



# SHRI RAM COLLEGE OF COMMERCE

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May 1, 2019

## REQUEST FOR PROPOSALS FOR COMPREHENSIVE AMC OF COMPUTERS, LAN, SERVERS, PRINTERS, SCANNERS, LAPTOPS, LFDs, UPS & BIOMETRIC ATTENDANCE SYSTEM

Shri Ram College of Commerce (SRCC) invites sealed Bids from reputed and experienced companies/ agencies for award of the Comprehensive Annual Maintenance Contract (AMC) of computers, LAN, printers, servers, scanners, laptops, LFD, UPS and biometric attendance system. Brief description of the items to be covered under the AMC is given in *Annexure-I*.

Bid along with the following documents **must be submitted** in a non-window sealed envelope superscribing 'RfP-Comprehensive AMC of Computers, Printers, Servers, Scanners, Laptops, LFDs, UPS and Biometric Attendance System':

1. Technical Bid & Financial Bid in separate covers as per proformas given in *Annexures - II and III*, respectively.
2. Certificate with respect to incorporation/registration of the company/firm under the relevant law.
3. Certificate in respect of **ISO certification** of the bidder.
4. Documents in support of AMC services provided to Govt.'s Research/ Academic Institutions/ Departments/ Ministries/Delhi University or its colleges during the last 5 years. **Bidder must have experience of providing AMC services in respect of all equipments/items stated above for which AMC services have been sought.**
5. **Customer Satisfaction Certificates (atleast 5 Nos.)** issued by Govt. organizations served during the last 5 years. It should have been signed by an authorized and responsible officer of the organization.
6. Details of **bidder's own repair facility/laboratory** with documents in support.
7. Details of the **technical key personnel of the company** viz. Professional qualifications and experience (equipment/ item wise) etc.
8. An undertaking stating that the **bidder has not been barred or blaclisted** by any of the Government agency/ department from participation in the bidding process.
9. **EMD** (to be remitted as detailed in Bid Information Table).
10. Details of **registration with respect to PAN/ GST**.
11. Details of **registration with ESIC/ EPFO**.
12. Duly signed Undertaking as per *Annexure-IV*.

Interested agencies/ vendors who fulfill the terms and conditions as stated in *Annexure-V* may submit proposals complete in all respect as stated above to **The Principal, Shri Ram College of Commerce (University of Delhi), Maurice Nagar, Delhi - 110007, latest by 1600 hrs on May 22, 2019.**

*in Patti*  
**PRINCIPAL**  
SHRI RAM COLLEGE OF COMMERCE  
UNIVERSITY OF DELHI  
MAURICE NAGAR, DELHI - 110007

Staff Systems - DESKTOPS			
Sr. No.	Make	PROCESSOR	Count
1	Dell	i5	9
2	Dell	i7	8
3	Dell	Intel Core2 Duo	2
5	Dell	INTEL PENTIUM DUAL CORE	10
6	HP	INTEL PENTIUM DUAL CORE	1
7	HP	Intel Core 2	2
8	HP	i7	1
		<b>Total</b>	<b>33</b>

Computer Labs- DESKTOPS			
1	Acer	Acer veriton	53
2	Dell	Dell Optiplex 9020	10
		<b>Total</b>	<b>63</b>

LAPTOPS			
1	Dell	Dell Inspiron - 1525	1
2	Dell	DELL XPS L502X	1



3	Dell	DELL Latitude E5530	2
	Dell	Dell Latitude 3480	1
		<b>Total</b>	<b>5</b>

SCANNERS			
Sno	Make	Model	Count
1	HP	HP Scanjet N6310	4
	Avision	AVISION FP 5000 A3 Flatbed scanner AV3162	1
		<b>Total</b>	<b>5</b>

PRINTERS			
Sno	Make	Model	Count
1	HP	HP 1536dnf MFP	9
2	HP	HP Laerjet 1020	3
3	HP	HP Laerjet 1020 plus	5
4	HP	HP Laserjet 2055d	2
5	HP	HP M1136	7
6	HP	Samsung ML 2010	1
	HP	HP LASERJET M1005 MFP	1
	HP	HP Laserjet Pro M226dw MFP	4
	HP	HP Officejet Pro 6960 All in	1



	One	
		Total 33

BIOMETRIC ATTENDANCE MACHINE			
Sno	Make	Model	Count
1		(Essl U-Face 602	1

UPS					
Sno	Make	Model	kva	Count	Location
1	Hi-Shine		15kva	2	Library Ground and First Floor
2	Luminous	LB600UN0	600 va	15	PoE
3	Microtek		625va	2	GBO
4	GE Digital Energy		5Kva	1	Accounts
5	ACCU Power		5kva	1	Admin
6	Numeric Digital HPX10,000		10kva	1	Library
7	Crown		10kva	1	CC
8	Local Brand/Not known		10kva	1	CC
9	HiTron		10kva	1	CC
10	Microtek		500va	3	Principal's Office



