



# SHRI RAM COLLEGE OF COMMERCE

University of Delhi, Maurice Nagar, Delhi - 110007

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May 1, 2019

## REQUEST FOR PROPOSALS FOR AMC OF PROJECTORS

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 PROJECTORS. Brief description of the projectors 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 Projectors**':

1. **Basic Eligibility:** The bidder must be a company authorized Service Partner/ Center for repair of projectors. Certificate from the company in this regard is required to be submitted.
2. Technical Bid & Financial Bid in separate covers as per proformas given in *Annexures - II and III*, respectively.
3. Certificate with respect to incorporation/registration of the company/firm under the relevant law.
4. Certificate in respect of **ISO certification** of the bidder.
5. Documents in support of AMC services for projectors provided to Govt.'s Research/ Academic Institutions/ Departments/Ministries/Delhi University or its colleges during the last 5 years.
6. **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.
7. Details of **bidder's own repair facility/laboratory** with documents in support.
8. Details of the **technical key personnel of the company** viz. Professional qualifications and experience (equipment/ item wise) etc.
9. An undertaking stating that the **bidder has not been barred or blacklisted** by any of the Government agency/ department from participation in the bidding process.
10. **EMD** (to be remitted as detailed in Bid Information Table).
11. Details of **registration with respect to PAN/GST**.
12. Details of **registration with ESIC/ EPFO**.
13. 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.**



## DETAILS OF PROJECTORS

Make/ Brand	Model Number	Quantity
PANASONIC	PT-LB51NT	18
PANASONIC	PT-F100NT	6
SONY	VPLCH350 (with Dongle)	1
CANON	LV7260	2



## 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	



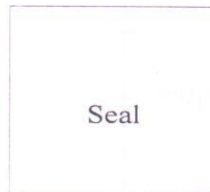
13	Details of ISO certification	
14	List of documents enclosed	

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

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

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

Name \_\_\_\_\_



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 Projectors included in the contract.
  - b) Preventive maintenance (Service) of projectors must be done **twice in a semester (6 months)** – once in the Mid-Semester break and then at the end of the semester.
  - c) 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).
  - d) 'Downtime' is defined as the time for which the item could not be utilized for its intended use.
  - e) 'Uptime' is defined as the time for which item can be utilized for its intended use.
2. An **Earnest Money Deposit (EMD)** of Rs. 10,000/- (Rupees Ten 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*.
3. 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.
4. 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.
5. 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.
6. The **bidder must be a company authorized Service Parter/ Center**. Certification in this regard is required to be submitted along with the bid. The bidder must have **experience of maintenance contracts of AMC for projectors for at least 5 years with government departments/ public sector enterprises/ academic/ research institutions/ University of Delhi or its colleges**. 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 itwn 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 projectors**. 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.**



7. 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.**
8. 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. Replacing of damaged/ non-working cables/ wires/ connectors/ wall sockets etc. shall be undertaken by the said agency and reports as and when required shall be supplied within a time frame of 24 hours strictly.
9. 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.
10. The successful bidder will handle the AMC itself and not through any third party or sub-agent or sub-contractor.
11. 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 projectors will be recorded. The same shall be verified by Senior Technical Assistant/ Technical Assistant of the college on regular basis.
12. Comprehensive maintenance shall be carried out primarily at the premises of the college during office hours. In case the vendor feels that the projectors 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.
13. **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 projector. In case the faulty projector is not repaired/ replaced with a standby projector 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. The college reserves right to impose penalty upon the successful bidder for deficiency in services.
14. Charges for the 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.
15. Vendors should submit the bids strictly in accordance with the terms and conditions stipulated in the Tender Document.
16. The college reserves the right to reject any or all bids without assigning any reasons thereof.
17. Bids received after last date for submission and Conditional bids are liable to be summarily rejected.





18. Technical bids will be opened first and Financial bids of only those bidders will be opened who qualify according to Technical Bid.
19. The decision of the college shall be final and binding on the vendor.

