

कॉलेज ऑफ वोकेशनल स्टडीज

(दिल्ली विश्वविद्यालय)

त्रिवेणी शेरव सराय फेस-II, नई दिल्ली-110017

दूरभाष : +91-11-29258544 / 29258792

फैक्स : +91-11-29256117



College of Vocational Studies

(University of Delhi)

Triveni (Sheikh Sarai) Phase -II,

New Delhi-110017, India

Tel.: +91-11-29258544 / 29258792

Fax : +91-11-29256117

संदर्भ संख्या

Ref. No. CVS/2016/ 962

दिनांक

Dated 07-09-2016

## TENDER DOCUMENT

For

### Annual Maintenance Contract (AMC) of Computers, Computer Accessories & Network at CVS

Last Date of receiving the Quotation: 22/09/2016 upto 2:30 PM.

Date of opening of Quotations: 23/09/2016 at 3:30 PM.

**College of Vocational Studies (University of Delhi)**

Triveni, Sheikh Sarai, Phase-II, New Delhi-110017

Email: [cvs\\_1972@yahoo.com](mailto:cvs_1972@yahoo.com), Website: [www.cvs.edu.in](http://www.cvs.edu.in)

AMC of Computer, Computer Accessories & Network (LAN/WAN) equipment

## IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. CVS WILL PROCESS THE TENDER AS PER CVS'S STANDARD PROCEDURES. THE PRINCIPAL OF THE COLLEGE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. CVS WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHO'S BIDS ARE REJECTED.

## TERMS AND CONDITIONS FOR SUBMISSION OF TENDER

1. The tenderer should have full-fledged office at Delhi (NCR) and experience in maintaining a PC, network of more than 100 nodes at a single site in at least one Govt. organizations/ undertakings. The firm should have at least five years experience in the field of maintenance of computer, computer equipment and network. The annual turnover of the firm should not be less than 10 lakhs. (Please provide details and proof)

2. Quotations in **SEALED COVER**, superscripted with words **QUOTATION FOR AMC OF COMPUTER, COMPUTER EQUIPMENT & NETWORK** must reach The Principal, College of Vocational Studies, Sheikh Sarai, Phase-II, New Delhi-110017.

on or before 22.09.2016 up to **2:30 p.m.** Quotations received unsealed or after the due date and time are liable to be ignored/rejected.

3. The tenders will be opened on due date i.e. 23.09.2016 at **3:30 p.m.** in the presence of Local Purchase Committee. Only one authorized representative of tenderer who wish to be present at the time of opening may attend the tender opening.

4. Tenders must be accompanied by **Earnest Money Deposit (EMD)** of Rs. 4,000/- (Rupees Four Thousand only) vide Demand Draft/Banker's Cheque drawn in favour of the Principal, College of Vocational Studies, payable at New Delhi. No interest is payable on EMD. The Tenders received without EMD are liable to be rejected out rightly.

5. The earnest money of all unsuccessful Tenderers will be refunded after one month after opening of the tender. The Tenderers are advised to send pre-receipted challans along with their bids so that the refund of EMD to unsuccessful Tenderers is facilitated.

6. The rates are to be quoted in the Proforma enclosed herewith. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorised signatory. Quotations that do not fulfil this condition will not be considered.

7. The firm must enclose the copy of Registration and Income Tax, Service Tax Returns for the last three years.

8. If the firm is authorised service centre of companies like ACER/ IBM /HP etc. Proof of the same may be attached.

10. Any Government organization/ undertaking should not have blacklisted the firm.

### 11. CHECK LIST

Rate Quotation	Company Profile	EMD	Client List	Copy of Registration	Copy of IT Return	Annual Turn Over

## Scope of work

*The College has Server, LAN, PCs, Laser, DeskJet, Printers, Scanners, UPS and other accessories of which details are given in the enclosed Proforma. The College intends to award Annual Maintenance Contract on the following terms and conditions.*

### **A. TERMS AND CONDITIONS**

#### **GENERAL**

1. The contract will be awarded initially for a period of one year. However, the same will be extendable for one more provided the College finds the services satisfactory.
2. Maintenance service shall consist of onsite preventive and corrective maintenance of computer system and will include supply and replacement of all parts (including hard disk, printer heads etc)
3. The firm shall depute its one qualified graduate service engineer during working hours (9.00 AM – 5.30 PM) in the College for attending day-to-day complaints. In the event of services required after office hours or on holidays the firm should be prepared to provide services with no extra charges.
4. A register will be maintained by the resident engineer of the firm for booking the complaints and keeping record of the uptime of the computers. Use of software for this purpose will be preferred. A system for registering complaints needs to be developed and maintained by the vendor and to be certified by the competent authority of Computer Centre at CVS.
5. In case an equipment/machine is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the concerned Officer before taking the equipment out. Cost of transportation and insurance of equipment will be born by the firm.
6. The firm will honor complaints logged by phone/ email/fax/post or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
7. The firm will ensure 95% up time of all the equipments under AMC (placed at table 1 and 2). For each 1% deficit in guaranteed up time, 2% deduction in the AMC amount will be made.
8. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
9. The selected firm will not involve third party in implementation of services under this AMC.
10. In case the successful bidder refuses to accept the offer, his EMD will be forfeited and the next bidder may be offered the AMC.
11. The firm selected will not be allowed to exit from the agreement of AMC. In case they do so, the security would be forfeited.



12. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.

13. The CVS reserves the right to cancel the Contract at any time without assigning any reason.

## **SECURITY & PAYMENT**

14. The successful tenderer will be required to deposit security money to the tune of 10% of AMC value. The earnest money of the successful tenderer will be refunded after submitting the security deposit of 10% of the total quoted AMC charges. Additional security money needs to be deposited in case more items are added in the AMC in future.

15. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of Rs. 100- before taking over the contract.

16. Maintenance charges will be paid on quarterly basis after deduction of penalty, if any; The payment shall be released quarterly on satisfactory completion of assigned services .If calculation of penalty was not readily available, then 80% of the bill amount will be released provisionally.

## **B. SPECIFIC TERMS AND CONDITIONS OF AMC FOR COMPUTER, NETWORKING AND COMPUTER ACCESSORIES MAINTENANCE:**

1. Tenders are invited for the maintenance of Computer, Computer Network, Network servers and related components at CVS. The Network consists of the components given in Table 1. Numbers shown are approximate; actual number may vary, as on the date of take over.
2. Tenderers are requested to provide the details of their past experience in Networking and Network maintenance, Client list, letters of satisfactory performance from existing/previous clients preferably from Govt. sector offices may be enclosed with the tender.
3. Resident engineer, for Computer & network AMC, to be stationed and present at CVS during office hours i.e. 9.00 am to 5.30 pm on all working days of CVS. However, if needed, he has to stay back after office hours and attend the office on holidays as well.
  - i. The resident engineer should be network qualified engineer with minimum of 2 years experience.
  - ii. In case of pending/high workload, the firm will depute additional engineers to clear the backlog to maintain the uptime of the computer/network.
  - iii. Additional engineers may be network qualified with minimum of 2 years experience who may be called in case of higher workload.
  - iv. The details of resident engineers posted at CVS should be provided in advance with duty schedule to the computer center. No resident engineer should be changed/relieved of duties without prior notice
  - v. No resident engineer will leave or avail leave till the reliever reports for duty.

- All the resident engineers should carry and display the identity card with photograph provided by the vendor. No Resident engineer will be allowed to enter CVS sites without proper identity cards as above.
- vii. The resident engineers should report to duty on time and late attendance will be marked as absent, and an amount equivalent to  $1/\text{total no. of Resident Engineers} \times 1/365 \times \text{total value of AMC for Desktop \& N/w maintenance}$  will be deducted from the AMC bill.
4. In case of any material defect/part failure, the tenderer would replace the materials parts within 48 hours of reporting / detection. However, in case of servers such time limit would be 4 hours. In case of delay on part of the firm, the firm shall be liable to pay a compensation of 2% of the cost of the down equipment per day, to a maximum of 25% of the cost of the equipment. In the event of the failure of the vendor to repair the equipment within the stipulated 15 days, the institute will be free to get the equipment repaired from some other source and the firm shall be liable to pay for the entire expenditure incurred by the College for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by the Institute to the tenderer.
5. CVS reserves the right to reject any item, if found unsuitable and/or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by good quality equipment forthwith at the cost of the tenderer. No payment will be made for the rejected items. During installation at site if any part is found to be defective or broken, it will be replaced with new one by the tenderer at their cost and risk within 30 days.
11. Each resident engineer should report to the computer center for duty as per the duty schedule, as well as keep track of complaints register to discharge the AMC duties efficiently. He will carry the call report book & a cell phone in proper working condition, provided by tenderer for receiving and responding to the complaint calls. The resident will also maintain a record of repair/ replacement of parts with complete details. In case of replacement of equipments (due to non repair) vendor has to issue a certificate for replacement giving reasons. A copy of the certificate needs to be sent to administrative Officer in the college.
12. He will mark his signature at arrival & departure time every day in the duty register provided by tenderer.
13. All the complaints regarding the faults/repairs will be routed through the complaint register maintained by the firm at the Computer Centre.
14. The tenderer shall use the state of art technology/software to register the complaints and report the down time. The resident engineer has to submit a report on downtime etc. on monthly basis to computer center of the College.
15. All PC level configurations related problem to be rectified within 4 hours of the complaint. The server & network level configurations problems are to be sorted out within 6 hours of the complaint.
16. The tenderer will deploy 2 persons exclusively during daytime at least once in a month for through cleaning of dust and other particles and up keeping of all the Computer components and servers, cable locations, its arrangement and its tidiness etc.



17. The tenderer shall clean all computers/Server/Network (Wire & wireless) /equipments/machines under AMC a twice in a year. He will maintain vacuum cleaner for dust cleaning of equipments.

