

जानकी देवी मेमोरियल कॉलेज

(दिल्ली विश्वविद्यालय)

JANKI DEVI MEMORIAL COLLEGE

(University Of Delhi)

सर गंगा राम अस्पताल मार्ग, नई दिल्ली-११००६०

Sir Ganga Ram Hospital Marg, New Delhi-110060

दूरभाष : २५७८७७५४ फैक्स : २५७९०८३२

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संदर्भ संख्या/Ref. No. 351

NOTICE INVITING TENDER

दिनांक/Dated.....

Date: 24.08.2021

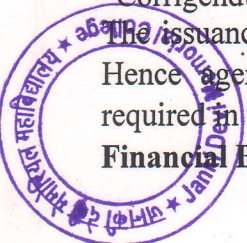
Janki Devi Memorial College (JDMC), New Delhi invites item rate tenders under two bid systems for Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals from the date of awarding the contract for a period of two years as detailed below:

S. No.	Particulars	Description
1.	Name of Work	Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals
2.	Period of Work	AMC Period Initially for a Period of One Year. Extendable to further period of Two years on successful and satisfactorily Completion of 1st year.
3.	Earnest money Deposit (EMD)	Rs.15,000.00 (Rupees Fifteen Thousand only) in shape of DD in favour of Principal Janki Devi Memorial College payable at New Delhi. EMD is refundable to unsuccessful bidder without any interest.
4.	Tender Cost	Rs. 500.00 . (Rupees Five Hundred only) in the shape of DD in favour of Janki Devi Memorial College payable at New Delhi.(Non Refundable)
5.	Validity of Tender	90 days from last date of submission of tender
6.	Closing Date and Time of Tender	On 15/09/2021 upto 15:00 Hrs.
7.	Opening of Technical bids	On 15/09/2021 at 15:00Hrs.

The tender document can be downloaded from the websites www.jdm.du.ac.in
"Corrigendum, if any, would appear on the College Site . www.jdm.du.ac.in

The issuance of tender document does not mean the agency has been technically qualified.
Hence agencies/bidders are advised to submit all the relevant documents/ credentials required in tender for technical qualification along with their bid.

Financial Bid will be opened after evaluation of Technical Bid



Swas Pal
प्राचार्य/Principal
जानकी देवी मेमोरियल महाविद्यालय
Janki Devi Memorial College
सर गंगा राम अस्पताल मार्ग नई दिल्ली-110060
Sir Ganga Ram Hospital Marg, New Delhi-110060

**TENDER FOR COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT (AMC) FOR DESKTOP
COMPUTERS, LAPTOPS, SERVERS, SCANNERS,
PRINTERS, UPS, LAN, OTHER PERIPHERALS ETC.**



NOTICE INVITING TENDER

Tender are invited by **The Principal Janki Devi Memorial College** up to **15/09/2021, 3:00 PM** for the work of Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Servers, Scanners, Printers, UPS, LAN and other peripherals etc.

For details log on to our website www.jdm.du.ac.in



TERMS OF REFERENCE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS, LAPTOPS, SERVERS, SCANNERS, PRINTERS, UPS, LAN, OTHER PERIPHERALS etc.

1. The eligibility criteria of the bidders should encompass the following:
 - i. The intending bidders should have a minimum of two years' experience in Annual Maintenance Contract/Hardware Sales field, duly supported by documentary evidence in support of their competence and infrastructure.
 - ii. The firm should have adequate qualified manpower having experience in the field.
 - iii. The bidder should have annual turnover of at least Rupees 3 Lakh (Rupees Three lakh) during last Three years in services only such as AMC of Desktop, printers, peripherals, & LAN. The firm will have to attach documentary proof in this regard.
 - iv. Bidder should submit their valid documentary proof of Sales Tax/GST, PAN, Service Tax registration number, copies all of these should be enclosed with the Technical Bid Offer failing which the bid would be rejected.
 - v. The bidder should have undertaken at least three similar assignments of amount Rs.1 lakhs or above per year in the past three years for Govt. Deptt. / Undertaking / PSU /any reputed institution / firm etc.
 - vi. The Agency should have its main office in Delhi/NCR.