DISPLAY PANEL (LFD)			
Sno	Make	Model	Count
1	Samsung	DB40D	4
2	Samsung	DB55E	1



## TECHNICAL BID

1	Name of the firm/ company	
2	Address for communication	
3	Registration Number (if any)	
4	Name of authorized representative	
5	Specimen signature of the authorized representative/ signatory	
6	Contact number	
7	Email	
8	Details of government departments/ institutions/ PSU/ University/ colleges served under comprehensive AMC during the last 5 years (documents/ certificates in support also to be provided)	
9	Details of own repair facility/ laboratory	
10	Details of technical key personnel (No., Names, Professional qualifications, experience etc.)	
11	Details of registration with respect to PAN/ GST	
12	Details of registration with ESIC/ EPFO	



13	Details of ISO certification	
14	List of documents enclosed	

Date: \_\_\_\_\_

Signature of the Bidder \_\_\_\_\_

Place: \_\_\_\_\_

Name \_\_\_\_\_

Seal

Designation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_



## FINANCIAL BID

Name of the firm/ company \_\_\_\_\_

Name of the authorized representative \_\_\_\_\_

Specimen signature of the authorized representative \_\_\_\_\_

S. No.	Item	Make	Quantity	Unit Price	Total Price	Remarks

List of spares/ items to be excluded from the AMC, if any

Sr. No.	Item	Part excluded from the AMC

Date: \_\_\_\_\_

Signature of the Bidder \_\_\_\_\_

Place: \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Seal





UNDERTAKING

The Principal  
Shri Ram College of Commerce,  
Maurice Nagar,  
Delhi-110 007

Sir,

I/We, the undersigned, certify that I/we have gone through the terms and conditions mentioned in the tender document and hereby undertake to agree and comply with them.

I/ We understand that in case of breach of any of the terms and conditions committed on our part, the contract for AMC, if awarded to us, will be liable to be terminated.

Date: \_\_\_\_\_

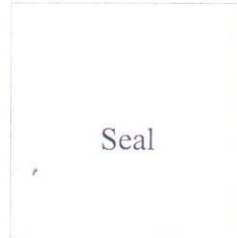
Signature of the Bidder \_\_\_\_\_

Place: \_\_\_\_\_

Name \_\_\_\_\_

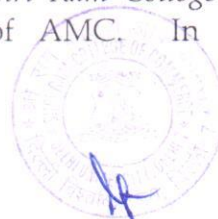
Designation \_\_\_\_\_

Address \_\_\_\_\_



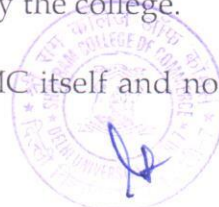
## TERMS &amp; CONDITIONS

1. Maintenance would include the following:
  - a) To ensure proper working of PC(s) and all hardwares included in the contract.
  - b) Proper working of the LAN of the college and internal networking and maintenance of subnets within the college.
  - c) Preventive maintenance of all items must be done **twice in a semester (6 months)** – once in the Mid-Semester break and then at the end of the semester. For example, dust removal, CD lens cleaning, replacement of damaged cables (LAN wires/ cables) etc.
  - d) Preventive maintenance against viruses, spywares and unwanted software for example, cookies and removal of problems arising as a result of unwanted software, regular cleaning.
  - e) All maintenance needs to be done during working hours of the college i.e. from 9 AM to 5 PM on all working days i.e. Monday to Saturday (except holidays).
  - f) 'Downtime' is defined as the time for which the item could not be utilized for its intended use.
  - g) 'Uptime' is defined as the time for which item can be utilized for its intended use.
2. **Comprehensive AMC includes** essential servicing and repairs/ fixing/ replacement of all the electrical/ electronic, and mechanical components of the equipment. Therefore, the successful bidder firm shall bear cost of all spare parts of related items including all plastic, rubber equipments, knobs, teflon, movable/ rotational parts, power cables, printers' ports, cords, defective boards/ circuits and connectors or any other item necessary for proper operation of the original equipment. Imaging Drums will be covered under the CAMC. CAMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by the college. However, batteries (UPS & Laptops) and consumables (cartridges and toners) will not be covered under the AMC and their cost to be borne by the college. The college will not make any payment beyond the cost as per the AMC.
3. An **Earnest Money Deposit (EMD)** of Rs. 15,000/- (Rs. Fifteen Thousand Only) is required to be submitted along with the Bid in the form of Demand Draft/Bankers' Cheque/Pay Order from any nationalized bank payable at Delhi, drawn in favour of the *Principal, Shri Ram College of Commerce*.
4. EMD will be adjusted against the full & final payment of the successful bidder and will be refunded (without interest) to the unsuccessful bidder within 90 days from the last date of receipt of tender document. Bids not accompanying the EMD, will be summarily rejected.
5. The successful bidder will have to deposit a sum equivalent to **5% of the amount of bid** as Performance Security to the college at the time at signing the contract in the form of Demand Draft/Bankers' Cheque/Pay Order from any nationalized bank payable at Delhi, drawn in favour of the *Principal, Shri Ram College of Commerce*. Performance Security will be released at the end of AMC. In case of non-performance/



unsatisfactory service, Performance Security will be forfeited as penalty and the contract of AMC will be terminated.

