



RAM LAL ANAND COLLEGE

(UNIVERSITY OF DELHI)

Benito Juarez Road, New Delhi-110021

Ref No. RLAC/2017/444

16 June 2017

TENDER NOTICE

ANNUAL MAINTENANCE OF DESKTOP COMPUTERS, PRINTERS FOR RAM LAL ANAND COLLEGE

Sealed tenders under two bid system viz. (a) Technical Bid containing information relating to all aspects other than the price quoted and (b) Financial Bid containing the price quoted (both to be provided separately in sealed covers), are invited from the prospective bidders having reputation and experience for comprehensive annual maintenance of Desktop Computers, Printers/MFDs, Scanner, CCTV Cameras, LAN and Antivirus installed at Ram Lal Anand College, Benito Juarez Road, New Delhi 110021, for a period of one year extendable upto 2 years.

Details of equipment for Comprehensive Annual Maintenance Contract

S. No	Items to be covered in AMC	Qty	Remarks
1	Desktops (Windows) (Acer/Dell/i5/ Core to-Duo)	150	
3.	Printers / MFD/Colour Printers	23	
4	Scanners	2	
5	LAN	100	
6	CCTV(DVR-CP Plus 16 port DVR-CP Plus 08 port DVR-Dhaua 16 H)	30 Bullet Camera	24 functional
6	Resident Engineer	1	For maintenance

The eligibility criteria, scope of work and the terms and conditions governing the maintenance contract, proforma of technical bid and proforma of financial bid are illustrated in the Annexure- I, II and III respectively.

The tender applications of only those bidders, who satisfy the eligibility criteria of technical bid as laid down in Annexure-II will be considered.



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In their Financial Bids, the bidders should clearly mention the AMC rates (per month) for each Desktop computer, Printer, LAN, CCTV Cameras, Antivirus and Scanner and all such rates should be inclusive of all taxes.

The competent authority reserves the right to select/reject among the intended bidders on the basis of the rate(s) per month of the aforesaid items selected for offering maintenance contract, and the same rate will be applicable for all the said items throughout the period of contract as agreed upon between the college and the selected contractor.

The intended contractors may, however, inspect the said items on prior appointment with the Caretaker, Ram Lal Anand College, New Delhi, 110021, on any working day from 10.00 am to 4.00 pm and make a survey regarding to know the present position of these machines.

There will be two separate sealed covers for each bidder:- one containing Technical Bid as per Annexure-II and the other containing Financial bid as per Annexure-III. Both the sealed covers of Technical bid and Financial bid duly filled by the bidder have to be placed in a bigger sealed envelope superscribing "QUOTATION FOR ANNUAL MAINTENANCE OF DESKTOP COMPUTERS, PRINTERS FOR RAM LAL ANAND COLLEGE" and is to be addressed to the Principal, Ram Lal Anand College, Benito Juarez Road, New Delhi 110021, and is to be submitted by post/courier or by hand to the College on above mentioned addressed on or before **27.06.2017 by 4.00 pm**. No bid will be accepted after this date and time under any circumstances. This office will not be held responsible for any postal delay and also for any reasons beyond the control of this office.

The technical bids will be opened **on 28.06.2017 at 2:00 pm** in the presence of the members of the tender committee and also in the presence of the contractors or their authorized representatives, if any, who wish to participate, in the Seminar Room of Ram Lal Anand College and subsequently the financial bid of the contractors/bidders qualified in technical bid will be opened.

The overall AMC of Desktop Computer, Printer, LAN, CCTV Cameras, Scanner and Antivirus will be awarded to a single contractor and in this regard the overall lowest price quoted by the contractor for Desktop Computer, Printer, LAN, CCTV Cameras, Scanner and Antivirus will be considered for awarding contract.

This office reserves the right to reject any of the quotations received from the contractors, for any deficiency in the entries, without assigning any reason for the same. No correspondence will be made with the unsuccessful bidders.

