

SHIVAJI COLLEGE, UNIVERSITY OF DELHI
RAJA GARDEN, RING ROAD
NEW DELHI -110027

NOTICE INVITING TENDERS

1. Sealed bids are invited from experienced, resourceful and bonafide firms on single stage two bid system for “**Tender for Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers, Projectors and UPSs**”. The sealed Tender superscribed as “**Tender for Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers, Projectors and UPSs**” along with technical and financial bid in separate envelope must reach the office in the name of the Principal, Shivaji College, Ring Road, Raja Garden, New Delhi – 110027

2. **CRITICAL DATE SHEET as under.**

Date	Date
Published Date	26 th July 2017
Bid Submission Start Date	31 st July 2017
Bid Submission End Date	21 st August 2017
Bid Opening Date	23 rd August 2017

3. **Bid Submission:** Separate envelopes should be used for Technical and Financial Bids and indication to that effect may please be superscribed on the envelopes.

4. Tenderer/Contractor are advised to follow the following Technical conditions: - .

(a) Tender fee of Rs 500/- (Non- refundable) and Earnest Money of Rs. 10,000/- (Refundable without interest) is to be deposited through Demand Draft in favour of *Principal, Shivaji College*, and Payable at New Delhi.

- (b) The firm's profile with complete details duly signed.
- (c) The firms having credential of Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers, Projectors and UPSs tender will be selected. The firms should have valid PAN & other Statutory Registration Number.
- (d) The firms who have already completed atleast three similar Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers and UPSs of **value Rs. 1.00 Lakh in** an each contract in Govt., Semi Govt., Govt. Undertakings, and Govt. Autonomous Organizations / Institutes will be selected.
- (e) The firms shall provide a set of details of Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers and UPSs with the Technical specifications and acceptance thereof (**Annexure – I of the tender**).
- (f) The firms must provide experience certificate of last three years in table form along with proof.
- (g) The firm must have annual turnover for **Rs. 10, 00,000/-** during immediate last three years.
- (h) An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department.
- (i) No near relative certificate.
- (j) Financial standing through latest I.T.R., Annual report (balance sheet and Profit & Loss Account) of last 3 years.
- (k) Acceptance of other terms and conditions.

General Terms & Conditions:

1. **The Comprehensive AMC** is on “**as is where is basis**” will include
 - a) Maintenance of hardware, software, networking & other parts. This will include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem or resulting from virus will be covered in the maintenance. In case hard disk is taken for repair, responsibility of corruption in the data back-up data will be borne by the firm. Losses if any will be compensated by the firm.
 - b) Preventive maintenance of all items. For example dust removal, CD Lens cleaning, etc.
 - c) Preventive maintenance against viruses, spywares and all unwanted software and removal of problems arising as a result of unwanted software.
 - d) The responsibility of backup and retrieval of data during maintenance and service of the equipment will be with the firm.
2. **Period of Contract:** The contract is valid for one year from the date of signing of MOU on CAMC. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms & conditions.