6. Registration of the bidder with respect to PAN/ GST with relevant statutory/government departments is mandatory and relevant documents to this effect are required to be attached with the bid.
7. The bidder must have experience of maintenance contracts of computers and peripherals for at least 5 years with government departments/ public sector enterprises/ academic/ research institutions/ University of Delhi or its colleges (*not less than 100 computers and peripherals per year in a single institution*). A list of all such organizations served during the last 5 years be provided along with relevant documents/ certificates to substantiate the statement. **The Bidder must have its own repair facility/ laboratory** where in-house repairs and service works are being carried out with its own technical team. **Bidder must have experience of providing AMC services in respect of all equipments/ items stated above for which AMC services have been sought.** Customer Satisfaction Certificates (atleast 5 Nos.) issued by Govt. organizations served during the last 5 years are required to be attached in support of the technical bid. **It should have been signed by an authorized and responsible officer of the organization clearly mentioning the items for which AMC was undertaken.**
8. The documents required to be provided in support form part of the technical scrutiny of the bidders. **Not providing any document as required, may lead to disqualification of the bid on technical grounds.**
9. If a spare part/ item is not working and the same has to be rectified by the replacement, then the cost of replacement with the spare part/ item of same or higher configuration would have to be borne by the successful bidder. **20 nos. each** of Keyboard and mouse of Logitech/ IBM/ Dell/ HP make only would be accepted as replacement. In case of Motherboard, replacement will be accepted only of the same make, i.e. Intel against Intel only. For servers, if any part/item is not working and the same has to be rectified by replacement, then replaced part should be of the same make as that of the server. Replacing of damaged/non-working cables/wires/ connectors etc. used for LAN/internal networking shall be undertaken by the said agency and reports as and when required shall be supplied within a time frame of 24hours strictly.
10. The successful bidder will be required to provide 10 pairs of Keyboard and Mouse of Logitech/ IBM/ Dell/ HP make only as standby support so that functioning remains smooth. All standby items would be returned at the end of AMC.
11. The award of contract for AMC will be reviewed after the first quarter (completion of first three months) and if the performance of services by the successful bidder is not found satisfactory, the contract may be revoked/terminated. In case of termination of the contract, no payment will be released by the college.
12. The successful bidder will handle the AMC itself and not through any third party or sub-agent or sub-contractor.



13. AMC for the items given in bid document is on comprehensive basis and not item-wise. **The AMC contract will be awarded for all items collectively to a single bidder and not to different vendors for different items.** Single consolidated rate must be quoted for all items of the same configuration/ make.

14. The bidder must have **facility (Web Portal) for lodging online complaints.** The successful bidder will be required to maintain a calls' log/ register wherein details of the maintenance work done and down time of computers and/ or its peripherals will be recorded. The same shall be verified by Senior Technical Assistant/ Technical Assistant of the college on regular basis."

15. Comprehensive maintenance shall be carried out primarily at the premises of the college during office hours. In case the vendor feels that the equipment(s) cannot be repaired at the site, the vendor will carry and deliver the equipment at its own cost and get the same repaired promptly to the satisfaction of the college.

16. **The successful bidder must attend to the lodged complaint(s) within 24 hours.** Thereby the **downtime must not exceed 24 working hours from the time of lodging of complaint. In case it exceeds, the vendor will provide a standby system/ item.** In case the faulty system/ item is not repaired/ replaced with a standby system within a period of 24 hours, the college may get the same repaired from an outside agency and the cost of repairs so incurred will be recoverable from the vendor.

17. The college reserves the right to include any item during the AMC period whose rate of maintenance will be decided afresh, depending upon its configuration and AMC tenure, by mutual consent of both the parties.

18. The vendor will ensure 95% uptime for items under AMC, failing which, penalty to be calculated as under, will be imposed by the college:

*Total machine days (X) = No. of items x No. of working days in a quarter*

*Breakdown days (Y) = No. of items x No. of breakdown days*

*Percentage uptime (Z) =  $X - Y / X \times 100$*

*Penalty amount =  $95 - Z \times \text{quarter payment} / 100$*

19. Charges for AMC shall be payable to the vendor after every three months (quarter) on raising bill by the vendor and satisfactory performance of services. No advance payments will be made.

20. Vendors should submit the bids strictly in accordance with the terms and conditions stipulated in the tender document.

21. The college reserves the right to reject any or all bids without assigning any reasons thereof.

22. Bids received after last date for submission and Conditional bids are liable to be summarily rejected.



23. Technical bids will be opened first and Financial bids of only those bidders will be opened who qualify according to Technical Bid.

24. The decision of the college shall be final and binding on the vendor.

