_\_\_\_\_, after processing in Tender Notification No : \_\_\_\_\_ had issued purchase order for purchase of :-

- I. 24 Port SWITCHES – **3 Nos**
- II. 8 Port SWITCHES – **10 Nos**
- III. Rack – **12 Nos**
- IV. Patch Panel – **13 Nos**
- V. LAN points – **78 Nos**
- VI. (a)1000 – SX SFP transceiver, (b)Cat 6 cable, casing, capping etc. per meter, (c)3 feet patch chord and (d)10 feet patch chord (**Quantity to be decided after site survey by vendor**)

- to be supplied to the Subordinate Courts, MJA and DLSA in the Manipur State Judiciary listed in the vide Tender Notification No. \_\_\_\_\_ and as per the recommendations of the Hon'ble High Court of Manipur, in its meeting dated: \_\_\_\_\_, the bid proposed for supply of LAN hardware by the company is accepted by the High Court of Manipur and the purchase **order is placed** with the seller to supply, testing, installation and maintenance of LAN in the respective locations as per in **Annexure-1** with 5(five) years of comprehensive warranty with onsite support as per **clause 9(b)** of the tender.

Further as per **clause 8** of the tender notification document, the rate contract agreement is valid for a period of 24(twenty four) months from the date of agreement and High Court of Manipur reserves the right to place orders with the SELLER, to supply and install LAN Hardware at the rate agreed upon. Therefore, as per the terms of the tender document and as per the recommendations of

Hon'ble High Court of Manipur, by its Purchase Order No. \_\_\_\_\_  
Dated \_\_\_\_\_ requested the SELLER for supply and install LAN hardware to the Subordinate Courts, MJA and DLSA in the State of Manipur as per the **Annexure-1.**

**1. Now this agreement WITNESSTH AS FOLLOWS**

In consideration of the agreed price, the SELLER hereby agrees to sell, supply, test, install and maintain LAN hardware of the required specifications and the High Court of Manipur agrees to purchase the same on the following terms and conditions.

**2. Non working/ Non functioning/ defective/ broken**

LAN hardware should 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.

**3. Supply, Install, Configure and Commissioning**

**3a)** Reports to be collected from the court locations:–The SELLER, shall supply the LAN hardware as per the specifications, at respective locations and submit the reports as per **clause4(b)** of the tender document.

**3b)** Only on production of such certificates mentioned above with a proper documentation, the payment shall be processed by the High Court of Manipur.

**3c)** It is specifically agreed upon that the SELLER would complete his obligation as at **clause 3a)** above of this agreement, within **60(sixty) days** from the date of purchase order.

**4. WARRANTY**

The warranty shall include:

- (i) Attending & rectifying to break down calls and identifying the reason for break down.

- (ii) Replacement of defective/failed parts by supplying the new spares, free of cost and bring the LAN hardware back to normal and regular working condition.
- (iii) Steps will be taken by the bidder to bring back the faulty unit back to working condition within the stipulated time as in **clause (5)** on corrective maintenance of this agreement.

5. MAINTENANCE OF LAN hardware:

**CORRECTIVE MAINTENANCE:**

SELLER, undertakes to attend to any complaints relating to the LAN hardware within 48 hours for valley districts, within 72 hours for hill districts and within 5 days for Jiribam Court Complex, during the period of warranty. Corrective maintenance to bring back the device to up and in working condition, failing which the seller is liable for penalty as described in **clause 7** of this agreement (SLA).

**6. ESCALATION MATRIX** including service representative at Imphal to be provided by the vendor.

**7. Service Delivery:** Penalty for delay in attending the service calls on LAN hardware in time, will be levied at a rate of **Rs.100/-** (Hundred Rupees) per LAN hardware per day.

IN WITNESS WHEREOF, THE PARTIES HAVE AGREED AND EXECUTED THIS  
AGREEMENT ON THIS DAY AT IMPHAL IN THE  
PRESENCE OF THE FOLLOWING WITNESS.

For M/s.

For High Court of Manipur

Name:

Name:

Designation:

Designation:

Signature:

Signature:

Rubber stamp / Seal

Rubber stamp / Seal

Date:

Date:

Witness:

1.

2.