2. Tenders are invited under two bid systems i.e. Technical Bid and Financial Bid. Interested firms are advised to submit their bids to the Principal Janki Devi Memorial College. One Firm may only submit one proposal. If a Firm submits or participates in more than one proposal, such proposals shall be disqualified.



3. Technical Bid should include the complete profile of the firm experience Turnover etc. The firm should furnish the details of Government Departments/PSUs /any institution where they have completed the AMC as per the proforma given below:-

S.No.	Name & address of the Govt. Department/PSUs/ Any institution with telephone/mobile Number & Email.	Details of equipment & number of contract	No. of resident engineers provided	Period	Contract value (Rs. In lakhs)
1	2	3	4	5	6

4. The Documents to be submitted with Technical Bid in following order:-

S.No.	Description
1	Company Profile with Copies of PAN and GST of firms.
2	The address of the Service Centers with contact person, name, telephone mobile No, Email and fax numbers located in Delhi.
3	Self-Certificate that they have not been blacklisted by any Govt. Department
4	List of inventory of Equipment, Software, machines & tools held by firm/company etc. to handle the breakdowns / carry out preventive and rectification maintenances
5	Experience Certificate
6	Letter of unconditional acceptance of tender conditions



5. Scope of work :-

The Financial bid should contain the price quoted by the vendor / company / firm etc. against each item separately. The format for furnishing price details is given below:-

S. No.	Item name	Make/Model	Quantity	Rate per unit for a year	Total Quoted cost	
					without GST	With applicable GST
					(in Rs.)	(in Rs.)
1	Computers	Acer (AMD)	80			
		HP Compaq	24			
		Deli	05			
		HP	10			
		Assemble	15			
2	Servers	Dell , Acer	5			
3	Laptops	HP (AMD)	873			
		HP i-5	25			
4	Printers	Laser / Canon, HP	14			
		MFP , HP	07			
		Network , Canon	01			
5	Scanner	HP Scanjet	02			
6	LAN	Entire College Campus,				
7	(i) Switches	3 Com , Zyxel ,D-link, Netgear	04			
	(ii) POE	Dlink	07			
8.	Access Point	(i) Rukus	18			
		(ii) Pronto	03			



S. No.	Item name	Make/Model	Quantity	Rate per unit for a year (in Rs.)	Total Quoted cost	
					without GST (in Rs.)	With applicable GST (in Rs.)
9.	UPS	Numeric 10KVA Numeric 05KVA Mix .6 & 1 KVA	03 02 35			
Total Quoted Cost (in figures)						
Total Quoted Cost (in words) :						

Note: One Engineer needs to be deployed or on call on the all working days during office hours at the premises of the College.

6. Term & Conditions :-

1. New equipment as and when purchased by the College will be included in AMC on expiry of its warranty period.
2. The AMC rates mentioned in this contract will be valid for One year from the date of awarding the contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by College, based on the performance of the vendor, with mutual consent terms and conditions for further 1 year.
3. The system maintenance charges should not include the cost of consumables and supplied items such as media like magnetic tapes, toner cartridges, printer bands and printing heads, UPS and laptop batteries, computer stationery and floppy diskettes, CDs, DVDs. All types of Printer maintenance charges include all parts maintenance i.e toner cartridges, refilling of cartridge, replacement of cartridge, etc.
4. The College will keep a record of machine failure including the name of failure, date and time of booking the complaint and when the machine is set right and total down time. The records will be signed by the Company's Service engineer and college representative.



5. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. Whenever the system cannot be repaired on site within the specified time limits, the Company will have the option to take the equipment to their workshop / premises with prior permission from College Administrator and provide the alternative equipment of same or better specifications. The College's equipment in any case will have to be repaired/set right within 3 days and returned to the College. The firm will arrange their own transport, for which no extra payment will be made.
6. The Firm will install anti-virus software in each of the computers and laptops every year and undertake regular virus scanning and virus removal job
7. For preventive maintenance checks of each system under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the college representative. Preventive maintenance will include special cleaning of the monitor, printer, key board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report from the user would be submitted to admin Section, failure of this, will lead to deduction from the payments proportionately .
8. In addition to EMD, a Performance Security Deposit of 10% of the price of the AMC contract will have to be deposited by the successful tenderer while accepting the AMC valid upto further six months after date of completion of contract, in the form of a Bank Draft / Performance Bank Guarantee payable to the College. This will be refunded without any interest on Completion of the contract to the entire satisfaction of the College. In case of any default, the total amount or a part thereof will be forfeited.
9. The firm will check all the Computers, printers, scanners and laptops, etc. Under AMC along with college representative before 10th of each month and submit a report for the same .
10. The AMC includes formatting and maintenance of Computers, Laptops, LAN, Internet, Data recovery and re-installation including the Software used in the office, to load and upgrade anti-virus software etc., if need arises.
11. The upgraded items (Memory, HDD etc.) purchased by the College and upgraded into the existing systems/machines will also be included in AMC with the firm as soon as warranty period expires. In case of emergency ,all equipment including equipment under warranty also will be maintained under AMC without any extra cost / Charge etc.
12. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.



13. The equipment will be returned in good working condition to the College. In case the AMC holding party fails to return the machine back in working condition to the College, it will have to pay the contemporary price prevailing in the market of the same model and make. The College shall have full liberty to deduct such amount from the pending/ensuing bills or the Performance Security Deposit or EMD etc.

14. To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the College and representatives of the Company may be held in the College On the time and date decided by the College authority.

15. The Firm's personnel will comply with all the data security and security regulations in the College & GOI (Government of India). Any breach of this condition will render the entire contract as null and void. All Govt. law in this regard will be followed by the firm /company etc. in true letter and spirit

16. The engineer/technician deputed for preventive maintenance and rectification shall report to the College; carry out all the activities under the control and technical supervision of the in-charge of the college.

17. SERVICE FOR ALL COMPUTERS, PRINTERS, SCANNERS, PERIPHERALS ETC. Maximum acceptable downtime will be one day from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as detailed below in Para 18 below will be applied .

18. PENALTY:

- (i) Penalty for not attending the calls as per Para 21 of Service Assurance will be Rs. 200/- per working day for each system, printer, Laptops, Scanners etc.
- (ii) Penalty for failure of doing Scheduled Preventive Maintenance (PM) and submission of Reports in time will be Rs 200 ./- per machine.

19. PAYMENT TERMS:

The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bills along with the downtime statement and the PM report within one month of completion of the quarter to the College.

20. The College reserves its right to accept/terminate/extend the maintenance contract at sole discretion of JDMC. The contractor will not be entitled to claim any compensation against termination of contract at any time. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.



21. All the firms participating in the tender must submit a list of their owner / partner etc. along with their contact telephone/Mobile numbers and a certificate / undertaking to the effect that the firm is neither blacklisted by any Government Department nor any criminal cases registered against the firm.
22. Present strength of qualified engineers in the bidding firm should be mentioned.
23. The firms should mention company PAN No. and GST No.
24. No advance payments will be made under any circumstances.
25. A Technical Committee may be constituted to scrutinize/evaluate technical soundness / competence of the firm/Company.
26. The tenderers may represent themselves personally or through their authorized representatives, if any, at the time of opening of the tenders.
27. The Committee in order to satisfy itself may conduct a spot enquiry or ask to furnish more details to verify soundness, capability and viability of the firm / company / tenderer etc.
28. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached along-with the tender.
29. **Evaluation Criteria** : The Financial bid will be evaluated on the basis of the total bid amount quoted in bundle price consisting of the Computers, Servers, Laptops , Printers, Scanners, LAN etc. all clubbed in a single lot and not the items-wise lowest rates quoted by the bidders. However, in the case of UPS, lowest rates quoted by the bidders will be considered only for without batteries.
30. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid. This should be in the prescribed format given at serial No 5. **One Engineer needs to be deployed or on call on the all working days during office hours at the premises of the College.**



Bwan Pd
Principals/Principal
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