18. The tenderer will place stickers on each equipment under warranty in the beginning of contract as well as time to time in future when new equipment are added under AMC.

19. CVS reserves the right to modify and amend of the above-stipulated conditions/criterion depending upon Project priorities vis-à-vis urgent commitments.

**TABLE-I: Proforma for Quoting Rates for AMC of Server, Computer, computer accessories, Network in CVS**

**NAME AND ADDRESS** \_\_\_\_\_

**OF THE QUOTING FIRM** \_\_\_\_\_

(The rates should be typed / handwritten neatly. All the pages of this section have to be attested by the authorized signatory along with company's stamp.)

Sr.No	Specification of Item	Qty	Rate	Total Cost (Rs.)
1	Server- ACER AR380F1 Intel®Xeon®CPU 300GBX3HDD 64 Bit Windows 2008 R2	02		
2	Server- Lenovo System x3100M5 Intel Xeon® E3-1200 Processor with RAID Configuration	01		
3	Server- Intel Pentium 2.80GHz,2GB RAM ,80GB HDD	01		
4	ACER AMD Phenom™ IIX4 810 Processor 2.60GHz,260GB HDD,2GB RAM, Windows 2007	56		
5	HP Core 2 Duo	40		
6	Zenith Celeron D 2.79GHz,40GB HDD	01		
7	HCL Desktop Computer	02		
8	Printer Samsung 2010	07		
9	HP 1020	02		
10	HP 1010	01		
11	LaserjetPro MFP 126 nw	01		
12	3 COM Baseline Switch 2928 SFP Plus	01		
13	Juniper ACX100 AC 12 Port Switch	01		
14	Zone Director 1000	01		
15	8-PORT POE Switch Net Access	01		
16	8-PORT POE Switch D-Link	01		
17	Switch Digi Link	01		
18	Switch Netgear	01		

19	Switch Nortel	01		
20	D Link Switch 24 Port	01		
21	CompexTP1016C-16 Port Ethernet 10 Base T Repeater	01		
22	Access Point	09		

**Important Note:**

(1) The specifications given in the list above are broad ones and there could be some variation in the specifications/ brand/ make/ model. However the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.

(2). The above items include components installed at various locations in the CVS Campus. There are items that may be given on AMC after their warranty period is over, during this contact period. Their maintenance would be on pro-rata basis.

(3). Tenderers are requested to quote individually for each of the above items for AMC on per Unit per annum basis as per the requirements given below;

(a) Maintenance of UTP cable connection from server/Lan/Wan through hubs/switches, connectors and network interface card. Quote AMC rate **on per Line/node basis per annum basis**. (This rate should be Inclusive of cost of replacements/repairs for connectors, Ethernet card, UTP Cable). The work under this item, also includes network configuration and its maintenance and at node level. The vendor has to replace/reinstall the defective cable with standard quality on chargeable basis preferably as per the Govt. supplies rate and the faulty cable has to be deposited with the Institute.

(b) Maintenance of Fiber Optics cable including connector, coupling, connector panel, all patch cords and Terminators etc.,

(c). The AMC for all the items/ components above includes hardware, network and their software configurations/setup maintenance, Network Administration and repair/replacements. (Like loading OS viz Linux, Windows, S/w utility maintenance, System/server software, proxy configuration and maintenance, fire wall & antivirus/ anti-spams etc.,)

(d). The AMC of computer equipments includes all parts including, hard disk, keyboard, RAM etc should be replaced with same or higher quality preferably new one unless not available in the market. Unless specified, all parts of the computer/equipments except consumable need to replace free of cost under AMC.

  
(Dr. Inder Jeet)  
Principal

Principal  
College of Vocational Studies  
Triveni Sheikh Sarai, Phase-II,  
New Delhi - 110017



## PROFORMA OF COMPANY PROFILE

1. Name of Firm and registered address
2. Name and Designation of Coordination Person.
3. Address of service center in Delhi with Landline Phone No., Mobile No. and Fax No., Website and e-mail address
4. Does the firm posses ISO Certification/any other accreditation: Yes/No  
If Yes; give details with year of certification
6. Years of operation
  - a. Maintenance \_\_\_\_\_ Yrs
  - b. Other Computer related business \_\_\_\_\_ yrs
7. Yearly turn-over

	2012-2013	2013-14	2014-15
a) Maintenance	_____	_____	_____
b) Other activities	_____	_____	_____
c) Total	_____	_____	_____
7. Support staff and qualifications
  - a. No. of Qualified Hardware Engineers \_\_\_\_\_
  - b. No. of Qualified Software Engineer \_\_\_\_\_
  - c. Others \_\_\_\_\_
08. Enclose list of major clients preferably in Govt. /Public Sector Delhi (Enclose list with Contact Person & Phone, email IDs and duration of contract.
09. Whether the firm is black-listed by any Govt. agency? Yes/No
10. Any other information of importance
11. I agree to all terms and conditions mentioned in the tender document of the Institute.

**Signature and seal of the Tenderer**