3. **Payment Terms:** No advance payment shall be made. The firm shall submit the bill after at the end of every quarter for payment (along with details of visits by company representatives to the college premises). For all CAMC, the payment will be made on quarterly basis (25% of order value of CAMC) after completion of the said quarter, subject to their satisfactory performance, to be certified by college.
4. **Replacement of Parts:** Maintenance of the computers, printers & UPSs includes supply & replacement of parts of same or higher configurations. In case of non-functionality of an item due to non-consumable item, the expenditure of replacement will be borne by the vendor in totality. College will not make any payment other than the AMC price mentioned in its clause.
5. **Statutory Levies:** The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.
6. **Quality of Spares:** The parts/components used for repair/replacement by the vendor will be of the same/equivalent or higher make and functional capability as original available in the systems
7. **Preventive Maintenance:** Periodical preventive maintenance will be made once every fortnight by the vendor and this is to be recorded in the call /service register.
8. **Working Hours:** a) The maintenance work shall normally be done during working hours of the college i.e. 9:00 am to 5:30 pm. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays with prior arrangement through proper communication with the college principal.
b) The maintenance work shall be carried out, primarily, at the college premises. In case the vendor feels that equipment cannot be repaired at site, they will carry and deliver the equipment at their own cost and get it repaired promptly within the response time agreed upon in the AMC.
9. **Response Time:** The system down time should not exceed 24 hours from the time at which the complaint was made. If the downtime is more than 24 hours, the vendor will provide a standby system. In case the system is not repaired or an alternate system is not provided within 24 hours from the time of failure report, then the college may choose to get the same repaired or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the vendor.
10. **Reporting Authority:** The Service Engineer will be allowed to handle the respective equipment only with permission of the officer in-charge of Computer Systems of the college.
11. **Service Register:** The vendor would be required to maintain a call /service register, both at his end and at the college, along with the call report, giving details of the maintenance work done and the downtime of the equipment. This register is to be shown to the college authority and signed by the person in charge of the equipment every fortnight. The register will have the following details
 - a) Name of the Equipment.
 - b) Date of periodical maintenance.
 - c) Due date of the next periodical maintenance.
 - d) Nature of defect noticed.
 - e) Details of the repair work done with date.
 - f) Name of the service engineer.
 - g) Name of the officer in-charge from the college with signature and office seal.

12. **Final Authority:** The final authority for payments will be the College Principal.
13. Firm should have other Statutory Registration No./ PAN No. and other supporting document to establish that the firm has adequate experience in maintenance of Computers & Peripherals.
14. The firm must have experience of maintenance contracts of Computers and Peripherals for at least 5 years with Govt Deptt. /Public sector/other organizations. The firm should provide a list of organizations for which it has/had AMC's in the last 5 years
15. The vendor needs to provide 10 pairs of Keyboard and Mouse of Logitech/Dell/HP/IBM at the beginning of AMC as the standby so that faulty keyboard and mouse should not hamper the smooth functioning of the system. These standby items if not used as replacement items, would be returned at the end of AMC.
16. Quotation may be submitted after inspection of items by vendor.
17. In case services are not satisfactory, this office shall reserve the right to foreclose the contract.

Other terms and Conditions:-

- i. The institute may accept or reject any or all bids in part or in full without assigning any reason and does not bind itself to accept the lowest bid. The institute at its discretion may change the quantity, upgrade the criteria, and drop any item or part thereof at any time before or after placement of the order.
- ii. The Institute also reserves the right of splitting the items within two or more contractors for placement of order.
- iii. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejections.
- iv. The bidder shall remain valid for a period of 90 days from the date of work order.
- v. The payment will be made to the firm at any Bank Account maintained in India by way of NEFT/RTGS after deducting the TDS as applicable.
- vi. The quoted price shall be inclusive of all taxes applicable.


PRINCIPAL

List of Hardware Items to be included in the AMC

S.No	Item Name	Brand/Name	Quantity	Total	Unit Price	Total Price
1	Desktop Computer	ACER	91	152		
		Lenovo Thinkcentre M92 Series	45			
		HP	14			
		HCL	2			
2	Server	AR380F1	1	1		
3	Printer	HP Laserjet P1008	1	34		
		HP Laserjet M1005	5			
		HP Laserjet 1136 MFP	6			
		HP Laserjet M1522	1			
		HP Laserjet 1020	5			
		EPSON TM-T88IV	1			
		HP Laserjet P1606dn	2			
		HP Laserjet 1216nfh	1			
		HP Laserjet M1213nf	1			
		HP Laserjet Laserjet	1			
		HP Laserjet P1108	1			
		Samsung ML-2010	2			
		HP Laserjet	6			
		ZEBRA(Barcode Printer) TLP28844	1			
4	UPS	Numeric 10KVA	4	5		
		Numeric 2KVA	4			
		Pulse Tech 10KVA	1			
5	Projectors	Hitachi	35	43		
		NEC	7			
		Panasonic	1			