Rajesh Sachdev
Convener,
Building & Infrastructure Committee

Rakesh Kumar Gupta
Principal Officiating

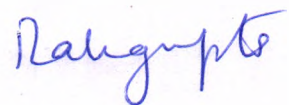
ANNEXURE-I

Terms and Conditions

1. The maintenance service by the firm shall include monthly preventive maintenance service and breakdown maintenance of all Desktop Computer Hardware/Software items (including Monitor, Keyboard, Mouse, LAN card, Networking cables, Operating systems *etc.*) along with printers (excluding printer cartridges), LAN, CCTV DVRs and Cameras and Antivirus installed in different Labs of the college on as is where is basis.
2. The contractor shall depute one engineer to this College who has required knowledge and expertise to resolve/fix day-to-day issues relating to hardware/software/opening system on daily basis.
3. The Service Engineers will take up any reported fault within 3 (three) hours. As far as possible, the repairs would be carried out *on-site* itself. However, as and when required, the defective equipments may be taken out to the workshop for repair with proper permission of the college at the company's own risk and expenses. In such case, the firm would provide a stand-by for the same.
4. The resident engineer of the contractor shall acknowledge each "call" from the college/departments with a unique call number, which will be issued for reference. The contractor shall have to maintain "Call Sheet/Service Report" for each call and will get all the "Call Sheet/Service Reports" signed by the user after completion of the call. A copy of such complete Call Sheet/Service Report is to be handed over to the user and another copy is to be submitted with the AMC Bills.
5. Where the parts/components have failed/been damaged or have become non- functional due to any reason, replacement of those parts/components including hard disks, wires, cables, chords, cards, circuit boards, mouse and key board *etc.* shall be provided free of cost by the company within 48 (forty-eight) hours of attending to the calls.
6. Where any items/parts/components need replacement, the same shall be replaced with the same-make specification and brand of item/component/part. In case, the brand/model has become obsolete, the same shall be replaced with equivalent of the items/parts/components.
7. The firm would put machine number on each of the Desktop Computers, Printers, Cameras and Scanner being maintained by them. These should correspond to the no.(s) of equipment maintained in the college. If there is shifting of the equipments under this AMC, the firm will have to make changes in record accordingly under intimation to the college.
8. Preventive Maintenance Service Reports and Break-down Maintenance Service Report should be submitted along with the quarterly bills of AMC.
9. If the contractor does not attend any complaint on the same day, a penalty of Rs.200/- (Rupees two hundred) only per day shall be levied. Further, if the contractor fails to rectify the fault of a computer or printer or Scanner within 48 (forty-eight) hours of

attending the call, penalty Rs.100/- (Rupees one hundred) only per working day per machine will be charged and deducted from their quarterly bills.

10. Occasionally, the services of the engineer of the contractor may be required on non-working days or beyond office-hours on working days, and in exceptional circumstances, on holidays to meet emergency situation. The contractor shall ensure that the personnel are deputed on such occasions also.
11. The contractor would be required to hand over the repaired/replaced components to the department/college in perfect working condition at the time of expiry of contract.
12. The College may inspect company's site to assess infrastructure before awarding the AMC and it may reject the contract in the event of department's dissatisfaction about company's infrastructure or otherwise.
13. If any information furnished by the firm is found to be incorrect at a later stage or the firm awarded the contract backs out/dishonours the agreement concerned, the firm shall be liable to be debarred from all the tendering process and the firm will be black-listed.
14. The contract can be terminated by the college at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the contract period. In this connection, the decision of this office shall be final and binding on the contractor.
15. If the warranty of any desktop computer, printer and scanner expires during the period of AMC the same will be included in this AMC @ existing rate and as per terms and conditions agreed upon.
16. No advance payment would be made in any case. The bills shall be raised by the contractor on quarterly basis upon successful completion of the contract during the previous quarter.
17. The contractor will not have any legal right to proceed against the college in the event of late payment due to unforeseen reasons.



ANNEXURE- II

Proforma for Technical Bid [Technical requirements for awarding of Annual Maintenance Contract of Desktop Computers, Printers, CCTV Cameras, LAN and Antivirus]

S.no	Item	Information
1.	Name of the Firm	
2.	Registered address/Telephone No./Fax No./E- mail ID of the firm	
3.	Other address, if any, of branches with Telephone No. & Fax No.	
4.	Permanent Account Number of the firm (Please attach photocopy of the PAN)	
5.	Service Tax Registration Number of the firm (Please attach photocopy of the Regn. Certificate)	
6.	Total number of the engineers and other staff working in the firm	
7.	The firm must have undertaken Annual Maintenance Contract with Central/State Govt. Departments/offices during the last 3 (three) years regarding annual maintenance of Desktop Computers, Printers and Photo Copy Machines. [Relevant documents must be attached for verification]	
8	Attached document in support of valid trade license, VAT license	

Declaration

We do hereby agree to provide maintenance service as per the terms and conditions as laid down in Annexure—I and our company does not have any other terms and conditions of its own in respect of the quotation being submitted for the Annual Maintenance Contract. Our agency/firm is not blacklisted by any organization/govt. Department as on the date of submission of the tender notice.

Signature of the prop./Director of the Firm

Full Name

Seal

Place
Date:

ANNEXURE- III

Proforma for Financial Bid (in Rs.)

Sl. No.	Item of work	Rate for each machine per month inclusive of Service Tax (in Rs)
1.	Desktop Computers of different configurations	
2.	Printers of different models	
3.	Scanner	
4.	LAN	
5.	CCTV Cameras	
6.	Antivirus	