

Maharshi Valmiki College of Education
(University of Delhi)
Geeta Colony, Delhi 110 031

MVCOE/AMC-Computer/2017/

Dated: 27.03.2017

To

Subject: Tender for Comprehensive* Annual Maintenance Contract (AMC) for Computer, Printers and Networking

Tenders are invited for the AMC of the following items as mentioned above and other hardware items:

- **Computer (HP &Acer)**
- **Networking**
- **Printers**

It is requested that the following protocol should be carefully observed in every detail while submitting the tender; otherwise the tender may not be considered.

1. The tender should be sent under sealed cover addressed to the The Principal, Maharshi Valmiki College of Education (University of Delhi), Geeta Colony, Delhi- 110031 not later than 13th April, 2017, on or before 1:00PM
2. The word **Tender for AMC of Computer, Printers and Networking** should be written prominently on the envelope.
3. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier at the address given below
4. The tender is not transferable.
5. In case of non-compliance with the contract or if the service is not satisfactory, the College reserves the right to cancel/rescind/revoke the contract and impose penalty in proportion to damages.
6. The courts at Delhi alone shall have jurisdiction in any matter arising out of or relating to this tender.
7. The rates must be inclusive of all type of taxes and should not exclude any item of bid document.
8. The college reserves the right to include an item during the AMC period whose rate of

maintenance will be decided afresh, depending on configuration and AMC tenure, by mutual consent of the vendor and college.

9. The decision of the college shall be final and binding on the vendor.
10. The interested firm may submit a separate sealed envelope for "**Technical Bid**" as given in Annexure- A along with supporting documents and a separate sealed envelope for "**Financial Bid**" as given in Annexure- B. The bidder should put these two sealed envelopes in a bigger envelope duly sealed and superscripted on it "**Quotation for AMC of Computers, Printers and networking**" addressed to The Principal, Maharshi Valmiki College of Education (University of Delhi), Geeta Colony, Delhi-110031
11. Physical observation/visit of the equipment is possible with prior intimation and approval on 06th and 07th March, 2017 between 2:00PM and 5:00PM.

Last date for submission of tender is 13 /04 / 2017 (up to 1:00 PM).

The Technical Bids and Financial Bids will be opened at **1:30 p.m.** on **13 / 04 / 2017** in the Committee Room of the College. Financial bids of only those vendors will be opened who qualify according to Technical Bid.

*This being a tender for comprehensive AMC only, Please DO NOT quote non comprehensive AMC.

Yours Sincerely,

(Dr. PK Sharma)
Officiating Principal

Annexure- A

TECHNICAL BID

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Numbers	
7.	Details of the Government Ministries /Departments/Organizations/PSU/Schools/ Colleges/Pvt. Offices etc. in which the firm is engaged in computer AMC activities from the last three years. (Copies of work orders in which they have been given AMC of at least 50 computers in one single order in any one of the above)	
8.	List of copies of relevant documents enclosed as mentioned in Terms and Conditions	
9.	Service Tax No./VAT No./PAN No. (copies to be enclosed)	

Annexure B**FINANCIAL BID**

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of the authorized Signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Number of the Firm	

List of Items to be included in the AMC(including networking)

S.No	Item Name	Brand/Model	Quantity	Unit Price	Total Price (including all taxes)
1	Computer	HP- Intel Core 2 Duo 2.4 GHz, HDD: 80 GB/, RAM: 512 MB with TF Monitor	40		
2		AC- AMD Phenom 2 X 4810 processor, HDD: 310GB, RAM: 2GB with TFT Monitor	20		
3	Printer	HP- Laser(1020)	01		
4		Samsung- Laser (ML- 2010)	05		
5		HP- MFP(M1005)	01		
6		Canon- MFP(4400)	01		
7	Switches	24 Ports	03		
8	Networking	LAN	-		

Signature and stamp of the vendor with date

APPENDIX-I

COMPUTERS, PRINTERS AND Networking

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:** 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. All payments will be made by RTGS/NEFT.
4. **Engineers:** For regular and proper maintenance of the equipments, the vendor will depute at least one qualified engineer / technician, with experience of at least two years as a computer technician, to this college on working days throughout the contract period. Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/ LAN etc. environment and should be capable of diagnosing and providing quick solutions.

The vendor shall provide a mobile phone to the engineer for easy accessibility.
5. **Replacement of Parts:** Maintenance of the computer, printer & Networking 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.
6. **Statutory Levies:** The CAMC cost includes all statutory levies if any, charged by State or central Govt. for rendering this type of service.
7. **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
8. **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.

9. **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.
10. **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.
11. **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
12. **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.
13. **Final Authority:** The final authority for payments will be the College Principal.
14. Firm should have Service Tax Number/ VAT No. / PAN No. and other supporting document to establish that the firm has adequate experience in maintenance of Computers & Peripherals.
15. 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
16. In case services are not satisfactory, this office shall reserve the right to foreclose the contract.