Make/Model/Configuration of the Desktops is as follows:

Make: ACER, **Configuration:** : Intel Core 2 Duo 2.4 GHz, HDD: 80 GB/250GB, RAM: 2GB/1 GB/512 MB

Make: HP, **Configuration:** Intel Core 2 Duo 2.4 GHz, HDD: 80 GB/160GB, RAM: 2GB/1 GB/512 MB

Make: HCL, **Configuration:** Intel Core 2 Duo 2.4 GHz, HDD: 80 GB/160GB, RAM: 2GB/1 GB/512 MB

Make: Lenovo, **Model:** Thinkcentre M92 Series, **Configuration:** Intel Core i5, HDD: 320GB, RAM: 2GB

Make: Acer, **Configuration:** AMD Phenom 2 X 4810 processor, HDD: 320GB, RAM: 2GB

Make/Model/Configuration of the Servers is as follows:

Make: Acer, **Model:** AR 380 F1, **Configuration:** Intel Xeon E5620, RAM: 8 GB, HDD: 300 GB

PRICE BID

(a) Price bid undertaking

FINANCIAL BID UNDERTAKING

From: (Full name and address of the Bidder) _____

To,

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, (Annexure -1) inclusive of all applicable taxes.
4. I hereby declare that price quoted in the Financial Bid are for the Comprehensive Annual Maintenance Contract (AMC) for Computers, Printers and UPSs as specified in the Technical Bid all the specifications and parameters of Technical Specifications as given in the Tender Document.

Yours Faithfully,

Signature of authorized Representative

FINANCIAL BID**List of Hardware Items to be included in the AMC**

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		HP Laserjet M1005	5			
		HP Laserjet 1136 MFP	6			
		HP Laserjet M1522	1			
		HP Laserjet 1020	5			
		EPSON TM-T88IV	1			
		HP Laserjet P1606dn	2			
		HP Laserjet 1216nfh	1			
		HP Laserjet M1213nf	1			
		HP Laserjet Laserjet	1			
		HP Laserjet P1108	1			
		Samsung ML-2010	2			
		HP Laserjet	6			
		ZEBRA(Barcode Printer) TLP28844	1			
4	UPS	Numeric 10KVA	4	5		
		Numeric 2KVA	4			
		Pulse Tech 10KVA	1			
5	Projectors	Hitachi	35	43		
		NEC	7			
		Panasonic	1			

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Make/Model/Configuration of the Servers is as follows:

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1. The rates shall be quoted in Indian Rupee only.
2. The rates will be inclusive of all taxes fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
3. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
4. The payment will be made to the firm at any Bank Account maintained in India by way of NEFT/RTGS after deducting the TDS as applicable.
5. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Authorized Signatory
(Signature of the Authorized Person)

CHECK LIST OF DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID.

TECHNICAL BID CHECKLIST

Bidder is required to fill-up this checklist and enclose alongwith the envelope containing the Technical Bid.

Sl.	Item Description	Yes/No	Bid Reference
1.	NEFT/RTGS Receipt of Tender Fee Deposited Enclosed		
2.	NEFT/RTGS Receipt of Earnest Money Deposited Enclosed		
3.	Tender Acceptance Letter		
4.	Letter of authorization to submit bid.		
5.	Duly authenticated proof of items mentioned in the Technical conditions Point 4 (b) to (k) of Tender document		

CHECK LIST OF DOCUMENTS TO BE SUBMITTED WITH FINANCIAL BID.

FINANCIAL BID CHECKLIST

Bidder is required to fill-up this checklist and enclose alongwith the envelope containing the Financial Bid.

Sl.	Item Description	Yes/No	Bid Reference
1.	Financial Bid Undertaking		